

# 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:** An approved person or provider of supports who has received payment for supporting Agency-managed participants.

**Administrative Appeals Tribunal (AAT):** An independent body that conducts reviews of administrative decisions made under Commonwealth laws.

**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:** Total payments paid in a period divided by the average number of active participants in that period. The average number of active participants is the average of the active participants at the start and the end of the 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.

**Claiming provider:** A provider that has directly claimed payments for supports. For plan managed payments, this will be passed on to the support provider.

**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.

**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):** An approach which supports children younger than 7 who have developmental delay or disability and their families/carers. Depending on individual circumstances a child may move through the ECA program to become an NDIS participant on either an s.24 Permanent Disability (PD) or s.25 Early Intervention (EI) participant.

**First Nations Peoples:** Identified as Aboriginal but not Torres Strait Islander; or Australian Aboriginal; 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. In this report the NDIA is also referred to as 'the Agency'.

**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'.

**Outcomes framework questionnaires:** One way in which the Agency is measuring success for people with disability across eight different life domains.

**Participant Provider Pathway:** The process by which participants, their families, carers and providers interact with the NDIS.

**Participant Reassessment Request:** A review of a participant's plan requested by the participant under the NDIS Act (s.48).

**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).

**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.

**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 Agency will pay for that support.

**Provider:** A provider of services and/or supports (registered or unregistered) to participants.

**Registered provider:** An approved person or provider of supports that has registered as a provider with the NDIS Quality and Safeguard Commission.

**Revenue:** The amount received from both States/Territories and the Commonwealth governments for participant supports as outlined in the bilateral agreement. This includes both cash and in-kind amounts.

**Specialist Disability Accommodation (SDA):** Accommodation for people who require specialist housing solutions, including to assist with the delivery of supports that cater for their extreme functional impairment or very high support needs.

SDA does not refer to the support services, but the homes in which these are delivered. SDA may include specialist designs for people with very high needs or may have a location or features that make it feasible to provide complex or costly supports for independent living.

**Supported Independent Living (SIL):** Help with and/or supervision of daily tasks to develop the skills of an individual to live as independently as possible. Assistance provided to a participant will be included as part of their plan depending on the level of support they require to live independently in the housing option of their choice.

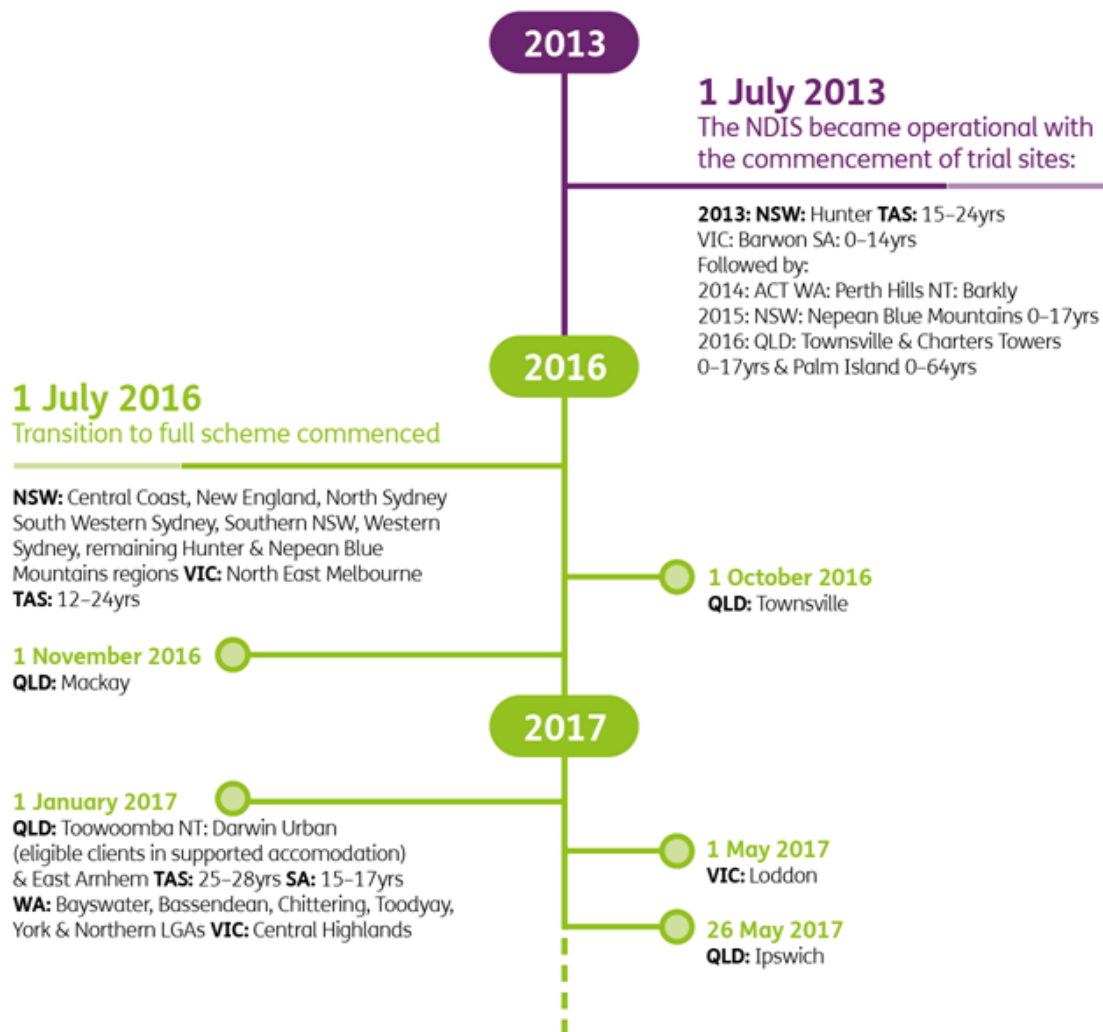
**Unregistered provider:** A provider of supports that has not registered as a provider with the NDIS Quality and Safeguards Commission. An unregistered provider can support participants that are plan managed or self managed.

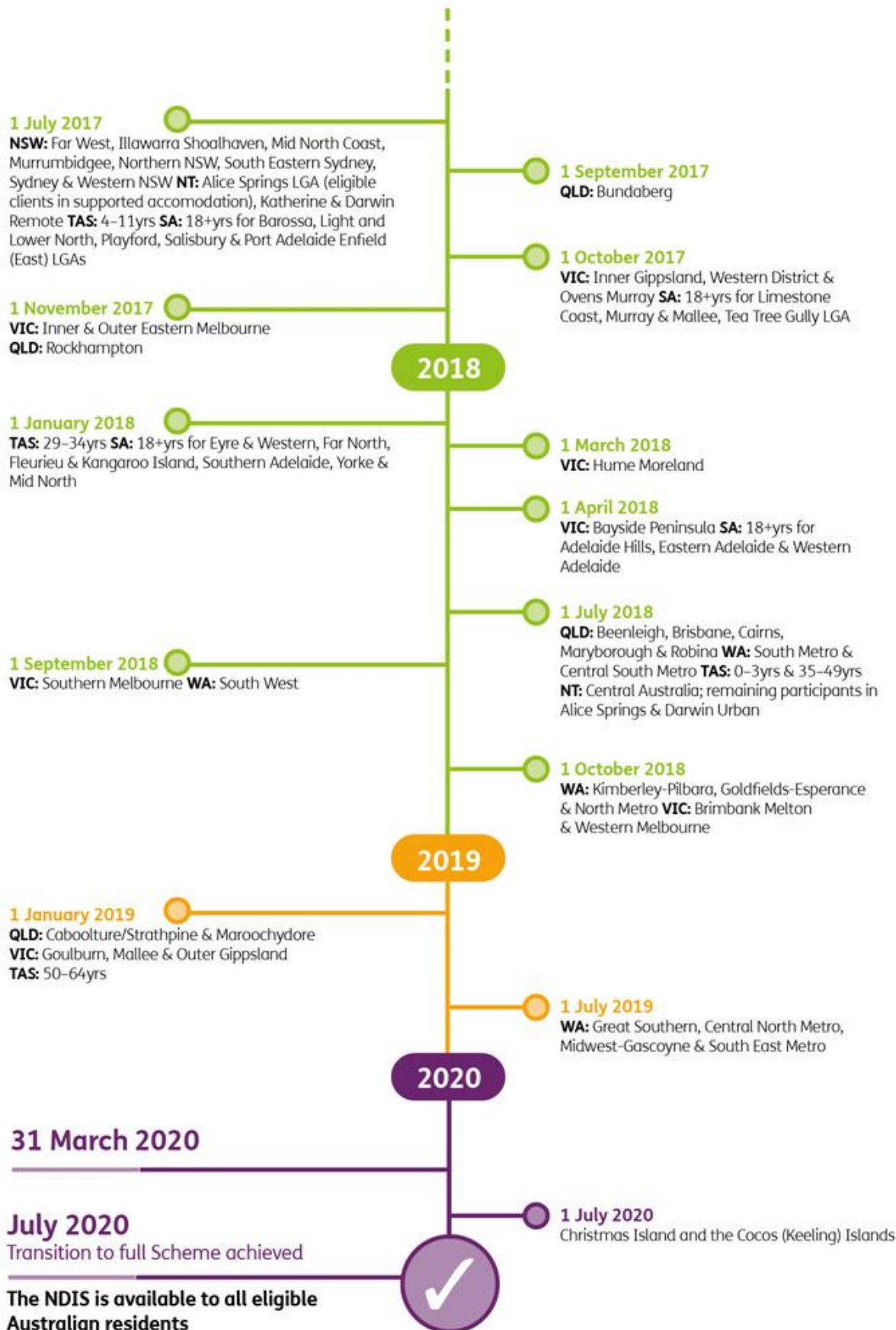
## Appendix B:

### Scheme roll-out: Timing and locations

Figure B.1 outlines the timeline and roll-out of the NDIS.

Figure B.1 NDIS roll-out schedule





## Appendix C:

### Approved plans and children accessing early connections

Table C.1 compares plan approvals (including children accessing early connections) with bilateral estimates.

The scheme to date bilateral estimates for WA are as at 31 March 2023, for NT are as at 30 June 2020, and for all other States/Territories are unchanged from 30 June 2019.

A detailed summary of children younger than 7 in the Scheme by State/Territory is also included in Table C.2, including children accessing early connections.

**Table C.1 Plan approvals to date (including children accessing early connections) compared to bilateral estimates**<sup>1 2 3 4 5</sup>

State/Territory	All plans approved (excl. children accessing early connections)	Children accessing early connections	All plans approved (incl. children accessing early connections)	Total bilateral estimates	Comparison for all plan approvals (incl. children accessing early connections) with bilateral estimates
NSW	192,762	5,538	198,300	141,957	140%
VIC	169,526	3,175	172,701	105,324	164%
QLD	128,997	4,629	133,626	91,217	146%
WA	52,624	1,173	53,797	44,688	120%
SA	54,885	1,071	55,956	32,284	173%
TAS	13,591	151	13,742	10,587	130%
ACT	12,013	165	12,178	5,075	240%
NT	6,024	111	6,135	6,545	94%
<b>Total</b>	<b>630,423</b>	<b>16,013</b>	<b>646,436</b>	<b>437,677</b>	<b>148%</b>

<sup>1</sup> All plans approved includes participants who have left the Scheme since receiving an initial plan, in line with the measurement of progress against bilateral estimates.

<sup>2</sup> State/Territory in this table is defined by the address of first plan approval of the participant, in line with the method used to measure progress against bilateral estimates. Under this original definition of jurisdiction, there are no participants recorded under Other Territories.

<sup>3</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. These include any early childhood therapy supports and/or mainstream referrals.

<sup>4</sup> These results do not differentiate between approved plans for participants who met Section 25 of the NDIS Act for access (Early Intervention), compared with plans for those who met Section 24 of the NDIS Act for access (Permanent Disability). Table E.5 shows numbers of active participants split into these Early Intervention and Permanent Disability categories.

<sup>5</sup> There are no children accessing early connections at 31 March 2023 with Missing jurisdiction information.

**Table C.2 Summary of children younger than 7 who have approached the Scheme for support by jurisdiction and status**<sup>6 7</sup>

State/ Territory	Active approved plans (children younger than 7 as at 31 March 2023)	Access met but yet to have an approved plan (children younger than 7 as at 31 March 2023)	Access request (no decision) - Children accessing early connections	Access request (no decision) - Children waiting for early connections	Access request (no decision) - Neither accessing nor waiting for connections	Others accessing or waiting on early connections - Accessing early connections	Others accessing or waiting on early connections - Waiting for early connections	Total
NSW	29,436	1,070	989	<11	406	4,549	41	36,495
VIC	27,968	953	770	26	298	2,405	316	32,736
QLD	21,024	1,305	652	<11	364	3,977	41	27,373
SA	7,140	239	193	<11	94	878	61	8,606
WA	6,178	404	223	<11	59	950	27	7,846
TAS	1,697	14	32	<11	117	119	<11	1,985
ACT	1,300	44	40	<11	13	125	<11	1,523
NT	1,028	48	33	<11	39	78	<11	1,227
OT	<11	<11	<11	<11	<11	<11	<11	<11
<b>Total</b>	<b>95,773</b>	<b>4,077</b>	<b>2,932</b>	<b>48</b>	<b>1,390</b>	<b>13,081</b>	<b>492</b>	<b>117,793</b>

<sup>6</sup> This table includes 289 children aged over 6 accessing early connections as at 31 March 2023, and a further 22 children aged over 6 who are waiting for early connections.

<sup>7</sup> Early connections include any early childhood therapy supports and/or mainstream referrals.

# Appendix D:

## Outcomes Framework Questionnaires

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### 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 99% of participants who received their initial plan since 1 July 2016.

The information collected from participants and their families and carers (for participants aged 14 or under) tracks how participants are progressing across eight 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 nine areas of daily living, for example shopping and home cleaning.

**Home:** Relates to participants' satisfaction in their home now and in five years' time, 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.

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 Agency can track the type of supports that lead to the best outcomes.



# Appendix E:

## National

The new Information and Communications Technology (ICT) system test commenced in Tasmania in the December 2022 quarter. The Quarterly Report to the Disability Minister combines data from the current and new ICT systems, where it is available. Data from the new ICT system is not available for all tables shown. Where this is materially incomplete, the underlying data for Tasmania is not shown. However, at a National level the data is less impacted and continues to be included. This may lead to restatements of information in future reports.

In this quarter, there was an overall increase in participation rates due to adjustment to population estimates. The adjustment reflects updated views of Australia's current and future population growth, based on 'Regional population by age and sex' (reference period 2021) from the Australian Bureau of Statistics and the '2022 Population Statement' from the Centre of Population. The greatest changes are seen in ages 0 to 18 for most states. These changes may be observed in appendices F to N also.

## Part One: Participants and their plans

**Table E.1 Active participants by quarter of entry, plan and entry type – National <sup>8</sup>**

Participant breakdown	Prior Quarters	2022-23 Q3	Total
<b>Access decisions</b>	<b>734,110</b>	<b>28,380</b>	<b>762,490</b>
<b>Active Eligible - Total</b>	<b>581,198</b>	<b>21,686</b>	<b>602,884</b>
<i>Active Eligible - New</i>	360,119	21,161	381,280
<i>Active Eligible - State</i>	179,495	349	179,844
<i>Active Eligible - Commonwealth</i>	41,584	176	41,760
<b>Active Participant Plans (excl ECA) - Total</b>	<b>570,880</b>	<b>21,179</b>	<b>592,059</b>
<i>Active Participant Plans (excl ECA) - New</i>	351,525	20,639	372,164
<i>Active Participant Plans (excl ECA) - State</i>	178,009	346	178,355
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	41,346	194	41,540
<b>Active Participant Plans - Total</b>	<b>585,794</b>	<b>37,192</b>	<b>608,072</b>
<i>Active Participant Plans - Early Intervention (s25)</i>	166,338	11,825	178,163
<i>Active Participant Plans - Permanent Disability (s24)</i>	404,542	9,354	413,896
<i>Active Participant Plans - ECA</i>	14,914	16,013	16,013

**Table E.2 People who have left the Scheme since 1 July 2013 as at 31 March 2023 – National**

People leaving the Scheme	Total
<b>Number of people who have left the Scheme</b>	<b>38,364</b>
<i>Early Intervention participants</i>	10,691
<i>Permanent disability participants</i>	27,673

<sup>8</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.



**Table E.3 Assessment of access by age group and gender – National<sup>9</sup>**

Age Group at Access Decision	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
0 to 6	140,046	98%	58,495	98%	1,897	96%	200,438	98%
7 to 14	81,617	89%	39,840	89%	1,871	84%	123,328	89%
15 to 18	25,368	92%	15,064	89%	841	88%	41,273	91%
19 to 24	20,901	91%	13,539	86%	596	82%	35,036	89%
25 to 34	26,336	89%	20,575	82%	708	78%	47,619	86%
35 to 44	26,804	86%	23,462	77%	562	70%	50,828	81%
45 to 54	33,212	82%	30,971	73%	705	65%	64,888	77%
55 to 64	41,091	76%	37,569	65%	787	55%	79,447	70%
65+	1,437	53%	1,301	46%	32	42%	2,770	49%
Missing	3,009	49%	2,354	35%	114	52%	5,477	41%
<b>Total</b>	<b>399,821</b>	<b>89%</b>	<b>243,170</b>	<b>80%</b>	<b>8,113</b>	<b>78%</b>	<b>651,104</b>	<b>85%</b>

**Table E.4 Assessment of access by primary disability group and gender – National<sup>10</sup>**

Primary disability group	Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	13,464	93%	6,789	91%	170	84%	20,423	92%
Autism	149,217	97%	59,730	97%	3,757	95%	212,704	97%
Cerebral palsy	10,145	97%	8,173	96%	144	91%	18,462	97%
Developmental delay	52,092	98%	21,733	98%	669	97%	74,494	98%
Global developmental delay	11,011	99%	4,563	99%	120	97%	15,694	99%
Hearing impairment	13,128	90%	13,867	87%	363	85%	27,358	88%
Intellectual disability	59,945	96%	45,409	95%	813	90%	106,167	95%
Multiple sclerosis	2,748	90%	8,006	89%	102	76%	10,856	90%
Psychosocial disability	33,802	75%	31,792	66%	846	58%	66,440	70%
Spinal cord injury	4,543	95%	1,863	92%	84	89%	6,490	94%
Stroke	5,820	86%	4,308	84%	100	79%	10,228	85%
Visual impairment	5,605	88%	5,286	86%	105	75%	10,996	87%
Other neurological	15,388	81%	12,548	79%	273	71%	28,209	80%
Other physical	12,140	51%	12,116	38%	291	31%	24,547	43%
Other sensory/speech	2,665	50%	1,035	44%	28	26%	3,728	48%
Other	5,520	46%	3,850	31%	136	32%	9,506	38%
Missing	2,588	94%	2,102	94%	112	98%	4,802	94%
<b>Total</b>	<b>399,821</b>	<b>89%</b>	<b>243,170</b>	<b>80%</b>	<b>8,113</b>	<b>78%</b>	<b>651,104</b>	<b>85%</b>

<sup>9</sup> The age in this table is the age at the time of Scheme entry (access met decision). In previous quarterly reports to the disability ministers, records with missing access decision dates have been shown using the age at the reporting date. The results have been corrected in Q3 2022-23 to reflect 5,475 records that have a missing access decision date.

<sup>10</sup> Down syndrome is included in intellectual disability.

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

**Table E.5 Participant profile per quarter by participants identifying as First Nations Peoples – National**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
First Nations Participants	42,592	7%	2,097	10%	44,689	8%
Non-First Nations Participants	434,475	76%	17,989	85%	452,464	76%
Not Stated	93,813	16%	1,093	5%	94,906	16%
<b>Total</b>	<b>570,880</b>	<b>100%</b>	<b>21,179</b>	<b>100%</b>	<b>592,059</b>	<b>100%</b>

**Table E.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – National <sup>11</sup>**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	52,244	9%	1,957	9%	54,201	9%
Not culturally and linguistically diverse	512,102	90%	19,070	90%	531,172	90%
Not stated	6,534	1%	152	1%	6,686	1%
<b>Total</b>	<b>570,880</b>	<b>100%</b>	<b>21,179</b>	<b>100%</b>	<b>592,059</b>	<b>100%</b>

**Table E.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 March 2023 – National <sup>12</sup>**

Age group	Total number of active participants
Under 45	38
45 to 54	268
55 to 64	1,625
<b>Total YPIRAC (under 65)</b>	<b>1,931</b>

**Table E.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – National <sup>13</sup>**

Participants in residential aged care (under 65)	Incremental	Cumulative
Mar-20	35	3,743
Jun-20	-53	3,690
Sep-20	-87	3,603
Dec-20	-106	3,497
Mar-21	-156	3,341
Jun-21	-109	3,232
Sep-21	-171	3,061
Dec-21	-123	2,938
Mar-22	-203	2,735
Jun-22	-205	2,530
Sep-22	-194	2,336
Dec-22	-183	2,153
Mar-23	-222	1,931

<sup>11</sup> The number of CALD participants excludes participants who identify as First Nations Peoples since the September 2021 quarter.

<sup>12</sup> There are a further 1,981 active participants aged 65 years or over who are currently in residential aged care.

<sup>13</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

**Table E.9 Participant profile per quarter by remoteness – National <sup>14</sup>**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Major cities	389,423	68%	14,913	70%	404,336	68%
Population > 50,000	61,993	11%	2,168	10%	64,161	11%
Population between 15,000 and 50,000	47,640	8%	1,605	8%	49,245	8%
Population between 5,000 and 15,000	26,133	5%	903	4%	27,036	5%
Population less than 5,000	36,940	6%	1,243	6%	38,183	6%
Remote	5,247	1%	210	1%	5,457	1%
Very Remote	3,468	1%	136	1%	3,604	1%
Missing	36	0%	<11	n/a	37	0%
<b>Total</b>	<b>570,880</b>	<b>100%</b>	<b>21,179</b>	<b>100%</b>	<b>592,059</b>	<b>100%</b>

**Table E.10 Participant profile per quarter by primary disability group – National <sup>15 16</sup>**

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	201,004	35%	6,381	30%	207,385	35%
Intellectual disability	98,625	17%	1,109	5%	99,734	17%
Psychosocial disability	59,236	10%	1,628	8%	60,864	10%
Developmental delay	54,623	10%	7,376	35%	61,999	10%
Hearing impairment	25,484	4%	579	3%	26,063	4%
Other neurological	21,460	4%	662	3%	22,122	4%
Other physical	19,397	3%	413	2%	19,810	3%
Cerebral palsy	17,459	3%	116	1%	17,575	3%
Acquired brain injury	17,264	3%	486	2%	17,750	3%
Global developmental delay	12,995	2%	1,034	5%	14,029	2%
Visual impairment	9,816	2%	198	1%	10,014	2%
Multiple sclerosis	9,896	2%	225	1%	10,121	2%
Stroke	8,509	1%	310	1%	8,819	1%
Spinal cord injury	5,676	1%	130	1%	5,806	1%
Other	7,327	1%	524	2%	7,851	1%
Other sensory/speech	2,109	0%	<11	n/a	2,117	0%
<b>Total</b>	<b>570,880</b>	<b>100%</b>	<b>21,179</b>	<b>100%</b>	<b>592,059</b>	<b>100%</b>

<sup>14</sup> The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

<sup>15</sup> Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

<sup>16</sup> Down syndrome is included in intellectual disability, representing 2% (11,602) of all Scheme participants.

**Table E.11 Participant profile per quarter (participants in SIL) by primary disability group – National** <sup>17 18</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	3,619	12%	<11	n/a	3,619	12%
Intellectual disability	14,765	47%	<11	n/a	14,768	47%
Psychosocial disability	3,551	11%	<11	n/a	3,556	11%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	13	0%	<11	n/a	13	0%
Other neurological	1,884	6%	12	23%	1,896	6%
Other physical	320	1%	<11	n/a	321	1%
Cerebral palsy	2,613	8%	<11	n/a	2,614	8%
Acquired brain injury	2,563	8%	12	23%	2,575	8%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	110	0%	<11	n/a	110	0%
Multiple sclerosis	401	1%	<11	n/a	403	1%
Stroke	809	3%	12	23%	821	3%
Spinal cord injury	255	1%	<11	n/a	255	1%
Other	408	1%	<11	n/a	413	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>31,315</b>	<b>100%</b>	<b>53</b>	<b>100%</b>	<b>31,368</b>	<b>100%</b>

**Table E.12 Participant profile per quarter (participants not in SIL) by primary disability group – National** <sup>19</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	197,385	37%	6,381	30%	203,766	36%
Intellectual disability	83,860	16%	1,106	5%	84,966	15%
Psychosocial disability	55,685	10%	1,623	8%	57,308	10%
Developmental delay	54,623	10%	7,376	35%	61,999	11%
Hearing impairment	25,471	5%	579	3%	26,050	5%
Other neurological	19,576	4%	650	3%	20,226	4%
Other physical	19,077	4%	412	2%	19,489	3%
Cerebral palsy	14,846	3%	115	1%	14,961	3%
Acquired brain injury	14,701	3%	474	2%	15,175	3%
Global developmental delay	12,994	2%	1,034	5%	14,028	3%
Visual impairment	9,706	2%	198	1%	9,904	2%
Multiple sclerosis	9,495	2%	223	1%	9,718	2%
Stroke	7,700	1%	298	1%	7,998	1%
Spinal cord injury	5,421	1%	130	1%	5,551	1%
Other	6,919	1%	519	2%	7,438	1%
Other sensory/speech	2,106	0%	<11	n/a	2,114	0%
<b>Total</b>	<b>539,565</b>	<b>100%</b>	<b>21,126</b>	<b>100%</b>	<b>560,691</b>	<b>100%</b>

<sup>17</sup> The results for the current quarter only include participants with Supported Independent Living (SIL) supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into Supported Independent Living (SIL) during the latest quarter are included in the prior quarters results.

<sup>18</sup> Down syndrome is included in intellectual disability, representing 7% (2,139) of participants in SIL.

<sup>19</sup> Down syndrome is included in intellectual disability, representing 2% (9,463) of participants not in SIL.

**Table E.13 Participant profile per quarter by reported level of function – National**

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
1 (High Function)	61,210	11%	6,151	29%	67,361	11%
2 (High Function)	1,158	0%	46	0%	1,204	0%
3 (High Function)	28,522	5%	1,604	8%	30,126	5%
4 (High Function)	35,658	6%	1,026	5%	36,684	6%
5 (High Function)	38,656	7%	1,718	8%	40,374	7%
6 (Moderate Function)	135,714	24%	5,216	25%	140,930	24%
7 (Moderate Function)	30,686	5%	797	4%	31,483	5%
8 (Moderate Function)	34,058	6%	787	4%	34,845	6%
9 (Moderate Function)	3,001	1%	86	0%	3,087	1%
10 (Moderate Function)	58,049	10%	1,267	6%	59,316	10%
11 (Low Function)	17,414	3%	174	1%	17,588	3%
12 (Low Function)	76,621	13%	1,471	7%	78,092	13%
13 (Low Function)	39,102	7%	550	3%	39,652	7%
14 (Low Function)	9,366	2%	49	0%	9,415	2%
15 (Low Function)	161	0%	<11	n/a	166	0%
Missing	1,504	0%	232	1%	1,736	0%
<b>Total</b>	<b>570,880</b>	<b>100%</b>	<b>21,179</b>	<b>100%</b>	<b>592,059</b>	<b>100%</b>

**Table E.14 Participant profile per quarter by age group – National**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
0 to 6	85,790	15%	9,983	47%	95,773	16%
7 to 14	151,913	27%	3,738	18%	155,651	26%
15 to 18	49,245	9%	1,164	5%	50,409	9%
19 to 24	47,755	8%	689	3%	48,444	8%
25 to 34	50,439	9%	1,056	5%	51,495	9%
35 to 44	44,935	8%	1,135	5%	46,070	8%
45 to 54	52,666	9%	1,368	6%	54,034	9%
55 to 64	62,079	11%	1,909	9%	63,988	11%
65+	26,058	5%	137	1%	26,195	4%
<b>Total</b>	<b>570,880</b>	<b>100%</b>	<b>21,179</b>	<b>100%</b>	<b>592,059</b>	<b>100%</b>

**Table E.15 Number and proportion of active participants by gender and age group at 31 March 2023 – National**

Age Group	Male - Count	Male - Percentage of Total	Female - Count	Female - Percentage of Total	Other - Count	Other - Percentage of Total	Total - Count	Total - Percentage of Total	Male to Female ratio
0 to 6	65,953	11%	28,999	5%	821	0%	95,773	16%	2.3
7 to 14	106,597	18%	46,877	8%	2,177	0%	155,651	26%	2.3
15 to 18	32,547	5%	16,969	3%	893	0%	50,409	9%	1.9
19 to 24	30,547	5%	17,110	3%	787	0%	48,444	8%	1.8
25 to 34	29,981	5%	20,788	4%	726	0%	51,495	9%	1.4
35 to 44	24,525	4%	20,998	4%	547	0%	46,070	8%	1.2
45 to 54	27,662	5%	25,797	4%	575	0%	54,034	9%	1.1
55 to 64	32,491	5%	30,859	5%	638	0%	63,988	11%	1.1
65+	13,296	2%	12,665	2%	234	0%	26,195	4%	1.0
<b>Total</b>	<b>363,599</b>	<b>61%</b>	<b>221,062</b>	<b>37%</b>	<b>7,398</b>	<b>1%</b>	<b>592,059</b>	<b>100%</b>	<b>1.6</b>

**Table E.16 Number and proportion of active participants by gender and primary disability group at 31 March 2023 – National**

Primary disability group	Male - Count	Male - Percentage of Total	Female - Count	Female - Percentage of Total	Other - Count	Other - Percentage of Total	Total - Count	Total - Percentage of Total	Male to Female ratio
Autism	145,649	25%	58,125	10%	3,611	1%	207,385	35%	2.5
Intellectual disability	56,294	10%	42,691	7%	749	0%	99,734	17%	1.3
Psychosocial disability	30,585	5%	29,481	5%	798	0%	60,864	10%	1.0
Developmental delay	43,252	7%	18,169	3%	578	0%	61,999	10%	2.4
Hearing impairment	12,475	2%	13,238	2%	350	0%	26,063	4%	0.9
Other neurological	11,924	2%	9,988	2%	210	0%	22,122	4%	1.2
Other physical	9,619	2%	9,958	2%	233	0%	19,810	3%	1.0
Cerebral palsy	9,646	2%	7,793	1%	136	0%	17,575	3%	1.2
Acquired brain injury	11,665	2%	5,948	1%	137	0%	17,750	3%	2.0
Global developmental delay	9,805	2%	4,111	1%	113	0%	14,029	2%	2.4
Visual impairment	5,056	1%	4,861	1%	97	0%	10,014	2%	1.0
Multiple sclerosis	2,519	0%	7,508	1%	94	0%	10,121	2%	0.3
Stroke	4,966	1%	3,772	1%	81	0%	8,819	1%	1.3
Spinal cord injury	4,058	1%	1,675	0%	73	0%	5,806	1%	2.4
Other	4,582	1%	3,154	1%	115	0%	7,851	1%	1.5
Other sensory/speech	1,504	0%	590	0%	23	0%	2,117	0%	2.5
<b>Total</b>	<b>363,599</b>	<b>61%</b>	<b>221,062</b>	<b>37%</b>	<b>7,398</b>	<b>1%</b>	<b>592,059</b>	<b>100%</b>	<b>1.6</b>

**Table E.17 Participation rates by age group and gender at 31 March 2023 – National <sup>20</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	6.0%	2.8%	4.5%
7 to 14	7.9%	3.7%	5.9%
15 to 18	5.0%	2.8%	4.0%
19 to 24	3.1%	1.8%	2.5%
25 to 44	1.5%	1.1%	1.3%
45 to 64	1.9%	1.8%	1.9%
<b>Total (aged 0 to 64)</b>	<b>3.2%</b>	<b>1.9%</b>	<b>2.6%</b>

<sup>20</sup> Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

## Part Two: Participant and family/carer outcomes

Note: In Tables E.18 to E.22 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5 and R6 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment and sixth reassessment respectively.

**Table E.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=49,769), 'participant social and community engagement rate' (n=50,055), 'parent and carer employment rate' (n=47,234) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=33,454) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 March 2021 - National <sup>21</sup>**

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	12%	15%	20%	26%
Participant employment rate - Aged 25 to 34 years	27%	27%	29%	26%
Participant employment rate - Aged 35 to 44 years	25%	25%	25%	26%
Participant employment rate - Aged 45 to 54 years	22%	22%	21%	26%
Participant employment rate - Aged 55 to 64 years	17%	16%	15%	26%
Participant employment rate - Aged 65+ years	11%	9%	8%	26%
Participant employment rate - Aged 25 to 64 years	22%	22%	22%	26%
Participant employment rate - Aged 15 to 64 years	19%	20%	21%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	37%	37%	46%
Participant social and community engagement rate - Aged 25 to 34 years	34%	40%	41%	46%
Participant social and community engagement rate - Aged 35 to 44 years	34%	38%	38%	46%
Participant social and community engagement rate - Aged 45 to 54 years	34%	38%	38%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	37%	38%	46%
Participant social and community engagement rate - Aged 65+ years	35%	38%	38%	46%
Participant social and community engagement rate - Aged 25+ years	34%	38%	39%	46%
Participant social and community engagement rate - Aged 15+ years	34%	38%	38%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	49%	51%	50%
Parent and carer employment rate - Aged 15+ years	46%	47%	47%	50%
Parent and carer employment rate - All ages	46%	48%	49%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	62%	68%	75%
Participant Choice and Control - Aged 25+ years	n/a	70%	78%	75%
Participant Choice and Control - Aged 15+ years	n/a	68%	75%	75%

<sup>21</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2021 and have had a second plan reassessment to date.



**Table E.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=40,427), 'participant social and community engagement rate' (n=40,733), 'parent and carer employment rate' (n=28,250) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=30,830) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 March 2020 - National <sup>22</sup>**

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	10%	14%	16%	21%	26%
Participant employment rate - Aged 25 to 34 years	28%	28%	24%	28%	26%
Participant employment rate - Aged 35 to 44 years	28%	29%	25%	27%	26%
Participant employment rate - Aged 45 to 54 years	24%	25%	21%	23%	26%
Participant employment rate - Aged 55 to 64 years	18%	17%	14%	15%	26%
Participant employment rate - Aged 65+ years	12%	11%	9%	9%	26%
Participant employment rate - Aged 25 to 64 years	24%	25%	21%	23%	26%
Participant employment rate - Aged 15 to 64 years	21%	22%	19%	22%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	39%	41%	41%	46%
Participant social and community engagement rate - Aged 25 to 34 years	36%	43%	45%	45%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	42%	44%	45%	46%
Participant social and community engagement rate - Aged 45 to 54 years	35%	39%	41%	41%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	39%	39%	40%	46%
Participant social and community engagement rate - Aged 65+ years	37%	40%	42%	42%	46%
Participant social and community engagement rate - Aged 25+ years	36%	41%	42%	42%	46%
Participant social and community engagement rate - Aged 15+ years	36%	40%	42%	42%	46%
Parent and carer employment rate - Aged 0 to 14 years	45%	48%	49%	51%	50%
Parent and carer employment rate - Aged 15+ years	47%	50%	50%	48%	50%
Parent and carer employment rate - All ages	46%	48%	49%	50%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	67%	71%	75%
Participant Choice and Control - Aged 25+ years	n/a	69%	75%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	67%	73%	77%	75%

<sup>22</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a third plan reassessment to date.

**Table E.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=26,918), 'participant social and community engagement rate' (n=27,099), 'parent and carer employment rate' (n=14,544) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=22,454) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 March 2019 - National <sup>23</sup>**

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	10%	14%	18%	20%	25%	26%
Participant employment rate - Aged 25 to 34 years	29%	30%	30%	26%	30%	26%
Participant employment rate - Aged 35 to 44 years	31%	31%	31%	27%	29%	26%
Participant employment rate - Aged 45 to 54 years	29%	29%	28%	24%	26%	26%
Participant employment rate - Aged 55 to 64 years	21%	21%	19%	16%	17%	26%
Participant employment rate - Aged 65+ years	13%	13%	11%	9%	9%	26%
Participant employment rate - Aged 25 to 64 years	27%	27%	27%	23%	25%	26%
Participant employment rate - Aged 15 to 64 years	23%	24%	24%	22%	25%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	41%	44%	45%	44%	46%
Participant social and community engagement rate - Aged 25 to 34 years	39%	45%	49%	50%	49%	46%
Participant social and community engagement rate - Aged 35 to 44 years	39%	44%	46%	47%	47%	46%
Participant social and community engagement rate - Aged 45 to 54 years	38%	41%	45%	47%	46%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	41%	43%	43%	43%	46%
Participant social and community engagement rate - Aged 65+ years	36%	41%	41%	43%	43%	46%
Participant social and community engagement rate - Aged 25+ years	38%	43%	45%	46%	46%	46%
Participant social and community engagement rate - Aged 15+ years	37%	42%	45%	46%	46%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	49%	49%	52%	53%	50%
Parent and carer employment rate - Aged 15+ years	48%	50%	52%	52%	49%	50%
Parent and carer employment rate - All ages	47%	49%	50%	52%	52%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	66%	68%	72%	75%
Participant Choice and Control - Aged 25+ years	n/a	68%	75%	77%	81%	75%
Participant Choice and Control - Aged 15+ years	n/a	65%	72%	74%	78%	75%

<sup>23</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a fourth plan reassessment to date.

**Table E.21 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=13,314), 'participant social and community engagement rate' (n=13,529), 'parent and carer employment rate' (n=5,442) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=11,247) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 March 2018 - National<sup>24</sup>**

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	9%	13%	16%	22%	24%	27%	26%
Participant employment rate - Aged 25 to 34 years	28%	30%	30%	31%	26%	29%	26%
Participant employment rate - Aged 35 to 44 years	32%	32%	30%	30%	27%	30%	26%
Participant employment rate - Aged 45 to 54 years	31%	31%	28%	31%	26%	26%	26%
Participant employment rate - Aged 55 to 64 years	25%	24%	20%	19%	17%	18%	26%
Participant employment rate - Aged 65+ years	14%	14%	11%	12%	8%	9%	26%
Participant employment rate - Aged 25 to 64 years	29%	29%	27%	28%	24%	25%	26%
Participant employment rate - Aged 15 to 64 years	25%	26%	25%	27%	24%	26%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	37%	42%	44%	45%	43%	46%
Participant social and community engagement rate - Aged 25 to 34 years	35%	42%	48%	51%	50%	50%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	43%	48%	48%	48%	50%	46%
Participant social and community engagement rate - Aged 45 to 54 years	36%	43%	46%	49%	49%	49%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	39%	43%	45%	44%	46%	46%
Participant social and community engagement rate - Aged 65+ years	36%	40%	45%	46%	43%	46%	46%
Participant social and community engagement rate - Aged 25+ years	35%	42%	46%	48%	47%	48%	46%
Participant social and community engagement rate - Aged 15+ years	35%	41%	45%	47%	47%	47%	46%
Parent and carer employment rate - Aged 0 to 14 years	42%	44%	47%	49%	48%	52%	50%
Parent and carer employment rate - Aged 15+ years	48%	52%	54%	57%	55%	54%	50%
Parent and carer employment rate - All ages	45%	47%	50%	52%	51%	52%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	64%	67%	69%	71%	75%
Participant Choice and Control - Aged 25+ years	n/a	66%	73%	77%	79%	82%	75%
Participant Choice and Control - Aged 15+ years	n/a	64%	70%	73%	74%	78%	75%

<sup>24</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a fifth plan reassessment to date.

**Table E.22 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=3,773), 'participant social and community engagement rate' (n=3,902), 'parent and carer employment rate' (n=1,233) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=3,083) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 31 March 2017 - National <sup>25</sup>**

Age group	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Participant employment rate - Aged 15 to 24 years	9%	13%	16%	22%	20%	20%	26%	26%
Participant employment rate - Aged 25 to 34 years	19%	21%	21%	20%	23%	23%	24%	26%
Participant employment rate - Aged 35 to 44 years	26%	27%	27%	27%	26%	26%	24%	26%
Participant employment rate - Aged 45 to 54 years	29%	30%	29%	28%	25%	25%	23%	26%
Participant employment rate - Aged 55 to 64 years	25%	24%	21%	20%	16%	19%	18%	26%
Participant employment rate - Aged 65+ years	18%	18%	13%	11%	6%	8%	8%	26%
Participant employment rate - Aged 25 to 64 years	25%	25%	24%	23%	23%	23%	22%	26%
Participant employment rate - Aged 15 to 64 years	23%	24%	23%	23%	22%	23%	23%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	38%	40%	45%	43%	44%	39%	46%
Participant social and community engagement rate - Aged 25 to 34 years	32%	40%	49%	51%	56%	54%	50%	46%
Participant social and community engagement rate - Aged 35 to 44 years	36%	39%	49%	49%	53%	52%	53%	46%
Participant social and community engagement rate - Aged 45 to 54 years	39%	41%	48%	52%	49%	55%	52%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	38%	43%	42%	39%	51%	46%	46%
Participant social and community engagement rate - Aged 65+ years	38%	42%	49%	48%	44%	47%	49%	46%
Participant social and community engagement rate - Aged 25+ years	36%	40%	47%	49%	49%	52%	50%	46%
Participant social and community engagement rate - Aged 15+ years	36%	40%	46%	48%	48%	51%	49%	46%
Parent and carer employment rate - Aged 0 to 14 years	42%	47%	48%	50%	53%	51%	52%	50%
Parent and carer employment rate - Aged 15+ years	49%	51%	52%	56%	58%	56%	56%	50%
Parent and carer employment rate - All ages	46%	49%	50%	53%	56%	54%	54%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	57%	62%	63%	65%	67%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	67%	74%	77%	80%	80%	82%	75%
Participant Choice and Control - Aged 15+ years	n/a	64%	70%	71%	73%	74%	77%	75%

<sup>25</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a sixth plan reassessment to date.

## Part Three: Participant experience

**Table E.23 PSG 1: Explanation of a previous decision, after a request for explanation is received, and proportion achieved within 28 day timeframe by quarter – National**

PSG 1	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Number of tasks	249	315	199	252	250	354	314	350	352
Within timeframe	216	220	197	250	246	352	311	347	350
Percentage within timeframe	87%	70%	99%	99%	98%	99%	99%	99%	99%

**Table E.24 PSG 2: Make an access decision, or request for more information, after an access request has been received, and proportion achieved within 21 day timeframe by quarter – National** <sup>26</sup>

PSG 2	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Number of tasks	27,744	27,331	28,903	28,528	24,038	27,036	29,409	28,870	29,687
Within timeframe	27,742	27,329	28,900	28,522	24,030	26,996	29,392	28,854	28,564
Percentage within timeframe	100%	100%	100%	100%	100%	100%	100%	100%	96%

**Table E.25 PSG 3: Allow sufficient time for prospective participants to provide information, after NDIA has requested further information, and proportion achieved within 90 day timeframe by quarter – National** <sup>27</sup>

PSG 3	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Number of tasks	1,910	1,307	38	1,471	3,136	691	336	205	24
Within timeframe	1,907	1,304	38	1,467	3,113	684	336	202	23
Percentage within timeframe	100%	100%	100%	100%	99%	99%	100%	99%	96%

**Table E.26 PSG 4: Make an access decision, after more information has been provided, and proportion achieved within 14 day timeframe by quarter – National** <sup>28</sup>

PSG 4	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Number of tasks	4,630	4,546	4,640	4,181	3,022	2,839	2,476	2,635	2,736
Within timeframe	4,564	4,492	4,563	4,131	2,988	2,808	2,456	2,599	2,629
Percentage within timeframe	99%	99%	98%	99%	99%	99%	99%	99%	96%

**Table E.27 PSG 5: Commence facilitating the preparation of a plan, after an access decision has been made within 21 day timeframe by quarter – National** <sup>29</sup>

PSG 5	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Number of tasks	10,527	15,671	21,430	21,458	18,182	19,817	21,686	21,069	21,405
Within timeframe	8,588	12,818	18,288	19,128	16,304	18,992	21,040	20,323	20,073
Percentage within timeframe	82%	82%	85%	89%	90%	96%	97%	96%	94%

**Table E.28 PSG 6: Approve a participant's plan, after an access decision has been made (excludes those ECA that have received initial supports), and proportion achieved within timeframe by quarter – National** <sup>30</sup>

PSG 6	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Number of tasks	12,470	11,925	12,629	12,495	10,816	10,865	11,605	10,674	11,145
Within timeframe	10,868	9,599	10,364	10,750	8,986	9,783	10,811	10,102	10,329
Percentage within timeframe (70 days)	87%	89%	90%	92%	90%	94%	96%	97%	96%
Percentage within timeframe (56 days)	n/a	80%	82%	86%	83%	90%	93%	95%	93%

<sup>26</sup> The results for prior quarters have been restated using data as at 31 March 2023.

<sup>27</sup> Ibid.

<sup>28</sup> Ibid.

<sup>29</sup> A new business process was used to measure this metric from July 2021.

<sup>30</sup> The target timeframe for this metric was reduced from 70 to 56 days in early 2021.

**Table E.29 PSG 7: Approve a plan for ECA participants, after an access decision has been made, and proportion achieved within 90 day timeframe by quarter – National**

PSG 7	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Number of tasks	6,869	6,528	7,944	7,992	8,872	8,586	11,727	9,895	10,021
Within timeframe	6,612	5,969	7,003	7,199	8,095	8,233	11,506	9,701	9,783
Percentage within timeframe	96%	91%	88%	90%	91%	96%	98%	98%	98%

**Table E.30 PSG 9: If the participant accepts the offer, hold a plan implementation meeting, and proportion achieved within 28 day timeframe by quarter – National**

PSG 9	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Number of tasks	63,040	60,358	69,844	69,005	70,298	70,428	60,914	57,982	55,184
Within timeframe	63,006	60,316	69,790	68,944	70,191	70,284	60,822	57,882	55,067
Percentage within timeframe	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Table E.31 PSG 11: Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date, and proportion achieved within 56 day timeframe by quarter – National<sup>31</sup>**

PSG 11	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Number of tasks	100,041	86,471	85,935	80,856	74,607	63,093	65,015	40,646	45,512
Within timeframe	3,103	8,676	27,380	28,554	20,806	36,775	54,941	29,676	31,143
Percentage within timeframe	3%	10%	32%	35%	28%	58%	85%	73%	68%

**Table E.32 PSG 12: Decide whether to undertake a Participant Requested Plan reassessment, after the request is received, and proportion achieved within 21 day timeframe by quarter – National<sup>32</sup>**

PSG 12	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Number of tasks	18,320	21,689	27,071	24,300	24,189	28,002	28,793	33,293	37,897
Within timeframe	18,283	19,673	22,849	24,300	24,185	28,002	26,825	27,111	29,797
Percentage within timeframe	100%	91%	84%	100%	100%	100%	93%	81%	79%

**Table E.33 PSG 13: Complete a reassessment, after the decision to accept the request was made, and proportion achieved by quarter – National<sup>33</sup>**

PSG 13	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Number of tasks	12,743	13,938	18,548	19,503	18,381	22,821	23,014	25,017	25,989
Within timeframe	8,493	10,094	10,673	10,224	9,880	13,771	15,527	17,859	17,375
Percentage within timeframe (42 days)	67%	72%	71%	67%	67%	75%	81%	87%	84%
Percentage within timeframe (28 days)	n/a	n/a	58%	52%	54%	60%	67%	71%	67%

**Table E.34 PSG 14: Amend a plan, after the receipt of information that triggers the plan amendment process, and proportion achieved within 28 day timeframe by quarter – National**

PSG 14	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Number of tasks	15,386	15,162	15,573	16,092	15,691	20,852	19,941	18,173	19,309
Within timeframe	14,344	14,178	14,536	14,768	14,627	19,178	18,607	17,058	17,908
Percentage within timeframe	93%	94%	93%	92%	93%	92%	93%	94%	93%

**Table E.35 PSG 15: Amend a plan, after receipt of information relating to a complex quote that triggers a plan amendment process, and proportion achieved within 50 day timeframe by quarter – National**

PSG 15	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Number of tasks	22	34	43	47	40	28	26	29	31
Within timeframe	20	32	40	43	37	27	24	28	30
Percentage within timeframe	91%	94%	93%	91%	93%	96%	92%	97%	97%

<sup>31</sup> Note that plans are extended automatically if they have not been reassessed before expiry so participants have continuity of support.

<sup>32</sup> Where a Participant Reassessment Request has been closed and then reopened, the timeframe is measured each time the task is closed in this table.

<sup>33</sup> The target timeframe for this metric was reduced from 42 to 28 days from 1 July 2021.

**Table E.36 PSG 17: Complete an internal Review of a Reviewable Decision, after a request is received, and proportion achieved by quarter – National** <sup>34</sup>

PSG 17	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Number of tasks	10,388	10,624	14,448	14,299	12,356	10,299	10,550	8,141	8,482
Within timeframe	9,576	10,068	12,925	11,997	10,693	9,888	9,917	7,767	7,964
Percentage within timeframe (90 days)	92%	95%	96%	96%	95%	98%	98%	98%	98%
Percentage within timeframe (60 days)	n/a	n/a	89%	84%	87%	96%	94%	95%	94%

**Table E.37 PSG 18: Implement an AAT decision to amend a plan, after the AAT decision is made, and proportion achieved within 28 day timeframe by quarter – National**

PSG 18	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Number of tasks	83	162	377	592	685	1,042	1,469	1,430	1,325
Within timeframe	80	156	365	574	661	1,004	1,444	1,407	1,304
Percentage within timeframe	96%	96%	97%	97%	96%	96%	98%	98%	98%

**Table E.38 PSG 19: Cancel participant requested nominee, and proportion achieved within 14 day timeframe by quarter – National**

PSG 19	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Number of tasks	135	147	172	121	193	266	216	232	289
Within timeframe	113	127	168	121	186	264	216	232	289
Percentage within timeframe	84%	86%	98%	100%	96%	99%	100%	100%	100%

**Table E.39 PSG 20: Cancel CEO initiated nominee, and proportion achieved within 14 day timeframe by quarter – National**

PSG 20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Number of tasks	26	21	18	12	8	23	22	25	30
Within timeframe	24	21	17	12	8	21	22	25	30
Percentage within timeframe	92%	100%	94%	100%	100%	91%	100%	100%	100%

<sup>34</sup> The target timeframe for this metric was reduced from 90 to 60 days from 1 July 2021.

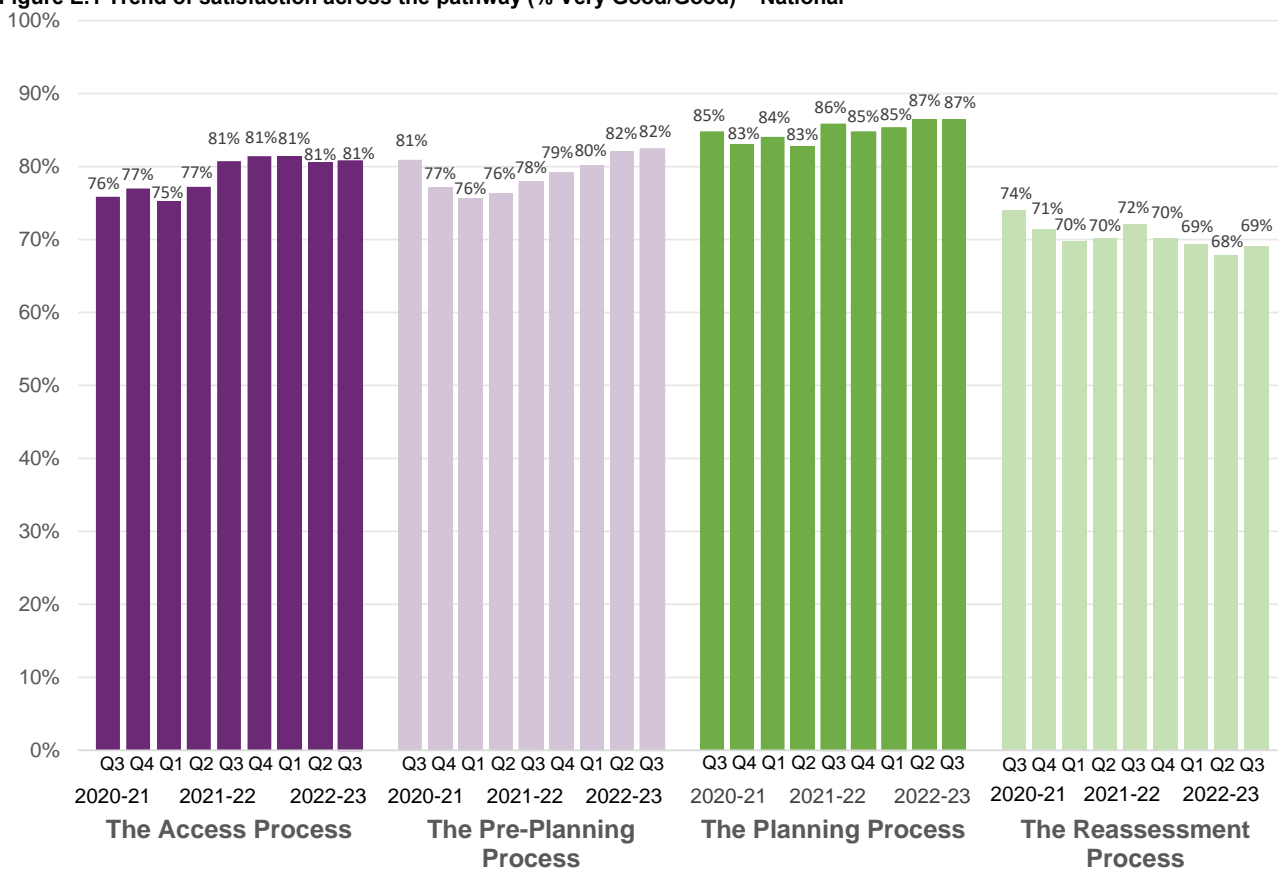


**Table E.40 Proportion of participants who agreed with statements about 'Access' (n = 9,943 in Prior Quarters, n = 1,133 in 2022-23 Q3), 'Pre-planning' (n = 8,531 in Prior Quarters, n = 893 in 2022-23 Q3), 'Planning' (n = 40,559 in Prior Quarters, n = 4,497 in 2022-23 Q3) and 'Plan reassessment' (n = 102,707 in Prior Quarters, n = 10,526 in 2022-23 Q3) of NDIS journey in 2022-23 Q3 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – National<sup>35</sup>**

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2022-23 Q3
Access - Are you happy with how coming into the NDIS has gone?	86%	87%
Access - Was the person from the NDIS respectful?	97%	98%
Access - Do you understand what will happen next with your plan?	77%	81%
Access - Percentage of participants rating their overall experience as Very Good or Good.	79%	81%
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	86%	86%
Pre-planning - Did you understand why you needed to give the information you did?	95%	95%
Pre-planning - Were decisions about your plan clearly explained?	78%	80%
Pre-planning - Are you clear on what happens next with your plan?	67%	70%
Pre-planning - Do you know where to go for more help with your plan?	72%	76%
Pre-planning - Percentage of participants rating their overall experience as Very Good or Good.	79%	82%
Planning - Did the person from the NDIS understand how your disability affects your life?	90%	91%
Planning - Did you understand why you needed to give the information you did?	97%	98%
Planning - Were decisions about your plan clearly explained?	88%	90%
Planning - Are you clear on what happens next with your plan?	83%	83%
Planning - Do you know where to go for more help with your plan?	88%	90%
Planning - Percentage of participants rating their overall experience as Very Good or Good.	85%	87%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	78%	75%
Plan reassessment - Did you feel prepared for your plan reassessment?	84%	81%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	86%	84%
Plan reassessment - Percentage of participants rating their overall experience as Very Good or Good.	71%	69%

<sup>35</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

**Figure E.1 Trend of satisfaction across the pathway (% Very Good/Good) – National <sup>36</sup>**



<sup>36</sup> Participant satisfaction results for prior quarters have been restated using data as at 31 March 2023 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

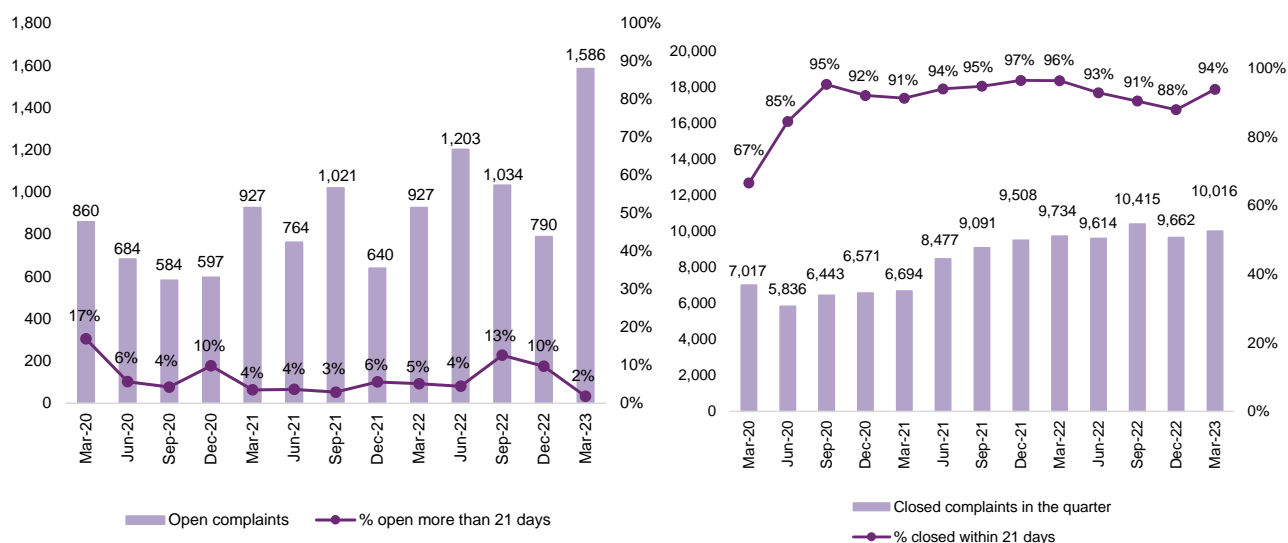
The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q3. The charts show trends in complaints based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table E.41 shows the number of complaints in 2022-23 Q3 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Tables E.42 to E.45 show the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter. Complaints and participant critical incidents have commenced transitioning from old ICT system to new ICT system. However, this report excludes a small number of complaints for participants who have migrated to the new ICT system.

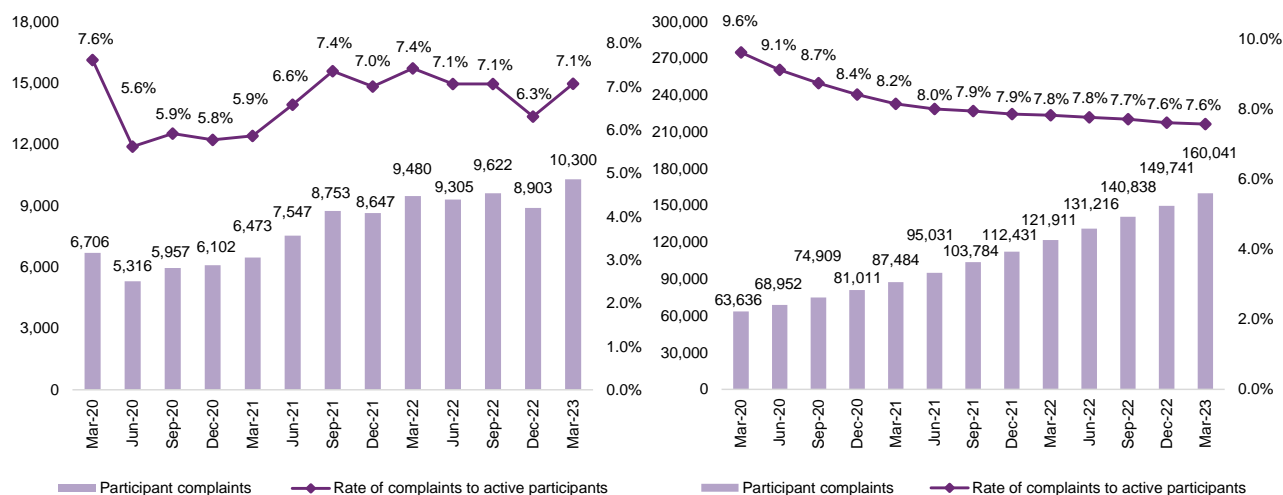
**Figure E.2 Open (left) and closed (right) complaints over time – National**



**Table E.41 Complaints by quarter – National** <sup>37 38 39</sup>

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q3	Total	Number of unique complainants
People who have submitted an access request: Complaints about ECA Partner	587	33	620	576
People who have submitted an access request: Complaints about LAC Partner	2,995	245	3,240	2,958
People who have submitted an access request: Complaints about service providers	9,259	624	9,883	8,107
People who have submitted an access request: Complaints about the Agency	116,092	5,972	122,064	67,760
People who have submitted an access request: Critical/ Reportable Incident	17,489	3,426	20,915	15,388
People who have submitted an access request: Unclassified	3,319	<11	3,319	2,985
<b>People who have submitted an access request: Total</b>	<b>149,741</b>	<b>10,300</b>	<b>160,041</b>	<b>86,303</b>
<i>Percentage of the number of active participants</i>	<i>7.6%</i>	<i>7.1%</i>	<i>7.6%</i>	<i>n/a</i>
Providers who have submitted a registration request: Complaints about ECA Partner	<5	<5	5	5
Providers who have submitted a registration request: Complaints about LAC Partner	71	<5	73	68
Providers who have submitted a registration request: Complaints about service providers	844	36	880	758
Providers who have submitted a registration request: Complaints about the Agency	7,205	197	7,402	5,562
Providers who have submitted a registration request: Critical/ Reportable Incident	48	<5	51	50
Providers who have submitted a registration request: Unclassified	240	<5	241	223
<b>Providers who have submitted a registration request: Total</b>	<b>8,411</b>	<b>241</b>	<b>8,652</b>	<b>6,294</b>
<i>Percentage of all registration requests</i>	<i>4.6%</i>	<i>2.4%</i>	<i>4.5%</i>	<i>n/a</i>
Other: Complaints about ECA Partner	24	<11	24	24
Other: Complaints about LAC Partner	75	<11	85	84
Other: Complaints about service providers	1,067	86	1,153	1,153
Other: Complaints about the Agency	4,619	276	4,895	4,892
Other: Critical/ Reportable Incident	157	<11	159	159
Other: Unclassified	116	<11	116	116
<b>Other: Total</b>	<b>6,058</b>	<b>374</b>	<b>6,432</b>	<b>6,425</b>
<b>Total</b>	<b>160,603</b>	<b>10,812</b>	<b>171,415</b>	<b>99,022</b>

**Figure E.3 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – National**

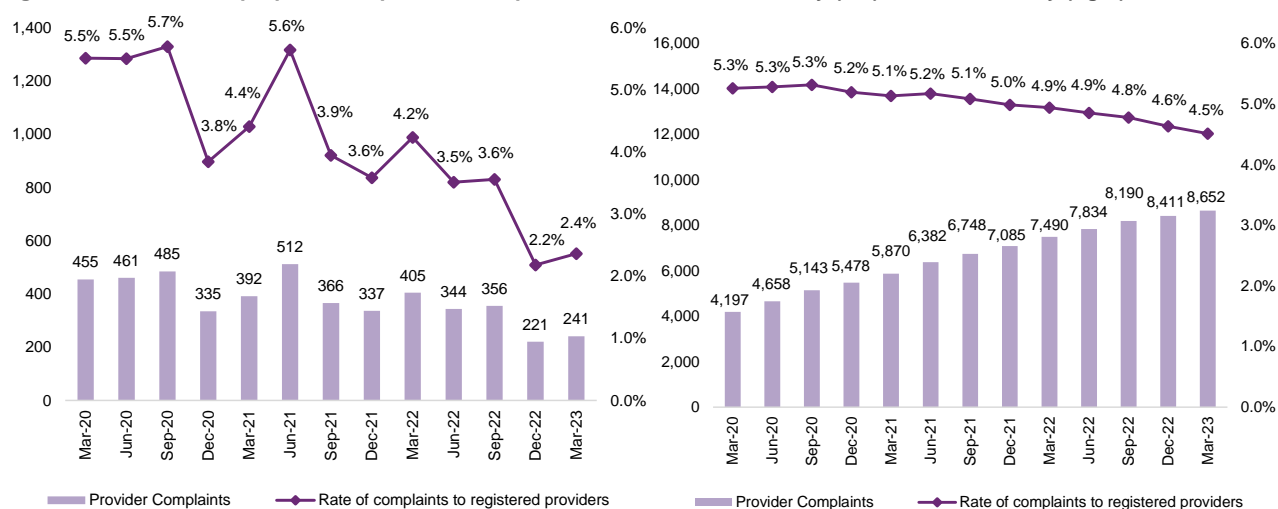


<sup>37</sup> Note that 69% of all complainants made only one complaint, 16% made two complaints and 16% made three or more complaints.

<sup>38</sup> Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

<sup>39</sup> % of all registration requests is calculated as the number of complaints made by registered providers divided by the number of registered providers. The number of registered providers used in the calculation considers the length of time since the providers have submitted a registration request for the Scheme.

**Figure E.4 Number and proportion of provider complaints over time incrementally (left) and cumulatively (right) – National**



**Table E.42 Participant complaints by type. Complaints with a related party who has submitted an access request – National** <sup>40 41</sup>

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	5,366	5%	<11	n/a	5,371	4%
Complaints about the Agency - Information unclear	2,038	2%	<11	n/a	2,043	2%
Complaints about the Agency - NDIA Access	2,748	2%	297	5%	3,045	2%
Complaints about the Agency - NDIA Engagement	117	0%	18	0%	135	0%
Complaints about the Agency - NDIA Finance	6,861	6%	582	10%	7,443	6%
Complaints about the Agency - NDIA Fraud and Compliance	448	0%	67	1%	515	0%
Complaints about the Agency - NDIA Plan	23,931	21%	2,183	37%	26,114	21%
Complaints about the Agency - NDIA Process	8,395	7%	777	13%	9,172	8%
Complaints about the Agency - NDIA Resources	875	1%	69	1%	944	1%
Complaints about the Agency - NDIA Staff	6,131	5%	659	11%	6,790	6%
Complaints about the Agency - NDIA Timeliness	17,767	15%	1,193	20%	18,960	16%
Complaints about the Agency - Participation, engagement and inclusion	466	0%	<11	n/a	467	0%
Complaints about the Agency - Provider Portal	156	0%	<11	n/a	156	0%
Complaints about the Agency - Quality & Safeguards Commission	72	0%	<11	n/a	80	0%
Complaints about the Agency - Reasonable and necessary supports	6,264	5%	<11	n/a	6,266	5%
Complaints about the Agency - Staff conduct - Agency	1,741	1%	<11	n/a	1,745	1%
Complaints about the Agency - The way the NDIA carried out its decision making	3,150	3%	35	1%	3,185	3%
Complaints about the Agency - Timeliness	16,644	14%	12	0%	16,656	14%
Complaints about the Agency - Other	12,922	11%	55	1%	12,977	11%
<b>Complaints about the Agency - Total</b>	<b>116,092</b>	<b>100%</b>	<b>5,972</b>	<b>100%</b>	<b>122,064</b>	<b>100%</b>
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	71	12%	<11	n/a	79	13%
Complaints about ECA Partner - ECA Process	70	12%	<11	n/a	71	11%
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	255	43%	18	55%	273	44%
Complaints about ECA Partner - ECA Timeliness	184	31%	<11	n/a	187	30%
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about ECA Partner - Total</b>	<b>587</b>	<b>100%</b>	<b>33</b>	<b>100%</b>	<b>620</b>	<b>100%</b>
Complaints about LAC Partner - LAC Engagement	11	0%	<11	n/a	11	0%
Complaints about LAC Partner - LAC Fraud and Compliance	30	1%	<11	n/a	33	1%
Complaints about LAC Partner - LAC Plan	515	17%	36	15%	551	17%
Complaints about LAC Partner - LAC Process	347	12%	23	9%	370	11%
Complaints about LAC Partner - LAC Resources	18	1%	<11	n/a	18	1%
Complaints about LAC Partner - LAC Staff	1,716	57%	164	67%	1,880	58%
Complaints about LAC Partner - LAC Timeliness	358	12%	19	8%	377	12%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about LAC Partner - Total</b>	<b>2,995</b>	<b>100%</b>	<b>245</b>	<b>100%</b>	<b>3,240</b>	<b>100%</b>
Complaints about service providers - Provider costs	338	4%	<11	n/a	340	3%
Complaints about service providers - Provider Finance	463	5%	49	8%	512	5%

<sup>40</sup> It is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories.

<sup>41</sup> There are 149,741 total participant complaints in Prior Quarters, 10,300 total participant complaints in Total, and 160,041 total participant complaints as at 31 March 2023 (which includes 3,319 unclassified participant complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Fraud and Compliance	746	8%	84	13%	830	8%
Complaints about service providers - Provider Process	387	4%	<11	n/a	391	4%
Complaints about service providers - Provider Service	3,022	33%	315	50%	3,337	34%
Complaints about service providers - Provider Staff	1,530	17%	147	24%	1,677	17%
Complaints about service providers - Service Delivery	575	6%	<11	n/a	577	6%
Complaints about service providers - Staff conduct	555	6%	<11	n/a	564	6%
Complaints about service providers - Supports being provided	624	7%	<11	n/a	628	6%
Complaints about service providers - Other	1,019	11%	<11	n/a	1,027	10%
<b>Complaints about service providers - Total</b>	<b>9,259</b>	<b>100%</b>	<b>624</b>	<b>100%</b>	<b>9,883</b>	<b>100%</b>
Critical/ Reportable Incident - Allegations against a provider	4,838	28%	1,134	33%	5,972	29%
Critical/ Reportable Incident - Allegations against Informal Supports	2,205	13%	915	27%	3,120	15%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	19	0%	<11	n/a	21	0%
Critical/ Reportable Incident - Participant threat	3,080	18%	569	17%	3,649	17%
Critical/ Reportable Incident - Provider reporting	7,347	42%	806	24%	8,153	39%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
<b>Critical/ Reportable Incident - Total</b>	<b>17,489</b>	<b>100%</b>	<b>3,426</b>	<b>100%</b>	<b>20,915</b>	<b>100%</b>



**Table E.43 Provider complaints by type. Complaints with a related party who has submitted a provider registration request – National** <sup>42</sup>

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	348	5%	<11	n/a	348	5%
Complaints about the Agency - Information unclear	227	3%	<11	n/a	227	3%
Complaints about the Agency - NDIA Access	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Engagement	11	0%	<11	n/a	11	0%
Complaints about the Agency - NDIA Finance	1,688	23%	95	48%	1,783	24%
Complaints about the Agency - NDIA Fraud and Compliance	38	1%	<11	n/a	39	1%
Complaints about the Agency - NDIA Plan	494	7%	<11	n/a	502	7%
Complaints about the Agency - NDIA Process	463	6%	18	9%	481	6%
Complaints about the Agency - NDIA Resources	533	7%	39	20%	572	8%
Complaints about the Agency - NDIA Staff	278	4%	18	9%	296	4%
Complaints about the Agency - NDIA Timeliness	451	6%	<11	n/a	461	6%
Complaints about the Agency - Participation, engagement and inclusion	49	1%	<11	n/a	49	1%
Complaints about the Agency - Provider Portal	424	6%	<11	n/a	424	6%
Complaints about the Agency - Quality & Safeguards Commission	50	1%	<11	n/a	56	1%
Complaints about the Agency - Reasonable and necessary supports	117	2%	<11	n/a	117	2%
Complaints about the Agency - Staff conduct - Agency	125	2%	<11	n/a	125	2%
Complaints about the Agency - The way the NDIA carried out its decision making	73	1%	<11	n/a	73	1%
Complaints about the Agency - Timeliness	818	11%	<11	n/a	818	11%
Complaints about the Agency - Other	1,012	14%	<11	n/a	1,014	14%
<b>Complaints about the Agency - Total</b>	<b>7,205</b>	<b>100%</b>	<b>197</b>	<b>100%</b>	<b>7,402</b>	<b>100%</b>
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Process	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about ECA Partner - Total</b>	<b>&lt;11</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	12	17%	<11	n/a	12	16%
Complaints about LAC Partner - LAC Process	11	15%	<11	n/a	11	15%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	39	55%	<11	n/a	40	55%
Complaints about LAC Partner - LAC Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about LAC Partner - Total</b>	<b>71</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>73</b>	<b>100%</b>
Complaints about service providers - Provider costs	15	2%	<11	n/a	15	2%
Complaints about service providers - Provider Finance	67	8%	<11	n/a	69	8%
Complaints about service providers - Provider Fraud and Compliance	108	13%	<11	n/a	110	13%
Complaints about service providers - Provider Process	30	4%	<11	n/a	31	4%

<sup>42</sup> There are 8,411 total provider complaints in Prior Quarters, 241 total provider complaints in Total, and 8,652 total provider complaints as at 31 March 2023 (which includes 241 unclassified provider complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Service	231	27%	14	39%	245	28%
Complaints about service providers - Provider Staff	183	22%	15	42%	198	23%
Complaints about service providers - Service Delivery	34	4%	<11	n/a	34	4%
Complaints about service providers - Staff conduct	27	3%	<11	n/a	28	3%
Complaints about service providers - Supports being provided	32	4%	<11	n/a	32	4%
Complaints about service providers - Other	117	14%	<11	n/a	118	13%
<b>Complaints about service providers - Total</b>	<b>844</b>	<b>100%</b>	<b>36</b>	<b>100%</b>	<b>880</b>	<b>100%</b>
Critical/ Reportable Incident - Allegations against a provider	15	31%	<11	n/a	16	31%
Critical/ Reportable Incident - Allegations against Informal Supports	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	11	23%	<11	n/a	13	25%
Critical/ Reportable Incident - Provider reporting	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
<b>Critical/ Reportable Incident - Total</b>	<b>48</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>51</b>	<b>100%</b>

**Table E.44 Other complaints by type – National <sup>43</sup>**

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	378	8%	<11	n/a	378	8%
Complaints about the Agency - Information unclear	170	4%	<11	n/a	170	3%
Complaints about the Agency - NDIA Access	177	4%	24	9%	201	4%
Complaints about the Agency - NDIA Engagement	44	1%	<11	n/a	47	1%
Complaints about the Agency - NDIA Finance	229	5%	14	5%	243	5%
Complaints about the Agency - NDIA Fraud and Compliance	129	3%	15	5%	144	3%
Complaints about the Agency - NDIA Plan	650	14%	47	17%	697	14%
Complaints about the Agency - NDIA Process	584	13%	40	14%	624	13%
Complaints about the Agency - NDIA Resources	292	6%	19	7%	311	6%
Complaints about the Agency - NDIA Staff	335	7%	43	16%	378	8%
Complaints about the Agency - NDIA Timeliness	414	9%	67	24%	481	10%
Complaints about the Agency - Participation, engagement and inclusion	76	2%	<11	n/a	76	2%
Complaints about the Agency - Provider Portal	14	0%	<11	n/a	14	0%
Complaints about the Agency - Quality & Safeguards Commission	68	1%	<11	n/a	72	1%
Complaints about the Agency - Reasonable and necessary supports	87	2%	<11	n/a	87	2%
Complaints about the Agency - Staff conduct - Agency	68	1%	<11	n/a	68	1%
Complaints about the Agency - The way the NDIA carried out its decision making	47	1%	<11	n/a	47	1%
Complaints about the Agency - Timeliness	324	7%	<11	n/a	324	7%
Complaints about the Agency - Other	533	12%	<11	n/a	533	11%
<b>Complaints about the Agency - Total</b>	<b>4,619</b>	<b>100%</b>	<b>276</b>	<b>100%</b>	<b>4,895</b>	<b>100%</b>
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Process	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about ECA Partner - Total</b>	<b>24</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>24</b>	<b>100%</b>
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Process	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	51	68%	<11	n/a	57	67%
Complaints about LAC Partner - LAC Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about LAC Partner - Total</b>	<b>75</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>85</b>	<b>100%</b>
Complaints about service providers - Provider costs	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider Finance	50	5%	12	14%	62	5%
Complaints about service providers - Provider Fraud and Compliance	149	14%	13	15%	162	14%
Complaints about service providers - Provider Process	11	1%	<11	n/a	11	1%

<sup>43</sup> There are 6,058 total other complaints in Prior Quarters, 374 total other complaints in Total, and 6,432 total other complaints as at 31 March 2023 (which includes 116 unclassified other complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022- 23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Service	407	38%	40	47%	447	39%
Complaints about service providers - Provider Staff	263	25%	20	23%	283	25%
Complaints about service providers - Service Delivery	29	3%	<11	n/a	29	3%
Complaints about service providers - Staff conduct	41	4%	<11	n/a	42	4%
Complaints about service providers - Supports being provided	27	3%	<11	n/a	27	2%
Complaints about service providers - Other	81	8%	<11	n/a	81	7%
<b>Complaints about service providers - Total</b>	<b>1,067</b>	<b>100%</b>	<b>86</b>	<b>100%</b>	<b>1,153</b>	<b>100%</b>
Critical/ Reportable Incident - Allegations against a provider	47	30%	<11	n/a	48	30%
Critical/ Reportable Incident - Allegations against Informal Supports	53	34%	<11	n/a	53	33%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	28	18%	<11	n/a	29	18%
Critical/ Reportable Incident - Provider reporting	22	14%	<11	n/a	22	14%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
<b>Critical/ Reportable Incident - Total</b>	<b>157</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>159</b>	<b>100%</b>

**Table E.45 Unique complaints by type – National** <sup>44 45 46</sup>

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	6,092	5%	<11	n/a	6,097	5%
Complaints about the Agency - Information unclear	2,435	2%	<11	n/a	2,440	2%
Complaints about the Agency - NDIA Access	2,877	2%	319	5%	3,196	2%
Complaints about the Agency - NDIA Engagement	167	0%	21	0%	188	0%
Complaints about the Agency - NDIA Finance	8,067	6%	666	10%	8,733	7%
Complaints about the Agency - NDIA Fraud and Compliance	595	0%	82	1%	677	1%
Complaints about the Agency - NDIA Plan	24,389	20%	2,231	35%	26,620	20%
Complaints about the Agency - NDIA Process	9,124	7%	825	13%	9,949	8%
Complaints about the Agency - NDIA Resources	1,660	1%	125	2%	1,785	1%
Complaints about the Agency - NDIA Staff	6,463	5%	705	11%	7,168	5%
Complaints about the Agency - NDIA Timeliness	17,852	14%	1,261	20%	19,113	15%
Complaints about the Agency - Participation, engagement and inclusion	591	0%	<11	n/a	592	0%
Complaints about the Agency - Provider Portal	594	0%	<11	n/a	594	0%
Complaints about the Agency - Quality & Safeguards Commission	188	0%	17	0%	205	0%
Complaints about the Agency - Reasonable and necessary supports	6,468	5%	<11	n/a	6,470	5%
Complaints about the Agency - Staff conduct - Agency	1,934	2%	<11	n/a	1,938	1%
Complaints about the Agency - The way the NDIA carried out its decision making	3,270	3%	35	1%	3,305	3%
Complaints about the Agency - Timeliness	17,786	14%	12	0%	17,798	14%
Complaints about the Agency - Other	14,467	12%	57	1%	14,524	11%
<b>Complaints about the Agency - Total</b>	<b>125,019</b>	<b>100%</b>	<b>6,373</b>	<b>100%</b>	<b>131,392</b>	<b>100%</b>
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	69	12%	<11	n/a	74	12%
Complaints about ECA Partner - ECA Process	70	12%	<11	n/a	71	12%
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	244	43%	17	59%	261	43%
Complaints about ECA Partner - ECA Timeliness	180	31%	<11	n/a	183	30%
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about ECA Partner - Total</b>	<b>572</b>	<b>100%</b>	<b>29</b>	<b>100%</b>	<b>601</b>	<b>100%</b>
Complaints about LAC Partner - LAC Engagement	12	0%	<11	n/a	12	0%
Complaints about LAC Partner - LAC Fraud and Compliance	34	1%	<11	n/a	38	1%
Complaints about LAC Partner - LAC Plan	505	17%	37	15%	542	17%
Complaints about LAC Partner - LAC Process	342	12%	23	9%	365	11%
Complaints about LAC Partner - LAC Resources	18	1%	<11	n/a	19	1%
Complaints about LAC Partner - LAC Staff	1,697	58%	166	66%	1,863	58%
Complaints about LAC Partner - LAC Timeliness	338	11%	19	8%	357	11%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about LAC Partner - Total</b>	<b>2,946</b>	<b>100%</b>	<b>250</b>	<b>100%</b>	<b>3,196</b>	<b>100%</b>
Complaints about service providers - Provider costs	362	3%	<11	n/a	364	3%
Complaints about service providers - Provider Finance	537	5%	63	9%	600	5%

<sup>44</sup> Complaints linked to multiple related parties have been treated as one complaint in order to show the total number of unique complaints. This total will not be equal to the sum of participant, provider and other complaints.

<sup>45</sup> The results shown in this table are the numbers of unique complaints. This is a change from the June 2021 quarterly report where unique complainants numbers were reported. Therefore, the results in this table are not comparable with those in Table E.57 in June 2021 quarterly report.

<sup>46</sup> There are 160,603 total unique complaints in Prior Quarters, 10,812 total unique complaints in Total, and 171,415 total unique complaints as at 31 March 2023 (which includes 3,676 unclassified unique complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Fraud and Compliance	934	9%	97	13%	1,031	9%
Complaints about service providers - Provider Process	428	4%	<11	n/a	433	4%
Complaints about service providers - Provider Service	3,462	32%	358	49%	3,820	33%
Complaints about service providers - Provider Staff	1,852	17%	177	24%	2,029	18%
Complaints about service providers - Service Delivery	638	6%	<11	n/a	640	6%
Complaints about service providers - Staff conduct	623	6%	11	2%	634	6%
Complaints about service providers - Supports being provided	683	6%	<11	n/a	687	6%
Complaints about service providers - Other	1,217	11%	<11	n/a	1,226	11%
<b>Complaints about service providers - Total</b>	<b>10,736</b>	<b>100%</b>	<b>728</b>	<b>100%</b>	<b>11,464</b>	<b>100%</b>
Critical/ Reportable Incident - Allegations against a provider	4,893	28%	1,136	33%	6,029	29%
Critical/ Reportable Incident - Allegations against Informal Supports	2,257	13%	915	27%	3,172	15%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	27	0%	<11	n/a	29	0%
Critical/ Reportable Incident - Participant threat	3,109	18%	572	17%	3,681	17%
Critical/ Reportable Incident - Provider reporting	7,369	42%	806	23%	8,175	39%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
<b>Critical/ Reportable Incident - Total</b>	<b>17,655</b>	<b>100%</b>	<b>3,431</b>	<b>100%</b>	<b>21,086</b>	<b>100%</b>

**Table E.46 AAT Cases by category at 31 March 2023 – National**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Access	2,860	20%	151	16%	3,011	20%
Plan	10,219	71%	693	72%	10,912	71%
Plan Reassessment	453	3%	16	2%	469	3%
Other	783	5%	103	11%	886	6%
<b>Total cases</b>	<b>14,315</b>	<b>100%</b>	<b>963</b>	<b>100%</b>	<b>15,278</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>n/a</b>	<b>0.73%</b>	<b>n/a</b>	<b>0.66%</b>	<b>n/a</b>	<b>0.72%</b>

**Figure E.5 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – National**

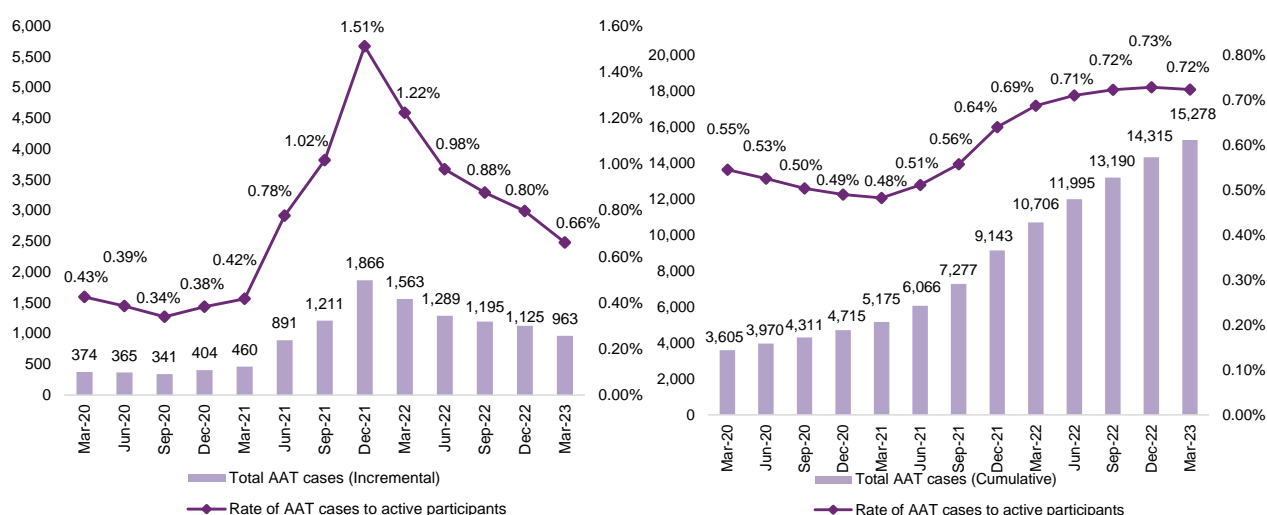


Table E.47 AAT cases by open/closed and decision – National <sup>47 48</sup>

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
<b>AAT Cases</b>	<b>15,278</b>	<b>13,932</b>
<b>Open AAT Cases</b>	<b>3,140</b>	<b>3,105</b>
<b>Closed AAT Cases</b>	<b>12,138</b>	<b>11,122</b>
<i>Resolved before hearing</i>	<i>11,860</i>	<i>10,878</i>
<i>Gone to hearing and received a substantive decision</i>	<i>278</i>	<i>244</i>

<sup>47</sup> Of the 278 cases which went to hearing and received a substantive decision: 110 affirmed the Agency's decision, 67 varied the Agency's decision and 101 set aside the Agency's decision.

<sup>48</sup> The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.



## Part Four: Providers and the growing market

**Table E.48 Key markets indicators by quarter – National** <sup>49 50</sup>

Market indicators	Previous Quarter	2022-23 Q3
Average number of active providers per active participant	1.15	1.13
Number of providers delivering new types of supports	1,470	1,352
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	87%	86%
Share of payments - top 25%: Therapeutic Supports (Percentage)	96%	96%
Share of payments - top 25%: Participate Community (Percentage)	92%	93%
Share of payments - top 25%: Early Childhood Supports (Percentage)	91%	92%
Share of payments - top 25%: Assist Personal Activities (Percentage)	93%	93%

**Table E.49 Cumulative number of providers that have ever been active as at 31 March 2023 by quarter of activity – National** <sup>51</sup>

Activity	Number of providers
Active for the first time in 2022-23 Q3	333
Active in 2022-23 Q3 and also in previous quarters	9,210
<b>Active in 2022-23 Q3</b>	<b>9,543</b>
Inactive in 2022-23 Q3	10,090
<b>Active ever</b>	<b>19,633</b>

**Table E.50 Distribution of active providers in 2022-23 Q3 by their status in 2022-23 Q2 and payment band in 2022-23 Q3 – National** <sup>52</sup>

Amount paid in 2022-23 Q3	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	1,110	180	107	1,397
\$2,001-\$10,000	1,642	107	101	1,850
\$10,001-\$100,000	2,912	45	99	3,056
\$100,001-\$250,000	1,062	5	15	1,082
\$250,000+	2,147	<5	11	2,158
<b>Total</b>	<b>8,873</b>	<b>337</b>	<b>333</b>	<b>9,543</b>

**Table E.51 Proportion of active participants with approved plans accessing mainstream supports – National** <sup>53</sup>

Mainstream service	Prior Quarters	2022-23 Q3	Total
Daily Activities	14%	14%	14%
Health & Wellbeing	67%	69%	67%
Lifelong Learning	28%	26%	28%
Other	21%	23%	22%
Non-categorised	15%	11%	14%
<b>Any mainstream service</b>	<b>96%</b>	<b>94%</b>	<b>95%</b>

<sup>49</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>50</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>51</sup> Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

<sup>52</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

<sup>53</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

## Part Five: Financial sustainability

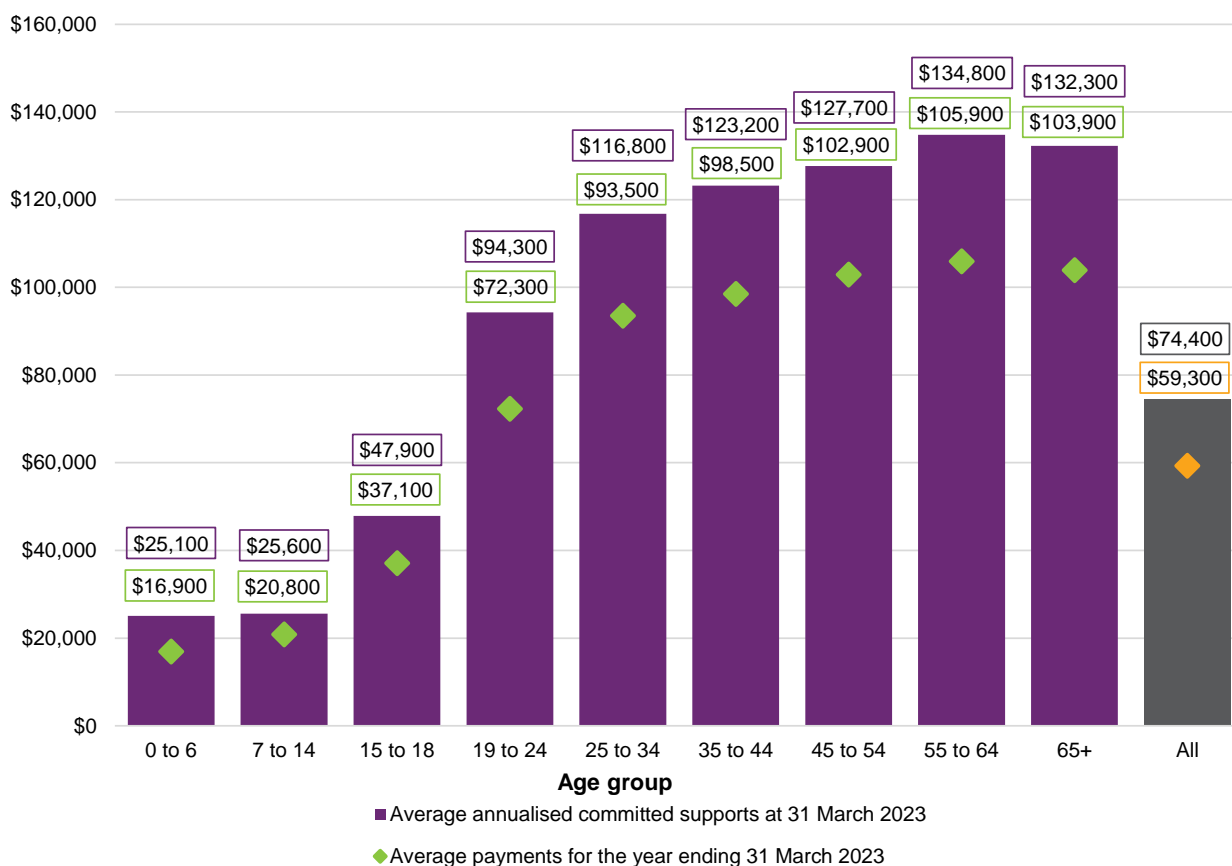
Note: In Table E.52 and Figures E.6 to E.14, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2023. Average payments are derived from total payments paid over the 12 months to 31 March 2023, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Total includes participants with missing characteristics, where applicable.

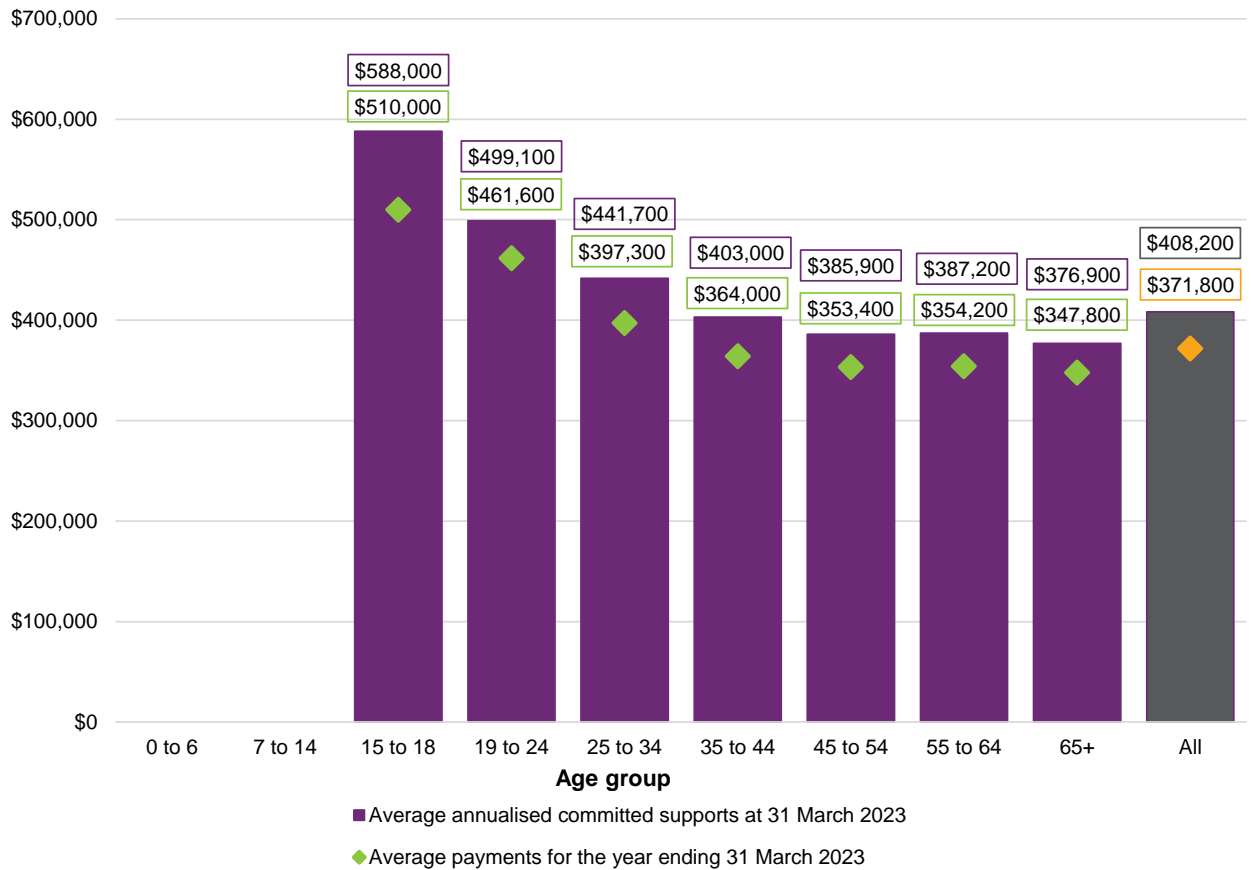
**Table E.52 Distribution of participants by annualised committed support band – active participants with initial plan approvals as at 2022-23 Q3 - National**

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	2.1%	2.2%
\$5,001-\$10,000	6.2%	6.6%
\$10,001-\$15,000	11.3%	11.9%
\$15,001-\$20,000	13.5%	14.3%
\$20,001-\$25,000	11.0%	11.6%
\$25,001-\$30,000	5.3%	5.6%
\$30,001-\$50,000	14.3%	15.1%
\$50,001-\$100,000	17.1%	18.0%
\$100,001-\$150,000	6.5%	6.8%
\$150,001-\$200,000	3.2%	3.3%
\$200,001-\$250,000	2.0%	1.7%
\$250,001+	7.1%	2.6%

**Figure E.6 Average annualised committed supports and average payments by age group as at 31 March 2023 – National**



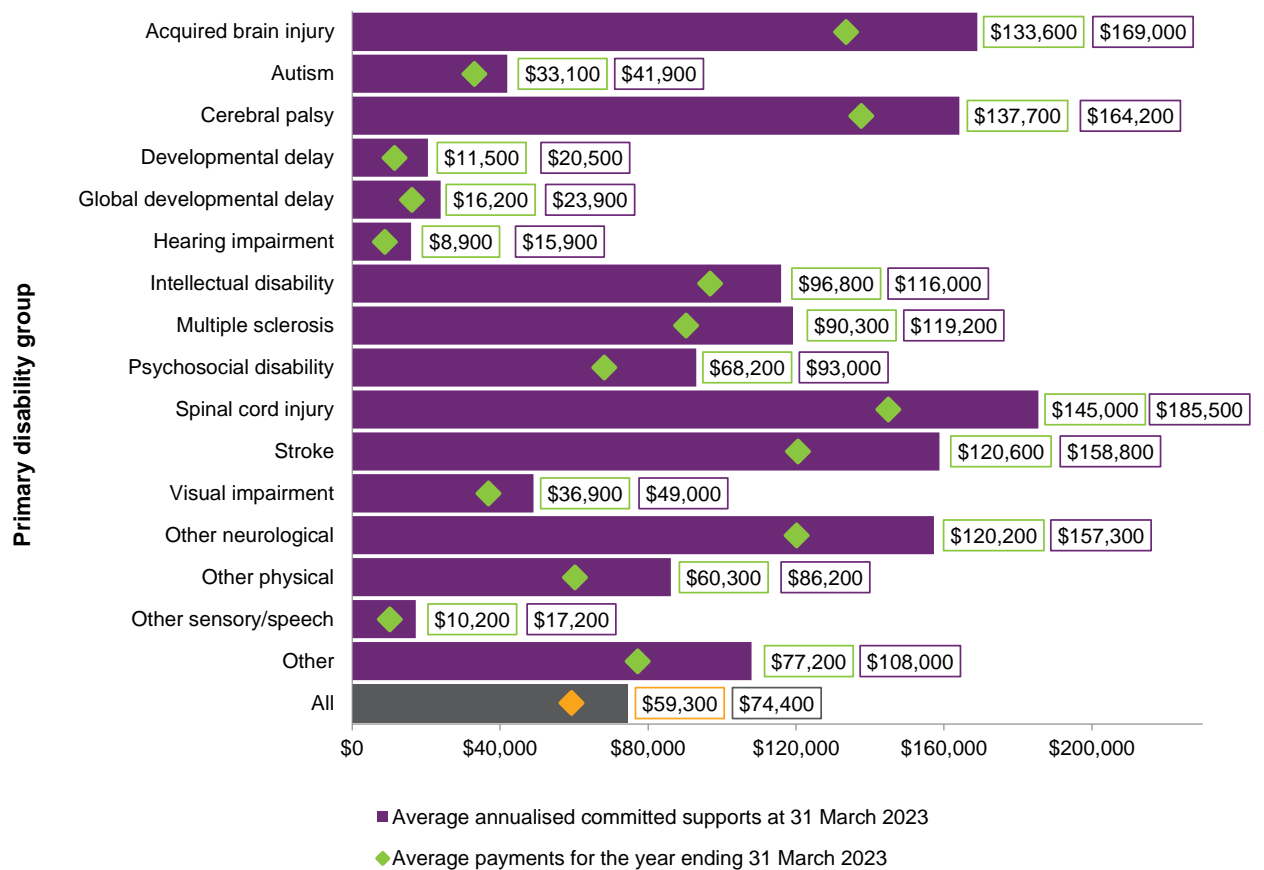
**Figure E.7 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 March 2023 – National**



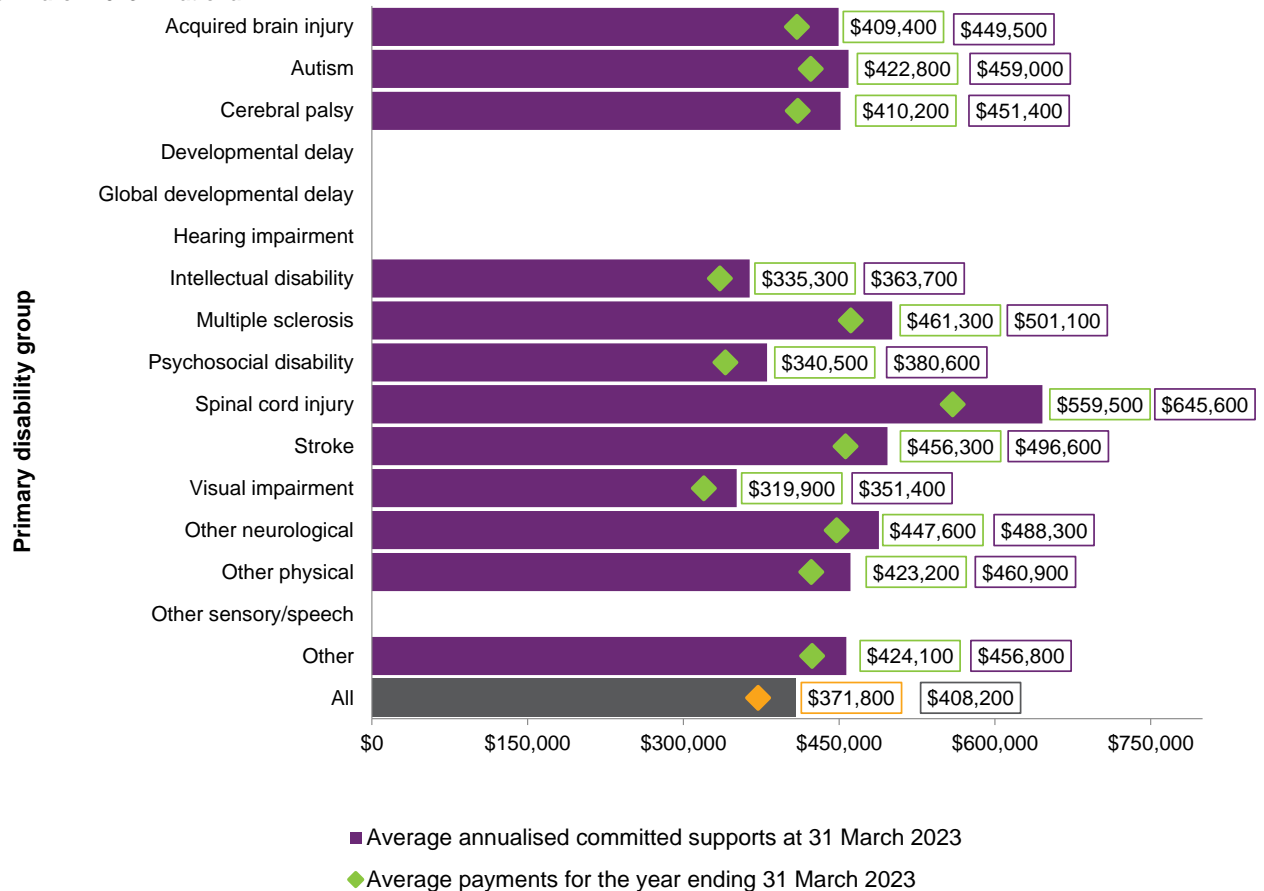
**Figure E.8 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 March 2023 – National**



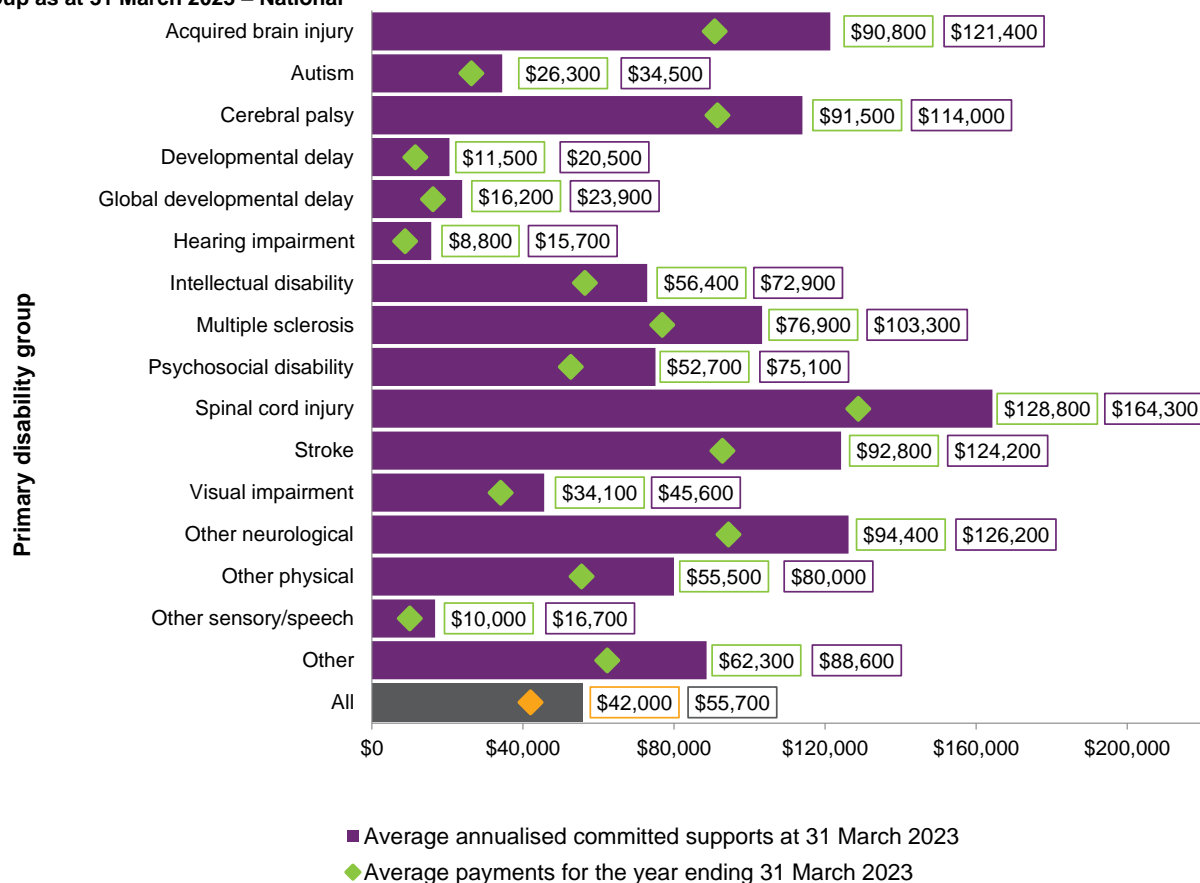
**Figure E.9 Average annualised committed supports and average payments by primary disability group as at 31 March 2023 – National**



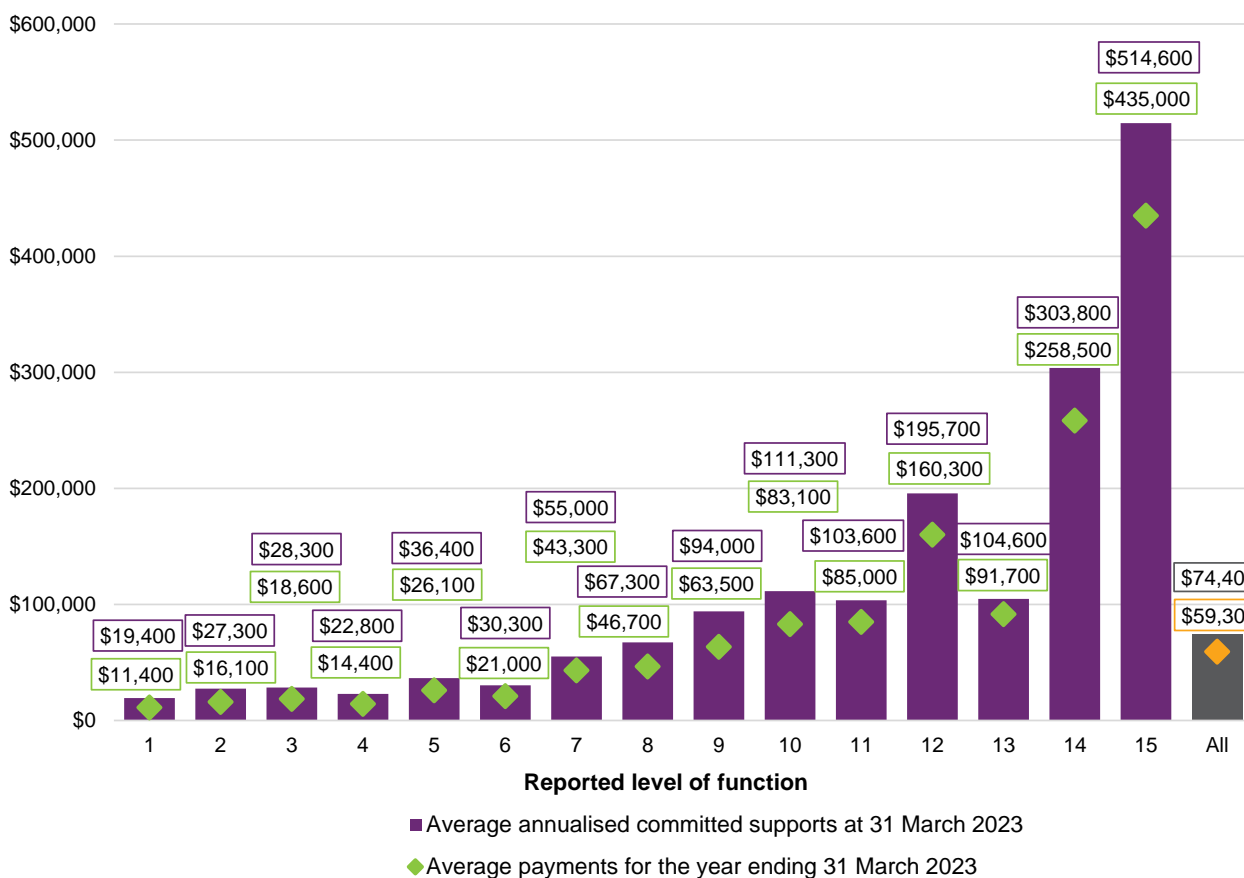
**Figure E.10 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 March 2023 – National**



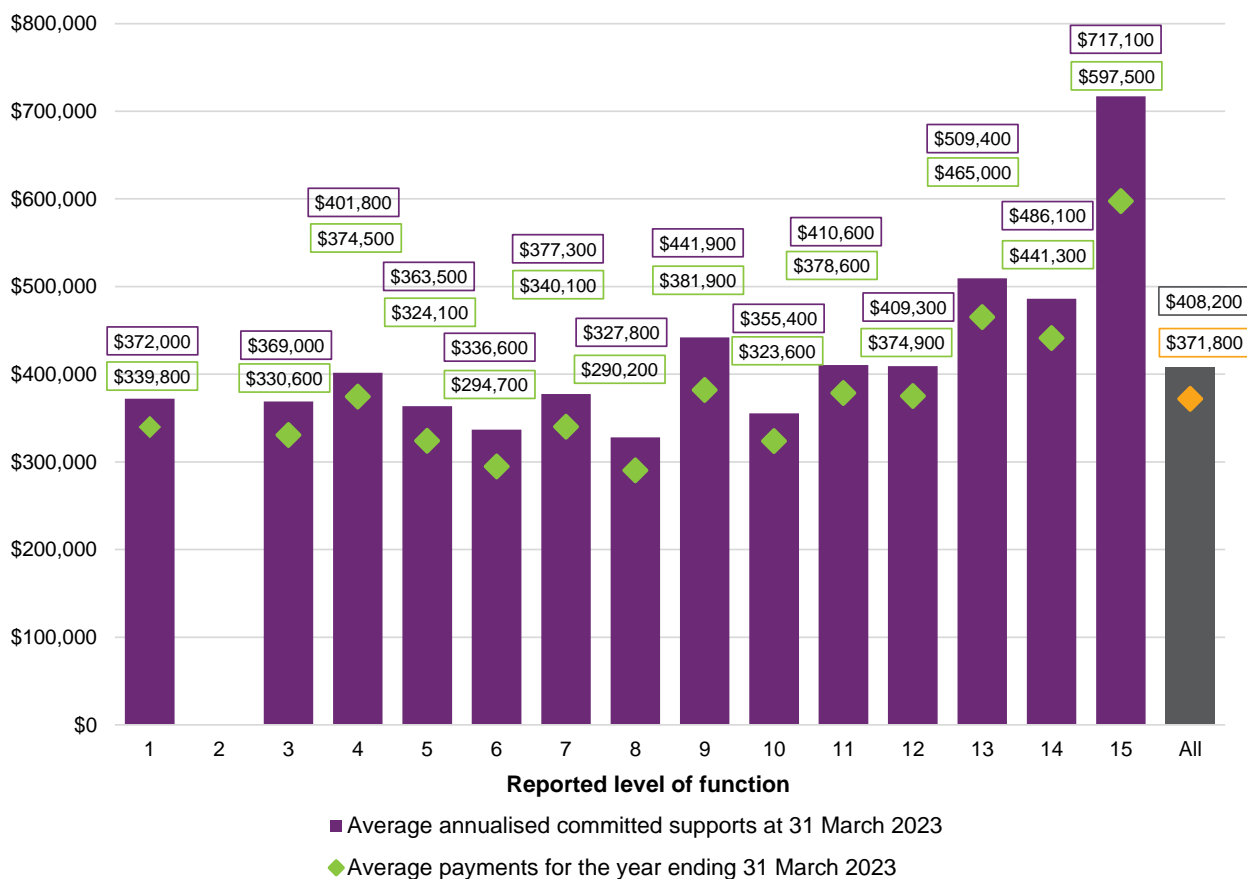
**Figure E.11 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 March 2023 – National**



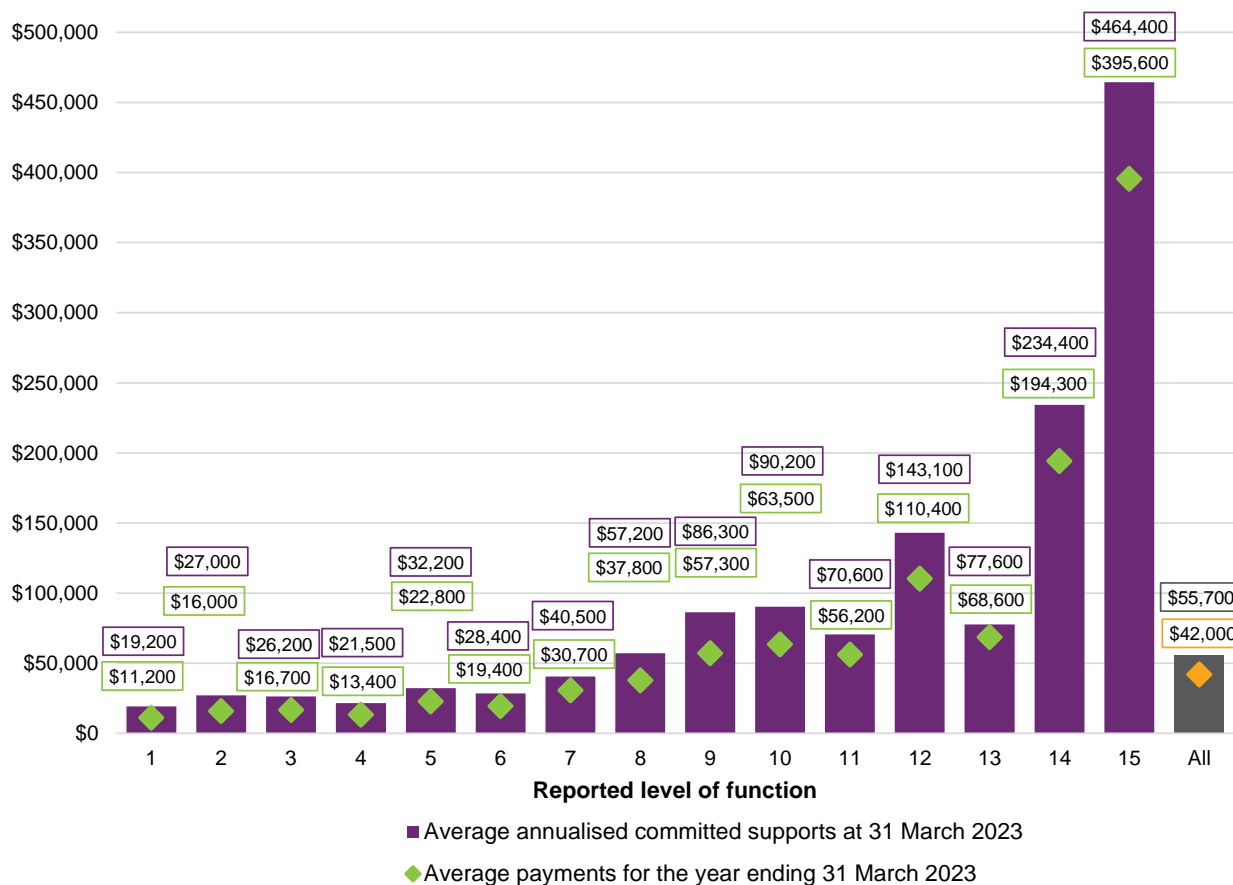
**Figure E.12 Average annualised committed supports and average payments by reported level of function as at 31 March 2023 – National**



**Figure E.13 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 March 2023 – National**



**Figure E.14 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 March 2023 – National**



**Table E.53 Total annualised committed supports and total payments by support category as at 31 March 2023 (\$m) – National** <sup>54</sup>

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$17,524.6	\$20,718.8
Core: Consumables	\$585.7	\$831.1
Core: Social and Civic	\$6,817.8	\$9,515.8
Core: Transport	\$783.4	\$498.7
Capacity Building: Choice and Control	\$467.5	\$529.8
Capacity Building: Daily Activities	\$4,122.4	\$7,175.3
Capacity Building: Employment	\$102.8	\$288.7
Capacity Building: Health and Wellbeing	\$39.5	\$78.1
Capacity Building: Home Living	\$0.9	\$4.4
Capacity Building: Lifelong learning	\$0.1	\$0.5
Capacity Building: Relationships	\$430.2	\$877.4
Capacity Building: Social and Civic	\$144.1	\$381.6
Capacity Building: Support Coordination	\$905.6	\$1,233.4
Capital: Assistive Technology	\$662.9	\$1,387.9
Capital: Home Modifications	\$329.0	\$540.2
<b>All</b>	<b>\$32,923.2</b>	<b>\$44,061.7</b>

**Table E.54 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 March 2023 (\$m) – National** <sup>56 57</sup>

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$8,257.3	\$9,153.6
Core: Consumables	\$73.6	\$103.4
Core: Social and Civic	\$1,450.7	\$2,097.0
Core: Transport	\$56.6	\$78.0
Capacity Building: Choice and Control	\$28.2	\$31.9
Capacity Building: Daily Activities	\$233.2	\$380.6
Capacity Building: Employment	\$2.4	\$8.5
Capacity Building: Health and Wellbeing	\$4.2	\$8.3
Capacity Building: Home Living	\$0.002	\$0.03
Capacity Building: Lifelong learning	\$0	\$0.07
Capacity Building: Relationships	\$168.5	\$304.5
Capacity Building: Social and Civic	\$3.0	\$7.2
Capacity Building: Support Coordination	\$145.7	\$187.8
Capital: Assistive Technology	\$83.6	\$174.4
Capital: Home Modifications	\$173.3	\$269.2
<b>All</b>	<b>\$10,686.5</b>	<b>\$12,804.5</b>

<sup>54</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023. A small quantity of payments and committed supports have missing support category and are included in totals.

<sup>55</sup> Total payments for home modifications were \$329.0m. Of which, \$217.2m (66%) has been paid for specialised disability accommodation (SDA) supports, and \$111.7m (34%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$10.5m processed off-system in June 2022. Total annualised committed supports for home modifications were \$540.2m. Of which, \$353.4m (65%) has been allocated for specialised disability accommodation (SDA) supports, and \$186.8m (35%) has been allocated for non-SDA supports.

<sup>56</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

<sup>57</sup> Total payments for home modifications were \$173.3m. Of which, \$171.9m (99.2%) has been paid for specialised disability accommodation (SDA) supports, and \$1.4m (0.8%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$9.6m processed off-system in June 2022. Total annualised committed supports for home modifications were \$269.2m. Of which, \$264.6m (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$4.6m (2%) has been allocated for non-SDA supports.

**Table E.55 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 March 2023 (\$m) – National** <sup>58 59</sup>

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$9,130.2	\$11,565.3
Core: Consumables	\$512.2	\$727.7
Core: Social and Civic	\$5,367.4	\$7,418.8
Core: Transport	\$726.9	\$420.6
Capacity Building: Choice and Control	\$439.3	\$498.0
Capacity Building: Daily Activities	\$3,889.2	\$6,794.7
Capacity Building: Employment	\$100.4	\$280.1
Capacity Building: Health and Wellbeing	\$35.3	\$69.8
Capacity Building: Home Living	\$0.9	\$4.4
Capacity Building: Lifelong learning	\$0.1	\$0.4
Capacity Building: Relationships	\$261.7	\$572.8
Capacity Building: Social and Civic	\$141.1	\$374.4
Capacity Building: Support Coordination	\$759.9	\$1,045.6
Capital: Assistive Technology	\$579.3	\$1,213.5
Capital: Home Modifications	\$155.7	\$271.0
<b>All</b>	<b>\$22,099.9</b>	<b>\$31,257.2</b>

**Table E.56 Payments by financial year in which support was provided, compared to committed supports (\$m) – National** <sup>60</sup>

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	134.0	497.2	940.6	3,243.6	7,773.3	14,565.5	24,375.2	32,356.1	37,034.2	32,792.1
Total Paid	85.8	370.9	704.3	2,186.9	5,443.5	10,405.9	17,316.6	23,535.5	28,402.5	23,924.0
% utilised to date	64%	75%	75%	67%	70%	71%	71%	73%	77%	73%

**Table E.57 Percentage change in plan budgets for active participants - National** <sup>61 62</sup>

Inflation type	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Intraplan Inflation	2.1%	4.4%	5.4%	6.3%	6.3%	8.1%	11.4%	7.2%	7.7%
Interplan Inflation	1.8%	-0.7%	0.8%	2.4%	2.0%	4.5%	9.1%	8.7%	5.3%
<b>Total Inflation</b>	<b>3.9%</b>	<b>3.8%</b>	<b>6.1%</b>	<b>8.7%</b>	<b>8.3%</b>	<b>12.7%</b>	<b>20.6%</b>	<b>15.9%</b>	<b>12.9%</b>

<sup>58</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

<sup>59</sup> Total payments for home modifications were \$155.7m. Of which, \$45.3m (29%) has been paid for specialised disability accommodation (SDA) supports, and \$110.4m (71%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.9m processed off-system in June 2022. Total annualised committed supports for home modifications were \$271.0m. Of which, \$88.9m (33%) has been allocated for specialised disability accommodation (SDA) supports, and \$182.2m (67%) has been allocated for non-SDA supports.

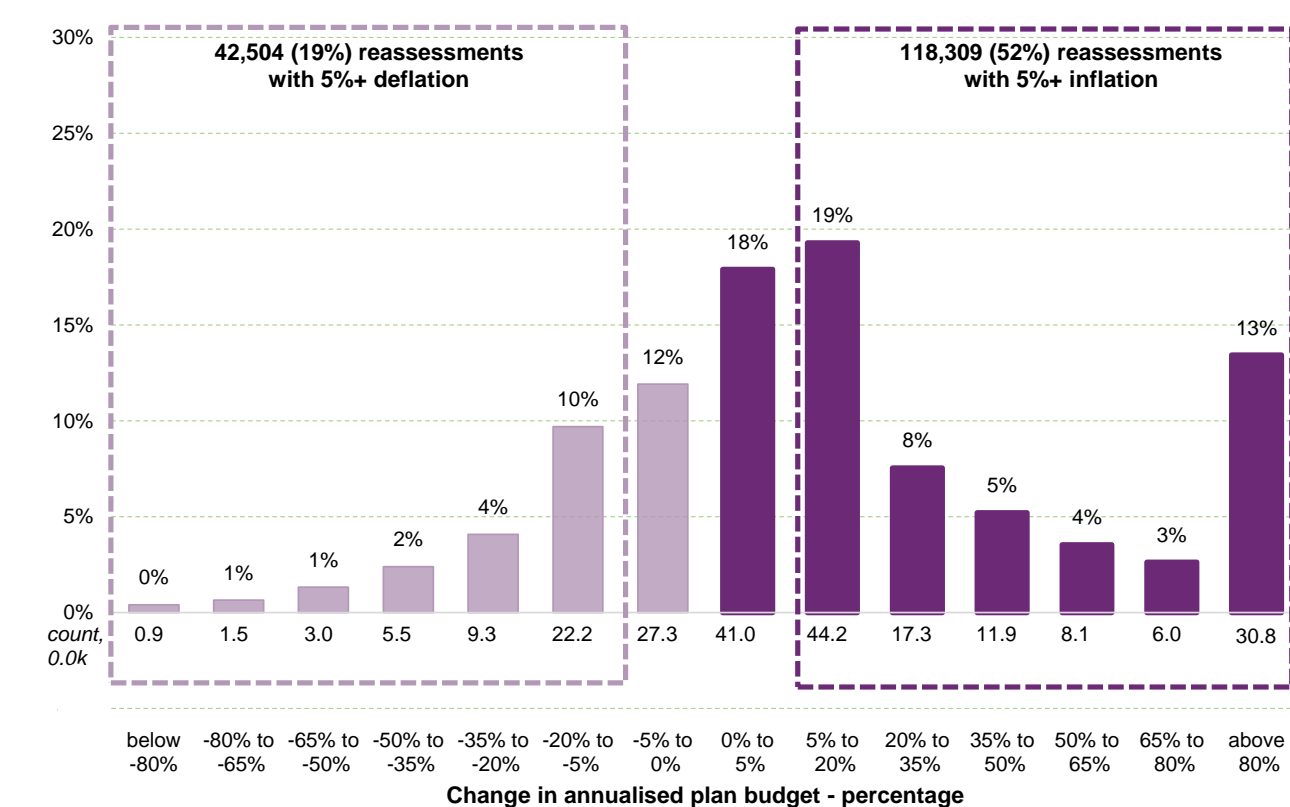
<sup>60</sup> The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

<sup>61</sup> The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July to maintain the purchasing power of remaining plans. Due to this, there was a one off increase in intraplan and total inflation of 4.6% during the month of July 2022, which impacts the September 2022 quarter.

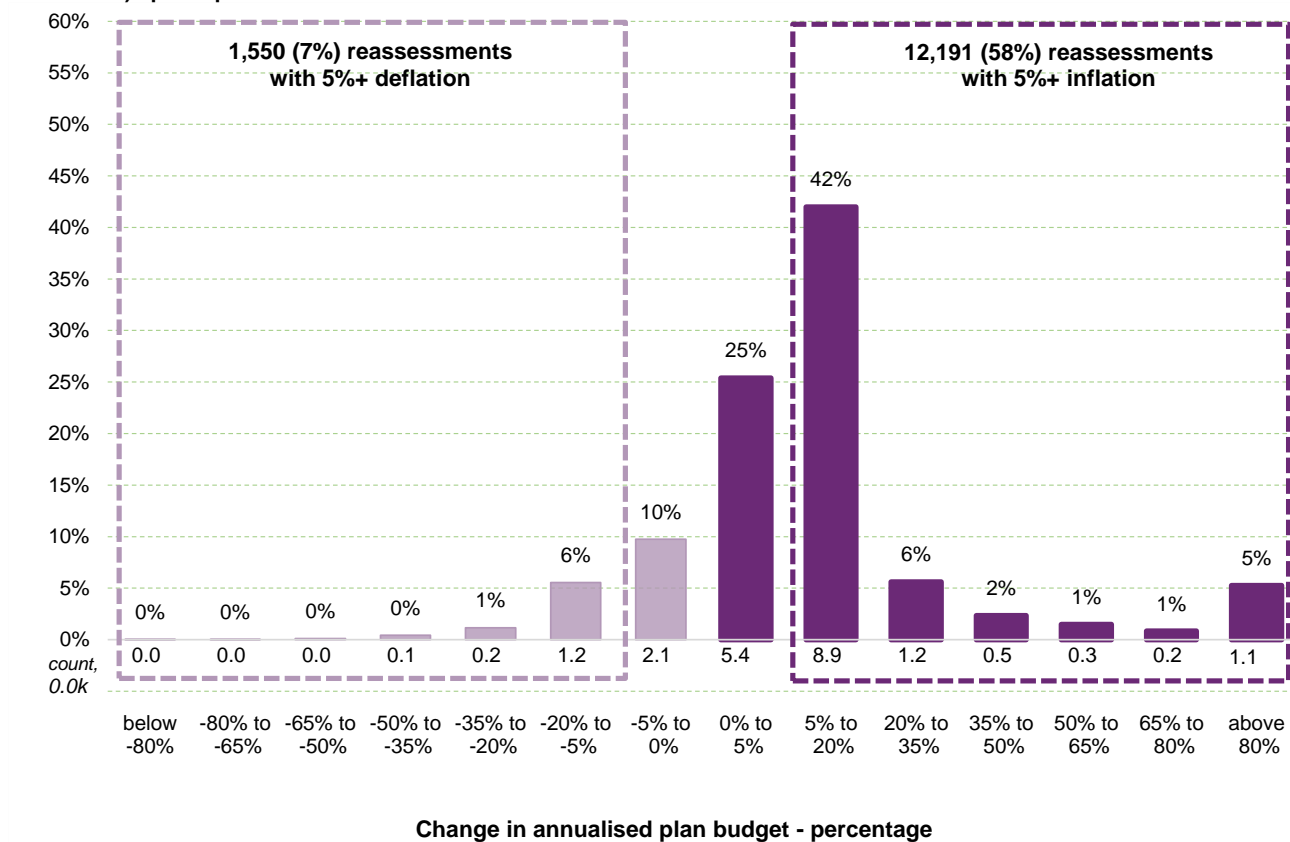
<sup>62</sup> The September 2022 inflation number has had minor restatement from 20.5 per cent from the previous report.



**Figure E.15 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 March 2023) - all participants – National <sup>63</sup>**



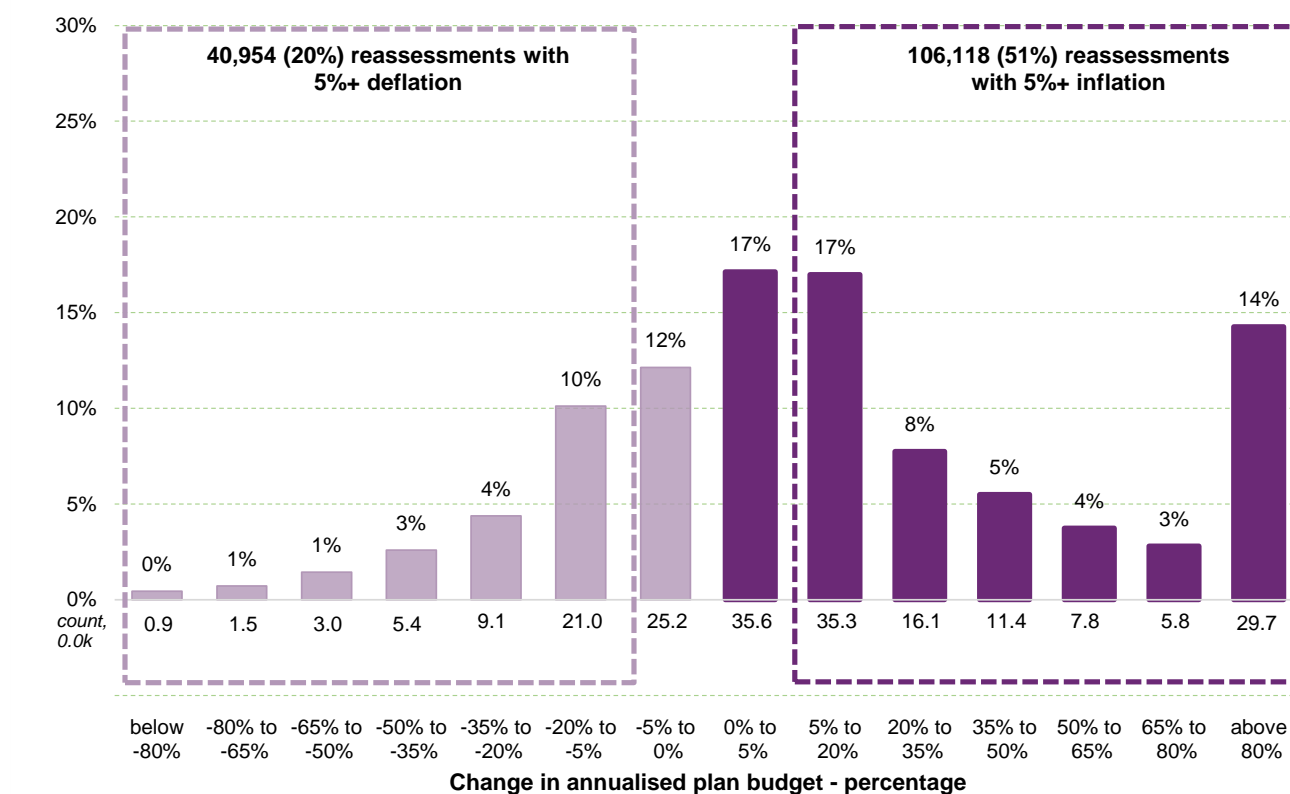
**Figure E.16 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 March 2023) - participants in SIL – National <sup>64</sup>**



<sup>63</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.

<sup>64</sup> Ibid.

**Figure E.17 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 March 2023) - participants not in SIL– National <sup>65</sup>**



<sup>65</sup> Ibid.

# Appendix F:

## New South Wales

### Part One: Participants and their plans

**Table F.1 Active participants by quarter of entry, plan and entry type – New South Wales** <sup>66</sup>

Participant breakdown	Prior Quarters	2022-23 Q3	Total
<b>Access decisions</b>	<b>225,083</b>	<b>8,386</b>	<b>233,469</b>
<b>Active Eligible - Total</b>	<b>173,841</b>	<b>6,325</b>	<b>180,166</b>
<i>Active Eligible - New</i>	109,003	6,198	115,201
<i>Active Eligible - State</i>	51,193	77	51,270
<i>Active Eligible - Commonwealth</i>	13,645	50	13,695
<b>Active Participant Plans (excl ECA) - Total</b>	<b>171,305</b>	<b>5,972</b>	<b>177,277</b>
<i>Active Participant Plans (excl ECA) - New</i>	106,995	5,845	112,840
<i>Active Participant Plans (excl ECA) - State</i>	50,737	75	50,812
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	13,573	52	13,625
<b>Active Participant Plans - Total</b>	<b>176,352</b>	<b>11,510</b>	<b>182,815</b>
<i>Active Participant Plans - Early Intervention (s25)</i>	51,391	3,407	54,798
<i>Active Participant Plans - Permanent Disability (s24)</i>	119,914	2,565	122,479
<i>Active Participant Plans - ECA</i>	5,047	5,538	5,538

**Table F.2 People who have left the Scheme since 1 July 2013 as at 31 March 2023 – New South Wales**

People leaving the Scheme	Total
<b>Number of people who have left the Scheme</b>	<b>12,926</b>
<i>Early Intervention participants</i>	3,141
<i>Permanent disability participants</i>	9,785

<sup>66</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

**Table F.3 Assessment of access by age group and gender – New South Wales <sup>67</sup>**

Age Group at Access Decision	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
0 to 6	44,436	98%	17,937	97%	552	96%	62,925	97%
7 to 14	22,883	86%	10,507	86%	527	79%	33,917	86%
15 to 18	8,212	90%	4,704	88%	211	82%	13,127	89%
19 to 24	6,451	91%	4,004	86%	129	79%	10,584	89%
25 to 34	7,773	88%	5,771	81%	151	73%	13,695	85%
35 to 44	8,188	85%	6,654	76%	168	65%	15,010	81%
45 to 54	10,287	82%	8,839	71%	199	58%	19,325	76%
55 to 64	13,389	76%	11,557	63%	233	54%	25,179	69%
65+	436	48%	336	38%	<11	n/a	780	43%
Missing	981	48%	785	35%	35	48%	1,801	41%
<b>Total</b>	<b>123,036</b>	<b>88%</b>	<b>71,094</b>	<b>78%</b>	<b>2,213</b>	<b>74%</b>	<b>196,343</b>	<b>84%</b>

**Table F.4 Assessment of access by primary disability group and gender – New South Wales <sup>68</sup>**

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	3,767	93%	1,845	91%	35	71%	5,647	92%
Autism	45,358	97%	15,950	97%	1,026	94%	62,334	97%
Cerebral palsy	3,274	97%	2,614	97%	34	97%	5,922	97%
Developmental delay	14,017	97%	5,925	97%	102	94%	20,044	97%
Global developmental delay	4,041	99%	1,575	99%	41	98%	5,657	99%
Hearing impairment	4,138	89%	4,225	85%	126	85%	8,489	87%
Intellectual disability	19,123	95%	14,410	95%	222	86%	33,755	95%
Multiple sclerosis	819	90%	2,149	88%	27	63%	2,995	88%
Psychosocial disability	10,668	73%	8,815	62%	247	53%	19,730	68%
Spinal cord injury	1,481	94%	570	91%	24	86%	2,075	93%
Stroke	2,090	88%	1,469	84%	31	84%	3,590	86%
Visual impairment	1,814	87%	1,669	86%	38	70%	3,521	86%
Other neurological	5,073	79%	3,987	77%	92	70%	9,152	78%
Other physical	3,840	50%	3,605	35%	89	28%	7,534	41%
Other sensory/speech	945	49%	390	46%	12	25%	1,347	48%
Other	1,772	45%	1,193	32%	34	29%	2,999	38%
Missing	816	91%	703	93%	33	97%	1,552	92%
<b>Total</b>	<b>123,036</b>	<b>88%</b>	<b>71,094</b>	<b>78%</b>	<b>2,213</b>	<b>74%</b>	<b>196,343</b>	<b>84%</b>

<sup>67</sup> The age in this table is the age at the time of Scheme entry (access met decision). In previous quarterly reports to the disability ministers, records with missing access decision dates have been shown using the age at the reporting date. The results have been corrected in Q3 2022-23 to reflect 1,800 records that have a missing access decision date.

<sup>68</sup> Down syndrome is included in intellectual disability.

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred percent.

**Table F.5 Participant profile per quarter by participants identifying as First Nations Peoples – New South Wales**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
First Nations Participants	14,284	8%	732	12%	15,016	8%
Non-First Nations Participants	118,570	69%	4,996	84%	123,566	70%
Not Stated	38,451	22%	244	4%	38,695	22%
<b>Total</b>	<b>171,305</b>	<b>100%</b>	<b>5,972</b>	<b>100%</b>	<b>177,277</b>	<b>100%</b>

**Table F.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – New South Wales <sup>69</sup>**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	18,681	11%	665	11%	19,346	11%
Not culturally and linguistically diverse	152,413	89%	5,307	89%	157,720	89%
Not stated	211	0%	<11	n/a	211	0%
<b>Total</b>	<b>171,305</b>	<b>100%</b>	<b>5,972</b>	<b>100%</b>	<b>177,277</b>	<b>100%</b>

**Table F.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 March 2023 – New South Wales <sup>70</sup>**

Age group	Total number of active participants
Under 45	11
45 to 54	90
55 to 64	522
<b>Total YPIRAC (under 65)</b>	<b>623</b>

**Table F.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – New South Wales <sup>71</sup>**

Participants in residential aged care (under 65)	Incremental	Cumulative
Mar-20	-45	1,421
Jun-20	-70	1,351
Sep-20	-74	1,277
Dec-20	-68	1,209
Mar-21	-88	1,121
Jun-21	-53	1,068
Sep-21	-66	1,002
Dec-21	-48	954
Mar-22	-69	885
Jun-22	-68	817
Sep-22	-70	747
Dec-22	-60	687
Mar-23	-64	623

<sup>69</sup> The number of CALD participants excludes participants who identify as First Nations Peoples since the September 2021 quarter.

<sup>70</sup> There are a further 721 active participants aged 65 years or over who are currently in residential aged care.

<sup>71</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

**Table F.9 Participant profile per quarter by remoteness – New South Wales <sup>72</sup>**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Major cities	120,009	70%	4,206	70%	124,215	70%
Population > 50,000	5,034	3%	181	3%	5,215	3%
Population between 15,000 and 50,000	23,208	14%	791	13%	23,999	14%
Population between 5,000 and 15,000	10,367	6%	356	6%	10,723	6%
Population less than 5,000	11,972	7%	414	7%	12,386	7%
Remote	623	0%	23	0%	646	0%
Very Remote	88	0%	<11	n/a	89	0%
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>171,305</b>	<b>100%</b>	<b>5,972</b>	<b>100%</b>	<b>177,277</b>	<b>100%</b>

**Table F.10 Participant profile per quarter by primary disability group – New South Wales <sup>73 74 75</sup>**

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	59,031	34%	1,635	27%	60,666	34%
Intellectual disability	31,037	18%	343	6%	31,380	18%
Psychosocial disability	17,510	10%	525	9%	18,035	10%
Developmental delay	14,669	9%	1,944	33%	16,613	9%
Hearing impairment	7,927	5%	150	3%	8,077	5%
Other neurological	6,764	4%	218	4%	6,982	4%
Other physical	5,642	3%	141	2%	5,783	3%
Cerebral palsy	5,590	3%	40	1%	5,630	3%
Acquired brain injury	4,773	3%	109	2%	4,882	3%
Global developmental delay	4,705	3%	445	7%	5,150	3%
Visual impairment	3,102	2%	79	1%	3,181	2%
Multiple sclerosis	2,712	2%	52	1%	2,764	2%
Stroke	2,971	2%	97	2%	3,068	2%
Spinal cord injury	1,802	1%	32	1%	1,834	1%
Other	2,265	1%	161	3%	2,426	1%
Other sensory/speech	805	0%	<11	n/a	806	0%
<b>Total</b>	<b>171,305</b>	<b>100%</b>	<b>5,972</b>	<b>100%</b>	<b>177,277</b>	<b>100%</b>

<sup>72</sup> The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

<sup>73</sup> Table order based on national proportions in Table E.10 (highest to lowest).

<sup>74</sup> Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

<sup>75</sup> Down syndrome is included in intellectual disability, representing 2% (3,762) of all Scheme participants in New South Wales.

**Table F.11 Participant profile per quarter (participants in SIL) by primary disability group – New South Wales** <sup>76 77</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	1,170	11%	<11	n/a	1,170	11%
Intellectual disability	4,989	47%	<11	n/a	4,989	47%
Psychosocial disability	1,665	16%	<11	n/a	1,667	16%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	591	6%	<11	n/a	594	6%
Other physical	88	1%	<11	n/a	89	1%
Cerebral palsy	824	8%	<11	n/a	824	8%
Acquired brain injury	733	7%	<11	n/a	737	7%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	31	0%	<11	n/a	31	0%
Multiple sclerosis	93	1%	<11	n/a	93	1%
Stroke	288	3%	<11	n/a	291	3%
Spinal cord injury	68	1%	<11	n/a	68	1%
Other	146	1%	<11	n/a	147	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>10,690</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>10,704</b>	<b>100%</b>

**Table F.12 Participant profile per quarter (participants not in SIL) by primary disability group – New South Wales** <sup>78</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	57,861	36%	1,635	27%	59,496	36%
Intellectual disability	26,048	16%	343	6%	26,391	16%
Psychosocial disability	15,845	10%	523	9%	16,368	10%
Developmental delay	14,669	9%	1,944	33%	16,613	10%
Hearing impairment	7,924	5%	150	3%	8,074	5%
Other neurological	6,173	4%	215	4%	6,388	4%
Other physical	5,554	3%	140	2%	5,694	3%
Cerebral palsy	4,766	3%	40	1%	4,806	3%
Acquired brain injury	4,040	3%	105	2%	4,145	2%
Global developmental delay	4,705	3%	445	7%	5,150	3%
Visual impairment	3,071	2%	79	1%	3,150	2%
Multiple sclerosis	2,619	2%	52	1%	2,671	2%
Stroke	2,683	2%	94	2%	2,777	2%
Spinal cord injury	1,734	1%	32	1%	1,766	1%
Other	2,119	1%	160	3%	2,279	1%
Other sensory/speech	804	1%	<11	n/a	805	0%
<b>Total</b>	<b>160,615</b>	<b>100%</b>	<b>5,958</b>	<b>100%</b>	<b>166,573</b>	<b>100%</b>

<sup>76</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>77</sup> Down syndrome is included in intellectual disability, representing 6% (665) of participants in SIL.

<sup>78</sup> Down syndrome is included in intellectual disability, representing 2% (3,097) of participants not in SIL.

**Table F.13 Participant profile per quarter by reported level of function – New South Wales**

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
1 (High Function)	17,933	10%	1,749	29%	19,682	11%
2 (High Function)	300	0%	<11	n/a	308	0%
3 (High Function)	8,358	5%	487	8%	8,845	5%
4 (High Function)	13,065	8%	351	6%	13,416	8%
5 (High Function)	12,050	7%	511	9%	12,561	7%
6 (Moderate Function)	38,637	23%	1,255	21%	39,892	23%
7 (Moderate Function)	10,446	6%	275	5%	10,721	6%
8 (Moderate Function)	9,213	5%	252	4%	9,465	5%
9 (Moderate Function)	894	1%	17	0%	911	1%
10 (Moderate Function)	16,503	10%	379	6%	16,882	10%
11 (Low Function)	5,452	3%	50	1%	5,502	3%
12 (Low Function)	23,621	14%	450	8%	24,071	14%
13 (Low Function)	11,688	7%	173	3%	11,861	7%
14 (Low Function)	3,047	2%	14	0%	3,061	2%
15 (Low Function)	49	0%	<11	n/a	50	0%
Missing	49	0%	<11	n/a	49	0%
<b>Total</b>	<b>171,305</b>	<b>100%</b>	<b>5,972</b>	<b>100%</b>	<b>177,277</b>	<b>100%</b>

**Table F.14 Participant profile per quarter by age group – New South Wales**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
0 to 6	26,463	15%	2,973	50%	29,436	17%
7 to 14	44,380	26%	935	16%	45,315	26%
15 to 18	14,022	8%	295	5%	14,317	8%
19 to 24	15,085	9%	165	3%	15,250	9%
25 to 34	15,460	9%	270	5%	15,730	9%
35 to 44	12,937	8%	307	5%	13,244	7%
45 to 54	15,485	9%	407	7%	15,892	9%
55 to 64	18,812	11%	578	10%	19,390	11%
65+	8,661	5%	42	1%	8,703	5%
<b>Total</b>	<b>171,305</b>	<b>100%</b>	<b>5,972</b>	<b>100%</b>	<b>177,277</b>	<b>100%</b>

**Table F.15 Participation rates by age group and gender at 31 March 2023 – New South Wales <sup>79</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	5.9%	2.7%	4.4%
7 to 14	7.5%	3.3%	5.5%
15 to 18	4.7%	2.4%	3.6%
19 to 24	3.2%	1.8%	2.5%
25 to 44	1.5%	1.0%	1.3%
45 to 64	1.9%	1.6%	1.8%
<b>Total (aged 0 to 64)</b>	<b>3.1%</b>	<b>1.8%</b>	<b>2.5%</b>

<sup>79</sup> Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.



## Part Two: Participant and family/carers outcomes

**Table F.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=13,411), 'participant social and community engagement rate' (n=13,543), 'parent and carer employment rate' (n=15,284) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=9,526) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 March 2021 - New South Wales<sup>80</sup>**

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	10%	14%	19%	26%
Participant employment rate - Aged 25 to 34 years	29%	30%	31%	26%
Participant employment rate - Aged 35 to 44 years	28%	29%	28%	26%
Participant employment rate - Aged 45 to 54 years	23%	24%	23%	26%
Participant employment rate - Aged 55 to 64 years	17%	16%	14%	26%
Participant employment rate - Aged 65+ years	14%	12%	10%	26%
Participant employment rate - Aged 25 to 64 years	24%	24%	23%	26%
Participant employment rate - Aged 15 to 64 years	19%	21%	22%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	36%	39%	46%
Participant social and community engagement rate - Aged 25 to 34 years	30%	40%	43%	46%
Participant social and community engagement rate - Aged 35 to 44 years	31%	36%	38%	46%
Participant social and community engagement rate - Aged 45 to 54 years	31%	38%	38%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	38%	40%	46%
Participant social and community engagement rate - Aged 65+ years	33%	36%	38%	46%
Participant social and community engagement rate - Aged 25+ years	32%	38%	39%	46%
Participant social and community engagement rate - Aged 15+ years	32%	38%	39%	46%
Parent and carer employment rate - Aged 0 to 14 years	49%	51%	54%	50%
Parent and carer employment rate - Aged 15+ years	47%	49%	49%	50%
Parent and carer employment rate - All ages	49%	51%	53%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	62%	67%	75%
Participant Choice and Control - Aged 25+ years	n/a	69%	77%	75%
Participant Choice and Control - Aged 15+ years	n/a	67%	74%	75%

<sup>80</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2021 and have had a second plan reassessment to date.

**Table F.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=12,507), 'participant social and community engagement rate' (n=12,653), 'parent and carer employment rate' (n=10,156) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=9,687) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 March 2020 - New South Wales <sup>81</sup>**

Participant employment rate	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	9%	13%	15%	20%	26%
Participant employment rate - Aged 25 to 34 years	32%	33%	27%	31%	26%
Participant employment rate - Aged 35 to 44 years	30%	32%	29%	31%	26%
Participant employment rate - Aged 45 to 54 years	28%	29%	23%	26%	26%
Participant employment rate - Aged 55 to 64 years	19%	19%	15%	16%	26%
Participant employment rate - Aged 65+ years	14%	13%	9%	10%	26%
Participant employment rate - Aged 25 to 64 years	27%	28%	23%	25%	26%
Participant employment rate - Aged 15 to 64 years	21%	23%	20%	24%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	40%	42%	43%	46%
Participant social and community engagement rate - Aged 25 to 34 years	33%	43%	46%	47%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	41%	46%	47%	46%
Participant social and community engagement rate - Aged 45 to 54 years	33%	39%	44%	44%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	38%	40%	42%	46%
Participant social and community engagement rate - Aged 65+ years	36%	38%	43%	43%	46%
Participant social and community engagement rate - Aged 25+ years	34%	40%	44%	45%	46%
Participant social and community engagement rate - Aged 15+ years	34%	40%	43%	44%	46%
Parent and carer employment rate - Aged 0 to 14 years	47%	49%	51%	53%	50%
Parent and carer employment rate - Aged 15+ years	50%	53%	53%	52%	50%
Parent and carer employment rate - All ages	48%	50%	51%	53%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	66%	69%	75%
Participant Choice and Control - Aged 25+ years	n/a	69%	75%	79%	75%
Participant Choice and Control - Aged 15+ years	n/a	66%	72%	76%	75%

<sup>81</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a third plan reassessment to date.

**Table F.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=11,023), 'participant social and community engagement rate' (n=11,140), 'parent and carer employment rate' (n=6,179) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=9,359) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 March 2019 - New South Wales**

Participant employment rate	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	10%	13%	18%	21%	26%	26%
Participant employment rate - Aged 25 to 34 years	32%	33%	32%	30%	33%	26%
Participant employment rate - Aged 35 to 44 years	34%	35%	32%	30%	31%	26%
Participant employment rate - Aged 45 to 54 years	34%	34%	34%	28%	31%	26%
Participant employment rate - Aged 55 to 64 years	24%	24%	21%	19%	20%	26%
Participant employment rate - Aged 65+ years	15%	15%	12%	10%	11%	26%
Participant employment rate - Aged 25 to 64 years	31%	31%	30%	26%	29%	26%
Participant employment rate - Aged 15 to 64 years	25%	27%	27%	25%	28%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	41%	47%	49%	47%	46%
Participant social and community engagement rate - Aged 25 to 34 years	36%	46%	53%	52%	53%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	42%	47%	49%	50%	46%
Participant social and community engagement rate - Aged 45 to 54 years	36%	42%	47%	52%	50%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	40%	44%	43%	45%	46%
Participant social and community engagement rate - Aged 65+ years	35%	40%	41%	42%	44%	46%
Participant social and community engagement rate - Aged 25+ years	36%	42%	47%	48%	49%	46%
Participant social and community engagement rate - Aged 15+ years	36%	42%	47%	48%	48%	46%
Parent and carer employment rate - Aged 0 to 14 years	49%	52%	52%	53%	56%	50%
Parent and carer employment rate - Aged 15+ years	51%	54%	55%	56%	53%	50%
Parent and carer employment rate - All ages	50%	52%	53%	54%	55%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	66%	69%	71%	75%
Participant Choice and Control - Aged 25+ years	n/a	66%	74%	76%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	64%	71%	73%	77%	75%

<sup>82</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a fourth plan reassessment to date.

**Table F.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=7,790), 'participant social and community engagement rate' (n=7,955), 'parent and carer employment rate' (n=2,833) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=6,612) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 March 2018 - New South Wales<sup>83</sup>**

Participant employment rate	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	9%	14%	17%	23%	25%	29%	26%
Participant employment rate - Aged 25 to 34 years	29%	32%	31%	32%	28%	31%	26%
Participant employment rate - Aged 35 to 44 years	36%	37%	34%	33%	31%	34%	26%
Participant employment rate - Aged 45 to 54 years	34%	34%	30%	33%	27%	27%	26%
Participant employment rate - Aged 55 to 64 years	27%	27%	23%	22%	19%	19%	26%
Participant employment rate - Aged 65+ years	17%	16%	13%	14%	9%	10%	26%
Participant employment rate - Aged 25 to 64 years	31%	32%	29%	30%	26%	28%	26%
Participant employment rate - Aged 15 to 64 years	27%	29%	27%	29%	26%	28%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	38%	44%	46%	47%	47%	46%
Participant social and community engagement rate - Aged 25 to 34 years	35%	43%	49%	52%	51%	54%	46%
Participant social and community engagement rate - Aged 35 to 44 years	33%	42%	48%	50%	47%	52%	46%
Participant social and community engagement rate - Aged 45 to 54 years	35%	43%	47%	49%	49%	51%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	39%	44%	47%	46%	48%	46%
Participant social and community engagement rate - Aged 65+ years	35%	38%	43%	45%	45%	47%	46%
Participant social and community engagement rate - Aged 25+ years	35%	41%	46%	49%	48%	51%	46%
Participant social and community engagement rate - Aged 15+ years	34%	41%	46%	48%	48%	50%	46%
Parent and carer employment rate - Aged 0 to 14 years	43%	45%	48%	48%	51%	53%	50%
Parent and carer employment rate - Aged 15+ years	50%	53%	54%	57%	60%	56%	50%
Parent and carer employment rate - All ages	46%	49%	51%	52%	55%	54%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	64%	68%	70%	71%	75%
Participant Choice and Control - Aged 25+ years	n/a	67%	73%	77%	78%	82%	75%
Participant Choice and Control - Aged 15+ years	n/a	65%	70%	74%	74%	78%	75%

<sup>83</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a fifth plan reassessment to date.

**Table F.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=2,464), 'participant social and community engagement rate' (n=2,555), 'parent and carer employment rate' (n=646) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=1,927) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 31 March 2017 - New South Wales <sup>84</sup>**

Participant employment rate	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Participant employment rate - Aged 15 to 24 years	10%	14%	15%	18%	25%	21%	26%	26%
Participant employment rate - Aged 25 to 34 years	19%	20%	18%	19%	24%	24%	23%	26%
Participant employment rate - Aged 35 to 44 years	28%	28%	28%	26%	28%	26%	25%	26%
Participant employment rate - Aged 45 to 54 years	33%	34%	31%	30%	26%	29%	26%	26%
Participant employment rate - Aged 55 to 64 years	27%	24%	21%	19%	15%	21%	18%	26%
Participant employment rate - Aged 65+ years	20%	22%	14%	12%	8%	8%	9%	26%
Participant employment rate - Aged 25 to 64 years	26%	26%	24%	23%	23%	25%	23%	26%
Participant employment rate - Aged 15 to 64 years	24%	25%	23%	22%	23%	24%	23%	26%
Participant social and community engagement rate - Aged 15 to 24 years	31%	36%	41%	47%	46%	48%	44%	46%
Participant social and community engagement rate - Aged 25 to 34 years	30%	37%	49%	53%	57%	55%	54%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	40%	49%	48%	53%	58%	55%	46%
Participant social and community engagement rate - Aged 45 to 54 years	36%	39%	47%	55%	53%	58%	55%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	34%	42%	41%	38%	52%	48%	46%
Participant social and community engagement rate - Aged 65+ years	40%	43%	51%	51%	47%	49%	51%	46%
Participant social and community engagement rate - Aged 25+ years	35%	38%	48%	50%	51%	55%	53%	46%
Participant social and community engagement rate - Aged 15+ years	35%	38%	47%	50%	50%	54%	52%	46%
Parent and carer employment rate - Aged 0 to 14 years	43%	48%	49%	54%	53%	56%	51%	50%
Parent and carer employment rate - Aged 15+ years	47%	49%	50%	55%	56%	55%	55%	50%
Parent and carer employment rate - All ages	46%	49%	50%	55%	55%	55%	53%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	55%	62%	63%	66%	66%	68%	75%
Participant Choice and Control - Aged 25+ years	n/a	67%	74%	78%	80%	79%	81%	75%
Participant Choice and Control - Aged 15+ years	n/a	63%	70%	72%	74%	74%	77%	75%

<sup>84</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a sixth plan reassessment to date.

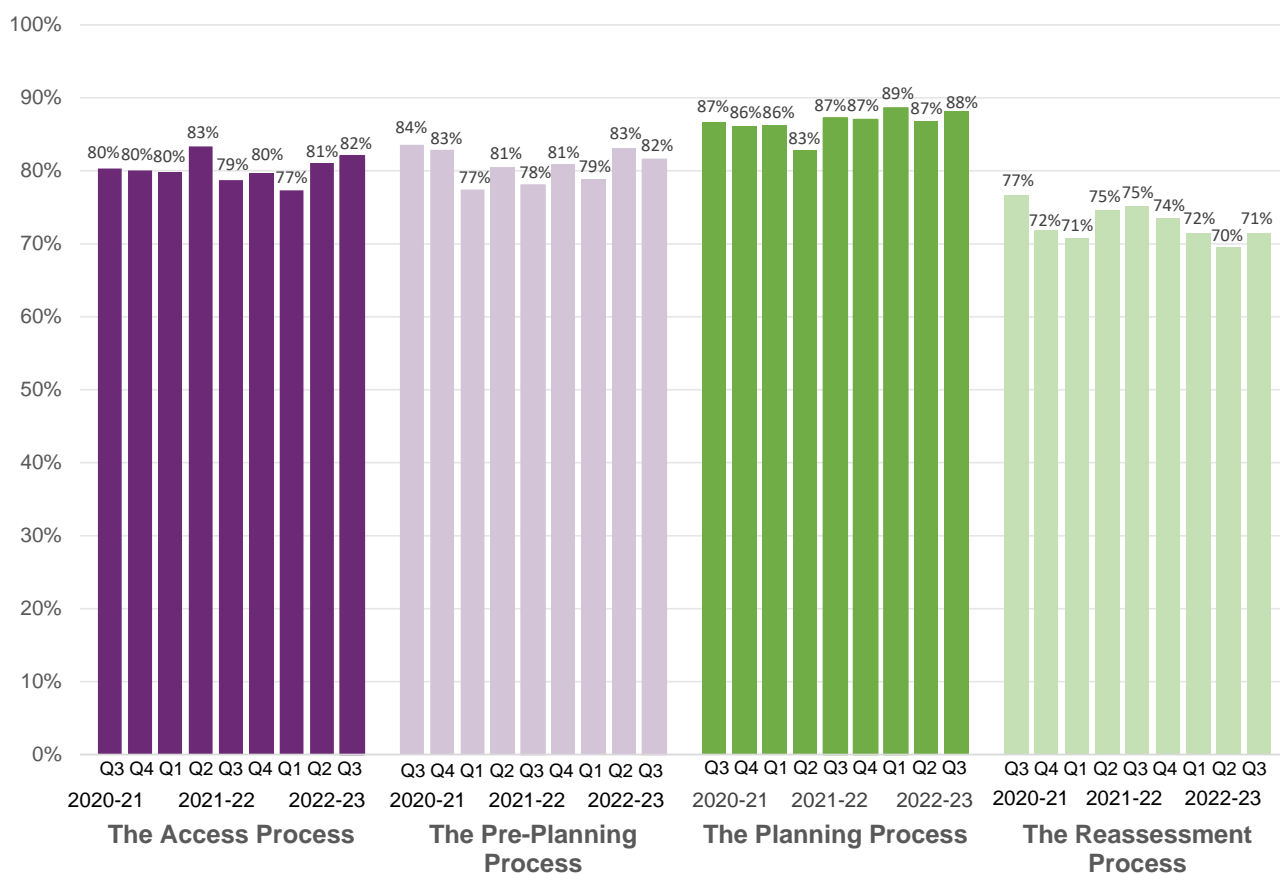
## Part Three: Participant experience

**Table F.21 Proportion of participants who agreed with statements about 'Access' (n = 2,410 in Prior Quarters, n = 273 in 2022-23 Q3), 'Pre-planning' (n = 2,212 in Prior Quarters, n = 228 in 2022-23 Q3), 'Planning' (n = 11,141 in Prior Quarters, n = 1,332 in 2022-23 Q3) and 'Plan reassessment' (n = 31,304 in Prior Quarters, n = 2,721 in 2022-23 Q3) of NDIS journey in 2022-23 Q3 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – New South Wales<sup>85</sup>**

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2022-23 Q3
Access - Are you happy with how coming into the NDIS has gone?	86%	88%
Access - Was the person from the NDIS respectful?	98%	99%
Access - Do you understand what will happen next with your plan?	80%	83%
Access - % of participants rating their overall experience as Very Good or Good.	80%	82%
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	87%	86%
Pre-planning - Did you understand why you needed to give the information you did?	96%	96%
Pre-planning - Were decisions about your plan clearly explained?	82%	78%
Pre-planning - Are you clear on what happens next with your plan?	70%	66%
Pre-planning - Do you know where to go for more help with your plan?	75%	76%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	81%	82%
Planning - Did the person from the NDIS understand how your disability affects your life?	92%	92%
Planning - Did you understand why you needed to give the information you did?	98%	98%
Planning - Were decisions about your plan clearly explained?	89%	92%
Planning - Are you clear on what happens next with your plan?	85%	84%
Planning - Do you know where to go for more help with your plan?	89%	92%
Planning - % of participants rating their overall experience as Very Good or Good.	86%	88%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	79%	78%
Plan reassessment - Did you feel prepared for your plan reassessment?	86%	85%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	88%	87%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	74%	71%

<sup>85</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

**Figure F.1 Trend of satisfaction across the pathway (% Very Good/Good) – New South Wales <sup>86</sup>**



<sup>86</sup> Participant satisfaction results for prior quarters have been restated using data as at 31 March 2023 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q2. The charts show trends in complaints based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table F.22 shows the number of complaints in 2022-23 Q2 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Table F.23 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

**Table F.22 Complaints by quarter – New South Wales** <sup>87 88</sup>

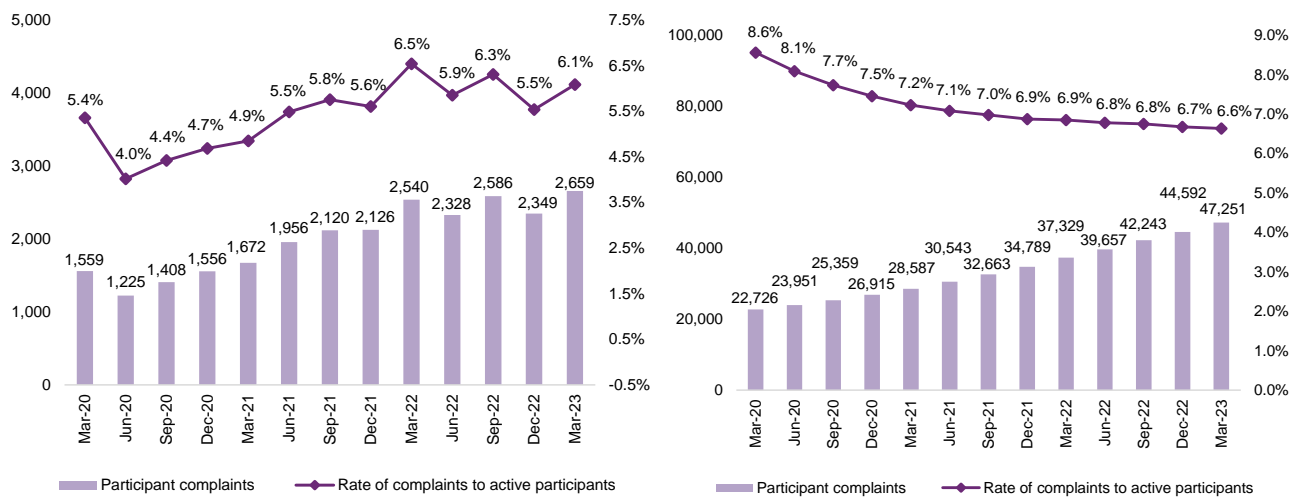
Complaints made by or on behalf of:	Prior Quarters	2022-23 Q3	Total	Number of unique complainants
People who have submitted an access request: Complaints about ECA Partner	77	<11	86	77
People who have submitted an access request: Complaints about LAC Partner	578	50	628	565
People who have submitted an access request: Complaints about service providers	2,600	169	2,769	2,176
People who have submitted an access request: Complaints about the Agency	35,488	1,543	37,031	19,522
People who have submitted an access request: Critical/ Reportable Incident	4,328	888	5,216	3,943
People who have submitted an access request: Unclassified	1,521	<11	1,521	1,330
<b>People who have submitted an access request: Total</b>	<b>44,592</b>	<b>2,659</b>	<b>47,251</b>	<b>24,082</b>
<i>Percentage of the number of active participants</i>	<i>6.7%</i>	<i>6.1%</i>	<i>6.6%</i>	<i>n/a</i>

<sup>87</sup> Note that 61% of all complainants made only one complaint, 20% made two complaints and 20% made three or more complaints.

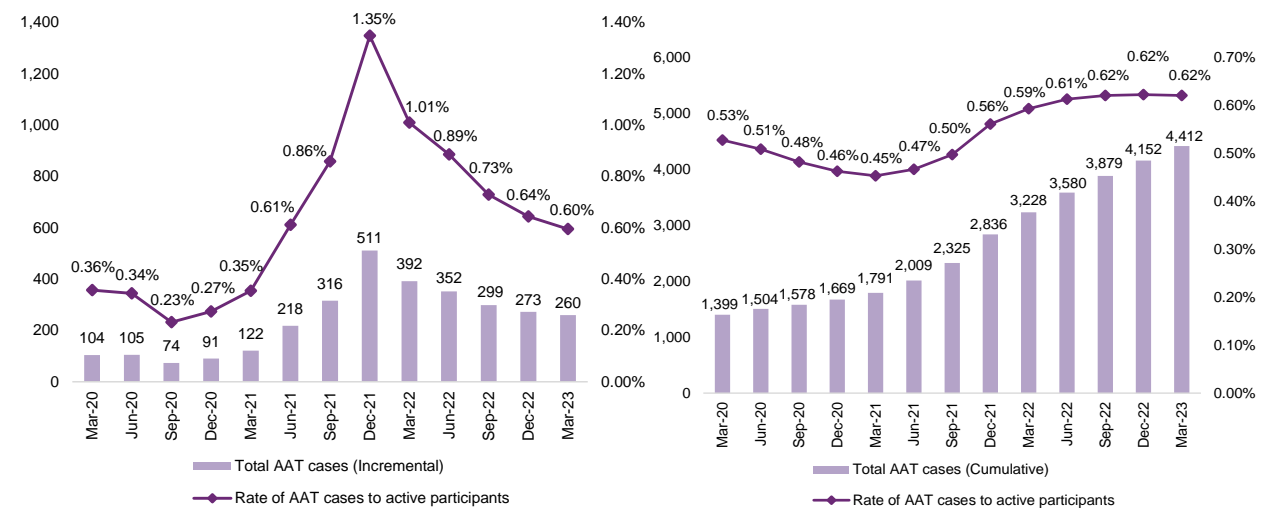
<sup>88</sup> Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.



**Figure F.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – New South Wales**



**Figure F.3 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – New South Wales**



**Table F.23 Participant complaints by type. Complaints with a related party who has submitted an access request – New South Wales <sup>89</sup>**

Type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	2,379	7%	<11	n/a	2,380	6%
Complaints about the Agency - Information unclear	744	2%	<11	n/a	745	2%
Complaints about the Agency - NDIA Access	658	2%	72	5%	730	2%
Complaints about the Agency - NDIA Engagement	33	0%	<11	n/a	37	0%
Complaints about the Agency - NDIA Finance	1,808	5%	151	10%	1,959	5%
Complaints about the Agency - NDIA Fraud and Compliance	111	0%	14	1%	125	0%
Complaints about the Agency - NDIA Plan	6,561	18%	583	38%	7,144	19%
Complaints about the Agency - NDIA Process	2,049	6%	209	14%	2,258	6%
Complaints about the Agency - NDIA Resources	200	1%	16	1%	216	1%
Complaints about the Agency - NDIA Staff	1,386	4%	149	10%	1,535	4%
Complaints about the Agency - NDIA Timeliness	4,486	13%	321	21%	4,807	13%
Complaints about the Agency - Participation, engagement and inclusion	179	1%	<11	n/a	180	0%
Complaints about the Agency - Provider Portal	44	0%	<11	n/a	44	0%
Complaints about the Agency - Quality & Safeguards Commission	15	0%	<11	n/a	16	0%
Complaints about the Agency - Reasonable and necessary supports	2,272	6%	<11	n/a	2,274	6%
Complaints about the Agency - Staff conduct - Agency	681	2%	<11	n/a	681	2%
Complaints about the Agency - The way the NDIA carried out its decision making	1,265	4%	<11	n/a	1,271	3%
Complaints about the Agency - Timeliness	5,956	17%	<11	n/a	5,957	16%
Complaints about the Agency - Other	4,661	13%	11	1%	4,672	13%
<b>Complaints about the Agency - Total</b>	<b>35,488</b>	<b>100%</b>	<b>1,543</b>	<b>100%</b>	<b>37,031</b>	<b>100%</b>
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	<11	n/a	<11	n/a	11	13%
Complaints about ECA Partner - ECA Process	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	44	57%	<11	n/a	50	58%
Complaints about ECA Partner - ECA Timeliness	15	19%	<11	n/a	16	19%
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about ECA Partner - Total</b>	<b>77</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>86</b>	<b>100%</b>
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	109	19%	<11	n/a	115	18%
Complaints about LAC Partner - LAC Process	65	11%	<11	n/a	72	11%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	345	60%	33	66%	378	60%
Complaints about LAC Partner - LAC Timeliness	49	8%	<11	n/a	53	8%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about LAC Partner - Total</b>	<b>578</b>	<b>100%</b>	<b>50</b>	<b>100%</b>	<b>628</b>	<b>100%</b>
Complaints about service providers - Provider costs	145	6%	<11	n/a	145	5%
Complaints about service providers - Provider Finance	130	5%	13	8%	143	5%

<sup>89</sup> There are 44,592 total participant complaints in Prior Quarters, 2,659 total participant complaints in 2022-23 Q3, and 47,251 total participant complaints as at 31 March 2023, including 1,521 unclassified participant complaints as at 31 March 2023.

Type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Fraud and Compliance	158	6%	27	16%	185	7%
Complaints about service providers - Provider Process	137	5%	<11	n/a	138	5%
Complaints about service providers - Provider Service	655	25%	85	50%	740	27%
Complaints about service providers - Provider Staff	291	11%	40	24%	331	12%
Complaints about service providers - Service Delivery	232	9%	<11	n/a	233	8%
Complaints about service providers - Staff conduct	213	8%	<11	n/a	214	8%
Complaints about service providers - Supports being provided	253	10%	<11	n/a	253	9%
Complaints about service providers - Other	386	15%	<11	n/a	387	14%
<b>Complaints about service providers - Total</b>	<b>2,600</b>	<b>100%</b>	<b>169</b>	<b>100%</b>	<b>2,769</b>	<b>100%</b>
Critical/ Reportable Incident - Allegations against a provider	1,316	30%	297	33%	1,613	31%
Critical/ Reportable Incident - Allegations against Informal Supports	596	14%	238	27%	834	16%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	673	16%	149	17%	822	16%
Critical/ Reportable Incident - Provider reporting	1,741	40%	204	23%	1,945	37%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
<b>Critical/ Reportable Incident - Total</b>	<b>4,328</b>	<b>100%</b>	<b>888</b>	<b>100%</b>	<b>5,216</b>	<b>100%</b>

**Table F.24 AAT Cases by category at 31 March 2023 – New South Wales**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Access	932	22%	36	14%	968	22%
Plan	2,830	68%	188	72%	3,018	68%
Plan Reassessment	184	4%	<11	n/a	190	4%
Other	206	5%	30	12%	236	5%
<b>Total cases</b>	<b>4,152</b>	<b>100%</b>	<b>260</b>	<b>100%</b>	<b>4,412</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>n/a</b>	<b>0.62%</b>	<b>n/a</b>	<b>0.60%</b>	<b>n/a</b>	<b>0.62%</b>

**Table F.25 AAT cases by open/closed and decision – New South Wales <sup>90 91</sup>**

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
<b>AAT Cases</b>	<b>4,412</b>	<b>3,989</b>
<b>Open AAT Cases</b>	<b>737</b>	<b>724</b>
<b>Closed AAT Cases</b>	<b>3,675</b>	<b>3,340</b>
<i>Resolved before hearing</i>	<i>3,571</i>	<i>3,245</i>
<i>Gone to hearing and received a substantive decision</i>	<i>104</i>	<i>95</i>

<sup>90</sup> Of the 104 cases which went to hearing and received a substantive decision: 44 affirmed the Agency's decision, 24 varied the Agency's decision and 36 set aside the Agency's decision.

<sup>91</sup> The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

## Part Four: Providers and the growing market

**Table F.26 Key markets indicators by quarter – New South Wales** <sup>92 93</sup>

Market indicators	Previous Quarter	2022-23 Q3
Average number of active providers per active participant	1.26	1.24
Number of providers delivering new types of supports	707	649
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	89%	88%
Share of payments - top 25%: Therapeutic Supports (Percentage)	92%	92%
Share of payments - top 25%: Participate Community (Percentage)	90%	91%
Share of payments - top 25%: Early Childhood Supports (Percentage)	89%	89%
Share of payments - top 25%: Assist Personal Activities (Percentage)	90%	91%

**Table F.27 Cumulative number of providers that have ever been active as at 31 March 2023 by quarter of activity – New South Wales** <sup>94</sup>

Activity	Number of providers
Active for the first time in 2022-23 Q3	158
Active in 2022-23 Q3 and also in previous quarters	4,199
<b>Active in 2022-23 Q3</b>	<b>4,357</b>
Inactive in 2022-23 Q3	5,806
<b>Active ever</b>	<b>10,163</b>

**Table F.28 Distribution of active providers in 2022-23 Q3 by their status in 2022-23 Q2 and payment band in 2022-23 Q3 – New South Wales** <sup>95</sup>

Amount paid in 2022-23 Q2	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	581	98	55	734
\$2,001-\$10,000	813	61	49	923
\$10,001-\$100,000	1,333	24	42	1,399
\$100,001-\$250,000	435	<5	9	446
\$250,000+	852	<5	<5	855
<b>Total</b>	<b>4,014</b>	<b>185</b>	<b>158</b>	<b>4,357</b>

**Table F.29 Proportion of active participants with approved plans accessing mainstream supports – New South Wales** <sup>96</sup>

Mainstream service	Prior Quarters	2022-23 Q3	Total
Daily Activities	12%	13%	12%
Health & Wellbeing	74%	76%	75%
Lifelong Learning	31%	28%	31%
Other	23%	26%	23%
Non-categorised	10%	9%	10%
<b>Any mainstream service</b>	<b>97%</b>	<b>96%</b>	<b>97%</b>

<sup>92</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>93</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>94</sup> Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

<sup>95</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

<sup>96</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

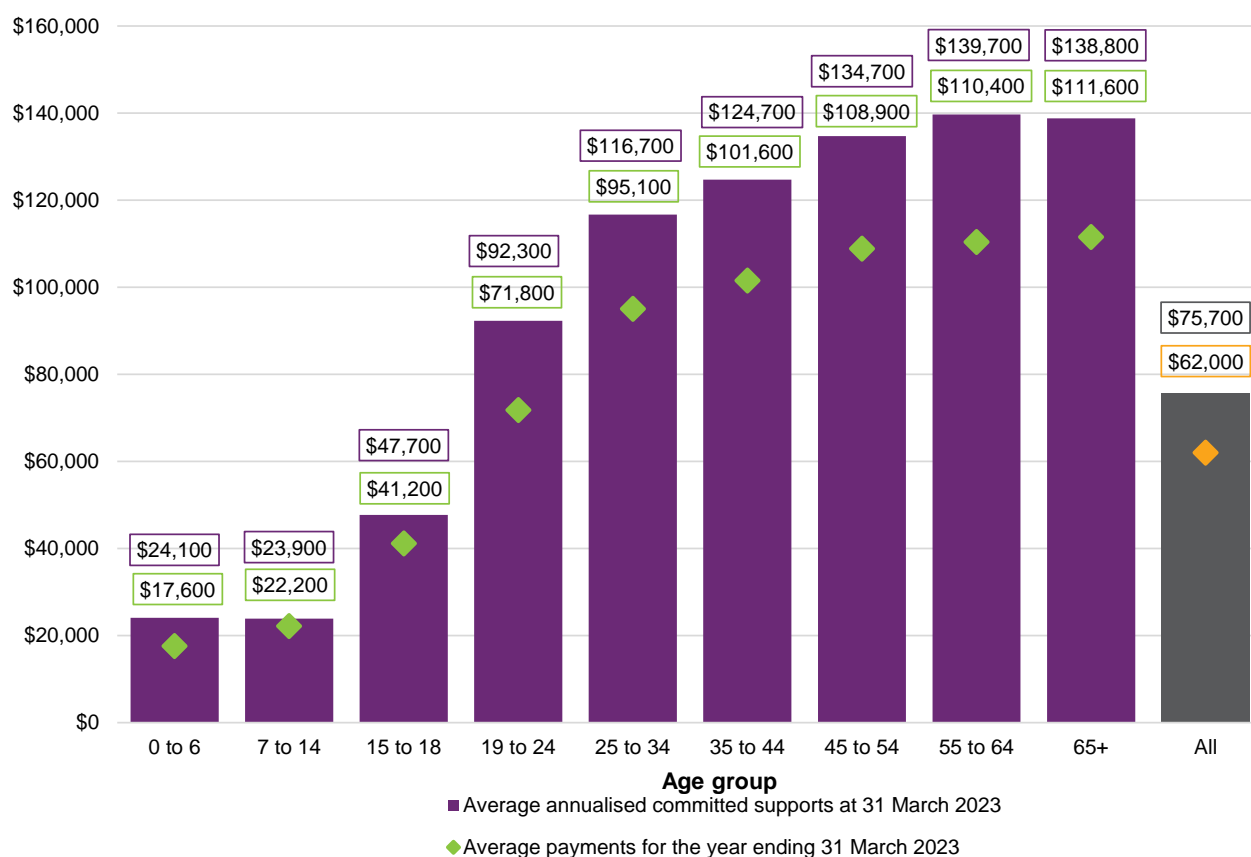
## Part Five: Financial sustainability

Note: In Table F.30 and Figures F.4 to F.12, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2023. Average payments are derived from total payments paid over the 12 months to 31 March 2023, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

**Table F.30 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q3 – New South Wales**

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	2.5%	2.7%
\$5,001-\$10,000	6.7%	7.1%
\$10,001-\$15,000	11.5%	12.3%
\$15,001-\$20,000	14.3%	15.2%
\$20,001-\$25,000	10.5%	11.2%
\$25,001-\$30,000	4.5%	4.8%
\$30,001-\$50,000	13.1%	13.9%
\$50,001-\$100,000	16.7%	17.8%
\$100,001-\$150,000	6.4%	6.8%
\$150,001-\$200,000	3.3%	3.4%
\$200,001-\$250,000	2.1%	1.8%
\$250,001+	7.8%	2.5%

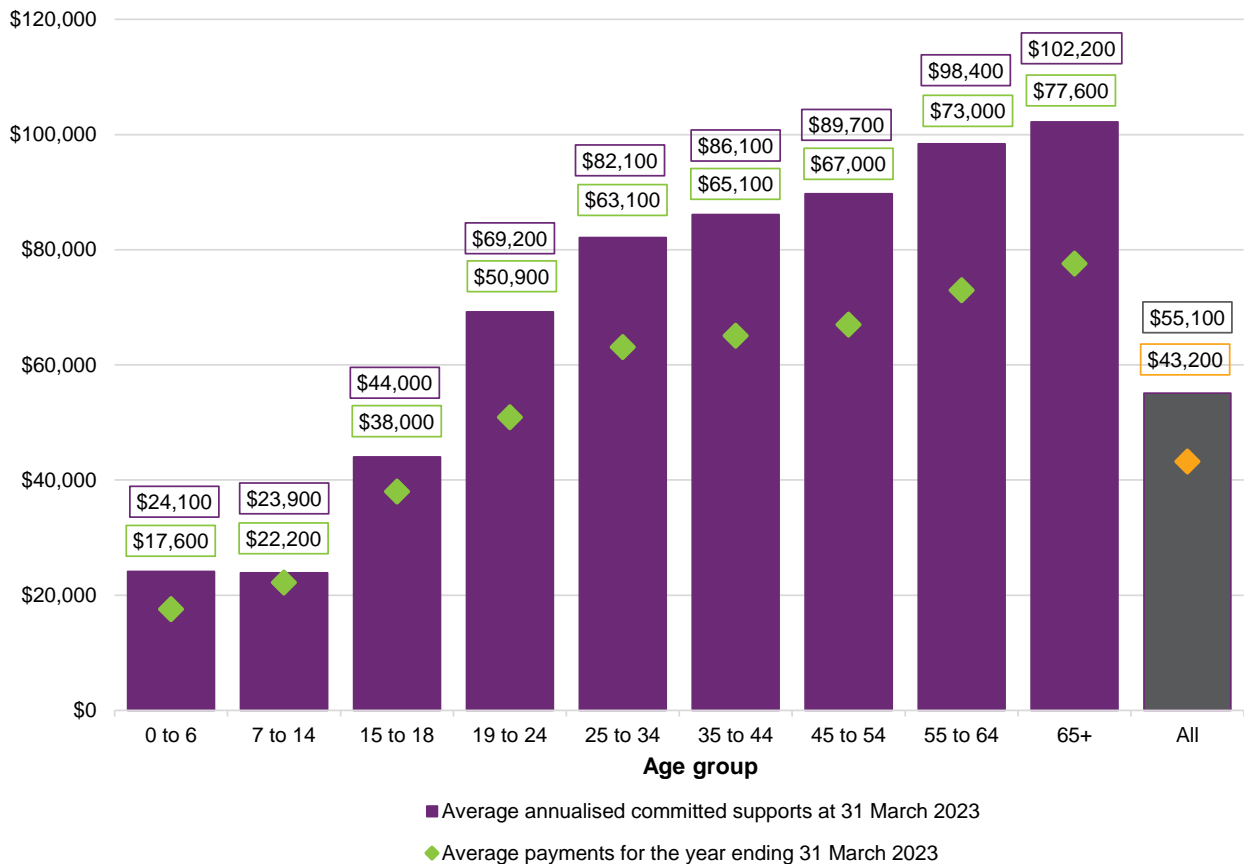
**Figure F.4 Average annualised committed supports and average payments by age group as at 31 March 2023 – New South Wales**



**Figure F.5 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 March 2023 – New South Wales**



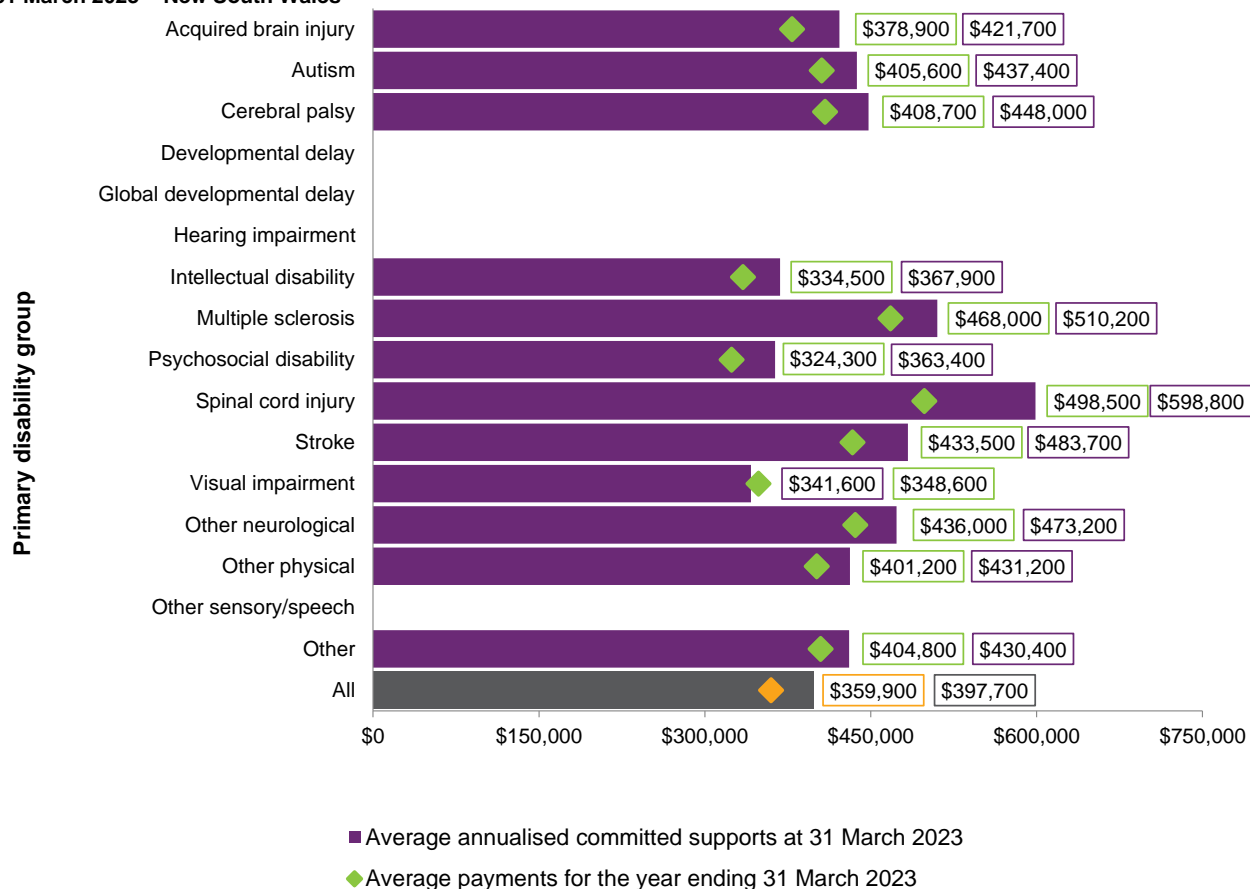
**Figure F.6 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 March 2023 – New South Wales**



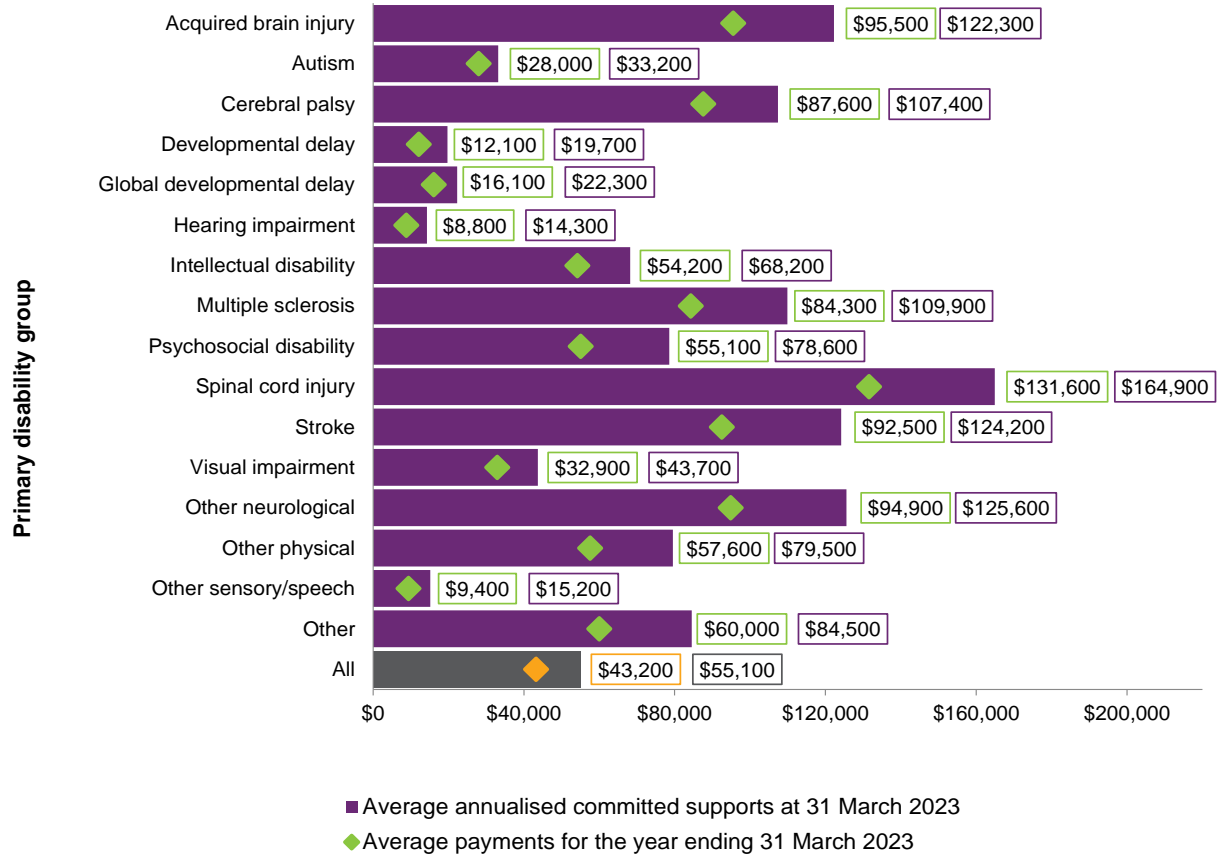
**Figure F.7 Average annualised committed supports and average payments by primary disability group as at 31 March 2023 – New South Wales**



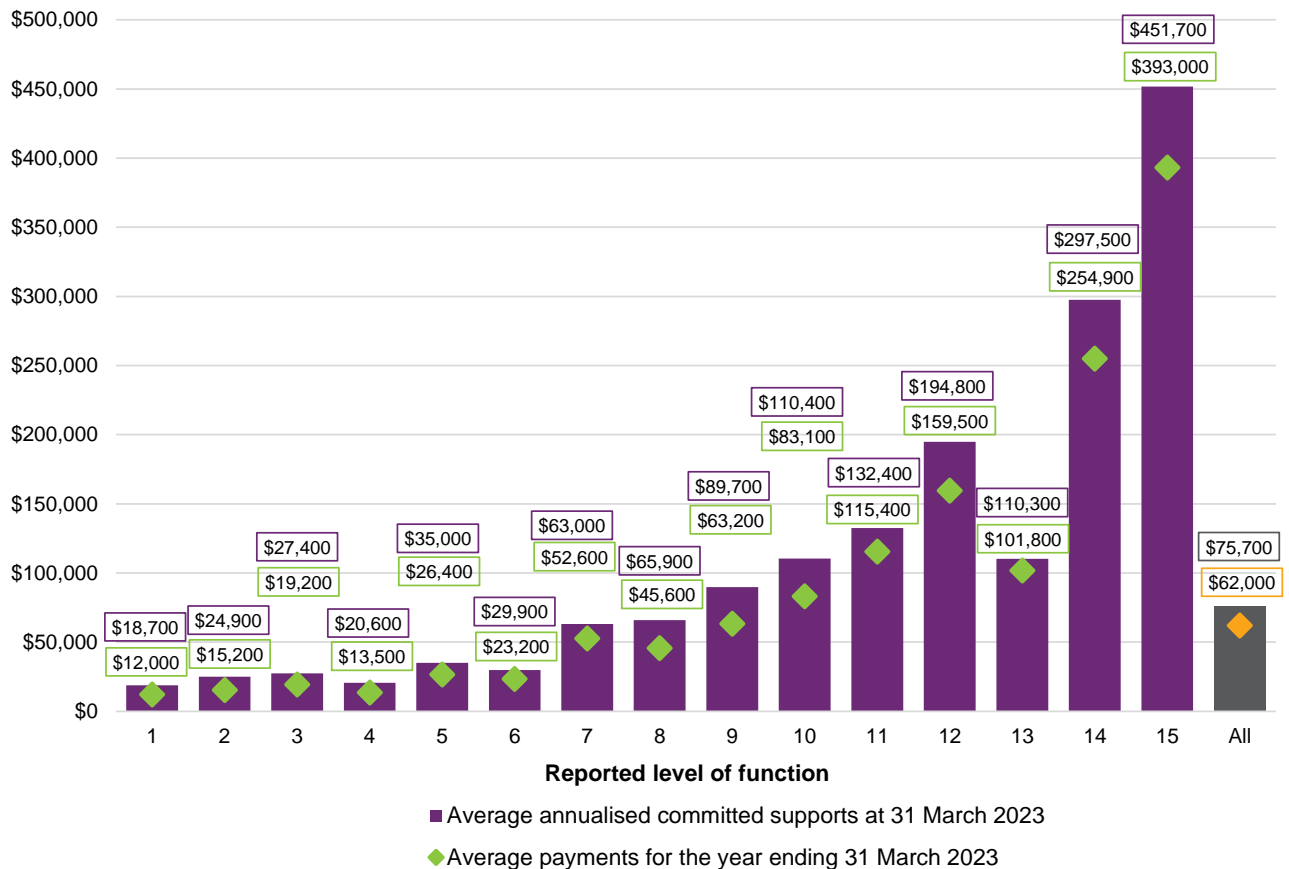
**Figure F.8 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 March 2023 – New South Wales**



**Figure F.9 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 March 2023 – New South Wales**



**Figure F.10 Average annualised committed supports and average payments by reported level of function as at 31 March 2023 – New South Wales**

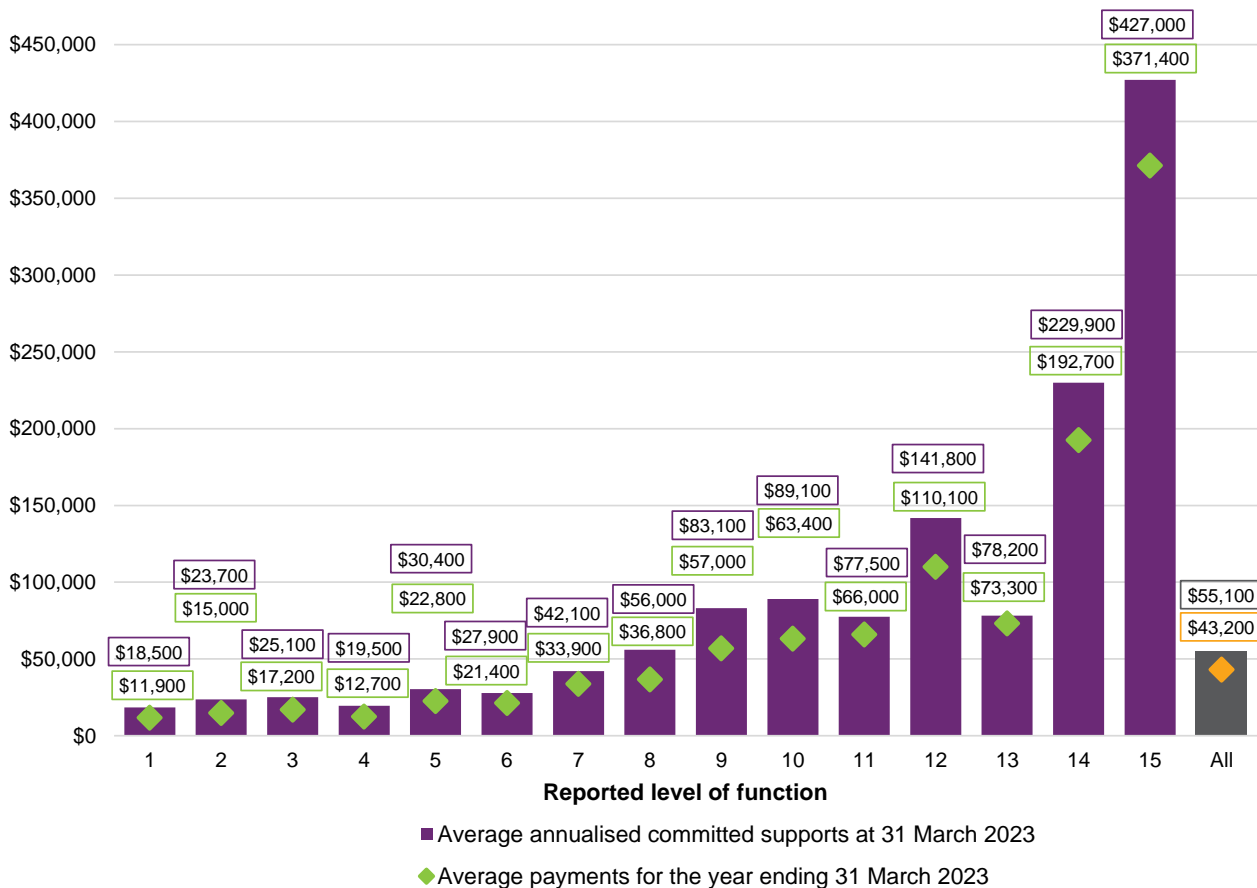




**Figure F.11 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 March 2023 – New South Wales**



**Figure F.12 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 March 2023 – New South Wales**



**Table F.31 Total annualised committed supports and total payments by support category as at 31 March 2023 (\$m) – New South Wales** <sup>97 98</sup>

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$5,528.3	\$6,456.9
Core: Consumables	\$167.8	\$226.4
Core: Social and Civic	\$2,183.5	\$2,927.2
Core: Transport	\$326.6	\$155.7
Capacity Building: Choice and Control	\$126.3	\$144.4
Capacity Building: Daily Activities	\$1,223.1	\$2,084.2
Capacity Building: Employment	\$38.6	\$95.9
Capacity Building: Health and Wellbeing	\$18.0	\$31.6
Capacity Building: Home Living	\$0.1	\$0.8
Capacity Building: Lifelong learning	\$0.003	\$0.049
Capacity Building: Relationships	\$152.0	\$291.4
Capacity Building: Social and Civic	\$45.2	\$116.2
Capacity Building: Support Coordination	\$244.9	\$327.6
Capital: Assistive Technology	\$203.1	\$402.1
Capital: Home Modifications	\$107.8	\$167.4
<b>All</b>	<b>\$10,365.4</b>	<b>\$13,427.8</b>

**Table F.32 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 March 2023 (\$m) – New South Wales** <sup>99 100</sup>

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$2,781.3	\$3,097.3
Core: Consumables	\$23.3	\$32.2
Core: Social and Civic	\$472.2	\$661.5
Core: Transport	\$22.1	\$26.3
Capacity Building: Choice and Control	\$7.8	\$9.1
Capacity Building: Daily Activities	\$69.1	\$114.8
Capacity Building: Employment	\$0.9	\$2.9
Capacity Building: Health and Wellbeing	\$2.4	\$4.0
Capacity Building: Home Living	\$0.001	\$0.004
Capacity Building: Lifelong learning	\$0.0	\$0.0
Capacity Building: Relationships	\$64.1	\$107.1
Capacity Building: Social and Civic	\$0.9	\$2.5
Capacity Building: Support Coordination	\$45.0	\$57.5
Capital: Assistive Technology	\$26.8	\$52.3
Capital: Home Modifications	\$61.6	\$89.2
<b>All</b>	<b>\$3,577.6</b>	<b>\$4,256.6</b>

<sup>97</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

<sup>98</sup> Total payments for home modifications in New South Wales were \$107.8m. Of which, \$77.4m (72%) has been paid for specialised disability accommodation (SDA) supports, and \$30.4m (28%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$3.5m processed off-system in June 2022. Total annualised committed supports for home modifications in New South Wales were \$167.4m. Of which, \$116.6m (70%) has been allocated for specialised disability accommodation (SDA) supports, and \$50.7m (30%) has been allocated for non-SDA supports.

<sup>99</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

<sup>100</sup> Total payments for home modifications in New South Wales were \$61.6m. Of which, \$61.4m (99.7%) has been paid for specialised disability accommodation (SDA) supports, and \$0.2m (0.3%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$3.2m processed off-system in June 2022. Total annualised committed supports for home modifications in New South Wales were \$89.2m. Of which, \$88.2m (98.9%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.0m (1.1%) has been allocated for non-SDA supports.

**Table F.33 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 March 2023 (\$m) – New South Wales** <sup>101 102</sup>

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$2,747.0	\$3,359.6
Core: Consumables	\$144.5	\$194.2
Core: Social and Civic	\$1,711.3	\$2,265.7
Core: Transport	\$304.5	\$129.4
Capacity Building: Choice and Control	\$118.5	\$135.3
Capacity Building: Daily Activities	\$1,154.0	\$1,969.4
Capacity Building: Employment	\$37.7	\$93.0
Capacity Building: Health and Wellbeing	\$15.6	\$27.6
Capacity Building: Home Living	\$0.1	\$0.8
Capacity Building: Lifelong learning	\$0.003	\$0.049
Capacity Building: Relationships	\$87.9	\$184.3
Capacity Building: Social and Civic	\$44.2	\$113.7
Capacity Building: Support Coordination	\$199.9	\$270.1
Capital: Assistive Technology	\$176.4	\$349.8
Capital: Home Modifications	\$46.2	\$78.2
<b>All</b>	<b>\$6,787.9</b>	<b>\$9,171.2</b>

**Table F.34 Payments by financial year in which support was provided, compared to committed supports (\$m) – New South Wales** <sup>103</sup>

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	50.5	185.0	352.7	1,770.9	4,281.4	5,914.0	8,054.1	10,206.5	11,483.4	10,047.3
Total Paid	37.4	141.8	260.1	1,211.5	3,109.1	4,484.6	6,000.5	7,737.5	8,956.0	7,527.7
% utilised to date	74%	77%	74%	68%	73%	76%	75%	76%	78%	75%

**Table F.35 Percentage change in plan budgets for active participants – New South Wales** <sup>104 105</sup>

Inflation type	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Intraplan Inflation	2.7%	3.7%	4.9%	5.8%	4.9%	7.2%	10.5%	6.5%	6.8%
Interplan Inflation	2.3%	-1.1%	1.0%	3.9%	2.1%	4.8%	9.7%	9.9%	5.5%
<b>Total Inflation</b>	<b>5.0%</b>	<b>2.7%</b>	<b>6.0%</b>	<b>9.7%</b>	<b>6.9%</b>	<b>12.1%</b>	<b>20.2%</b>	<b>16.4%</b>	<b>12.3%</b>

<sup>101</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

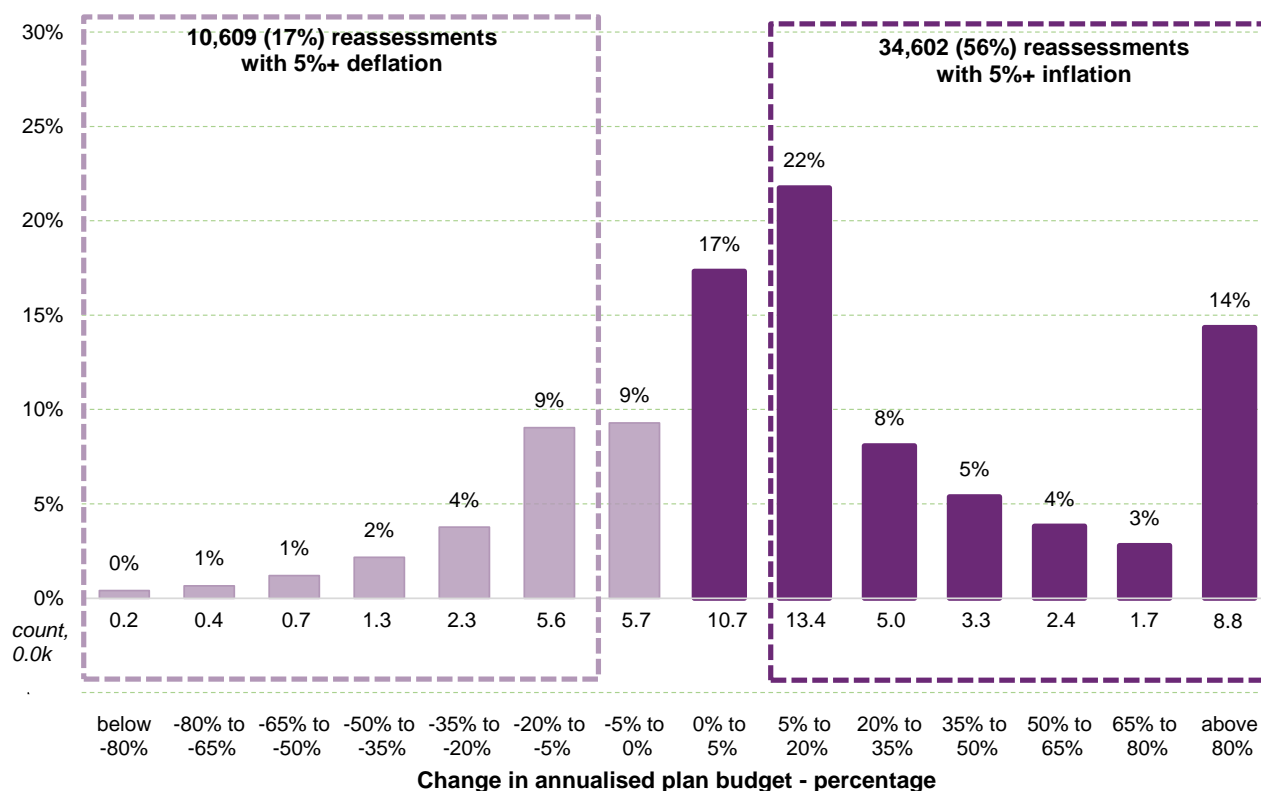
<sup>102</sup> Total payments for home modifications in New South Wales were \$46.2m. Of which, \$16.0m (35%) has been paid for specialised disability accommodation (SDA) supports, and \$30.2m (65%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.3m processed off-system in June 2022. Total annualised committed supports for home modifications in New South Wales were \$78.2m. Of which, \$28.5m (36%) has been allocated for specialised disability accommodation (SDA) supports, and \$49.7m (64%) has been allocated for non-SDA supports.

<sup>103</sup> The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

<sup>104</sup> The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July to maintain the purchasing power of remaining plans. Due to this, there was a one off increase in intraplan and total inflation during the month of July 2022, which impacts the September 2022 quarter.

<sup>105</sup> The September 2022 inflation number has had minor restatement from 20.1 per cent from the previous report.

**Figure F.13 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 March 2023) - all participants – New South Wales <sup>106</sup>**



<sup>106</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.

# Appendix G:

## Victoria

### Part One: Participants and their plans

**Table G.1 Active participants by quarter of entry, plan and entry type – Victoria** <sup>107</sup>

Participant breakdown	Prior Quarters	2022-23 Q3	Total
<b>Access decisions</b>	<b>194,081</b>	<b>7,745</b>	<b>201,826</b>
<b>Active Eligible - Total</b>	<b>155,633</b>	<b>5,876</b>	<b>161,509</b>
<i>Active Eligible - New</i>	86,752	5,676	92,428
<i>Active Eligible - State</i>	58,833	146	58,979
<i>Active Eligible - Commonwealth</i>	10,048	54	10,102
<b>Active Participant Plans (excl ECA) - Total</b>	<b>152,476</b>	<b>6,004</b>	<b>158,480</b>
<i>Active Participant Plans (excl ECA) - New</i>	84,403	5,810	90,213
<i>Active Participant Plans (excl ECA) - State</i>	58,081	147	58,228
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	9,992	47	10,039
<b>Active Participant Plans - Total</b>	<b>155,653</b>	<b>9,179</b>	<b>161,655</b>
<i>Active Participant Plans - Early Intervention (s25)</i>	44,661	3,661	48,322
<i>Active Participant Plans - Permanent Disability (s24)</i>	107,815	2,343	110,158
<i>Active Participant Plans - ECA</i>	3,177	3,175	3,175

**Table G.2 People who have left the Scheme since 1 July 2013 as at 31 March 2023 – Victoria**

People leaving the Scheme	Total
<b>Number of people who have left the Scheme</b>	<b>10,002</b>
<i>Early Intervention participants</i>	2,286
<i>Permanent disability participants</i>	7,716

**Table G.3 Assessment of access by age group and gender – Victoria** <sup>108</sup>

Age Group at Access Decision	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
0 to 6	39,131	98%	16,521	98%	852	97%	56,504	98%
7 to 14	20,153	90%	10,305	91%	539	86%	30,997	91%
15 to 18	5,999	93%	3,623	90%	211	89%	9,833	91%
19 to 24	5,269	91%	3,648	86%	143	79%	9,060	89%
25 to 34	7,131	89%	5,868	82%	195	76%	13,194	86%
35 to 44	7,252	86%	6,962	79%	145	71%	14,359	82%
45 to 54	8,743	82%	9,101	75%	170	66%	18,014	78%
55 to 64	10,062	76%	9,964	66%	165	52%	20,191	71%
65+	365	53%	345	46%	<11	n/a	717	50%
Missing	782	50%	610	35%	<11	n/a	1,398	42%
<b>Total</b>	<b>104,887</b>	<b>90%</b>	<b>66,947</b>	<b>82%</b>	<b>2,433</b>	<b>81%</b>	<b>174,267</b>	<b>86%</b>

<sup>107</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

<sup>108</sup> The age in this table is the age when the participant met access to the Scheme. In previous quarterly reports to the disability ministers, records with missing access decision dates have been shown using the age at the reporting date. The results have been corrected in Q3 2022-23 to reflect 1,398 records that have a missing access decision date.

**Table G.4 Assessment of access by primary disability group and gender – Victoria** <sup>109</sup>

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	3,506	92%	1,737	91%	44	94%	5,287	92%
Autism	36,322	97%	15,556	97%	1,117	94%	52,995	97%
Cerebral palsy	2,387	97%	1,971	96%	43	91%	4,401	97%
Developmental delay	17,536	98%	7,288	98%	411	98%	25,235	98%
Global developmental delay	2,109	99%	871	99%	35	92%	3,015	99%
Hearing impairment	3,320	90%	3,566	88%	101	86%	6,987	89%
Intellectual disability	16,579	96%	11,767	95%	158	92%	28,504	96%
Multiple sclerosis	820	91%	2,517	90%	28	80%	3,365	90%
Psychosocial disability	10,065	78%	11,185	72%	247	59%	21,497	74%
Spinal cord injury	750	95%	355	91%	21	91%	1,126	93%
Stroke	1,316	85%	940	83%	21	72%	2,277	84%
Visual impairment	1,631	91%	1,565	89%	28	80%	3,224	90%
Other neurological	3,633	83%	3,175	81%	72	70%	6,880	82%
Other physical	2,542	47%	2,917	37%	59	30%	5,518	41%
Other sensory/speech	498	54%	206	47%	<11	n/a	710	52%
Other	1,193	43%	791	28%	36	34%	2,020	35%
Missing	680	99%	540	98%	<11	n/a	1,226	98%
<b>Total</b>	<b>104,887</b>	<b>90%</b>	<b>66,947</b>	<b>82%</b>	<b>2,433</b>	<b>81%</b>	<b>174,267</b>	<b>86%</b>

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

**Table G.5 Participant profile per quarter by participants identifying as First Nations Peoples – Victoria**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
First Nations Participants	4,992	3%	250	4%	5,242	3%
Non-First Nations Participants	121,734	80%	5,390	90%	127,124	80%
Not Stated	25,750	17%	364	6%	26,114	16%
<b>Total</b>	<b>152,476</b>	<b>100%</b>	<b>6,004</b>	<b>100%</b>	<b>158,480</b>	<b>100%</b>

**Table G.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Victoria** <sup>110</sup>

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	17,846	12%	757	13%	18,603	12%
Not culturally and linguistically diverse	134,581	88%	5,247	87%	139,828	88%
Not stated	49	0%	<11	n/a	49	0%
<b>Total</b>	<b>152,476</b>	<b>100%</b>	<b>6,004</b>	<b>100%</b>	<b>158,480</b>	<b>100%</b>

**Table G.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 March 2023 – Victoria** <sup>111</sup>

Age group	Total number of active participants
Under 45	20
45 to 54	102
55 to 64	536
<b>Total YPIRAC (under 65)</b>	<b>658</b>

<sup>109</sup> Down syndrome is included in intellectual disability.

<sup>110</sup> The number of CALD participants excludes participants who identify as First Nations Peoples since the September 2021 quarter.

<sup>111</sup> There are a further 526 active participants aged 65 years or over who are currently in residential aged care.

**Table G.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Victoria** <sup>112</sup>

Participants in residential aged care (under 65)	Incremental	Cumulative
Mar-20	38	1,040
Jun-20	28	1,068
Sep-20	-27	1,041
Dec-20	-31	1,010
Mar-21	-7	1,003
Jun-21	-19	984
Sep-21	-30	954
Dec-21	-25	929
Mar-22	-60	869
Jun-22	-62	807
Sep-22	-38	769
Dec-22	-33	736
Mar-23	-78	658

**Table G.9 Participant profile per quarter by remoteness – Victoria** <sup>113</sup>

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Major cities	110,758	73%	4,541	76%	115,299	73%
Population > 50,000	14,308	9%	527	9%	14,835	9%
Population between 15,000 and 50,000	10,031	7%	333	6%	10,364	7%
Population between 5,000 and 15,000	8,370	5%	289	5%	8,659	5%
Population less than 5,000	8,939	6%	314	5%	9,253	6%
Remote	62	0%	<11	n/a	62	0%
Very Remote	<11	n/a	<11	n/a	<11	n/a
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>152,476</b>	<b>100%</b>	<b>6,004</b>	<b>100%</b>	<b>158,480</b>	<b>100%</b>

<sup>112</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

<sup>113</sup> The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

**Table G.10 Participant profile per quarter by primary disability group – Victoria** <sup>114 115 116</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	50,155	33%	1,672	28%	51,827	33%
Intellectual disability	26,521	17%	287	5%	26,808	17%
Psychosocial disability	19,041	12%	452	8%	19,493	12%
Developmental delay	18,866	12%	2,492	42%	21,358	13%
Hearing impairment	6,509	4%	149	2%	6,658	4%
Other neurological	5,227	3%	146	2%	5,373	3%
Other physical	4,374	3%	113	2%	4,487	3%
Cerebral palsy	4,145	3%	28	0%	4,173	3%
Acquired brain injury	4,427	3%	128	2%	4,555	3%
Global developmental delay	2,424	2%	208	3%	2,632	2%
Visual impairment	2,850	2%	37	1%	2,887	2%
Multiple sclerosis	3,052	2%	70	1%	3,122	2%
Stroke	1,868	1%	84	1%	1,952	1%
Spinal cord injury	974	1%	24	0%	998	1%
Other	1,585	1%	111	2%	1,696	1%
Other sensory/speech	458	0%	<11	n/a	461	0%
<b>Total</b>	<b>152,476</b>	<b>100%</b>	<b>6,004</b>	<b>100%</b>	<b>158,480</b>	<b>100%</b>

**Table G.11 Participant profile per quarter (participants in SIL) by primary disability group – Victoria** <sup>117 118</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	770	12%	<11	n/a	770	12%
Intellectual disability	3,489	53%	<11	n/a	3,489	53%
Psychosocial disability	481	7%	<11	n/a	482	7%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	308	5%	<11	n/a	312	5%
Other physical	63	1%	<11	n/a	63	1%
Cerebral palsy	643	10%	<11	n/a	643	10%
Acquired brain injury	487	7%	<11	n/a	489	7%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	20	0%	<11	n/a	20	0%
Multiple sclerosis	123	2%	<11	n/a	123	2%
Stroke	117	2%	<11	n/a	121	2%
Spinal cord injury	53	1%	<11	n/a	53	1%
Other	53	1%	<11	n/a	54	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>6,613</b>	<b>100%</b>	<b>12</b>	<b>100%</b>	<b>6,625</b>	<b>100%</b>

<sup>114</sup> Table order based on national proportions in Table E.10 (highest to lowest).

<sup>115</sup> Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

<sup>116</sup> Down syndrome is included in intellectual disability, representing 2% (2,832) of all Scheme participants in Victoria.

<sup>117</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>118</sup> Down syndrome is included in intellectual disability, representing 8% (537) of participants in SIL.



**Table G.12 Participant profile per quarter (participants not in SIL) by primary disability group – Victoria** <sup>119</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	49,385	34%	1,672	28%	51,057	34%
Intellectual disability	23,032	16%	287	5%	23,319	15%
Psychosocial disability	18,560	13%	451	8%	19,011	13%
Developmental delay	18,866	13%	2,492	42%	21,358	14%
Hearing impairment	6,504	4%	149	2%	6,653	4%
Other neurological	4,919	3%	142	2%	5,061	3%
Other physical	4,311	3%	113	2%	4,424	3%
Cerebral palsy	3,502	2%	28	0%	3,530	2%
Acquired brain injury	3,940	3%	126	2%	4,066	3%
Global developmental delay	2,423	2%	208	3%	2,631	2%
Visual impairment	2,830	2%	37	1%	2,867	2%
Multiple sclerosis	2,929	2%	70	1%	2,999	2%
Stroke	1,751	1%	80	1%	1,831	1%
Spinal cord injury	921	1%	24	0%	945	1%
Other	1,532	1%	110	2%	1,642	1%
Other sensory/speech	458	0%	<11	n/a	461	0%
<b>Total</b>	<b>145,863</b>	<b>100%</b>	<b>5,992</b>	<b>100%</b>	<b>151,855</b>	<b>100%</b>

**Table G.13 Participant profile per quarter by reported level of function – Victoria**

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
1 (High Function)	17,319	11%	1,912	32%	19,231	12%
2 (High Function)	404	0%	<11	n/a	414	0%
3 (High Function)	7,867	5%	490	8%	8,357	5%
4 (High Function)	8,290	5%	242	4%	8,532	5%
5 (High Function)	12,152	8%	575	10%	12,727	8%
6 (Moderate Function)	33,261	22%	1,388	23%	34,649	22%
7 (Moderate Function)	8,616	6%	220	4%	8,836	6%
8 (Moderate Function)	8,613	6%	186	3%	8,799	6%
9 (Moderate Function)	727	0%	22	0%	749	0%
10 (Moderate Function)	15,815	10%	335	6%	16,150	10%
11 (Low Function)	4,575	3%	57	1%	4,632	3%
12 (Low Function)	22,924	15%	445	7%	23,369	15%
13 (Low Function)	9,628	6%	109	2%	9,737	6%
14 (Low Function)	2,172	1%	12	0%	2,184	1%
15 (Low Function)	46	0%	<11	n/a	47	0%
Missing	67	0%	<11	n/a	67	0%
<b>Total</b>	<b>152,476</b>	<b>100%</b>	<b>6,004</b>	<b>100%</b>	<b>158,480</b>	<b>100%</b>

<sup>119</sup> Down syndrome is included in intellectual disability, representing 2% (2,295) of participants not in SIL.

**Table G.14 Participant profile per quarter by age group – Victoria**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
0 to 6	24,927	16%	3,041	51%	27,968	18%
7 to 14	40,877	27%	1,020	17%	41,897	26%
15 to 18	11,908	8%	268	4%	12,176	8%
19 to 24	11,346	7%	196	3%	11,542	7%
25 to 34	13,123	9%	281	5%	13,404	8%
35 to 44	12,543	8%	318	5%	12,861	8%
45 to 54	14,679	10%	373	6%	15,052	9%
55 to 64	16,511	11%	464	8%	16,975	11%
65+	6,562	4%	43	1%	6,605	4%
<b>Total</b>	<b>152,476</b>	<b>100%</b>	<b>6,004</b>	<b>100%</b>	<b>158,480</b>	<b>100%</b>

**Table G.15 Participation rates by age group and gender at 31 March 2023 – Victoria <sup>120</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	6.8%	3.1%	5.1%
7 to 14	8.4%	4.0%	6.4%
15 to 18	4.8%	2.7%	3.9%
19 to 24	2.8%	1.7%	2.3%
25 to 44	1.5%	1.2%	1.3%
45 to 64	2.0%	2.0%	2.0%
<b>Total (aged 0 to 64)</b>	<b>3.3%</b>	<b>2.1%</b>	<b>2.7%</b>

<sup>120</sup> Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

## Part Two: Participant and family/carer outcomes

Note: In Tables G.16 to G.20 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5 and R6 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment and sixth reassessment respectively.

**Table G.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=14,766), 'participant social and community engagement rate' (n=14,808), 'parent and carer employment rate' (n=14,176) at entry, first (R1) and second (R2) plan reassessment, and 'participant choice and control' (n=10,592) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 March 2021 - Victoria <sup>121</sup>**

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	11%	14%	19%	26%
Participant employment rate - Aged 25 to 34 years	25%	22%	26%	26%
Participant employment rate - Aged 35 to 44 years	22%	21%	23%	26%
Participant employment rate - Aged 45 to 54 years	20%	19%	20%	26%
Participant employment rate - Aged 55 to 64 years	15%	14%	14%	26%
Participant employment rate - Aged 65+ years	9%	7%	6%	26%
Participant employment rate - Aged 25 to 64 years	20%	19%	20%	26%
Participant employment rate - Aged 15 to 64 years	18%	17%	20%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	35%	35%	46%
Participant social and community engagement rate - Aged 25 to 34 years	32%	37%	37%	46%
Participant social and community engagement rate - Aged 35 to 44 years	32%	35%	35%	46%
Participant social and community engagement rate - Aged 45 to 54 years	32%	35%	35%	46%
Participant social and community engagement rate - Aged 55 to 64 years	33%	36%	37%	46%
Participant social and community engagement rate - Aged 65+ years	39%	40%	38%	46%
Participant social and community engagement rate - Aged 25+ years	33%	36%	36%	46%
Participant social and community engagement rate - Aged 15+ years	32%	36%	36%	46%
Parent and carer employment rate - Aged 0 to 14 years	45%	47%	49%	50%
Parent and carer employment rate - Aged 15+ years	45%	46%	46%	50%
Parent and carer employment rate - All ages	45%	47%	48%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	68%	75%
Participant Choice and Control - Aged 25+ years	n/a	67%	76%	75%
Participant Choice and Control - Aged 15+ years	n/a	65%	74%	75%

<sup>121</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2021 and have had a second plan reassessment to date.

**Table G.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=11,862), 'participant social and community engagement rate' (n=11,935), 'parent and carer employment rate' (n=8,342) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=9,707) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 March 2020 - Victoria <sup>122</sup>**

Participant employment rate	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	9%	13%	16%	19%	26%
Participant employment rate - Aged 25 to 34 years	25%	25%	22%	27%	26%
Participant employment rate - Aged 35 to 44 years	27%	27%	23%	26%	26%
Participant employment rate - Aged 45 to 54 years	24%	24%	20%	22%	26%
Participant employment rate - Aged 55 to 64 years	18%	18%	15%	15%	26%
Participant employment rate - Aged 65+ years	10%	10%	10%	8%	26%
Participant employment rate - Aged 25 to 64 years	23%	23%	20%	22%	26%
Participant employment rate - Aged 15 to 64 years	20%	21%	19%	21%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	37%	38%	38%	46%
Participant social and community engagement rate - Aged 25 to 34 years	35%	41%	44%	42%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	41%	43%	43%	46%
Participant social and community engagement rate - Aged 45 to 54 years	33%	37%	37%	36%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	38%	39%	39%	46%
Participant social and community engagement rate - Aged 65+ years	37%	43%	40%	43%	46%
Participant social and community engagement rate - Aged 25+ years	35%	39%	41%	40%	46%
Participant social and community engagement rate - Aged 15+ years	35%	39%	40%	40%	46%
Parent and carer employment rate - Aged 0 to 14 years	45%	48%	49%	52%	50%
Parent and carer employment rate - Aged 15+ years	47%	49%	50%	48%	50%
Parent and carer employment rate - All ages	46%	48%	49%	50%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	58%	66%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	66%	73%	79%	75%
Participant Choice and Control - Aged 15+ years	n/a	63%	71%	76%	75%

<sup>122</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a third plan reassessment to date.

**Table G.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=6,701), 'participant social and community engagement rate' (n=6,733), 'parent and carer employment rate' (n=3,656) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=5,765) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 March 2019 - Victoria <sup>123</sup>**

Participant employment rate	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	10%	14%	15%	19%	20%	26%
Participant employment rate - Aged 25 to 34 years	24%	25%	27%	22%	27%	26%
Participant employment rate - Aged 35 to 44 years	28%	27%	31%	23%	27%	26%
Participant employment rate - Aged 45 to 54 years	26%	27%	25%	20%	24%	26%
Participant employment rate - Aged 55 to 64 years	19%	18%	17%	15%	14%	26%
Participant employment rate - Aged 65+ years	12%	12%	10%	11%	9%	26%
Participant employment rate - Aged 25 to 64 years	24%	24%	24%	20%	22%	26%
Participant employment rate - Aged 15 to 64 years	21%	22%	22%	19%	22%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	38%	42%	40%	42%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	42%	44%	45%	44%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	41%	42%	42%	44%	46%
Participant social and community engagement rate - Aged 45 to 54 years	35%	37%	39%	39%	40%	46%
Participant social and community engagement rate - Aged 55 to 64 years	39%	41%	43%	44%	41%	46%
Participant social and community engagement rate - Aged 65+ years	39%	44%	47%	50%	46%	46%
Participant social and community engagement rate - Aged 25+ years	37%	40%	42%	43%	43%	46%
Participant social and community engagement rate - Aged 15+ years	37%	40%	42%	42%	43%	46%
Parent and carer employment rate - Aged 0 to 14 years	43%	48%	48%	50%	52%	50%
Parent and carer employment rate - Aged 15+ years	46%	49%	50%	50%	48%	50%
Parent and carer employment rate - All ages	45%	48%	48%	50%	50%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	56%	64%	66%	72%	75%
Participant Choice and Control - Aged 25+ years	n/a	64%	72%	76%	79%	75%
Participant Choice and Control - Aged 15+ years	n/a	61%	70%	72%	77%	75%

<sup>123</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a fourth plan reassessment to date.

**Table G.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=2,595), 'participant social and community engagement rate' (n=2,623), 'parent and carer employment rate' (n=1,117) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=2,155) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 March 2018 - Victoria**

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Participant employment rate	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	9%	13%	15%	19%	16%	22%	26%
Participant employment rate - Aged 25 to 34 years	21%	25%	24%	29%	23%	26%	26%
Participant employment rate - Aged 35 to 44 years	28%	26%	26%	27%	22%	25%	26%
Participant employment rate - Aged 45 to 54 years	26%	27%	25%	27%	27%	23%	26%
Participant employment rate - Aged 55 to 64 years	24%	22%	17%	17%	17%	17%	26%
Participant employment rate - Aged 65+ years	12%	12%	10%	11%	8%	10%	26%
Participant employment rate - Aged 25 to 64 years	24%	25%	23%	25%	22%	23%	26%
Participant employment rate - Aged 15 to 64 years	22%	23%	22%	24%	21%	22%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	36%	42%	41%	40%	39%	46%
Participant social and community engagement rate - Aged 25 to 34 years	32%	40%	44%	49%	46%	42%	46%
Participant social and community engagement rate - Aged 35 to 44 years	36%	42%	42%	43%	48%	44%	46%
Participant social and community engagement rate - Aged 45 to 54 years	35%	42%	41%	45%	46%	44%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	38%	42%	44%	39%	44%	46%
Participant social and community engagement rate - Aged 65+ years	41%	46%	51%	50%	41%	47%	46%
Participant social and community engagement rate - Aged 25+ years	35%	41%	43%	46%	44%	44%	46%
Participant social and community engagement rate - Aged 15+ years	35%	40%	43%	46%	44%	43%	46%
Parent and carer employment rate - Aged 0 to 14 years	41%	42%	45%	52%	43%	49%	50%
Parent and carer employment rate - Aged 15+ years	43%	46%	49%	49%	42%	48%	50%
Parent and carer employment rate - All ages	42%	43%	46%	51%	43%	49%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	52%	62%	66%	64%	71%	75%
Participant Choice and Control - Aged 25+ years	n/a	63%	71%	74%	80%	81%	75%
Participant Choice and Control - Aged 15+ years	n/a	60%	68%	71%	74%	78%	75%

<sup>124</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a fifth plan reassessment to date.

**Table G.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=494), 'participant social and community engagement rate' (n=514), 'parent and carer employment rate' (n=212) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=401) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 31 March 2017 - Victoria <sup>125</sup>**

Participant employment rate	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	16%	19%	23%	18%	18%	16%	17%	26%
Participant employment rate - Aged 35 to 44 years	20%	23%	20%	21%	21%	28%	19%	26%
Participant employment rate - Aged 45 to 54 years	16%	21%	18%	16%	27%	14%	14%	26%
Participant employment rate - Aged 55 to 64 years	20%	18%	18%	17%	13%	9%	18%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	18%	20%	20%	18%	20%	16%	17%	26%
Participant employment rate - Aged 15 to 64 years	17%	19%	19%	20%	17%	14%	17%	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	38%	45%	42%	38%	39%	44%	41%	46%
Participant social and community engagement rate - Aged 35 to 44 years	33%	35%	44%	44%	45%	33%	44%	46%
Participant social and community engagement rate - Aged 45 to 54 years	32%	35%	36%	33%	33%	31%	39%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	42%	40%	50%	38%	41%	44%	46%
Participant social and community engagement rate - Aged 65+ years	38%	45%	58%	48%	50%	52%	58%	46%
Participant social and community engagement rate - Aged 25+ years	36%	40%	42%	41%	39%	40%	44%	46%
Participant social and community engagement rate - Aged 15+ years	35%	39%	41%	41%	40%	40%	42%	46%
Parent and carer employment rate - Aged 0 to 14 years	37%	46%	42%	46%	51%	45%	50%	50%
Parent and carer employment rate - Aged 15+ years	48%	56%	53%	53%	58%	56%	57%	50%
Parent and carer employment rate - All ages	42%	51%	47%	50%	54%	50%	53%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	53%	56%	56%	65%	69%	75%
Participant Choice and Control - Aged 25+ years	n/a	63%	72%	75%	79%	79%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	62%	66%	68%	68%	73%	76%	75%

<sup>125</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a sixth plan reassessment to date.

## Part Three: Participant experience

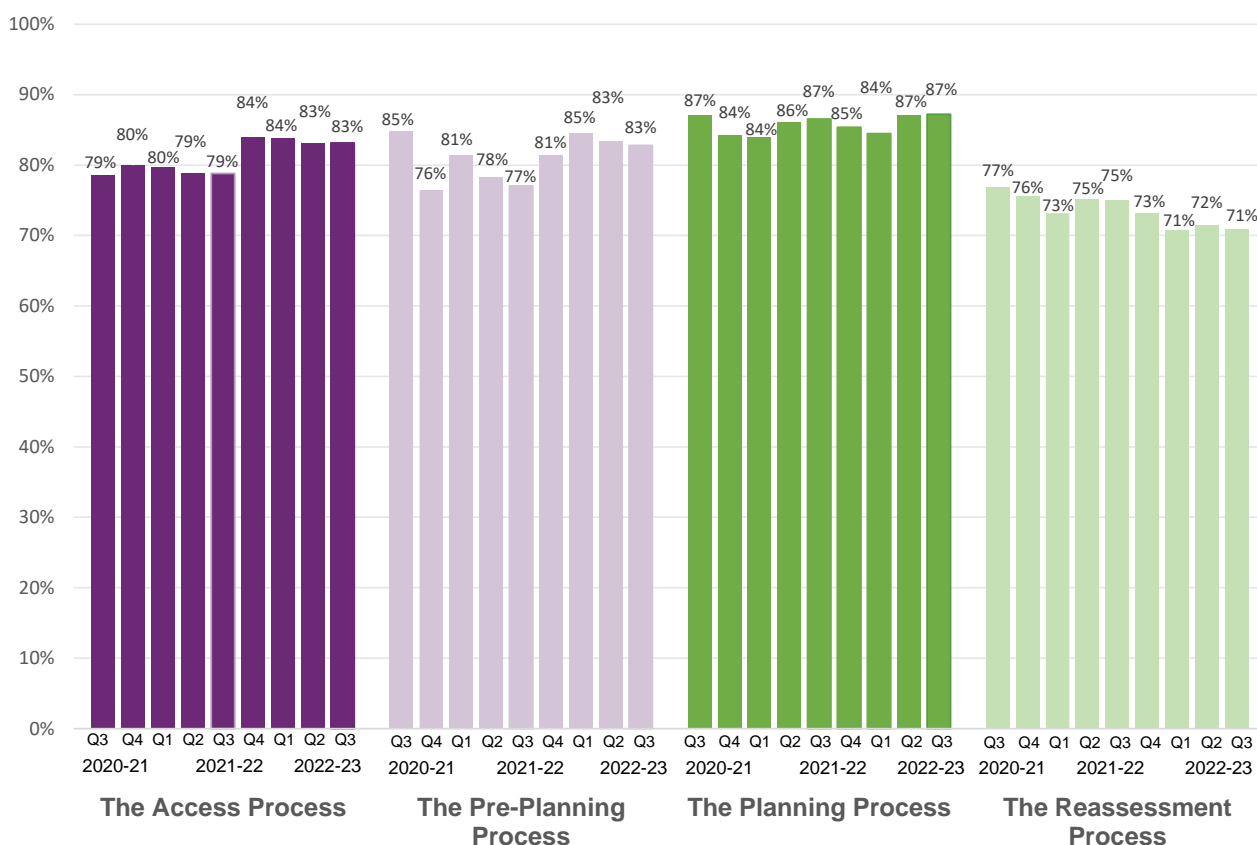
**Table G.21 Proportion of participants who agreed with statements about 'Access' (n = 2,366 in Prior Quarters, n = 279 in 2022-23 Q3), 'Pre-planning' (n = 2,171 in Prior Quarters, n = 256 in 2022-23 Q3), 'Planning' (n = 10,080 in Prior Quarters, n = 1,227 in 2022-23 Q3) and 'Plan reassessment' (n = 22,373 in Prior Quarters, n = 2,366 in 2022-23 Q3) of NDIS journey in 2022-23 Q3 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Victoria <sup>126</sup>**

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2022-23 Q3
Access - Are you happy with how coming into the NDIS has gone?	87%	89%
Access - Was the person from the NDIS respectful?	97%	96%
Access - Do you understand what will happen next with your plan?	78%	83%
Access - % of participants rating their overall experience as Very Good or Good.	81%	83%
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	87%	86%
Pre-planning - Did you understand why you needed to give the information you did?	95%	94%
Pre-planning - Were decisions about your plan clearly explained?	80%	80%
Pre-planning - Are you clear on what happens next with your plan?	69%	70%
Pre-planning - Do you know where to go for more help with your plan?	74%	77%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	81%	83%
Planning - Did the person from the NDIS understand how your disability affects your life?	92%	92%
Planning - Did you understand why you needed to give the information you did?	98%	98%
Planning - Were decisions about your plan clearly explained?	89%	91%
Planning - Are you clear on what happens next with your plan?	84%	82%
Planning - Do you know where to go for more help with your plan?	89%	90%
Planning - % of participants rating their overall experience as Very Good or Good.	86%	87%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	80%	77%
Plan reassessment - Did you feel prepared for your plan reassessment?	86%	82%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	87%	85%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	75%	71%

<sup>126</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.



**Figure G.1 Trend of satisfaction across the pathway (% Very Good/Good) – Victoria <sup>127</sup>**



The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q3. The charts show trends in complaints based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table G.22 shows the number of complaints in 2022-23 Q3 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

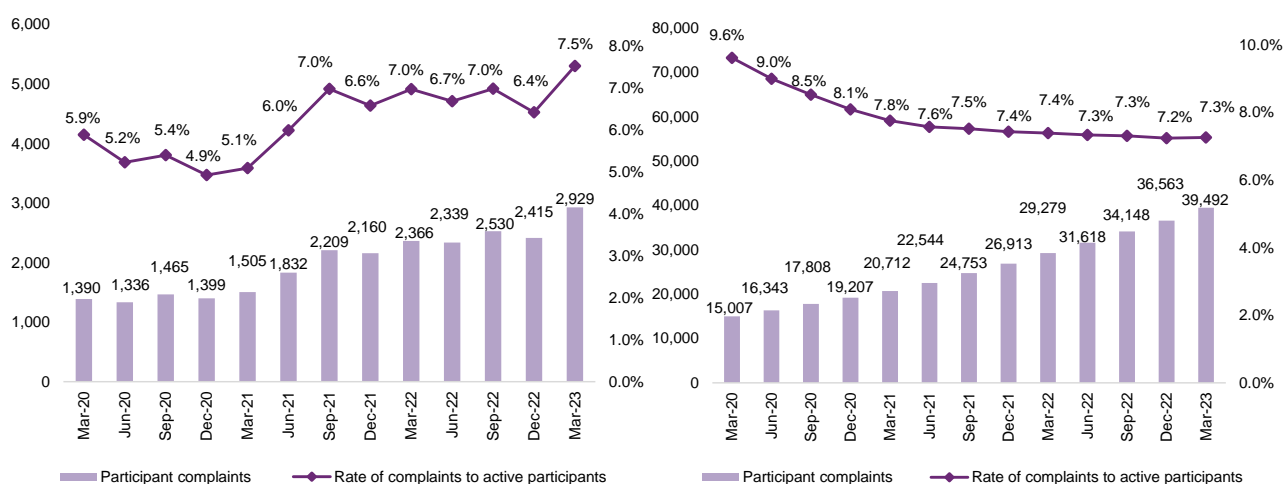
Table G.23 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

<sup>127</sup> Participant satisfaction results for prior quarters have been restated using data as at 31 March 2023 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

**Table G.22 Complaints by quarter – Victoria** <sup>128 129</sup>

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q3	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	127	<11	133	124
People who have submitted an access request: Complaint about LAC Partner	508	44	552	499
People who have submitted an access request: Complaints about service providers	2,024	172	2,196	1,742
People who have submitted an access request: Complaints about the Agency	28,666	1,651	30,317	15,895
People who have submitted an access request: Critical/ Reportable Incident	4,602	1,056	5,658	4,148
People who have submitted an access request: Unclassified	636	<11	636	589
<b>People who have submitted an access request: Total</b>	<b>36,563</b>	<b>2,929</b>	<b>39,492</b>	<b>20,140</b>
<i>Percentage of the number of active participants</i>	<i>7.2%</i>	<i>7.5%</i>	<i>7.3%</i>	<i>n/a</i>

**Figure G.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Victoria**



<sup>128</sup> Note that 61% of all complainants made only one complaint, 19% made two complaints and 19% made three or more complaints.

<sup>129</sup> Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

**Table G.23 Participant complaints by type. Complaints with a related party who has submitted an access request – Victoria** <sup>130</sup>

Type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	1,130	4%	<11	n/a	1,132	4%
Complaints about the Agency - Information unclear	479	2%	<11	n/a	480	2%
Complaints about the Agency - NDIA Access	661	2%	72	4%	733	2%
Complaints about the Agency - NDIA Engagement	25	0%	<11	n/a	32	0%
Complaints about the Agency - NDIA Finance	1,835	6%	195	12%	2,030	7%
Complaints about the Agency - NDIA Fraud and Compliance	107	0%	19	1%	126	0%
Complaints about the Agency - NDIA Plan	5,930	21%	592	36%	6,522	22%
Complaints about the Agency - NDIA Process	1,907	7%	202	12%	2,109	7%
Complaints about the Agency - NDIA Resources	187	1%	17	1%	204	1%
Complaints about the Agency - NDIA Staff	1,388	5%	201	12%	1,589	5%
Complaints about the Agency - NDIA Timeliness	4,467	16%	313	19%	4,780	16%
Complaints about the Agency - Participation, engagement and inclusion	99	0%	<11	n/a	99	0%
Complaints about the Agency - Provider Portal	28	0%	<11	n/a	28	0%
Complaints about the Agency - Quality & Safeguards Commission	20	0%	<11	n/a	22	0%
Complaints about the Agency - Reasonable and necessary supports	1,560	5%	<11	n/a	1,560	5%
Complaints about the Agency - Staff conduct - Agency	446	2%	<11	n/a	448	1%
Complaints about the Agency - The way the NDIA carried out its decision making	764	3%	<11	n/a	771	3%
Complaints about the Agency - Timeliness	4,478	16%	<11	n/a	4,481	15%
Complaints about the Agency - Other	3,155	11%	16	1%	3,171	10%
<b>Complaints about the Agency - Total</b>	<b>28,666</b>	<b>100%</b>	<b>1,651</b>	<b>100%</b>	<b>30,317</b>	<b>100%</b>
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	14	11%	<11	n/a	16	12%
Complaints about ECA Partner - ECA Process	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	33	26%	<11	n/a	35	26%
Complaints about ECA Partner - ECA Timeliness	68	54%	<11	n/a	69	52%
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about ECA Partner - Total</b>	<b>127</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>133</b>	<b>100%</b>
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	84	17%	<11	n/a	94	17%
Complaints about LAC Partner - LAC Process	56	11%	<11	n/a	58	11%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	315	62%	30	68%	345	63%
Complaints about LAC Partner - LAC Timeliness	48	9%	<11	n/a	50	9%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about LAC Partner - Total</b>	<b>508</b>	<b>100%</b>	<b>44</b>	<b>100%</b>	<b>552</b>	<b>100%</b>
Complaints about service providers - Provider costs	50	2%	<11	n/a	51	2%
Complaints about service providers - Provider Finance	95	5%	19	11%	114	5%
Complaints about service providers - Provider Fraud and Compliance	164	8%	22	13%	186	8%

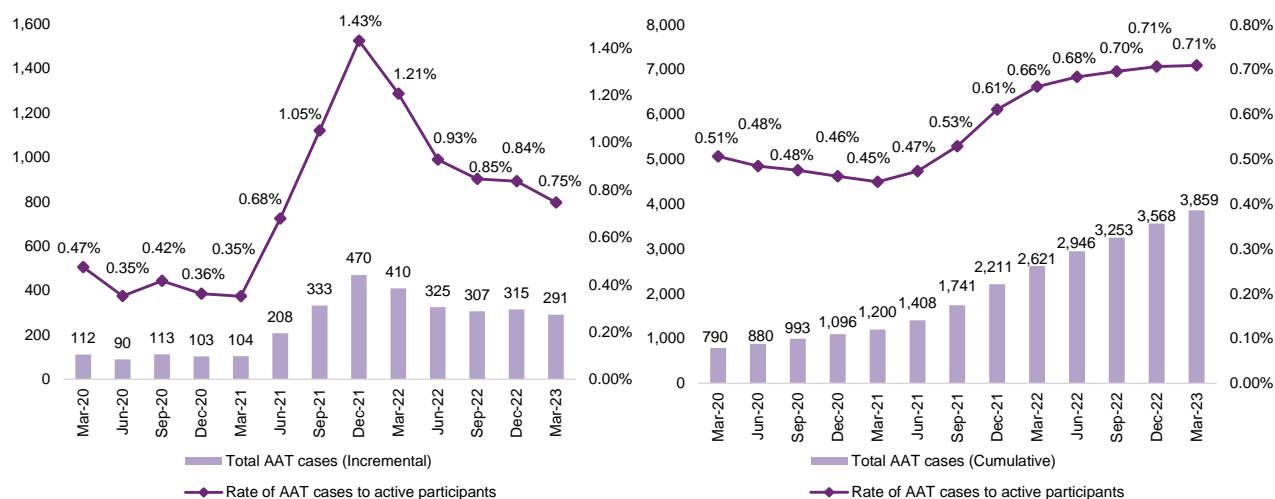
<sup>130</sup> There are 36,563 total participant complaints in Prior Quarters, 2,929 total participant complaints in 2022-23 Q3, and 39,492 total participant complaints as at 31 March 2023, including 636 unclassified participant complaints as at 31 March 2023.

Type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider process	88	4%	<11	n/a	90	4%
Complaints about service providers - Provider Service	745	37%	76	44%	821	37%
Complaints about service providers - Provider Staff	306	15%	41	24%	347	16%
Complaints about service providers - Service Delivery	120	6%	<11	n/a	121	6%
Complaints about service providers - Staff conduct	116	6%	<11	n/a	121	6%
Complaints about service providers - Supports being provided	131	6%	<11	n/a	134	6%
Complaints about service providers - Other	209	10%	<11	n/a	211	10%
<b>Complaints about service providers - Total</b>	<b>2,024</b>	<b>100%</b>	<b>172</b>	<b>100%</b>	<b>2,196</b>	<b>100%</b>
Critical/ Reportable Incident - Allegations against a provider	1,197	26%	381	36%	1,578	28%
Critical/ Reportable Incident - Allegations against Informal Supports	488	11%	246	23%	734	13%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	937	20%	209	20%	1,146	20%
Critical/ Reportable Incident - Provider reporting	1,974	43%	219	21%	2,193	39%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
<b>Critical/ Reportable Incident - Total</b>	<b>4,602</b>	<b>100%</b>	<b>1,056</b>	<b>100%</b>	<b>5,658</b>	<b>100%</b>

**Table G.24 AAT Cases by category at 31 March 2023 – Victoria**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Access	705	20%	49	17%	754	20%
Plan	2,516	71%	206	71%	2,722	71%
Plan Reassessment	95	3%	<11	n/a	101	3%
Other	252	7%	30	10%	282	7%
<b>Total cases</b>	<b>3,568</b>	<b>100%</b>	<b>291</b>	<b>100%</b>	<b>3,859</b>	<b>100%</b>
<i>Percentage of the number of active participants</i>	<i>n/a</i>	<i>0.71%</i>	<i>n/a</i>	<i>0.75%</i>	<i>n/a</i>	<i>0.71%</i>

**Figure G.3 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Victoria**



**Table G.25 AAT cases by open/closed and decision – Victoria** <sup>131</sup> <sup>132</sup>

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
<b>AAT Cases</b>	<b>3,859</b>	<b>3,486</b>
<b>Open AAT Cases</b>	<b>858</b>	<b>847</b>
<b>Closed AAT Cases</b>	<b>3,001</b>	<b>2,722</b>
<i>Resolved before hearing</i>	<i>2,925</i>	<i>2,659</i>
<i>Gone to hearing and received a substantive decision</i>	<i>76</i>	<i>63</i>

<sup>131</sup> Of the 76 cases which went to hearing and received a substantive decision: 20 affirmed the Agency's decision, 17 varied the Agency's decision and 39 set aside the Agency's decision.

<sup>132</sup> The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

## Part Four: Providers and the growing market

**Table G.26 Key markets indicators by quarter – Victoria** <sup>133 134</sup>

Market indicators	Previous Quarter	2022-23 Q3
Average number of active providers per active participant	1.07	1.05
Number of providers delivering new types of supports	497	491
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	91%	90%
Share of payments - top 25%: Therapeutic Supports (Percentage)	97%	97%
Share of payments - top 25%: Participate Community (Percentage)	95%	96%
Share of payments - top 25%: Early Childhood Supports (Percentage)	92%	93%
Share of payments - top 25%: Assist Personal Activities (Percentage)	95%	95%

**Table G.27 Cumulative number of providers that have been ever active as at 31 March 2023 by quarter of activity – Victoria** <sup>135</sup>

Activity	Number of providers
Active for the first time in 2022-23 Q3	118
Active in 2022-23 Q3 and also in previous quarters	2,667
<b>Active in 2022-23 Q3</b>	<b>2,785</b>
Inactive in 2022-23 Q3	4,663
<b>Active ever</b>	<b>7,448</b>

**Table G.28 Distribution of active providers in 2022-23 Q3 by their status in 2022-23 Q2 and payment band in 2022-23 Q3 – Victoria** <sup>136</sup>

Amount paid in 2022-23 Q3	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	441	85	45	571
\$2,001-\$10,000	508	40	43	591
\$10,001-\$100,000	817	14	25	856
\$100,001-\$250,000	292	5	<5	300
\$250,000+	465	<5	<5	467
<b>Total</b>	<b>2,523</b>	<b>144</b>	<b>118</b>	<b>2,785</b>

**Table G.29 Proportion of active participants with approved plans accessing mainstream supports – Victoria** <sup>137</sup>

Mainstream service	Prior Quarters	2022-23 Q3	Total
Daily Activities	15%	17%	16%
Health & Wellbeing	61%	64%	61%
Lifelong Learning	26%	24%	25%
Other	20%	22%	20%
Non-categorised	18%	15%	18%
<b>Any mainstream service</b>	<b>96%</b>	<b>95%</b>	<b>96%</b>

<sup>133</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>134</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>135</sup> Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

<sup>136</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

<sup>137</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

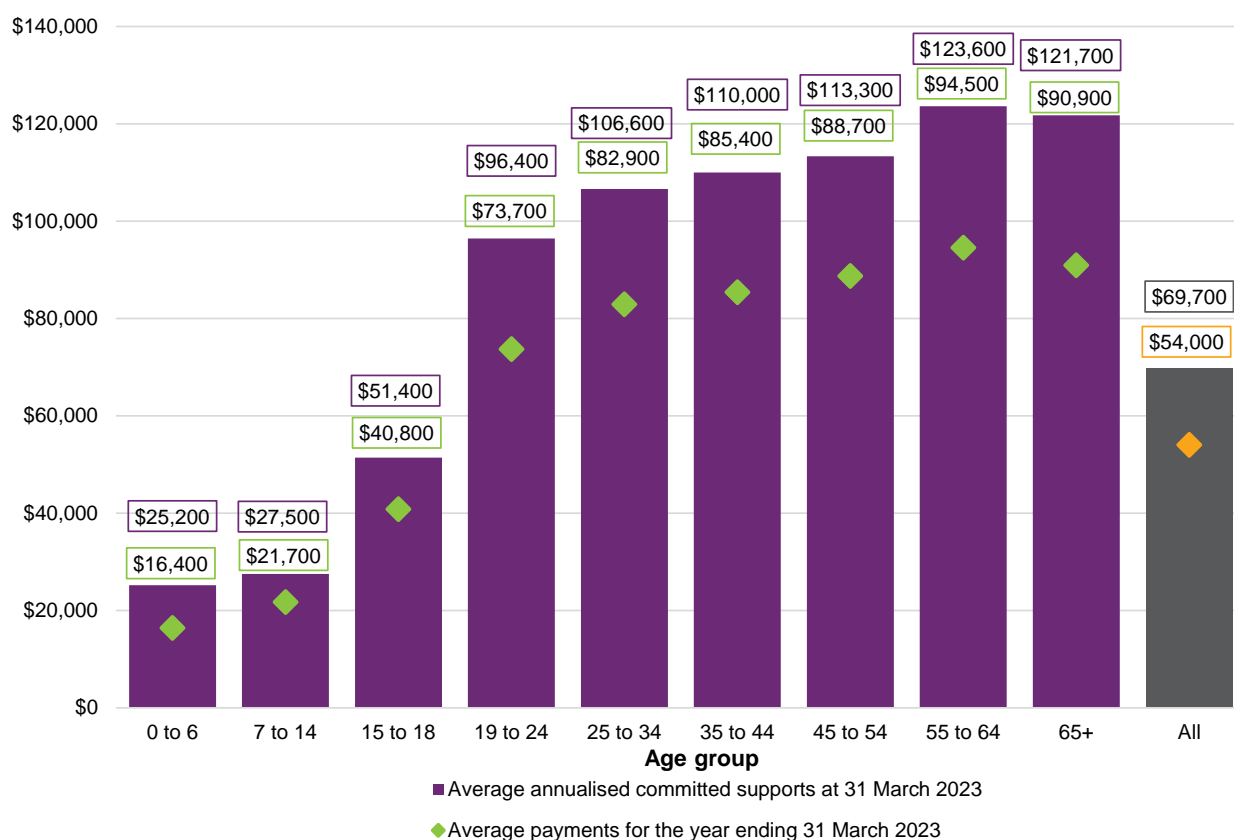
## Part Five: Financial sustainability

Note: In Table G.30 and Figures G.4 to G.12, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2023. Average payments are derived from total payments paid over the 12 months to 31 March 2023, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

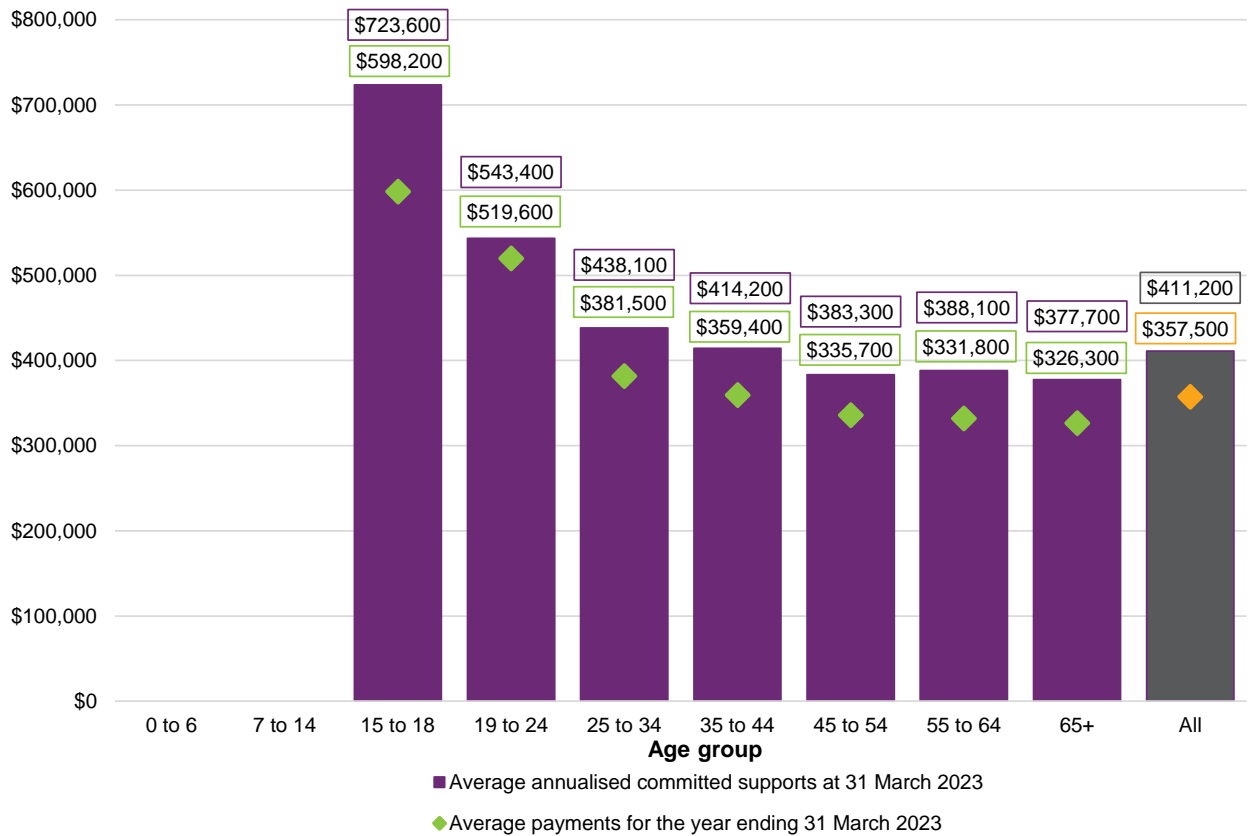
**Table G.30 Distribution of participants by annualised committed support band – active participants with initial plan approvals as at 2022-23 Q3 – Victoria**

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	1.7%	1.8%
\$5,001-\$10,000	5.1%	5.3%
\$10,001-\$15,000	10.4%	10.9%
\$15,001-\$20,000	14.0%	14.7%
\$20,001-\$25,000	12.3%	12.8%
\$25,001-\$30,000	5.7%	5.9%
\$30,001-\$50,000	15.5%	16.2%
\$50,001-\$100,000	18.1%	18.9%
\$100,001-\$150,000	6.1%	6.4%
\$150,001-\$200,000	2.9%	2.9%
\$200,001-\$250,000	1.7%	1.5%
\$250,001+	6.1%	2.5%

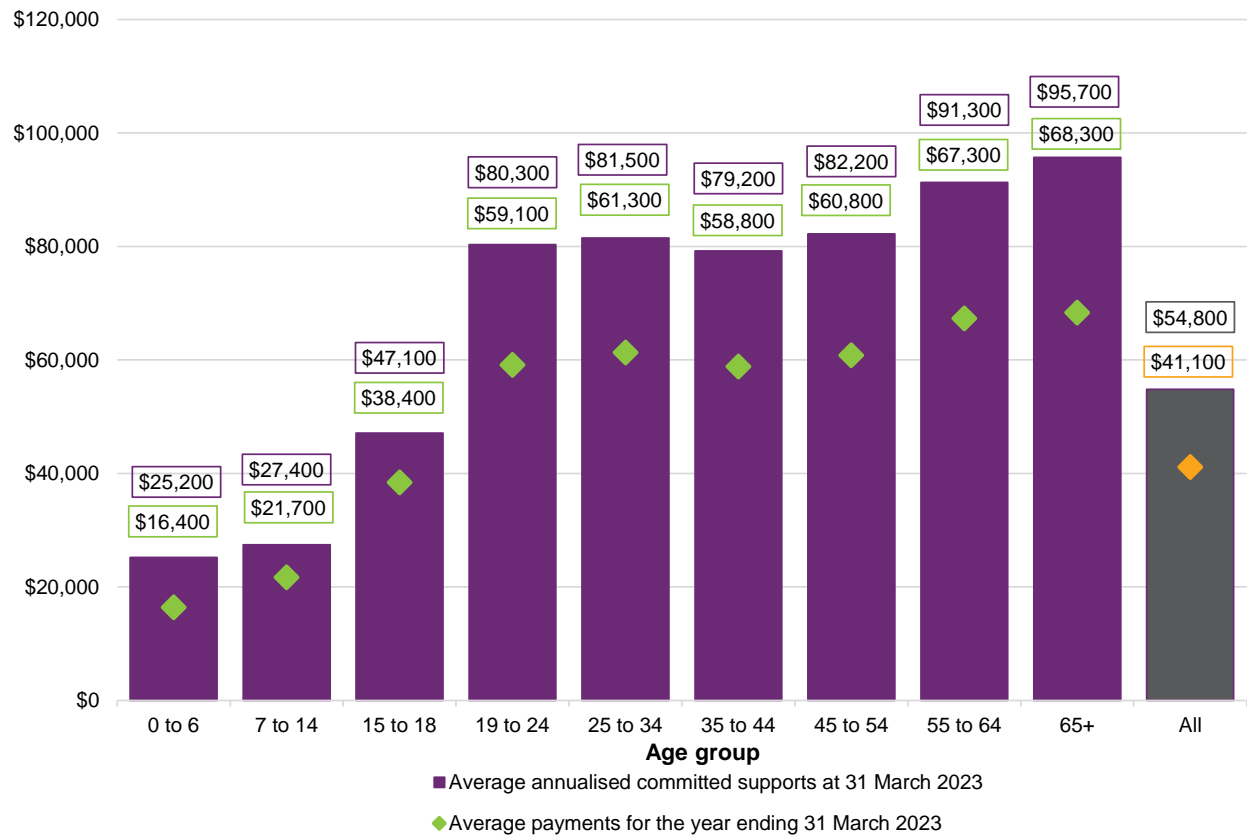
**Figure G.4 Average annualised committed supports and average payments by age group as at 31 March 2023 – Victoria**



**Figure G.5 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 March 2023 – Victoria**



**Figure G.6 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 March 2023 – Victoria**

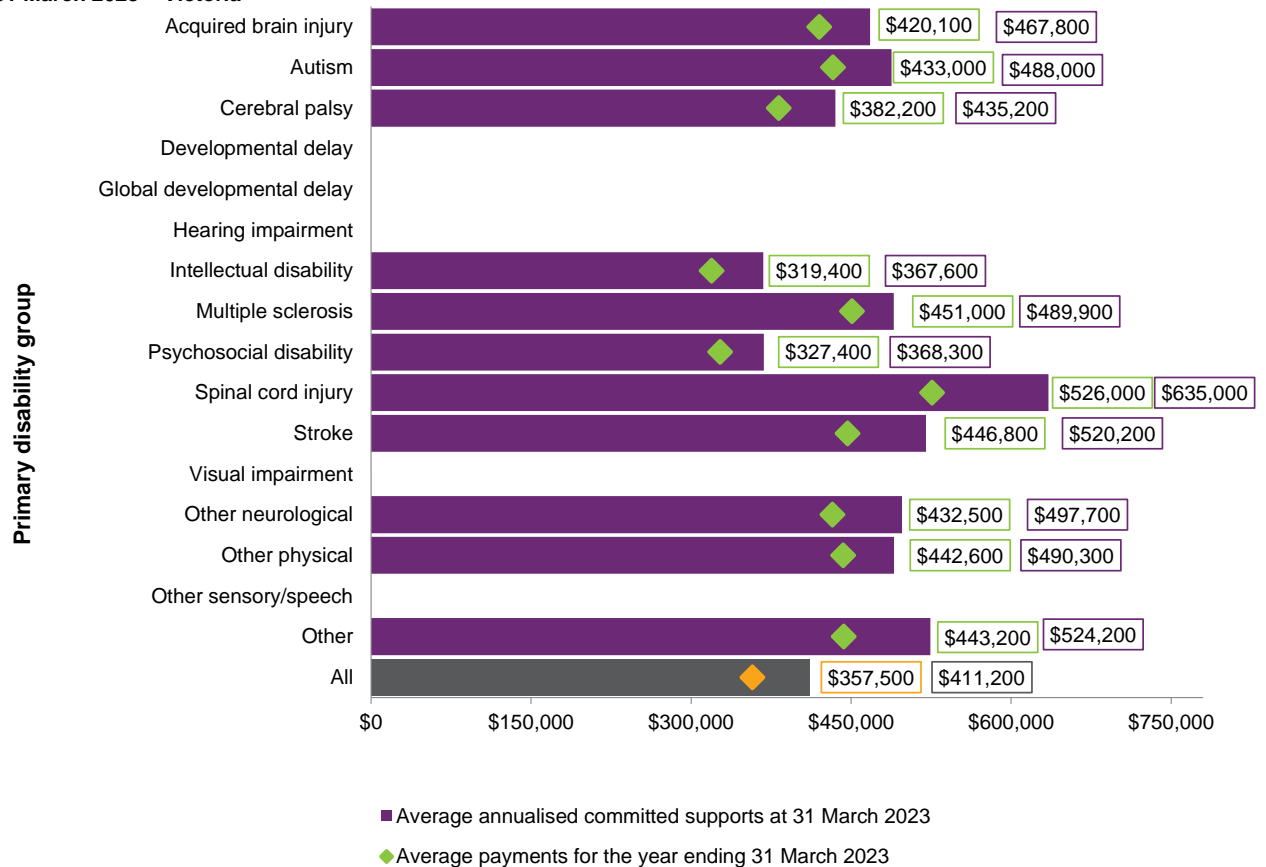




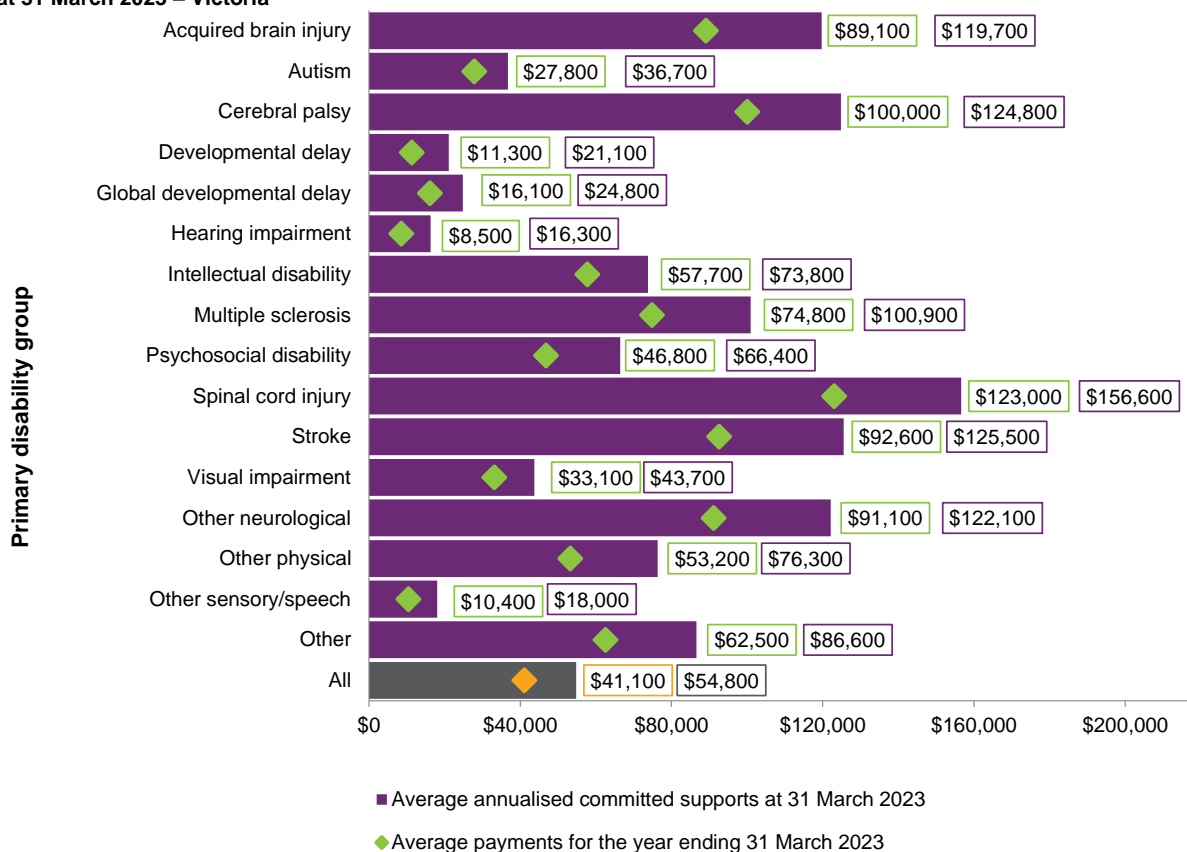
**Figure G.7 Average annualised committed supports and average payments by primary disability group as at 31 March 2023 – Victoria**



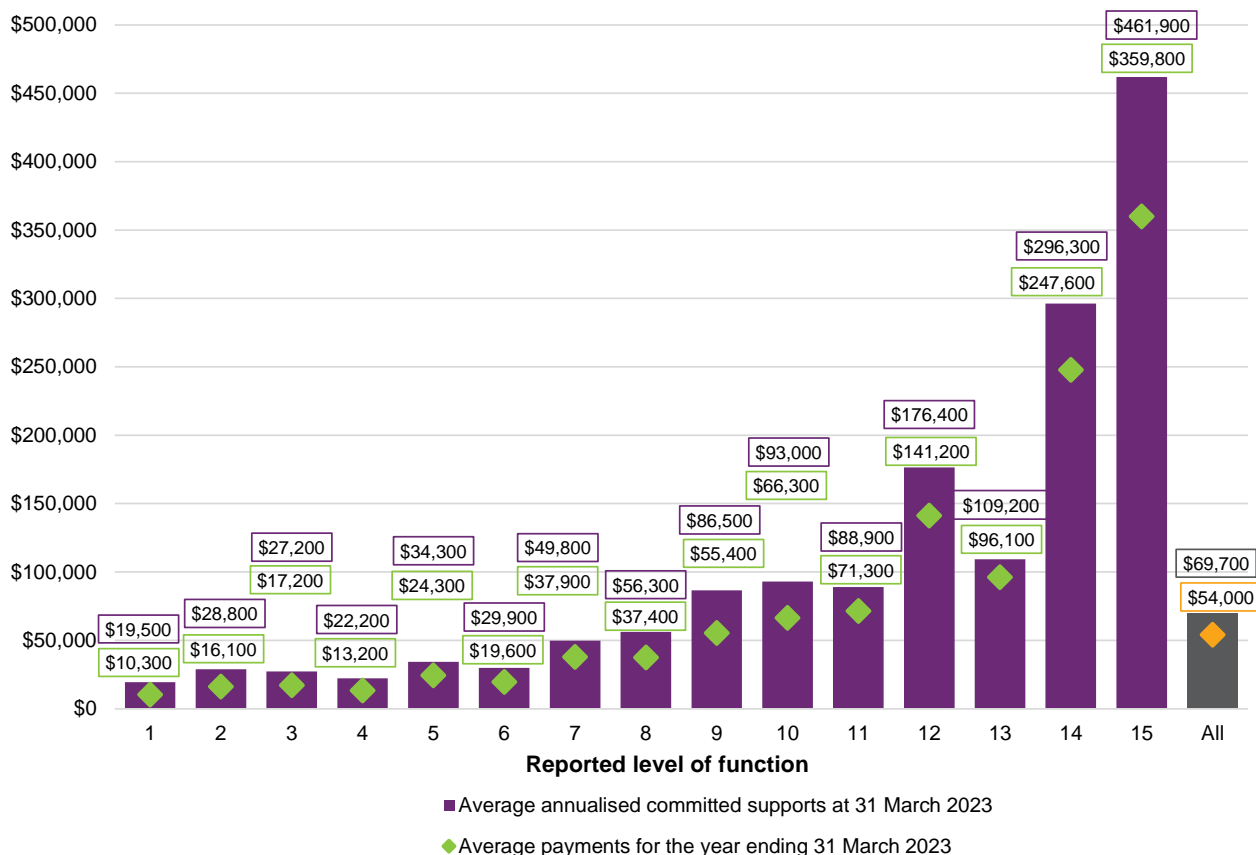
**Figure G.8 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 March 2023 – Victoria**



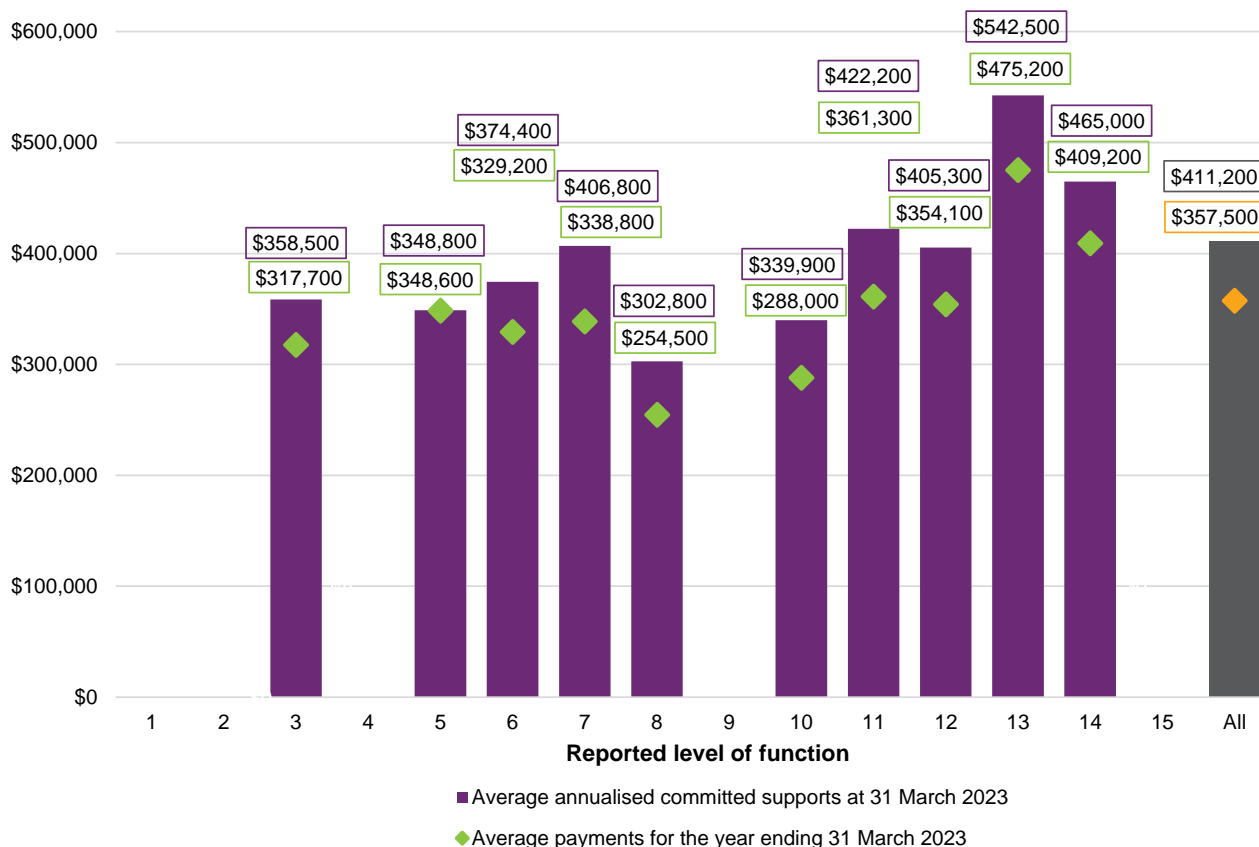
**Figure G.9 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 March 2023 – Victoria**



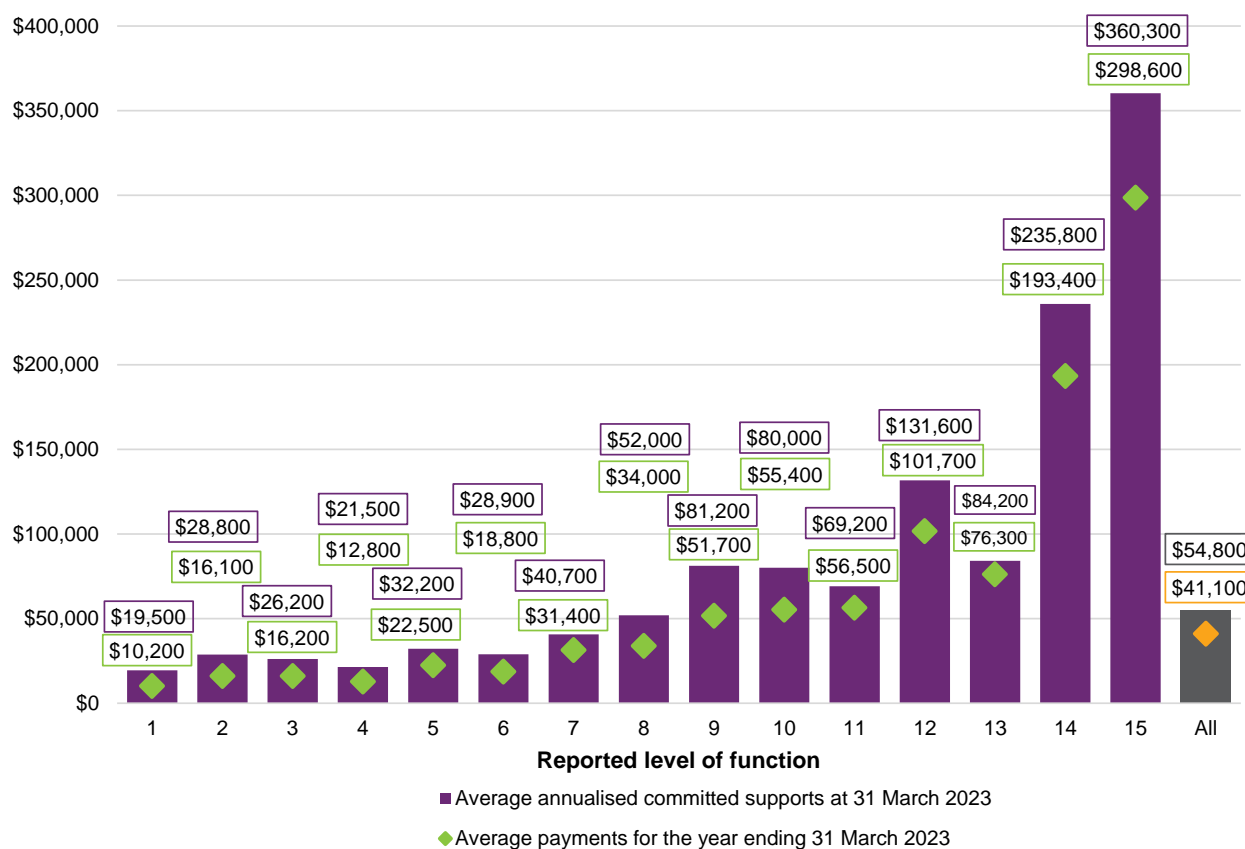
**Figure G.10 Average annualised committed supports and average payments by reported level of function as at 31 March 2023 – Victoria**



**Figure G.11 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 March 2023 – Victoria**



**Figure G.12 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 March 2023 – Victoria**



**Table G.31 Total annualised committed supports and total payments by support category as at 31 March 2023 (\$m) – Victoria**

138 139

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$3,945.3	\$4,689.2
Core: Consumables	\$149.1	\$220.4
Core: Social and Civic	\$1,756.0	\$2,601.4
Core: Transport	\$210.5	\$138.8
Capacity Building: Choice and Control	\$129.6	\$144.4
Capacity Building: Daily Activities	\$1,108.0	\$2,009.9
Capacity Building: Employment	\$25.4	\$62.6
Capacity Building: Health and Wellbeing	\$7.7	\$17.5
Capacity Building: Home Living	\$0.6	\$2.4
Capacity Building: Lifelong learning	\$0.03	\$0.2
Capacity Building: Relationships	\$104.9	\$221.9
Capacity Building: Social and Civic	\$34.9	\$100.5
Capacity Building: Support Coordination	\$278.6	\$372.2
Capital: Assistive Technology	\$149.6	\$316.7
Capital: Home Modifications	\$95.4	\$147.1
<b>All</b>	<b>\$7,995.6</b>	<b>\$11,045.1</b>

**Table G.32 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 March 2023 (\$m) – Victoria** <sup>140 141</sup>

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$1,573.3	\$1,842.4
Core: Consumables	\$14.5	\$21.9
Core: Social and Civic	\$346.2	\$512.3
Core: Transport	\$14.1	\$18.8
Capacity Building: Choice and Control	\$7.7	\$8.4
Capacity Building: Daily Activities	\$56.8	\$96.8
Capacity Building: Employment	\$0.4	\$1.2
Capacity Building: Health and Wellbeing	\$0.4	\$1.3
Capacity Building: Home Living	\$0.001	\$0.01
Capacity Building: Lifelong learning	\$0	\$0.03
Capacity Building: Relationships	\$33.2	\$65.7
Capacity Building: Social and Civic	\$0.4	\$1.1
Capacity Building: Support Coordination	\$34.3	\$44.3
Capital: Assistive Technology	\$18.3	\$36.5
Capital: Home Modifications	\$54.9	\$73.5
<b>All</b>	<b>\$2,154.6</b>	<b>\$2,724.4</b>

<sup>138</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

<sup>139</sup> Total payments for home modifications in Victoria were \$95.4m. Of which, \$64.4m (67%) has been paid for specialised disability accommodation (SDA) supports, and \$31.0m (33%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$2.7m processed off-system in June 2022. Total annualised committed supports for home modifications in Victoria were \$147.1m. Of which, \$94.1m (64%) has been allocated for specialised disability accommodation (SDA) supports, and \$52.9m (36%) has been allocated for non-SDA supports.

<sup>140</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

<sup>141</sup> Total payments for home modifications in Victoria were \$54.9m. Of which, \$54.6m (99.4%) has been paid for specialised disability accommodation (SDA) supports, and \$0.3m (0.6%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$2.6m processed off-system in June 2022. Total annualised committed supports for home modifications in Victoria were \$73.5m. Of which, \$72.3m (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.2m (2%) has been allocated for non-SDA supports.

**Table G.33 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 March 2023 (\$m) – Victoria** <sup>142 143</sup>

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$2,371.9	\$2,846.8
Core: Consumables	\$134.6	\$198.5
Core: Social and Civic	\$1,409.8	\$2,089.0
Core: Transport	\$196.4	\$120.0
Capacity Building: Choice and Control	\$121.8	\$136.1
Capacity Building: Daily Activities	\$1,051.2	\$1,913.1
Capacity Building: Employment	\$25.0	\$61.4
Capacity Building: Health and Wellbeing	\$7.3	\$16.1
Capacity Building: Home Living	\$0.6	\$2.4
Capacity Building: Lifelong learning	\$0.03	\$0.2
Capacity Building: Relationships	\$71.7	\$156.2
Capacity Building: Social and Civic	\$34.5	\$99.4
Capacity Building: Support Coordination	\$244.3	\$327.9
Capital: Assistive Technology	\$131.2	\$280.1
Capital: Home Modifications	\$40.5	\$73.6
<b>All</b>	<b>\$5,841.0</b>	<b>\$8,320.7</b>

**Table G.34 Payments by financial year in which support was provided, compared to committed supports (\$m) – Victoria** <sup>144</sup>

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	53.8	162.6	205.0	498.4	1,440.1	3,456.3	6,018.8	7,923.5	9,224.6	8,204.7
Total Paid	32.3	127.9	161.4	339.2	957.0	2,368.7	4,129.3	5,455.9	6,799.9	5,817.8
% utilised to date	60%	79%	79%	68%	66%	69%	69%	69%	74%	71%

**Table G.35 Percentage change in plan budgets for active participants – Victoria** <sup>145 146</sup>

Inflation type	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Intraplan Inflation	-1.1%	4.4%	5.7%	6.5%	7.0%	9.3%	13.1%	8.4%	8.5%
Interplan Inflation	5.4%	2.8%	3.1%	2.8%	2.0%	3.4%	6.4%	6.8%	3.6%
<b>Total Inflation</b>	<b>4.3%</b>	<b>7.2%</b>	<b>8.9%</b>	<b>9.3%</b>	<b>9.0%</b>	<b>12.7%</b>	<b>19.5%</b>	<b>15.1%</b>	<b>12.1%</b>

<sup>142</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

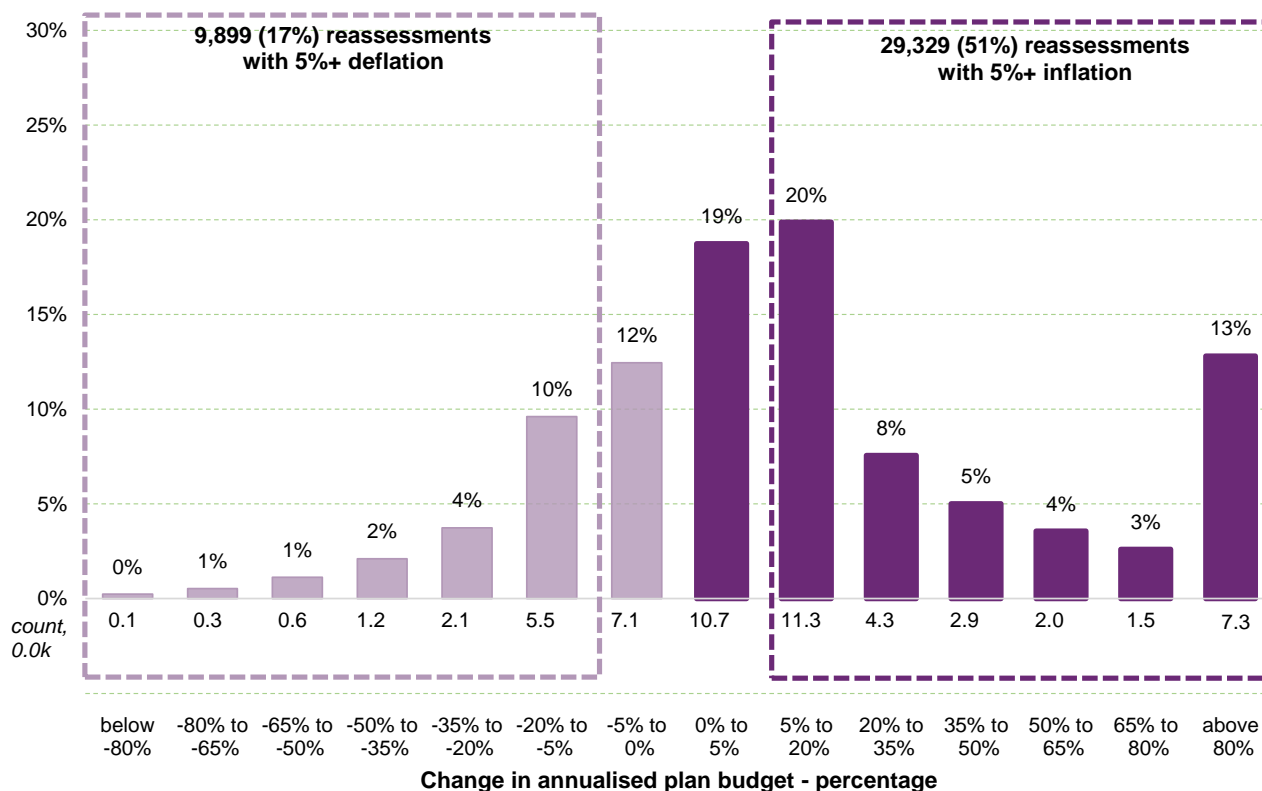
<sup>143</sup> Total payments for home modifications in Victoria were \$40.5m. Of which, \$9.8m (24%) has been paid for specialised disability accommodation (SDA) supports, and \$30.7m (76%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.2m processed off-system in June 2022. Total annualised committed supports for home modifications in Victoria were \$73.6m. Of which, \$21.8m (30%) has been allocated for specialised disability accommodation (SDA) supports, and \$51.7m (70%) has been allocated for non-SDA supports.

<sup>144</sup> The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

<sup>145</sup> The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July to maintain the purchasing power of remaining plans. Due to this, there was a one off increase in intraplan and total inflation during the month of July 2022, which impacts the September 2022 quarter.

<sup>146</sup> The September 2022 inflation number has had minor restatement from 19.4 per cent from the previous report.

**Figure G.13 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 March 2023) - all participants – Victoria <sup>147</sup>**



<sup>147</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.

# Appendix H:

## Queensland

### Part One: Participants and their plans

**Table H.1 Active participants by quarter of entry, plan and entry type – Queensland** <sup>148</sup>

Participant breakdown	Prior Quarters	2022-23 Q3	Total
<b>Access decisions</b>	<b>154,163</b>	<b>6,782</b>	<b>160,945</b>
<b>Active Eligible - Total</b>	<b>122,941</b>	<b>5,256</b>	<b>128,197</b>
<i>Active Eligible - New</i>	79,262	5,130	84,392
<i>Active Eligible - State</i>	33,640	86	33,726
<i>Active Eligible - Commonwealth</i>	10,039	40	10,079
<b>Active Participant Plans (excl ECA) - Total</b>	<b>120,461</b>	<b>5,088</b>	<b>125,549</b>
<i>Active Participant Plans (excl ECA) - New</i>	76,951	4,950	81,901
<i>Active Participant Plans (excl ECA) - State</i>	33,528	85	33,613
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	9,982	53	10,035
<b>Active Participant Plans - Total</b>	<b>124,720</b>	<b>9,717</b>	<b>130,178</b>
<i>Active Participant Plans - Early Intervention (s25)</i>	35,480	2,845	38,325
<i>Active Participant Plans - Permanent Disability (s24)</i>	84,981	2,243	87,224
<i>Active Participant Plans - ECA</i>	4,259	4,629	4,629

**Table H.2 People who have left the Scheme since 1 July 2013 as at 31 March 2023 – Queensland**

People leaving the Scheme	Total
<b>Number of people who have left the Scheme</b>	<b>7,024</b>
<i>Early Intervention participants</i>	2,281
<i>Permanent disability participants</i>	4,743

**Table H.3 Assessment of access by age group and gender – Queensland** <sup>149</sup>

Age Group at Access Decision	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
0 to 6	28,163	98%	12,417	98%	200	95%	40,780	98%
7 to 14	18,547	91%	9,420	91%	327	84%	28,294	91%
15 to 18	5,529	92%	3,386	90%	192	89%	9,107	91%
19 to 24	4,394	91%	2,850	87%	122	82%	7,366	89%
25 to 34	5,360	89%	4,285	82%	150	77%	9,795	86%
35 to 44	5,440	84%	4,774	77%	83	63%	10,297	81%
45 to 54	6,784	81%	6,332	71%	116	60%	13,232	76%
55 to 64	8,582	74%	7,718	63%	139	47%	16,439	68%
65+	266	52%	256	45%	<11	n/a	524	48%
Missing	703	50%	550	34%	<11	n/a	1,262	41%
<b>Total</b>	<b>83,768</b>	<b>89%</b>	<b>51,988</b>	<b>80%</b>	<b>1,340</b>	<b>74%</b>	<b>137,096</b>	<b>85%</b>

<sup>148</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

<sup>149</sup> The age in this table is the age at the time of Scheme entry (access met decision). In previous quarterly reports to the disability ministers, records with missing access decision dates have been shown using the age at the reporting date. The results have been corrected in Q3 2022-23 to reflect 1,262 records that have a missing access decision date.

**Table H.4 Assessment of access by primary disability group and gender – Queensland** <sup>150</sup>

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	2,955	92%	1,531	91%	25	83%	4,511	92%
Autism	32,665	97%	14,114	97%	694	94%	47,473	97%
Cerebral palsy	2,205	96%	1,719	95%	15	79%	3,939	96%
Developmental delay	11,840	98%	5,060	99%	76	96%	16,976	98%
Global developmental delay	1,959	99%	904	99%	18	100%	2,881	99%
Hearing impairment	3,046	90%	3,235	89%	57	79%	6,338	89%
Intellectual disability	10,622	95%	8,837	95%	83	79%	19,542	95%
Multiple sclerosis	428	90%	1,368	88%	11	85%	1,807	89%
Psychosocial disability	6,298	75%	6,036	66%	189	61%	12,523	70%
Spinal cord injury	1,216	94%	474	91%	12	80%	1,702	93%
Stroke	1,233	85%	983	84%	16	70%	2,232	85%
Visual impairment	1,018	86%	937	83%	<11	n/a	1,961	84%
Other neurological	3,231	81%	2,591	76%	48	65%	5,870	79%
Other physical	2,953	52%	2,682	37%	55	26%	5,690	43%
Other sensory/speech	268	37%	92	31%	<11	n/a	362	35%
Other	1,208	45%	926	32%	25	30%	2,159	39%
Missing	623	99%	499	99%	<11	n/a	1,130	99%
<b>Total</b>	<b>83,768</b>	<b>89%</b>	<b>51,988</b>	<b>80%</b>	<b>1,340</b>	<b>74%</b>	<b>137,096</b>	<b>85%</b>

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred percent.

**Table H.5 Participant profile per quarter by participants identifying as First Nations Peoples – Queensland**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
First Nations Participants	12,051	10%	654	13%	12,705	10%
Non-First Nations Participants	95,209	79%	4,246	83%	99,455	79%
Not Stated	13,201	11%	188	4%	13,389	11%
<b>Total</b>	<b>120,461</b>	<b>100%</b>	<b>5,088</b>	<b>100%</b>	<b>125,549</b>	<b>100%</b>

**Table H.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Queensland** <sup>151</sup>

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	6,462	5%	260	5%	6,722	5%
Not culturally and linguistically diverse	113,957	95%	4,827	95%	118,784	95%
Not stated	42	0%	<11	n/a	43	0%
<b>Total</b>	<b>120,461</b>	<b>100%</b>	<b>5,088</b>	<b>100%</b>	<b>125,549</b>	<b>100%</b>

**Table H.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 March 2023 – Queensland** <sup>152</sup>

Age group	Total number of active participants
Under 45	<11
45 to 54	38
55 to 64	265
<b>Total YPIRAC (under 65)</b>	<b>306</b>

<sup>150</sup> Ibid.

<sup>151</sup> The number of CALD participants has excluded participants who identify as First Nations Peoples since the September 2021 quarter.

<sup>152</sup> There are a further 384 active participants aged 65 years or over who are currently in residential aged care.



**Table H.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Queensland** <sup>153</sup>

Participants in residential aged care (under 65)	Incremental	Cumulative
Mar-20	-1	755
Jun-20	-35	720
Sep-20	-32	688
Dec-20	-26	662
Mar-21	-40	622
Jun-21	-30	592
Sep-21	-37	555
Dec-21	-31	524
Mar-22	-40	484
Jun-22	-36	448
Sep-22	-44	404
Dec-22	-49	355
Mar-23	-49	306

**Table H.9 Participant profile per quarter by remoteness – Queensland** <sup>154</sup>

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Major cities	72,672	60%	3,307	65%	75,979	61%
Population > 50,000	27,896	23%	1,038	20%	28,934	23%
Population between 15,000 and 50,000	4,645	4%	190	4%	4,835	4%
Population between 5,000 and 15,000	5,070	4%	187	4%	5,257	4%
Population less than 5,000	8,042	7%	303	6%	8,345	7%
Remote	1,113	1%	35	1%	1,148	1%
Very Remote	1,018	1%	28	1%	1,046	1%
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>120,461</b>	<b>100%</b>	<b>5,088</b>	<b>100%</b>	<b>125,549</b>	<b>100%</b>

<sup>153</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

<sup>154</sup> The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

**Table H.10 Participant profile per quarter by primary disability group – Queensland** <sup>155 156 157</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	44,661	37%	1,630	32%	46,291	37%
Intellectual disability	18,307	15%	258	5%	18,565	15%
Psychosocial disability	11,285	9%	349	7%	11,634	9%
Developmental delay	12,187	10%	1,853	36%	14,040	11%
Hearing impairment	5,929	5%	141	3%	6,070	5%
Other neurological	4,573	4%	149	3%	4,722	4%
Other physical	4,699	4%	78	2%	4,777	4%
Cerebral palsy	3,739	3%	27	1%	3,766	3%
Acquired brain injury	3,866	3%	123	2%	3,989	3%
Global developmental delay	2,483	2%	159	3%	2,642	2%
Visual impairment	1,770	1%	40	1%	1,810	1%
Multiple sclerosis	1,664	1%	45	1%	1,709	1%
Stroke	1,878	2%	70	1%	1,948	2%
Spinal cord injury	1,511	1%	43	1%	1,554	1%
Other	1,675	1%	123	2%	1,798	1%
Other sensory/speech	234	0%	<11	n/a	234	0%
<b>Total</b>	<b>120,461</b>	<b>100%</b>	<b>5,088</b>	<b>100%</b>	<b>125,549</b>	<b>100%</b>

**Table H.11 Participant profile per quarter (participants in SIL) by primary disability group – Queensland** <sup>158 159</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	707	11%	<11	n/a	707	11%
Intellectual disability	2,816	45%	<11	n/a	2,817	45%
Psychosocial disability	619	10%	<11	n/a	620	10%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	466	7%	<11	n/a	467	7%
Other physical	87	1%	<11	n/a	87	1%
Cerebral palsy	511	8%	<11	n/a	511	8%
Acquired brain injury	588	9%	<11	n/a	592	9%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	22	0%	<11	n/a	22	0%
Multiple sclerosis	74	1%	<11	n/a	74	1%
Stroke	199	3%	<11	n/a	202	3%
Spinal cord injury	51	1%	<11	n/a	51	1%
Other	106	2%	<11	n/a	108	2%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>6,251</b>	<b>100%</b>	<b>12</b>	<b>100%</b>	<b>6,263</b>	<b>100%</b>

<sup>155</sup> Table order based on national proportions in Table E.10 (highest to lowest).<sup>156</sup> Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.<sup>157</sup> Down syndrome is included in intellectual disability, representing 2% (2,453) of all Scheme participants in Queensland.<sup>158</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.<sup>159</sup> Down syndrome is included in intellectual disability, representing 7% (442) of participants in SIL.

**Table H.12 Participant profile per quarter (participants not in SIL) by primary disability group – Queensland** <sup>160</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	43,954	38%	1,630	32%	45,584	38%
Intellectual disability	15,491	14%	257	5%	15,748	13%
Psychosocial disability	10,666	9%	348	7%	11,014	9%
Developmental delay	12,187	11%	1,853	37%	14,040	12%
Hearing impairment	5,925	5%	141	3%	6,066	5%
Other neurological	4,107	4%	148	3%	4,255	4%
Other physical	4,612	4%	78	2%	4,690	4%
Cerebral palsy	3,228	3%	27	1%	3,255	3%
Acquired brain injury	3,278	3%	119	2%	3,397	3%
Global developmental delay	2,483	2%	159	3%	2,642	2%
Visual impairment	1,748	2%	40	1%	1,788	1%
Multiple sclerosis	1,590	1%	45	1%	1,635	1%
Stroke	1,679	1%	67	1%	1,746	1%
Spinal cord injury	1,460	1%	43	1%	1,503	1%
Other	1,569	1%	121	2%	1,690	1%
Other sensory/speech	233	0%	<11	n/a	233	0%
<b>Total</b>	<b>114,210</b>	<b>100%</b>	<b>5,076</b>	<b>100%</b>	<b>119,286</b>	<b>100%</b>

**Table H.13 Participant profile per quarter by reported level of function – Queensland**

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
1 (High Function)	14,625	12%	1,627	32%	16,252	13%
2 (High Function)	140	0%	14	0%	154	0%
3 (High Function)	5,990	5%	356	7%	6,346	5%
4 (High Function)	7,639	6%	259	5%	7,898	6%
5 (High Function)	6,804	6%	346	7%	7,150	6%
6 (Moderate Function)	32,750	27%	1,364	27%	34,114	27%
7 (Moderate Function)	5,316	4%	178	3%	5,494	4%
8 (Moderate Function)	7,896	7%	200	4%	8,096	6%
9 (Moderate Function)	703	1%	21	0%	724	1%
10 (Moderate Function)	12,856	11%	291	6%	13,147	10%
11 (Low Function)	3,206	3%	37	1%	3,243	3%
12 (Low Function)	12,928	11%	291	6%	13,219	11%
13 (Low Function)	7,341	6%	86	2%	7,427	6%
14 (Low Function)	2,219	2%	14	0%	2,233	2%
15 (Low Function)	39	0%	<11	n/a	42	0%
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>120,461</b>	<b>100%</b>	<b>5,088</b>	<b>100%</b>	<b>125,549</b>	<b>100%</b>

<sup>160</sup> Down syndrome is included in intellectual disability, representing 2% (2,011) of participants not in SIL.

**Table H.14 Participant profile per quarter by age group – Queensland**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
0 to 6	18,701	16%	2,323	46%	21,024	17%
7 to 14	33,147	28%	944	19%	34,091	27%
15 to 18	10,875	9%	362	7%	11,237	9%
19 to 24	9,512	8%	179	4%	9,691	8%
25 to 34	10,175	8%	258	5%	10,433	8%
35 to 44	9,219	8%	262	5%	9,481	8%
45 to 54	10,865	9%	295	6%	11,160	9%
55 to 64	12,903	11%	434	9%	13,337	11%
65+	5,064	4%	31	1%	5,095	4%
<b>Total</b>	<b>120,461</b>	<b>100%</b>	<b>5,088</b>	<b>100%</b>	<b>125,549</b>	<b>100%</b>

**Table H.15 Participation rates by age group and gender at 31 March 2023 – Queensland <sup>161</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	6.4%	3.1%	4.8%
7 to 14	8.0%	3.9%	6.1%
15 to 18	5.0%	3.0%	4.1%
19 to 24	2.9%	1.8%	2.4%
25 to 44	1.5%	1.2%	1.4%
45 to 64	1.9%	1.8%	1.9%
<b>Total (aged 0 to 64)</b>	<b>3.3%</b>	<b>2.0%</b>	<b>2.7%</b>

<sup>161</sup> Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

## Part Two: Participant and family/carer outcomes

**Table H.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=10,294), 'participant social and community engagement rate' (n=10,358), 'parent and carer employment rate' (n=9,065) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=6,841) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 March 2021 - Queensland <sup>162</sup>**

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	12%	16%	19%	26%
Participant employment rate - Aged 25 to 34 years	21%	21%	23%	26%
Participant employment rate - Aged 35 to 44 years	22%	24%	21%	26%
Participant employment rate - Aged 45 to 54 years	18%	18%	17%	26%
Participant employment rate - Aged 55 to 64 years	14%	14%	13%	26%
Participant employment rate - Aged 65+ years	10%	8%	6%	26%
Participant employment rate - Aged 25 to 64 years	18%	19%	18%	26%
Participant employment rate - Aged 15 to 64 years	17%	18%	18%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	41%	40%	46%
Participant social and community engagement rate - Aged 25 to 34 years	36%	43%	43%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	45%	43%	46%
Participant social and community engagement rate - Aged 45 to 54 years	36%	43%	42%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	39%	38%	46%
Participant social and community engagement rate - Aged 65+ years	31%	36%	36%	46%
Participant social and community engagement rate - Aged 25+ years	35%	42%	41%	46%
Participant social and community engagement rate - Aged 15+ years	35%	42%	41%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	46%	47%	50%
Parent and carer employment rate - Aged 15+ years	45%	46%	44%	50%
Parent and carer employment rate - All ages	44%	46%	46%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	68%	73%	75%
Participant Choice and Control - Aged 25+ years	n/a	76%	83%	75%
Participant Choice and Control - Aged 15+ years	n/a	74%	80%	75%

<sup>162</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2021 and have had a second plan reassessment to date.

**Table H.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=8,016), 'participant social and community engagement rate' (n=8,073), 'parent and carer employment rate' (n=4,721) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=6,114) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 March 2020 - Queensland <sup>163</sup>**

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	12%	16%	16%	21%	26%
Participant employment rate - Aged 25 to 34 years	21%	23%	19%	21%	26%
Participant employment rate - Aged 35 to 44 years	22%	21%	18%	21%	26%
Participant employment rate - Aged 45 to 54 years	18%	19%	15%	16%	26%
Participant employment rate - Aged 55 to 64 years	15%	14%	11%	12%	26%
Participant employment rate - Aged 65+ years	11%	10%	7%	6%	26%
Participant employment rate - Aged 25 to 64 years	19%	19%	15%	17%	26%
Participant employment rate - Aged 15 to 64 years	17%	18%	15%	18%	26%
Participant social and community engagement rate - Aged 15 to 24 years	38%	44%	46%	45%	46%
Participant social and community engagement rate - Aged 25 to 34 years	41%	48%	47%	46%	46%
Participant social and community engagement rate - Aged 35 to 44 years	39%	46%	43%	46%	46%
Participant social and community engagement rate - Aged 45 to 54 years	38%	43%	43%	44%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	41%	41%	41%	46%
Participant social and community engagement rate - Aged 65+ years	40%	43%	44%	41%	46%
Participant social and community engagement rate - Aged 25+ years	38%	44%	43%	44%	46%
Participant social and community engagement rate - Aged 15+ years	38%	44%	44%	44%	46%
Parent and carer employment rate - Aged 0 to 14 years	40%	42%	45%	48%	50%
Parent and carer employment rate - Aged 15+ years	42%	44%	43%	43%	50%
Parent and carer employment rate - All ages	41%	43%	44%	46%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	68%	71%	75%	75%
Participant Choice and Control - Aged 25+ years	n/a	75%	80%	83%	75%
Participant Choice and Control - Aged 15+ years	n/a	73%	77%	81%	75%

<sup>163</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a third plan reassessment to date.

**Table H.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=4,748), 'participant social and community engagement rate' (n=4,783), 'parent and carer employment rate' (n=2,349) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=4,058) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 March 2019 - Queensland <sup>164</sup>**

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	12%	16%	18%	18%	23%	26%
Participant employment rate - Aged 25 to 34 years	25%	25%	24%	19%	25%	26%
Participant employment rate - Aged 35 to 44 years	26%	29%	25%	21%	25%	26%
Participant employment rate - Aged 45 to 54 years	20%	22%	17%	16%	19%	26%
Participant employment rate - Aged 55 to 64 years	17%	16%	15%	13%	13%	26%
Participant employment rate - Aged 65+ years	10%	9%	5%	2%	5%	26%
Participant employment rate - Aged 25 to 64 years	22%	23%	20%	17%	20%	26%
Participant employment rate - Aged 15 to 64 years	20%	21%	20%	17%	21%	26%
Participant social and community engagement rate - Aged 15 to 24 years	36%	44%	45%	46%	46%	46%
Participant social and community engagement rate - Aged 25 to 34 years	42%	49%	51%	49%	49%	46%
Participant social and community engagement rate - Aged 35 to 44 years	43%	51%	51%	46%	51%	46%
Participant social and community engagement rate - Aged 45 to 54 years	42%	45%	51%	54%	49%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	41%	40%	42%	43%	46%
Participant social and community engagement rate - Aged 65+ years	38%	45%	46%	44%	45%	46%
Participant social and community engagement rate - Aged 25+ years	41%	46%	48%	47%	48%	46%
Participant social and community engagement rate - Aged 15+ years	40%	46%	47%	47%	47%	46%
Parent and carer employment rate - Aged 0 to 14 years	40%	45%	44%	43%	48%	50%
Parent and carer employment rate - Aged 15+ years	43%	44%	48%	46%	46%	50%
Parent and carer employment rate - All ages	42%	45%	45%	44%	47%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	69%	71%	71%	77%	75%
Participant Choice and Control - Aged 25+ years	n/a	75%	82%	83%	86%	75%
Participant Choice and Control - Aged 15+ years	n/a	73%	78%	78%	83%	75%

<sup>164</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a fourth plan reassessment to date.

**Table H.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,637), 'participant social and community engagement rate' (n=1,651), 'parent and carer employment rate' (n=619) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=1,391) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 March 2018 - Queensland<sup>165</sup>**

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	13%	15%	17%	19%	21%	21%	26%
Participant employment rate - Aged 25 to 34 years	25%	26%	27%	27%	16%	24%	26%
Participant employment rate - Aged 35 to 44 years	22%	23%	21%	18%	17%	19%	26%
Participant employment rate - Aged 45 to 54 years	27%	28%	22%	29%	25%	23%	26%
Participant employment rate - Aged 55 to 64 years	20%	19%	14%	13%	10%	17%	26%
Participant employment rate - Aged 65+ years	6%	6%	3%	6%	5%	5%	26%
Participant employment rate - Aged 25 to 64 years	24%	24%	21%	21%	16%	21%	26%
Participant employment rate - Aged 15 to 64 years	22%	22%	21%	21%	17%	21%	26%
Participant social and community engagement rate - Aged 15 to 24 years	30%	37%	41%	47%	48%	41%	46%
Participant social and community engagement rate - Aged 25 to 34 years	38%	43%	50%	49%	54%	47%	46%
Participant social and community engagement rate - Aged 35 to 44 years	40%	49%	61%	51%	48%	51%	46%
Participant social and community engagement rate - Aged 45 to 54 years	44%	51%	53%	59%	57%	56%	46%
Participant social and community engagement rate - Aged 55 to 64 years	32%	39%	43%	42%	38%	42%	46%
Participant social and community engagement rate - Aged 65+ years	28%	37%	42%	47%	39%	40%	46%
Participant social and community engagement rate - Aged 25+ years	37%	44%	50%	49%	47%	48%	46%
Participant social and community engagement rate - Aged 15+ years	36%	43%	49%	49%	48%	47%	46%
Parent and carer employment rate - Aged 0 to 14 years	34%	33%	37%	48%	51%	45%	50%
Parent and carer employment rate - Aged 15+ years	44%	51%	54%	50%	52%	52%	50%
Parent and carer employment rate - All ages	38%	41%	44%	49%	52%	48%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	66%	68%	69%	72%	73%	75%
Participant Choice and Control - Aged 25+ years	n/a	70%	77%	82%	84%	84%	75%
Participant Choice and Control - Aged 15+ years	n/a	69%	74%	77%	79%	81%	75%

<sup>165</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a fifth plan reassessment to date.



**Table H.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=483), 'participant social and community engagement rate' (n=496), 'parent and carer employment rate' (n=116) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=449) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 31 March 2017 - Queensland - Queensland <sup>166</sup>**

Age group	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	18%	26%	28%	23%	21%	16%	24%	26%
Participant employment rate - Aged 35 to 44 years	20%	21%	27%	31%	19%	27%	21%	26%
Participant employment rate - Aged 45 to 54 years	23%	21%	27%	27%	16%	22%	23%	26%
Participant employment rate - Aged 55 to 64 years	20%	21%	17%	13%	18%	13%	11%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	20%	23%	25%	23%	19%	19%	20%	26%
Participant employment rate - Aged 15 to 64 years	19%	23%	25%	24%	19%	19%	21%	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	36%	49%	55%	55%	64%	55%	46%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	46%	50%	58%	51%	41%	47%	46%
Participant social and community engagement rate - Aged 45 to 54 years	56%	55%	63%	60%	50%	61%	55%	46%
Participant social and community engagement rate - Aged 55 to 64 years	39%	45%	45%	45%	46%	62%	42%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	42%	49%	53%	53%	53%	54%	47%	46%
Participant social and community engagement rate - Aged 15+ years	41%	48%	51%	52%	50%	53%	45%	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	63%	73%	68%	74%	80%	80%	75%
Participant Choice and Control - Aged 25+ years	n/a	71%	74%	79%	83%	83%	86%	75%
Participant Choice and Control - Aged 15+ years	n/a	68%	74%	75%	79%	82%	84%	75%

<sup>166</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a sixth plan reassessment to date.

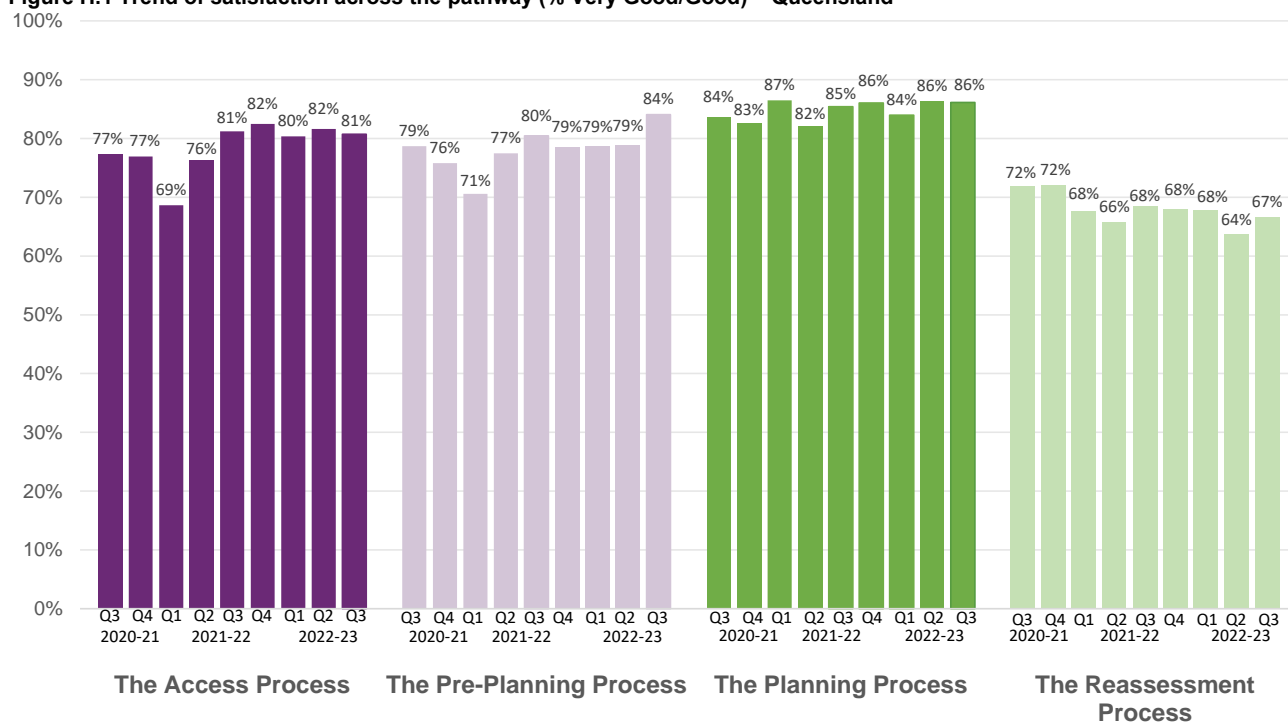
## Part Three: Participant experience

**Table H.21 Proportion of participants who agreed with statements about 'Access' (n = 2,332 in Prior Quarters, n = 270 in 2022-23 Q3), 'Pre-planning' (n = 1,857 in Prior Quarters, n = 201 in 2022-23 Q3), 'Planning' (n = 9,000 in Prior Quarters, n = 1,066 in 2022-23 Q3) and 'Plan reassessment' (n = 21,050 in Prior Quarters, n = 2,354 in 2022-23 Q3) of NDIS journey in 2022-23 Q3 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Queensland <sup>167</sup>**

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2022-23 Q3
Access - Are you happy with how coming into the NDIS has gone?	85%	86%
Access - Was the person from the NDIS respectful?	97%	98%
Access - Do you understand what will happen next with your plan?	75%	80%
Access - % of participants rating their overall experience as Very Good or Good.	78%	81%
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	84%	90%
Pre-planning - Did you understand why you needed to give the information you did?	94%	97%
Pre-planning - Were decisions about your plan clearly explained?	76%	83%
Pre-planning - Are you clear on what happens next with your plan?	67%	74%
Pre-planning - Do you know where to go for more help with your plan?	69%	80%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	77%	84%
Planning - Did the person from the NDIS understand how your disability affects your life?	90%	91%
Planning - Did you understand why you needed to give the information you did?	97%	98%
Planning - Were decisions about your plan clearly explained?	88%	90%
Planning - Are you clear on what happens next with your plan?	83%	84%
Planning - Do you know where to go for more help with your plan?	88%	90%
Planning - % of participants rating their overall experience as Very Good or Good.	85%	86%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	75%	72%
Plan reassessment - Did you feel prepared for your plan reassessment?	82%	78%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	85%	81%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	69%	67%

<sup>167</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

**Figure H.1 Trend of satisfaction across the pathway (% Very Good/Good) – Queensland <sup>168</sup>**



The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q3. The charts show trends in complaints based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table H.22 shows the number of complaints in 2022-23 Q3 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

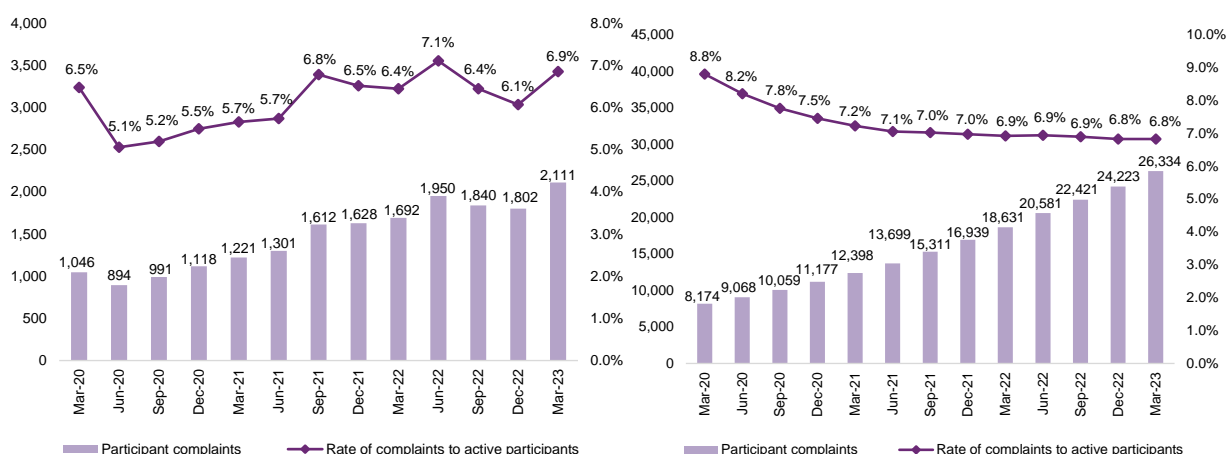
Table H.23 show the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

<sup>168</sup> Participant satisfaction results for prior quarters have been restated using data as at 31 March 2023 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

**Table H.22 Complaints by quarter – Queensland** <sup>169 170</sup>

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q3	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	218	<11	227	207
People who have submitted an access request: Complaint about LAC Partner	558	50	608	544
People who have submitted an access request: Complaints about service providers	1,671	130	1,801	1,382
People who have submitted an access request: Complaints about the Agency	18,311	1,269	19,580	10,474
People who have submitted an access request: Critical/ Reportable Incident	3,229	653	3,882	2,912
People who have submitted an access request: Unclassified	236	<11	236	216
<b>People who have submitted an access request: Total</b>	<b>24,223</b>	<b>2,111</b>	<b>26,334</b>	<b>13,650</b>
<i>Percentage of the number of active participants</i>	6.8%	6.9%	6.8%	n/a

**Figure H.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Queensland**



**Table H.23 Participant complaints by type. Complaints with a related party who has submitted an access request – Queensland** <sup>171</sup>

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	750	4%	<11	n/a	751	4%
Complaints about the Agency - Information unclear	277	2%	<11	n/a	278	1%
Complaints about the Agency - NDIA Access	560	3%	71	6%	631	3%
Complaints about the Agency - NDIA Engagement	19	0%	<11	n/a	22	0%
Complaints about the Agency - NDIA Finance	1,208	7%	97	8%	1,305	7%
Complaints about the Agency - NDIA Fraud and Compliance	84	0%	16	1%	100	1%
Complaints about the Agency - NDIA Plan	4,848	26%	490	39%	5,338	27%
Complaints about the Agency - NDIA Process	1,451	8%	179	14%	1,630	8%
Complaints about the Agency - NDIA Resources	137	1%	13	1%	150	1%
Complaints about the Agency - NDIA Staff	985	5%	107	8%	1,092	6%
Complaints about the Agency - NDIA Timeliness	2,972	16%	267	21%	3,239	17%
Complaints about the Agency - Participation, engagement and inclusion	75	0%	<11	n/a	75	0%
Complaints about the Agency - Provider Portal	27	0%	<11	n/a	27	0%
Complaints about the Agency - Quality & Safeguards Commission	12	0%	<11	n/a	13	0%
Complaints about the Agency - Reasonable and necessary supports	758	4%	<11	n/a	758	4%

<sup>169</sup> Note that 63% of all complainants made only one complaint, 19% made two complaints and 18% made three or more complaints.

<sup>170</sup> Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

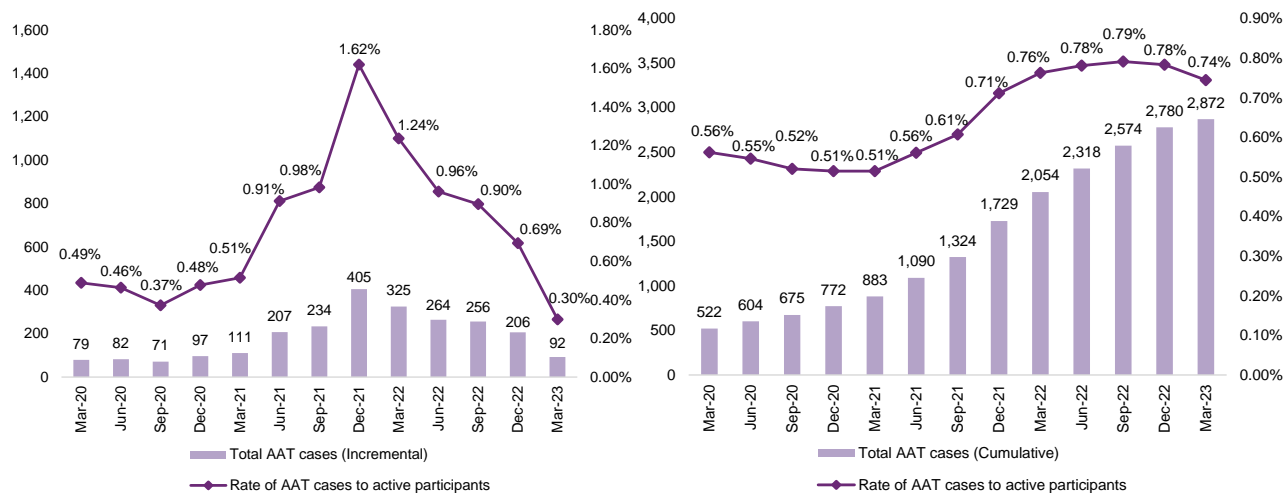
<sup>171</sup> There are 24,223 total participant complaints in Prior Quarters, 2,111 total participant complaints in 2022-23 Q3, and 26,334 total participant complaints as at 31 March 2023, including 236 unclassified participant complaints as at 31 March 2023.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Staff conduct - Agency	252	1%	<11	n/a	253	1%
Complaints about the Agency - The way the NDIA carried out its decision making	476	3%	<11	n/a	486	2%
Complaints about the Agency - Timeliness	1,655	9%	<11	n/a	1,658	8%
Complaints about the Agency - Other	1,765	10%	<11	n/a	1,774	9%
<b>Complaints about the Agency - Total</b>	<b>18,311</b>	<b>100%</b>	<b>1,269</b>	<b>100%</b>	<b>19,580</b>	<b>100%</b>
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	27	12%	<11	n/a	27	12%
Complaints about ECA Partner - ECA Process	32	15%	<11	n/a	33	15%
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	104	48%	<11	n/a	112	49%
Complaints about ECA Partner - ECA Timeliness	53	24%	<11	n/a	53	23%
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about ECA Partner - Total</b>	<b>218</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>227</b>	<b>100%</b>
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	100	18%	<11	n/a	107	18%
Complaints about LAC Partner - LAC Process	61	11%	<11	n/a	62	10%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	296	53%	35	70%	331	54%
Complaints about LAC Partner - LAC Timeliness	94	17%	<11	n/a	100	16%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about LAC Partner - Total</b>	<b>558</b>	<b>100%</b>	<b>50</b>	<b>100%</b>	<b>608</b>	<b>100%</b>
Complaints about service providers - Provider Costs	71	4%	<11	n/a	71	4%
Complaints about service providers - Provider Finance	75	4%	<11	n/a	77	4%
Complaints about service providers - Provider Fraud and Compliance	122	7%	15	12%	137	8%
Complaints about service providers - Provider Process	65	4%	<11	n/a	66	4%
Complaints about service providers - Provider Service	547	33%	77	59%	624	35%
Complaints about service providers - Provider Staff	259	15%	29	22%	288	16%
Complaints about service providers - Service Delivery	104	6%	<11	n/a	104	6%
Complaints about service providers - Staff Conduct	120	7%	<11	n/a	122	7%
Complaints about service providers - Supports being provided	118	7%	<11	n/a	119	7%
Complaints about service providers - Other	190	11%	<11	n/a	193	11%
<b>Complaints about service providers - Total</b>	<b>1,671</b>	<b>100%</b>	<b>130</b>	<b>100%</b>	<b>1,801</b>	<b>100%</b>
Critical/ Reportable Incident - Allegations against a provider	868	27%	179	27%	1,047	27%
Critical/ Reportable Incident - Allegations against Informal Supports	386	12%	182	28%	568	15%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	510	16%	105	16%	615	16%
Critical/ Reportable Incident - Provider reporting	1,461	45%	187	29%	1,648	42%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
<b>Critical/ Reportable Incident - Total</b>	<b>3,229</b>	<b>100%</b>	<b>653</b>	<b>100%</b>	<b>3,882</b>	<b>100%</b>

**Table H.24 AAT Cases by category at 31 March 2023 – Queensland**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Access	521	19%	16	17%	537	19%
Plan	2,048	74%	62	67%	2,110	73%
Plan Reassessment	64	2%	<11	n/a	64	2%
Other	147	5%	14	15%	161	6%
<b>Total cases</b>	<b>2,780</b>	<b>100%</b>	<b>92</b>	<b>100%</b>	<b>2,872</b>	<b>100%</b>
<i>Percentage of the number of active participants</i>	<i>n/a</i>	<i>0.78%</i>	<i>n/a</i>	<i>0.30%</i>	<i>n/a</i>	<i>0.74%</i>

**Figure H.3 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Queensland**



**Table H.25 AAT cases by open/closed and decision – Queensland** <sup>172 173</sup>

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
<b>AAT Cases</b>	<b>2,872</b>	<b>2,658</b>
<b>Open AAT Cases</b>	<b>590</b>	<b>587</b>
<b>Closed AAT Cases</b>	<b>2,282</b>	<b>2,125</b>
<i>Resolved before hearing</i>	<i>2,244</i>	<i>2,092</i>
<i>Gone to hearing and received a substantive decision</i>	<i>38</i>	<i>33</i>

<sup>172</sup> Of the 38 cases which went to hearing and received a substantive decision: 16 affirmed the Agency's decision, 10 varied the Agency's decision and 12 set aside the Agency's decision.

<sup>173</sup> The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

## Part Four: Providers and the growing market

**Table H.26 Key markets indicators by quarter – Queensland** <sup>174 175</sup>

Market indicators	Previous Quarter	2022-23 Q3
Average number of active providers per active participant	1.08	1.06
Number of providers delivering new types of supports	443	432
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	82%	81%
Share of payments - top 25%: Therapeutic Supports (Percentage)	96%	96%
Share of payments - top 25%: Participate Community (Percentage)	92%	92%
Share of payments - top 25%: Early Childhood Supports (Percentage)	91%	92%
Share of payments - top 25%: Assist Personal Activities (Percentage)	92%	92%

**Table H.27 Cumulative number of providers that have ever been active as at 31 March 2023 by quarter of activity – Queensland** <sup>176</sup>

Activity	Number of providers
Active for the first time in 2022-23 Q3	109
Active in 2022-23 Q3 and also in previous quarters	2,698
<b>Active in 2022-23 Q3</b>	<b>2,807</b>
Inactive in 2022-23 Q3	5,020
<b>Active ever</b>	<b>7,827</b>

**Table H.28 Distribution of active providers in 2022-23 Q3 by their status in 2022-23 Q2 and payment band in 2022-23 Q3 – Queensland** <sup>177</sup>

Amount paid in 2022-23 Q3	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	465	80	42	587
\$2,001-\$10,000	531	29	33	593
\$10,001-\$100,000	758	13	27	798
\$100,001-\$250,000	260	<5	<5	263
\$250,000+	562	<5	<5	566
<b>Total</b>	<b>2,576</b>	<b>122</b>	<b>109</b>	<b>2,807</b>

**Table H.29 Proportion of active participants with approved plans accessing mainstream supports – Queensland** <sup>178</sup>

Mainstream service	Prior Quarters	2022-23 Q3	Total
Daily Activities	18%	17%	17%
Health & Wellbeing	65%	69%	66%
Lifelong Learning	26%	26%	26%
Other	19%	20%	19%
Non-categorised	16%	12%	15%
<b>Any mainstream service</b>	<b>95%</b>	<b>94%</b>	<b>95%</b>

<sup>174</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>175</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>176</sup> Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

<sup>177</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

<sup>178</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

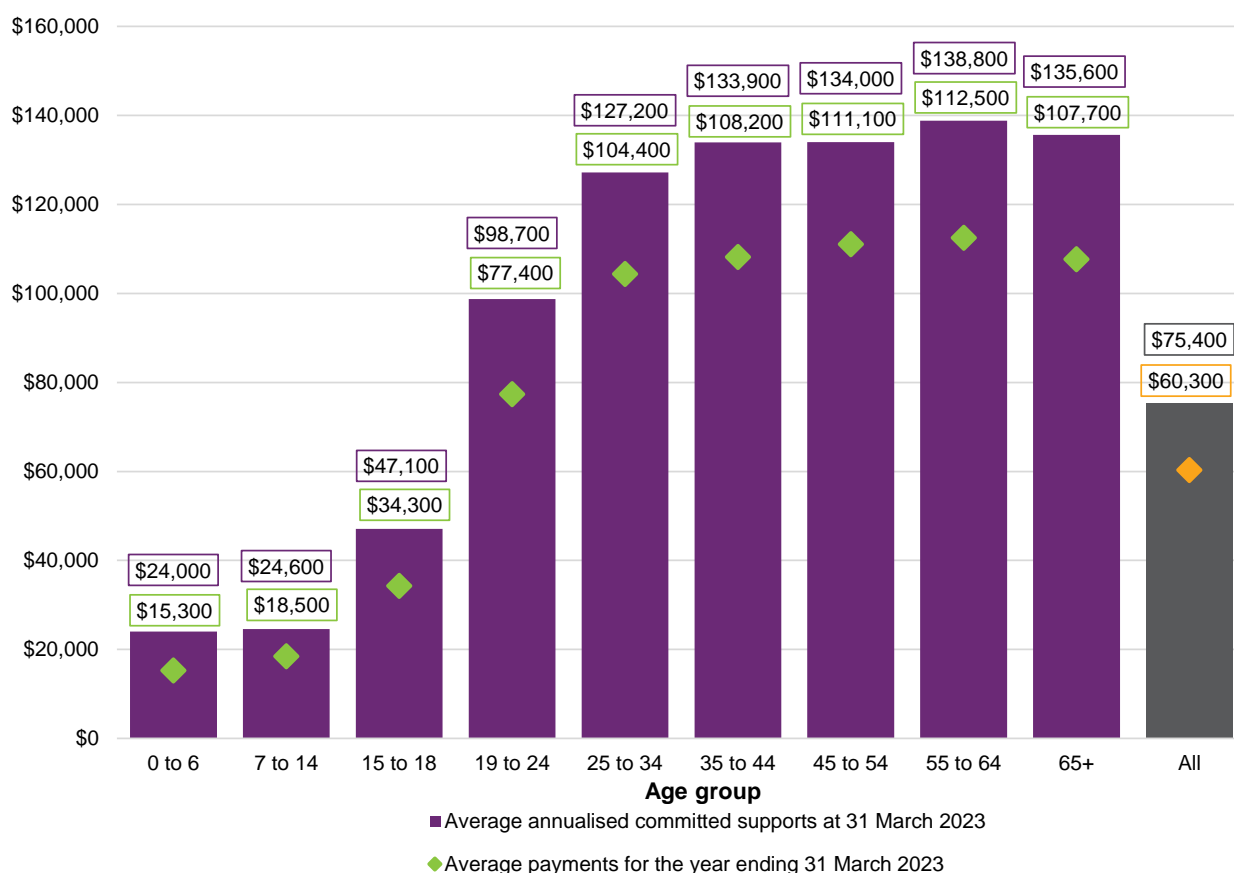
## Part Five: Financial sustainability

Note: In Table H.30 and Figure H.4 to H.12, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2023. Average payments are derived from total payments paid over the 12 months to 31 March 2023, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

**Table H.30 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q3 – Queensland**

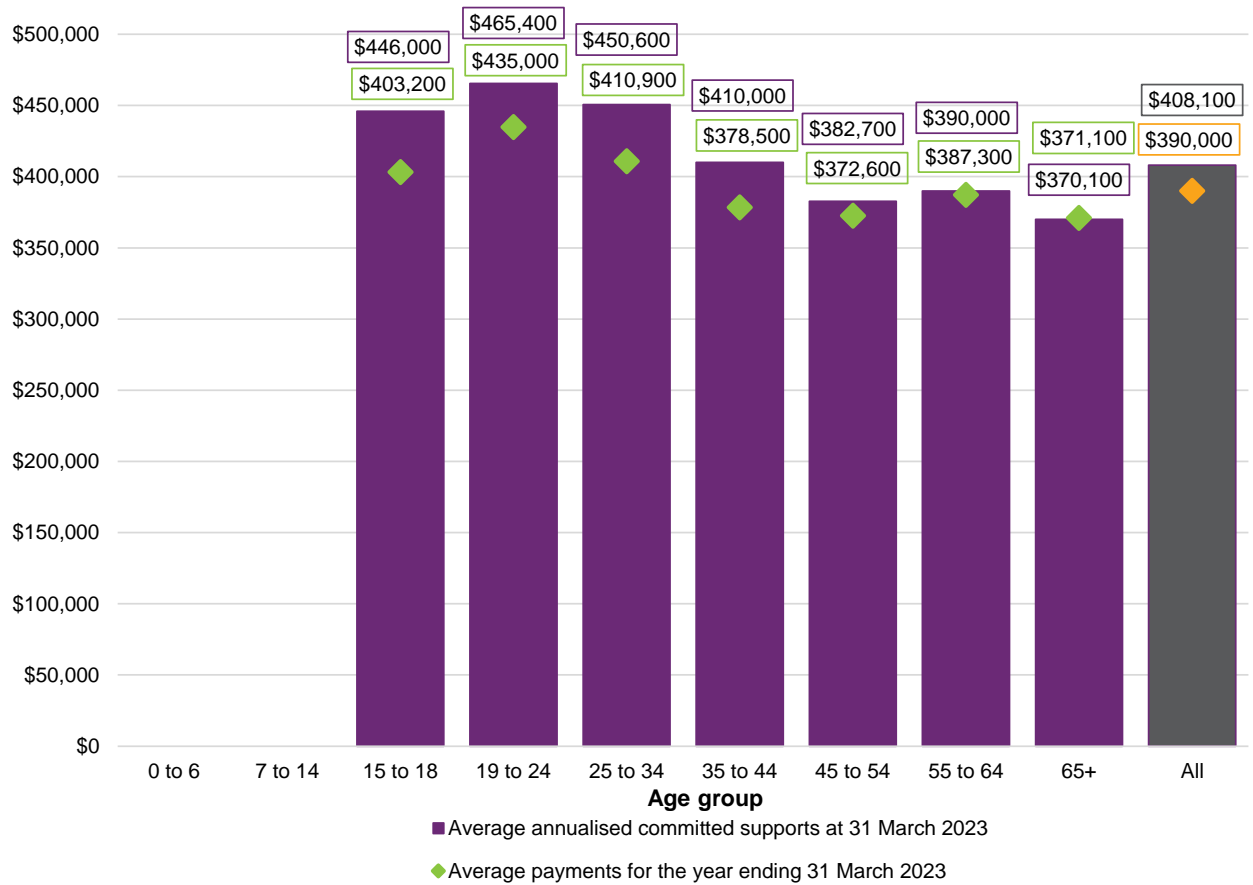
Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	1.6%	1.7%
\$5,001-\$10,000	6.4%	6.7%
\$10,001-\$15,000	12.7%	13.3%
\$15,001-\$20,000	14.3%	15.0%
\$20,001-\$25,000	9.9%	10.4%
\$25,001-\$30,000	4.9%	5.1%
\$30,001-\$50,000	13.0%	13.6%
\$50,001-\$100,000	17.0%	17.7%
\$100,001-\$150,000	7.7%	7.9%
\$150,001-\$200,000	3.6%	3.7%
\$200,001-\$250,000	2.1%	1.9%
\$250,001+	6.8%	2.7%

**Figure H.4 Average annualised committed supports and average payments by age group as at 31 March 2023 – Queensland**

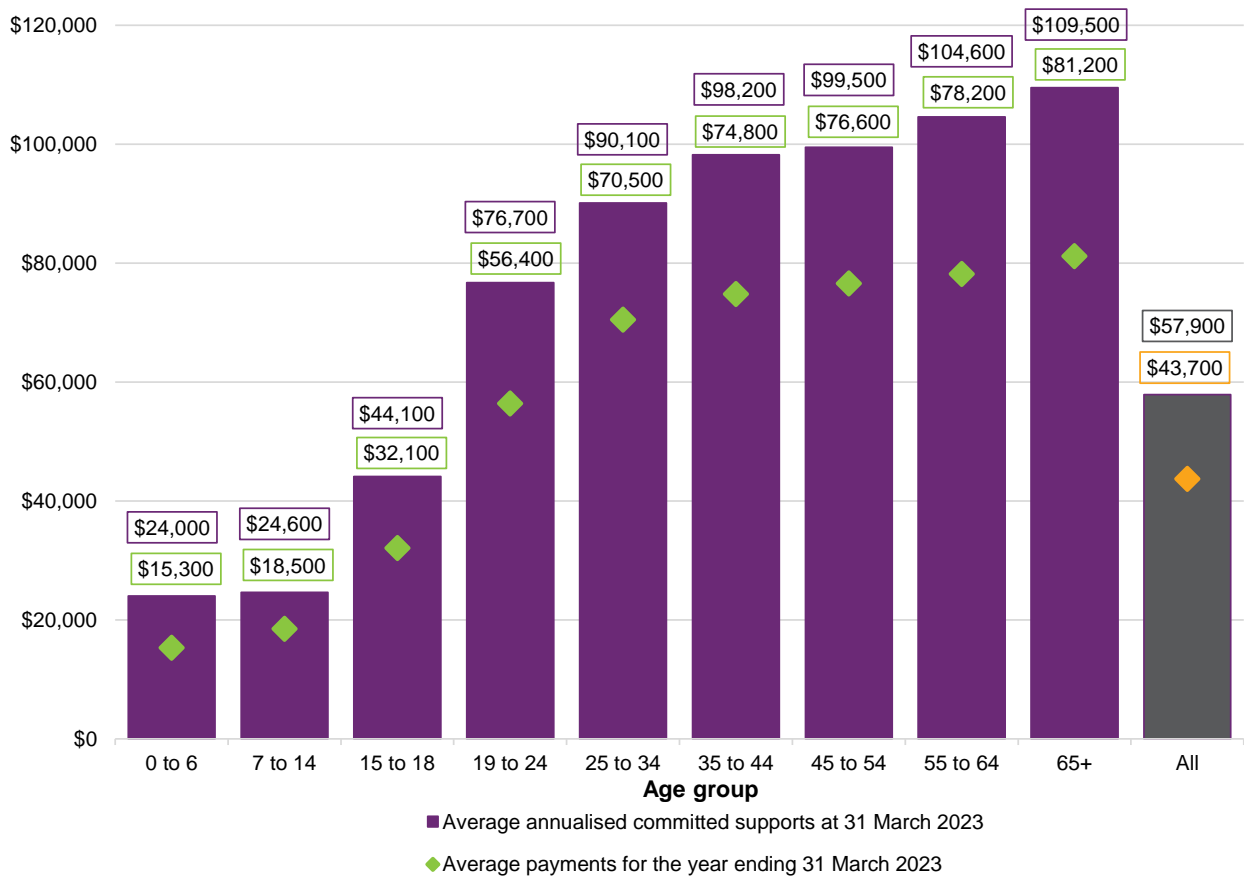




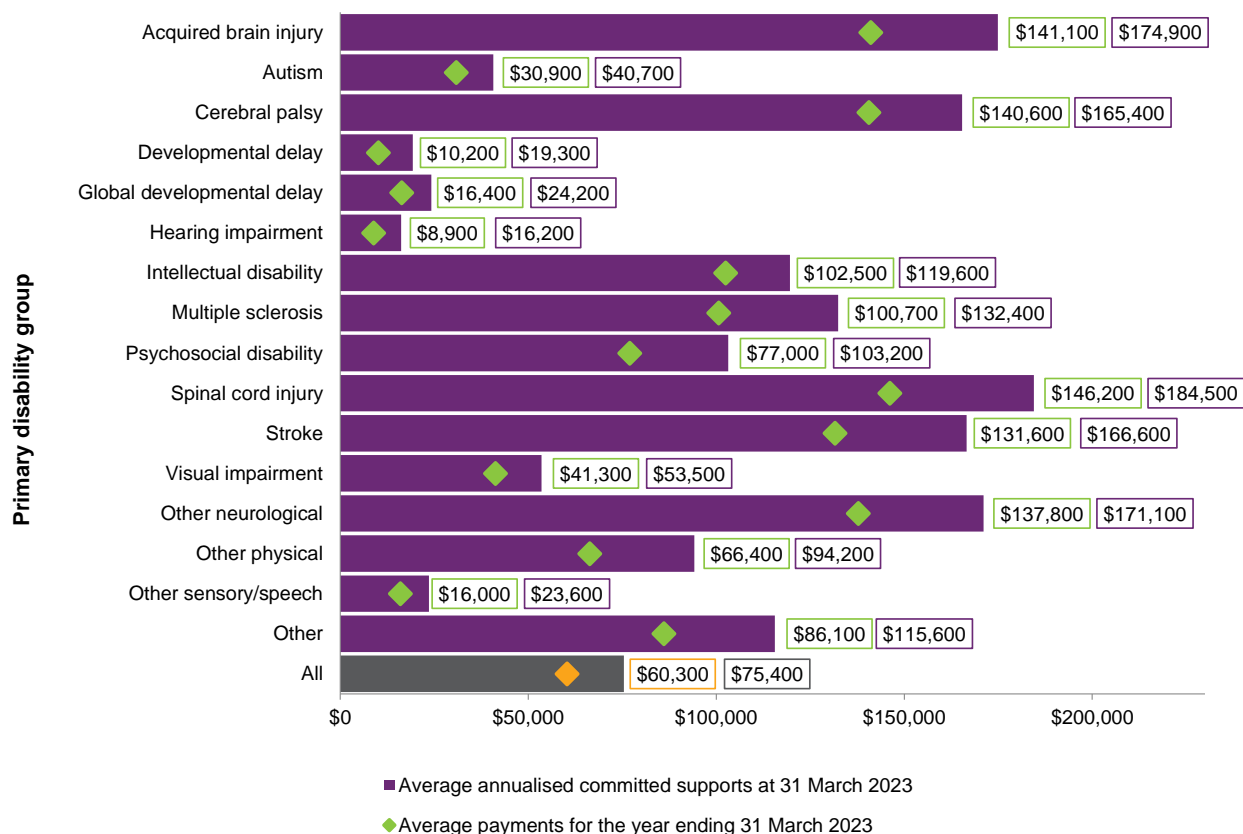
**Figure H.5 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 March 2023 – Queensland**



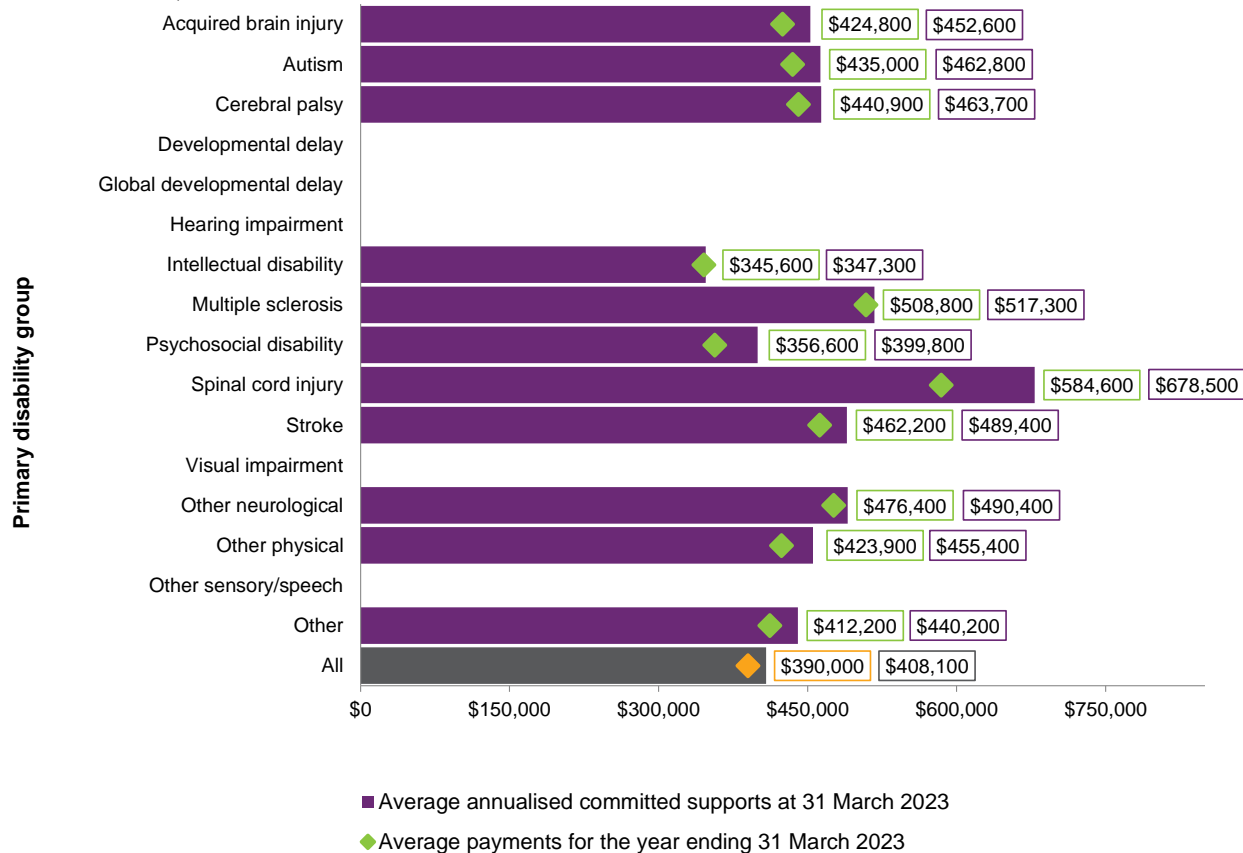
**Figure H.6 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 March 2023 – Queensland**



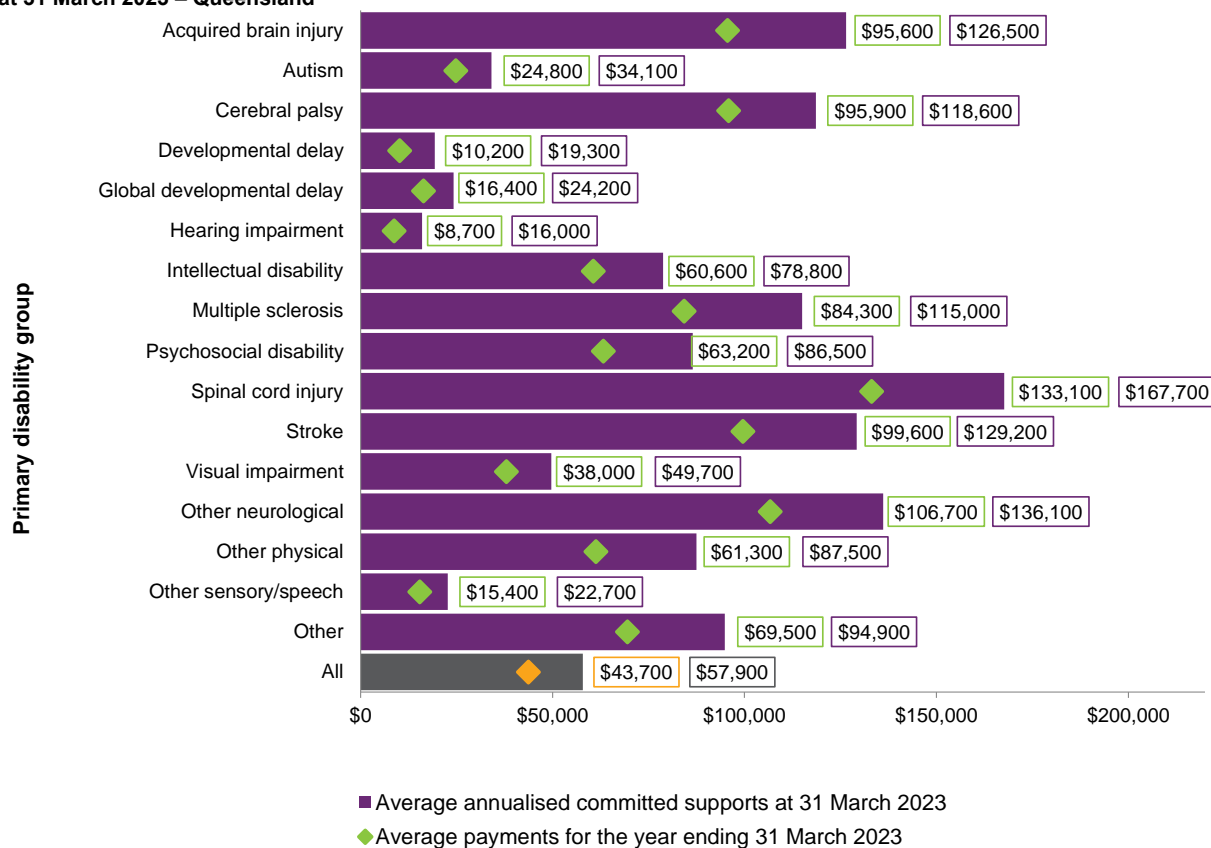
**Figure H.7 Average annualised committed supports and average payments by primary disability group as at 31 March 2023 – Queensland**



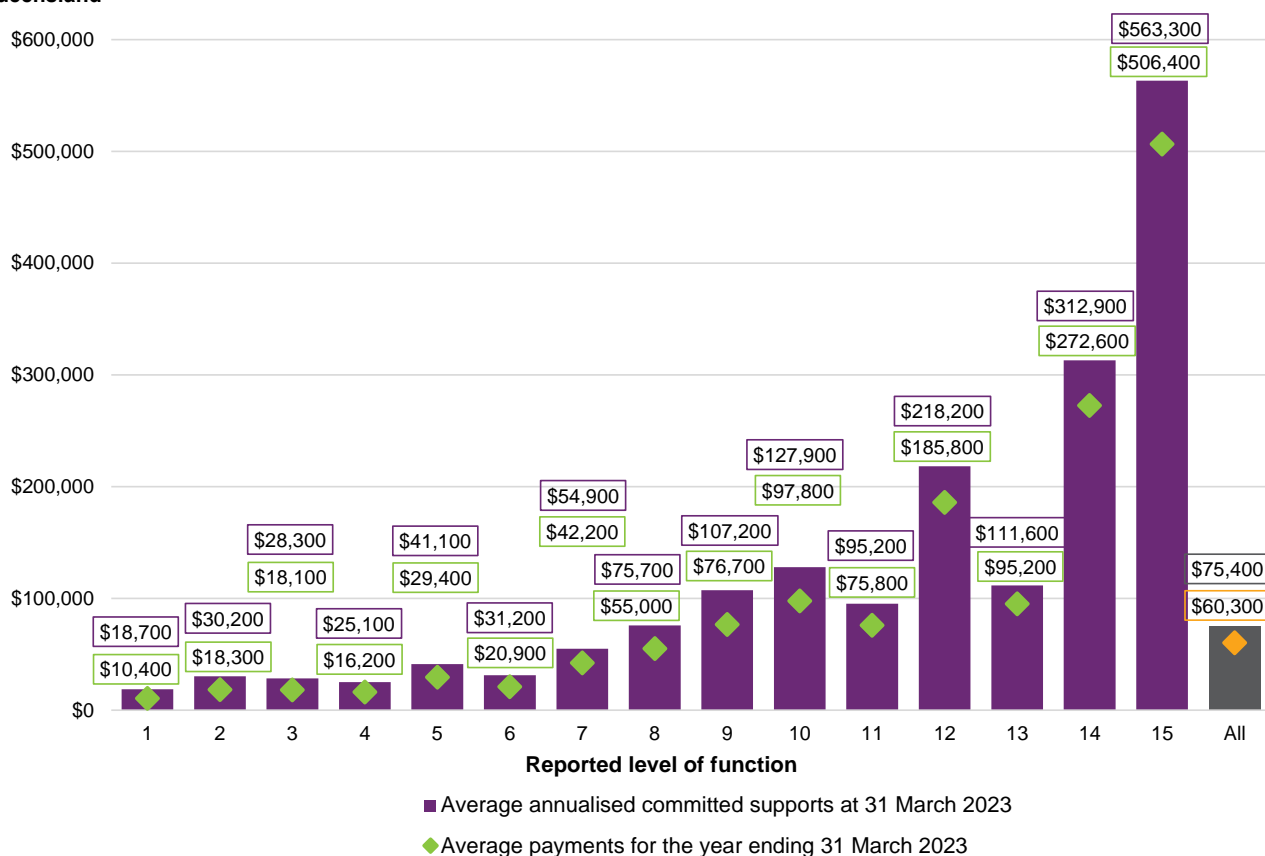
**Figure H.8 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 March 2023 – Queensland**



**Figure H.9 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 March 2023 – Queensland**



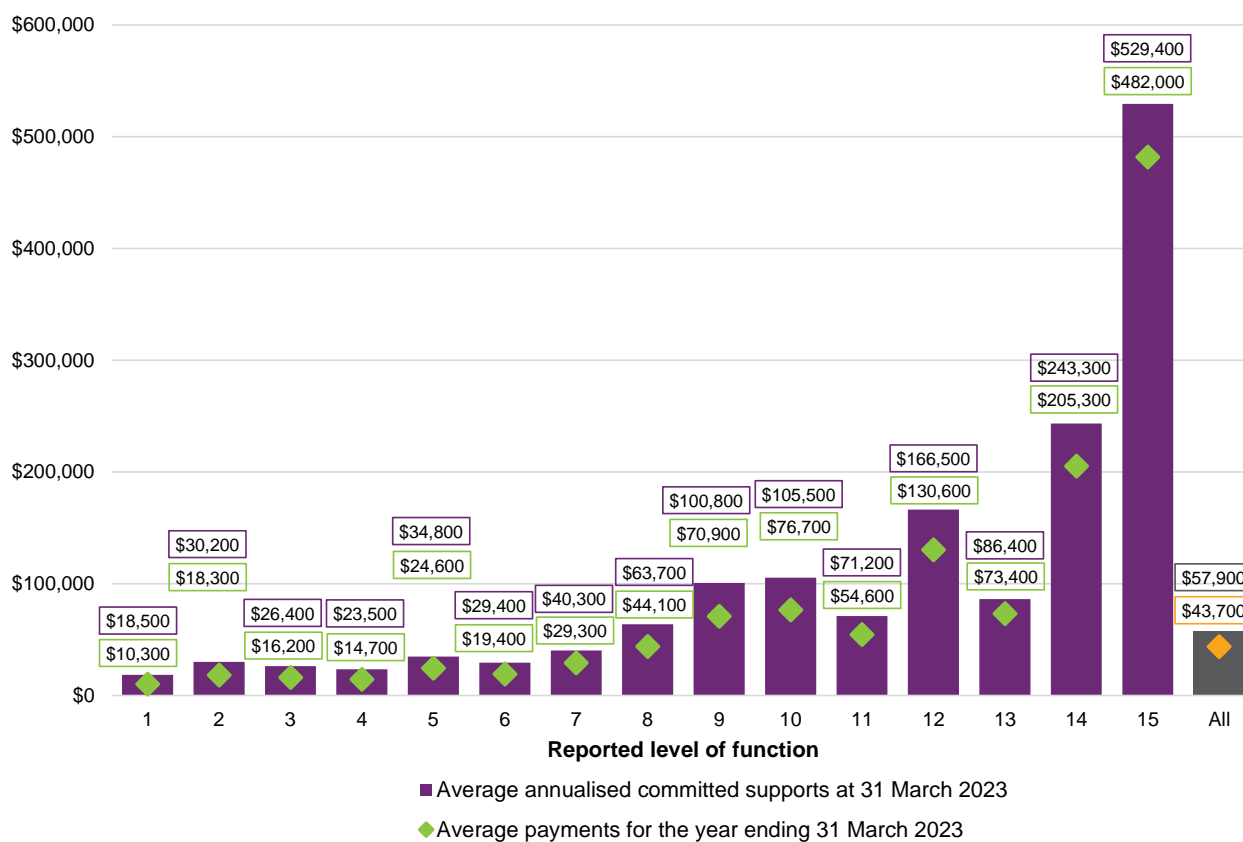
**Figure H.10 Average annualised committed supports and average payments by reported level of function as at 31 March 2023 – Queensland**



**Figure H.11 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 March 2023 – Queensland**



**Figure H.12 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 March 2023 – Queensland**



**Table H.31 Total annualised committed supports and total payments by support category as at 31 March 2023 (\$m) – Queensland** <sup>179 180</sup>

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$3,703.6	\$4,580.6
Core: Consumables	\$144.0	\$196.4
Core: Social and Civic	\$1,562.9	\$2,017.4
Core: Transport	\$122.0	\$97.5
Capacity Building: Choice and Control	\$104.5	\$118.6
Capacity Building: Daily Activities	\$883.0	\$1,525.9
Capacity Building: Employment	\$15.5	\$51.4
Capacity Building: Health and Wellbeing	\$6.9	\$14.1
Capacity Building: Home Living	\$0.1	\$0.6
Capacity Building: Lifelong learning	\$0.01	\$0.04
Capacity Building: Relationships	\$62.1	\$131.5
Capacity Building: Social and Civic	\$21.8	\$55.7
Capacity Building: Support Coordination	\$184.5	\$253.1
Capital: Assistive Technology	\$154.6	\$309.3
Capital: Home Modifications	\$69.4	\$112.4
<b>All</b>	<b>\$7,034.7</b>	<b>\$9,464.3</b>

<sup>179</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

<sup>180</sup> Total payments for home modifications in Queensland were \$69.4m. Of which, \$42.2m (61%) has been paid for specialised disability accommodation (SDA) supports, and \$27.2m (39%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$1.2m processed off-system in June 2022. Total annualised committed supports for home modifications in Queensland were \$112.4m. Of which, \$69.6m (62%) has been allocated for specialised disability accommodation (SDA) supports, and \$42.8m (38%) has been allocated for non-SDA supports.

**Table H.32 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 March 2023 (\$m) – Queensland** <sup>181 182</sup>

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$1,692.4	\$1,837.0
Core: Consumables	\$16.8	\$21.6
Core: Social and Civic	\$315.5	\$435.0
Core: Transport	\$9.9	\$14.7
Capacity Building: Choice and Control	\$5.5	\$6.2
Capacity Building: Daily Activities	\$43.1	\$70.4
Capacity Building: Employment	\$0.4	\$1.6
Capacity Building: Health and Wellbeing	\$0.5	\$1.1
Capacity Building: Home Living	\$0.00	\$0.01
Capacity Building: Lifelong learning	\$0.00	\$0.00
Capacity Building: Relationships	\$26.0	\$45.6
Capacity Building: Social and Civic	\$0.4	\$0.7
Capacity Building: Support Coordination	\$31.2	\$38.9
Capital: Assistive Technology	\$16.2	\$34.2
Capital: Home Modifications	\$30.2	\$49.2
<b>All</b>	<b>\$2,187.9</b>	<b>\$2,556.2</b>

<sup>181</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

<sup>182</sup> Total payments for home modifications in Queensland were \$30.2m. Of which, \$29.8m (99%) has been paid for specialised disability accommodation (SDA) supports, and \$0.3m (1%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$1.0m processed off-system in June 2022. Total annualised committed supports for home modifications in Queensland were \$49.2m. Of which, \$48.3m (98.2%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.9m (1.8%) has been allocated for non-SDA supports.

**Table H.33 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 March 2023 (\$m) – Queensland** <sup>183 184</sup>

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$2,011.2	\$2,743.6
Core: Consumables	\$127.2	\$174.8
Core: Social and Civic	\$1,247.4	\$1,582.4
Core: Transport	\$112.1	\$82.8
Capacity Building: Choice and Control	\$99.0	\$112.4
Capacity Building: Daily Activities	\$839.9	\$1,455.5
Capacity Building: Employment	\$15.1	\$49.7
Capacity Building: Health and Wellbeing	\$6.4	\$13.0
Capacity Building: Home Living	\$0.1	\$0.6
Capacity Building: Lifelong learning	\$0.01	\$0.04
Capacity Building: Relationships	\$36.1	\$85.9
Capacity Building: Social and Civic	\$21.4	\$54.9
Capacity Building: Support Coordination	\$153.4	\$214.2
Capital: Assistive Technology	\$138.4	\$275.1
Capital: Home Modifications	\$39.2	\$63.2
<b>All</b>	<b>\$4,846.8</b>	<b>\$6,908.1</b>

**Table H.34 Payments by financial year in which support was provided, compared to committed supports (\$m) – Queensland** <sup>185</sup>

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	1.3	4.4	12.2	227.3	860.6	2,518.4	5,127.0	6,805.1	7,869.3	6,988.2
Total Paid	0.6	2.3	5.6	128.0	547.4	1,654.2	3,589.4	4,986.5	6,100.3	5,172.0
% utilised to date	45%	52%	46%	56%	64%	66%	70%	73%	78%	74%

**Table H.35 Percentage change in plan budgets for active participants – Queensland** <sup>187 188</sup>

Inflation type	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Intraplan Inflation	4.9%	6.0%	6.8%	7.5%	8.3%	9.1%	11.9%	7.2%	8.1%
Interplan Inflation	-0.7%	-3.1%	-0.9%	-0.3%	1.6%	3.9%	8.6%	7.2%	4.5%
<b>Total Inflation</b>	<b>4.1%</b>	<b>2.9%</b>	<b>5.9%</b>	<b>7.2%</b>	<b>9.9%</b>	<b>13.0%</b>	<b>20.5%</b>	<b>14.4%</b>	<b>12.6%</b>

<sup>183</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

<sup>184</sup> Total payments for home modifications in Queensland were \$39.2m. Of which, \$12.4m (32%) has been paid for specialised disability accommodation (SDA) supports, and \$26.8m (68%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.1m processed off-system in June 2022. Total annualised committed supports for home modifications in Queensland were \$63.2m. Of which, \$21.4m (34%) has been allocated for specialised disability accommodation (SDA) supports, and \$41.9m (66%) has been allocated for non-SDA supports.

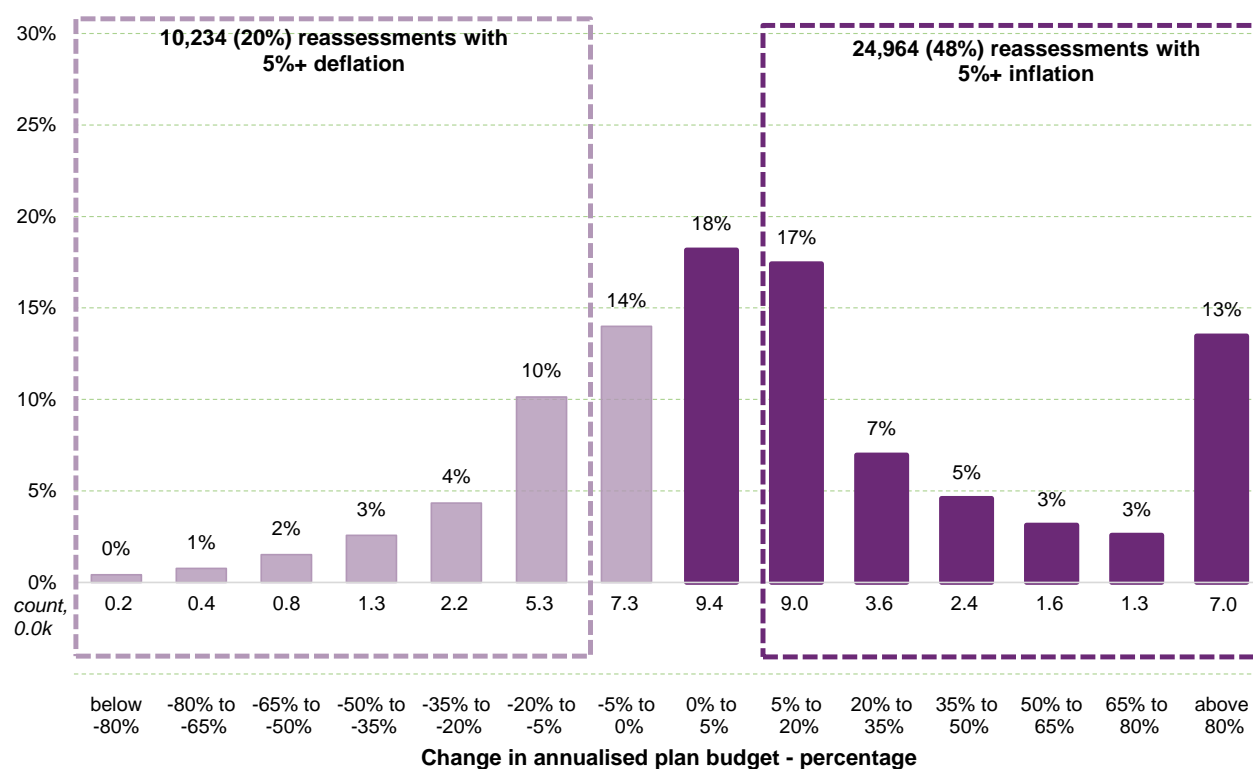
<sup>185</sup> The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

<sup>186</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 and 2014-15 for Queensland.

<sup>187</sup> The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July to maintain the purchasing power of remaining plans. Due to this, there was a one off increase in intraplan and total inflation during the month of July 2022, which impacts the September 2022 quarter.

<sup>188</sup> The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July to maintain the purchasing power of remaining plans. Due to this, there was a one off increase in intraplan and total inflation during the month of July 2022, which impacts the September 2022 quarter.

**Figure H.13 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 March 2023) - all participants – Queensland <sup>189</sup>**



<sup>189</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.



# Appendix I:

## Western Australia

### Part One: Participants and their plans

**Table I.1 Active participants by quarter of entry, plan and entry type – Western Australia** <sup>190</sup>

Participant breakdown	Prior Quarters	2022-23 Q3	Total
<b>Access decisions</b>	<b>60,851</b>	<b>2,220</b>	<b>63,071</b>
<b>Active Eligible - Total</b>	<b>50,241</b>	<b>1,679</b>	<b>51,920</b>
<i>Active Eligible - New</i>	31,373	1,653	33,026
<i>Active Eligible - State</i>	16,108	18	16,126
<i>Active Eligible - Commonwealth</i>	2,760	<11	2,768
<b>Active Participant Plans (excl ECA) - Total</b>	<b>49,303</b>	<b>1,691</b>	<b>50,994</b>
<i>Active Participant Plans (excl ECA) - New</i>	30,523	1,659	32,182
<i>Active Participant Plans (excl ECA) - State</i>	16,041	19	16,060
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	2,739	13	2,752
<b>Active Participant Plans - Total</b>	<b>50,277</b>	<b>2,864</b>	<b>52,167</b>
<i>Active Participant Plans - Early Intervention (s25)</i>	9,573	750	10,323
<i>Active Participant Plans - Permanent Disability (s24)</i>	39,730	941	40,671
<i>Active Participant Plans - ECA</i>	974	1,173	1,173

**Table I.2 People who have left the Scheme since 1 July 2013 as at 31 March 2023 – Western Australia**

People leaving the Scheme	Total
<b>Number of people who have left the Scheme</b>	<b>2,218</b>
<i>Early Intervention participants</i>	322
<i>Permanent disability participants</i>	1,896

**Table I.3 Assessment of access by age group and gender – Western Australia** <sup>191</sup>

Age Group at Access Decision	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access decisions	Total - Percentage of access decisions eligible
0 to 6	8,899	97%	3,644	97%	67	97%	12,610	97%
7 to 14	8,177	93%	3,775	93%	143	89%	12,095	93%
15 to 18	2,452	95%	1,378	92%	77	88%	3,907	93%
19 to 24	2,234	94%	1,342	88%	58	84%	3,634	91%
25 to 34	2,706	92%	2,086	85%	63	84%	4,855	89%
35 to 44	2,326	88%	2,100	79%	37	66%	4,463	83%
45 to 54	2,908	85%	2,659	75%	44	59%	5,611	80%
55 to 64	3,555	78%	3,364	67%	53	53%	6,972	72%
65+	172	66%	162	63%	<11	n/a	335	64%
Missing	222	53%	161	34%	16	70%	399	43%
<b>Total</b>	<b>33,651</b>	<b>91%</b>	<b>20,671</b>	<b>82%</b>	<b>559</b>	<b>78%</b>	<b>54,881</b>	<b>87%</b>

<sup>190</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

<sup>191</sup> The age in this table is the age at the time of Scheme entry (access met decision). In previous quarterly reports to the disability ministers, records with missing access decision dates have been shown using the age at the reporting date. The results have been corrected in Q3 2022-23 to reflect 399 records that have a missing access decision date.

**Table I.4 Assessment of access by primary disability group and gender – Western Australia** <sup>192</sup>

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	1,157	93%	626	94%	<11	n/a	1,792	93%
Autism	13,689	98%	5,315	99%	292	97%	19,296	98%
Cerebral palsy	1,021	98%	824	97%	<11	n/a	1,855	97%
Developmental delay	2,515	97%	922	97%	22	100%	3,459	97%
Global developmental delay	1,055	98%	392	99%	12	100%	1,459	98%
Hearing impairment	1,048	91%	1,203	89%	21	91%	2,272	90%
Intellectual disability	5,276	97%	4,061	97%	33	80%	9,370	97%
Multiple sclerosis	250	91%	759	92%	<11	n/a	1,018	91%
Psychosocial disability	2,837	79%	2,711	68%	50	50%	5,598	73%
Spinal cord injury	522	95%	200	94%	<11	n/a	727	95%
Stroke	462	85%	326	82%	<11	n/a	793	84%
Visual impairment	460	88%	458	90%	<11	n/a	927	89%
Other neurological	1,474	84%	1,202	83%	20	74%	2,696	83%
Other physical	1,003	54%	1,104	43%	22	32%	2,129	47%
Other sensory/speech	108	42%	36	33%	<11	n/a	147	39%
Other	570	51%	392	34%	22	50%	984	43%
Missing	204	93%	140	86%	15	100%	359	90%
<b>Total</b>	<b>33,651</b>	<b>91%</b>	<b>20,671</b>	<b>82%</b>	<b>559</b>	<b>78%</b>	<b>54,881</b>	<b>87%</b>

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

**Table I.5 Participant profile per quarter by participants identifying as First Nations Peoples – Western Australia**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
First Nations Participants	3,848	8%	169	10%	4,017	8%
Non-First Nations Participants	39,831	81%	1,377	81%	41,208	81%
Not Stated	5,624	11%	145	9%	5,769	11%
<b>Total</b>	<b>49,303</b>	<b>100%</b>	<b>1,691</b>	<b>100%</b>	<b>50,994</b>	<b>100%</b>

**Table I.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Western Australia** <sup>193</sup>

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	3,992	8%	122	7%	4,114	8%
Not culturally and linguistically diverse	40,558	82%	1,568	93%	42,126	83%
Not stated	4,753	10%	<11	n/a	4,754	9%
<b>Total</b>	<b>49,303</b>	<b>100%</b>	<b>1,691</b>	<b>100%</b>	<b>50,994</b>	<b>100%</b>

<sup>192</sup> Down syndrome is included in intellectual disability.

<sup>193</sup> The number of CALD participants has excluded participants who identify as First Nations Peoples since the September 2021 quarter.

**Table I.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 March 2023 – Western Australia <sup>194</sup>**

Age group	Total number of active participants
Under 45	<11
45 to 54	17
55 to 64	159
<b>Total YPIRAC (under 65)</b>	<b>176</b>

**Table I.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Western Australia <sup>195</sup>**

Participants in residential aged care (under 65)	Incremental	Cumulative
Mar-20	30	168
Jun-20	34	202
Sep-20	47	249
Dec-20	16	265
Mar-21	-2	263
Jun-21	4	267
Sep-21	-9	258
Dec-21	-1	257
Mar-22	-18	239
Jun-22	-18	221
Sep-22	-20	201
Dec-22	-15	186
Mar-23	-10	176

**Table I.9 Participant profile per quarter by remoteness – Western Australia <sup>196</sup>**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Major cities	38,860	79%	1,328	79%	40,188	79%
Population > 50,000	2,462	5%	96	6%	2,558	5%
Population between 15,000 and 50,000	3,068	6%	84	5%	3,152	6%
Population between 5,000 and 15,000	554	1%	19	1%	573	1%
Population less than 5,000	2,159	4%	48	3%	2,207	4%
Remote	1,375	3%	58	3%	1,433	3%
Very Remote	819	2%	57	3%	876	2%
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>49,303</b>	<b>100%</b>	<b>1,691</b>	<b>100%</b>	<b>50,994</b>	<b>100%</b>

<sup>194</sup> There are a further 131 active participants aged 65 years or over who are currently in residential aged care.

<sup>195</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

<sup>196</sup> The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

**Table I.10 Participant profile per quarter by primary disability group – Western Australia** <sup>197 198 199</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	18,211	37%	637	38%	18,848	37%
Intellectual disability	8,830	18%	85	5%	8,915	17%
Psychosocial disability	5,073	10%	128	8%	5,201	10%
Developmental delay	2,611	5%	398	24%	3,009	6%
Hearing impairment	2,110	4%	74	4%	2,184	4%
Other neurological	2,145	4%	72	4%	2,217	4%
Other physical	1,797	4%	24	1%	1,821	4%
Cerebral palsy	1,791	4%	13	1%	1,804	4%
Acquired brain injury	1,500	3%	59	3%	1,559	3%
Global developmental delay	1,225	2%	54	3%	1,279	3%
Visual impairment	847	2%	25	1%	872	2%
Multiple sclerosis	946	2%	26	2%	972	2%
Stroke	667	1%	19	1%	686	1%
Spinal cord injury	650	1%	15	1%	665	1%
Other	789	2%	60	4%	849	2%
Other sensory/speech	111	0%	<11	n/a	113	0%
<b>Total</b>	<b>49,303</b>	<b>100%</b>	<b>1,691</b>	<b>100%</b>	<b>50,994</b>	<b>100%</b>

**Table I.11 Participant profile per quarter (participants in SIL) by primary disability group – Western Australia** <sup>200 201</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	346	13%	<11	n/a	346	12%
Intellectual disability	1,183	43%	<11	n/a	1,184	43%
Psychosocial disability	242	9%	<11	n/a	242	9%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	213	8%	<11	n/a	213	8%
Other physical	29	1%	<11	n/a	29	1%
Cerebral palsy	261	9%	<11	n/a	262	9%
Acquired brain injury	285	10%	<11	n/a	286	10%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	12	0%	<11	n/a	12	0%
Multiple sclerosis	40	1%	<11	n/a	40	1%
Stroke	77	3%	<11	n/a	77	3%
Spinal cord injury	38	1%	<11	n/a	38	1%
Other	40	1%	<11	n/a	40	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>2,768</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>2,771</b>	<b>100%</b>

<sup>197</sup> Table order based on national proportions in Table E.10 (highest to lowest).<sup>198</sup> Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.<sup>199</sup> Down syndrome is included in intellectual disability, representing 2% (1,109) of all Scheme participants in Western Australia.<sup>200</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.<sup>201</sup> Down syndrome is included in intellectual disability, representing 6% (171) of participants in SIL.

**Table I.12 Participant profile per quarter (participants not in SIL) by primary disability group – Western Australia** <sup>202</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	17,865	38%	637	38%	18,502	38%
Intellectual disability	7,647	16%	84	5%	7,731	16%
Psychosocial disability	4,831	10%	128	8%	4,959	10%
Developmental delay	2,611	6%	398	24%	3,009	6%
Hearing impairment	2,109	5%	74	4%	2,183	5%
Other neurological	1,932	4%	72	4%	2,004	4%
Other physical	1,768	4%	24	1%	1,792	4%
Cerebral palsy	1,530	3%	12	1%	1,542	3%
Acquired brain injury	1,215	3%	58	3%	1,273	3%
Global developmental delay	1,225	3%	54	3%	1,279	3%
Visual impairment	835	2%	25	1%	860	2%
Multiple sclerosis	906	2%	26	2%	932	2%
Stroke	590	1%	19	1%	609	1%
Spinal cord injury	612	1%	15	1%	627	1%
Other	749	2%	60	4%	809	2%
Other sensory/speech	110	0%	<11	n/a	112	0%
<b>Total</b>	<b>46,535</b>	<b>100%</b>	<b>1,688</b>	<b>100%</b>	<b>48,223</b>	<b>100%</b>

**Table I.13 Participant profile per quarter by reported level of function – Western Australia**

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
1 (High Function)	3,831	8%	325	19%	4,156	8%
2 (High Function)	173	0%	<11	n/a	183	0%
3 (High Function)	2,415	5%	103	6%	2,518	5%
4 (High Function)	2,445	5%	104	6%	2,549	5%
5 (High Function)	2,700	5%	108	6%	2,808	6%
6 (Moderate Function)	11,249	23%	543	32%	11,792	23%
7 (Moderate Function)	2,300	5%	51	3%	2,351	5%
8 (Moderate Function)	3,371	7%	69	4%	3,440	7%
9 (Moderate Function)	263	1%	16	1%	279	1%
10 (Moderate Function)	5,435	11%	113	7%	5,548	11%
11 (Low Function)	1,825	4%	15	1%	1,840	4%
12 (Low Function)	8,163	17%	132	8%	8,295	16%
13 (Low Function)	4,208	9%	97	6%	4,305	8%
14 (Low Function)	883	2%	<11	n/a	888	2%
15 (Low Function)	14	0%	<11	n/a	14	0%
Missing	28	0%	<11	n/a	28	0%
<b>Total</b>	<b>49,303</b>	<b>100%</b>	<b>1,691</b>	<b>100%</b>	<b>50,994</b>	<b>100%</b>

<sup>202</sup> Down syndrome is included in intellectual disability, representing 2% (938) of participants not in SIL.

**Table I.14 Participant profile per quarter by age group – Western Australia**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
0 to 6	5,551	11%	627	37%	6,178	12%
7 to 14	12,395	25%	377	22%	12,772	25%
15 to 18	4,816	10%	114	7%	4,930	10%
19 to 24	4,835	10%	64	4%	4,899	10%
25 to 34	5,096	10%	93	5%	5,189	10%
35 to 44	4,209	9%	97	6%	4,306	8%
45 to 54	4,624	9%	128	8%	4,752	9%
55 to 64	5,587	11%	179	11%	5,766	11%
65+	2,190	4%	12	1%	2,202	4%
<b>Total</b>	<b>49,303</b>	<b>100%</b>	<b>1,691</b>	<b>100%</b>	<b>50,994</b>	<b>100%</b>

**Table I.15 Participation rates by age group and gender at 31 March 2023 – Western Australia** <sup>203</sup>

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	3.4%	1.6%	2.6%
7 to 14	5.9%	2.7%	4.4%
15 to 18	4.5%	2.4%	3.6%
19 to 24	3.1%	1.7%	2.4%
25 to 44	1.3%	1.0%	1.2%
45 to 64	1.6%	1.5%	1.5%
<b>Total (aged 0 to 64)</b>	<b>2.5%</b>	<b>1.6%</b>	<b>2.1%</b>

<sup>203</sup> Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

## Part Two: Participant and family/carer outcomes

Note: In Tables I.16 to I.20 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5 and R6 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment and sixth reassessment respectively.

**Table I.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=5,075), 'participant social and community engagement rate' (n=5,088), 'parent and carer employment rate' (n=3,619) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=2,811) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 March 2021 - Western Australia** <sup>204</sup>

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	16%	21%	26%	26%
Participant employment rate - Aged 25 to 34 years	35%	35%	35%	26%
Participant employment rate - Aged 35 to 44 years	29%	29%	29%	26%
Participant employment rate - Aged 45 to 54 years	28%	27%	27%	26%
Participant employment rate - Aged 55 to 64 years	21%	18%	19%	26%
Participant employment rate - Aged 65+ years	14%	9%	11%	26%
Participant employment rate - Aged 25 to 64 years	28%	26%	27%	26%
Participant employment rate - Aged 15 to 64 years	24%	25%	27%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	39%	35%	46%
Participant social and community engagement rate - Aged 25 to 34 years	40%	43%	41%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	41%	40%	46%
Participant social and community engagement rate - Aged 45 to 54 years	40%	40%	41%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	36%	36%	46%
Participant social and community engagement rate - Aged 65+ years	34%	40%	41%	46%
Participant social and community engagement rate - Aged 25+ years	38%	40%	39%	46%
Participant social and community engagement rate - Aged 15+ years	37%	39%	38%	46%
Parent and carer employment rate - Aged 0 to 14 years	45%	48%	51%	50%
Parent and carer employment rate - Aged 15+ years	48%	50%	50%	50%
Parent and carer employment rate - All ages	46%	49%	50%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	63%	67%	75%
Participant Choice and Control - Aged 25+ years	n/a	75%	79%	75%
Participant Choice and Control - Aged 15+ years	n/a	71%	76%	75%

<sup>204</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2021 and have had a second plan reassessment to date.

**Table I.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=2,901), 'participant social and community engagement rate' (n=2,908), 'parent and carer employment rate' (n=1,754) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=1,987) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 March 2020 - Western Australia <sup>205</sup>**

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	16%	17%	20%	26%	26%
Participant employment rate - Aged 25 to 34 years	34%	33%	26%	33%	26%
Participant employment rate - Aged 35 to 44 years	27%	30%	27%	24%	26%
Participant employment rate - Aged 45 to 54 years	25%	27%	23%	24%	26%
Participant employment rate - Aged 55 to 64 years	16%	16%	17%	14%	26%
Participant employment rate - Aged 65+ years	9%	12%	8%	7%	26%
Participant employment rate - Aged 25 to 64 years	26%	26%	23%	24%	26%
Participant employment rate - Aged 15 to 64 years	23%	24%	22%	24%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	38%	43%	38%	46%
Participant social and community engagement rate - Aged 25 to 34 years	40%	43%	47%	46%	46%
Participant social and community engagement rate - Aged 35 to 44 years	39%	42%	44%	46%	46%
Participant social and community engagement rate - Aged 45 to 54 years	39%	43%	46%	44%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	37%	36%	35%	46%
Participant social and community engagement rate - Aged 65+ years	35%	40%	38%	38%	46%
Participant social and community engagement rate - Aged 25+ years	38%	41%	42%	42%	46%
Participant social and community engagement rate - Aged 15+ years	37%	40%	42%	41%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	48%	43%	50%	50%
Parent and carer employment rate - Aged 15+ years	48%	53%	49%	49%	50%
Parent and carer employment rate - All ages	46%	50%	45%	49%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	65%	71%	69%	75%
Participant Choice and Control - Aged 25+ years	n/a	76%	81%	83%	75%
Participant Choice and Control - Aged 15+ years	n/a	73%	78%	78%	75%

<sup>205</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a third plan reassessment to date.



**Table I.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,075), 'participant social and community engagement rate' (n=1,066), 'parent and carer employment rate' (n=657) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=848) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 March 2019 - Western Australia <sup>206</sup>**

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	14%	22%	26%	27%	29%	26%
Participant employment rate - Aged 25 to 34 years	30%	31%	26%	28%	33%	26%
Participant employment rate - Aged 35 to 44 years	30%	32%	30%	30%	30%	26%
Participant employment rate - Aged 45 to 54 years	27%	27%	29%	21%	23%	26%
Participant employment rate - Aged 55 to 64 years	23%	22%	20%	8%	17%	26%
Participant employment rate - Aged 65+ years	9%	8%	10%	3%	4%	26%
Participant employment rate - Aged 25 to 64 years	27%	27%	26%	21%	25%	26%
Participant employment rate - Aged 15 to 64 years	24%	26%	26%	22%	26%	26%
Participant social and community engagement rate - Aged 15 to 24 years	40%	43%	43%	38%	40%	46%
Participant social and community engagement rate - Aged 25 to 34 years	46%	48%	45%	49%	46%	46%
Participant social and community engagement rate - Aged 35 to 44 years	55%	58%	52%	67%	51%	46%
Participant social and community engagement rate - Aged 45 to 54 years	45%	47%	43%	55%	48%	46%
Participant social and community engagement rate - Aged 55 to 64 years	42%	46%	49%	38%	43%	46%
Participant social and community engagement rate - Aged 65+ years	38%	39%	45%	33%	46%	46%
Participant social and community engagement rate - Aged 25+ years	45%	48%	47%	48%	47%	46%
Participant social and community engagement rate - Aged 15+ years	44%	47%	46%	46%	45%	46%
Parent and carer employment rate - Aged 0 to 14 years	42%	41%	47%	52%	54%	50%
Parent and carer employment rate - Aged 15+ years	49%	49%	47%	48%	50%	50%
Parent and carer employment rate - All ages	45%	44%	47%	51%	52%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	64%	70%	73%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	73%	76%	79%	82%	75%
Participant Choice and Control - Aged 15+ years	n/a	70%	74%	77%	78%	75%

<sup>206</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a fourth plan reassessment to date.

**Table I.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=181), 'participant social and community engagement rate' (n=185), 'parent and carer employment rate' (n=130) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=165) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 March 2018 - Western Australia<sup>207</sup>**

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	32%	28%	32%	32%	12%	27%	26%
Participant employment rate - Aged 15 to 64 years	29%	26%	29%	30%	17%	28%	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	38%	41%	44%	50%	35%	46%	46%
Participant social and community engagement rate - Aged 15+ years	38%	38%	41%	45%	34%	42%	46%
Parent and carer employment rate - Aged 0 to 14 years	42%	46%	36%	47%	54%	45%	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	46%	51%	42%	56%	58%	50%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	62%	61%	66%	70%	59%	75%
Participant Choice and Control - Aged 25+ years	n/a	77%	79%	84%	79%	82%	75%
Participant Choice and Control - Aged 15+ years	n/a	72%	73%	78%	75%	74%	75%

<sup>207</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a fifth plan reassessment to date.

**Table I.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=75), 'participant social and community engagement rate' (n=72), 'parent and carer employment rate' (n=23) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=65) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 31 March 2017 - Western Australia <sup>208</sup>**

Age group	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 15 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	35%	39%	40%	38%	50%	36%	44%	46%
Participant social and community engagement rate - Aged 15+ years	33%	39%	41%	39%	48%	32%	42%	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	75%
Participant Choice and Control - Aged 25+ years	n/a	74%	73%	75%	92%	91%	86%	75%
Participant Choice and Control - Aged 15+ years	n/a	72%	70%	77%	92%	82%	82%	75%

<sup>208</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a sixth plan reassessment to date.

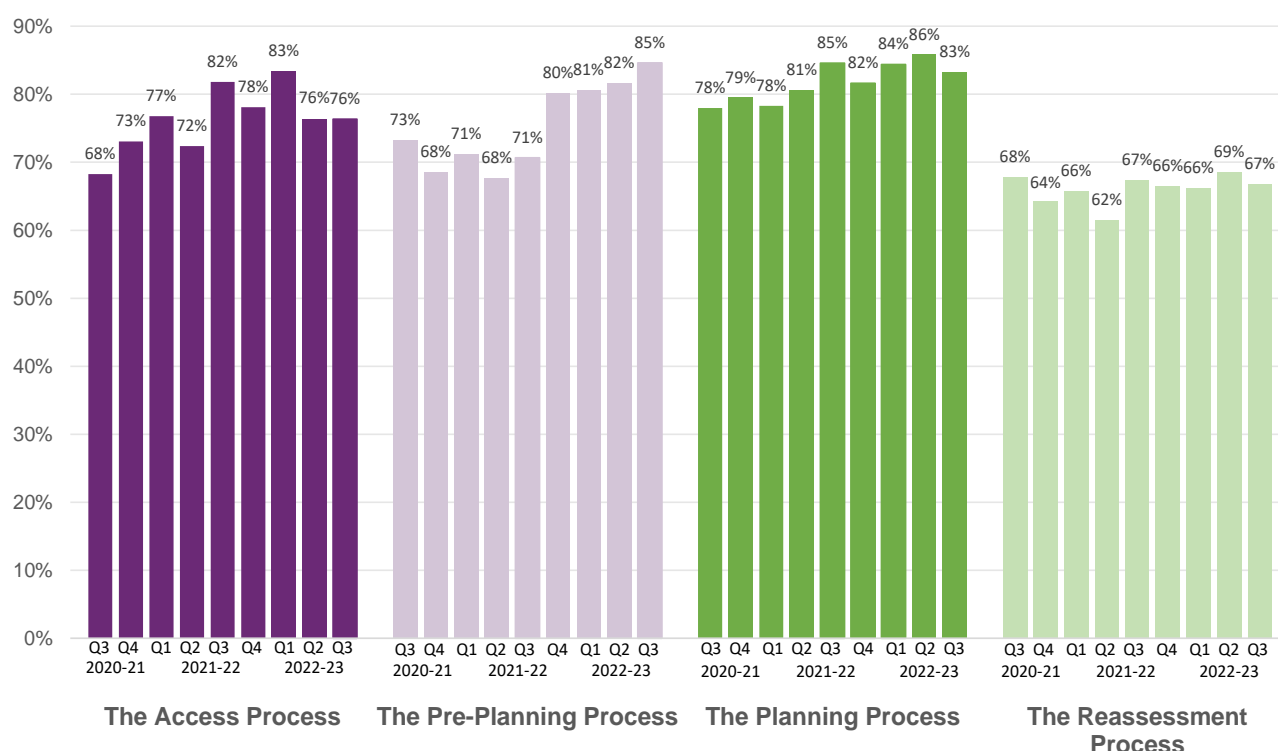
## Part Three: Participant experience

**Table I.21 Proportion of participants who agreed with statements about 'Access' (n = 1,329 in Prior Quarters, n = 169 in 2022-23 Q3), 'Pre-planning' (n = 928 in Prior Quarters, n = 91 in 2022-23 Q3), 'Planning' (n = 4,336 in Prior Quarters, n = 383 in 2022-23 Q3) and 'Plan reassessment' (n = 9,878 in Prior Quarters, n = 1,181 in 2022-23 Q3) of NDIS journey in 2022-23 Q3 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter – Western Australia <sup>209</sup>**

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2022-23 Q3
Access - Are you happy with how coming into the NDIS has gone?	86%	88%
Access - Was the person from the NDIS respectful?	97%	99%
Access - Do you understand what will happen next with your plan?	73%	75%
Access - % of participants rating their overall experience as Very Good or Good.	76%	76%
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	84%	86%
Pre-planning - Did you understand why you needed to give the information you did?	93%	96%
Pre-planning - Were decisions about your plan clearly explained?	70%	82%
Pre-planning - Are you clear on what happens next with your plan?	59%	71%
Pre-planning - Do you know where to go for more help with your plan?	66%	69%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	74%	85%
Planning - Did the person from the NDIS understand how your disability affects your life?	87%	90%
Planning - Did you understand why you needed to give the information you did?	97%	98%
Planning - Were decisions about your plan clearly explained?	85%	86%
Planning - Are you clear on what happens next with your plan?	80%	80%
Planning - Do you know where to go for more help with your plan?	87%	88%
Planning - % of participants rating their overall experience as Very Good or Good.	81%	83%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	74%	72%
Plan reassessment - Did you feel prepared for your plan reassessment?	82%	79%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	84%	83%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	66%	67%

<sup>209</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

**Figure I.1 Trend of satisfaction across the pathway (% Very Good/Good) – Western Australia <sup>210</sup>**



The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q3. The charts show trends in complaints based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table I.22 shows the number of complaints in 2022-23 Q3 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Tables I.23 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

<sup>210</sup> Participant satisfaction results for prior quarters have been restated using data as at 31 March 2023 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

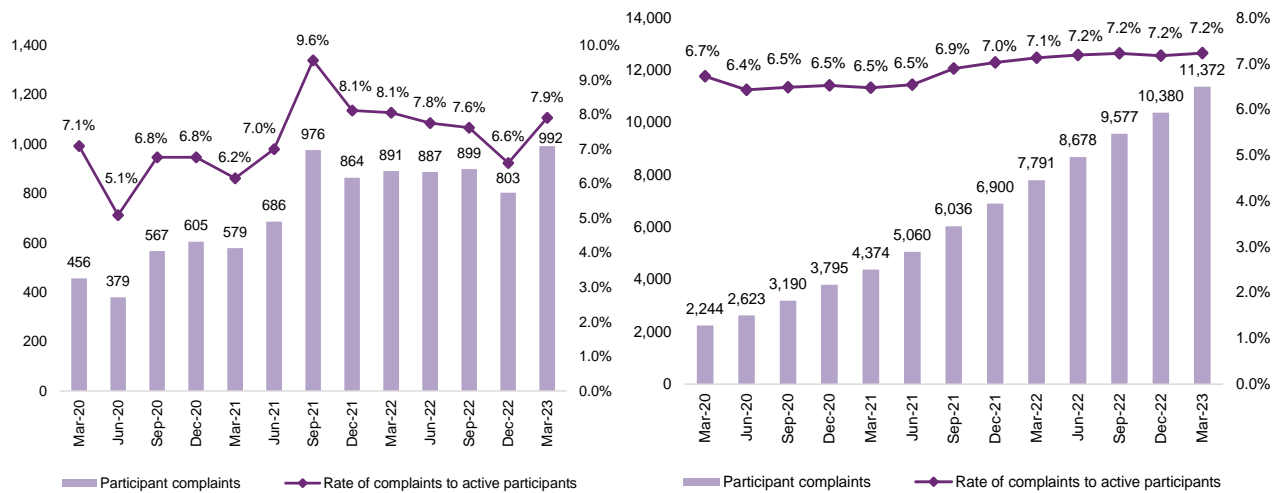
**Table I.22 Complaints by quarter – Western Australia** <sup>211 212</sup>

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q3	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	19	<11	21	20
People who have submitted an access request: Complaint about LAC Partner	308	29	337	303
People who have submitted an access request: Complaints about service providers	556	46	602	488
People who have submitted an access request: Complaints about the Agency	7,379	563	7,942	4,509
People who have submitted an access request: Critical/ Reportable Incident	2,031	352	2,383	1,655
People who have submitted an access request: Unclassified	87	<11	87	82
<b>People who have submitted an access request: Total</b>	<b>10,380</b>	<b>992</b>	<b>11,372</b>	<b>6,112</b>
<i>Percentage of the number of active participants</i>	<i>7.2%</i>	<i>7.9%</i>	<i>7.2%</i>	<i>n/a</i>

<sup>211</sup> Note that 62% of all complainants made only one complaint, 20% made two complaints and 18% made three or more complaints.

<sup>212</sup> Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

**Figure I.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Western Australia**



**Table I.23 Participant complaints by type. Complaints with a related party who has submitted an access request – Western Australia<sup>213</sup>**

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	144	2%	<11	n/a	144	2%
Complaints about the Agency - Information unclear	74	1%	<11	n/a	74	1%
Complaints about the Agency - NDIA Access	193	3%	31	6%	224	3%
Complaints about the Agency - NDIA Engagement	<11	n/a	<11	n/a	11	0%
Complaints about the Agency - NDIA Finance	503	7%	45	8%	548	7%
Complaints about the Agency - NDIA Fraud and Compliance	29	0%	<11	n/a	37	0%
Complaints about the Agency - NDIA Plan	2,007	27%	200	36%	2,207	28%
Complaints about the Agency - NDIA Process	771	10%	52	9%	823	10%
Complaints about the Agency - NDIA Resources	82	1%	<11	n/a	89	1%
Complaints about the Agency - NDIA Staff	448	6%	70	12%	518	7%
Complaints about the Agency - NDIA Timeliness	1,724	23%	132	23%	1,856	23%
Complaints about the Agency - Participation, engagement and inclusion	15	0%	<11	n/a	15	0%
Complaints about the Agency - Provider Portal	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Quality & Safeguards Commission	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Reasonable and necessary supports	172	2%	<11	n/a	172	2%
Complaints about the Agency - Staff conduct - Agency	65	1%	<11	n/a	65	1%
Complaints about the Agency - The way the NDIA carried out its decision making	138	2%	<11	n/a	142	2%
Complaints about the Agency - Timeliness	521	7%	<11	n/a	524	7%
Complaints about the Agency - Other	475	6%	<11	n/a	484	6%
<b>Complaints about the Agency - Total</b>	<b>7,379</b>	<b>100%</b>	<b>563</b>	<b>100%</b>	<b>7,942</b>	<b>100%</b>
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Process	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Timeliness	<11	n/a	<11	n/a	<11	n/a

<sup>213</sup> There are 10,380 total participant complaints in Prior Quarters, 992 total participant complaints in 2022-23 Q3, and 11,372 total participant complaints as at 31 March 2023, including 87 unclassified participant complaints as at 31 March 2023.

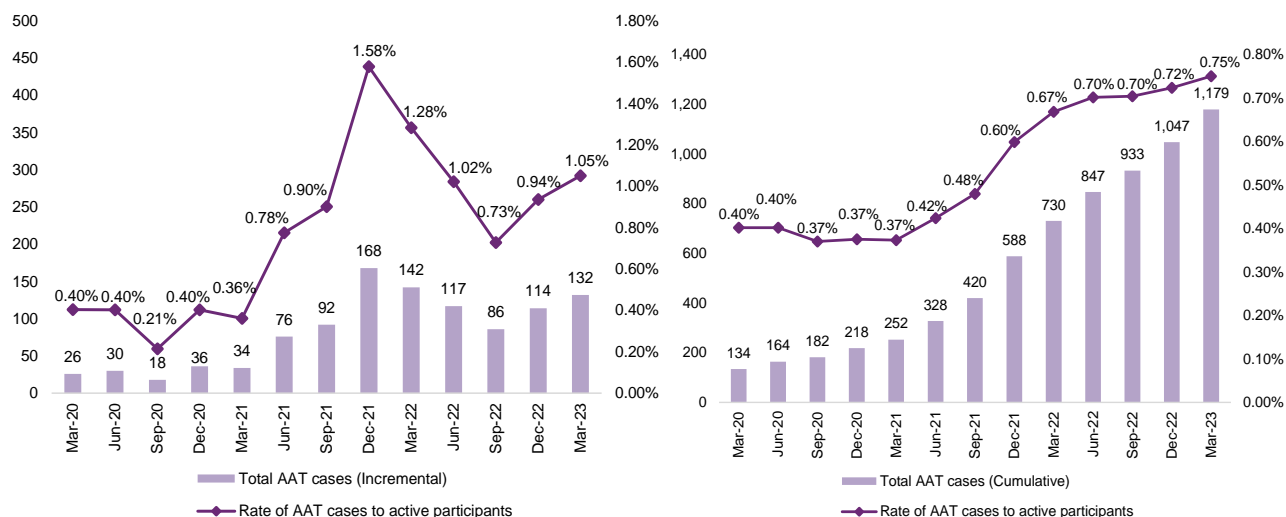
Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about ECA Partner - Total</b>	<b>19</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>21</b>	<b>100%</b>
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	44	14%	<11	n/a	51	15%
Complaints about LAC Partner - LAC Process	37	12%	<11	n/a	42	12%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	181	59%	16	55%	197	58%
Complaints about LAC Partner - LAC Timeliness	38	12%	<11	n/a	39	12%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about LAC Partner - Total</b>	<b>308</b>	<b>100%</b>	<b>29</b>	<b>100%</b>	<b>337</b>	<b>100%</b>
Complaints about service providers - Provider Costs	15	3%	<11	n/a	15	2%
Complaints about service providers - Provider Finance	32	6%	<11	n/a	35	6%
Complaints about service providers - Provider Fraud and Compliance	42	8%	<11	n/a	49	8%
Complaints about service providers - Provider Process	14	3%	<11	n/a	14	2%
Complaints about service providers - Provider Service	251	45%	27	59%	278	46%
Complaints about service providers - Provider Staff	93	17%	<11	n/a	100	17%
Complaints about service providers - Service Delivery	24	4%	<11	n/a	24	4%
Complaints about service providers - Staff Conduct	18	3%	<11	n/a	19	3%
Complaints about service providers - Supports being provided	24	4%	<11	n/a	24	4%
Complaints about service providers - Other	43	8%	<11	n/a	44	7%
<b>Complaints about service providers - Total</b>	<b>556</b>	<b>100%</b>	<b>46</b>	<b>100%</b>	<b>602</b>	<b>100%</b>
Critical/ Reportable Incident - Allegations against a provider	546	27%	136	39%	682	29%
Critical/ Reportable Incident - Allegations against Informal Supports	231	11%	100	28%	331	14%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	407	20%	36	10%	443	19%
Critical/ Reportable Incident - Provider reporting	847	42%	80	23%	927	39%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
<b>Critical/ Reportable Incident - Total</b>	<b>2,031</b>	<b>100%</b>	<b>352</b>	<b>100%</b>	<b>2,383</b>	<b>100%</b>

**Table I.24 AAT Cases by category at 31 March 2023 – Western Australia**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Access	175	17%	19	14%	194	16%
Plan	818	78%	97	73%	915	78%
Plan Reassessment	23	2%	<11	n/a	25	2%
Other	31	3%	14	11%	45	4%
<b>Total cases</b>	<b>1,047</b>	<b>100%</b>	<b>132</b>	<b>100%</b>	<b>1,179</b>	<b>100%</b>
<i>Percentage of the number of active participants</i>	<i>0.72%</i>	<i>n/a</i>	<i>1.05%</i>	<i>n/a</i>	<i>0.75%</i>	<i>n/a</i>



**Figure I.3 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Western Australia**



**Table I.25 AAT cases by open/closed and decision – Western Australia** <sup>214 215</sup>

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
<b>AAT Cases</b>	<b>1,179</b>	<b>1,111</b>
<b>Open AAT Cases</b>	<b>356</b>	<b>354</b>
<b>Closed AAT Cases</b>	<b>823</b>	<b>789</b>
<i>Resolved before hearing</i>	<i>815</i>	<i>782</i>
<i>Gone to hearing and received a substantive decision</i>	<i>&lt;11</i>	<i>&lt;11</i>

<sup>214</sup> The numbers of AAT cases that went to hearing and received a substantive decision for Western Australia are not shown due to insufficient numbers.

<sup>215</sup> The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

## Part Four: Providers and the growing market

**Table I.26 Key markets indicators by quarter – Western Australia** <sup>216 217</sup>

Market indicators	Previous Quarter	2022-23 Q3
Average number of active providers per active participant	1.24	1.21
Number of providers delivering new types of supports	247	253
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	91%	91%
Share of payments - top 25%: Therapeutic Supports (Percentage)	95%	95%
Share of payments - top 25%: Participate Community (Percentage)	91%	92%
Share of payments - top 25%: Early Childhood Supports (Percentage)	91%	92%
Share of payments - top 25%: Assist Personal Activities (Percentage)	93%	93%

**Table I.27 Cumulative number of providers that have ever been active as at 31 March 2023 by quarter of activity – Western Australia** <sup>218</sup>

Activity	Number of providers
Active for the first time in 2022-23 Q3	76
Active in 2022-23 Q3 and also in previous quarters	1,170
<b>Active in 2022-23 Q3</b>	<b>1,246</b>
Inactive in 2022-23 Q3	1,749
<b>Active ever</b>	<b>2,995</b>

**Table I.28 Distribution of active providers in 2022-23 Q3 by their status in 2022-23 Q2 and payment band in 2022-23 Q3 – Western Australia** <sup>219</sup>

Amount paid in 2022-23 Q3	Active in previous quarter and active this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	177	41	33	251
\$2,001-\$10,000	223	12	22	257
\$10,001-\$100,000	376	8	16	400
\$100,001-\$250,000	122	<5	<5	126
\$250,000+	211	<5	<5	212
<b>Total</b>	<b>1,109</b>	<b>61</b>	<b>76</b>	<b>1,246</b>

**Table I.29 Proportion of active participants with approved plans accessing mainstream supports – Western Australia** <sup>220</sup>

Mainstream service	Prior Quarters	2022-23 Q3	Total
Daily Activities	11%	11%	11%
Health & Wellbeing	70%	75%	71%
Lifelong Learning	32%	29%	31%
Other	28%	30%	29%
Non-categorised	12%	10%	11%
<b>Any mainstream service</b>	<b>96%</b>	<b>95%</b>	<b>96%</b>

<sup>216</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>217</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>218</sup> Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

<sup>219</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

<sup>220</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

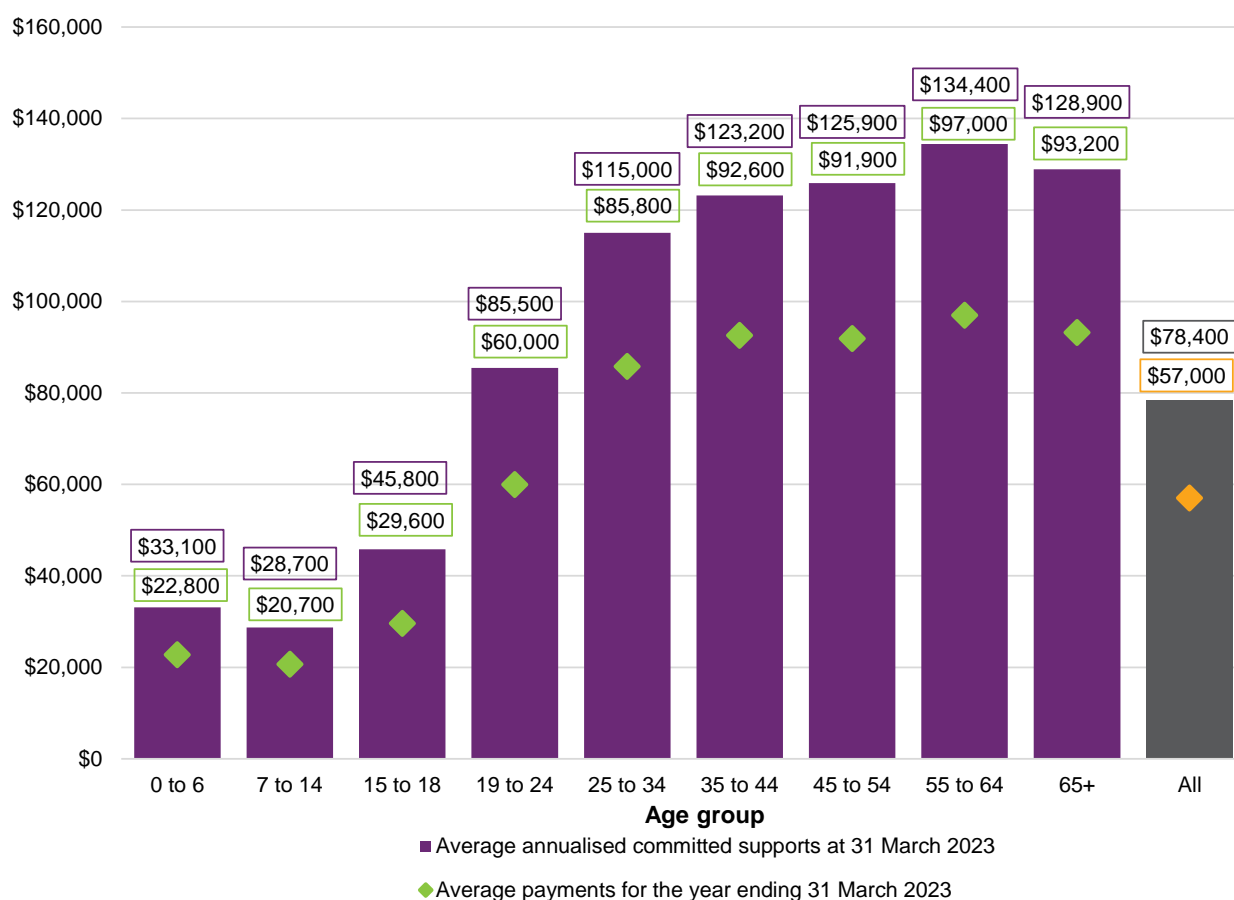
## Part Five: Financial sustainability

Note: In Table I.30 and Figures I.4 to I.12, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2022. Average payments are derived from total payments paid over the 12 months to 31 December 2022, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

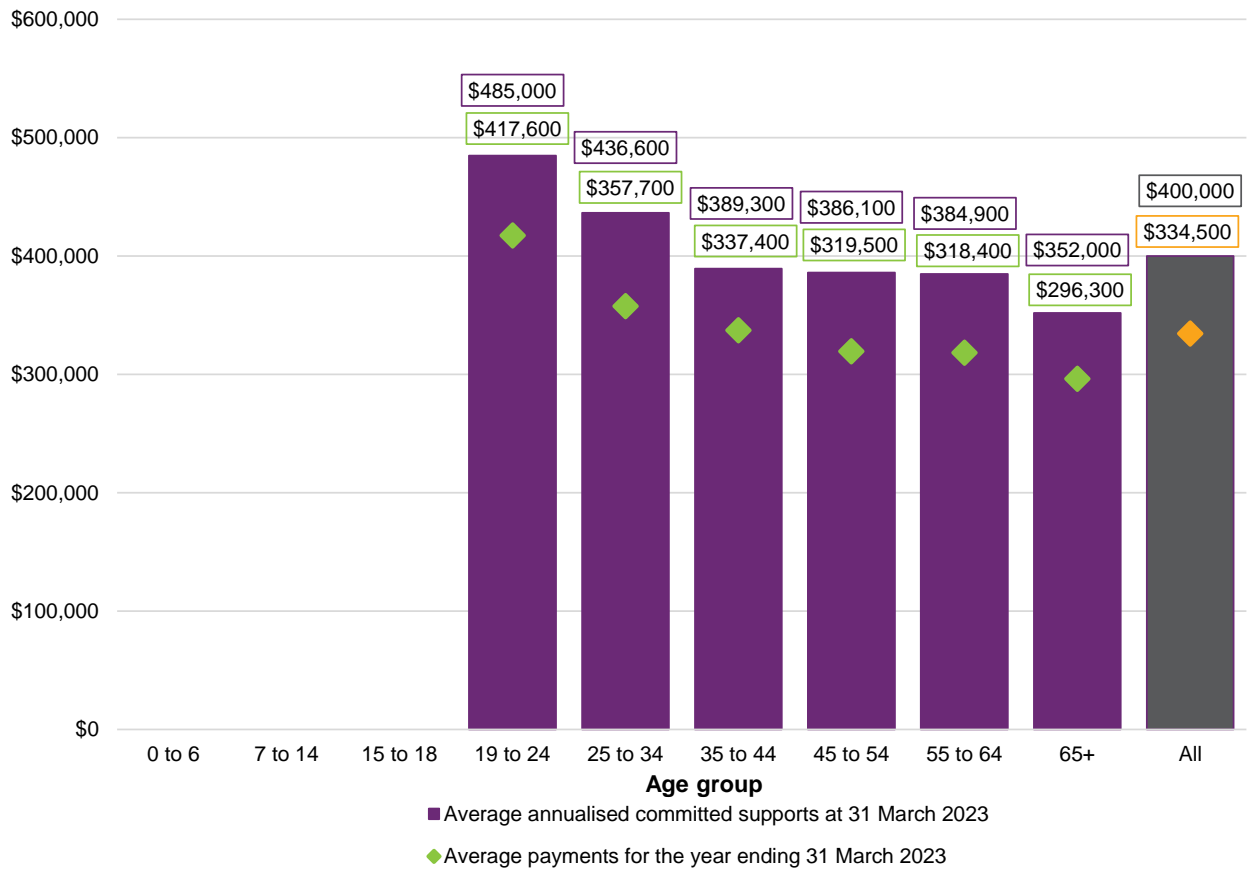
**Table I.30 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q3 – Western Australia**

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	2.0%	2.1%
\$5,001-\$10,000	5.4%	5.8%
\$10,001-\$15,000	9.0%	9.5%
\$15,001-\$20,000	9.6%	10.2%
\$20,001-\$25,000	11.2%	11.8%
\$25,001-\$30,000	7.1%	7.5%
\$30,001-\$50,000	17.6%	18.6%
\$50,001-\$100,000	17.8%	18.7%
\$100,001-\$150,000	6.3%	6.6%
\$150,001-\$200,000	3.4%	3.5%
\$200,001-\$250,000	2.2%	1.8%
\$250,001+	7.9%	3.3%

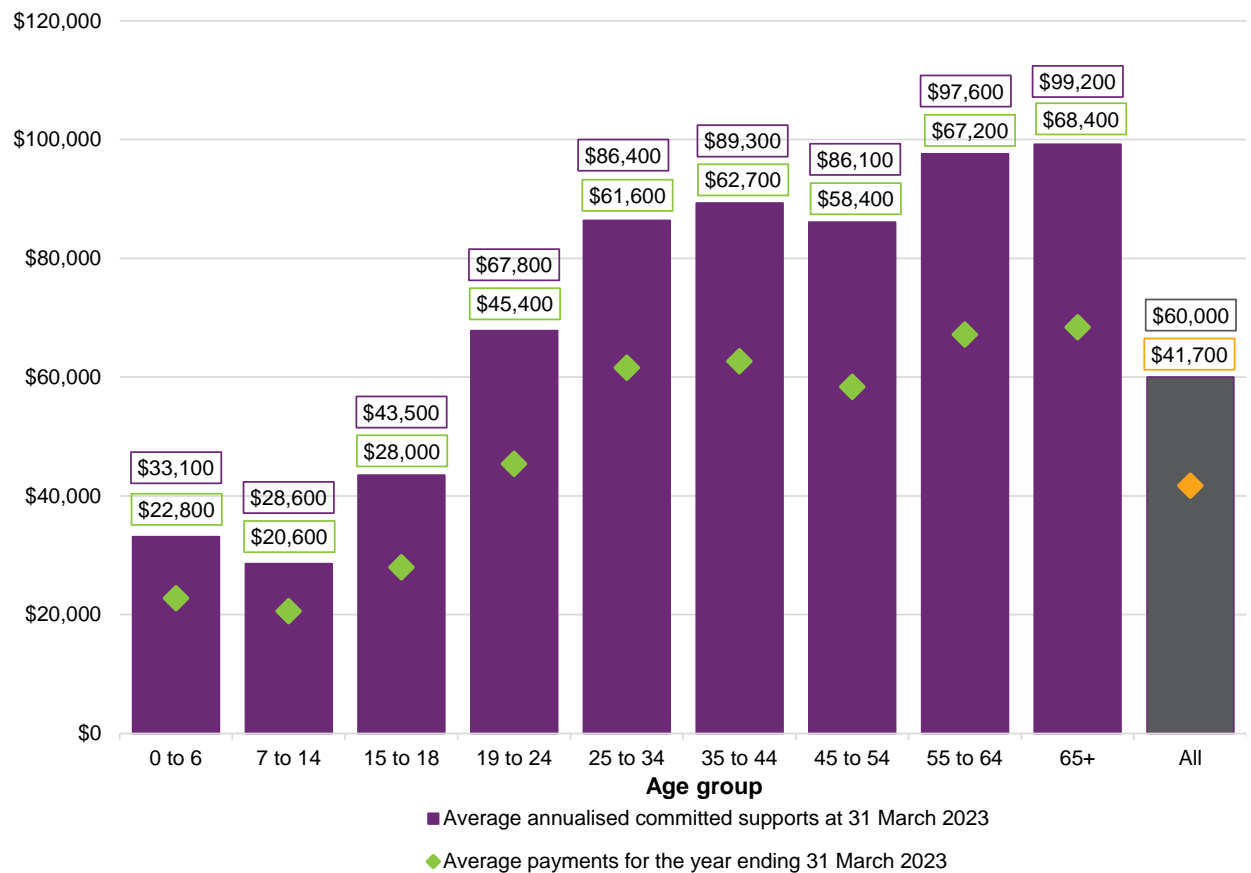
**Figure I.4 Average annualised committed supports and average payments by age group as at 31 March 2023 – Western Australia**



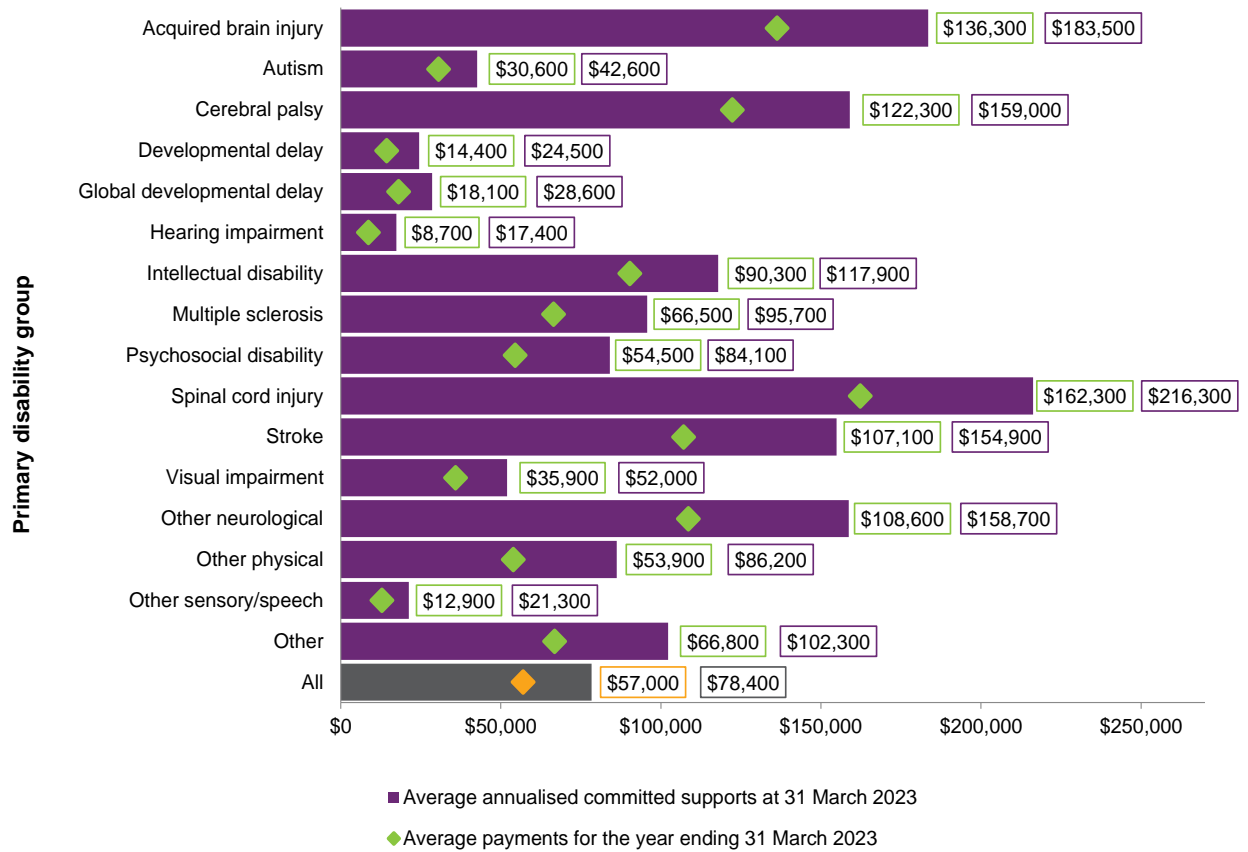
**Figure I.5 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 March 2023 – Western Australia**



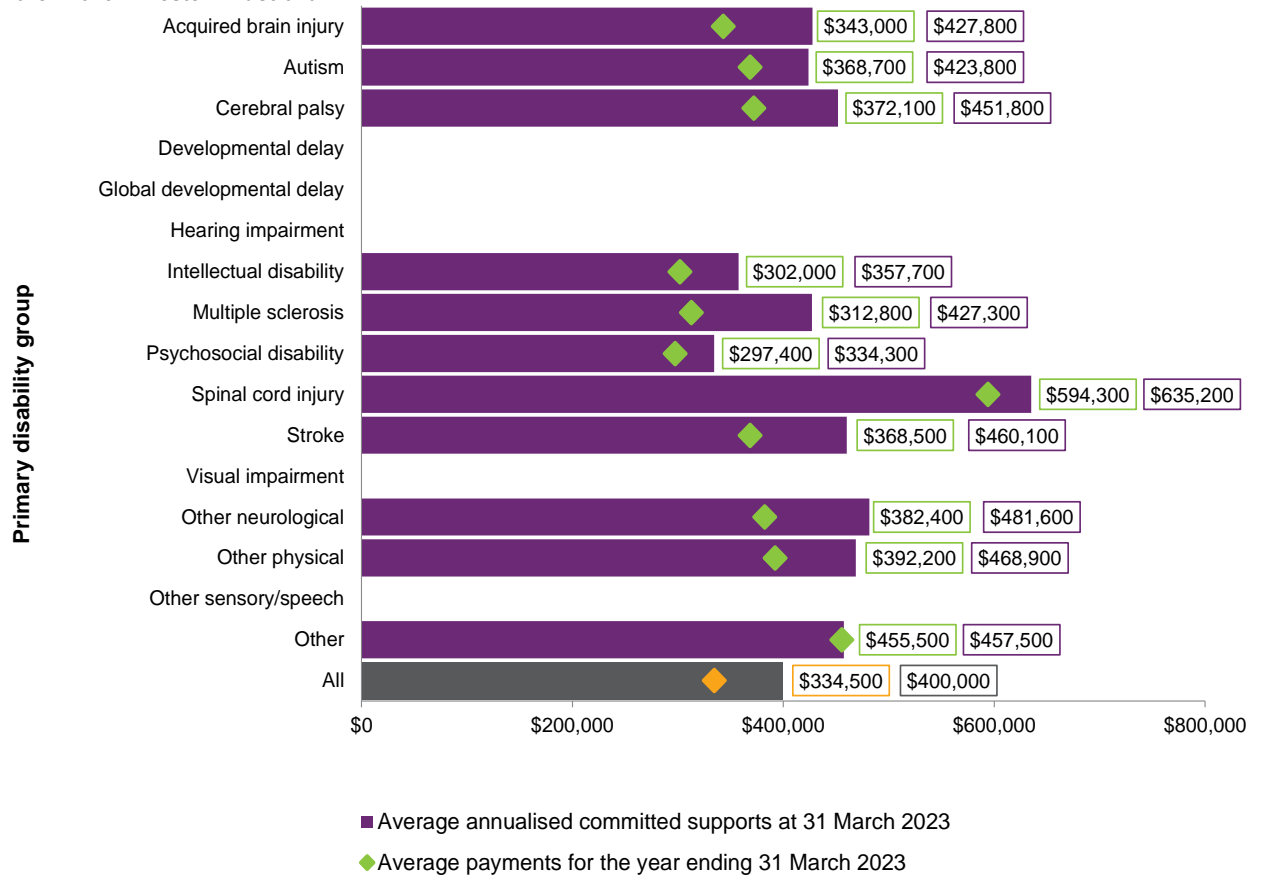
**Figure I.6 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 March 2023 – Western Australia**



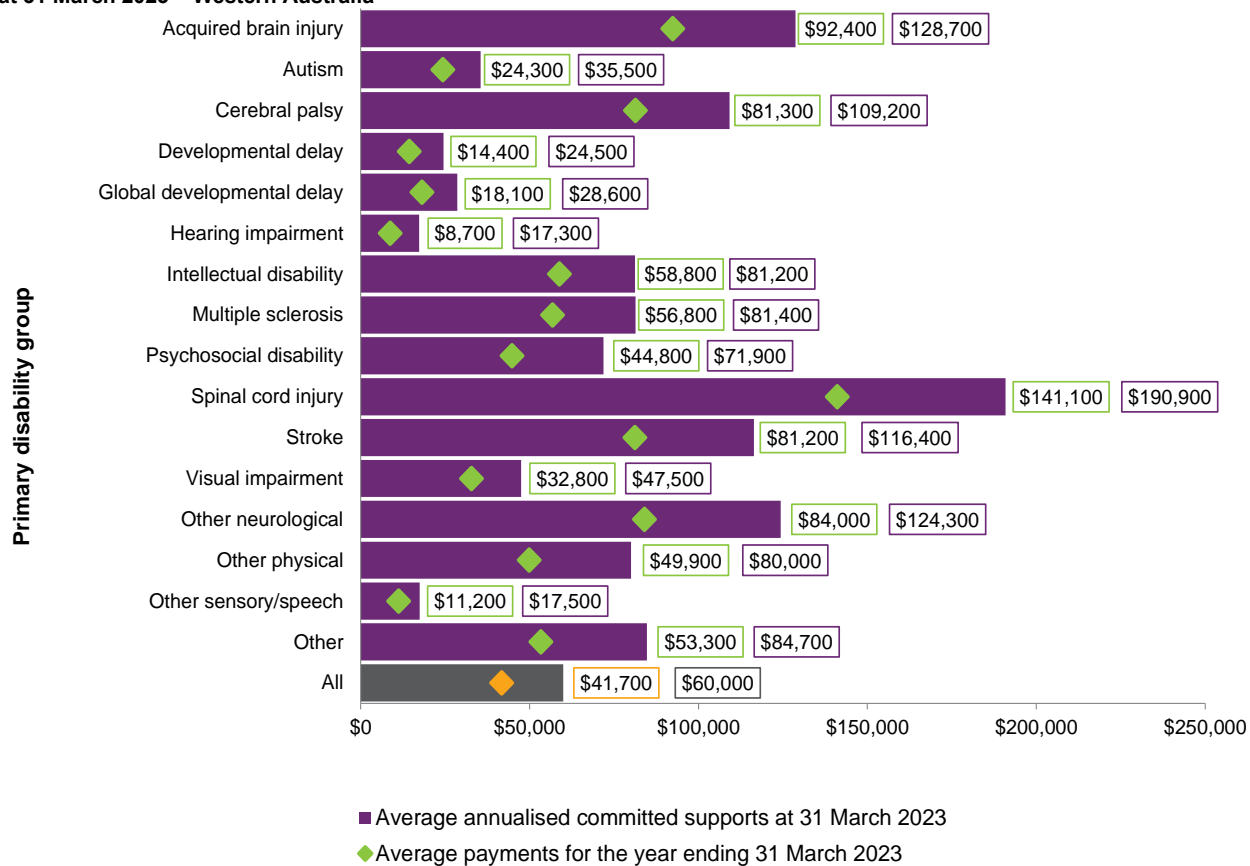
**Figure I.7 Average annualised committed supports and average payments by primary disability group as at 31 March 2023 – Western Australia**



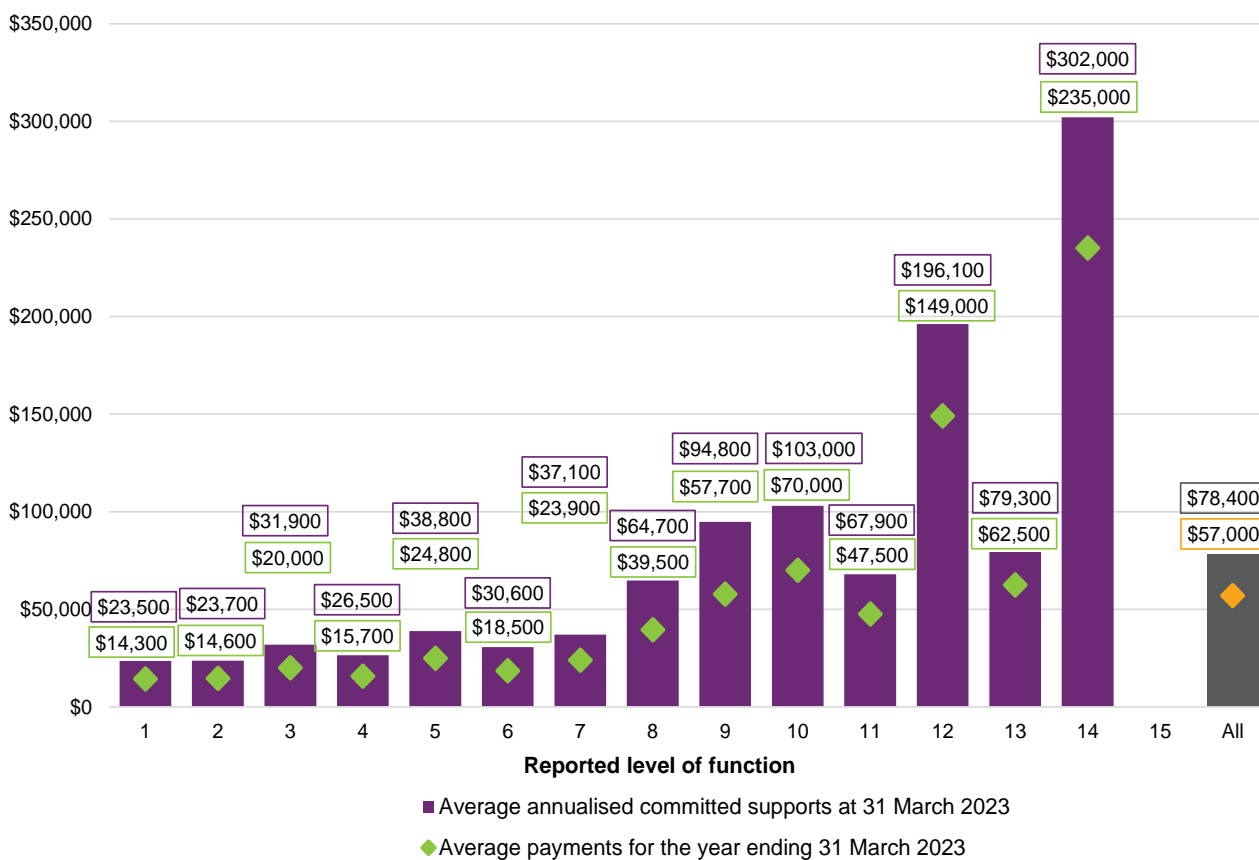
**Figure I.8 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 March 2023 – Western Australia**



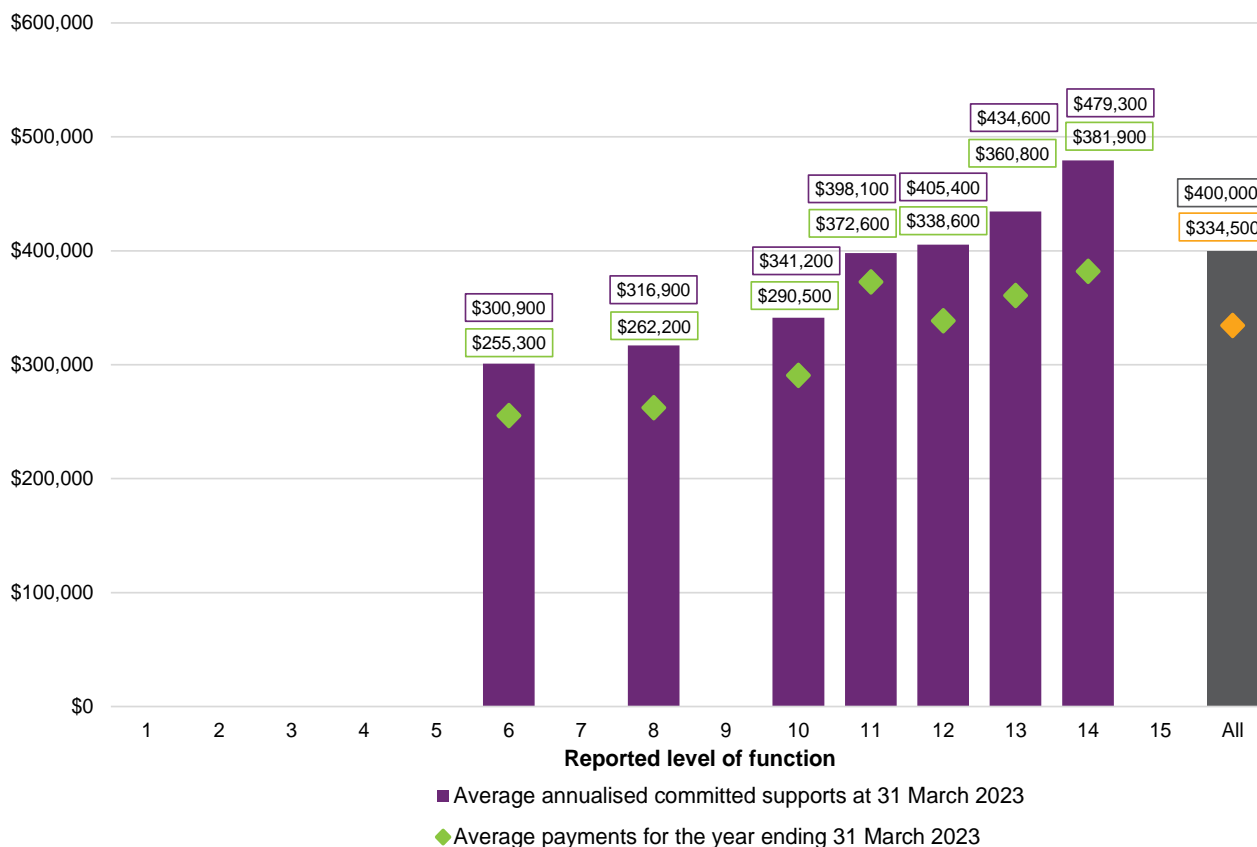
**Figure I.9 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 March 2023 – Western Australia**



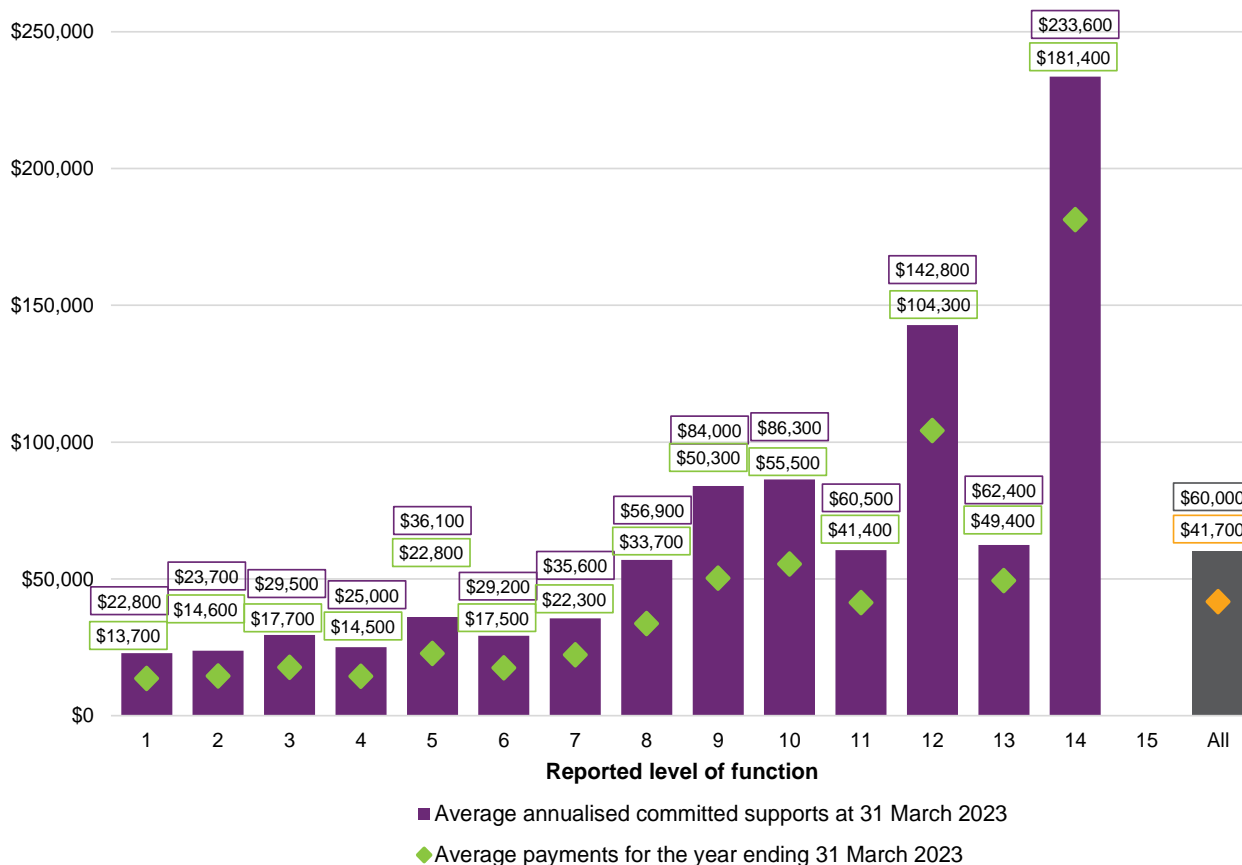
**Figure I.10 Average annualised committed supports and average payments by reported level of function as at 31 March 2023 – Western Australia**



**Figure I.11 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 March 2023 – Western Australia**



**Figure I.12 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 March 2023 – Western Australia**



**Table I.31 Total annualised committed supports and total payments by support category as at 31 March 2023 (\$m) – Western Australia** <sup>221 222</sup>

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$1,423.8	\$1,859.0
Core: Consumables	\$52.3	\$80.8
Core: Social and Civic	\$540.7	\$790.2
Core: Transport	\$46.5	\$41.9
Capacity Building: Choice and Control	\$36.0	\$42.0
Capacity Building: Daily Activities	\$384.3	\$654.5
Capacity Building: Employment	\$8.9	\$37.2
Capacity Building: Health and Wellbeing	\$2.1	\$4.5
Capacity Building: Home Living	\$0.0	\$0.3
Capacity Building: Lifelong learning	\$0.00	\$0.04
Capacity Building: Relationships	\$47.7	\$98.7
Capacity Building: Social and Civic	\$22.0	\$55.0
Capacity Building: Support Coordination	\$75.4	\$113.8
Capital: Assistive Technology	\$74.3	\$179.0
Capital: Home Modifications	\$15.4	\$43.2
<b>All</b>	<b>\$2,736.1</b>	<b>\$4,000.1</b>

**Table I.32 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 March 2023 (\$m) – Western Australia** <sup>223 224</sup>

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$649.5	\$794.3
Core: Consumables	\$6.5	\$10.7
Core: Social and Civic	\$107.5	\$165.1
Core: Transport	\$3.4	\$6.5
Capacity Building: Choice and Control	\$1.4	\$1.8
Capacity Building: Daily Activities	\$23.8	\$38.7
Capacity Building: Employment	\$0.2	\$1.2
Capacity Building: Health and Wellbeing	\$0.3	\$0.7
Capacity Building: Home Living	\$0.0	\$0.0
Capacity Building: Lifelong learning	\$0.0	\$0.0
Capacity Building: Relationships	\$16.2	\$29.3
Capacity Building: Social and Civic	\$0.2	\$0.5
Capacity Building: Support Coordination	\$11.0	\$15.7
Capital: Assistive Technology	\$9.5	\$24.9
Capital: Home Modifications	\$4.0	\$18.8
<b>All</b>	<b>\$839.8</b>	<b>\$1,108.3</b>

<sup>221</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023. A small quantity of payments and committed supports have missing support category and are included in totals.

<sup>222</sup> Total payments for home modifications in Western Australia were \$15.4m. Of which, \$5.6m (36%) has been paid for specialised disability accommodation (SDA) supports, and \$9.8m (64%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.3m processed off-system in June 2022. Total annualised committed supports for home modifications in Western Australia were \$43.2m. Of which, \$25.3m (59%) has been allocated for specialised disability accommodation (SDA) supports, and \$17.9m (41%) has been allocated for non-SDA supports.

<sup>223</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

<sup>224</sup> Total payments for home modifications in Western Australia were \$4.0m. Of which, \$3.7m (92%) has been paid for specialised disability accommodation (SDA) supports, and \$0.3m (8%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.3m processed off-system in June 2022. Total annualised committed supports for home modifications in Western Australia were \$18.8m. Of which, \$18.4m (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.3m (2%) has been allocated for non-SDA supports.



**Table I.33 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 March 2023 (\$m) – Western Australia** <sup>225 226</sup>

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$774.4	\$1,064.7
Core: Consumables	\$45.8	\$70.0
Core: Social and Civic	\$433.1	\$625.0
Core: Transport	\$43.1	\$35.4
Capacity Building: Choice and Control	\$34.6	\$40.2
Capacity Building: Daily Activities	\$360.5	\$615.8
Capacity Building: Employment	\$8.7	\$36.0
Capacity Building: Health and Wellbeing	\$1.8	\$3.8
Capacity Building: Home Living	\$0.0	\$0.3
Capacity Building: Lifelong learning	\$0.0	\$0.0
Capacity Building: Relationships	\$31.5	\$69.3
Capacity Building: Social and Civic	\$21.8	\$54.5
Capacity Building: Support Coordination	\$64.5	\$98.1
Capital: Assistive Technology	\$64.8	\$154.1
Capital: Home Modifications	\$11.4	\$24.4
<b>All</b>	<b>\$1,896.3</b>	<b>\$2,891.8</b>

**Table I.34 Payments by financial year in which support was provided, compared to committed supports (\$m) – Western Australia** <sup>227 228</sup>

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	0.2	19.6	70.6	173.4	225.7	547.6	1,536.2	2,729.8	3,180.9	2,905.7
Total Paid	0.1	11.2	51.8	133.3	167.3	393.6	1,023.3	1,932.1	2,349.8	1,999.7
% utilised to date	22%	57%	73%	77%	74%	72%	67%	71%	74%	69%

**Table I.35 Percentage change in plan budgets for active participants – Western Australia** <sup>229 230</sup>

Inflation type	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Intraplan Inflation	1.9%	3.3%	3.3%	4.9%	5.2%	5.8%	9.1%	5.2%	6.6%
Interplan Inflation	-1.6%	-1.4%	1.0%	6.0%	5.3%	10.5%	15.9%	12.3%	8.7%
<b>Total Inflation</b>	<b>0.3%</b>	<b>1.9%</b>	<b>4.3%</b>	<b>11.0%</b>	<b>10.5%</b>	<b>16.2%</b>	<b>25.0%</b>	<b>17.6%</b>	<b>15.3%</b>

<sup>225</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

<sup>226</sup> Total payments for home modifications in Western Australia were \$11.4m. Of which, \$1.9m (17%) has been paid for specialised disability accommodation (SDA) supports, and \$9.5m (83%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.03m processed off-system in June 2022. Total annualised committed supports for home modifications in Western Australia were \$24.4m. Of which, \$6.9m (28%) has been allocated for specialised disability accommodation (SDA) supports, and \$17.6m (72%) has been allocated for non-SDA supports.

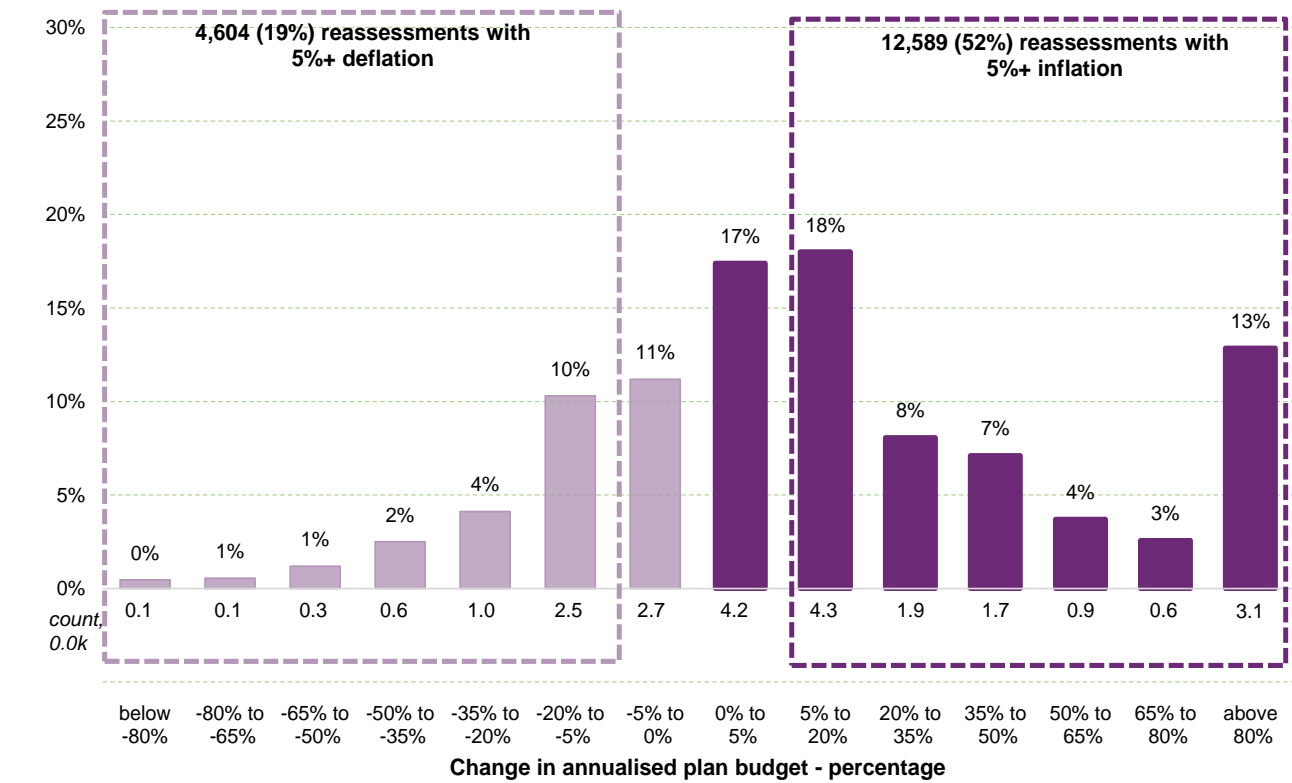
<sup>227</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for Western Australia.

<sup>228</sup> The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

<sup>229</sup> The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July to maintain the purchasing power of remaining plans. Due to this, there was a one off increase in intraplan and total inflation during the month of July 2022, which impacts the September 2022 quarter.

<sup>230</sup> The September 2022 inflation number has had minor restatement from 24.9 per cent from the previous report.

Figure I.13 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 March 2023) - all participants – Western Australia <sup>231</sup>



<sup>231</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.

# Appendix J:

## South Australia

### Part One: Participants and their plans

**Table J.1 Active participants by quarter of entry, plan and entry type – South Australia** <sup>232</sup>

Participant breakdown	Prior Quarters	2022-23 Q3	Total
<b>Access decisions</b>	<b>63,194</b>	<b>2,247</b>	<b>65,441</b>
<b>Active Eligible - Total</b>	<b>50,152</b>	<b>1,720</b>	<b>51,872</b>
<i>Active Eligible - New</i>	34,575	1,695	36,270
<i>Active Eligible - State</i>	12,686	11	12,697
<i>Active Eligible - Commonwealth</i>	2,891	14	2,905
<b>Active Participant Plans (excl ECA) - Total</b>	<b>49,421</b>	<b>1,651</b>	<b>51,072</b>
<i>Active Participant Plans (excl ECA) - New</i>	33,930	1,622	35,552
<i>Active Participant Plans (excl ECA) - State</i>	12,616	<11	12,626
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	2,875	19	2,894
<b>Active Participant Plans - Total</b>	<b>50,398</b>	<b>2,722</b>	<b>52,143</b>
<i>Active Participant Plans - Early Intervention (s25)</i>	16,482	760	17,242
<i>Active Participant Plans - Permanent Disability (s24)</i>	32,939	891	33,830
<i>Active Participant Plans - ECA</i>	977	1,071	1,071

**Table J.2 People who have left the Scheme since 1 July 2013 as at 31 March 2023 – South Australia**

People leaving the Scheme	Total
<b>Number of people who have left the Scheme</b>	<b>3,608</b>
<i>Early Intervention participants</i>	1,603
<i>Permanent disability participants</i>	2,005

<sup>232</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

**Table J.3 Assessment of access by age group and gender – South Australia** <sup>233</sup>

Age Group at Access Decision	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
0 to 6	13,087	97%	5,336	97%	97	90%	18,520	97%
7 to 14	7,711	90%	3,834	90%	184	91%	11,729	90%
15 to 18	1,534	91%	1,034	89%	97	92%	2,665	90%
19 to 24	1,543	90%	1,006	85%	100	88%	2,649	88%
25 to 34	2,177	88%	1,605	83%	110	87%	3,892	86%
35 to 44	2,165	86%	1,728	77%	105	88%	3,998	82%
45 to 54	2,814	82%	2,459	72%	137	79%	5,410	78%
55 to 64	3,555	78%	3,066	66%	151	69%	6,772	72%
65+	129	58%	127	55%	12	60%	268	56%
Missing	224	45%	153	31%	40	78%	417	40%
<b>Total</b>	<b>34,939</b>	<b>89%</b>	<b>20,348</b>	<b>81%</b>	<b>1,033</b>	<b>83%</b>	<b>56,320</b>	<b>86%</b>

**Table J.4 Assessment of access by primary disability group and gender – South Australia** <sup>234</sup>

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	1,300	94%	704	92%	45	90%	2,049	93%
Autism	14,712	98%	6,166	99%	367	97%	21,245	98%
Cerebral palsy	724	97%	602	97%	27	93%	1,353	97%
Developmental delay	3,619	97%	1,479	96%	26	93%	5,124	97%
Global developmental delay	1,390	99%	634	99%	<11	n/a	2,034	99%
Hearing impairment	990	91%	1,014	89%	37	88%	2,041	90%
Intellectual disability	5,009	96%	3,825	95%	247	95%	9,081	95%
Multiple sclerosis	280	92%	717	88%	18	78%	1,015	89%
Psychosocial disability	2,196	70%	1,730	58%	64	59%	3,990	64%
Spinal cord injury	335	97%	170	97%	20	100%	525	97%
Stroke	416	85%	307	83%	20	87%	743	84%
Visual impairment	432	86%	413	84%	19	90%	864	85%
Other neurological	1,192	81%	969	79%	24	86%	2,185	80%
Other physical	1,132	55%	1,008	40%	52	44%	2,192	47%
Other sensory/speech	598	54%	217	45%	<11	n/a	820	51%
Other	438	48%	257	27%	12	29%	707	37%
Missing	176	91%	136	95%	40	100%	352	94%
<b>Total</b>	<b>34,939</b>	<b>89%</b>	<b>20,348</b>	<b>81%</b>	<b>1,033</b>	<b>83%</b>	<b>56,320</b>	<b>86%</b>

<sup>233</sup> The age in this table is the age at the time of Scheme entry (access met decision). In previous quarterly reports to the disability ministers, records with missing access decision dates have been shown using the age at the reporting date. The results have been corrected in Q3 2022-23 to reflect 417 records that have a missing access decision date.

<sup>234</sup> Ibid.

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred percent.

**Table J.5 Participant profile per quarter by participants identifying as First Nations Peoples – South Australia**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
First Nations Participants	3,072	6%	143	9%	3,215	6%
Non-First Nations Participants	39,538	80%	1,415	86%	40,953	80%
Not Stated	6,811	14%	93	6%	6,904	14%
<b>Total</b>	<b>49,421</b>	<b>100%</b>	<b>1,651</b>	<b>100%</b>	<b>51,072</b>	<b>100%</b>

**Table J.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – South Australia <sup>235</sup>**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	3,567	7%	109	7%	3,676	7%
Not culturally and linguistically diverse	45,813	93%	1,542	93%	47,355	93%
Not stated	41	0%	<11	n/a	41	0%
<b>Total</b>	<b>49,421</b>	<b>100%</b>	<b>1,651</b>	<b>100%</b>	<b>51,072</b>	<b>100%</b>

**Table J.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 March 2023 – South Australia <sup>236</sup>**

Age group	Total number of active participants
Under 45	<11
45 to 54	13
55 to 64	90
<b>Total YPIRAC (under 65)</b>	<b>105</b>

**Table J.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – South Australia <sup>237</sup>**

Participants in residential aged care (under 65)	Incremental	Cumulative
Mar-20	11	231
Jun-20	-12	219
Sep-20	3	222
Dec-20	-3	219
Mar-21	-21	198
Jun-21	-4	194
Sep-21	-16	178
Dec-21	-7	171
Mar-22	-14	157
Jun-22	-12	145
Sep-22	-13	132
Dec-22	-14	118
Mar-23	-13	105

<sup>235</sup> The number of CALD participants has excluded participants who identify as First Nations Peoples since the September 2021 quarter.

<sup>236</sup> There are a further 129 active participants aged 65 years or over who are currently in residential aged care.

<sup>237</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter.

**Table J.9 Participant profile per quarter by remoteness – South Australia** <sup>238</sup>

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Major cities	37,384	76%	1,223	74%	38,607	76%
Population > 50,000	851	2%	31	2%	882	2%
Population between 15,000 and 50,000	4,365	9%	170	10%	4,535	9%
Population between 5,000 and 15,000	1,713	3%	51	3%	1,764	3%
Population less than 5,000	3,873	8%	116	7%	3,989	8%
Remote	872	2%	45	3%	917	2%
Very Remote	361	1%	15	1%	376	1%
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>49,421</b>	<b>100%</b>	<b>1,651</b>	<b>100%</b>	<b>51,072</b>	<b>100%</b>

**Table J.10 Participant profile per quarter by primary disability group – South Australia** <sup>239 240 241</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	20,069	41%	590	36%	20,659	40%
Intellectual disability	8,444	17%	85	5%	8,529	17%
Psychosocial disability	3,555	7%	127	8%	3,682	7%
Developmental delay	3,727	8%	411	25%	4,138	8%
Hearing impairment	1,881	4%	48	3%	1,929	4%
Other neurological	1,664	3%	52	3%	1,716	3%
Other physical	1,752	4%	41	2%	1,793	4%
Cerebral palsy	1,272	3%	<11	n/a	1,279	3%
Acquired brain injury	1,706	3%	57	3%	1,763	3%
Global developmental delay	1,637	3%	121	7%	1,758	3%
Visual impairment	801	2%	11	1%	812	2%
Multiple sclerosis	923	2%	20	1%	943	2%
Stroke	636	1%	23	1%	659	1%
Spinal cord injury	450	1%	12	1%	462	1%
Other	541	1%	44	3%	585	1%
Other sensory/speech	363	1%	<11	n/a	365	1%
<b>Total</b>	<b>49,421</b>	<b>100%</b>	<b>1,651</b>	<b>100%</b>	<b>51,072</b>	<b>100%</b>

<sup>238</sup> The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

<sup>239</sup> Table order based on national proportions in Table E.10 (highest to lowest).

<sup>240</sup> Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

<sup>241</sup> Down syndrome is included in intellectual disability, representing 2% (798) of all Scheme participants in South Australia.

**Table J.11 Participant profile per quarter (participants in SIL) by primary disability group – South Australia** <sup>242 243</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	375	13%	<11	n/a	375	13%
Intellectual disability	1,479	51%	<11	n/a	1,480	51%
Psychosocial disability	232	8%	<11	n/a	232	8%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	172	6%	<11	n/a	174	6%
Other physical	29	1%	<11	n/a	29	1%
Cerebral palsy	199	7%	<11	n/a	199	7%
Acquired brain injury	266	9%	<11	n/a	267	9%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	12	0%	<11	n/a	12	0%
Multiple sclerosis	51	2%	<11	n/a	51	2%
Stroke	54	2%	<11	n/a	55	2%
Spinal cord injury	16	1%	<11	n/a	16	1%
Other	30	1%	<11	n/a	30	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>2,915</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>2,920</b>	<b>100%</b>

**Table J.12 Participant profile per quarter (participants not in SIL) by primary disability group – South Australia** <sup>244</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	19,694	42%	590	36%	20,284	42%
Intellectual disability	6,965	15%	84	5%	7,049	15%
Psychosocial disability	3,323	7%	127	8%	3,450	7%
Developmental delay	3,727	8%	411	25%	4,138	9%
Hearing impairment	1,881	4%	48	3%	1,929	4%
Other neurological	1,492	3%	50	3%	1,542	3%
Other physical	1,723	4%	41	2%	1,764	4%
Cerebral palsy	1,073	2%	<11	n/a	1,080	2%
Acquired brain injury	1,440	3%	56	3%	1,496	3%
Global developmental delay	1,637	4%	121	7%	1,758	4%
Visual impairment	789	2%	11	1%	800	2%
Multiple sclerosis	872	2%	20	1%	892	2%
Stroke	582	1%	22	1%	604	1%
Spinal cord injury	434	1%	12	1%	446	1%
Other	511	1%	44	3%	555	1%
Other sensory/speech	363	1%	<11	n/a	365	1%
<b>Total</b>	<b>46,506</b>	<b>100%</b>	<b>1,646</b>	<b>100%</b>	<b>48,152</b>	<b>100%</b>

<sup>242</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>243</sup> Down syndrome is included in intellectual disability, representing 7% (200) of participants in SIL.

<sup>244</sup> Down syndrome is included in intellectual disability, representing 1% (598) of participants not in SIL.

**Table J.13 Participant profile per quarter by reported level of function – South Australia**

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
1 (High Function)	4,425	9%	349	21%	4,774	9%
2 (High Function)	87	0%	<11	n/a	91	0%
3 (High Function)	2,526	5%	126	8%	2,652	5%
4 (High Function)	2,308	5%	46	3%	2,354	5%
5 (High Function)	3,163	6%	127	8%	3,290	6%
6 (Moderate Function)	13,880	28%	535	32%	14,415	28%
7 (Moderate Function)	2,434	5%	55	3%	2,489	5%
8 (Moderate Function)	3,175	6%	61	4%	3,236	6%
9 (Moderate Function)	240	0%	<11	n/a	249	0%
10 (Moderate Function)	4,834	10%	123	7%	4,957	10%
11 (Low Function)	1,611	3%	<11	n/a	1,621	3%
12 (Low Function)	5,624	11%	128	8%	5,752	11%
13 (Low Function)	4,470	9%	75	5%	4,545	9%
14 (Low Function)	581	1%	<11	n/a	584	1%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	58	0%	<11	n/a	58	0%
<b>Total</b>	<b>49,421</b>	<b>100%</b>	<b>1,651</b>	<b>100%</b>	<b>51,072</b>	<b>100%</b>

**Table J.14 Participant profile per quarter by age group – South Australia**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
0 to 6	6,481	13%	659	40%	7,140	14%
7 to 14	14,168	29%	318	19%	14,486	28%
15 to 18	5,186	10%	88	5%	5,274	10%
19 to 24	4,302	9%	49	3%	4,351	9%
25 to 34	3,824	8%	106	6%	3,930	8%
35 to 44	3,656	7%	108	7%	3,764	7%
45 to 54	4,266	9%	126	8%	4,392	9%
55 to 64	5,281	11%	192	12%	5,473	11%
65+	2,257	5%	<11	n/a	2,262	4%
<b>Total</b>	<b>49,421</b>	<b>100%</b>	<b>1,651</b>	<b>100%</b>	<b>51,072</b>	<b>100%</b>

**Table J.15 Participation rates by age group and gender at 31 March 2023 – South Australia <sup>245</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0-6	6.9%	3.2%	5.1%
7-14	11.3%	5.1%	8.4%
15-18	7.8%	4.2%	6.2%
19-24	4.0%	2.3%	3.3%
25-44	1.8%	1.3%	1.6%
45-64	2.3%	2.0%	2.2%
<b>Total (aged 0 to 64)</b>	<b>4.1%</b>	<b>2.4%</b>	<b>3.3%</b>

<sup>245</sup> Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.



## Part Two: Participant and family/carers outcomes

Note: In Tables J.16 to J.20 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5 and R6 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment and sixth reassessment respectively.

**Table J.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=4,199), 'participant social and community engagement rate' (n=4,220), 'parent and carer employment rate' (n=3,218) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=2,500) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 March 2021 - South Australia <sup>246</sup>**

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	12%	19%	23%	26%
Participant employment rate - Aged 25 to 34 years	36%	36%	36%	26%
Participant employment rate - Aged 35 to 44 years	33%	31%	31%	26%
Participant employment rate - Aged 45 to 54 years	29%	30%	27%	26%
Participant employment rate - Aged 55 to 64 years	21%	20%	19%	26%
Participant employment rate - Aged 65+ years	12%	9%	9%	26%
Participant employment rate - Aged 25 to 64 years	29%	28%	27%	26%
Participant employment rate - Aged 15 to 64 years	25%	26%	26%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	37%	35%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	44%	43%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	41%	35%	46%
Participant social and community engagement rate - Aged 45 to 54 years	34%	38%	38%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	38%	38%	46%
Participant social and community engagement rate - Aged 65+ years	39%	39%	41%	46%
Participant social and community engagement rate - Aged 25+ years	36%	40%	39%	46%
Participant social and community engagement rate - Aged 15+ years	35%	39%	38%	46%
Parent and carer employment rate - Aged 0 to 14 years	47%	48%	50%	50%
Parent and carer employment rate - Aged 15+ years	42%	43%	42%	50%
Parent and carer employment rate - All ages	45%	46%	48%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	65%	75%
Participant Choice and Control - Aged 25+ years	n/a	70%	75%	75%
Participant Choice and Control - Aged 15+ years	n/a	68%	73%	75%

<sup>246</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2021 and have had a second plan reassessment to date.

**Table J.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=3,575), 'participant social and community engagement rate' (n=3,586), 'parent and carer employment rate' (n=2,182) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=2,213) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 March 2020 - South Australia <sup>247</sup>**

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	14%	17%	21%	28%	26%
Participant employment rate - Aged 25 to 34 years	33%	35%	34%	32%	26%
Participant employment rate - Aged 35 to 44 years	34%	34%	30%	32%	26%
Participant employment rate - Aged 45 to 54 years	29%	29%	27%	27%	26%
Participant employment rate - Aged 55 to 64 years	21%	20%	18%	15%	26%
Participant employment rate - Aged 65+ years	15%	13%	11%	12%	26%
Participant employment rate - Aged 25 to 64 years	28%	29%	26%	26%	26%
Participant employment rate - Aged 15 to 64 years	25%	26%	25%	26%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	35%	34%	36%	46%
Participant social and community engagement rate - Aged 25 to 34 years	41%	41%	44%	43%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	36%	41%	39%	46%
Participant social and community engagement rate - Aged 45 to 54 years	42%	42%	35%	43%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	36%	36%	38%	46%
Participant social and community engagement rate - Aged 65+ years	36%	38%	40%	39%	46%
Participant social and community engagement rate - Aged 25+ years	39%	39%	39%	41%	46%
Participant social and community engagement rate - Aged 15+ years	37%	38%	38%	40%	46%
Parent and carer employment rate - Aged 0 to 14 years	47%	50%	51%	50%	50%
Parent and carer employment rate - Aged 15+ years	45%	50%	51%	45%	50%
Parent and carer employment rate - All ages	46%	50%	51%	48%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	64%	69%	75%
Participant Choice and Control - Aged 25+ years	n/a	66%	73%	77%	75%
Participant Choice and Control - Aged 15+ years	n/a	64%	70%	75%	75%

<sup>247</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a third plan reassessment to date.

**Table J.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=2,410), 'participant social and community engagement rate' (n=2,418), 'parent and carer employment rate' (n=1,202) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=1,647) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 March 2019 - South Australia <sup>248</sup>**

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	12%	18%	24%	21%	28%	26%
Participant employment rate - Aged 25 to 34 years	41%	41%	37%	30%	39%	26%
Participant employment rate - Aged 35 to 44 years	36%	36%	32%	29%	30%	26%
Participant employment rate - Aged 45 to 54 years	31%	26%	27%	28%	26%	26%
Participant employment rate - Aged 55 to 64 years	24%	24%	22%	19%	18%	26%
Participant employment rate - Aged 65+ years	16%	14%	12%	7%	10%	26%
Participant employment rate - Aged 25 to 64 years	32%	31%	29%	26%	28%	26%
Participant employment rate - Aged 15 to 64 years	28%	28%	28%	25%	28%	26%
Participant social and community engagement rate - Aged 15 to 24 years	36%	38%	34%	32%	34%	46%
Participant social and community engagement rate - Aged 25 to 34 years	40%	42%	43%	50%	45%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	40%	41%	43%	40%	46%
Participant social and community engagement rate - Aged 45 to 54 years	45%	46%	44%	39%	43%	46%
Participant social and community engagement rate - Aged 55 to 64 years	39%	40%	37%	41%	39%	46%
Participant social and community engagement rate - Aged 65+ years	32%	29%	20%	28%	34%	46%
Participant social and community engagement rate - Aged 25+ years	40%	40%	38%	41%	41%	46%
Participant social and community engagement rate - Aged 15+ years	39%	40%	37%	39%	39%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	47%	48%	54%	50%	50%
Parent and carer employment rate - Aged 15+ years	45%	46%	50%	44%	43%	50%
Parent and carer employment rate - All ages	45%	46%	49%	50%	46%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	54%	62%	66%	68%	75%
Participant Choice and Control - Aged 25+ years	n/a	65%	72%	75%	77%	75%
Participant Choice and Control - Aged 15+ years	n/a	62%	69%	72%	75%	75%

<sup>248</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a fourth plan reassessment to date.

**Table J.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=623), 'participant social and community engagement rate' (n=629), 'parent and carer employment rate' (n=570) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=492) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 March 2018 - South Australia<sup>249</sup>**

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	7%	9%	17%	25%	30%	29%	26%
Participant employment rate - Aged 25 to 34 years	37%	38%	44%	16%	38%	31%	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	31%	32%	36%	33%	33%	19%	26%
Participant employment rate - Aged 55 to 64 years	20%	19%	20%	12%	6%	12%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	30%	29%	32%	24%	23%	21%	26%
Participant employment rate - Aged 15 to 64 years	22%	22%	27%	25%	26%	24%	26%
Participant social and community engagement rate - Aged 15 to 24 years	30%	34%	39%	40%	39%	34%	46%
Participant social and community engagement rate - Aged 25 to 34 years	42%	57%	50%	58%	52%	51%	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	33%	32%	40%	46%	39%	35%	46%
Participant social and community engagement rate - Aged 55 to 64 years	43%	45%	50%	43%	49%	46%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	43%	47%	48%	46%	46%	45%	46%
Participant social and community engagement rate - Aged 15+ years	39%	43%	45%	44%	44%	42%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	54%	57%	53%	42%	55%	50%
Parent and carer employment rate - Aged 15+ years	49%	52%	58%	70%	49%	52%	50%
Parent and carer employment rate - All ages	48%	53%	57%	60%	45%	54%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	58%	64%	66%	72%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	63%	72%	80%	73%	78%	75%
Participant Choice and Control - Aged 15+ years	n/a	61%	67%	71%	72%	73%	75%

<sup>249</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a fifth plan reassessment to date.

**Table J.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=50), 'participant social and community engagement rate' (n=51), 'parent and carer employment rate' (n=195) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=56) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 31 March 2017 - South Australia**<sup>250</sup>

Age group	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 15 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	46%	56%	64%	63%	67%	72%	75%
Participant Choice and Control - Aged 25+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	75%
Participant Choice and Control - Aged 15+ years	n/a	46%	58%	62%	62%	66%	72%	75%

<sup>250</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a sixth plan reassessment to date.

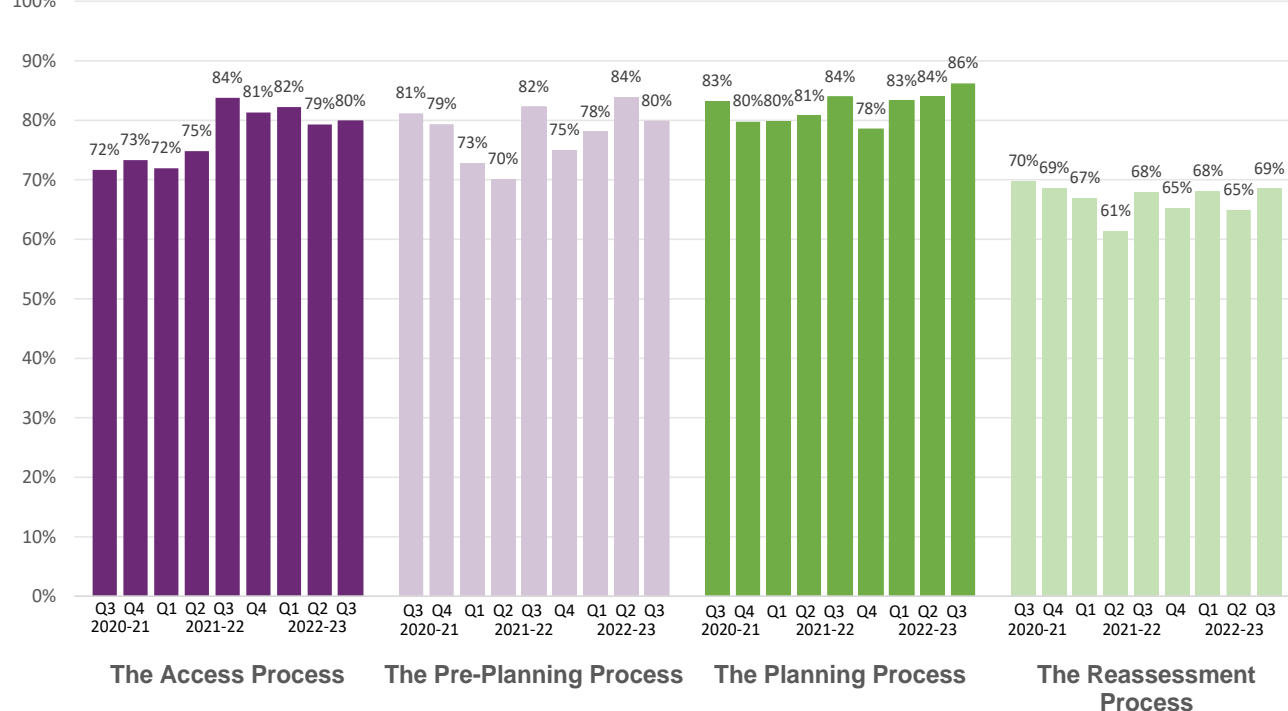
## Part Three: Participant experience

**Table J.21 Proportion of participants who agreed with statements about 'Access' (n = 1,061 in Prior Quarters, n = 119 in 2022-23 Q3), 'Pre-planning' (n = 913 in Prior Quarters, n = 94 in 2022-23 Q3), 'Planning' (n = 3,748 in Prior Quarters, n = 362 in 2022-23 Q3) and 'Plan reassessment' (n = 10,396 in Prior Quarters, n = 1,381 in 2022-23 Q3) of NDIS journey in 2022-23 Q3 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – South Australia<sup>251</sup>**

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2022-23 Q3
Access - Are you happy with how coming into the NDIS has gone?	86%	88%
Access - Was the person from the NDIS respectful?	96%	97%
Access - Do you understand what will happen next with your plan?	75%	80%
Access - % of participants rating their overall experience as Very Good or Good.	77%	80%
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	85%	83%
Pre-planning - Did you understand why you needed to give the information you did?	94%	90%
Pre-planning - Were decisions about your plan clearly explained?	78%	79%
Pre-planning - Are you clear on what happens next with your plan?	67%	71%
Pre-planning - Do you know where to go for more help with your plan?	69%	72%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	77%	80%
Planning - Did the person from the NDIS understand how your disability affects your life?	88%	89%
Planning - Did you understand why you needed to give the information you did?	97%	96%
Planning - Were decisions about your plan clearly explained?	86%	88%
Planning - Are you clear on what happens next with your plan?	82%	85%
Planning - Do you know where to go for more help with your plan?	87%	88%
Planning - % of participants rating their overall experience as Very Good or Good.	82%	86%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	75%	75%
Plan reassessment - Did you feel prepared for your plan reassessment?	81%	80%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	84%	84%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	67%	69%

<sup>251</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

**Figure J.1 Trend of satisfaction across the pathway (% Very Good/Good) – South Australia** <sup>252</sup>



The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q3. The charts show trends in complaints based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

The ‘My Customer Requests’ tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous ‘My Feedback’ tile is still being used in a small number of cases. Details of a complaint are captured differently on the ‘My Customer Requests’ tile.

Table J.22 shows the number of complaints in 2022-23 Q3 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the ‘My Feedback’ tile and the ‘My Customer Requests’ tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the ‘My Customer Requests’ tile it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

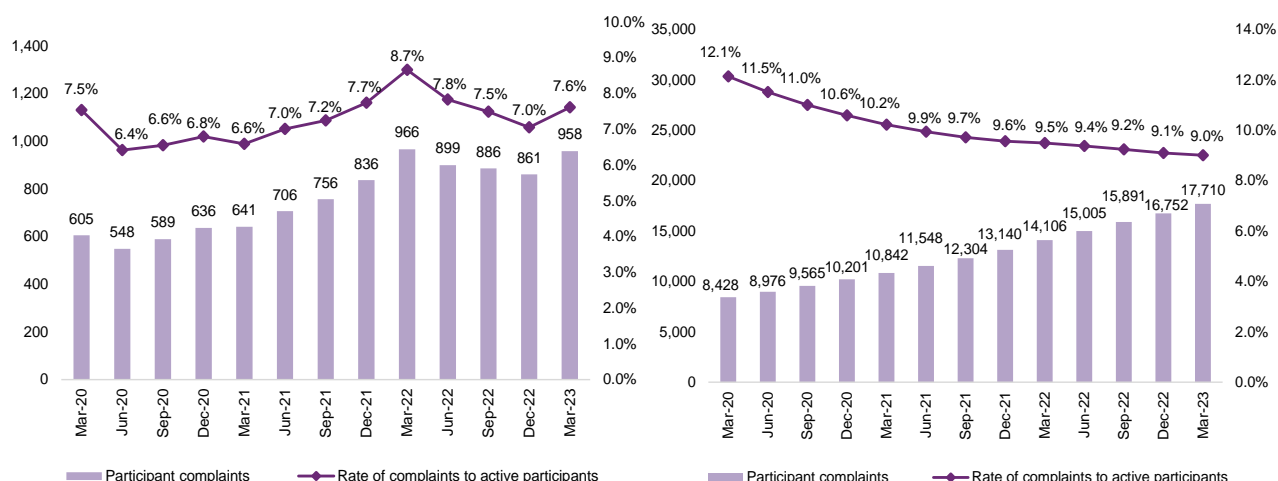
Table J.23 show the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

<sup>252</sup> Participant satisfaction results for prior quarters have been restated using data as at 31 March 2023 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

**Table J.22 Complaints by quarter – South Australia** <sup>253 254</sup>

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q3	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	31	<11	33	29
People who have submitted an access request: Complaint about LAC Partner	328	30	358	313
People who have submitted an access request: Complaints about service providers	647	51	698	581
People who have submitted an access request: Complaints about the Agency	12,946	525	13,471	6,733
People who have submitted an access request: Critical/ Reportable Incident	2,295	350	2,645	1,841
People who have submitted an access request: Unclassified	505	<11	505	468
<b>People who have submitted an access request: Total</b>	<b>16,752</b>	<b>958</b>	<b>17,710</b>	<b>8,508</b>
<i>Percentage of the number of active participants</i>	<i>9.1%</i>	<i>7.6%</i>	<i>9.0%</i>	<i>n/a</i>

**Figure J.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – South Australia**



**Table J.23 Participant complaints by type. Complaints with a related party who has submitted an access request – South Australia** <sup>255</sup>

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	553	4%	<11	n/a	553	4%
Complaints about the Agency - Information unclear	290	2%	<11	n/a	291	2%
Complaints about the Agency - NDIA Access	226	2%	34	6%	260	2%
Complaints about the Agency - NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Finance	582	4%	47	9%	629	5%
Complaints about the Agency - NDIA Fraud and Compliance	32	0%	<11	n/a	37	0%
Complaints about the Agency - NDIA Plan	2,176	17%	212	40%	2,388	18%
Complaints about the Agency - NDIA Process	795	6%	65	12%	860	6%
Complaints about the Agency - NDIA Resources	73	1%	<11	n/a	77	1%
Complaints about the Agency - NDIA Staff	447	3%	52	10%	499	4%
Complaints about the Agency - NDIA Timeliness	1,681	13%	98	19%	1,779	13%
Complaints about the Agency - Participation, engagement and inclusion	53	0%	<11	n/a	53	0%
Complaints about the Agency - Provider Portal	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Quality & Safeguards Commission	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Reasonable and necessary supports	1,163	9%	<11	n/a	1,163	9%

<sup>253</sup> Note that 58% of all complainants made only one complaint, 20% made two complaints and 22% made three or more complaints.

<sup>254</sup> Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

<sup>255</sup> There are 16,752 total participant complaints in Prior Quarters, 958 total participant complaints in 2022-23 Q3, and 17,710 total participant complaints as at 31 March 2023, including 505 unclassified participant complaints as at 31 March 2023.

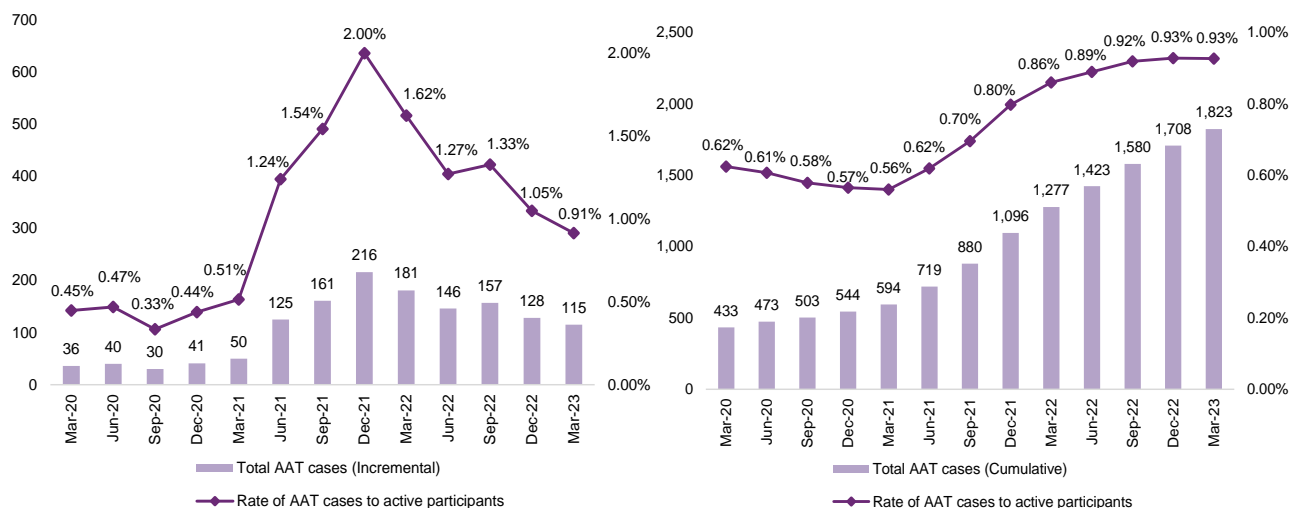


Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Staff conduct - Agency	140	1%	<11	n/a	140	1%
Complaints about the Agency - The way the NDIA carried out its decision making	294	2%	<11	n/a	299	2%
Complaints about the Agency - Timeliness	2,949	23%	<11	n/a	2,949	22%
Complaints about the Agency - Other	1,469	11%	<11	n/a	1,470	11%
<b>Complaints about the Agency - Total</b>	<b>12,946</b>	<b>100%</b>	<b>525</b>	<b>100%</b>	<b>13,471</b>	<b>100%</b>
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Process	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	12	39%	<11	n/a	12	36%
Complaints about ECA Partner - ECA Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about ECA Partner - Total</b>	<b>31</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>33</b>	<b>100%</b>
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	69	21%	<11	n/a	73	20%
Complaints about LAC Partner - LAC Process	44	13%	<11	n/a	47	13%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	163	50%	20	67%	183	51%
Complaints about LAC Partner - LAC Timeliness	48	15%	<11	n/a	50	14%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about LAC Partner - Total</b>	<b>328</b>	<b>100%</b>	<b>30</b>	<b>100%</b>	<b>358</b>	<b>100%</b>
Complaints about service providers - Provider Costs	31	5%	<11	n/a	31	4%
Complaints about service providers - Provider Finance	36	6%	<11	n/a	42	6%
Complaints about service providers - Provider Fraud and Compliance	48	7%	<11	n/a	56	8%
Complaints about service providers - Provider Process	35	5%	<11	n/a	35	5%
Complaints about service providers - Provider Service	206	32%	23	45%	229	33%
Complaints about service providers - Provider Staff	87	13%	13	25%	100	14%
Complaints about service providers - Service Delivery	35	5%	<11	n/a	35	5%
Complaints about service providers - Staff Conduct	41	6%	<11	n/a	41	6%
Complaints about service providers - Supports being provided	47	7%	<11	n/a	47	7%
Complaints about service providers - Other	81	13%	<11	n/a	82	12%
<b>Complaints about service providers - Total</b>	<b>647</b>	<b>100%</b>	<b>51</b>	<b>100%</b>	<b>698</b>	<b>100%</b>
Critical/ Reportable Incident - Allegations against a provider	659	29%	108	31%	767	29%
Critical/ Reportable Incident - Allegations against Informal Supports	320	14%	111	32%	431	16%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	382	17%	45	13%	427	16%
Critical/ Reportable Incident - Provider reporting	932	41%	85	24%	1,017	38%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
<b>Critical/ Reportable Incident - Total</b>	<b>2,295</b>	<b>100%</b>	<b>350</b>	<b>100%</b>	<b>2,645</b>	<b>100%</b>

**Table J.24 AAT Cases by category at 31 March 2023 – South Australia**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Access	253	15%	18	16%	271	15%
Plan	1,321	77%	87	76%	1,408	77%
Plan Reassessment	44	3%	<11	n/a	46	3%
Other	90	5%	<11	n/a	98	5%
<b>Total cases</b>	<b>1,708</b>	<b>100%</b>	<b>115</b>	<b>100%</b>	<b>1,823</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>n/a</b>	<b>0.93%</b>	<b>n/a</b>	<b>0.91%</b>	<b>n/a</b>	<b>0.93%</b>

**Figure J.3 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – South Australia**



**Table J.25 AAT cases by open/closed and decision – South Australia** <sup>256 257</sup>

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
<b>AAT Cases</b>	<b>1,823</b>	<b>1,646</b>
<b>Open AAT Cases</b>	<b>363</b>	<b>359</b>
<b>Closed AAT Cases</b>	<b>1,460</b>	<b>1,320</b>
<i>Resolved before hearing</i>	<i>1,438</i>	<i>1,301</i>
<i>Gone to hearing and received a substantive decision</i>	<i>22</i>	<i>19</i>

<sup>256</sup> Of the 22 cases which went to hearing and received a substantive decision: 12 affirmed the Agency's decision, 5 varied the Agency's decision and 5 set aside the Agency's decision.

<sup>257</sup> The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

## Part Four: Providers and the growing market

**Table J.26 Key markets indicators by quarter – South Australia** <sup>258 259</sup>

Market indicators	Previous Quarter	2022-23 Q3
Average number of active providers per active participant	0.99	0.99
Number of providers delivering new types of supports	191	190
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	84%	86%
Share of payments - top 25%: Therapeutic Supports (Percentage)	98%	97%
Share of payments - top 25%: Participate Community (Percentage)	95%	96%
Share of payments - top 25%: Early Childhood Supports (Percentage)	93%	93%
Share of payments - top 25%: Assist Personal Activities (Percentage)	94%	93%

**Table J.27 Cumulative number of providers that have ever been active as at 31 March 2023 by quarter of activity – South Australia** <sup>260</sup>

Activity	Number of providers
Active for the first time in 2022-23 Q3	56
Active in 2022-23 Q3 and also in previous quarters	926
<b>Active in 2022-23 Q3</b>	<b>982</b>
Inactive in 2022-23 Q3	2,086
<b>Active ever</b>	<b>3,068</b>

**Table J.28 Distribution of active providers in 2022-23 Q3 by their status in 2022-23 Q2 and payment band in 2022-23 Q3 – South Australia** <sup>261</sup>

Amount paid in 2022-23 Q3	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	164	32	18	214
\$2,001-\$10,000	180	14	15	209
\$10,001-\$100,000	245	8	21	274
\$100,001-\$250,000	90	<5	<5	91
\$250,000+	193	<5	<5	194
<b>Total</b>	<b>872</b>	<b>54</b>	<b>56</b>	<b>982</b>

**Table J.29 Proportion of active participants with approved plans accessing mainstream supports – South Australia** <sup>262</sup>

Mainstream service	Prior Quarters	2022-23 Q3	Total
Daily Activities	11%	12%	11%
Health & Wellbeing	62%	66%	62%
Lifelong Learning	29%	29%	29%
Other	18%	19%	18%
Non-categorised	17%	12%	16%
<b>Any mainstream service</b>	<b>94%</b>	<b>94%</b>	<b>94%</b>

<sup>258</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>259</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>260</sup> Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

<sup>261</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

<sup>262</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

## Part Five: Financial sustainability

Note: In Table J.30 and Figures J.11 to J.19, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2023. Average payments are derived from total payments paid over the 12 months to 31 March 2023, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

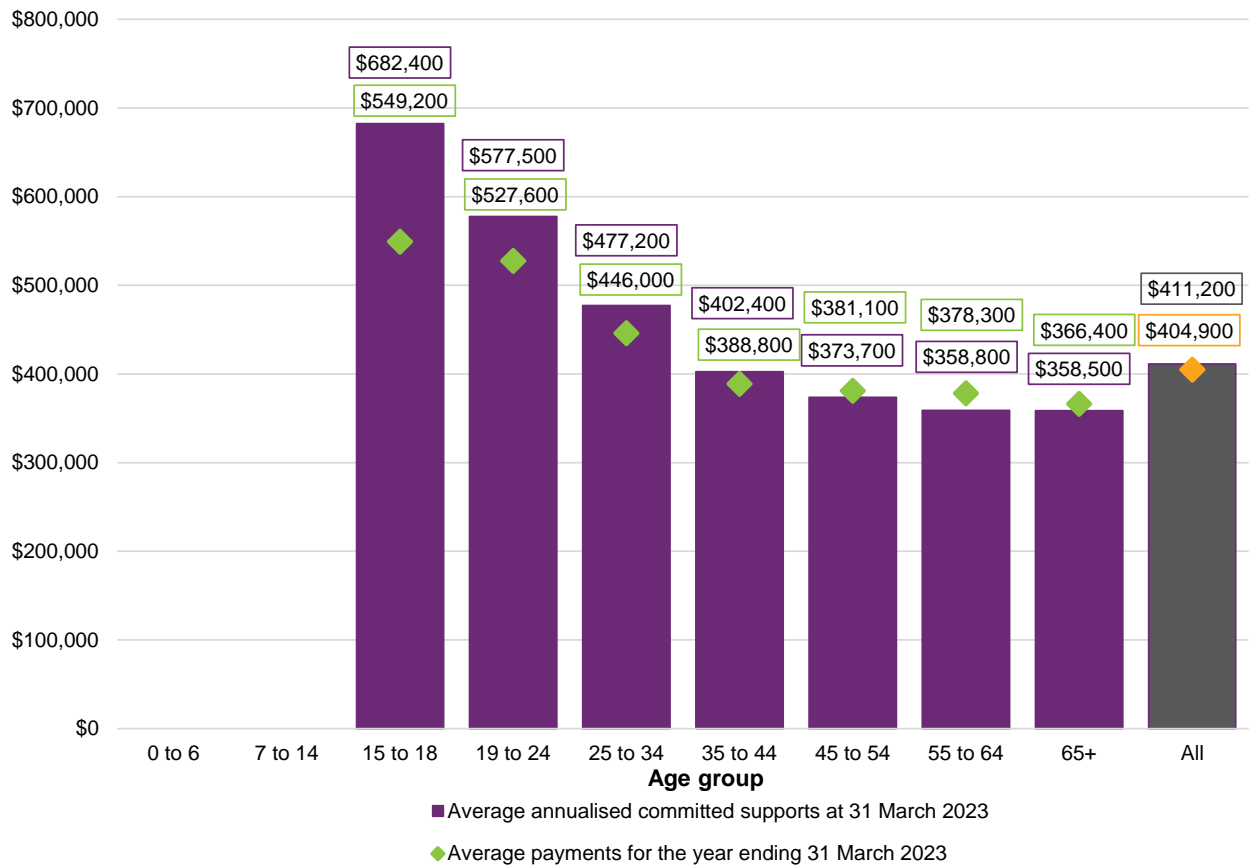
**Table J.30 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q3 – South Australia**

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	2.2%	2.4%
\$5,001-\$10,000	8.3%	8.8%
\$10,001-\$15,000	12.3%	13.0%
\$15,001-\$20,000	11.9%	12.7%
\$20,001-\$25,000	11.8%	12.5%
\$25,001-\$30,000	5.9%	6.3%
\$30,001-\$50,000	14.1%	15.0%
\$50,001-\$100,000	15.3%	16.1%
\$100,001-\$150,000	6.0%	6.1%
\$150,001-\$200,000	3.1%	3.0%
\$200,001-\$250,000	1.8%	1.4%
\$250,001+	6.6%	2.3%

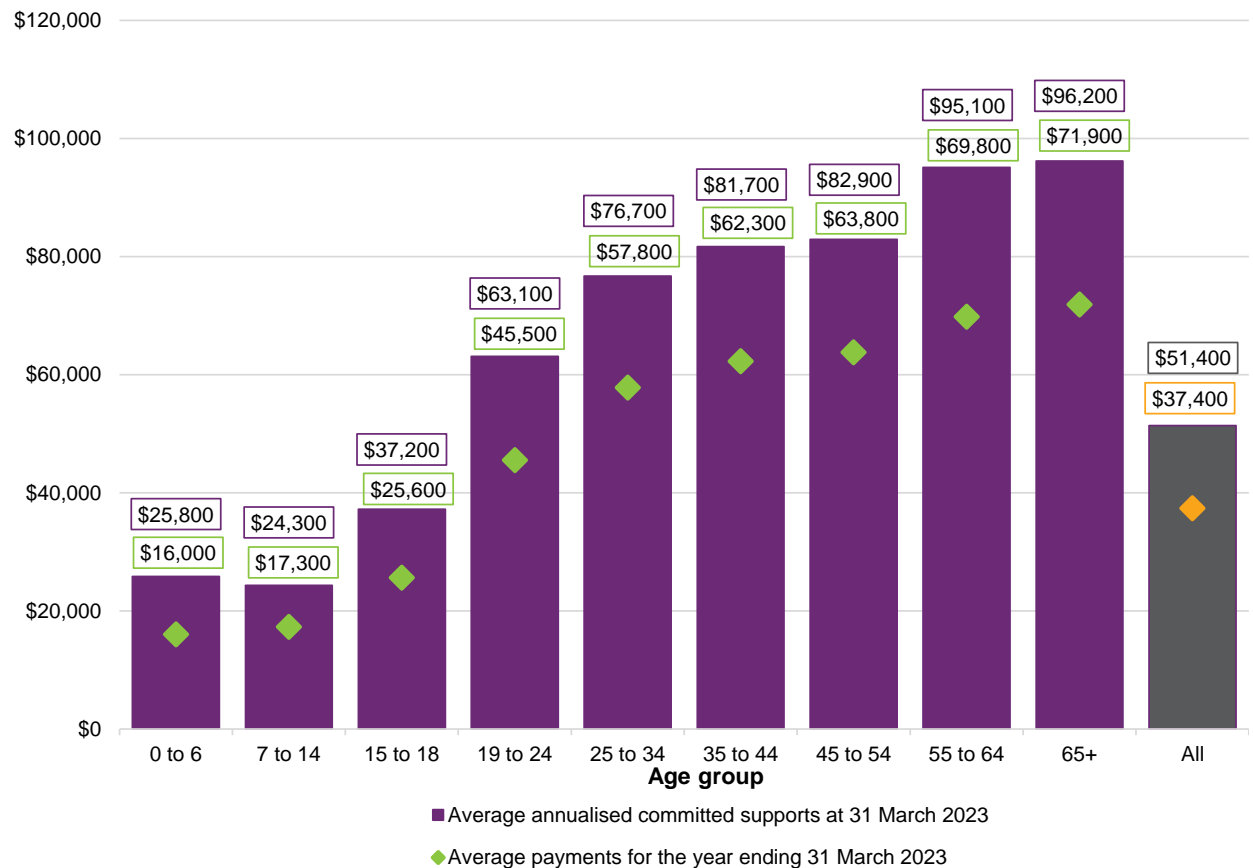
**Figure J.4 Average annualised committed supports and average payments by age group as at 31 March 2023 – South Australia**



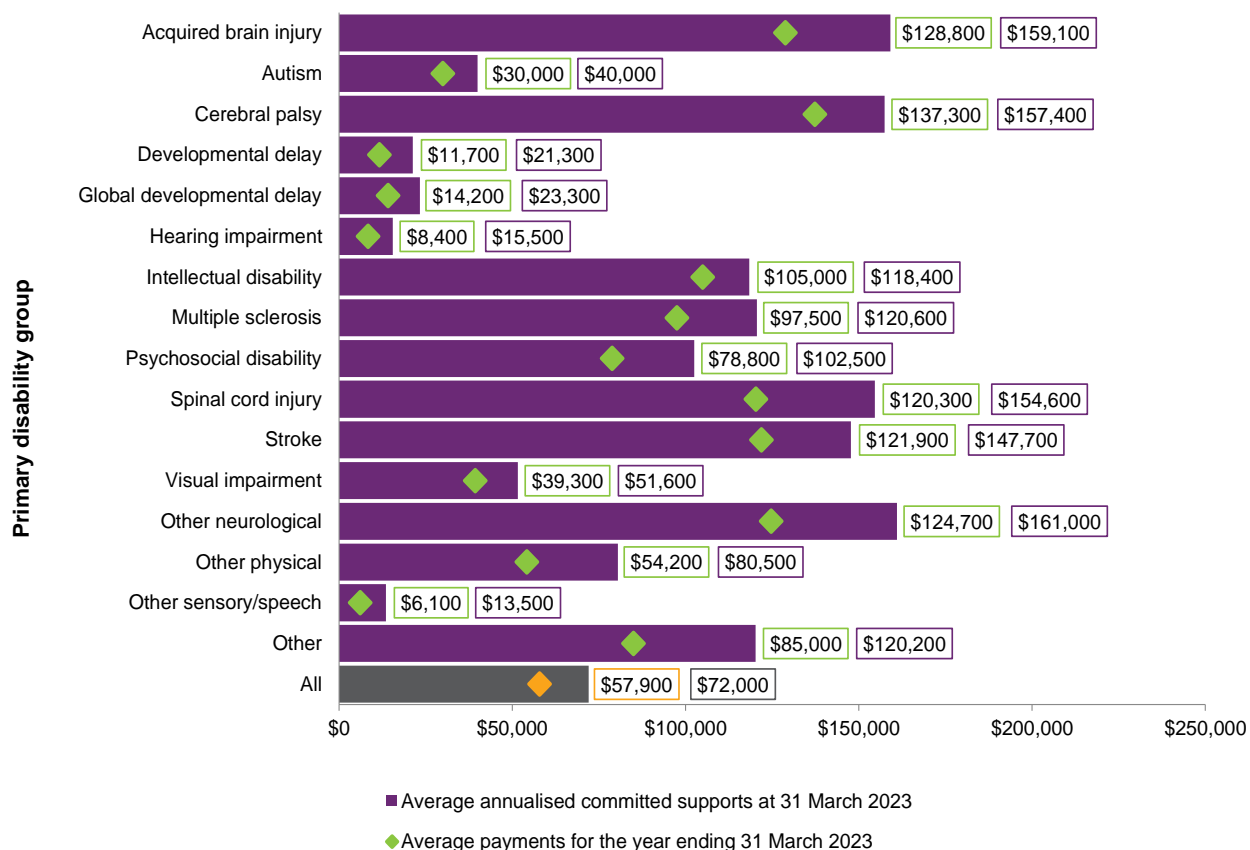
**Figure J.5 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 March 2023 – South Australia**



**Figure J.6 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 March 2023 – South Australia**



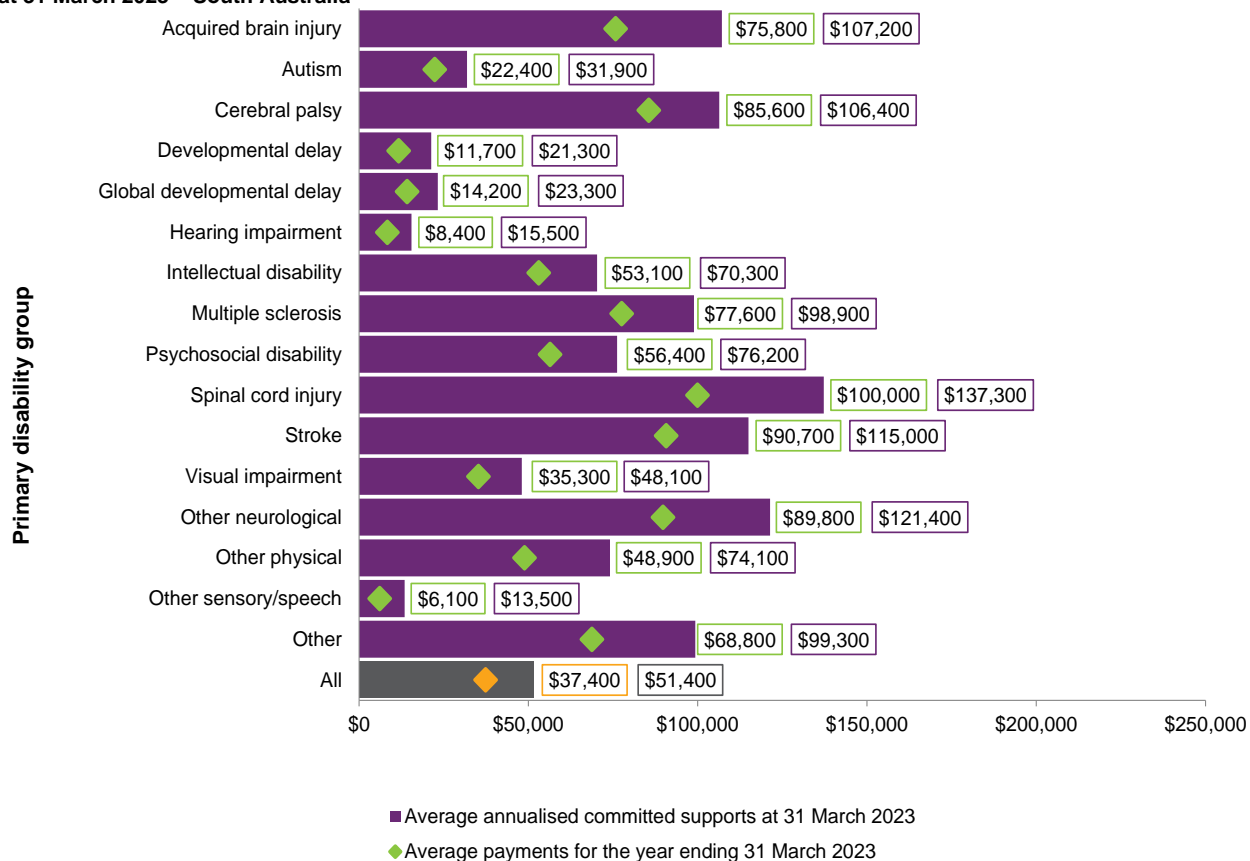
**Figure J.7 Average annualised committed supports and average payments by primary disability group as at 31 March 2023 – South Australia**



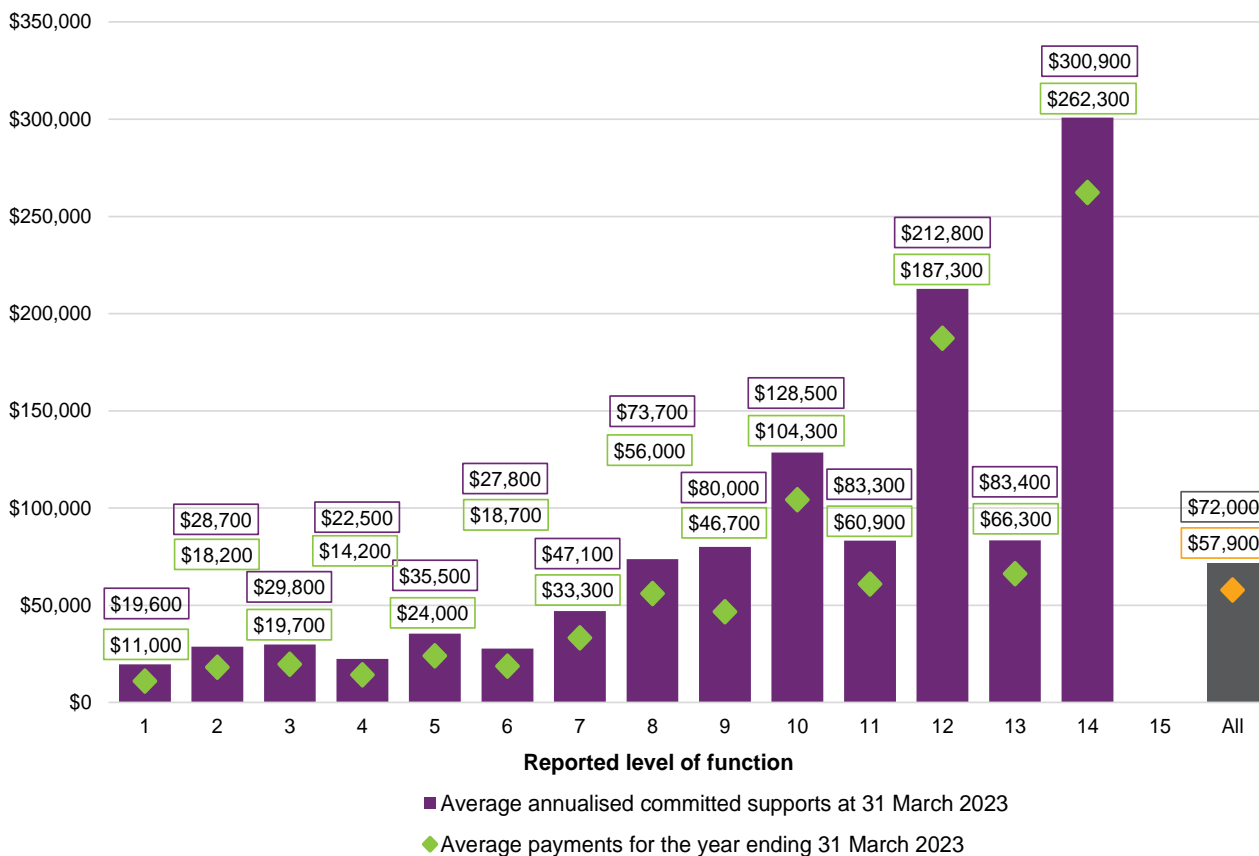
**Figure J.8 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 March 2023 – South Australia**



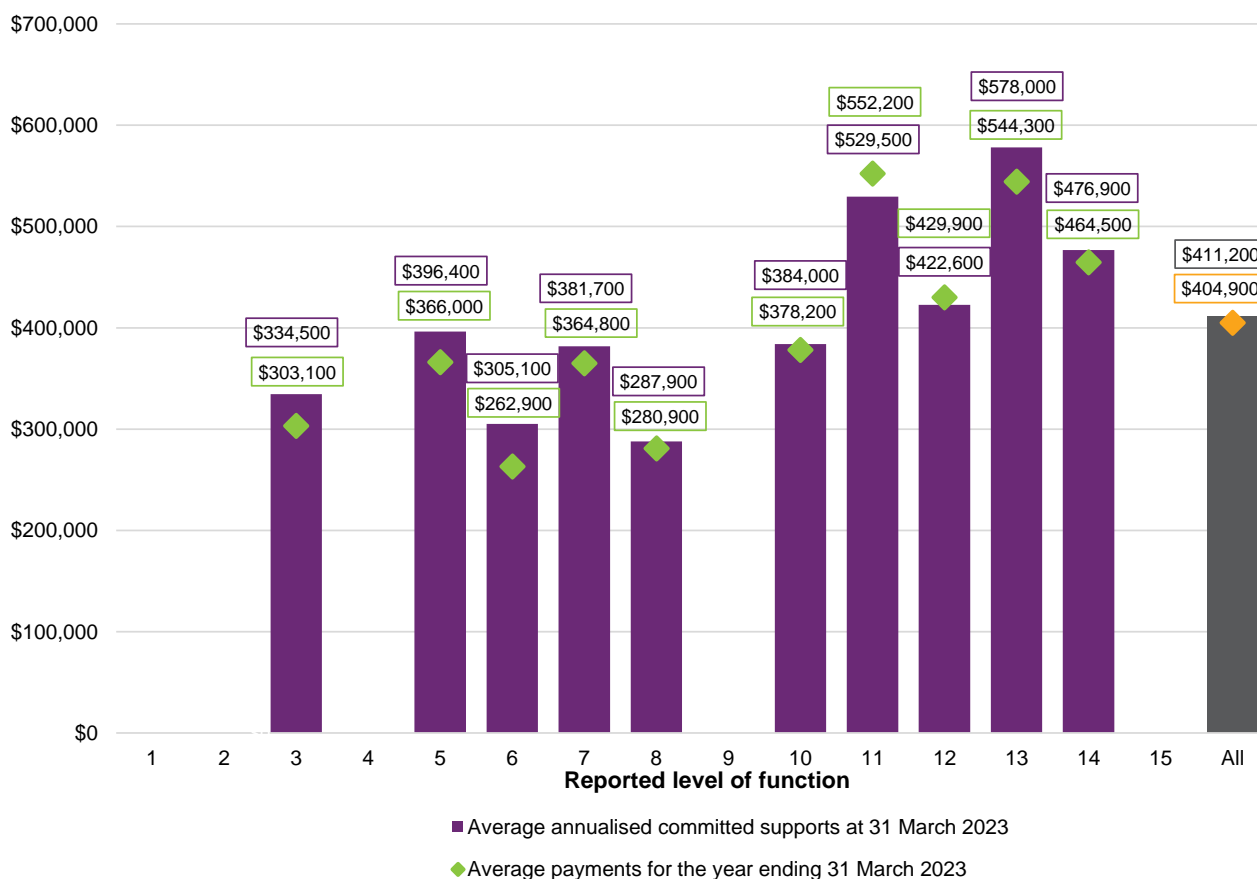
**Figure J.9 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 March 2023 – South Australia**



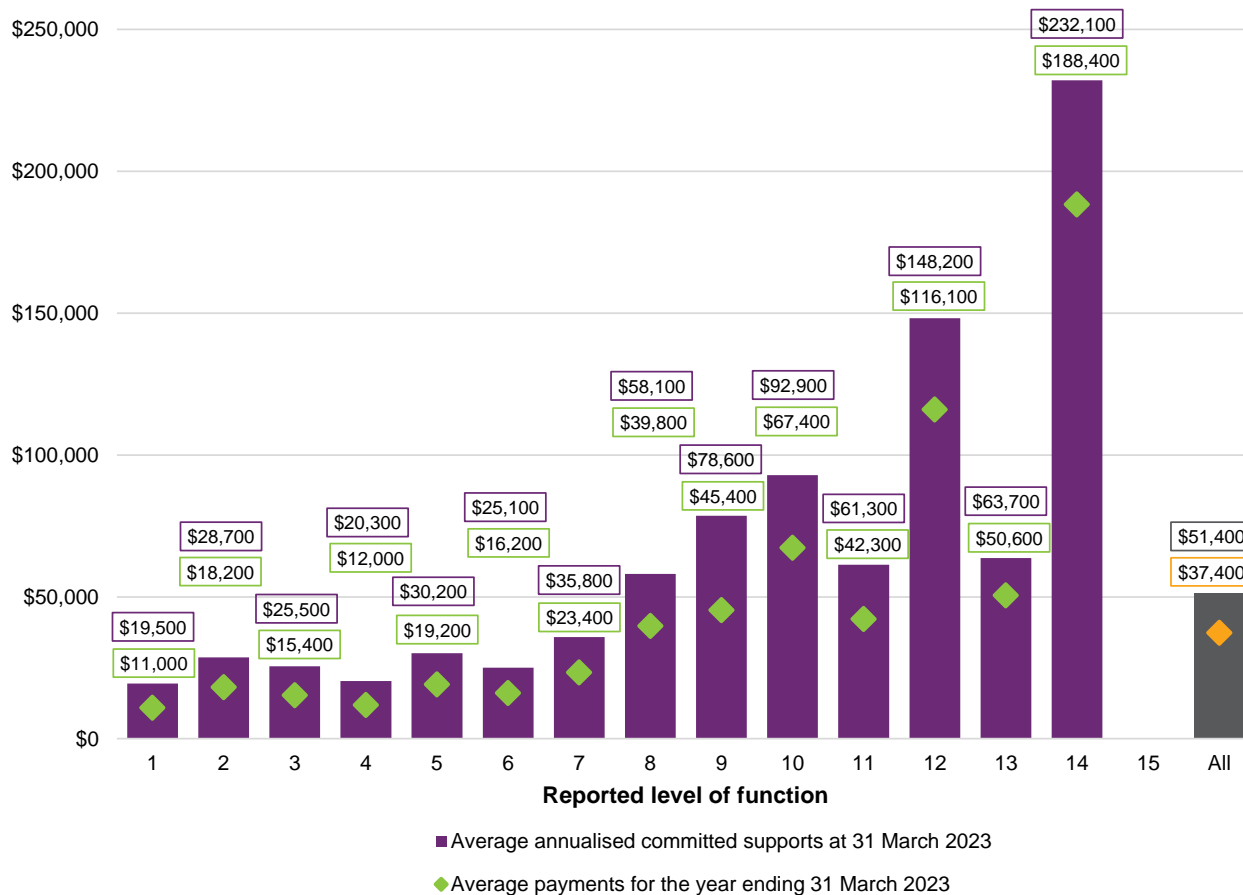
**Figure J.10 Average annualised committed supports and average payments by reported level of function as at 31 March 2023 – South Australia**



**Figure J.11 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 March 2023 – South Australia**



**Figure J.12 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 March 2023 – South Australia**





**Table J.31 Total annualised committed supports and total payments by support category as at 31 March 2023 (\$m) – South Australia** <sup>263 264</sup>

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$1,671.1	\$1,866.8
Core: Consumables	\$46.4	\$69.3
Core: Social and Civic	\$426.8	\$687.1
Core: Transport	\$42.9	\$39.0
Capacity Building: Choice and Control	\$47.1	\$52.9
Capacity Building: Daily Activities	\$357.0	\$576.2
Capacity Building: Employment	\$8.7	\$24.5
Capacity Building: Health and Wellbeing	\$1.9	\$4.5
Capacity Building: Home Living	\$0.0	\$0.2
Capacity Building: Lifelong learning	\$0.1	\$0.2
Capacity Building: Relationships	\$38.4	\$83.6
Capacity Building: Social and Civic	\$4.8	\$17.4
Capacity Building: Support Coordination	\$69.2	\$95.3
Capital: Assistive Technology	\$50.3	\$114.5
Capital: Home Modifications	\$27.6	\$43.3
<b>All</b>	<b>\$2,792.2</b>	<b>\$3,674.7</b>

**Table J.32 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 March 2023 (\$m) – South Australia** <sup>265 266</sup>

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$902.1	\$880.6
Core: Consumables	\$7.5	\$10.7
Core: Social and Civic	\$89.3	\$164.4
Core: Transport	\$3.8	\$6.8
Capacity Building: Choice and Control	\$3.6	\$4.0
Capacity Building: Daily Activities	\$25.4	\$35.3
Capacity Building: Employment	\$0.2	\$0.7
Capacity Building: Health and Wellbeing	\$0.3	\$0.7
Capacity Building: Home Living	\$0.00	\$0.00
Capacity Building: Lifelong learning	\$0.00	\$0.04
Capacity Building: Relationships	\$17.3	\$36.2
Capacity Building: Social and Civic	\$0.3	\$0.7
Capacity Building: Support Coordination	\$13.0	\$18.0
Capital: Assistive Technology	\$8.1	\$16.7
Capital: Home Modifications	\$17.7	\$25.8
<b>All</b>	<b>\$1,088.5</b>	<b>\$1,200.6</b>

<sup>263</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

<sup>264</sup> Total payments for home modifications in South Australia were \$27.6m. Of which, \$21.0m (76%) has been paid for specialised disability accommodation (SDA) supports, and \$6.6m (24%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$2.2m processed off-system in June 2022. Total annualised committed supports for home modifications in South Australia were \$43.3m. Of which, \$32.1m (74%) has been allocated for specialised disability accommodation (SDA) supports, and \$11.1m (26%) has been allocated for non-SDA supports.

<sup>265</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

<sup>266</sup> Total payments for home modifications in South Australia were \$17.7m. Of which, \$17.57m (99.3%) has been paid for specialised disability accommodation (SDA) supports, and \$0.12m (0.7%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$2.0m processed off-system in June 2022. Total annualised committed supports for home modifications in South Australia were \$25.8m. Of which, \$25.1m (97%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.7m (3%) has been allocated for non-SDA supports.

**Table J.33 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 March 2023 (\$m) – South Australia** <sup>267 268</sup>

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$769.1	\$986.2
Core: Consumables	\$38.8	\$58.6
Core: Social and Civic	\$337.5	\$522.7
Core: Transport	\$39.1	\$32.2
Capacity Building: Choice and Control	\$43.5	\$48.9
Capacity Building: Daily Activities	\$331.5	\$541.0
Capacity Building: Employment	\$8.4	\$23.8
Capacity Building: Health and Wellbeing	\$1.6	\$3.8
Capacity Building: Home Living	\$0.0	\$0.2
Capacity Building: Lifelong learning	\$0.1	\$0.1
Capacity Building: Relationships	\$21.1	\$47.4
Capacity Building: Social and Civic	\$4.6	\$16.6
Capacity Building: Support Coordination	\$56.2	\$77.3
Capital: Assistive Technology	\$42.2	\$97.8
Capital: Home Modifications	\$9.9	\$17.4
<b>All</b>	<b>\$1,703.7</b>	<b>\$2,474.1</b>

**Table J.34 Payments by financial year in which support was provided, compared to committed supports (\$m) – South Australia** <sup>269</sup>

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	10.5	48.2	101.8	186.4	370.0	1,157.8	2,123.3	2,769.2	3,154.3	2,778.1
Total Paid	5.7	29.5	62.8	104.5	221.2	793.3	1,490.0	1,997.4	2,412.4	2,031.1
% utilised to date	54%	61%	62%	56%	60%	69%	70%	72%	76%	73%

**Table J.35 Percentage change in plan budgets for active participants – South Australia** <sup>270 271</sup>

Inflation type	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Intraplan Inflation	1.0%	3.6%	4.7%	6.3%	6.7%	9.3%	13.2%	8.8%	10.2%
Interplan Inflation	2.4%	0.5%	-2.0%	-1.7%	-0.6%	3.5%	8.6%	9.3%	8.1%
<b>Total Inflation</b>	<b>3.4%</b>	<b>4.1%</b>	<b>2.6%</b>	<b>4.6%</b>	<b>6.1%</b>	<b>12.8%</b>	<b>21.9%</b>	<b>18.0%</b>	<b>18.3%</b>

<sup>267</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

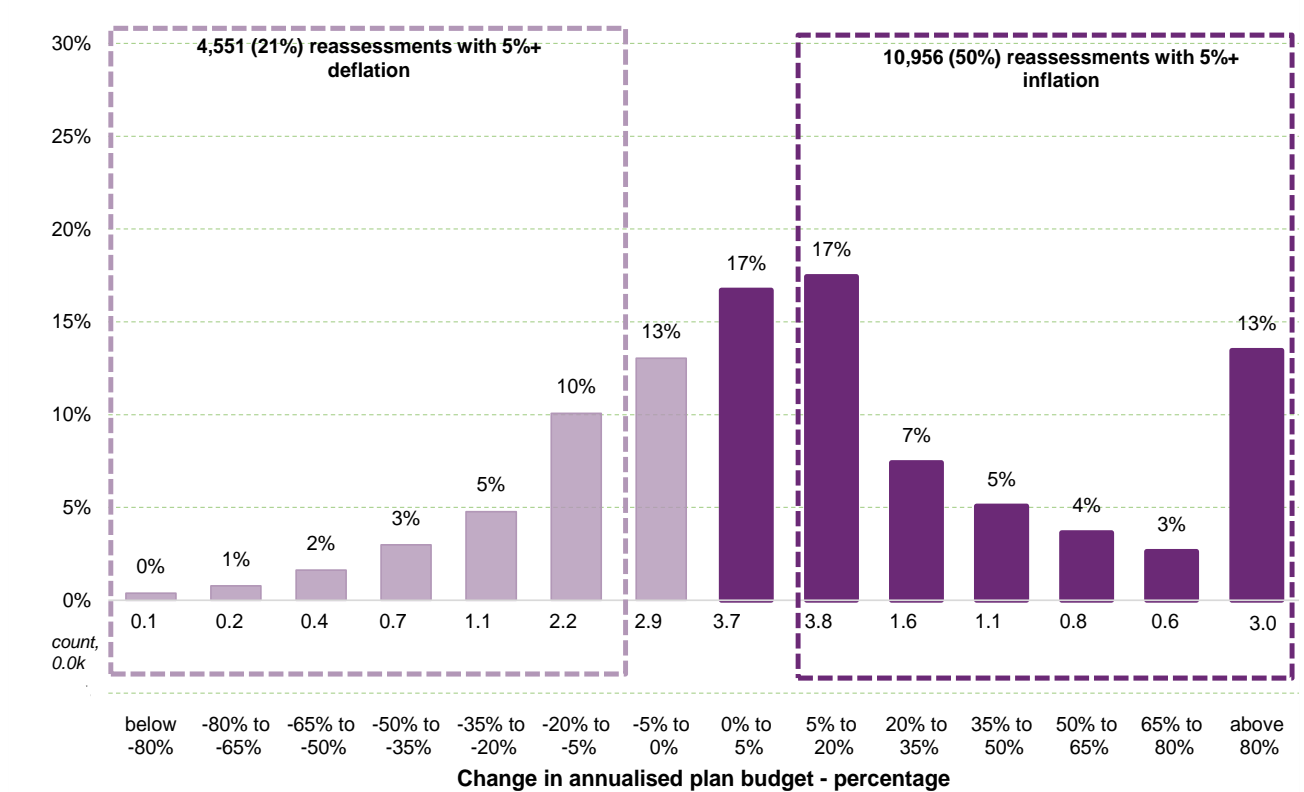
<sup>268</sup> Total payments for home modifications in South Australia were \$9.9m. Of which, \$3.4m (35%) has been paid for specialised disability accommodation (SDA) supports, and \$6.5m (65%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.2m processed off-system in June 2022. Total annualised committed supports for home modifications in South Australia were \$17.4m. Of which, \$7.0m (40%) has been allocated for specialised disability accommodation (SDA) supports, and \$10.4m (60%) has been allocated for non-SDA supports.

<sup>269</sup> The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

<sup>270</sup> The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July to maintain the purchasing power of remaining plans. Due to this, there was a one off increase in intraplan and total inflation during the month of July 2022, which impacts the September 2022 quarter.

<sup>271</sup> The September 2022 inflation number has had minor restatement from 21.7 per cent from the previous report.

**Figure J.13 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 March 2023) - all participants – South Australia <sup>272</sup>**



<sup>272</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.

# Appendix K:

## Tasmania

The new Information and Communications Technology (ICT) system test commenced in Tasmania in the December 2022 quarter. The Quarterly Report to the Disability Minister combines data from the current and new ICT systems, where it is available. This may lead to restatements of information in future reports.

Due to the combination of data from the old and new ICT systems, the resolution of data in the warehouse has been impacted temporarily for a small number of participants. This has led to a higher than usual number of participants with a missing or not stated status in some tables.

## Part One: Participants and their plans

**Table K.1 Active participants by quarter of entry, plan and entry type – Tasmania** <sup>273</sup>

Participant breakdown	Prior Quarters	2022-23 Q3	Total
<b>Access decisions</b>	<b>16,048</b>	<b>327</b>	<b>16,375</b>
<b>Active Eligible - Total</b>	<b>12,992</b>	<b>289</b>	<b>13,281</b>
<i>Active Eligible - New</i>	8,588	278	8,866
<i>Active Eligible - State</i>	2,934	<11	2,937
<i>Active Eligible - Commonwealth</i>	1,470	<11	1,478
<b>Active Participant Plans (excl ECA) - Total</b>	<b>12,796</b>	<b>253</b>	<b>13,049</b>
<i>Active Participant Plans (excl ECA) - New</i>	8,412	245	8,657
<i>Active Participant Plans (excl ECA) - State</i>	2,926	<11	2,926
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	1,458	<11	1,466
<b>Active Participant Plans - Total</b>	<b>12,979</b>	<b>404</b>	<b>13,200</b>
<i>Active Participant Plans - Early Intervention (s25)</i>	3,510	68	3,578
<i>Active Participant Plans - Permanent Disability (s24)</i>	9,286	185	9,471
<i>Active Participant Plans - ECA</i>	183	151	151

**Table K.2 People who have left the Scheme since 1 July 2013 as at 31 March 2023 – Tasmania**

People leaving the Scheme	Total
<b>Number of people who have left the Scheme</b>	<b>685</b>
<i>Early Intervention participants</i>	157
<i>Permanent disability participants</i>	528

<sup>273</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

**Table K.3 Assessment of access by age group and gender – Tasmania** <sup>274</sup>

Age Group at Access Decision	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
0 to 6	2,259	97%	1,018	97%	91	100%	3,368	97%
7 to 14	1,869	90%	915	88%	105	85%	2,889	89%
15 to 18	964	92%	567	90%	30	97%	1,561	91%
19 to 24	524	87%	347	83%	24	96%	895	86%
25 to 34	438	85%	364	76%	18	75%	820	81%
35 to 44	569	85%	523	79%	<11	n/a	1,099	82%
45 to 54	747	85%	732	77%	24	89%	1,503	81%
55 to 64	938	82%	861	73%	34	87%	1,833	77%
65+	29	67%	28	50%	<11	n/a	58	58%
Missing	45	41%	41	48%	<11	n/a	89	44%
<b>Total</b>	<b>8,382</b>	<b>89%</b>	<b>5,396</b>	<b>82%</b>	<b>337</b>	<b>90%</b>	<b>14,115</b>	<b>86%</b>

**Table K.4 Assessment of access by primary disability group and gender – Tasmania** <sup>275</sup>

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	337	93%	167	88%	<11	n/a	513	91%
Autism	3,000	96%	1,264	97%	164	93%	4,428	96%
Cerebral palsy	238	96%	205	97%	15	100%	458	96%
Developmental delay	824	96%	355	96%	18	100%	1,197	96%
Global developmental delay	176	99%	69	100%	<11	n/a	248	99%
Hearing impairment	246	90%	240	88%	11	92%	497	89%
Intellectual disability	1,715	95%	1,351	94%	52	98%	3,118	94%
Multiple sclerosis	86	90%	290	92%	<11	n/a	381	92%
Psychosocial disability	629	71%	543	62%	22	73%	1,194	67%
Spinal cord injury	94	95%	41	95%	<11	n/a	136	95%
Stroke	100	84%	93	84%	<11	n/a	198	84%
Visual impairment	112	93%	107	84%	<11	n/a	223	88%
Other neurological	331	83%	272	83%	12	100%	615	83%
Other physical	254	58%	227	43%	<11	n/a	485	50%
Other sensory/speech	31	42%	15	48%	<11	n/a	46	44%
Other	158	53%	109	37%	<11	n/a	274	45%
Missing	51	89%	48	89%	<11	n/a	104	90%
<b>Total</b>	<b>8,382</b>	<b>89%</b>	<b>5,396</b>	<b>82%</b>	<b>337</b>	<b>90%</b>	<b>14,115</b>	<b>86%</b>

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

<sup>274</sup> The age in this table is the age at the time of Scheme entry (access met decision). In previous quarterly reports to the disability ministers, records with missing access decision dates have been shown using the age at the reporting date. The results have been corrected in Q3 2022-23 to reflect 89 records that have a missing access decision date.

<sup>275</sup> Ibid.

**Table K.5 Participant profile per quarter by participants identifying as First Nations Peoples – Tasmania**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
First Nations Participants	1,219	10%	29	11%	1,248	10%
Non-First Nations Participants	9,359	73%	190	75%	9,549	73%
Not Stated	2,218	17%	34	13%	2,252	17%
<b>Total</b>	<b>12,796</b>	<b>100%</b>	<b>253</b>	<b>100%</b>	<b>13,049</b>	<b>100%</b>

**Table K.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Tasmania <sup>276</sup>**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	360	3%	<11	n/a	363	3%
Not culturally and linguistically diverse	11,081	87%	100	40%	11,181	86%
Not stated	1,355	11%	150	59%	1,505	12%
<b>Total</b>	<b>12,796</b>	<b>100%</b>	<b>253</b>	<b>100%</b>	<b>13,049</b>	<b>100%</b>

**Table K.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 March 2023 – Tasmania <sup>277</sup>**

Age group	Total number of active participants
Under 45	<11
45 to 54	<11
55 to 64	34
<b>Total YPIRAC (under 65)</b>	<b>44</b>

**Table K.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Tasmania <sup>278</sup>**

Participants in residential aged care (under 65)	Incremental	Cumulative
Mar-20	6	72
Jun-20	4	76
Sep-20	2	78
Dec-20	8	86
Mar-21	1	87
Jun-21	-6	81
Sep-21	-9	72
Dec-21	-7	65
Mar-22	0	65
Jun-22	-6	59
Sep-22	-6	53
Dec-22	-9	44
Mar-23	0	44

<sup>276</sup> The number of CALD participants has excluded participants who identify as First Nations Peoples since the September 2021 quarter.

<sup>277</sup> There are a further 48 active participants aged 65 years or over who are currently in residential aged care.

<sup>278</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter.

**Table K.9 Participant profile per quarter by remoteness – Tasmania** <sup>279</sup>

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Major cities	<11	n/a	<11	n/a	<11	n/a
Population > 50,000	8,354	65%	169	67%	8,523	65%
Population between 15,000 and 50,000	2,323	18%	37	15%	2,360	18%
Population between 5,000 and 15,000	59	0%	<11	n/a	60	0%
Population less than 5,000	1,891	15%	44	17%	1,935	15%
Remote	144	1%	<11	n/a	145	1%
Very Remote	23	0%	<11	n/a	24	0%
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>12,796</b>	<b>100%</b>	<b>253</b>	<b>100%</b>	<b>13,049</b>	<b>100%</b>

**Table K.10 Participant profile per quarter by primary disability group – Tasmania** <sup>280 281 282</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	4,235	33%	74	29%	4,309	33%
Intellectual disability	2,934	23%	17	7%	2,951	23%
Psychosocial disability	1,094	9%	18	7%	1,112	9%
Developmental delay	992	8%	71	28%	1,063	8%
Hearing impairment	468	4%	<11	n/a	476	4%
Other neurological	475	4%	<11	n/a	484	4%
Other physical	387	3%	<11	n/a	396	3%
Cerebral palsy	430	3%	<11	n/a	431	3%
Acquired brain injury	462	4%	<11	n/a	462	4%
Global developmental delay	219	2%	12	5%	231	2%
Visual impairment	204	2%	<11	n/a	207	2%
Multiple sclerosis	355	3%	<11	n/a	362	3%
Stroke	168	1%	<11	n/a	174	1%
Spinal cord injury	125	1%	<11	n/a	127	1%
Other	207	2%	16	6%	223	2%
Other sensory/speech	41	0%	<11	n/a	41	0%
<b>Total</b>	<b>12,796</b>	<b>100%</b>	<b>253</b>	<b>100%</b>	<b>13,049</b>	<b>100%</b>

<sup>279</sup> The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

<sup>280</sup> Table order based on national proportions in Table E.10 (highest to lowest).

<sup>281</sup> Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

<sup>282</sup> Down syndrome is included in intellectual disability.

**Table K.11 Participant profile per quarter (participants in SIL) by primary disability group – Tasmania** <sup>283 284</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	146	15%	<11	n/a	146	15%
Intellectual disability	428	45%	<11	n/a	428	45%
Psychosocial disability	127	13%	<11	n/a	128	13%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	48	5%	<11	n/a	50	5%
Other physical	<11	n/a	<11	n/a	<11	n/a
Cerebral palsy	70	7%	<11	n/a	70	7%
Acquired brain injury	82	9%	<11	n/a	82	9%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	<11	n/a	<11	n/a	<11	n/a
Multiple sclerosis	<11	n/a	<11	n/a	11	1%
Stroke	14	1%	<11	n/a	14	1%
Spinal cord injury	<11	n/a	<11	n/a	<11	n/a
Other	<11	n/a	<11	n/a	<11	n/a
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>954</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>959</b>	<b>100%</b>

**Table K.12 Participant profile per quarter (participants not in SIL) by primary disability group – Tasmania** <sup>285</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	4,089	35%	74	30%	4,163	34%
Intellectual disability	2,506	21%	17	7%	2,523	21%
Psychosocial disability	967	8%	17	7%	984	8%
Developmental delay	992	8%	71	29%	1,063	9%
Hearing impairment	468	4%	<11	n/a	476	4%
Other neurological	427	4%	<11	n/a	434	4%
Other physical	379	3%	<11	n/a	388	3%
Cerebral palsy	360	3%	<11	n/a	361	3%
Acquired brain injury	380	3%	<11	n/a	380	3%
Global developmental delay	219	2%	12	5%	231	2%
Visual impairment	196	2%	<11	n/a	199	2%
Multiple sclerosis	345	3%	<11	n/a	351	3%
Stroke	154	1%	<11	n/a	160	1%
Spinal cord injury	120	1%	<11	n/a	122	1%
Other	199	2%	15	6%	214	2%
Other sensory/speech	41	0%	<11	n/a	41	0%
<b>Total</b>	<b>11,842</b>	<b>100%</b>	<b>248</b>	<b>100%</b>	<b>12,090</b>	<b>100%</b>

<sup>283</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>284</sup> Down syndrome is included in intellectual disability, representing 7% (66) of participants in SIL.

<sup>285</sup> Down syndrome is included in intellectual disability, representing 2% (244) of participants not in SIL.



**Table K.13 Participant profile per quarter by reported level of function – Tasmania**

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
1 (High Function)	1,128	8.8%	<11	n/a	1,134	9%
2 (High Function)	26	0.2%	<11	n/a	26	0%
3 (High Function)	520	4.1%	<11	n/a	523	4%
4 (High Function)	700	5.5%	<11	n/a	701	5%
5 (High Function)	815	6.4%	<11	n/a	819	6%
6 (Moderate Function)	2,614	20.4%	<11	n/a	2,618	20%
7 (Moderate Function)	774	6.0%	<11	n/a	774	6%
8 (Moderate Function)	691	5.4%	<11	n/a	692	5%
9 (Moderate Function)	85	0.7%	<11	n/a	85	1%
10 (Moderate Function)	1,111	8.7%	<11	n/a	1,112	9%
11 (Low Function)	343	2.7%	<11	n/a	343	3%
12 (Low Function)	1,760	13.8%	<11	n/a	1,762	14%
13 (Low Function)	756	5.9%	<11	n/a	756	6%
14 (Low Function)	196	1.5%	<11	n/a	196	2%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	1,272	9.9%	231	91%	1,503	12%
<b>Total</b>	<b>12,796</b>	<b>100%</b>	<b>253</b>	<b>100%</b>	<b>13,049</b>	<b>100%</b>

**Table K.14 Participant profile per quarter by age group – Tasmania**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
0 to 6	1,601	13%	96	38%	1,697	13%
7 to 14	2,967	23%	47	19%	3,014	23%
15 to 18	1,162	9%	17	7%	1,179	9%
19 to 24	1,350	11%	<11	n/a	1,357	10%
25 to 34	1,421	11%	17	7%	1,438	11%
35 to 44	1,017	8%	19	8%	1,036	8%
45 to 54	1,261	10%	15	6%	1,276	10%
55 to 64	1,477	12%	32	13%	1,509	12%
65+	540	4%	<11	n/a	543	4%
<b>Total</b>	<b>12,796</b>	<b>100%</b>	<b>253</b>	<b>100%</b>	<b>13,049</b>	<b>100%</b>

**Table K.15 Participation rates by age group and gender at 31 March 2023 – Tasmania <sup>286</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	5.2%	2.6%	4.0%
7 to 14	7.2%	3.5%	5.6%
15 to 18	5.4%	3.0%	4.4%
19 to 24	4.3%	2.7%	3.6%
25 to 44	1.9%	1.4%	1.6%
45 to 64	1.9%	1.8%	1.9%
<b>Total (aged 0 to 64)</b>	<b>3.3%</b>	<b>2.1%</b>	<b>2.7%</b>

<sup>286</sup> Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

## Part Two: Participant and family/carers outcomes

Note: In Tables K.16 to K.20 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5 and R6 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment and sixth reassessment respectively.

**Table K.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,126), 'participant social and community engagement rate' (n=1,143), 'parent and carer employment rate' (n=1,048) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=675) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 March 2021 - Tasmania<sup>287</sup>**

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	11%	13%	14%	26%
Participant employment rate - Aged 25 to 34 years	27%	24%	30%	26%
Participant employment rate - Aged 35 to 44 years	22%	22%	18%	26%
Participant employment rate - Aged 45 to 54 years	19%	17%	19%	26%
Participant employment rate - Aged 55 to 64 years	16%	12%	13%	26%
Participant employment rate - Aged 65+ years	13%	10%	10%	26%
Participant employment rate - Aged 25 to 64 years	20%	18%	18%	26%
Participant employment rate - Aged 15 to 64 years	17%	16%	17%	26%
Participant social and community engagement rate - Aged 15 to 24 years	23%	25%	24%	46%
Participant social and community engagement rate - Aged 25 to 34 years	28%	31%	31%	46%
Participant social and community engagement rate - Aged 35 to 44 years	29%	35%	32%	46%
Participant social and community engagement rate - Aged 45 to 54 years	31%	28%	31%	46%
Participant social and community engagement rate - Aged 55 to 64 years	29%	32%	33%	46%
Participant social and community engagement rate - Aged 65+ years	25%	34%	31%	46%
Participant social and community engagement rate - Aged 25+ years	29%	31%	32%	46%
Participant social and community engagement rate - Aged 15+ years	28%	30%	30%	46%
Parent and carer employment rate - Aged 0 to 14 years	39%	43%	43%	50%
Parent and carer employment rate - Aged 15+ years	38%	41%	37%	50%
Parent and carer employment rate - All ages	39%	42%	41%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	49%	56%	75%
Participant Choice and Control - Aged 25+ years	n/a	75%	77%	75%
Participant Choice and Control - Aged 15+ years	n/a	69%	72%	75%

<sup>287</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2021 and have had a second plan reassessment to date.

**Table K.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=789), 'participant social and community engagement rate' (n=796), 'parent and carer employment rate' (n=612) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=529) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 March 2020 - Tasmania<sup>288</sup>**

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	5%	7%	11%	14%	26%
Participant employment rate - Aged 25 to 34 years	25%	28%	13%	25%	26%
Participant employment rate - Aged 35 to 44 years	30%	33%	19%	29%	26%
Participant employment rate - Aged 45 to 54 years	27%	29%	24%	20%	26%
Participant employment rate - Aged 55 to 64 years	16%	20%	14%	12%	26%
Participant employment rate - Aged 65+ years	7%	0%	5%	7%	26%
Participant employment rate - Aged 25 to 64 years	24%	27%	17%	20%	26%
Participant employment rate - Aged 15 to 64 years	18%	21%	15%	18%	26%
Participant social and community engagement rate - Aged 15 to 24 years	29%	28%	30%	33%	46%
Participant social and community engagement rate - Aged 25 to 34 years	28%	35%	29%	33%	46%
Participant social and community engagement rate - Aged 35 to 44 years	33%	38%	45%	42%	46%
Participant social and community engagement rate - Aged 45 to 54 years	34%	40%	38%	42%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	44%	40%	42%	46%
Participant social and community engagement rate - Aged 65+ years	33%	28%	38%	36%	46%
Participant social and community engagement rate - Aged 25+ years	33%	39%	39%	40%	46%
Participant social and community engagement rate - Aged 15+ years	32%	36%	36%	38%	46%
Parent and carer employment rate - Aged 0 to 14 years	36%	38%	38%	41%	50%
Parent and carer employment rate - Aged 15+ years	38%	42%	37%	40%	50%
Parent and carer employment rate - All ages	37%	40%	38%	41%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	56%	61%	61%	75%
Participant Choice and Control - Aged 25+ years	n/a	78%	81%	85%	75%
Participant Choice and Control - Aged 15+ years	n/a	72%	73%	78%	75%

<sup>288</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a third plan reassessment to date.

**Table K.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=430), 'participant social and community engagement rate' (n=430), 'parent and carer employment rate' (n=285) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=331) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 March 2019 - Tasmania <sup>289</sup>**

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	3%	7%	8%	12%	19%	26%
Participant employment rate - Aged 25 to 34 years	34%	33%	33%	22%	25%	26%
Participant employment rate - Aged 35 to 44 years	24%	28%	24%	41%	23%	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	21%	22%	17%	16%	10%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	24%	26%	23%	22%	18%	26%
Participant employment rate - Aged 15 to 64 years	17%	19%	16%	17%	18%	26%
Participant social and community engagement rate - Aged 15 to 24 years	23%	27%	27%	27%	30%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	39%	36%	30%	37%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	39%	28%	41%	40%	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	41%	48%	45%	39%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	36%	38%	37%	39%	39%	46%
Participant social and community engagement rate - Aged 15+ years	32%	34%	33%	33%	36%	46%
Parent and carer employment rate - Aged 0 to 14 years	45%	45%	48%	45%	45%	50%
Parent and carer employment rate - Aged 15+ years	51%	51%	51%	63%	53%	50%
Parent and carer employment rate - All ages	48%	48%	49%	55%	49%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	52%	62%	65%	67%	75%
Participant Choice and Control - Aged 25+ years	n/a	79%	78%	86%	83%	75%
Participant Choice and Control - Aged 15+ years	n/a	67%	69%	73%	75%	75%

<sup>289</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a fourth plan reassessment to date.

**Table K.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=160), 'participant social and community engagement rate' (n=160), 'parent and carer employment rate' (n=103) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=158) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 March 2018 - Tasmania<sup>290</sup>**

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	8%	7%	6%	18%	28%	24%	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 15 to 64 years	17%	16%	16%	22%	21%	24%	26%
Participant social and community engagement rate - Aged 15 to 24 years	30%	31%	36%	37%	32%	32%	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 15+ years	32%	30%	34%	39%	38%	34%	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	43%	49%	57%	52%	40%	52%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	45%	53%	54%	56%	65%	75%
Participant Choice and Control - Aged 25+ years	n/a	60%	74%	79%	95%	85%	75%
Participant Choice and Control - Aged 15+ years	n/a	50%	58%	59%	62%	70%	75%

<sup>290</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a fifth plan reassessment to date.

**Table K.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=44), 'participant social and community engagement rate' (n=46), 'parent and carer employment rate' (n=22) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=42) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 31 March 2017 - Tasmania<sup>291</sup>**

Age group	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 15 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	63%	64%	71%	64%	71%	75%
Participant Choice and Control - Aged 25+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	75%
Participant Choice and Control - Aged 15+ years	n/a	69%	68%	63%	68%	67%	73%	75%

<sup>291</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a sixth plan reassessment to date.

## Part Three: Participant experience

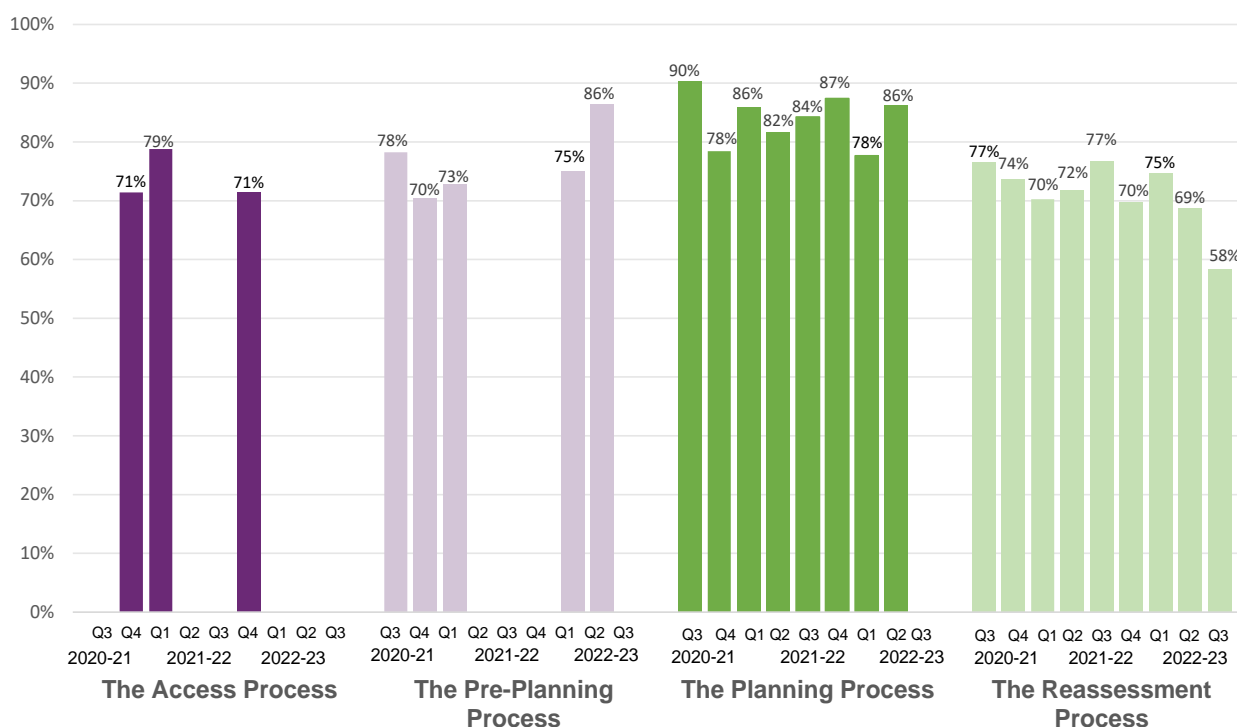
**Table K.21 Proportion of participants who agreed with statements about 'Access' (n = 171 in Prior Quarters, n = 1 in 2022-23 Q3), 'Pre-planning' (n = 202 in Prior Quarters, n = 1 in 2022-23 Q3), 'Planning' (n = 1,107 in Prior Quarters, n = 16 in 2022-23 Q3) and 'Plan reassessment' (n = 3,650 in Prior Quarters, n = 96 in 2022-23 Q3) of NDIS journey in 2022-23 Q3 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Tasmania<sup>292 293</sup>**

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2022-23 Q3
Access - Are you happy with how coming into the NDIS has gone?	83%	n/a
Access - Was the person from the NDIS respectful?	96%	n/a
Access - Do you understand what will happen next with your plan?	74%	n/a
Access - % of participants rating their overall experience as Very Good or Good.	75%	n/a
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	85%	n/a
Pre-planning - Did you understand why you needed to give the information you did?	95%	n/a
Pre-planning - Were decisions about your plan clearly explained?	78%	n/a
Pre-planning - Are you clear on what happens next with your plan?	64%	n/a
Pre-planning - Do you know where to go for more help with your plan?	72%	n/a
Pre-planning - % of participants rating their overall experience as Very Good or Good.	78%	n/a
Planning - Did the person from the NDIS understand how your disability affects your life?	91%	n/a
Planning - Did you understand why you needed to give the information you did?	97%	n/a
Planning - Were decisions about your plan clearly explained?	87%	n/a
Planning - Are you clear on what happens next with your plan?	82%	n/a
Planning - Do you know where to go for more help with your plan?	89%	n/a
Planning - % of participants rating their overall experience as Very Good or Good.	85%	n/a
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	81%	67%
Plan reassessment - Did you feel prepared for your plan reassessment?	84%	73%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	86%	80%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	73%	58%

<sup>292</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

<sup>293</sup> A new survey process was recently introduced for participants in Tasmania, but it is still in the testing phase. As a result, the number of participants taking the satisfaction survey has decreased significantly this quarter.

**Figure K.1 Trend of satisfaction across the pathway (% Very Good/Good) – Tasmania** <sup>294 295 296</sup>



The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q3. The charts show trends in complaints based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table K.22 shows the number of complaints in 2022-23 Q3 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Table K.23 show the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter. Complaints and participant critical incidents have commenced transitioning from old ICT system to new ICT system. However, this report excludes a small number of complaints for participants who have migrated to the new ICT system.

<sup>294</sup> Participant satisfaction results for prior quarters have been restated using data as at 31 March 2023 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

<sup>295</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

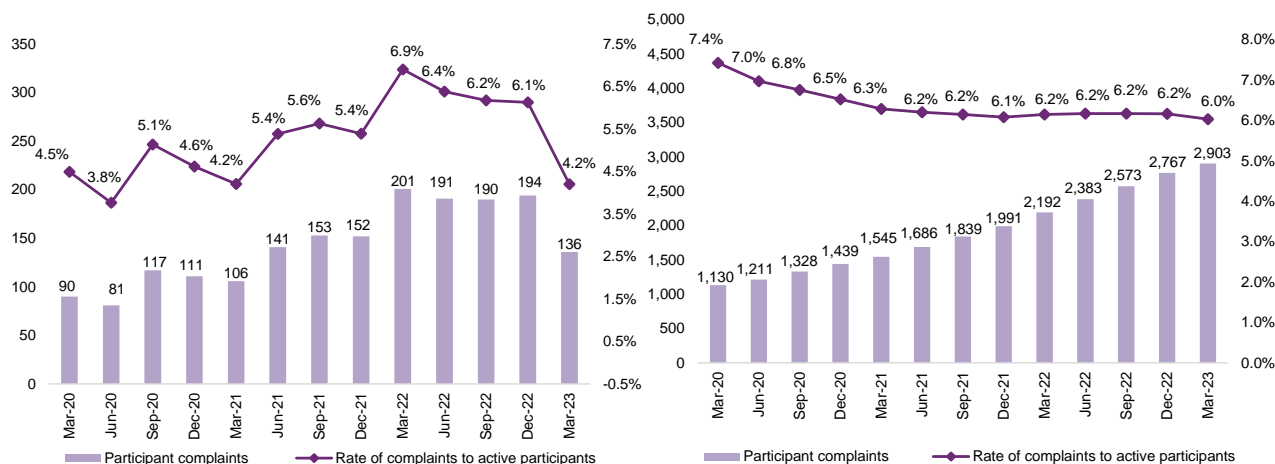
<sup>296</sup> A new survey process was recently introduced for participants in Tasmania, but it is still in the testing phase. As a result, the number of participants taking the satisfaction survey has decreased significantly this quarter.



**Table K.22 Complaints by quarter – Tasmania** <sup>297 298</sup>

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q3	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	<11	<11	<11	<11
People who have submitted an access request: Complaint about LAC Partner	26	<11	28	26
People who have submitted an access request: Complaints about service providers	170	<11	173	145
People who have submitted an access request: Complaints about the Agency	2,217	84	2,301	1,303
People who have submitted an access request: Critical/ Reportable Incident	306	46	352	272
People who have submitted an access request: Unclassified	39	<11	39	35
<b>People who have submitted an access request: Total</b>	<b>2,767</b>	<b>136</b>	<b>2,903</b>	<b>1,604</b>
<i>Percentage of the number of active participants</i>	<i>6.2%</i>	<i>4.2%</i>	<i>6.0%</i>	<i>n/a</i>

**Figure K.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Tasmania**



**Table K.23 Participant complaints by type. Complaints with a related party who has submitted an access request – Tasmania** <sup>299</sup>

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	84	4%	<11	n/a	84	4%
Complaints about the Agency - Information unclear	43	2%	<11	n/a	43	2%
Complaints about the Agency - NDIA Access	87	4%	<11	n/a	92	4%
Complaints about the Agency - NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Finance	117	5%	17	20%	134	6%
Complaints about the Agency - NDIA Fraud and Compliance	<11	n/a	<11	n/a	12	1%
Complaints about the Agency - NDIA Plan	464	21%	29	35%	493	21%
Complaints about the Agency - NDIA Process	156	7%	<11	n/a	161	7%
Complaints about the Agency - NDIA Resources	18	1%	<11	n/a	24	1%
Complaints about the Agency - NDIA Staff	96	4%	<11	n/a	103	4%
Complaints about the Agency - NDIA Timeliness	320	14%	12	14%	332	14%
Complaints about the Agency - Participation, engagement and inclusion	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Provider Portal	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Quality & Safeguards Commission	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Reasonable and necessary supports	79	4%	<11	n/a	79	3%
Complaints about the Agency - Staff conduct - Agency	44	2%	<11	n/a	44	2%

<sup>297</sup> Note that 64% of all complainants made only one complaint, 19% made two complaints and 18% made three or more complaints.

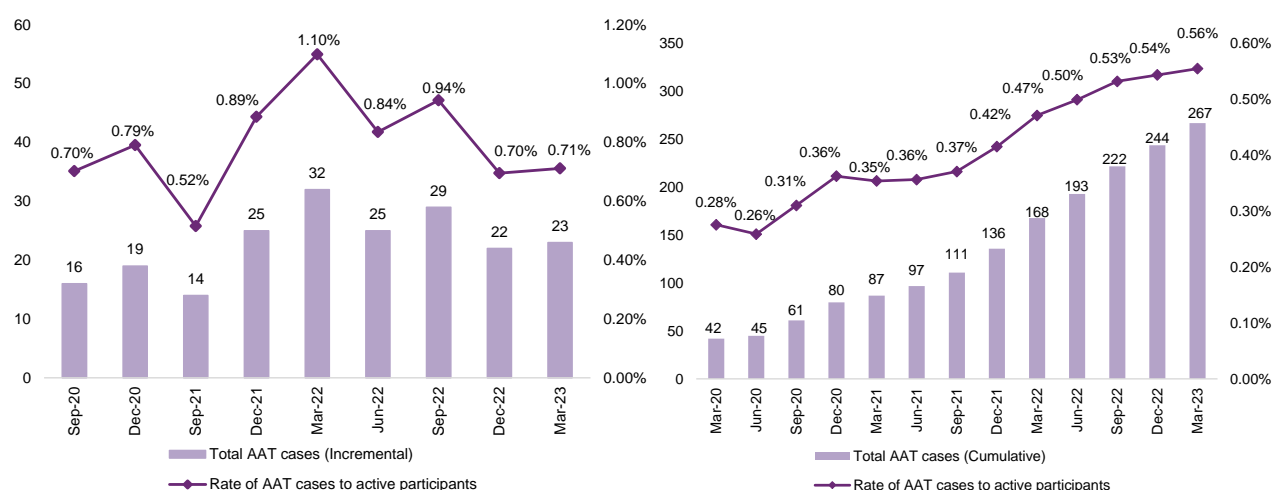
<sup>298</sup> Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

<sup>299</sup> There are 2,767 total participant complaints in Prior Quarters, 136 total participant complaints in 2022-23 Q3, and 2,903 total participant complaints as at 31 March 2023, including 39 unclassified participant complaints as at 31 March 2023.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - The way the NDIA carried out its decision making	73	3%	<11	n/a	73	3%
Complaints about the Agency - Timeliness	294	13%	<11	n/a	294	13%
Complaints about the Agency - Other	322	15%	<11	n/a	322	14%
<b>Complaints about the Agency - Total</b>	<b>2,217</b>	<b>100%</b>	<b>84</b>	<b>100%</b>	<b>2,301</b>	<b>100%</b>
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Process	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about ECA Partner - Total</b>	<b>&lt;11</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Process	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	13	50%	<11	n/a	15	54%
Complaints about LAC Partner - LAC Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about LAC Partner - Total</b>	<b>26</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>28</b>	<b>100%</b>
Complaints about service providers - Provider Costs	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider Finance	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider Fraud and Compliance	13	8%	<11	n/a	13	8%
Complaints about service providers - Provider Process	13	8%	<11	n/a	13	8%
Complaints about service providers - Provider Service	45	26%	<11	n/a	46	27%
Complaints about service providers - Provider Staff	13	8%	<11	n/a	15	9%
Complaints about service providers - Service Delivery	21	12%	<11	n/a	21	12%
Complaints about service providers - Staff Conduct	17	10%	<11	n/a	17	10%
Complaints about service providers - Supports being provided	14	8%	<11	n/a	14	8%
Complaints about service providers - Other	21	12%	<11	n/a	21	12%
<b>Complaints about service providers - Total</b>	<b>170</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>173</b>	<b>100%</b>
Critical/ Reportable Incident - Allegations against a provider	67	22%	<11	n/a	76	22%
Critical/ Reportable Incident - Allegations against Informal Supports	42	14%	19	41%	61	17%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	51	17%	<11	n/a	59	17%
Critical/ Reportable Incident - Provider reporting	146	48%	<11	n/a	156	44%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
<b>Critical/ Reportable Incident - Total</b>	<b>306</b>	<b>100%</b>	<b>46</b>	<b>100%</b>	<b>352</b>	<b>100%</b>

Table K.24 AAT Cases by category at 31 March 2023 – Tasmania

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Access	44	18%	<11	n/a	50	19%
Plan	176	72%	15	65%	191	72%
Plan Reassessment	12	5%	<11	n/a	12	4%
Other	12	5%	<11	n/a	14	5%
<b>Total cases</b>	<b>244</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>267</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>n/a</b>	<b>0.54%</b>	<b>n/a</b>	<b>0.71%</b>	<b>n/a</b>	<b>0.56%</b>

Figure K.3 Number and proportion of AAT cases over time cumulatively – Tasmania <sup>300</sup>Table K.25 AAT cases by open/closed and decision – Tasmania <sup>301</sup> <sup>302</sup>

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
<b>AAT Cases</b>	<b>267</b>	<b>257</b>
<b>Open AAT Cases</b>	<b>71</b>	<b>70</b>
<b>Closed AAT Cases</b>	<b>196</b>	<b>189</b>
<i>Resolved before hearing</i>	193	186
<i>Gone to hearing and received a substantive decision</i>	<11	<11

<sup>300</sup> Incremental counts of AAT cases are not shown if there is insufficient data in the group.

<sup>301</sup> The numbers of AAT cases that went to hearing and received a substantive decision for Tasmania are not shown due to insufficient numbers.

<sup>302</sup> The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

## Part Four: Providers and the growing market

**Table K.26 Key markets indicators by quarter – Tasmania** <sup>303 304</sup>

Market indicators	Previous Quarter	2022-23 Q3
Average number of active providers per active participant	1.38	1.42
Number of providers delivering new types of supports	95	85
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	86%	88%
Share of payments - top 25%: Therapeutic Supports (Percentage)	94%	95%
Share of payments - top 25%: Participate Community (Percentage)	89%	90%
Share of payments - top 25%: Early Childhood Supports (Percentage)	93%	92%
Share of payments - top 25%: Assist Personal Activities (Percentage)	90%	90%

**Table K.27 Cumulative number of providers that have ever been active as at 31 March 2023 by quarter of activity – Tasmania** <sup>305</sup>

Activity	Number of providers
Active for the first time in 2022-23 Q3	27
Active in 2022-23 Q3 and also in previous quarters	472
<b>Active in 2022-23 Q3</b>	<b>499</b>
Inactive in 2022-23 Q3	1,188
<b>Active ever</b>	<b>1,687</b>

**Table K.28 Distribution of active providers in 2022-23 Q3 by their status in 2022-23 Q2 and payment band in 2022-23 Q3 – Tasmania** <sup>306</sup>

Amount paid in 2022-23 Q3	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	95	14	8	117
\$2,001-\$10,000	110	5	10	125
\$10,001-\$100,000	127	<5	7	138
\$100,001-\$250,000	46	<5	<5	46
\$250,000+	71	<5	<5	73
<b>Total</b>	<b>449</b>	<b>23</b>	<b>27</b>	<b>499</b>

Proportion of active participants with approved plans accessing mainstream supports for Tasmania is not shown as data from the new ICT system is not available and therefore overall data is incomplete.

<sup>303</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>304</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>305</sup> Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

<sup>306</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

## Part Five: Financial sustainability

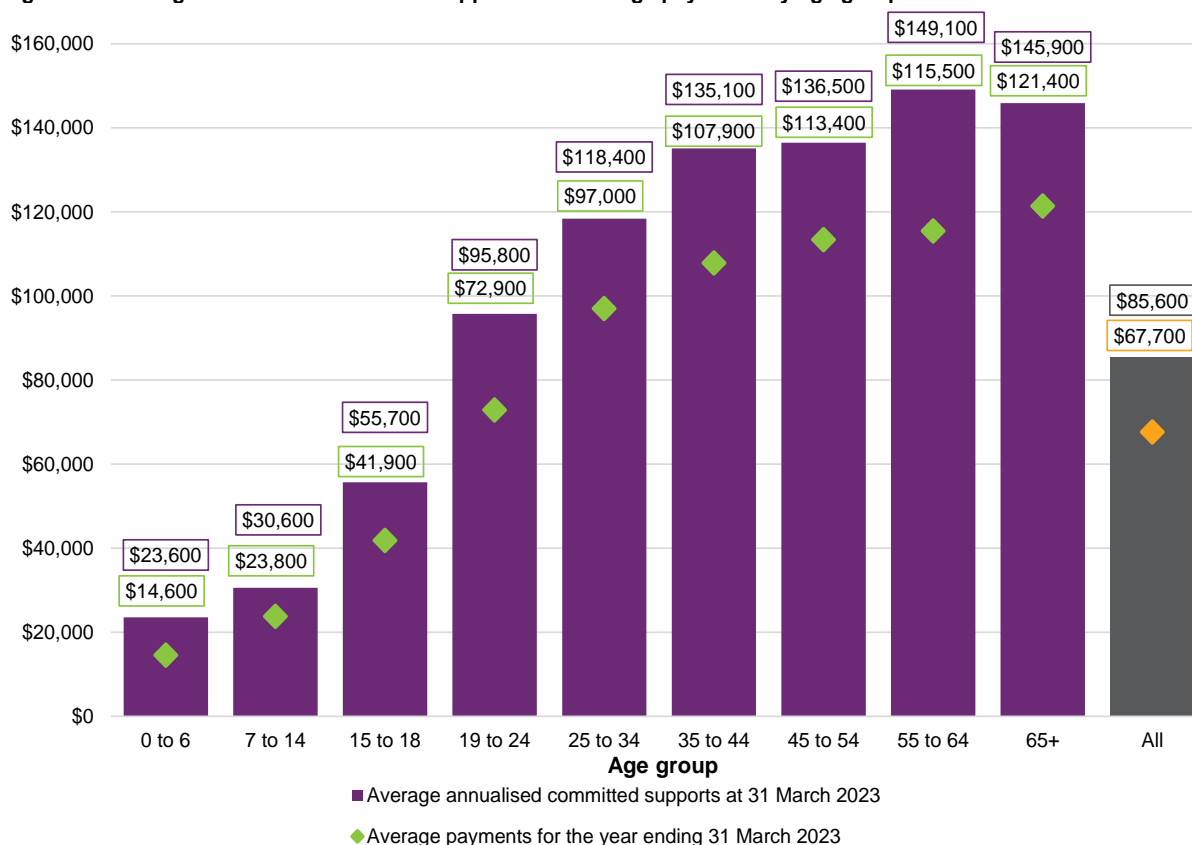
Note: In Table K.30 and Figures K.4 to K.12, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2023. Average payments are derived from total payments paid over the 12 months to 31 March 2023, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Total includes participants with missing characteristics, where applicable.

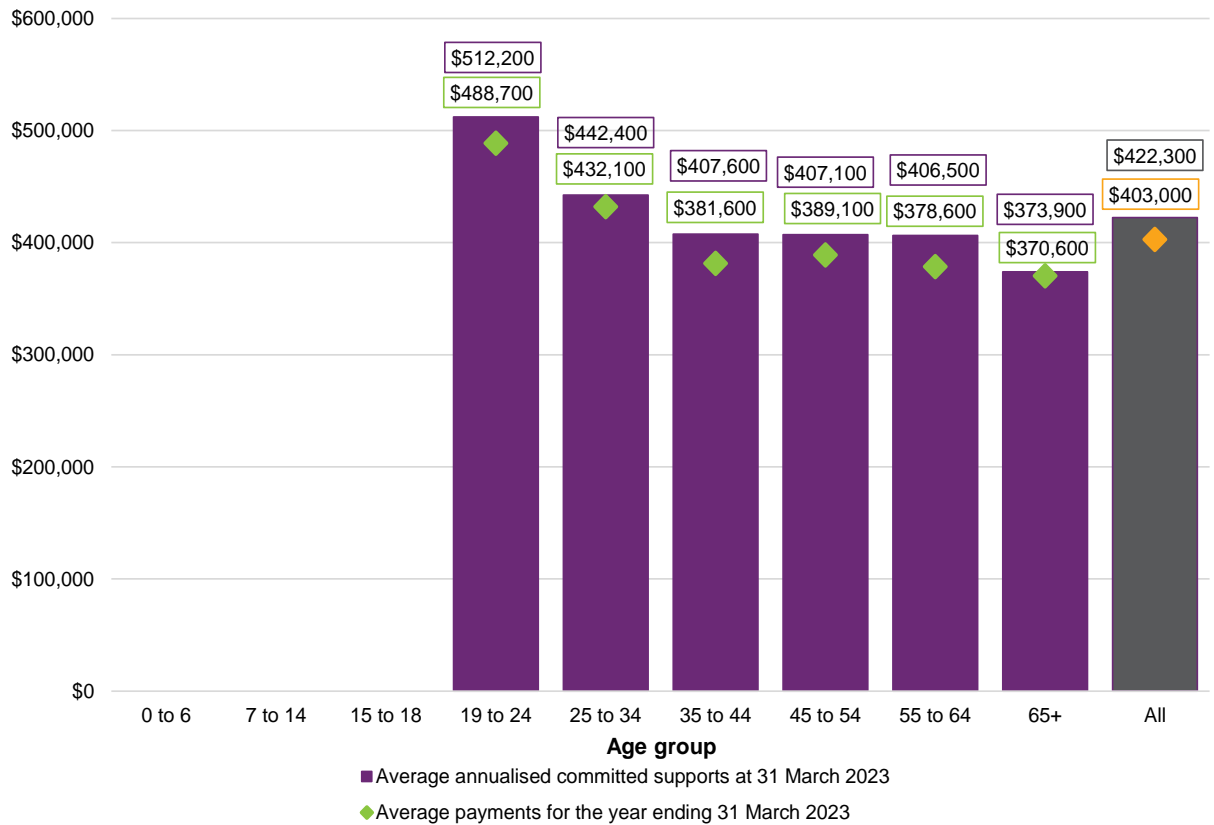
**Table K.29 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q3 – Tasmania**

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	3.6%	3.8%
\$5,001-\$10,000	5.9%	6.4%
\$10,001-\$15,000	9.5%	10.2%
\$15,001-\$20,000	11.3%	12.2%
\$20,001-\$25,000	9.3%	10.1%
\$25,001-\$30,000	5.6%	6.1%
\$30,001-\$50,000	15.3%	16.5%
\$50,001-\$100,000	17.2%	18.5%
\$100,001-\$150,000	6.6%	7.1%
\$150,001-\$200,000	3.1%	3.1%
\$200,001-\$250,000	2.2%	1.7%
\$250,001+	9.4%	3.2%

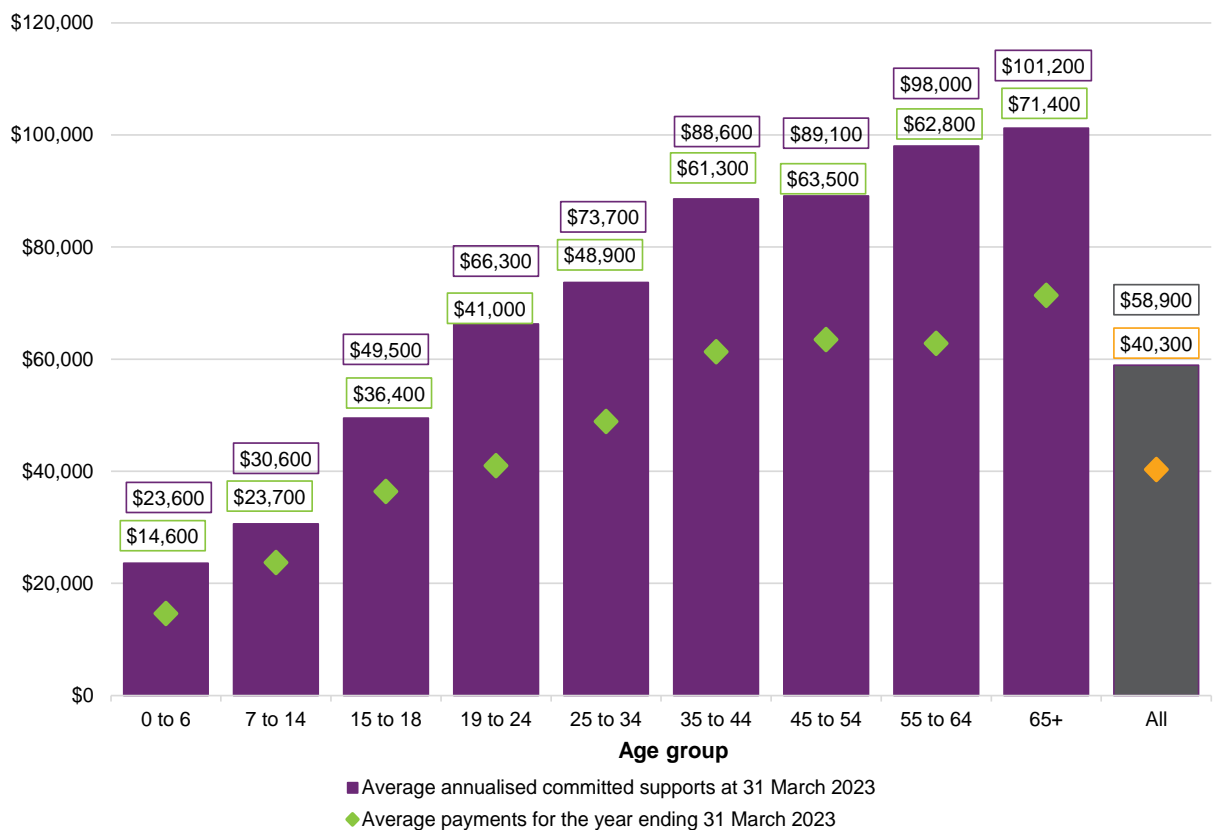
**Figure K.4 Average annualised committed supports and average payments by age group as at 31 March 2023 – Tasmania**



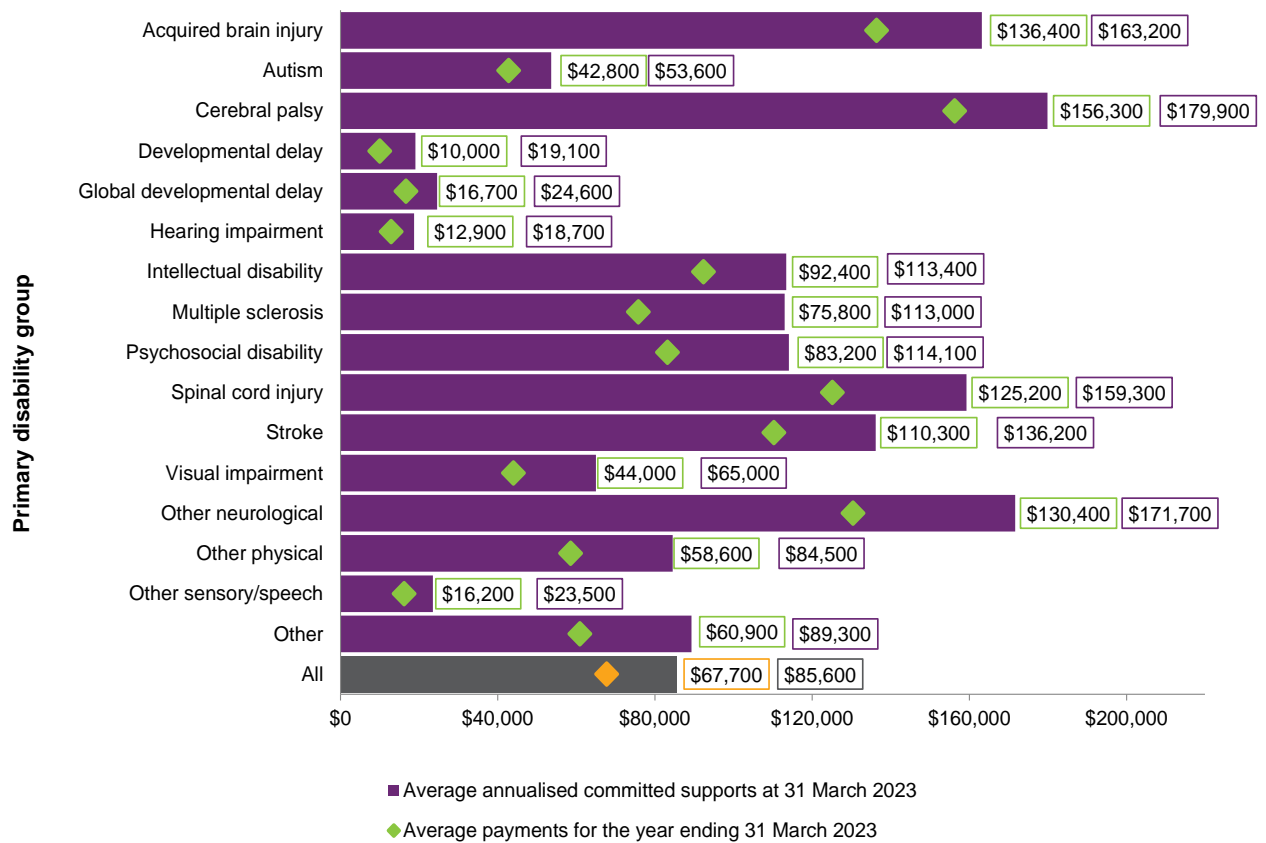
**Figure K.5 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 March 2023 – Tasmania**



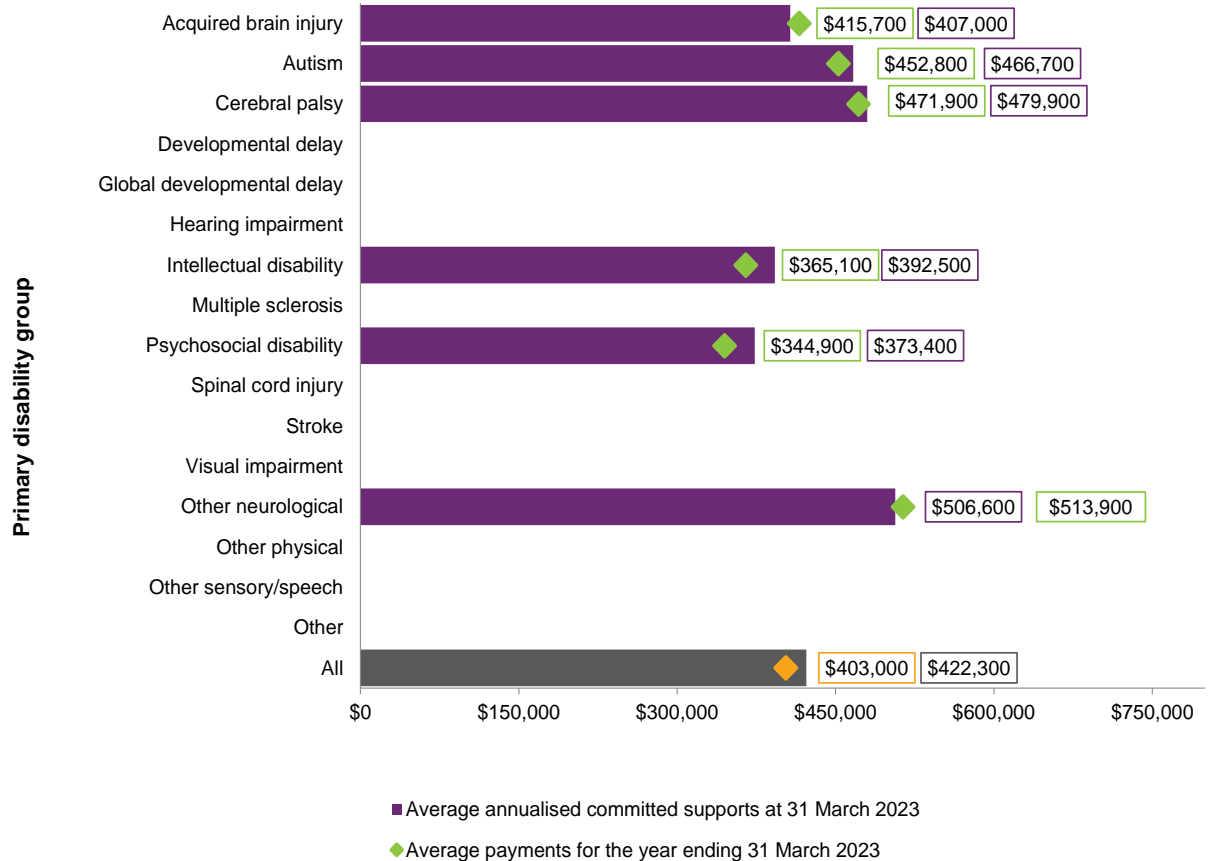
**Figure K.6 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 March 2023 – Tasmania**



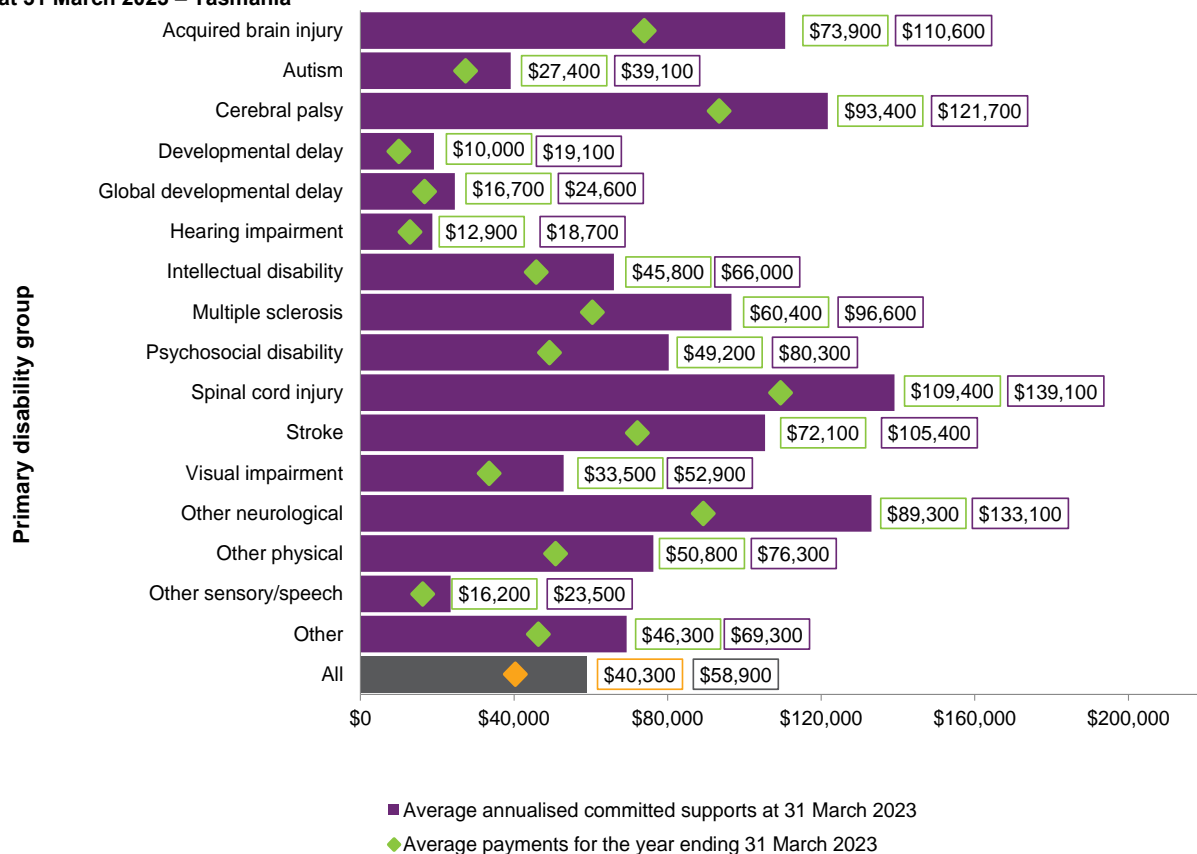
**Figure K.7 Average annualised committed supports and average payments by primary disability group as at 31 March 2023 – Tasmania**



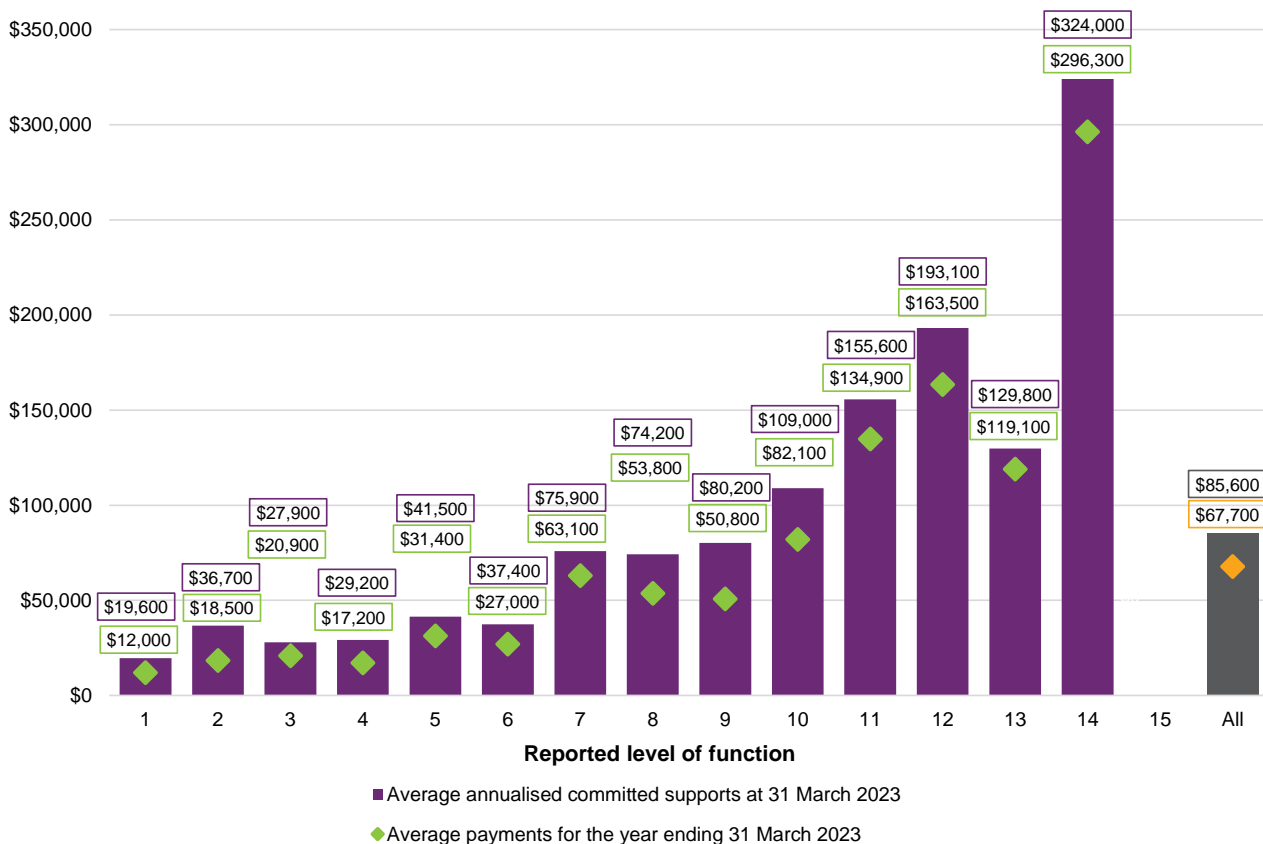
**Figure K.8 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 March 2023 – Tasmania**



**Figure K.9 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 March 2023 – Tasmania**

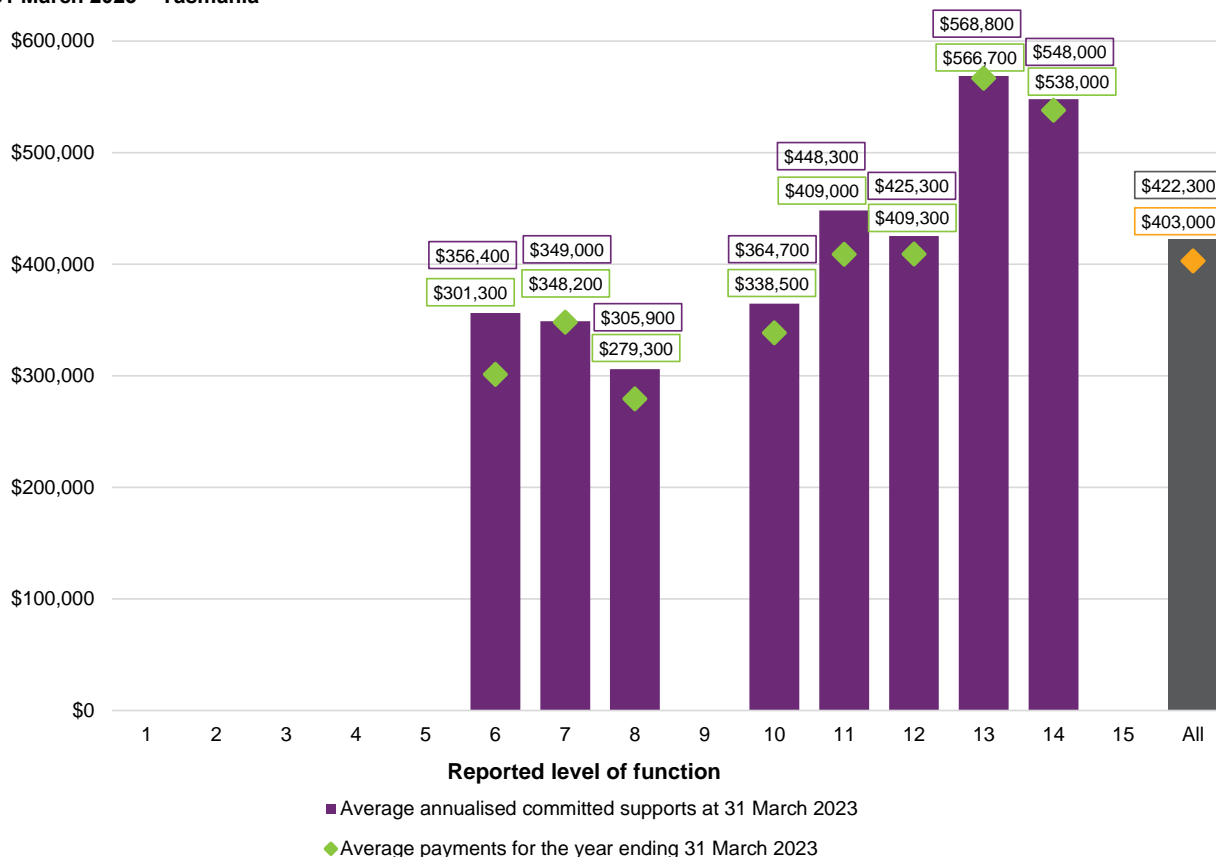


**Figure K.10 Average annualised committed supports and average payments by reported level of function as at 31 March 2023 – Tasmania**

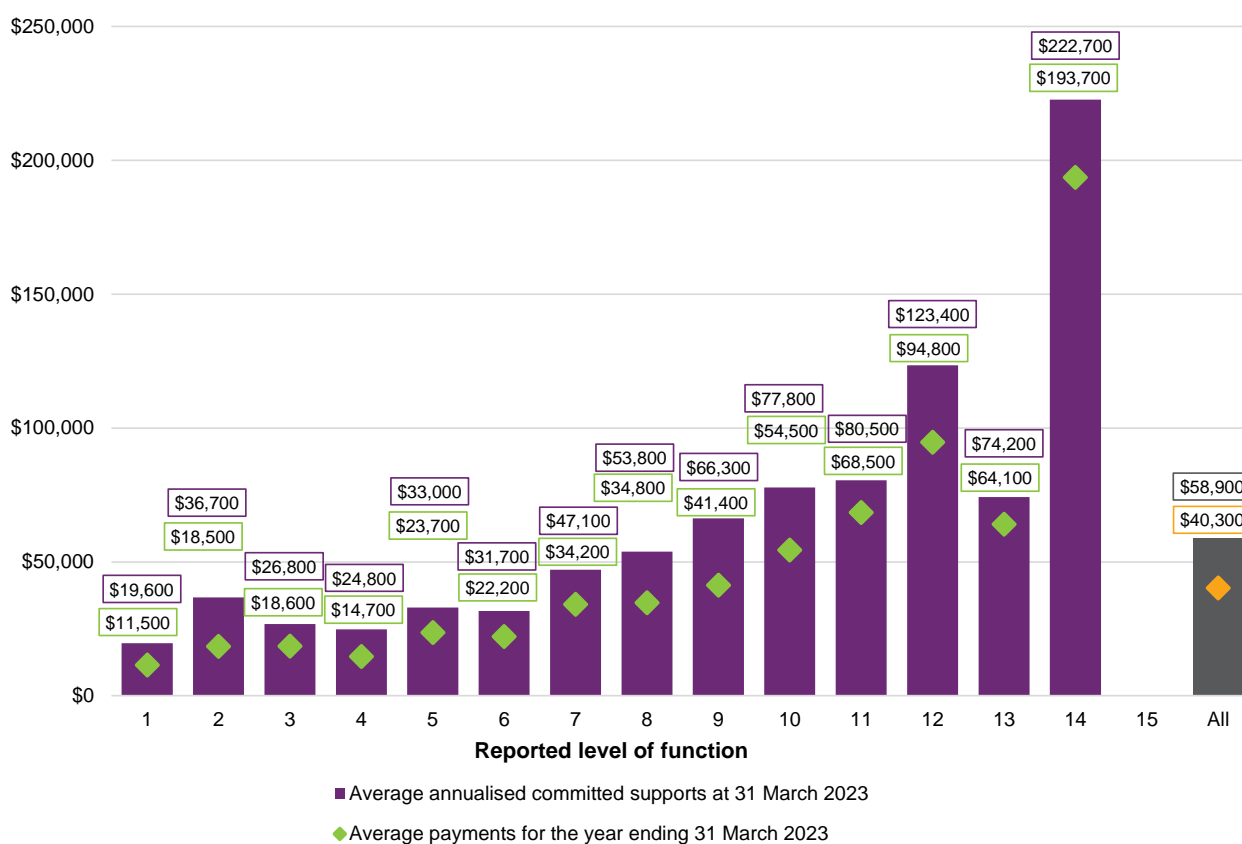




**Figure K.11 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 March 2023 – Tasmania**



**Figure K.12 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 March 2023 – Tasmania**



**Table K.30 Total annualised committed supports and total payments by support category as at 31 March 2023 (\$m) – Tasmania**  
307 308

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$486.0	\$559.7
Core: Consumables	\$13.3	\$18.4
Core: Social and Civic	\$187.8	\$259.4
Core: Transport	\$13.3	\$13.0
Capacity Building: Choice and Control	\$11.3	\$12.6
Capacity Building: Daily Activities	\$65.9	\$134.5
Capacity Building: Employment	\$2.7	\$7.6
Capacity Building: Health and Wellbeing	\$1.0	\$2.5
Capacity Building: Home Living	\$0.01	\$0.1
Capacity Building: Lifelong learning	\$0.01	\$0.01
Capacity Building: Relationships	\$11.8	\$22.8
Capacity Building: Social and Civic	\$5.8	\$14.7
Capacity Building: Support Coordination	\$21.5	\$28.2
Capital: Assistive Technology	\$14.1	\$30.2
Capital: Home Modifications	\$7.7	\$13.2
All	\$842.5	\$1,116.7

**Table K.31 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 March 2023 (\$m) – Tasmania** 309 310

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$285.6	\$283.9
Core: Consumables	\$2.1	\$2.6
Core: Social and Civic	\$66.3	\$80.0
Core: Transport	\$1.9	\$2.5
Capacity Building: Choice and Control	\$1.0	\$1.0
Capacity Building: Daily Activities	\$6.2	\$10.3
Capacity Building: Employment	\$0.1	\$0.3
Capacity Building: Health and Wellbeing	\$0.1	\$0.2
Capacity Building: Home Living	\$0.00	\$0.0
Capacity Building: Lifelong learning	\$0.00	\$0.00
Capacity Building: Relationships	\$5.7	\$9.4
Capacity Building: Social and Civic	\$0.3	\$0.6
Capacity Building: Support Coordination	\$4.6	\$5.2
Capital: Assistive Technology	\$1.7	\$3.4
Capital: Home Modifications	\$3.2	\$5.5
All	\$378.8	\$405.0

<sup>307</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

<sup>308</sup> Total payments for home modifications in Tasmania were \$7.7m. Of which, \$3.6m (47%) has been paid for specialised disability accommodation (SDA) supports, and \$4.1m (53%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.2m processed off-system in June 2022. Total annualised committed supports for home modifications in Tasmania were \$13.2m. Of which, \$5.8m (44%) has been allocated for specialised disability accommodation (SDA) supports, and \$7.3m (56%) has been allocated for non-SDA supports.

<sup>309</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

<sup>310</sup> Total payments for home modifications in Tasmania were \$3.23m. Of which, \$3.15m (97%) has been paid for specialised disability accommodation (SDA) supports, and \$0.08m (3%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.2m processed off-system in June 2022. Total annualised committed supports for home modifications in Tasmania were \$5.5m. Of which, \$5.2m (94.0%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.3m (6.0%) has been allocated for non-SDA supports.

**Table K.32 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 March 2023 (\$m) – Tasmania** <sup>311 312</sup>

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$200.4	\$275.8
Core: Consumables	\$11.2	\$15.8
Core: Social and Civic	\$121.5	\$179.4
Core: Transport	\$11.4	\$10.5
Capacity Building: Choice and Control	\$10.4	\$11.6
Capacity Building: Daily Activities	\$59.8	\$124.1
Capacity Building: Employment	\$2.6	\$7.2
Capacity Building: Health and Wellbeing	\$0.9	\$2.2
Capacity Building: Home Living	\$0.01	\$0.1
Capacity Building: Lifelong learning	\$0.01	\$0.01
Capacity Building: Relationships	\$6.1	\$13.4
Capacity Building: Social and Civic	\$5.5	\$14.1
Capacity Building: Support Coordination	\$16.9	\$23.0
Capital: Assistive Technology	\$12.4	\$26.7
Capital: Home Modifications	\$4.5	\$7.7
<b>All</b>	<b>\$463.7</b>	<b>\$711.7</b>

**Table K.33 Payments by financial year in which support was provided, compared to committed supports (\$m) – Tasmania** <sup>313</sup>

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	17.3	50.2	65.5	100.5	190.2	401.3	661.7	846.7	965.5	848.1
Total Paid	9.6	35.7	48.0	77.8	154.1	297.1	478.3	632.7	757.7	599.3
% utilised to date	56%	71%	73%	77%	81%	74%	72%	75%	78%	71%

**Table K.34 Percentage change in plan budgets for active participants – Tasmania** <sup>314 315</sup>

Inflation type	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Intraplan Inflation	3.7%	6.1%	5.5%	7.1%	5.7%	7.8%	9.9%	6.6%	n/a
Interplan Inflation	1.8%	-2.3%	3.6%	4.2%	1.1%	2.6%	11.7%	8.3%	n/a
<b>Total Inflation</b>	<b>5.5%</b>	<b>3.8%</b>	<b>9.1%</b>	<b>11.4%</b>	<b>6.8%</b>	<b>10.4%</b>	<b>21.6%</b>	<b>14.9%</b>	<b>n/a</b>

<sup>311</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

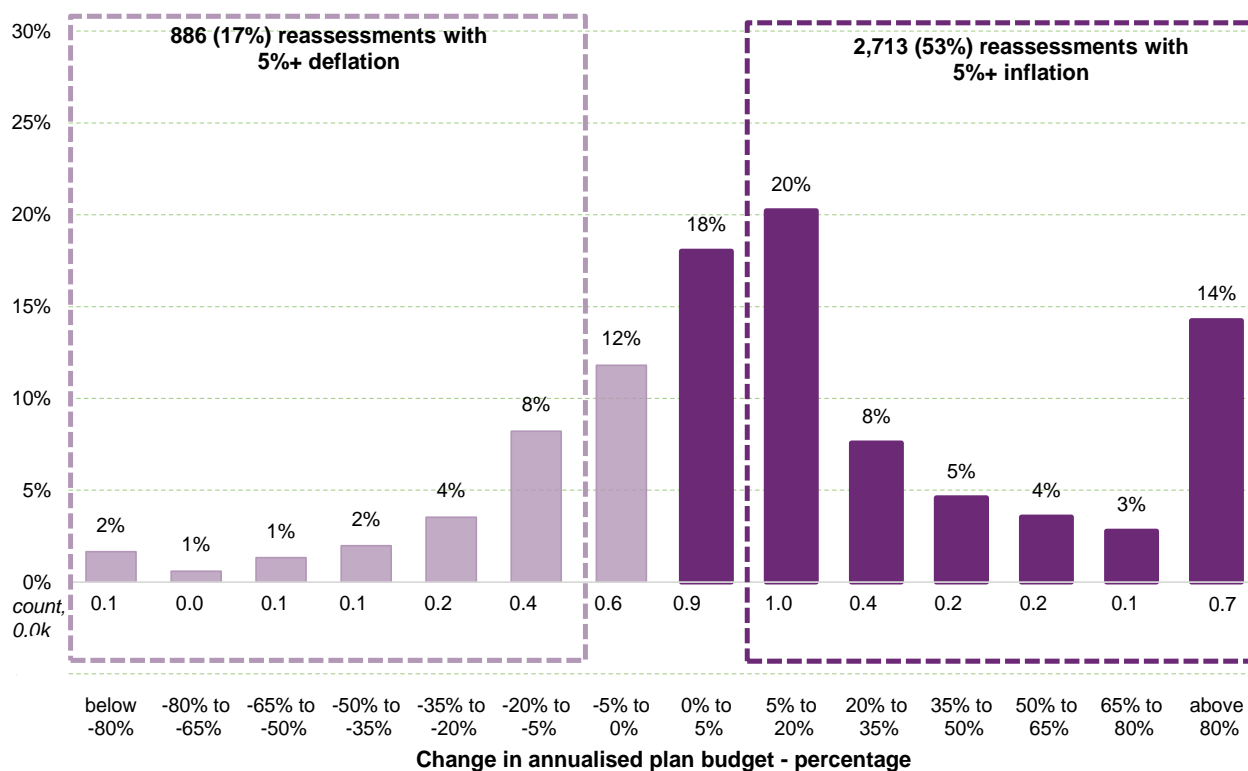
<sup>312</sup> Total payments for home modifications in Tasmania were \$4.5m. Of which, \$0.5m (11%) has been paid for specialised disability accommodation (SDA) supports, and \$4.0m (89%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.03m processed off-system in June 2022. Total annualised committed supports for home modifications in Tasmania were \$7.7m. Of which, \$0.7m (9%) has been allocated for specialised disability accommodation (SDA) supports, and \$7.0m (91%) has been allocated for non-SDA supports.

<sup>313</sup> The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

<sup>314</sup> The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July to maintain the purchasing power of remaining plans. Due to this, there was a one off increase in intraplan and total inflation during the month of July 2022, which impacts the September 2022 quarter.

<sup>315</sup> The September 2022 inflation number has had minor restatement from 21.5 per cent from the previous report.

**Figure K.13 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 March 2023) - all participants – Tasmania** <sup>316</sup>



<sup>316</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.

# Appendix L:

## Australian Capital Territory

### Part One: Participants and their plans

**Table L.1 Active participants by quarter of entry, plan and entry type – Australian Capital Territory** <sup>317</sup>

Participant breakdown	Prior Quarters	2022-23 Q3	Total
<b>Access decisions</b>	<b>13,708</b>	<b>426</b>	<b>14,134</b>
<b>Active Eligible - Total</b>	<b>9,852</b>	<b>336</b>	<b>10,188</b>
<i>Active Eligible - New</i>	7,116	331	7,447
<i>Active Eligible - State</i>	2,420	<11	2,425
<i>Active Eligible - Commonwealth</i>	316	<11	316
<b>Active Participant Plans (excl ECA) - Total</b>	<b>9,752</b>	<b>308</b>	<b>10,060</b>
<i>Active Participant Plans (excl ECA) - New</i>	7,017	307	7,324
<i>Active Participant Plans (excl ECA) - State</i>	2,420	<11	2,420
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	315	<11	316
<b>Active Participant Plans - Total</b>	<b>9,951</b>	<b>473</b>	<b>10,225</b>
<i>Active Participant Plans - Early Intervention (s25)</i>	3,500	192	3,692
<i>Active Participant Plans - Permanent Disability (s24)</i>	6,252	116	6,368
<i>Active Participant Plans - ECA</i>	199	165	165

**Table L.2 People who have left the Scheme since 1 July 2013 as at 31 March 2023 – Australian Capital Territory**

People leaving the Scheme	Total
<b>Number of people who have left the Scheme</b>	<b>1,468</b>
<i>Early Intervention participants</i>	804
<i>Permanent disability participants</i>	664

<sup>317</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

**Table L.3 Assessment of access by age group and gender – Australian Capital Territory** <sup>318</sup>

Age Group at Access Decision	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
0 to 6	2,710	95%	1,080	94%	30	94%	3,820	95%
7 to 14	1,484	86%	742	83%	37	86%	2,263	85%
15 to 18	435	90%	253	82%	19	100%	707	87%
19 to 24	289	89%	236	79%	18	90%	543	84%
25 to 34	433	85%	407	78%	17	74%	857	82%
35 to 44	497	80%	482	74%	11	79%	990	77%
45 to 54	551	83%	543	71%	14	74%	1,108	77%
55 to 64	638	77%	740	71%	<11	n/a	1,387	73%
65+	32	58%	32	49%	<11	n/a	65	54%
Missing	31	37%	27	26%	<11	n/a	59	31%
<b>Total</b>	<b>7,100</b>	<b>87%</b>	<b>4,542</b>	<b>78%</b>	<b>157</b>	<b>82%</b>	<b>11,799</b>	<b>83%</b>

**Table L.4 Assessment of access by primary disability group and gender – Australian Capital Territory** <sup>319</sup>

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	185	94%	81	95%	<11	n/a	269	94%
Autism	2,494	97%	1,052	96%	81	100%	3,627	97%
Cerebral palsy	180	95%	144	94%	<11	n/a	324	94%
Developmental delay	1,093	95%	450	94%	11	92%	1,554	94%
Global developmental delay	163	98%	59	98%	<11	n/a	223	98%
Hearing impairment	221	86%	265	83%	<11	n/a	493	85%
Intellectual disability	921	97%	692	95%	<11	n/a	1,623	96%
Multiple sclerosis	58	92%	184	91%	<11	n/a	246	91%
Psychosocial disability	679	72%	597	62%	22	73%	1,298	67%
Spinal cord injury	68	94%	26	93%	<11	n/a	95	93%
Stroke	86	87%	74	89%	<11	n/a	162	88%
Visual impairment	101	90%	96	93%	<11	n/a	198	92%
Other neurological	297	80%	230	76%	<11	n/a	531	78%
Other physical	268	56%	412	51%	<11	n/a	689	53%
Other sensory/speech	187	59%	73	55%	<11	n/a	260	57%
Other	79	51%	89	40%	<11	n/a	168	44%
Missing	20	34%	18	43%	<11	n/a	39	39%
<b>Total</b>	<b>7,100</b>	<b>87%</b>	<b>4,542</b>	<b>78%</b>	<b>157</b>	<b>82%</b>	<b>11,799</b>	<b>83%</b>

<sup>318</sup> The age in this table is the age at the time of Scheme entry (access met decision). In previous quarterly reports to the disability ministers, records with missing access decision dates have been shown using the age at the reporting date. The results have been corrected in Q3 2022-23 to reflect 59 records that have a missing access decision date.

<sup>319</sup> Ibid.

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred percent.

**Table L.5 Participant profile per quarter by participants identifying as First Nations Peoples – Australian Capital Territory**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
First Nations Participants	436	4%	19	6%	455	5%
Non-First Nations Participants	8,026	82%	279	91%	8,305	83%
Not Stated	1,290	13%	<11	n/a	1,300	13%
<b>Total</b>	<b>9,752</b>	<b>100%</b>	<b>308</b>	<b>100%</b>	<b>10,060</b>	<b>100%</b>

**Table L.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Australian Capital Territory** <sup>320</sup>

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	988	10%	29	9%	1,017	10%
Not culturally and linguistically diverse	8,696	89%	279	91%	8,975	89%
Not stated	68	1%	<11	n/a	68	1%
<b>Total</b>	<b>9,752</b>	<b>100%</b>	<b>308</b>	<b>100%</b>	<b>10,060</b>	<b>100%</b>

**Table L.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 March 2023 – Australian Capital Territory** <sup>321 322</sup>

Age group	Total number of active participants
Under 45	<11
45 to 54	<11
55 to 64	<11
<b>Total YPIRAC (under 65)</b>	<b>&lt;11</b>

**Table L.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Australian Capital Territory** <sup>323</sup>

Participants in residential aged care (under 65)	Incremental	Cumulative
Mar-20	-2	16
Jun-20	-1	15
Sep-20	-3	12
Dec-20	-2	10
Mar-21	1	11
Jun-21	0	11
Sep-21	-1	10
Dec-21	0	10
Mar-22	0	10
Jun-22	-2	8
Sep-22	-1	7
Dec-22	0	7
Mar-23	-1	6

<sup>320</sup> The number of CALD participants excludes participants who identify as First Nations Peoples since the September 2021 quarter.

<sup>321</sup> The age breakdown of YPIRAC participants in ACT cannot be reported due to small numbers in some age groups.

<sup>322</sup> There are a further 26 active participants aged 65 years or over who are currently in residential aged care.

<sup>323</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. There are insufficient numbers to show the incremental and cumulative count of active participants in residential aged care for the December 2020 quarter and after the June 2021 quarter.

**Table L.9 Participant profile per quarter by remoteness – Australian Capital Territory** <sup>324</sup>

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Major cities	9,740	100%	308	100%	10,048	100%
Population > 50,000	11	0%	<11	n/a	11	0%
Population between 15,000 and 50,000	<11	n/a	<11	n/a	<11	n/a
Population between 5,000 and 15,000	<11	n/a	<11	n/a	<11	n/a
Population less than 5,000	<11	n/a	<11	n/a	<11	n/a
Remote	<11	n/a	<11	n/a	<11	n/a
Very Remote	<11	n/a	<11	n/a	<11	n/a
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>9,752</b>	<b>100%</b>	<b>308</b>	<b>100%</b>	<b>10,060</b>	<b>100%</b>

**Table L.10 Participant profile per quarter by primary disability group – Australian Capital Territory** <sup>325 326 327</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	3,407	35%	104	34%	3,511	35%
Intellectual disability	1,493	15%	<11	n/a	1,502	15%
Psychosocial disability	1,132	12%	19	6%	1,151	11%
Developmental delay	860	9%	119	39%	979	10%
Hearing impairment	444	5%	<11	n/a	450	4%
Other neurological	395	4%	<11	n/a	405	4%
Other physical	528	5%	<11	n/a	533	5%
Cerebral palsy	297	3%	<11	n/a	297	3%
Acquired brain injury	225	2%	<11	n/a	231	2%
Global developmental delay	160	2%	17	6%	177	2%
Visual impairment	177	2%	<11	n/a	179	2%
Multiple sclerosis	220	2%	<11	n/a	225	2%
Stroke	142	1%	<11	n/a	144	1%
Spinal cord injury	80	1%	<11	n/a	81	1%
Other	124	1%	<11	n/a	127	1%
Other sensory/speech	68	1%	<11	n/a	68	1%
<b>Total</b>	<b>9,752</b>	<b>100%</b>	<b>308</b>	<b>100%</b>	<b>10,060</b>	<b>100%</b>

<sup>324</sup> The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

<sup>325</sup> Table order based on national proportions in Table E.10 (highest to lowest).

<sup>326</sup> Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

<sup>327</sup> Down syndrome is included in intellectual disability, representing 2% (229) of all Scheme participants in Australian Capital Territory.



**Table L.11 Participant profile per quarter (participants in SIL) by primary disability group – Australian Capital Territory** <sup>328 329</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	72	12%	<11	n/a	72	12%
Intellectual disability	231	39%	<11	n/a	231	39%
Psychosocial disability	107	18%	<11	n/a	107	18%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	48	8%	<11	n/a	48	8%
Other physical	<11	n/a	<11	n/a	<11	n/a
Cerebral palsy	46	8%	<11	n/a	46	8%
Acquired brain injury	39	7%	<11	n/a	39	7%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	<11	n/a	<11	n/a	<11	n/a
Multiple sclerosis	<11	n/a	<11	n/a	<11	n/a
Stroke	14	2%	<11	n/a	14	2%
Spinal cord injury	<11	n/a	<11	n/a	<11	n/a
Other	<11	n/a	<11	n/a	<11	n/a
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>588</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>589</b>	<b>100%</b>

**Table L.12 Participant profile per quarter (participants not in SIL) by primary disability group – Australian Capital Territory** <sup>330</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	3,335	36%	104	34%	3,439	36%
Intellectual disability	1,262	14%	<11	n/a	1,271	13%
Psychosocial disability	1,025	11%	19	6%	1,044	11%
Developmental delay	860	9%	119	39%	979	10%
Hearing impairment	444	5%	<11	n/a	450	5%
Other neurological	347	4%	<11	n/a	357	4%
Other physical	521	6%	<11	n/a	526	6%
Cerebral palsy	251	3%	<11	n/a	251	3%
Acquired brain injury	186	2%	<11	n/a	192	2%
Global developmental delay	160	2%	17	6%	177	2%
Visual impairment	177	2%	<11	n/a	179	2%
Multiple sclerosis	211	2%	<11	n/a	215	2%
Stroke	128	1%	<11	n/a	130	1%
Spinal cord injury	73	1%	<11	n/a	74	1%
Other	116	1%	<11	n/a	119	1%
Other sensory/speech	68	1%	<11	n/a	68	1%
<b>Total</b>	<b>9,164</b>	<b>100%</b>	<b>307</b>	<b>100%</b>	<b>9,471</b>	<b>100%</b>

<sup>328</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>329</sup> Down syndrome is included in intellectual disability, representing 7% (43) of participants in SIL.

<sup>330</sup> Down syndrome is included in intellectual disability, representing 2% (186) of participants not in SIL.

**Table L.13 Participant profile per quarter by reported level of function – Australian Capital Territory**

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
1 (High Function)	1,050	11%	94	31%	1,144	11%
2 (High Function)	24	0%	<11	n/a	24	0%
3 (High Function)	501	5%	25	8%	526	5%
4 (High Function)	930	10%	17	6%	947	9%
5 (High Function)	602	6%	23	7%	625	6%
6 (Moderate Function)	2,321	24%	85	28%	2,406	24%
7 (Moderate Function)	502	5%	<11	n/a	512	5%
8 (Moderate Function)	660	7%	<11	n/a	669	7%
9 (Moderate Function)	57	1%	<11	n/a	58	1%
10 (Moderate Function)	926	9%	15	5%	941	9%
11 (Low Function)	281	3%	<11	n/a	284	3%
12 (Low Function)	1,063	11%	17	6%	1,080	11%
13 (Low Function)	664	7%	<11	n/a	672	7%
14 (Low Function)	156	2%	<11	n/a	157	2%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	15	n/a	<11	n/a	15	n/a
<b>Total</b>	<b>9,752</b>	<b>100%</b>	<b>308</b>	<b>100%</b>	<b>10,060</b>	<b>100%</b>

**Table L.14 Participant profile per quarter by age group – Australian Capital Territory**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
0 to 6	1,149	12%	151	49%	1,300	13%
7 to 14	2,583	26%	55	18%	2,638	26%
15 to 18	859	9%	<11	n/a	869	9%
19 to 24	944	10%	22	7%	966	10%
25 to 34	896	9%	20	6%	916	9%
35 to 44	809	8%	15	5%	824	8%
45 to 54	932	10%	13	4%	945	9%
55 to 64	968	10%	21	7%	989	10%
65+	612	6%	<11	n/a	613	6%
<b>Total</b>	<b>9,752</b>	<b>100%</b>	<b>308</b>	<b>100%</b>	<b>10,060</b>	<b>100%</b>

**Table L.15 Participation rates by age group and gender at 31 March 2023 – Australian Capital Territory <sup>331</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	4.6%	1.9%	3.3%
7 to 14	7.7%	3.5%	5.7%
15 to 18	5.0%	3.0%	4.1%
19 to 24	2.9%	1.7%	2.4%
25 to 44	1.2%	1.0%	1.1%
45 to 64	1.9%	1.8%	1.9%
<b>Total (aged 0 to 64)</b>	<b>2.9%</b>	<b>1.8%</b>	<b>2.4%</b>

<sup>331</sup> Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

## Part Two: Participant and family/carer outcomes

**Table L.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=472), 'participant social and community engagement rate' (n=467), 'parent and carer employment rate' (n=573) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=301) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 March 2021 - Australian Capital Territory <sup>332</sup>**

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	17%	14%	24%	26%
Participant employment rate - Aged 25 to 34 years	40%	46%	43%	26%
Participant employment rate - Aged 35 to 44 years	36%	30%	33%	26%
Participant employment rate - Aged 45 to 54 years	32%	33%	29%	26%
Participant employment rate - Aged 55 to 64 years	26%	23%	18%	26%
Participant employment rate - Aged 65+ years	23%	15%	13%	26%
Participant employment rate - Aged 25 to 64 years	34%	33%	31%	26%
Participant employment rate - Aged 15 to 64 years	30%	29%	29%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	31%	32%	46%
Participant social and community engagement rate - Aged 25 to 34 years	40%	45%	48%	46%
Participant social and community engagement rate - Aged 35 to 44 years	33%	40%	36%	46%
Participant social and community engagement rate - Aged 45 to 54 years	31%	33%	39%	46%
Participant social and community engagement rate - Aged 55 to 64 years	43%	50%	44%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	37%	42%	42%	46%
Participant social and community engagement rate - Aged 15+ years	36%	40%	40%	46%
Parent and carer employment rate - Aged 0 to 14 years	57%	61%	63%	50%
Parent and carer employment rate - Aged 15+ years	57%	62%	59%	50%
Parent and carer employment rate - All ages	57%	61%	62%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	71%	75%
Participant Choice and Control - Aged 25+ years	n/a	75%	79%	75%
Participant Choice and Control - Aged 15+ years	n/a	72%	78%	75%

<sup>332</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2021 and have had a second plan reassessment to date.

**Table L.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=466), 'participant social and community engagement rate' (n=467), 'parent and carer employment rate' (n=292) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=395) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 March 2020 - Australian Capital Territory <sup>333</sup>**

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	18%	21%	22%	21%	26%
Participant employment rate - Aged 25 to 34 years	35%	34%	32%	39%	26%
Participant employment rate - Aged 35 to 44 years	41%	43%	31%	37%	26%
Participant employment rate - Aged 45 to 54 years	32%	31%	26%	32%	26%
Participant employment rate - Aged 55 to 64 years	21%	23%	20%	21%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	33%	33%	28%	32%	26%
Participant employment rate - Aged 15 to 64 years	30%	31%	27%	30%	26%
Participant social and community engagement rate - Aged 15 to 24 years	37%	32%	31%	35%	46%
Participant social and community engagement rate - Aged 25 to 34 years	27%	30%	34%	38%	46%
Participant social and community engagement rate - Aged 35 to 44 years	44%	47%	43%	45%	46%
Participant social and community engagement rate - Aged 45 to 54 years	39%	43%	42%	37%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	38%	47%	41%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	38%	42%	42%	42%	46%
Participant social and community engagement rate - Aged 15+ years	38%	40%	41%	41%	46%
Parent and carer employment rate - Aged 0 to 14 years	49%	52%	61%	57%	50%
Parent and carer employment rate - Aged 15+ years	64%	68%	72%	63%	50%
Parent and carer employment rate - All ages	53%	56%	64%	59%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	66%	69%	72%	75%
Participant Choice and Control - Aged 25+ years	n/a	73%	77%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	71%	76%	78%	75%

<sup>333</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a third plan reassessment to date.

**Table L.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=305), 'participant social and community engagement rate' (n=304), 'parent and carer employment rate' (n=134) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=280) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 March 2019 - Australian Capital Territory <sup>334</sup>**

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	9%	20%	23%	23%	36%	26%
Participant employment rate - Aged 25 to 34 years	31%	31%	34%	32%	31%	26%
Participant employment rate - Aged 35 to 44 years	34%	35%	37%	46%	36%	26%
Participant employment rate - Aged 45 to 54 years	38%	45%	39%	37%	30%	26%
Participant employment rate - Aged 55 to 64 years	29%	24%	33%	21%	21%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	33%	34%	36%	34%	30%	26%
Participant employment rate - Aged 15 to 64 years	29%	31%	33%	32%	31%	26%
Participant social and community engagement rate - Aged 15 to 24 years	36%	42%	45%	35%	48%	46%
Participant social and community engagement rate - Aged 25 to 34 years	43%	45%	48%	58%	57%	46%
Participant social and community engagement rate - Aged 35 to 44 years	32%	38%	46%	53%	43%	46%
Participant social and community engagement rate - Aged 45 to 54 years	38%	36%	44%	56%	45%	46%
Participant social and community engagement rate - Aged 55 to 64 years	33%	47%	49%	48%	51%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	36%	40%	45%	51%	48%	46%
Participant social and community engagement rate - Aged 15+ years	36%	41%	45%	49%	48%	46%
Parent and carer employment rate - Aged 0 to 14 years	51%	56%	53%	57%	60%	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	57%	59%	61%	61%	63%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	54%	68%	65%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	75%	77%	81%	81%	75%
Participant Choice and Control - Aged 15+ years	n/a	70%	74%	77%	78%	75%

<sup>334</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a fourth plan reassessment to date.

**Table L.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=240), 'participant social and community engagement rate' (n=235), 'parent and carer employment rate' (n=54) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=208) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 March 2018 - Australian Capital Territory<sup>335</sup>**

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	48%	43%	38%	33%	32%	39%	26%
Participant employment rate - Aged 35 to 44 years	25%	29%	31%	41%	33%	33%	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	32%	31%	29%	30%	30%	30%	26%
Participant employment rate - Aged 15 to 64 years	30%	29%	28%	30%	30%	32%	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	45%	45%	41%	38%	57%	48%	46%
Participant social and community engagement rate - Aged 35 to 44 years	29%	41%	44%	47%	57%	45%	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	36%	38%	43%	42%	45%	43%	46%
Participant social and community engagement rate - Aged 15+ years	36%	38%	42%	43%	44%	43%	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	n/a	n/a	n/a	n/a	n/a	n/a	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	63%	65%	62%	63%	77%	75%
Participant Choice and Control - Aged 25+ years	n/a	75%	78%	84%	79%	81%	75%
Participant Choice and Control - Aged 15+ years	n/a	72%	75%	79%	75%	80%	75%

<sup>335</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a fifth plan reassessment to date.

**Table L.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=144), 'participant social and community engagement rate' (n=149), 'parent and carer employment rate' (n=18) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=130) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 31 March 2017 - Australian Capital Territory <sup>336</sup>**

Age group	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	33%	33%	30%	39%	31%	14%	27%	26%
Participant employment rate - Aged 15 to 64 years	31%	31%	29%	38%	30%	17%	28%	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	36%	44%	50%	47%	53%	58%	46%	46%
Participant social and community engagement rate - Aged 15+ years	36%	44%	49%	45%	53%	62%	46%	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	75%
Participant Choice and Control - Aged 25+ years	n/a	63%	67%	71%	76%	88%	83%	75%
Participant Choice and Control - Aged 15+ years	n/a	65%	68%	70%	74%	90%	80%	75%

<sup>336</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a sixth plan reassessment to date.

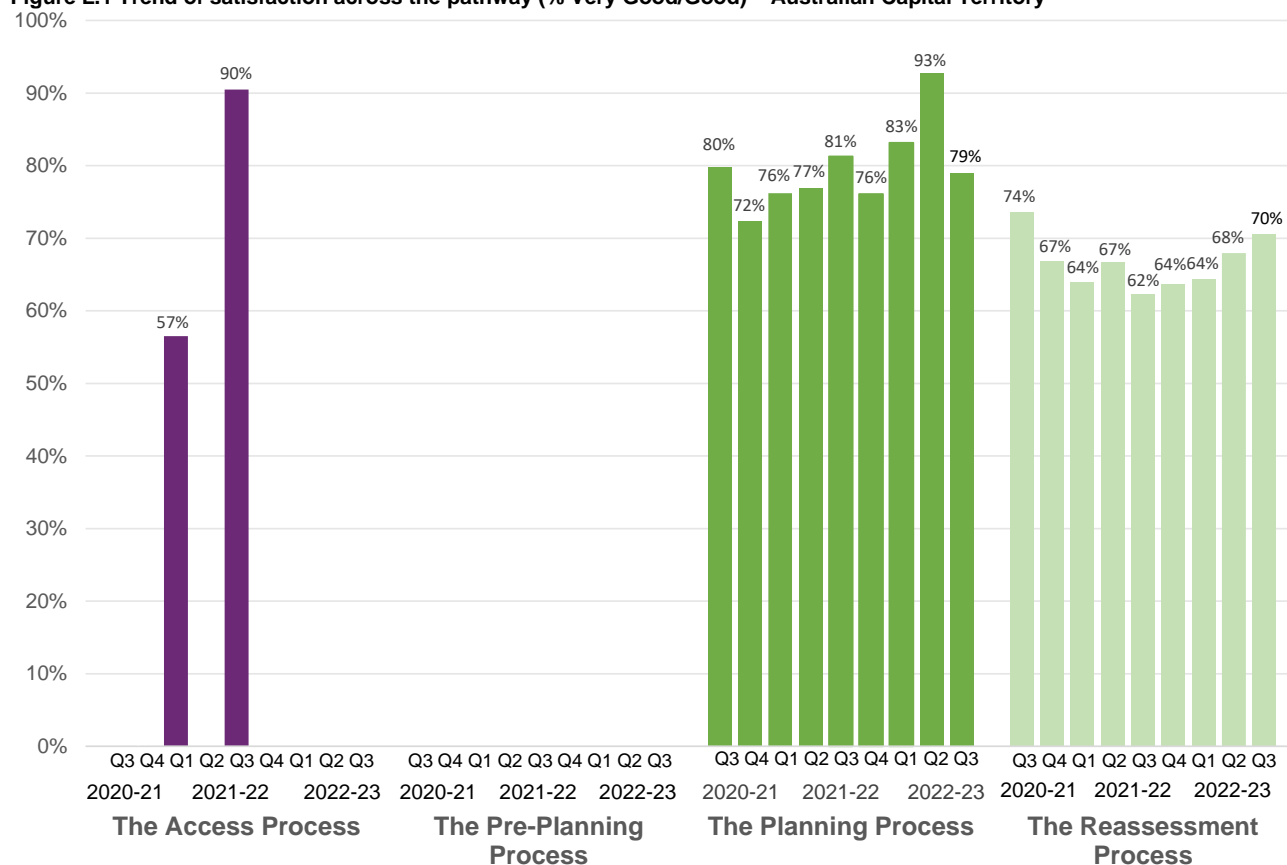
## Part Three: Participant experience

**Table L.21 Proportion of participants who agreed with statements about 'Access' (n = 156 in Prior Quarters, n = 12 in 2022-23 Q3), 'Pre-planning' (n = 119 in Prior Quarters, n = 15 in 2022-23 Q3), 'Planning' (n = 773 in Prior Quarters, n = 81 in 2022-23 Q3) and 'Plan reassessment' (n = 3,146 in Prior Quarters, n = 349 in 2022-23 Q3) of NDIS journey in 2022-23 Q3 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Australian Capital Territory**

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2022-23 Q3
Access - Are you happy with how coming into the NDIS has gone?	83%	n/a
Access - Was the person from the NDIS respectful?	97%	n/a
Access - Do you understand what will happen next with your plan?	81%	n/a
Access - % of participants rating their overall experience as Very Good or Good.	72%	n/a
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	76%	n/a
Pre-planning - Did you understand why you needed to give the information you did?	90%	n/a
Pre-planning - Were decisions about your plan clearly explained?	64%	n/a
Pre-planning - Are you clear on what happens next with your plan?	64%	n/a
Pre-planning - Do you know where to go for more help with your plan?	66%	n/a
Pre-planning - % of participants rating their overall experience as Very Good or Good.	71%	n/a
Planning - Did the person from the NDIS understand how your disability affects your life?	87%	88%
Planning - Did you understand why you needed to give the information you did?	95%	100%
Planning - Were decisions about your plan clearly explained?	82%	81%
Planning - Are you clear on what happens next with your plan?	83%	85%
Planning - Do you know where to go for more help with your plan?	87%	90%
Planning - % of participants rating their overall experience as Very Good or Good.	80%	79%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	74%	75%
Plan reassessment - Did you feel prepared for your plan reassessment?	84%	83%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	86%	86%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	67%	70%



**Figure L.1 Trend of satisfaction across the pathway (% Very Good/Good) – Australian Capital Territory** <sup>337 338</sup>



<sup>337</sup> Participant satisfaction results for prior quarters have been restated using data as at 31 March 2023 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

<sup>338</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q3. The charts show trends in complaints based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table L.22 shows the number of complaints in 2022-23 Q3 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Table L.23 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

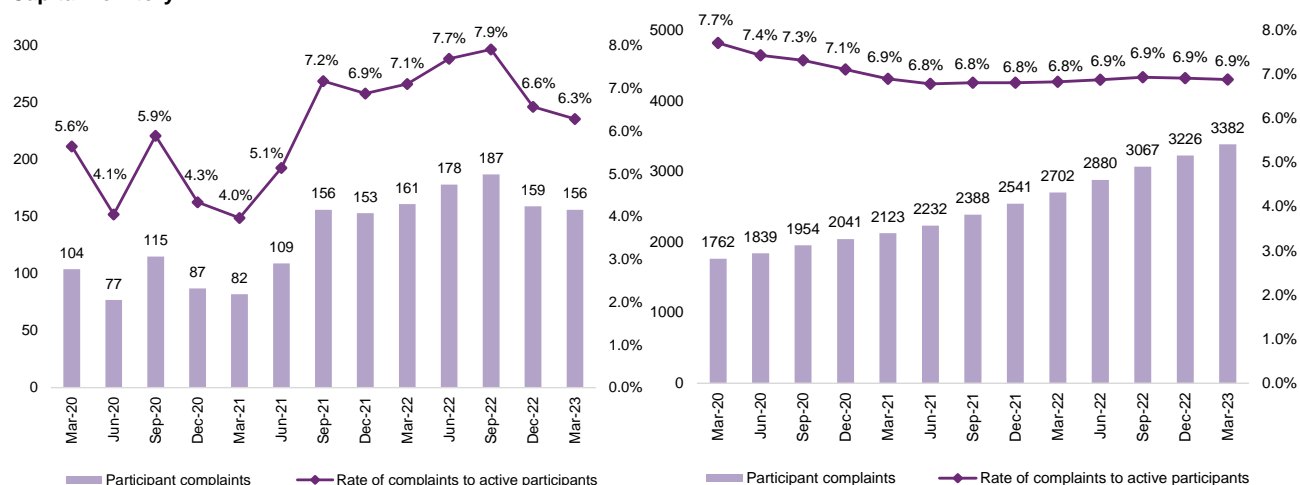
**Table L.22 Complaints by quarter – Australian Capital Territory** <sup>339 340</sup>

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q3	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	<11	<11	<11	<11
People who have submitted an access request: Complaint about LAC Partner	55	<11	61	56
People who have submitted an access request: Complaints about service providers	134	<11	137	119
People who have submitted an access request: Complaints about the Agency	2674	105	2779	1400
People who have submitted an access request: Critical/ Reportable Incident	190	42	232	170
People who have submitted an access request: Unclassified	169	<11	169	146
<b>People who have submitted an access request: Total</b>	<b>3226</b>	<b>156</b>	<b>3382</b>	<b>1657</b>
<i>Percentage of the number of active participants</i>	6.9%	6.3%	6.9%	n/a

<sup>339</sup> Note that 59% of all complainants made only one complaint, 21% made two complaints and 20% made three or more complaints.

<sup>340</sup> Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

**Figure L.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Australian Capital Territory**



**Table L.23 Participant complaints by type. Complaints with a related party who has submitted an access request – Australian Capital Territory** <sup>341</sup>

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	192	7%	<11	n/a	193	7%
Complaints about the Agency - Information unclear	42	2%	<11	n/a	42	2%
Complaints about the Agency - NDIA Access	61	2%	<11	n/a	67	2%
Complaints about the Agency - NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Finance	128	5%	<11	n/a	134	5%
Complaints about the Agency - NDIA Fraud and Compliance	13	0%	<11	n/a	13	0%
Complaints about the Agency - NDIA Plan	477	18%	41	39%	518	19%
Complaints about the Agency - NDIA Process	175	7%	22	21%	197	7%
Complaints about the Agency - NDIA Resources	24	1%	<11	n/a	25	1%
Complaints about the Agency - NDIA Staff	122	5%	16	15%	138	5%
Complaints about the Agency - NDIA Timeliness	287	11%	11	10%	298	11%
Complaints about the Agency - Participation, engagement and inclusion	24	1%	<11	n/a	24	1%
Complaints about the Agency - Provider Portal	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Quality & Safeguards Commission	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Reasonable and necessary supports	134	5%	<11	n/a	134	5%
Complaints about the Agency - Staff conduct - Agency	29	1%	<11	n/a	29	1%
Complaints about the Agency - The way the NDIA carried out its decision making	67	3%	<11	n/a	67	2%
Complaints about the Agency - Timeliness	420	16%	<11	n/a	420	15%
Complaints about the Agency - Other	467	17%	<11	n/a	468	17%
<b>Complaints about the Agency - Total</b>	<b>2674</b>	<b>100%</b>	<b>105</b>	<b>100%</b>	<b>2779</b>	<b>100%</b>
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Process	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about ECA Partner - Total</b>	<b>&lt;11</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	<11	n/a	<11	n/a	11	18%
Complaints about LAC Partner - LAC Process	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	27	49%	<11	n/a	30	49%
Complaints about LAC Partner - LAC Timeliness	11	20%	<11	n/a	13	21%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about LAC Partner - Total</b>	<b>55</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>61</b>	<b>100%</b>
Complaints about service providers - Provider costs	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider Finance	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a

<sup>341</sup> There are 3,226 total participant complaints in Prior Quarters, 156 total participant complaints in 2022-23 Q3, and 3,382 total participant complaints as at 31 March 2023, including 169 unclassified participant complaints as at 31 March 2023.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Process	15	11%	<11	n/a	15	11%
Complaints about service providers - Provider Service	22	16%	<11	n/a	24	18%
Complaints about service providers - Provider Staff	12	9%	<11	n/a	13	9%
Complaints about service providers - Service Delivery	21	16%	<11	n/a	21	15%
Complaints about service providers - Staff conduct	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Supports being provided	14	10%	<11	n/a	14	10%
Complaints about service providers - Other	20	15%	<11	n/a	20	15%
<b>Complaints about service providers - Total</b>	<b>134</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>137</b>	<b>100%</b>
Critical/ Reportable Incident - Allegations against a provider	29	15%	<11	n/a	39	17%
Critical/ Reportable Incident - Allegations against Informal Supports	24	13%	<11	n/a	33	14%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	46	24%	13	31%	59	25%
Critical/ Reportable Incident - Provider reporting	90	47%	<11	n/a	100	43%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
<b>Critical/ Reportable Incident - Total</b>	<b>190</b>	<b>100%</b>	<b>42</b>	<b>100%</b>	<b>232</b>	<b>100%</b>

**Table L.24 AAT Cases by category at 31 March 2023 – Australian Capital Territory**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Access	227	28%	<11	n/a	234	28%
Plan	499	62%	38	76%	537	63%
Plan Reassessment	30	4%	<11	n/a	30	4%
Other	44	6%	<11	n/a	49	6%
<b>Total cases</b>	<b>800</b>	<b>100%</b>	<b>50</b>	<b>100%</b>	<b>850</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>n/a</b>	<b>2%</b>	<b>n/a</b>	<b>2%</b>	<b>n/a</b>	<b>2%</b>

**Figure L.3 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Australian Capital Territory**

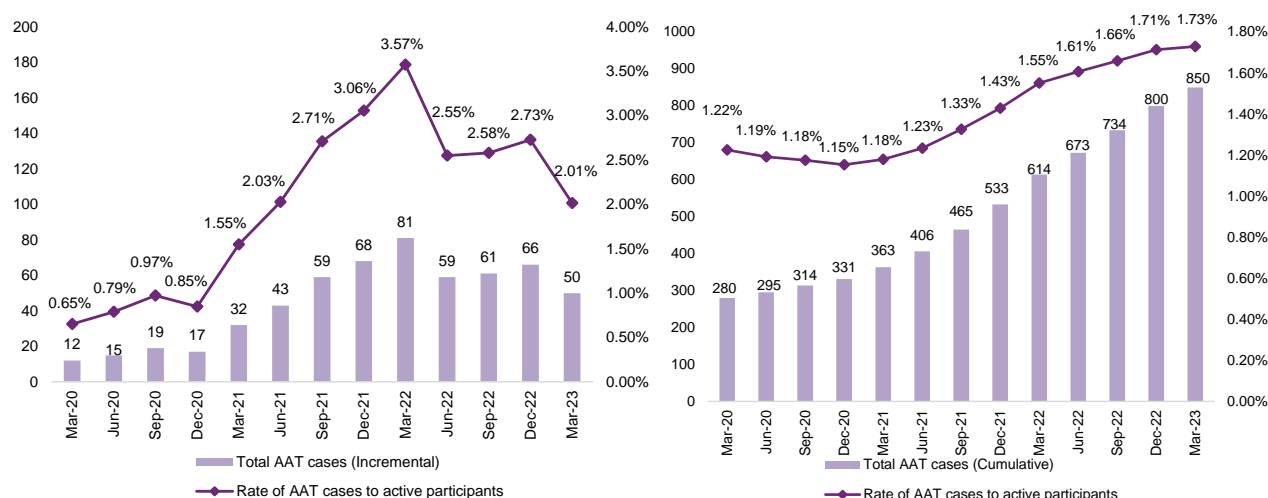


Table L.25 AAT cases by open/closed and decision – Australian Capital Territory <sup>342</sup> <sup>343</sup>

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
<b>AAT Cases</b>	<b>850</b>	<b>771</b>
<b>Open AAT Cases</b>	<b>162</b>	<b>161</b>
<b>Closed AAT Cases</b>	<b>688</b>	<b>625</b>
<i>Resolved before hearing</i>	663	603
<i>Gone to hearing and received a substantive decision</i>	25	22

<sup>342</sup> Of the 25 cases which went to hearing and received a substantive decision: 15 affirmed the Agency's decision, 3 varied the Agency's decision and 7 set aside the Agency's decision.

<sup>343</sup> The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

## Part Four: Providers and the growing market

**Table L.26 Key markets indicators by quarter – Australian Capital Territory** <sup>344 345</sup>

Market indicators	Previous Quarter	2022-23 Q3
Average number of active providers per active participant	0.90	0.88
Number of providers delivering new types of supports	80	90
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	84%	82%
Share of payments - top 25%: Therapeutic Supports (Percentage)	93%	93%
Share of payments - top 25%: Participate Community (Percentage)	94%	95%
Share of payments - top 25%: Early Childhood Supports (Percentage)	83%	84%
Share of payments - top 25%: Assist Personal Activities (Percentage)	92%	92%

**Table L.27 Cumulative number of providers that have ever been active as at 31 March 2023 by quarter of activity – Australian Capital Territory** <sup>346</sup>

Activity	Number of providers
Active for the first time in 2022-23 Q3	26
Active in 2022-23 Q3 and also in previous quarters	431
<b>Active in 2022-23 Q3</b>	<b>457</b>
Inactive in 2022-23 Q3	1,169
<b>Active ever</b>	<b>1,626</b>

**Table L.28 Distribution of active providers in 2022-23 Q3 by their status in 2022-23 Q2 and payment band in 2022-23 Q3 – Australian Capital Territory** <sup>347</sup>

Amount paid in 2022-23 Q2	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	91	18	14	123
\$2,001-\$10,000	91	5	5	101
\$10,001-\$100,000	130	7	6	143
\$100,001-\$250,000	38	<5	<5	39
\$250,000+	51	<5	<5	51
<b>Total</b>	<b>401</b>	<b>30</b>	<b>26</b>	<b>457</b>

**Table L.29 Proportion of active participants with approved plans accessing mainstream supports – Australian Capital Territory** <sup>348</sup>

Mainstream service	Prior Quarters	2022-23 Q3	Total
Daily Activities	9%	10%	9%
Health & Wellbeing	70%	70%	70%
Lifelong Learning	35%	33%	35%
Other	27%	27%	27%
Non-categorised	7%	5%	7%
<b>Any mainstream service</b>	<b>95%</b>	<b>96%</b>	<b>95%</b>

<sup>344</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>345</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>346</sup> Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

<sup>347</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

<sup>348</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

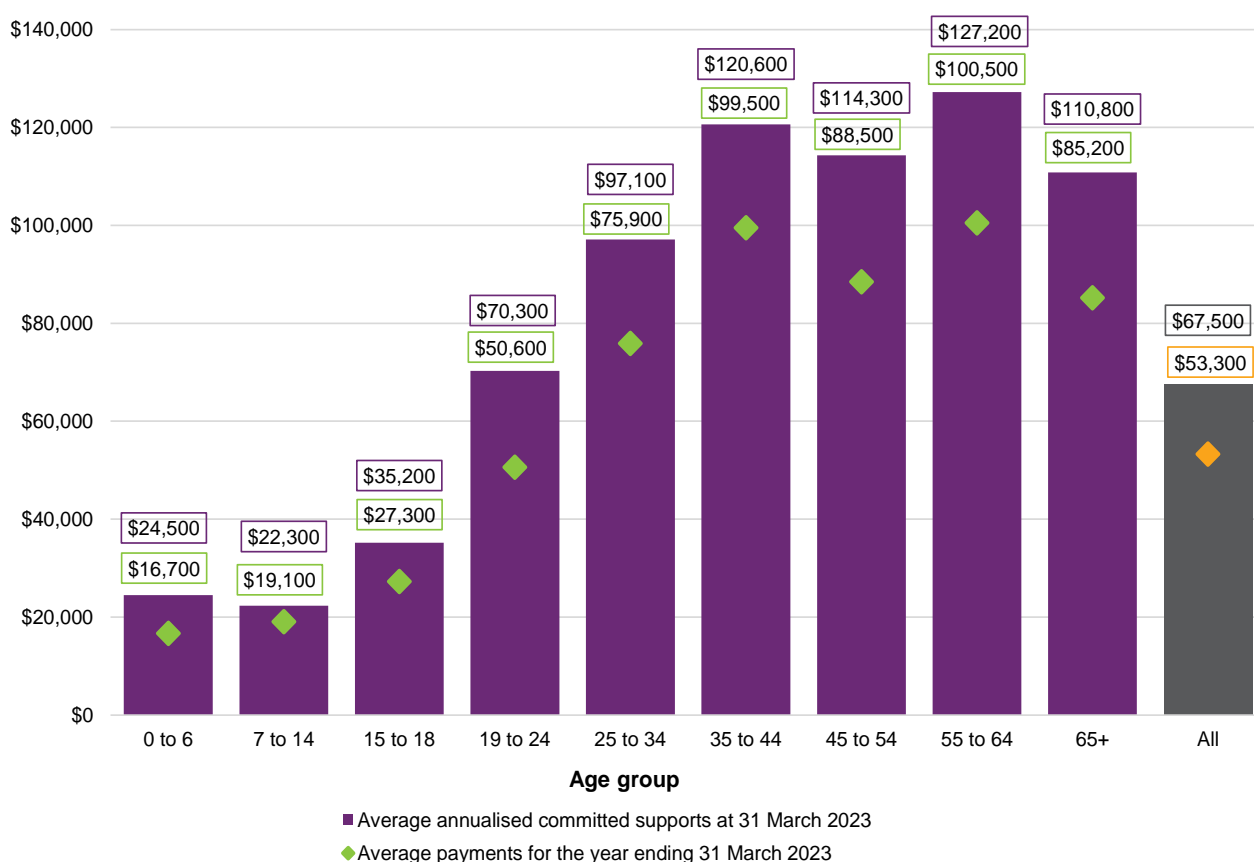
## Part Five: Financial sustainability

Note: In Table L.30 and Figures L.4 to L.12, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2023. Average payments are derived from total payments paid over the 12 months to 31 March 2023, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

**Table L.30 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q3 – Australian Capital Territory**

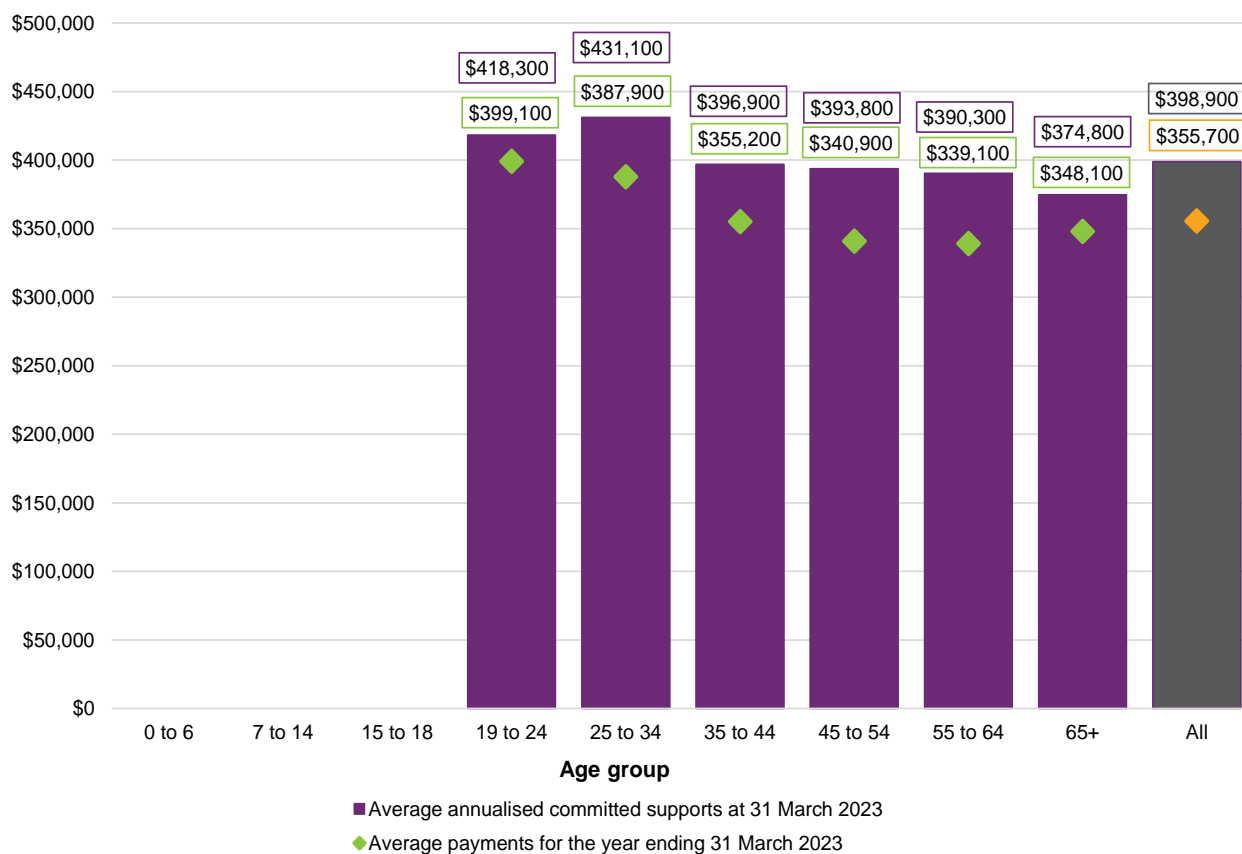
Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	3.5%	3.7%
\$5,001-\$10,000	8.5%	9.0%
\$10,001-\$15,000	13.5%	14.3%
\$15,001-\$20,000	14.8%	15.7%
\$20,001-\$25,000	9.9%	10.5%
\$25,001-\$30,000	5.4%	5.8%
\$30,001-\$50,000	14.3%	15.2%
\$50,001-\$100,000	13.2%	14.1%
\$100,001-\$150,000	5.1%	5.4%
\$150,001-\$200,000	2.7%	2.6%
\$200,001-\$250,000	1.5%	1.2%
\$250,001+	7.1%	2.0%

**Figure L.4 Average annualised committed supports and average payments by age group as at 31 March 2023 – Australian Capital Territory**

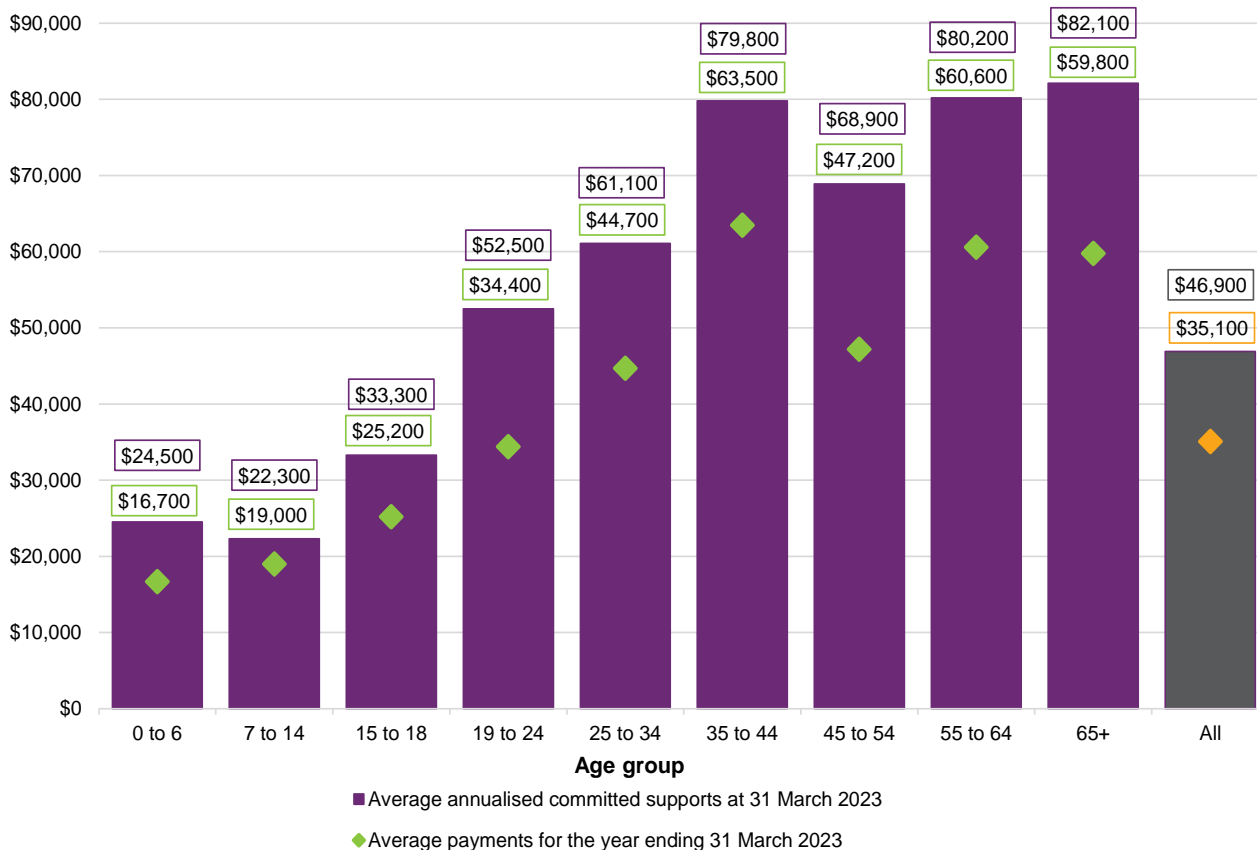




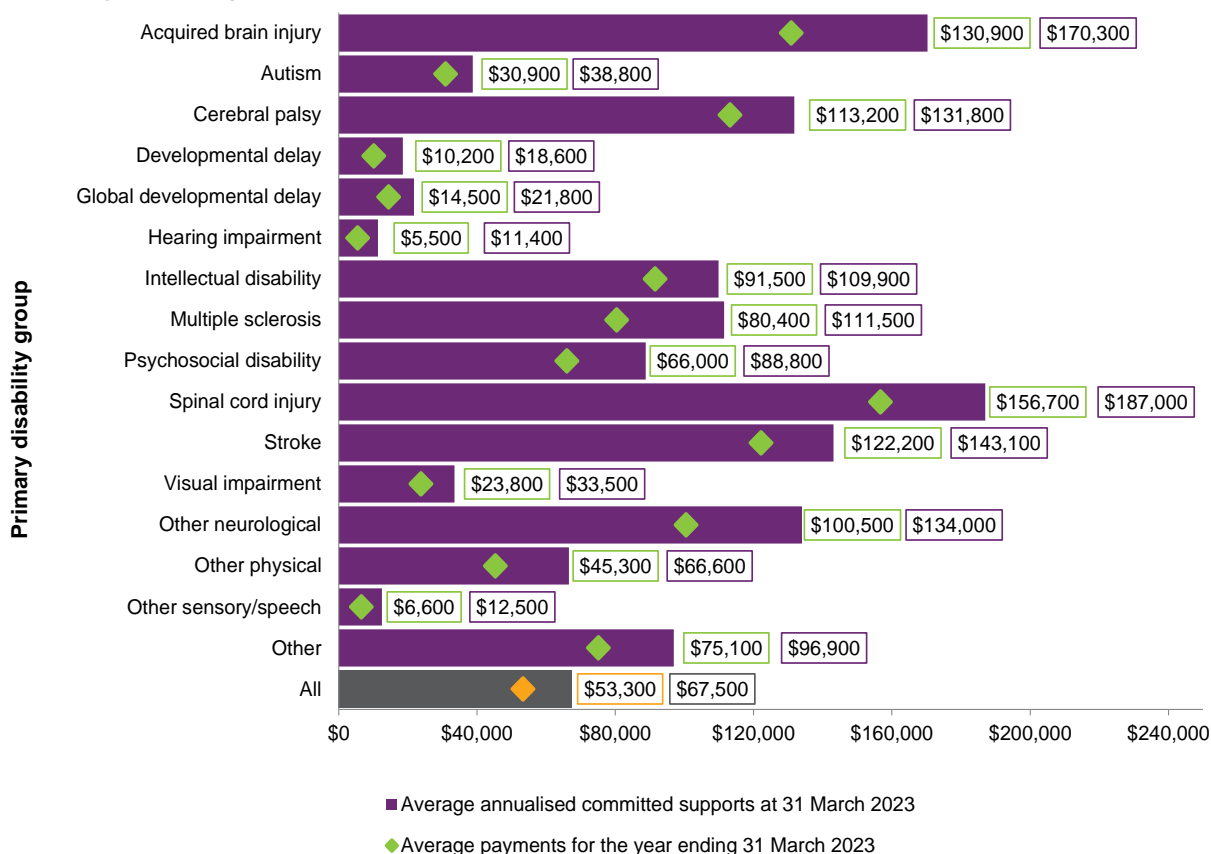
**Figure L.5 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 March 2023 – Australian Capital Territory**



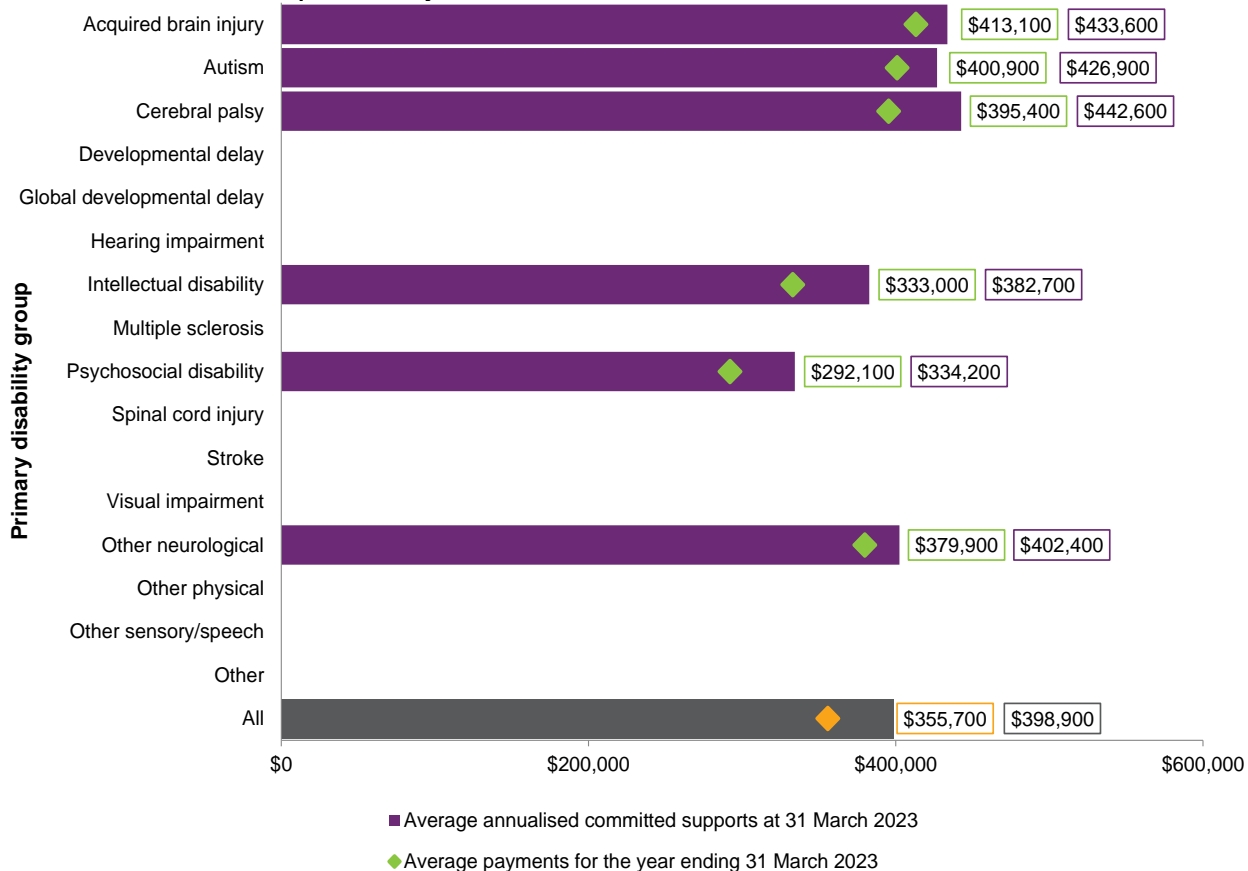
**Figure L.6 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 March 2023 – Australian Capital Territory**



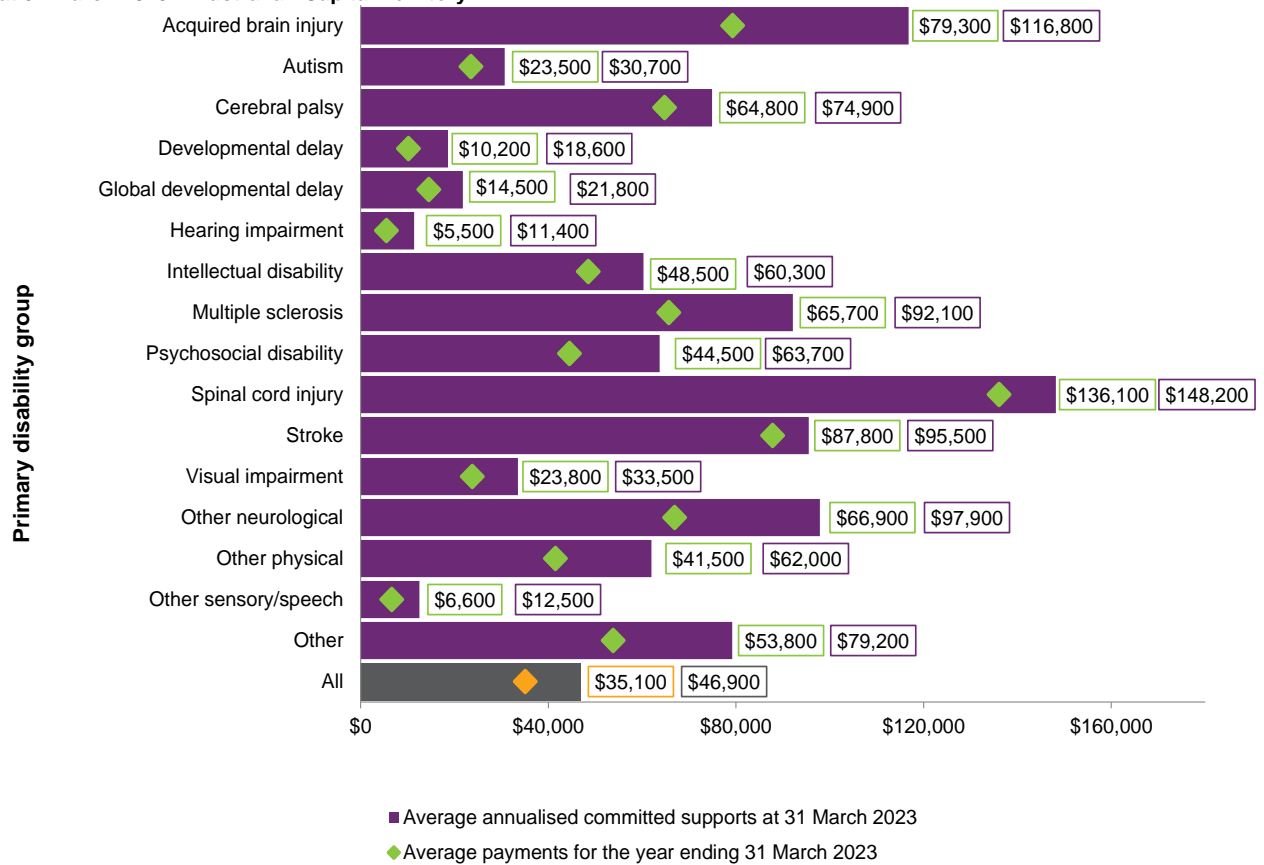
**Figure L.7 Average annualised committed supports and average payments by primary disability group as at 31 March 2023 – Australian Capital Territory**



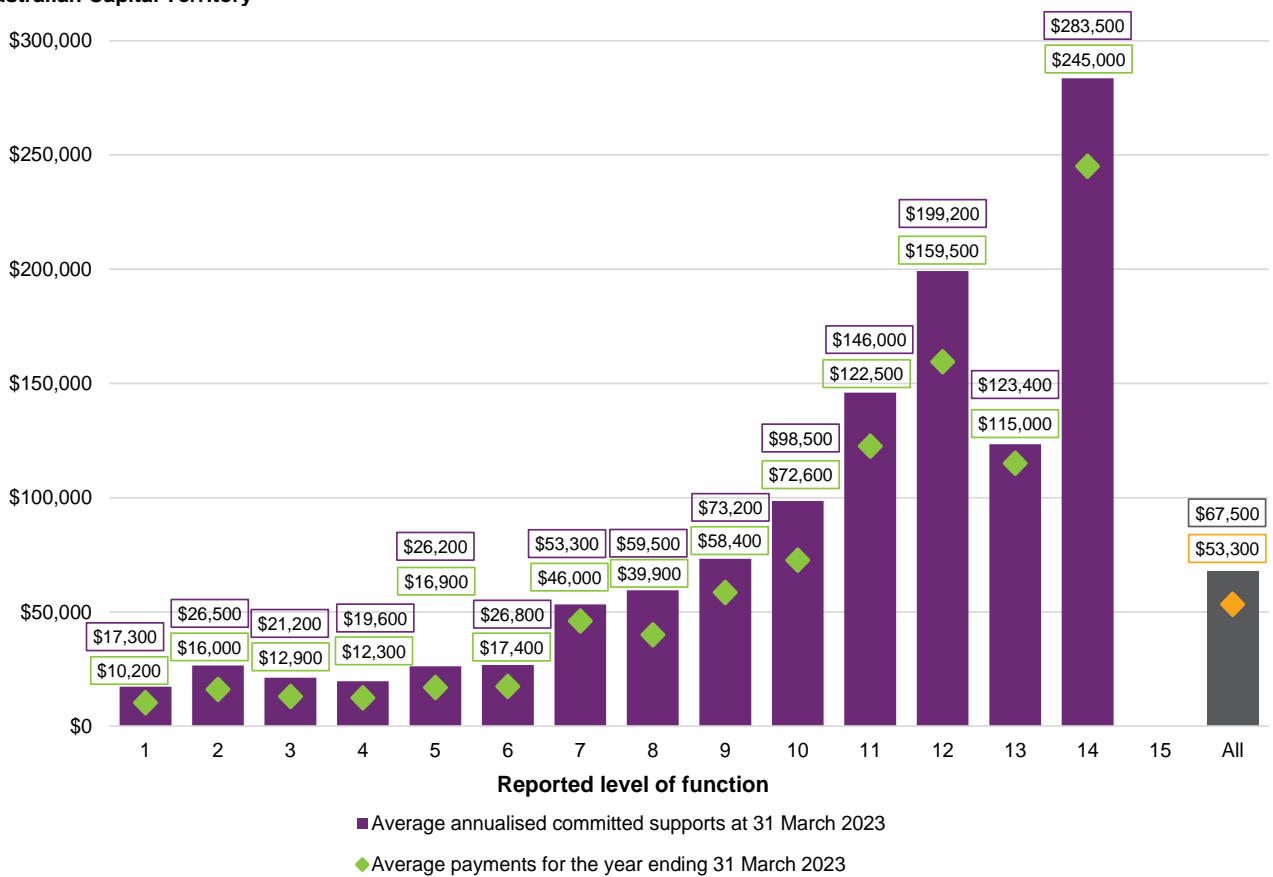
**Figure L.8 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 March 2023 – Australian Capital Territory**



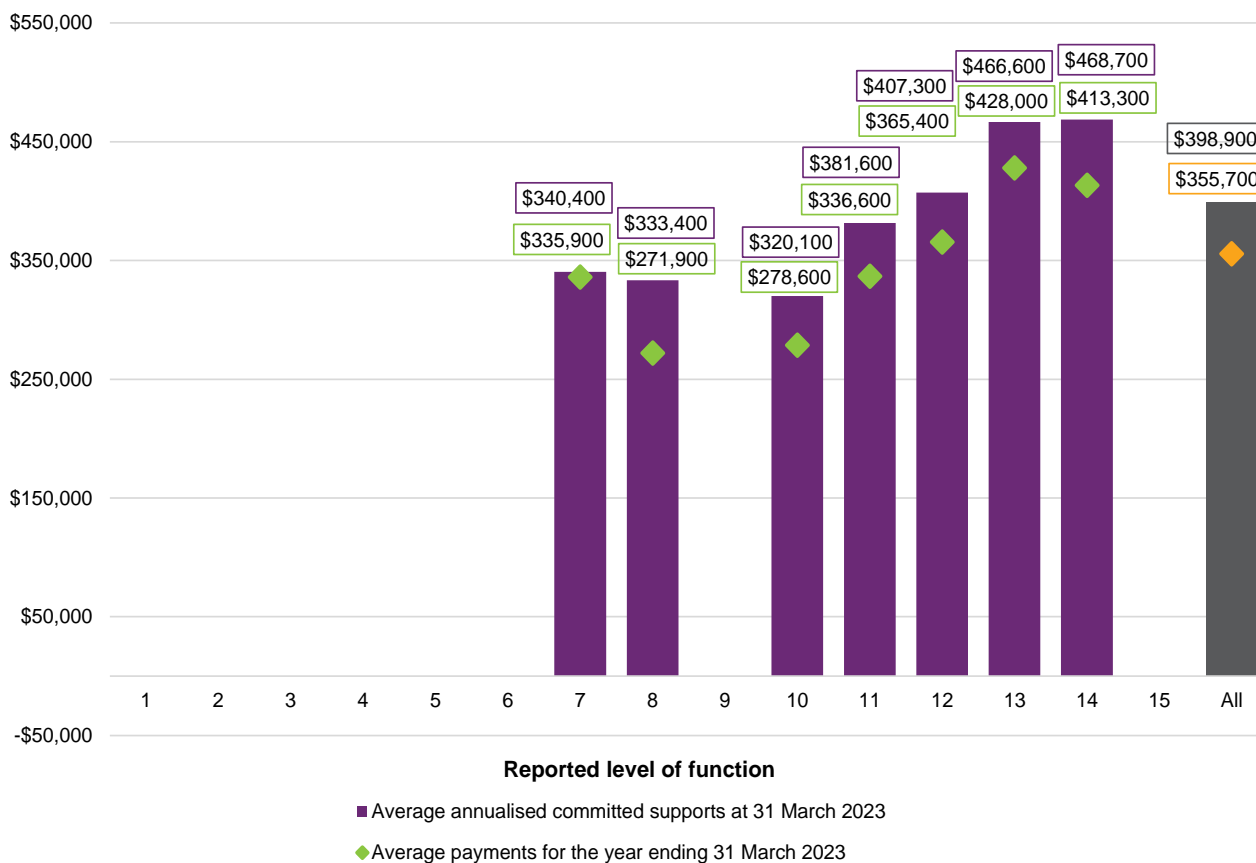
**Figure L.9 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 March 2023 – Australian Capital Territory**



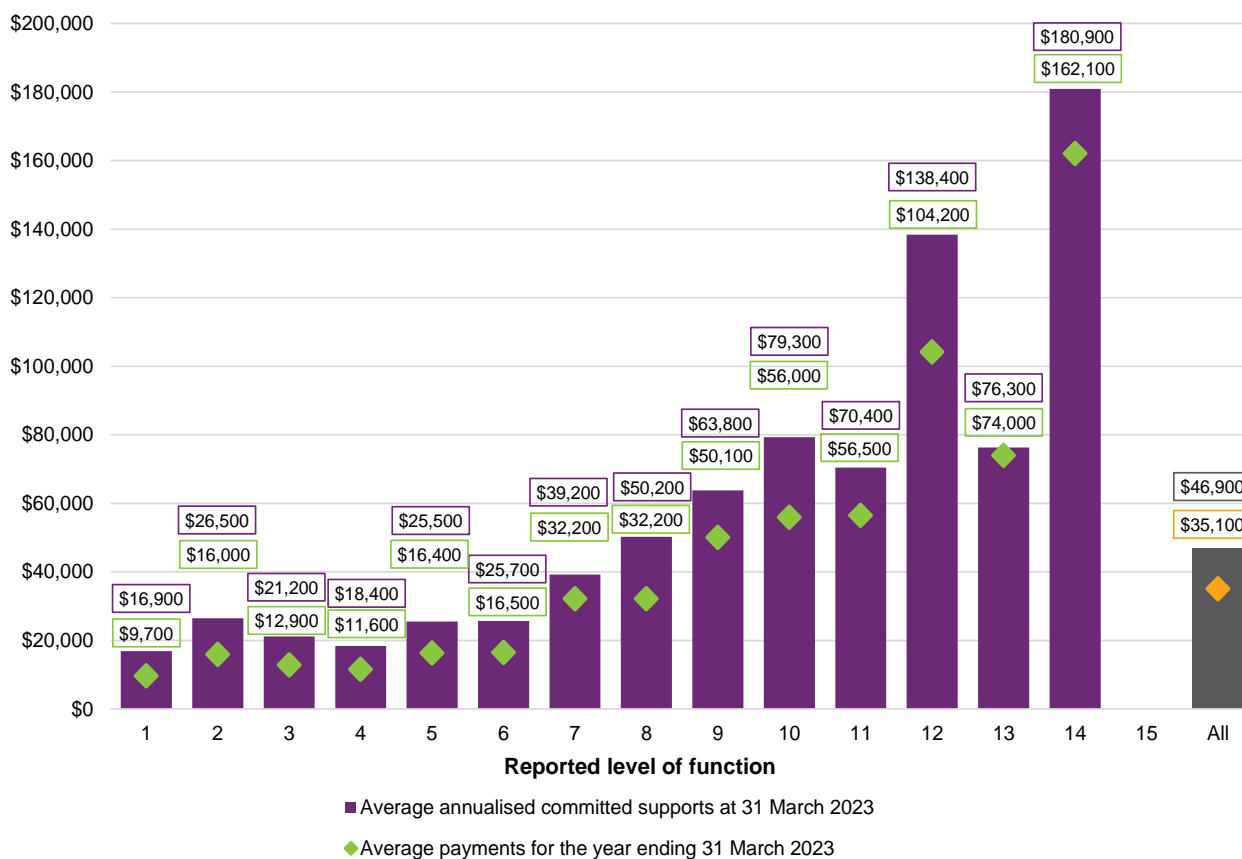
**Figure L.10 Average annualised committed supports and average payments by reported level of function as at 31 March 2023 – Australian Capital Territory**



**Figure L.11 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 March 2023 – Australian Capital Territory**



**Figure L.12 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 March 2023 – Australian Capital Territory**



**Table L.31 Total annualised committed supports and total payments by support category as at 31 March 2023 (\$m) – Australian Capital Territory** <sup>349 350</sup>

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$294.4	\$340.4
Core: Consumables	\$7.9	\$12.0
Core: Social and Civic	\$86.2	\$124.1
Core: Transport	\$14.4	\$8.4
Capacity Building: Choice and Control	\$6.1	\$7.0
Capacity Building: Daily Activities	\$63.1	\$108.9
Capacity Building: Employment	\$2.1	\$5.7
Capacity Building: Health and Wellbeing	\$1.7	\$3.1
Capacity Building: Home Living	\$0.01	\$0.02
Capacity Building: Lifelong learning	\$0.0	\$0.0
Capacity Building: Relationships	\$5.9	\$12.6
Capacity Building: Social and Civic	\$4.8	\$11.0
Capacity Building: Support Coordination	\$11.3	\$15.9
Capital: Assistive Technology	\$10.3	\$21.5
Capital: Home Modifications	\$3.7	\$8.4
<b>All</b>	<b>\$512.0</b>	<b>\$679.1</b>

**Table L.32 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 March 2023 (\$m) – Australian Capital Territory** <sup>351 352</sup>

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$156.8	\$175.6
Core: Consumables	\$1.3	\$2.0
Core: Social and Civic	\$22.5	\$33.2
Core: Transport	\$1.1	\$1.4
Capacity Building: Choice and Control	\$0.6	\$0.7
Capacity Building: Daily Activities	\$4.4	\$6.8
Capacity Building: Employment	\$0.1	\$0.1
Capacity Building: Health and Wellbeing	\$0.2	\$0.3
Capacity Building: Home Living	\$0.0	\$0.0
Capacity Building: Lifelong learning	\$0.0	\$0.0
Capacity Building: Relationships	\$2.3	\$4.6
Capacity Building: Social and Civic	\$0.1	\$0.2
Capacity Building: Support Coordination	\$2.3	\$3.0
Capital: Assistive Technology	\$1.5	\$3.2
Capital: Home Modifications	\$0.8	\$3.9
<b>All</b>	<b>\$193.7</b>	<b>\$234.9</b>

<sup>349</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

<sup>350</sup> Total payments for home modifications in Australian Capital Territory were \$3.7m. Of which, \$2.0m (54.3%) has been paid for specialised disability accommodation (SDA) supports, and \$1.7m (45.7%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.1m processed off-system in June 2022. Total annualised committed supports for home modifications in Australian Capital Territory were \$8.4m. Of which, \$5.8m (69%) has been allocated for specialised disability accommodation (SDA) supports, and \$2.6m (31%) has been allocated for non-SDA supports.

<sup>351</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

<sup>352</sup> Total payments for home modifications in Australian Capital Territory were \$0.81m. Of which, \$0.81m (100.0%) has been paid for specialised disability accommodation (SDA) supports, and \$0.00m (0.0%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.1m processed off-system in June 2022. Total annualised committed supports for home modifications in Australian Capital Territory were \$3.90m. Of which, \$3.89m (99.8%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.01m (0.2%) has been allocated for non-SDA supports.

**Table L.33 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 March 2023 (\$m) – Australian Capital Territory** <sup>353 354</sup>

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$137.6	\$164.8
Core: Consumables	\$6.6	\$10.1
Core: Social and Civic	\$63.7	\$90.9
Core: Transport	\$13.3	\$7.0
Capacity Building: Choice and Control	\$5.6	\$6.4
Capacity Building: Daily Activities	\$58.8	\$102.1
Capacity Building: Employment	\$2.1	\$5.6
Capacity Building: Health and Wellbeing	\$1.6	\$2.8
Capacity Building: Home Living	\$0.0	\$0.0
Capacity Building: Lifelong learning	\$0.00	\$0.00
Capacity Building: Relationships	\$3.7	\$8.0
Capacity Building: Social and Civic	\$4.7	\$10.8
Capacity Building: Support Coordination	\$9.0	\$12.9
Capital: Assistive Technology	\$8.9	\$18.3
Capital: Home Modifications	\$2.9	\$4.5
<b>All</b>	<b>\$318.3</b>	<b>\$444.2</b>

**Table L.34 Payments by financial year in which support was provided, compared to committed supports (\$m) – Australian Capital Territory** <sup>355 356</sup>

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	0.3	25.2	127.1	266.3	304.8	365.7	459.5	553.6	604.1	510.8
Total Paid	0.2	20.8	110.2	181.1	220.3	275.8	337.3	415.5	472.7	368.4
% utilised to date	57%	83%	87%	68%	72%	75%	73%	75%	78%	72%

**Table L.35 Percentage change in plan budgets for active participants – Australian Capital Territory** <sup>357</sup>

Inflation type	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Intraplan Inflation	2.5%	3.3%	4.3%	2.9%	3.9%	5.4%	7.9%	3.8%	4.4%
Interplan Inflation	0.0%	-0.8%	0.9%	5.5%	2.0%	4.7%	8.7%	9.9%	4.7%
<b>Total Inflation</b>	<b>2.4%</b>	<b>2.6%</b>	<b>5.2%</b>	<b>8.5%</b>	<b>5.9%</b>	<b>10.0%</b>	<b>16.6%</b>	<b>13.7%</b>	<b>9.1%</b>

<sup>353</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

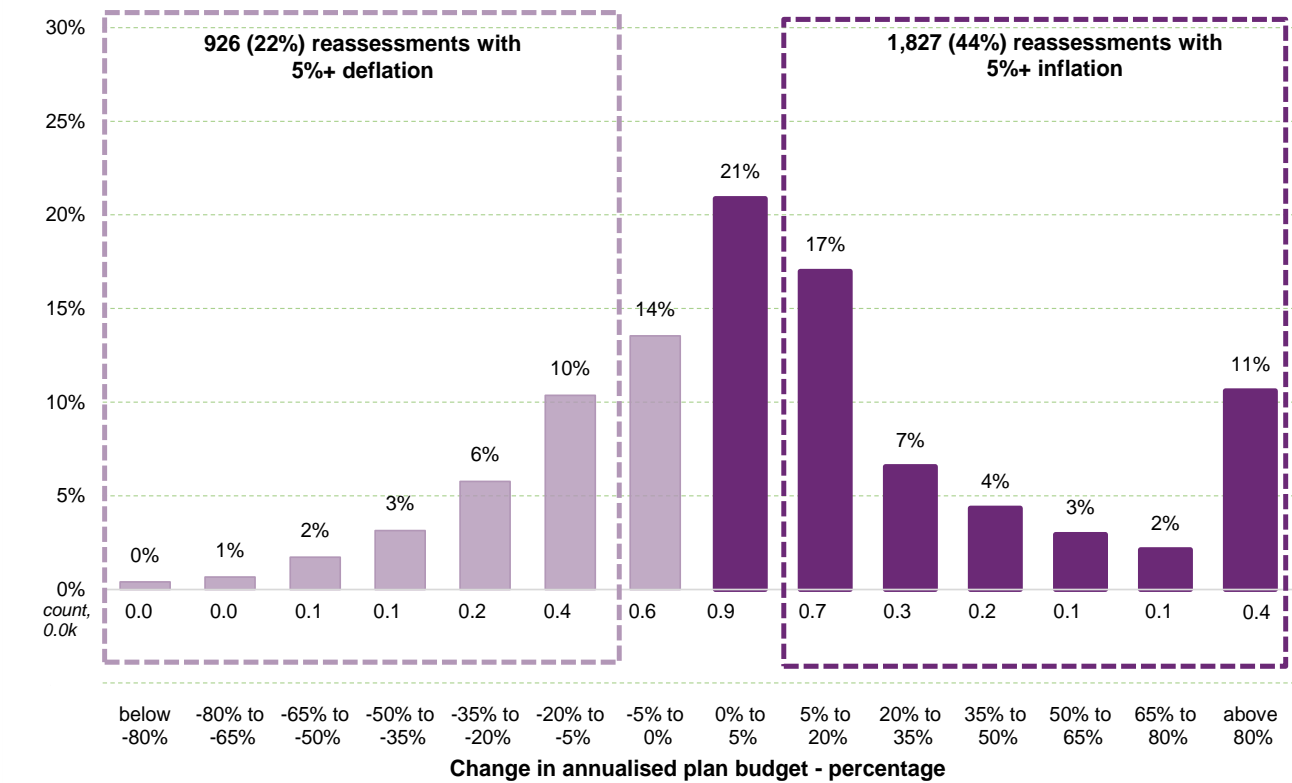
<sup>354</sup> Total payments for home modifications in Australian Capital Territory were \$2.9m. Of which, \$1.2m (41.8%) has been paid for specialised disability accommodation (SDA) supports, and \$1.7m (58.2%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.01m processed off-system in June 2022. Total annualised committed supports for home modifications in Australian Capital Territory were \$4.5m. Of which, \$1.9m (42%) has been allocated for specialised disability accommodation (SDA) supports, and \$2.6m (58%) has been allocated for non-SDA supports.

<sup>355</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for Australian Capital Territory.

<sup>356</sup> The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

<sup>357</sup> The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July to maintain the purchasing power of remaining plans. Due to this, there was a one off increase in intraplan and total inflation during the month of July 2022, which impacts the September 2022 quarter.

Figure L.13 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 March 2023) - all participants – Australian Capital Territory <sup>358</sup>



<sup>358</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.

# Appendix M:

## Northern Territory

### Part One: Participants and their plans

**Table M.1 Active participants by quarter of entry, plan and entry type – Northern Territory** <sup>359</sup>

Participant breakdown	Prior Quarters	2022-23 Q3	Total
<b>Access decisions</b>	<b>6,898</b>	<b>245</b>	<b>7,143</b>
<b>Active Eligible - Total</b>	<b>5,490</b>	<b>203</b>	<b>5,693</b>
<i>Active Eligible - New</i>	3,406	198	3,604
<i>Active Eligible - State</i>	1,671	<11	1,674
<i>Active Eligible - Commonwealth</i>	413	<11	415
<b>Active Participant Plans (excl ECA) - Total</b>	<b>5,310</b>	<b>212</b>	<b>5,522</b>
<i>Active Participant Plans (excl ECA) - New</i>	3,250	201	3,451
<i>Active Participant Plans (excl ECA) - State</i>	1,650	<11	1,660
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	410	<11	411
<b>Active Participant Plans - Total</b>	<b>5,408</b>	<b>323</b>	<b>5,633</b>
<i>Active Participant Plans - Early Intervention (s25)</i>	1,728	142	1,870
<i>Active Participant Plans - Permanent Disability (s24)</i>	3,582	70	3,652
<i>Active Participant Plans - ECA</i>	98	111	111

**Table M.2 People who have left the Scheme since 1 July 2013 as at 31 March 2023 – Northern Territory**

People leaving the Scheme	Total
<b>Number of people who have left the Scheme</b>	<b>431</b>
<i>Early Intervention participants</i>	97
<i>Permanent disability participants</i>	334

**Table M.3 Assessment of access by age group and gender – Northern Territory** <sup>360</sup>

Age Group at Access Decision	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
0 to 6	1,355	97%	541	97%	<11	n/a	1,904	97%
7 to 14	782	88%	335	86%	<11	n/a	1,125	87%
15 to 18	242	88%	116	81%	<11	n/a	362	85%
19 to 24	192	91%	102	86%	<11	n/a	296	88%
25 to 34	317	89%	187	80%	<11	n/a	508	86%
35 to 44	365	89%	238	84%	<11	n/a	609	87%
45 to 54	376	84%	305	80%	<11	n/a	682	82%
55 to 64	368	81%	291	75%	<11	n/a	662	79%
65+	<11	n/a	15	58%	<11	n/a	23	48%
Missing	17	35%	23	44%	<11	n/a	44	42%
<b>Total</b>	<b>4,022</b>	<b>89%</b>	<b>2,153</b>	<b>84%</b>	<b>40</b>	<b>78%</b>	<b>6,215</b>	<b>87%</b>

<sup>359</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

<sup>360</sup> The age in this table is the age at the time of Scheme entry (access met decision). In previous quarterly reports to the disability ministers, records with missing access decision dates have been shown using the age at the reporting date. The results have been corrected in Q3 2022-23 to reflect 44 records that have a missing access decision date.



**Table M.4 Assessment of access by primary disability group and gender – Northern Territory** <sup>361</sup>

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	256	94%	98	94%	<11	n/a	354	94%
Autism	964	98%	304	98%	16	94%	1,284	98%
Cerebral palsy	116	98%	93	97%	<11	n/a	209	97%
Developmental delay	646	98%	254	98%	<11	n/a	903	98%
Global developmental delay	117	98%	59	95%	<11	n/a	176	97%
Hearing impairment	119	89%	119	83%	<11	n/a	241	86%
Intellectual disability	692	95%	458	94%	<11	n/a	1,157	95%
Multiple sclerosis	<11	n/a	22	96%	<11	n/a	29	94%
Psychosocial disability	428	79%	172	65%	<11	n/a	605	74%
Spinal cord injury	77	96%	26	100%	<11	n/a	103	97%
Stroke	116	91%	115	88%	<11	n/a	231	90%
Visual impairment	37	80%	41	80%	<11	n/a	78	80%
Other neurological	154	80%	121	75%	<11	n/a	276	78%
Other physical	147	60%	158	61%	<11	n/a	306	60%
Other sensory/speech	30	48%	<11	n/a	<11	n/a	36	46%
Other	102	53%	92	56%	<11	n/a	194	54%
Missing	14	100%	15	94%	<11	n/a	33	97%
<b>Total</b>	<b>4,022</b>	<b>89%</b>	<b>2,153</b>	<b>84%</b>	<b>40</b>	<b>78%</b>	<b>6,215</b>	<b>87%</b>

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

**Table M.5 Participant profile per quarter by participants identifying as First Nations Peoples – Northern Territory**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
First Nations Participants	2,688	51%	101	48%	2,789	51%
Non-First Nations Participants	2,160	41%	96	45%	2,256	41%
Not Stated	462	9%	15	7%	477	9%
<b>Total</b>	<b>5,310</b>	<b>100%</b>	<b>212</b>	<b>100%</b>	<b>5,522</b>	<b>100%</b>

**Table M.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Northern Territory** <sup>362</sup>

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	334	6%	12	6%	346	6%
Not culturally and linguistically diverse	4,965	94%	200	94%	5,165	94%
Not stated	11	0%	<11	n/a	11	0%
<b>Total</b>	<b>5,310</b>	<b>100%</b>	<b>212</b>	<b>100%</b>	<b>5,522</b>	<b>100%</b>

<sup>361</sup> Ibid.

<sup>362</sup> The number of CALD participants has excluded participants who identify as First Nations Peoples since the September 2021 quarter.

**Table M.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 March 2023 – Northern Territory** <sup>363 364</sup>

Age group	Total number of active participants
Under 45	<11
45 to 54	<11
55 to 64	13
<b>Total YPIRAC (under 65)</b>	<b>13</b>

**Table M.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Northern Territory** <sup>365</sup>

Participants in residential aged care (under 65)	Incremental	Cumulative
Mar-20	-1	40
Jun-20	-1	39
Sep-20	-3	36
Dec-20	0	36
Mar-21	0	36
Jun-21	-1	35
Sep-21	-3	32
Dec-21	-4	28
Mar-22	-2	26
Jun-22	-1	25
Sep-22	-2	23
Dec-22	-3	20
Mar-23	-7	13

**Table M.9 Participant profile per quarter by remoteness – Northern Territory** <sup>366</sup>

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Major cities	<11	n/a	<11	n/a	<11	n/a
Population > 50,000	3,077	58%	126	59%	3,203	58%
Population between 15,000 and 50,000	<11	n/a	<11	n/a	<11	n/a
Population between 5,000 and 15,000	<11	n/a	<11	n/a	<11	n/a
Population less than 5,000	64	1%	<11	n/a	68	1%
Remote	1,058	20%	48	23%	1,106	20%
Very Remote	1,108	21%	34	16%	1,142	21%
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>5,310</b>	<b>100%</b>	<b>212</b>	<b>100%</b>	<b>5,522</b>	<b>100%</b>

<sup>363</sup> The age breakdown of YPIRAC participants in NT cannot be reported due to small numbers in some age groups.

<sup>364</sup> There are a further 16 active participants aged 65 years or over who are currently in residential aged care.

<sup>365</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter.

<sup>366</sup> The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

**Table M.10 Participant profile per quarter by primary disability group – Northern Territory** <sup>367 368 369</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	1,214	23%	39	18%	1,253	23%
Intellectual disability	1,043	20%	25	12%	1,068	19%
Psychosocial disability	542	10%	<11	n/a	552	10%
Developmental delay	709	13%	88	42%	797	14%
Hearing impairment	216	4%	<11	n/a	219	4%
Other neurological	213	4%	<11	n/a	219	4%
Other physical	215	4%	<11	n/a	217	4%
Cerebral palsy	194	4%	<11	n/a	194	4%
Acquired brain injury	304	6%	<11	n/a	308	6%
Global developmental delay	141	3%	18	8%	159	3%
Visual impairment	65	1%	<11	n/a	66	1%
Multiple sclerosis	24	0%	<11	n/a	24	0%
Stroke	177	3%	<11	n/a	186	3%
Spinal cord injury	83	2%	<11	n/a	84	2%
Other	141	3%	<11	n/a	147	3%
Other sensory/speech	29	1%	<11	n/a	29	1%
<b>Total</b>	<b>5,310</b>	<b>100%</b>	<b>212</b>	<b>100%</b>	<b>5,522</b>	<b>100%</b>

**Table M.11 Participant profile per quarter (participants in SIL) by primary disability group – Northern Territory** <sup>370 371</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	33	6%	<11	n/a	33	6%
Intellectual disability	149	28%	<11	n/a	149	28%
Psychosocial disability	78	15%	<11	n/a	78	15%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	38	7%	<11	n/a	38	7%
Other physical	<11	n/a	<11	n/a	<11	n/a
Cerebral palsy	59	11%	<11	n/a	59	11%
Acquired brain injury	83	16%	<11	n/a	83	15%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	<11	n/a	<11	n/a	<11	n/a
Multiple sclerosis	<11	n/a	<11	n/a	<11	n/a
Stroke	46	9%	<11	n/a	47	9%
Spinal cord injury	17	3%	<11	n/a	17	3%
Other	17	3%	<11	n/a	17	3%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>535</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>536</b>	<b>100%</b>

<sup>367</sup> Table order based on national proportions in Table E.10 (highest to lowest).

<sup>368</sup> Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

<sup>369</sup> Down syndrome is included in intellectual disability, representing 2% (106) of all Scheme participants in Northern Territory.

<sup>370</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>371</sup> Down syndrome is included in intellectual disability, representing 3% (15) of participants in SIL.

**Table M.12 Participant profile per quarter (participants not in SIL) by primary disability group – Northern Territory** <sup>372</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	1,181	25%	39	18%	1,220	24%
Intellectual disability	894	19%	25	12%	919	18%
Psychosocial disability	464	10%	<11	n/a	474	10%
Developmental delay	709	15%	88	42%	797	16%
Hearing impairment	216	5%	<11	n/a	219	4%
Other neurological	175	4%	<11	n/a	181	4%
Other physical	206	4%	<11	n/a	208	4%
Cerebral palsy	135	3%	<11	n/a	135	3%
Acquired brain injury	221	5%	<11	n/a	225	5%
Global developmental delay	141	3%	18	9%	159	3%
Visual impairment	60	1%	<11	n/a	61	1%
Multiple sclerosis	23	0%	<11	n/a	23	0%
Stroke	131	3%	<11	n/a	139	3%
Spinal cord injury	66	1%	<11	n/a	67	1%
Other	124	3%	<11	n/a	130	3%
Other sensory/speech	29	1%	<11	n/a	29	1%
<b>Total</b>	<b>4,775</b>	<b>100%</b>	<b>211</b>	<b>100%</b>	<b>4,986</b>	<b>100%</b>

**Table M.13 Participant profile per quarter by reported level of function – Northern Territory**

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
1 (High Function)	894	17%	89	42%	983	18%
2 (High Function)	<11	n/a	<11	n/a	<11	n/a
3 (High Function)	343	6%	14	7%	357	6%
4 (High Function)	280	5%	<11	n/a	286	5%
5 (High Function)	368	7%	24	11%	392	7%
6 (Moderate Function)	990	19%	42	20%	1,032	19%
7 (Moderate Function)	295	6%	<11	n/a	303	5%
8 (Moderate Function)	433	8%	<11	n/a	442	8%
9 (Moderate Function)	32	1%	<11	n/a	32	1%
10 (Moderate Function)	563	11%	<11	n/a	573	10%
11 (Low Function)	118	2%	<11	n/a	120	2%
12 (Low Function)	527	10%	<11	n/a	533	10%
13 (Low Function)	345	6%	<11	n/a	347	6%
14 (Low Function)	112	2%	<11	n/a	112	2%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>5,310</b>	<b>100%</b>	<b>212</b>	<b>100%</b>	<b>5,522</b>	<b>100%</b>

<sup>372</sup> Down syndrome is included in intellectual disability, representing 2% (91) of participants not in SIL.

**Table M.14 Participant profile per quarter by age group – Northern Territory**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
0 to 6	915	17%	113	53%	1,028	19%
7 to 14	1,379	26%	42	20%	1,421	26%
15 to 18	410	8%	<11	n/a	420	8%
19 to 24	374	7%	<11	n/a	381	7%
25 to 34	438	8%	11	5%	449	8%
35 to 44	541	10%	<11	n/a	550	10%
45 to 54	553	10%	11	5%	564	10%
55 to 64	531	10%	<11	n/a	540	10%
65+	169	3%	<11	n/a	169	3%
<b>Total</b>	<b>5,310</b>	<b>100%</b>	<b>212</b>	<b>100%</b>	<b>5,522</b>	<b>100%</b>

**Table M.15 Participation rates by age group and gender at 31 March 2023 – Northern Territory <sup>373</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	5.5%	2.5%	4.1%
7 to 14	7.1%	3.0%	5.1%
15 to 18	4.3%	2.0%	3.2%
19 to 24	2.3%	1.2%	1.8%
25 to 44	1.4%	0.9%	1.1%
45 to 64	2.1%	1.6%	1.8%
<b>Total (aged 0 to 64)</b>	<b>2.9%</b>	<b>1.5%</b>	<b>2.3%</b>

<sup>373</sup> Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

## Part Two: Participant and family/carers outcomes

Note: In Tables M.16 to M.19 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5 and R6 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment and sixth reassessment respectively.

**Table M.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=425), 'participant social and community engagement rate' (n=427), 'parent and carer employment rate' (n=249) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=208) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 March 2021 - Northern Territory<sup>374</sup>**

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	8%	8%	16%	26%
Participant employment rate - Aged 25 to 34 years	15%	17%	15%	26%
Participant employment rate - Aged 35 to 44 years	9%	5%	9%	26%
Participant employment rate - Aged 45 to 54 years	15%	10%	15%	26%
Participant employment rate - Aged 55 to 64 years	8%	13%	11%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	12%	12%	13%	26%
Participant employment rate - Aged 15 to 64 years	11%	11%	14%	26%
Participant social and community engagement rate - Aged 15 to 24 years	45%	52%	45%	46%
Participant social and community engagement rate - Aged 25 to 34 years	49%	61%	59%	46%
Participant social and community engagement rate - Aged 35 to 44 years	43%	45%	45%	46%
Participant social and community engagement rate - Aged 45 to 54 years	44%	48%	46%	46%
Participant social and community engagement rate - Aged 55 to 64 years	49%	41%	50%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	45%	50%	49%	46%
Participant social and community engagement rate - Aged 15+ years	45%	50%	48%	46%
Parent and carer employment rate - Aged 0 to 14 years	48%	53%	53%	50%
Parent and carer employment rate - Aged 15+ years	48%	59%	54%	50%
Parent and carer employment rate - All ages	48%	55%	54%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	55%	58%	75%
Participant Choice and Control - Aged 25+ years	n/a	53%	66%	75%
Participant Choice and Control - Aged 15+ years	n/a	53%	64%	75%

<sup>374</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2021 and have had a second plan reassessment to date.

**Table M.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=304), 'participant social and community engagement rate' (n=308), 'parent and carer employment rate' (n=191) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=191) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 March 2020 - Northern Territory <sup>375</sup>**

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	11%	17%	0%	16%	26%
Participant employment rate - Aged 25 to 34 years	20%	25%	14%	18%	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	22%	21%	10%	19%	26%
Participant employment rate - Aged 55 to 64 years	10%	3%	0%	10%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	16%	15%	7%	15%	26%
Participant employment rate - Aged 15 to 64 years	15%	16%	5%	15%	26%
Participant social and community engagement rate - Aged 15 to 24 years	41%	42%	48%	41%	46%
Participant social and community engagement rate - Aged 25 to 34 years	35%	41%	36%	42%	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	30%	27%	33%	33%	46%
Participant social and community engagement rate - Aged 55 to 64 years	29%	34%	30%	40%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	37%	37%	38%	42%	46%
Participant social and community engagement rate - Aged 15+ years	38%	38%	40%	42%	46%
Parent and carer employment rate - Aged 0 to 14 years	52%	62%	56%	60%	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	52%	61%	56%	59%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	64%	79%	67%	75%
Participant Choice and Control - Aged 25+ years	n/a	63%	63%	73%	75%
Participant Choice and Control - Aged 15+ years	n/a	63%	67%	71%	75%

<sup>375</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a third plan reassessment to date.

**Table M.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=223), 'participant social and community engagement rate' (n=223), 'parent and carer employment rate' (n=82) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=163) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 March 2019 - Northern Territory <sup>376</sup>**

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	15%	11%	16%	11%	15%	26%
Participant employment rate - Aged 15 to 64 years	13%	11%	14%	12%	15%	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	48%	45%	46%	51%	47%	46%
Participant social and community engagement rate - Aged 15+ years	48%	44%	45%	48%	46%	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	n/a	n/a	n/a	n/a	n/a	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	75%
Participant Choice and Control - Aged 25+ years	n/a	59%	70%	73%	76%	75%
Participant Choice and Control - Aged 15+ years	n/a	56%	70%	71%	71%	75%

<sup>376</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a fourth plan reassessment to date.



**Table M.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=88), 'participant social and community engagement rate' (n=91), 'parent and carer employment rate' (n=16) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=66) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 March 2018 - Northern Territory<sup>377</sup>**

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	14%	11%	13%	13%	12%	14%	26%
Participant employment rate - Aged 15 to 64 years	13%	11%	13%	11%	11%	14%	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	40%	42%	41%	44%	54%	48%	46%
Participant social and community engagement rate - Aged 15+ years	42%	44%	42%	39%	55%	49%	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	n/a	n/a	n/a	n/a	n/a	n/a	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	75%
Participant Choice and Control - Aged 25+ years	n/a	48%	70%	68%	77%	72%	75%
Participant Choice and Control - Aged 15+ years	n/a	50%	68%	60%	75%	70%	75%

There is insufficient data for progress against the NDIA's corporate plan metrics for 'participant employment rate', 'participant social and community engagement rate', 'parent and carer employment rate' and 'participant choice and control' at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment.

<sup>377</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a fifth plan reassessment to date.

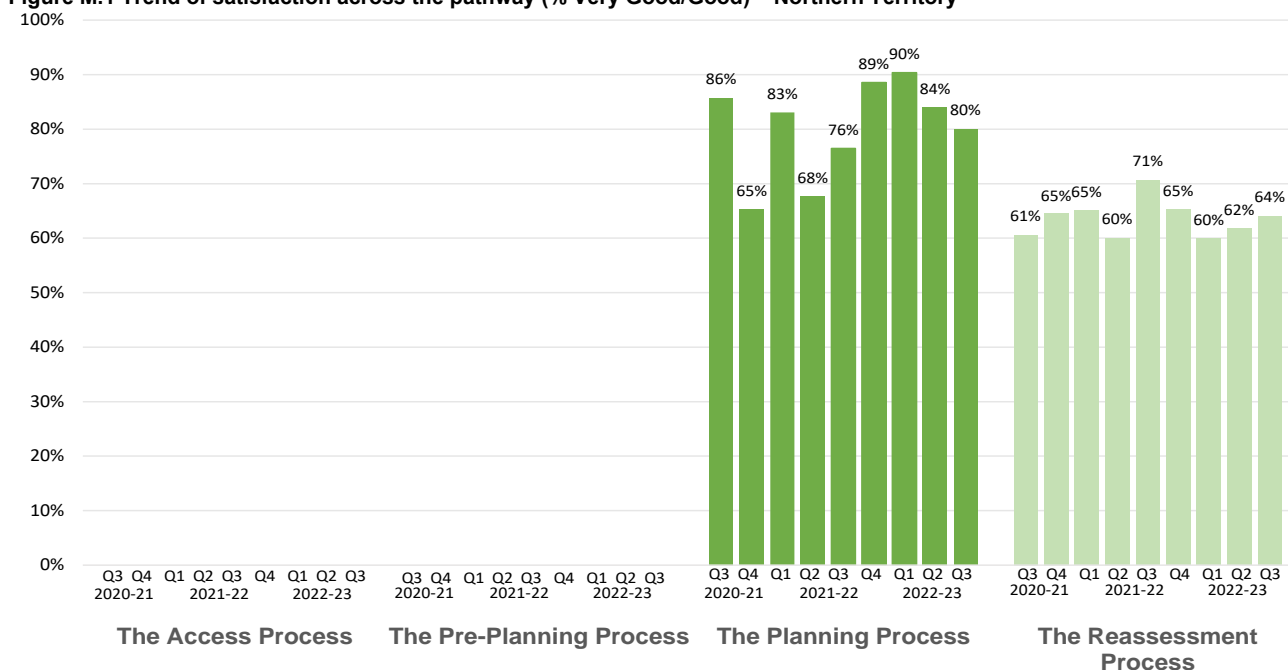
## Part Three: Participant experience

**Table M.20 Proportion of participants who agreed with statements about 'Access' (n = 117 in Prior Quarters, n = 10 in 2022-23 Q3), 'Pre-planning' (n = 124 in Prior Quarters, n = 7 in 2022-23 Q3), 'Planning' (n = 374 in Prior Quarters, n = 30 in 2022-23 Q3) and 'Plan reassessment' (n = 903 in Prior Quarters, n = 78 in 2022-23 Q3) of NDIS journey in 2022-23 Q3 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter – Northern Territory <sup>378</sup>**

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2022-23 Q3
Access - Are you happy with how coming into the NDIS has gone?	81%	n/a
Access - Was the person from the NDIS respectful?	97%	n/a
Access - Do you understand what will happen next with your plan?	73%	n/a
Access - % of participants rating their overall experience as Very Good or Good.	74%	n/a
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	85%	n/a
Pre-planning - Did you understand why you needed to give the information you did?	89%	n/a
Pre-planning - Were decisions about your plan clearly explained?	68%	n/a
Pre-planning - Are you clear on what happens next with your plan?	59%	n/a
Pre-planning - Do you know where to go for more help with your plan?	73%	n/a
Pre-planning - % of participants rating their overall experience as Very Good or Good.	74%	n/a
Planning - Did the person from the NDIS understand how your disability affects your life?	87%	93%
Planning - Did you understand why you needed to give the information you did?	97%	100%
Planning - Were decisions about your plan clearly explained?	84%	90%
Planning - Are you clear on what happens next with your plan?	79%	77%
Planning - Do you know where to go for more help with your plan?	87%	87%
Planning - % of participants rating their overall experience as Very Good or Good.	82%	80%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	74%	67%
Plan reassessment - Did you feel prepared for your plan reassessment?	80%	76%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	83%	76%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	64%	64%

<sup>378</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

**Figure M.1 Trend of satisfaction across the pathway (% Very Good/Good) – Northern Territory** <sup>379 380</sup>



The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q3. The charts show trends in complaints based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

The ‘My Customer Requests’ tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous ‘My Feedback’ tile is still being used in a small number of cases. Details of a complaint are captured differently on the ‘My Customer Requests’ tile.

Table M.21 shows the number of complaints in 2022-23 Q3 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the ‘My Feedback’ tile and the ‘My Customer Requests’ tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the ‘My Customer Requests’ tile it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Tables M.22 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

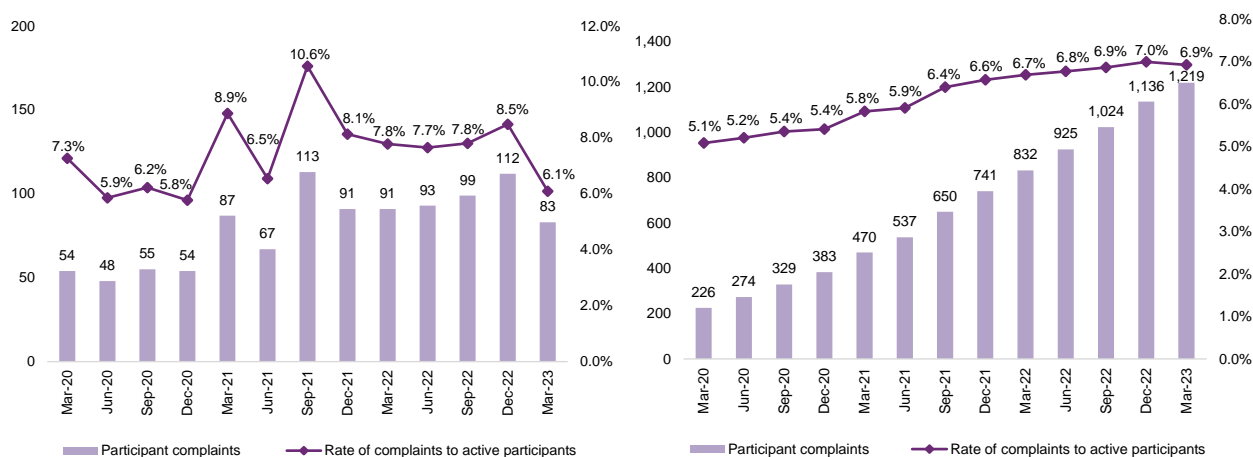
<sup>379</sup> Participant satisfaction results for prior quarters have been restated using data as at 31 March 2023 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

<sup>380</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

**Table M.21 Complaints by quarter – Northern Territory** <sup>381 382</sup>

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q3	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	<11	<11	<11	<11
People who have submitted an access request: Complaint about LAC Partner	16	<11	17	16
People who have submitted an access request: Complaints about service providers	62	<11	64	47
People who have submitted an access request: Complaints about the Agency	717	44	761	480
People who have submitted an access request: Critical/ Reportable Incident	322	36	358	258
People who have submitted an access request: Unclassified	18	<11	18	15
<b>People who have submitted an access request: Total</b>	<b>1,136</b>	<b>83</b>	<b>1,219</b>	<b>715</b>
<i>Percentage of the number of active participants</i>	<i>7.0%</i>	<i>6.1%</i>	<i>6.9%</i>	<i>n/a</i>

**Figure M.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Northern Territory**



<sup>381</sup> Note that 66% of all complainants made only one complaint, 19% made two complaints and 15% made three or more complaints.

<sup>382</sup> Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

**Table M.22 Participant complaints by type. Complaints with a related party who has submitted an access request – Northern Territory** <sup>383</sup>

Type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	11	2%	<11	n/a	11	1%
Complaints about the Agency - Information unclear	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Access	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Finance	87	12%	<11	n/a	97	13%
Complaints about the Agency - NDIA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Plan	188	26%	<11	n/a	198	26%
Complaints about the Agency - NDIA Process	80	11%	16	36%	96	13%
Complaints about the Agency - NDIA Resources	13	2%	<11	n/a	14	2%
Complaints about the Agency - NDIA Staff	40	6%	<11	n/a	41	5%
Complaints about the Agency - NDIA Timeliness	167	23%	<11	n/a	172	23%
Complaints about the Agency - Participation, engagement and inclusion	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Provider Portal	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Quality & Safeguards Commission	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Reasonable and necessary supports	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Staff conduct - Agency	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - The way the NDIA carried out its decision making	11	2%	<11	n/a	11	1%
Complaints about the Agency - Timeliness	34	5%	<11	n/a	35	5%
Complaints about the Agency - Other	54	8%	<11	n/a	54	7%
<b>Complaints about the Agency - Total</b>	<b>717</b>	<b>100%</b>	<b>44</b>	<b>100%</b>	<b>761</b>	<b>100%</b>
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Process	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about ECA Partner - Total</b>	<b>&lt;11</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Process	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about LAC Partner - Total</b>	<b>16</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>17</b>	<b>100%</b>
Complaints about service providers - Provider Costs	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider Finance	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider Process	<11	n/a	<11	n/a	<11	n/a

<sup>383</sup> There are 1,136 total participant complaints in Prior Quarters, 83 total participant complaints in 2022-23 Q3, and 1,219 total participant complaints as at 31 March 2023, including 18 unclassified participant complaints as at 31 March 2023.

Type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Service	15	24%	<11	n/a	17	27%
Complaints about service providers - Provider Staff	11	18%	<11	n/a	11	17%
Complaints about service providers - Service Delivery	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Staff Conduct	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Supports being provided	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Other	14	23%	<11	n/a	14	22%
<b>Complaints about service providers - Total</b>	<b>62</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>64</b>	<b>100%</b>
Critical/ Reportable Incident - Allegations against a provider	112	35%	12	33%	124	35%
Critical/ Reportable Incident - Allegations against Informal Supports	36	11%	<11	n/a	46	13%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	50	16%	<11	n/a	54	15%
Critical/ Reportable Incident - Provider reporting	124	39%	<11	n/a	134	37%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
<b>Critical/ Reportable Incident - Total</b>	<b>322</b>	<b>100%</b>	<b>36</b>	<b>100%</b>	<b>358</b>	<b>100%</b>

**Table M.23 AAT Cases by category at 31 March 2023 – Northern Territory** <sup>384</sup>

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Access	<11	n/a	<11	n/a	<11	n/a
Plan	<11	n/a	<11	n/a	<11	n/a
Plan Reassessment	<11	n/a	<11	n/a	<11	n/a
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total cases</b>	<b>11</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>11</b>	<b>100%</b>
<i>Percentage of the number of active participants</i>	<i>n/a</i>	<i>0.07%</i>	<i>n/a</i>	<i>0.00%</i>	<i>n/a</i>	<i>0.06%</i>

**Table M.24 AAT cases by open/closed and decision – Northern Territory** <sup>385 386</sup>

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
<b>AAT Cases</b>	<b>11</b>	<b>&lt;11</b>
<b>Open AAT Cases</b>	<b>&lt;11</b>	<b>&lt;11</b>
<b>Closed AAT Cases</b>	<b>&lt;11</b>	<b>&lt;11</b>
<i>Resolved before hearing</i>	<i>&lt;11</i>	<i>&lt;11</i>
<i>Gone to hearing and received a substantive decision</i>	<i>&lt;11</i>	<i>&lt;11</i>

<sup>384</sup> The numbers of AAT cases for Northern Territory by category are not shown due to insufficient numbers.

<sup>385</sup> Ibid.

<sup>386</sup> The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

## Part Four: Providers and the growing market

**Table M.25 Key markets indicators by quarter – Northern Territory** <sup>387 388</sup>

Market indicators	Previous Quarter	2022-23 Q3
Average number of active providers per active participant	1.68	1.62
Number of providers delivering new types of supports	69	68
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	74%	74%
Share of payments - top 25%: Therapeutic Supports (Percentage)	93%	93%
Share of payments - top 25%: Participate Community (Percentage)	86%	88%
Share of payments - top 25%: Early Childhood Supports (Percentage)	86%	87%
Share of payments - top 25%: Assist Personal Activities (Percentage)	87%	89%

**Table M.26 Cumulative number of providers that have ever been active as at 31 March 2023 by quarter of activity – Northern Territory** <sup>389</sup>

Activity	Number of providers
Active for the first time in 2022-23 Q3	24
Active in 2022-23 Q3 and also in previous quarters	305
<b>Active in 2022-23 Q3</b>	<b>329</b>
Inactive in 2022-23 Q3	715
<b>Active ever</b>	<b>1,044</b>

**Table M.27 Distribution of active providers in 2022-23 Q3 by their status in 2022-23 Q2 and payment band in 2022-23 Q3 – Northern Territory** <sup>390</sup>

Amount paid in 2022-23 Q3	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	48	10	13	71
\$2,001-\$10,000	62	5	7	74
\$10,001-\$100,000	87	<5	<5	93
\$100,001-\$250,000	20	<5	<5	20
\$250,000+	70	<5	<5	71
<b>Total</b>	<b>287</b>	<b>18</b>	<b>24</b>	<b>329</b>

**Table M.28 Proportion of active participants with approved plans accessing mainstream supports – Northern Territory** <sup>391</sup>

Mainstream service	Prior Quarters	2022-23 Q3	Total
Daily Activities	16%	14%	15%
Health & Wellbeing	61%	65%	61%
Lifelong Learning	23%	22%	23%
Other	25%	24%	25%
Non-categorised	12%	11%	12%
<b>Any mainstream service</b>	<b>96%</b>	<b>95%</b>	<b>96%</b>

<sup>387</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>388</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>389</sup> Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

<sup>390</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

<sup>391</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

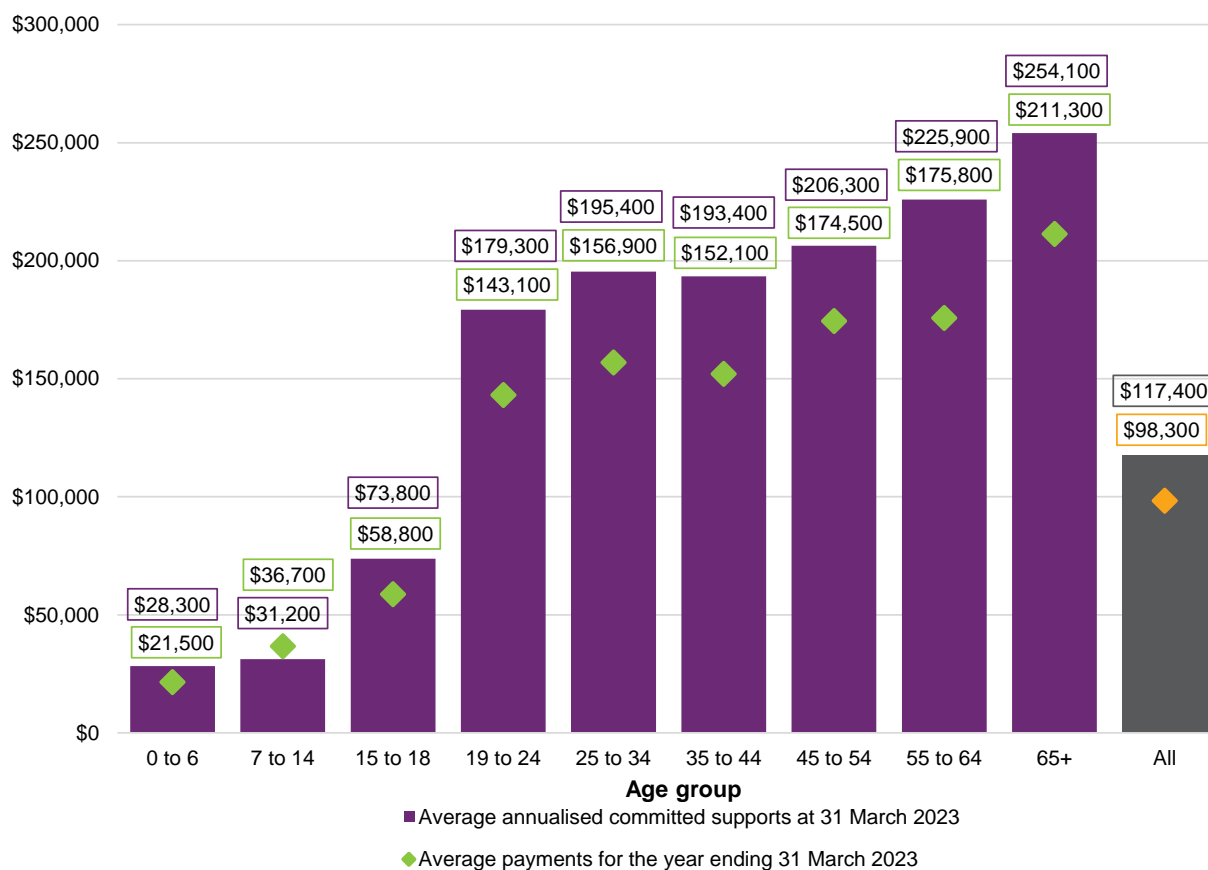
## Part Five: Financial sustainability

Note: In Table M.29 and Figures M.3 to M.11, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2023. Average payments are derived from total payments paid over the 12 months to 31 March 2023, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

**Table M.29 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q3 – Northern Territory**

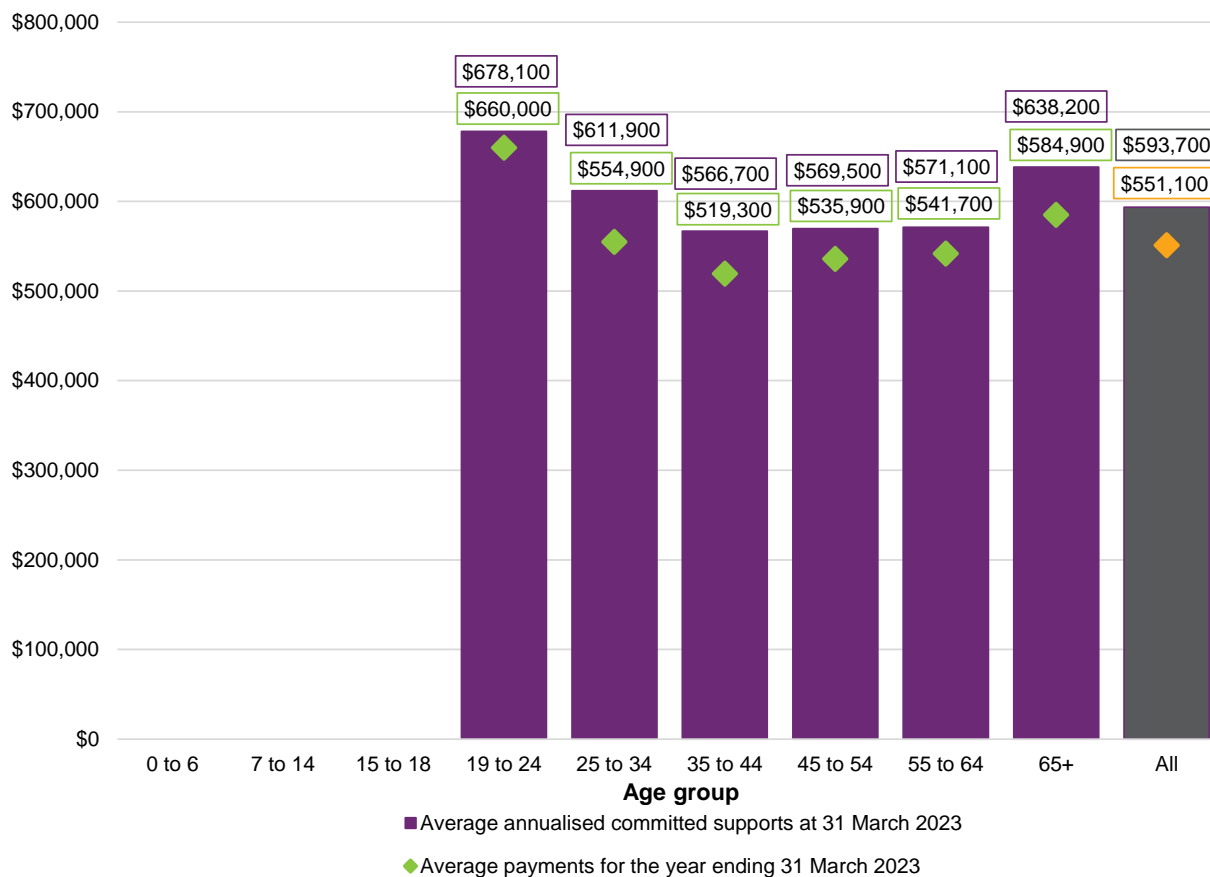
Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	0.9%	1.0%
\$5,001-\$10,000	4.1%	4.5%
\$10,001-\$15,000	6.8%	7.5%
\$15,001-\$20,000	9.9%	11.0%
\$20,001-\$25,000	13.5%	15.0%
\$25,001-\$30,000	6.9%	7.6%
\$30,001-\$50,000	16.6%	18.4%
\$50,001-\$100,000	16.4%	18.2%
\$100,001-\$150,000	6.0%	6.6%
\$150,001-\$200,000	3.2%	3.5%
\$200,001-\$250,000	2.1%	2.1%
\$250,001+	13.4%	4.4%

**Figure M.3 Average annualised committed supports and average payments by age group as at 31 March 2023 – Northern Territory**

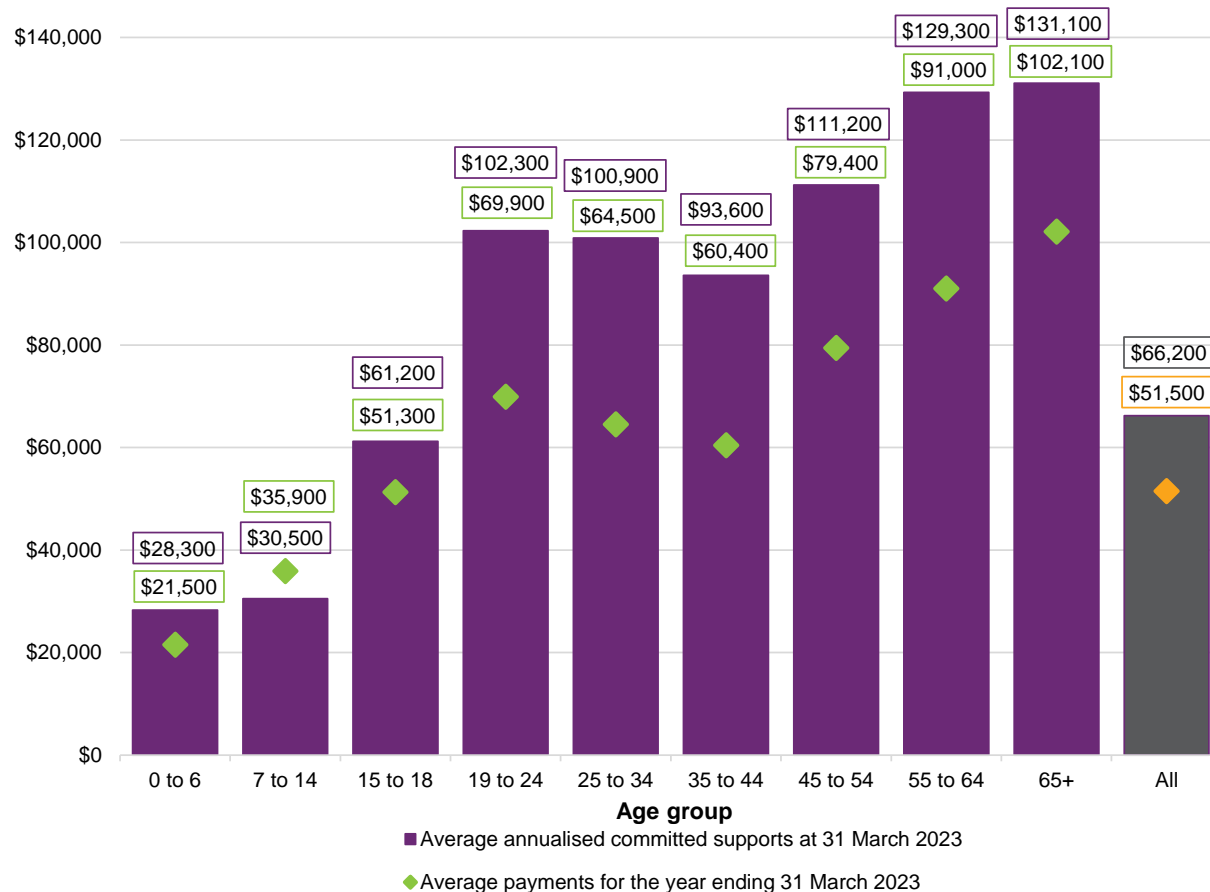




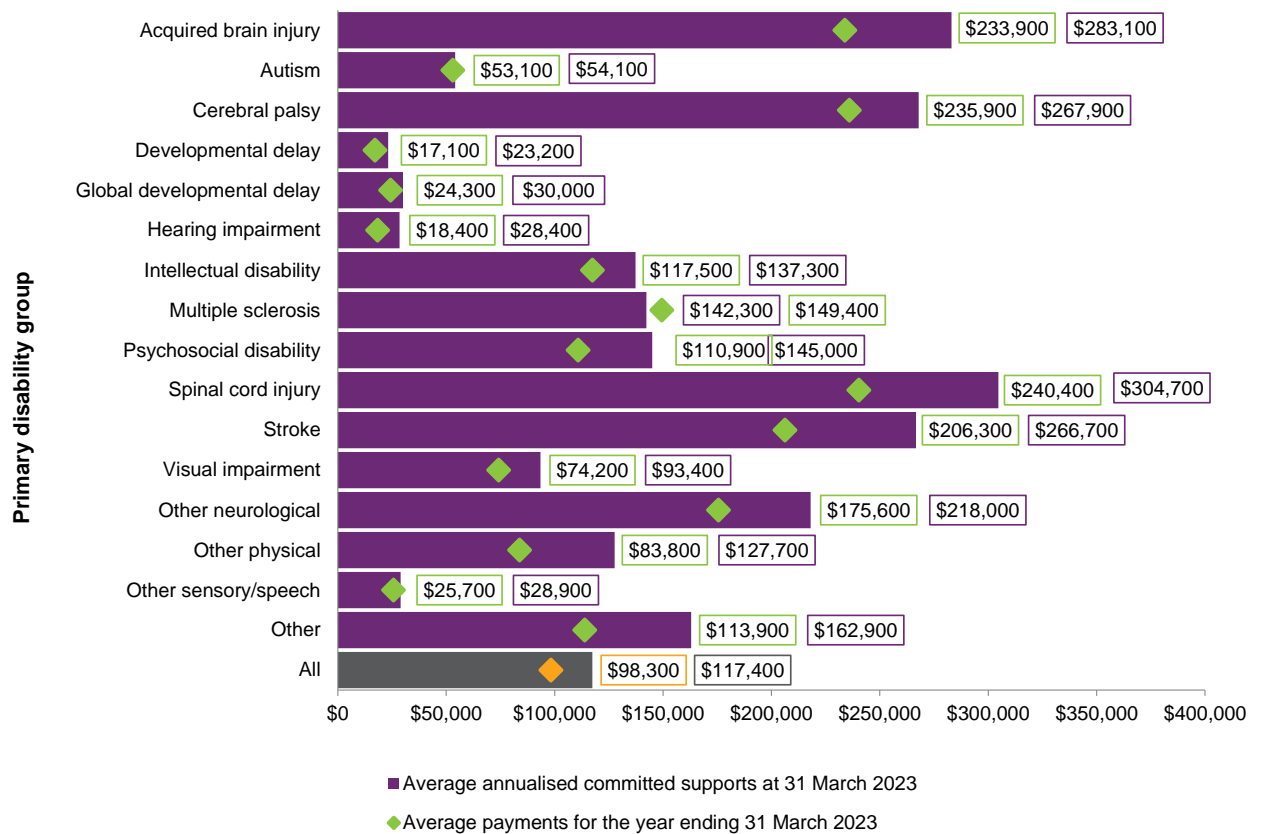
**Figure M.4 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 March 2023 – Northern Territory**



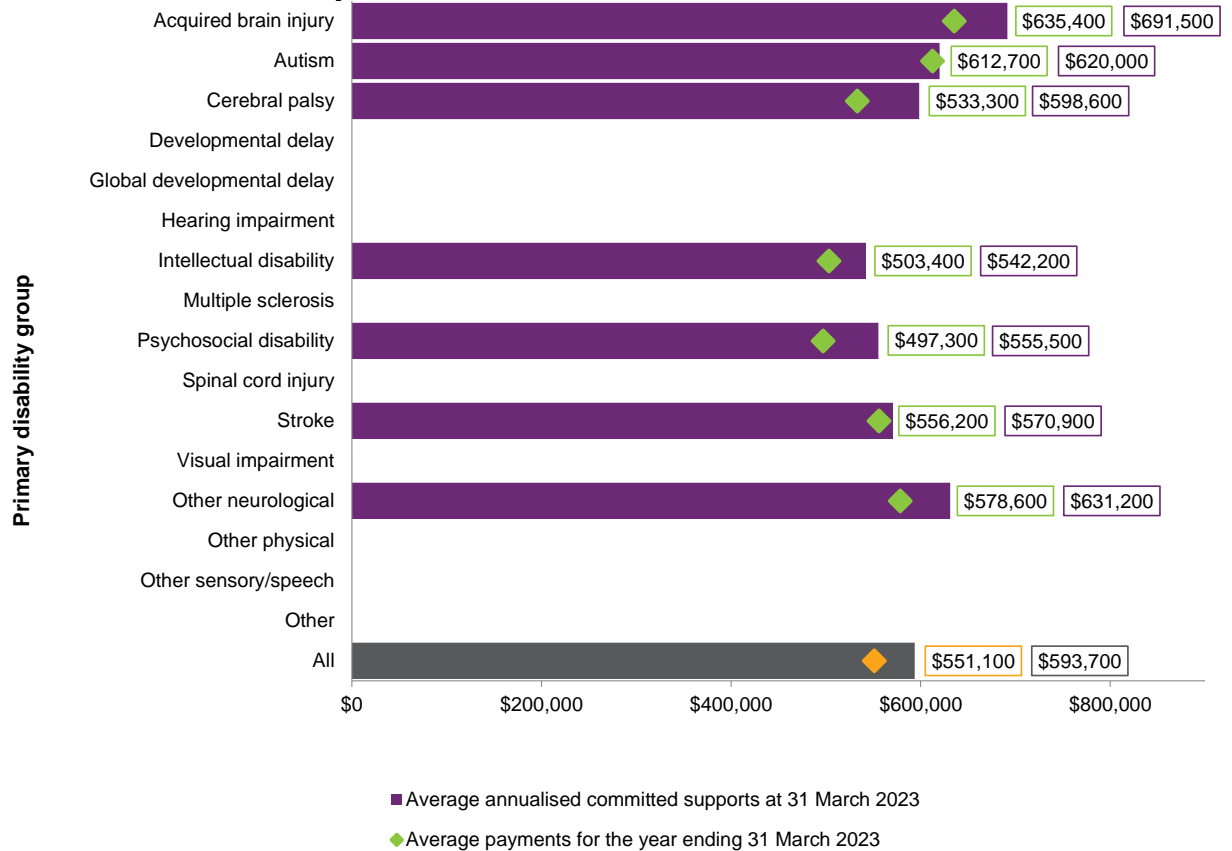
**Figure M.5 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 March 2023 – Northern Territory**



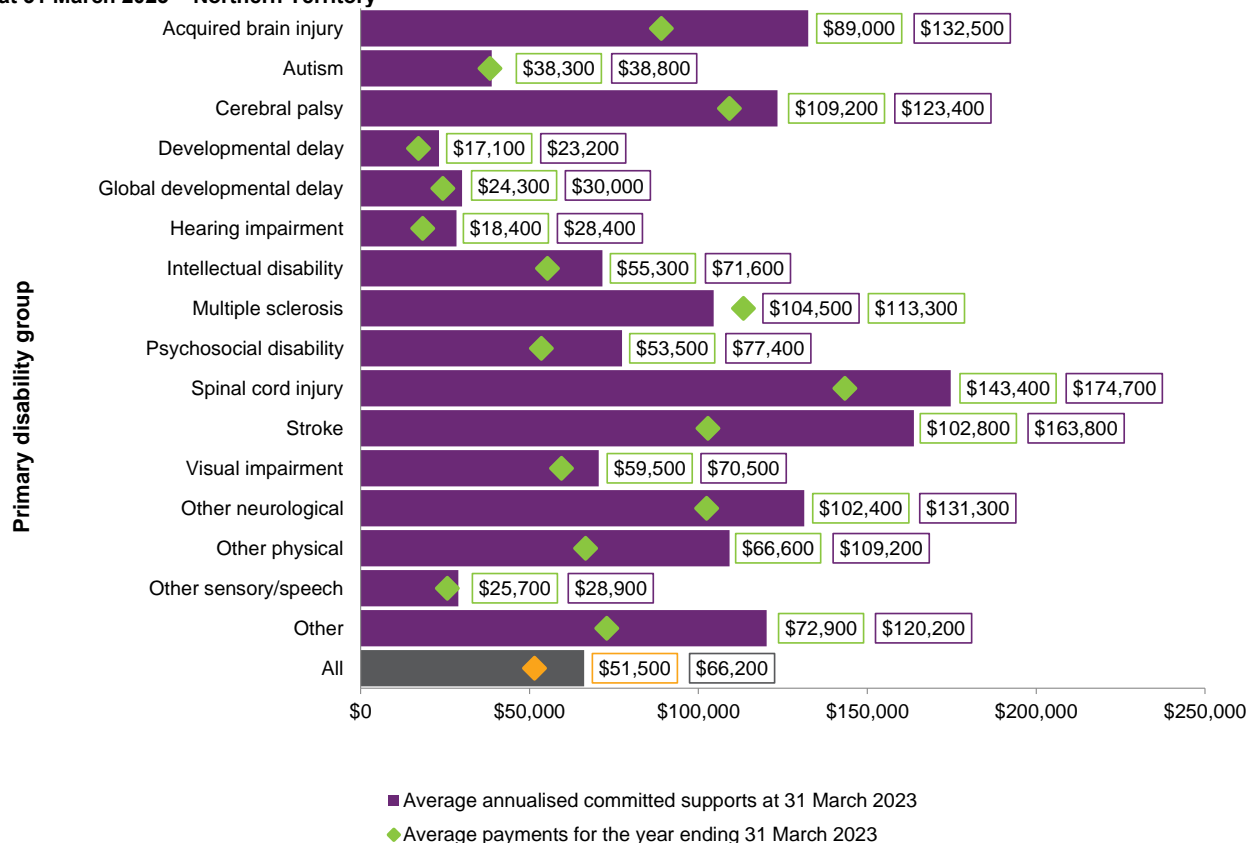
**Figure M.6 Average annualised committed supports and average payments by primary disability group as at 31 March 2023 – Northern Territory**



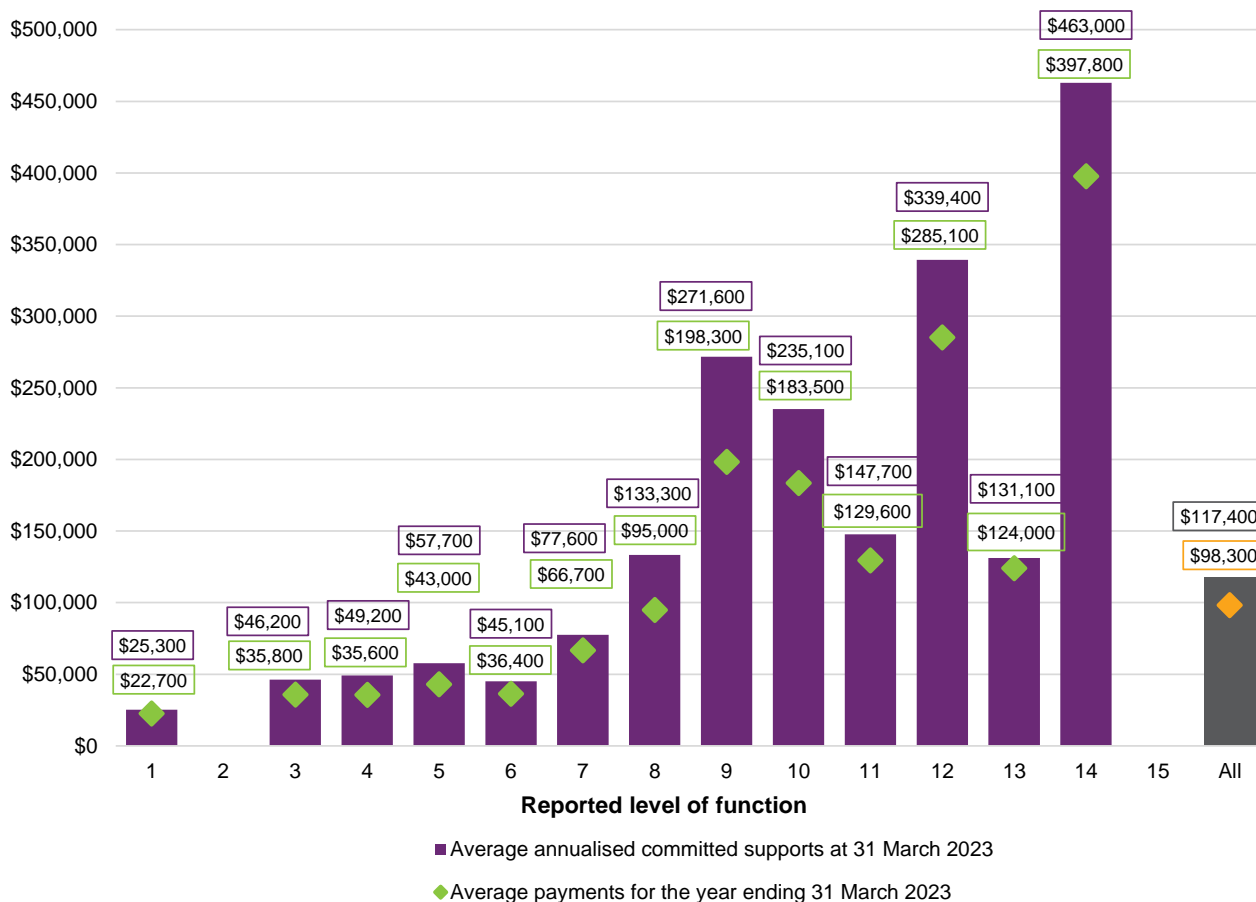
**Figure M.7 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 March 2023 – Northern Territory**



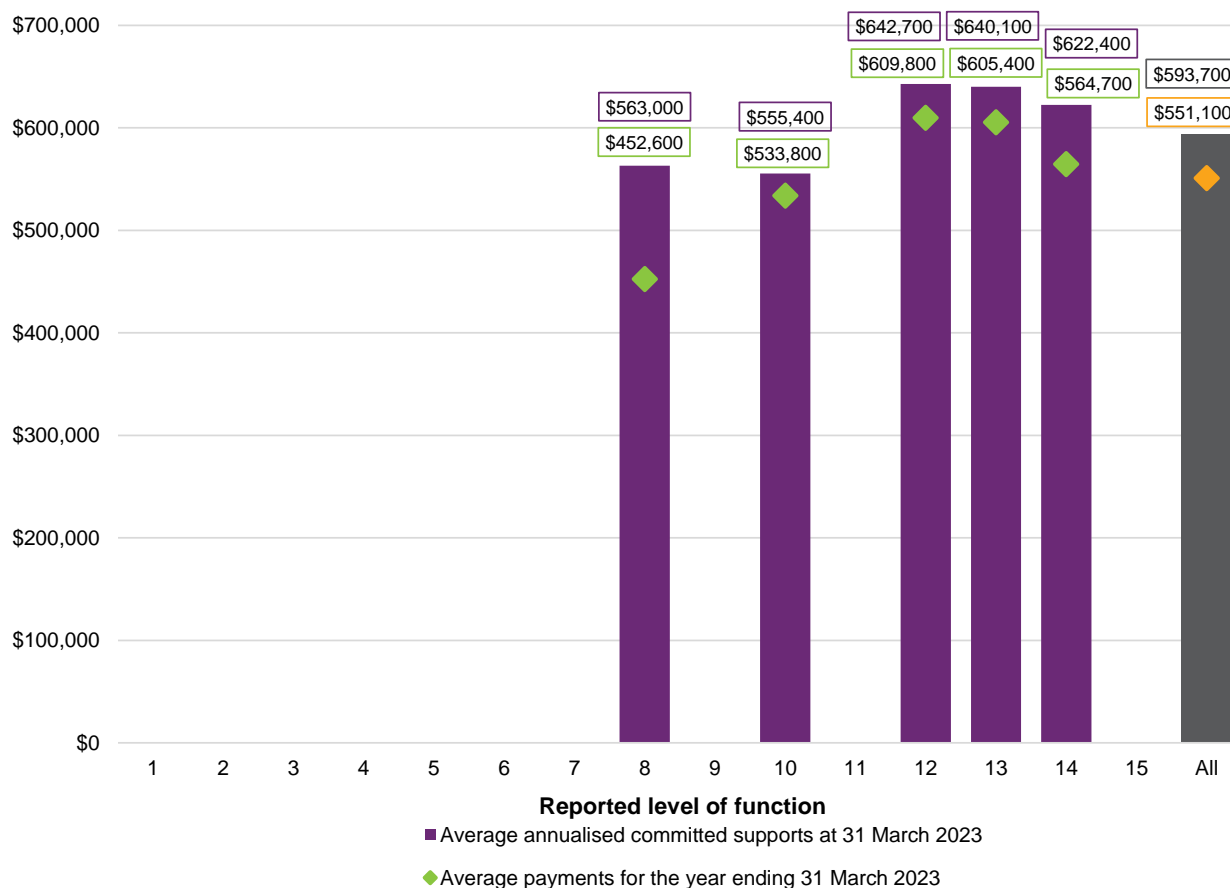
**Figure M.8 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 March 2023 – Northern Territory**



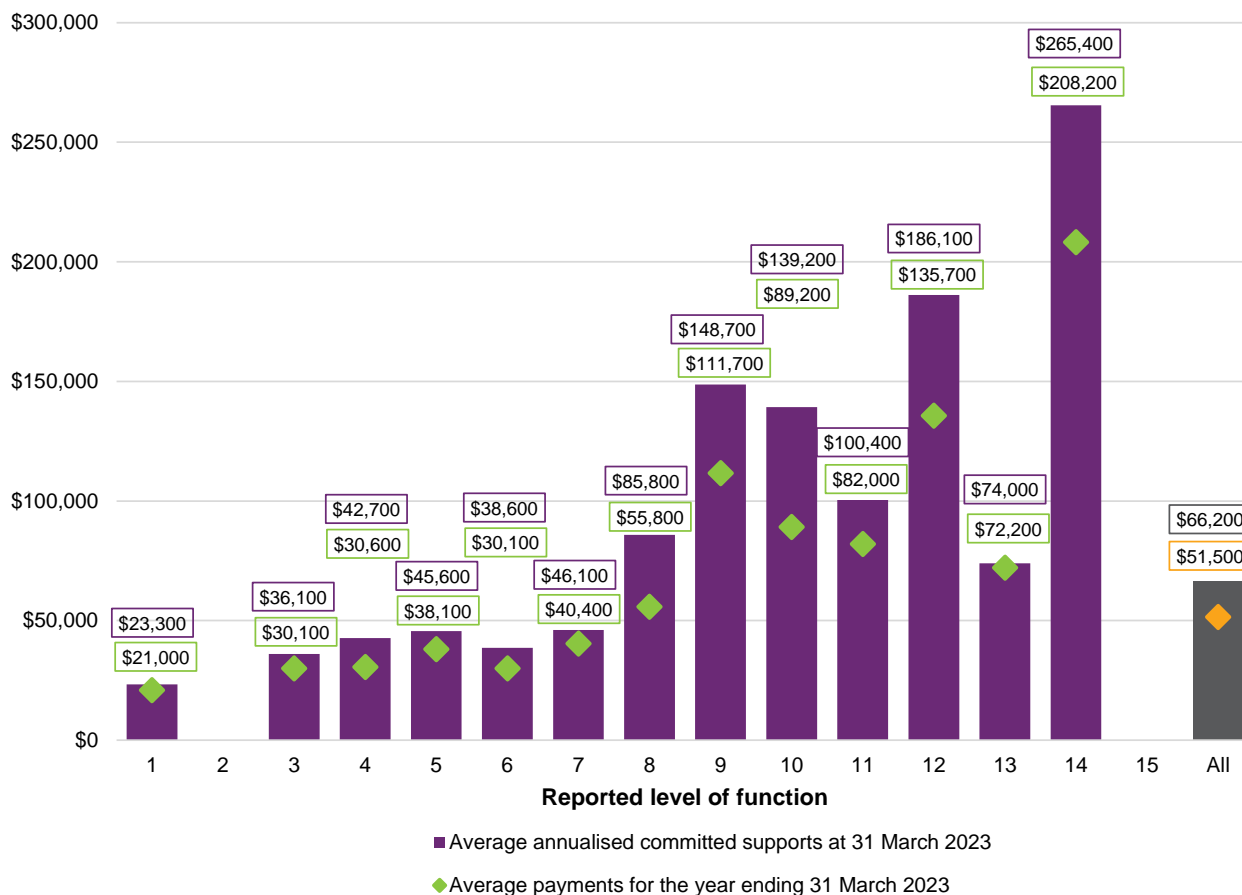
**Figure M.9 Average annualised committed supports and average payments by reported level of function as at 31 March 2023 – Northern Territory**



**Figure M.10 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 March 2023 – Northern Territory**



**Figure M.11 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 March 2023 – Northern Territory**



**Table M.30 Total annualised committed supports and total payments by support category as at 31 March 2023 (\$m) – Northern Territory** <sup>392 393</sup>

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$334.0	\$363.9
Core: Consumables	\$5.0	\$7.4
Core: Social and Civic	\$73.6	\$107.7
Core: Transport	\$7.3	\$4.4
Capacity Building: Choice and Control	\$6.5	\$7.7
Capacity Building: Daily Activities	\$37.6	\$80.3
Capacity Building: Employment	\$0.9	\$3.8
Capacity Building: Health and Wellbeing	\$0.1	\$0.4
Capacity Building: Home Living	\$0.00	\$0.04
Capacity Building: Lifelong learning	\$0.00	\$0.00
Capacity Building: Relationships	\$7.2	\$14.7
Capacity Building: Social and Civic	\$4.8	\$11.0
Capacity Building: Support Coordination	\$19.9	\$27.1
Capital: Assistive Technology	\$6.5	\$14.5
Capital: Home Modifications	\$1.9	\$5.2
<b>All</b>	<b>\$505.4</b>	<b>\$648.1</b>

**Table M.31 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 March 2023 (\$m) – Northern Territory** <sup>394 395</sup>

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$216.4	\$242.1
Core: Consumables	\$1.5	\$1.6
Core: Social and Civic	\$31.1	\$45.5
Core: Transport	\$0.4	\$1.2
Capacity Building: Choice and Control	\$0.6	\$0.7
Capacity Building: Daily Activities	\$4.4	\$7.5
Capacity Building: Employment	\$0.2	\$0.5
Capacity Building: Health and Wellbeing	\$0.02	\$0.06
Capacity Building: Home Living	\$0.00	\$0.00
Capacity Building: Lifelong learning	\$0.0	\$0.0
Capacity Building: Relationships	\$3.7	\$6.5
Capacity Building: Social and Civic	\$0.4	\$0.7
Capacity Building: Support Coordination	\$4.4	\$5.3
Capital: Assistive Technology	\$1.6	\$3.1
Capital: Home Modifications	\$0.9	\$3.3
<b>All</b>	<b>\$265.6</b>	<b>\$318.2</b>

<sup>392</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

<sup>393</sup> Total payments for home modifications in Northern Territory were \$1.9m. Of which, \$1.0m (54%) has been paid for specialised disability accommodation (SDA) supports, and \$0.9m (46%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.2m processed off-system in June 2022. Total annualised committed supports for home modifications in Northern Territory were \$5.2m. Of which, \$3.9m (75%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.3m (25%) has been allocated for non-SDA supports.

<sup>394</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

<sup>395</sup> Total payments for home modifications in Northern Territory were \$0.9m. Of which, \$0.9m (100%) has been paid for specialised disability accommodation (SDA) supports. In addition, there were once-off SDA payments of \$0.2m processed off-system in June 2022. Total annualised committed supports for home modifications in Northern Territory were \$3.3m. Of which, \$3.23m (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.06m (2%) has been allocated for non-SDA supports.

**Table M.32 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 March 2023 (\$m) – Northern Territory** <sup>396 397</sup>

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$117.6	\$121.8
Core: Consumables	\$3.5	\$5.8
Core: Social and Civic	\$42.6	\$62.2
Core: Transport	\$6.9	\$3.2
Capacity Building: Choice and Control	\$5.9	\$6.9
Capacity Building: Daily Activities	\$33.2	\$72.7
Capacity Building: Employment	\$0.8	\$3.3
Capacity Building: Health and Wellbeing	\$0.1	\$0.4
Capacity Building: Home Living	\$0.00	\$0.04
Capacity Building: Lifelong learning	\$0.00	\$0.00
Capacity Building: Relationships	\$3.5	\$8.2
Capacity Building: Social and Civic	\$4.4	\$10.2
Capacity Building: Support Coordination	\$15.5	\$21.8
Capital: Assistive Technology	\$4.9	\$11.4
Capital: Home Modifications	\$1.0	\$1.9
<b>All</b>	<b>\$239.8</b>	<b>\$329.9</b>

**Table M.33 Payments by financial year in which support was provided, compared to committed supports (\$m) – Northern Territory** <sup>398 399</sup>

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	0.1	2.0	5.8	20.4	100.4	202.8	391.9	517.8	547.6	504.9
Total Paid	0.0	1.7	4.2	11.8	67.0	137.8	267.2	377.2	422.1	361.7
% utilised to date	34%	82%	72%	58%	67%	68%	68%	73%	77%	72%

**Table M.34 Percentage change in plan budgets for active participants – Northern Territory** <sup>400 401</sup>

Inflation type	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Intraplan Inflation	8.1%	4.6%	5.6%	4.9%	6.6%	4.3%	8.0%	8.9%	6.5%
Interplan Inflation	-11.0%	-10.2%	-10.1%	2.0%	2.6%	2.0%	10.3%	14.3%	9.4%
<b>Total Inflation</b>	<b>-3.0%</b>	<b>-5.6%</b>	<b>-4.5%</b>	<b>7.0%</b>	<b>9.2%</b>	<b>6.3%</b>	<b>18.4%</b>	<b>23.2%</b>	<b>15.9%</b>

<sup>396</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

<sup>397</sup> Total payments for home modifications in Northern Territory were \$0.97m. Of which, \$0.10m (10%) has been paid for specialised disability accommodation (SDA) supports, and \$0.87m (90%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.02m processed off-system in June 2022. Total annualised committed supports for home modifications in Northern Territory were \$1.93m. Of which, \$0.69m (36%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.24m (64%) has been allocated for non-SDA supports.

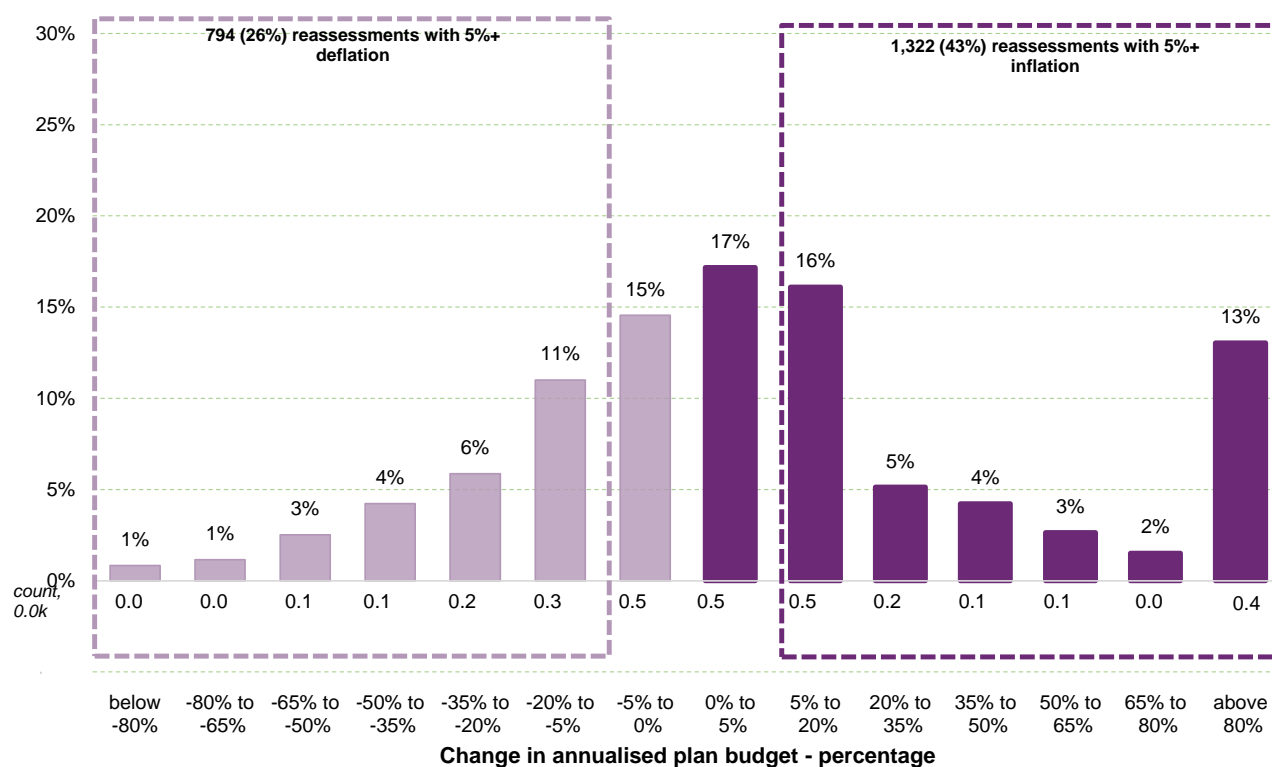
<sup>398</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for Northern Territory.

<sup>399</sup> The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

<sup>400</sup> The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July to maintain the purchasing power of remaining plans. Due to this, there was a one off increase in intraplan and total inflation during the month of July 2022, which impacts the September 2022 quarter.

<sup>401</sup> The September 2022 inflation number has had minor restatement from 18.2 per cent from the previous report.

**Figure M.12 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 March 2023) - all participants – Northern Territory <sup>402</sup>**



<sup>402</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.

## Appendix N:

### State/Territory – comparison of key metrics

This appendix compares key metrics presented in this report by State/Territory.

The new Information and Communications Technology (ICT) system test commenced in Tasmania in the December 2022 quarter. The Quarterly Report to the Disability Minister combines data from the current and new ICT systems. This may lead to some minor restatements of information in this and future reports.

**Table N.1 Active participants including ECA at 31 March 2023** <sup>403 404</sup>

State/Territory	Active participant plans (Count)	Active participant plans (Percentage)	Early Childhood Approach (ECA) (Count)	Active participant plans including ECA (Count)	Active participant plans including ECA (Percentage)
NSW	177,277	29.9%	5,538	182,815	30.1%
VIC	158,480	26.8%	3,175	161,655	26.6%
QLD	125,549	21.2%	4,629	130,178	21.4%
WA	50,994	8.6%	1,173	52,167	8.6%
SA	51,072	8.6%	1,071	52,143	8.6%
TAS	13,049	2.2%	151	13,200	2.2%
ACT	10,060	1.7%	165	10,225	1.7%
NT	5,522	0.9%	111	5,633	0.9%
OT	51	0.0%	<11	51	0.0%
Missing	<11	n/a	<11	<11	n/a
<b>National</b>	<b>592,059</b>	<b>100.0%</b>	<b>16,013</b>	<b>608,072</b>	<b>100.0%</b>

The results for participants in OT and participants with Missing residing state information are not shown separately in the below tables on participant characteristics due to small numbers. However, they are included in the National totals for each table.

**Table N.2 Number of active participant plans by age group at 31 March 2023**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	29,436	27,968	21,024	6,178	7,140	1,697	1,300	1,028	<b>95,773</b>
7 to 14	45,315	41,897	34,091	12,772	14,486	3,014	2,638	1,421	<b>155,651</b>
15 to 18	14,317	12,176	11,237	4,930	5,274	1,179	869	420	<b>50,409</b>
19 to 24	15,250	11,542	9,691	4,899	4,351	1,357	966	381	<b>48,444</b>
25 to 34	15,730	13,404	10,433	5,189	3,930	1,438	916	449	<b>51,495</b>
35 to 44	13,244	12,861	9,481	4,306	3,764	1,036	824	550	<b>46,070</b>
45 to 54	15,892	15,052	11,160	4,752	4,392	1,276	945	564	<b>54,034</b>
55 to 64	19,390	16,975	13,337	5,766	5,473	1,509	989	540	<b>63,988</b>
65+	8,703	6,605	5,095	2,202	2,262	543	613	169	<b>26,195</b>
<b>Total</b>	<b>177,277</b>	<b>158,480</b>	<b>125,549</b>	<b>50,994</b>	<b>51,072</b>	<b>13,049</b>	<b>10,060</b>	<b>5,522</b>	<b>592,059</b>

<sup>403</sup> The number reported for the Early Childhood Approach is the number of children accessing early connections. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>404</sup> OT includes participants residing in Other Territories including Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.



**Table N.3 Proportion of active participant plans by age group at 31 March 2023**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	17%	18%	17%	12%	14%	13%	13%	19%	<b>16%</b>
7 to 14	26%	26%	27%	25%	28%	23%	26%	26%	<b>26%</b>
15 to 18	8%	8%	9%	10%	10%	9%	9%	8%	<b>9%</b>
19 to 24	9%	7%	8%	10%	9%	10%	10%	7%	<b>8%</b>
25 to 34	9%	8%	8%	10%	8%	11%	9%	8%	<b>9%</b>
35 to 44	7%	8%	8%	8%	7%	8%	8%	10%	<b>8%</b>
45 to 54	9%	9%	9%	9%	9%	10%	9%	10%	<b>9%</b>
55 to 64	11%	11%	11%	11%	11%	12%	10%	10%	<b>11%</b>
65+	5%	4%	4%	4%	4%	4%	6%	3%	<b>4%</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 N.4 Number of active participant plans (participants in SIL) by age group at 31 March 2023**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	<11	<11	<11	<11	<11	<11	<11	<11	<b>&lt;11</b>
7 to 14	<11	<11	<11	<11	<11	<11	<11	<11	<b>22</b>
15 to 18	98	76	85	21	43	15	<11	<11	<b>352</b>
19 to 24	875	402	548	208	251	90	47	51	<b>2,472</b>
25 to 34	1,608	947	1,074	425	437	174	89	83	<b>4,837</b>
35 to 44	1,719	1,182	1,085	486	482	151	106	116	<b>5,327</b>
45 to 54	2,447	1,555	1,358	630	681	190	132	117	<b>7,110</b>
55 to 64	2,809	1,847	1,598	738	750	250	150	118	<b>8,260</b>
65+	1,145	609	510	259	273	89	60	41	<b>2,987</b>
<b>Total</b>	<b>10,704</b>	<b>6,625</b>	<b>6,263</b>	<b>2,771</b>	<b>2,920</b>	<b>959</b>	<b>589</b>	<b>536</b>	<b>31,368</b>

**Table N.5 Proportion of active participant plans (participants in SIL) by age group at 31 March 2023**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>n/a</b>
7 to 14	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>0%</b>
15 to 18	1%	1%	1%	1%	1%	2%	n/a	n/a	<b>1%</b>
19 to 24	8%	6%	9%	8%	9%	9%	8%	10%	<b>8%</b>
25 to 34	15%	14%	17%	15%	15%	18%	15%	15%	<b>15%</b>
35 to 44	16%	18%	17%	18%	17%	16%	18%	22%	<b>17%</b>
45 to 54	23%	23%	22%	23%	23%	20%	22%	22%	<b>23%</b>
55 to 64	26%	28%	26%	27%	26%	26%	25%	22%	<b>26%</b>
65+	11%	9%	8%	9%	9%	9%	10%	8%	<b>10%</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 N.6 Number of active participant plans (participants not in SIL) by age group at 31 March 2023**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	29,436	27,967	21,024	6,178	7,140	1,697	1,300	1,028	<b>95,772</b>
7 to 14	45,312	41,891	34,086	12,768	14,483	3,014	2,638	1,420	<b>155,629</b>
15 to 18	14,219	12,100	11,152	4,909	5,231	1,164	864	411	<b>50,057</b>
19 to 24	14,375	11,140	9,143	4,691	4,100	1,267	919	330	<b>45,972</b>
25 to 34	14,122	12,457	9,359	4,764	3,493	1,264	827	366	<b>46,658</b>
35 to 44	11,525	11,679	8,396	3,820	3,282	885	718	434	<b>40,743</b>
45 to 54	13,445	13,497	9,802	4,122	3,711	1,086	813	447	<b>46,924</b>
55 to 64	16,581	15,128	11,739	5,028	4,723	1,259	839	422	<b>55,728</b>
65+	7,558	5,996	4,585	1,943	1,989	454	553	128	<b>23,208</b>
<b>Total</b>	<b>166,573</b>	<b>151,855</b>	<b>119,286</b>	<b>48,223</b>	<b>48,152</b>	<b>12,090</b>	<b>9,471</b>	<b>4,986</b>	<b>560,691</b>

**Table N.7 Proportion of active participant plans (participants not in SIL) by age group at 31 March 2023**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	18%	18%	18%	13%	15%	14%	14%	21%	<b>17%</b>
7 to 14	27%	28%	29%	26%	30%	25%	28%	28%	<b>28%</b>
15 to 18	9%	8%	9%	10%	11%	10%	9%	8%	<b>9%</b>
19 to 24	9%	7%	8%	10%	9%	10%	10%	7%	<b>8%</b>
25 to 34	8%	8%	8%	10%	7%	10%	9%	7%	<b>8%</b>
35 to 44	7%	8%	7%	8%	7%	7%	8%	9%	<b>7%</b>
45 to 54	8%	9%	8%	9%	8%	9%	9%	9%	<b>8%</b>
55 to 64	10%	10%	10%	10%	10%	10%	9%	8%	<b>10%</b>
65+	5%	4%	4%	4%	4%	4%	6%	3%	<b>4%</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 N.8 Number of active participant plans by primary disability group at 31 March 2023** <sup>405 406</sup>

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	60,666	51,827	46,291	18,848	20,659	4,309	3,511	1,253	<b>207,385</b>
Intellectual disability	31,380	26,808	18,565	8,915	8,529	2,951	1,502	1,068	<b>99,734</b>
Psychosocial disability	18,035	19,493	11,634	5,201	3,682	1,112	1,151	552	<b>60,864</b>
Developmental delay	16,613	21,358	14,040	3,009	4,138	1,063	979	797	<b>61,999</b>
Hearing impairment	8,077	6,658	6,070	2,184	1,929	476	450	219	<b>26,063</b>
Other neurological	6,982	5,373	4,722	2,217	1,716	484	405	219	<b>22,122</b>
Other physical	5,783	4,487	4,777	1,821	1,793	396	533	217	<b>19,810</b>
Cerebral palsy	5,630	4,173	3,766	1,804	1,279	431	297	194	<b>17,575</b>
Acquired brain injury	4,882	4,555	3,989	1,559	1,763	462	231	308	<b>17,750</b>
Global developmental delay	5,150	2,632	2,642	1,279	1,758	231	177	159	<b>14,029</b>
Visual impairment	3,181	2,887	1,810	872	812	207	179	66	<b>10,014</b>
Multiple sclerosis	2,764	3,122	1,709	972	943	362	225	24	<b>10,121</b>
Stroke	3,068	1,952	1,948	686	659	174	144	186	<b>8,819</b>
Spinal cord injury	1,834	998	1,554	665	462	127	81	84	<b>5,806</b>
Other	2,426	1,696	1,798	849	585	223	127	147	<b>7,851</b>
Other sensory/speech	806	461	234	113	365	41	68	29	<b>2,117</b>
<b>Total</b>	<b>177,277</b>	<b>158,480</b>	<b>125,549</b>	<b>50,994</b>	<b>51,072</b>	<b>13,049</b>	<b>10,060</b>	<b>5,522</b>	<b>592,059</b>

**Table N.9 Proportion of active participant plans by primary disability group at 31 March 2023**

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	34%	33%	37%	37%	40%	33%	35%	23%	35%
Intellectual disability	18%	17%	15%	17%	17%	23%	15%	19%	17%
Psychosocial disability	10%	12%	9%	10%	7%	9%	11%	10%	10%
Developmental delay	9%	13%	11%	6%	8%	8%	10%	14%	10%
Hearing impairment	5%	4%	5%	4%	4%	4%	4%	4%	4%
Other neurological	4%	3%	4%	4%	3%	4%	4%	4%	4%
Other physical	3%	3%	4%	4%	4%	3%	5%	4%	3%
Cerebral palsy	3%	3%	3%	4%	3%	3%	3%	4%	3%
Acquired brain injury	3%	3%	3%	3%	3%	4%	2%	6%	3%
Global developmental delay	3%	2%	2%	3%	3%	2%	2%	3%	2%
Visual impairment	2%	2%	1%	2%	2%	2%	2%	1%	2%
Multiple sclerosis	2%	2%	1%	2%	2%	3%	2%	0%	2%
Stroke	2%	1%	2%	1%	1%	1%	1%	3%	1%
Spinal cord injury	1%	1%	1%	1%	1%	1%	1%	2%	1%
Other	1%	1%	1%	2%	1%	2%	1%	3%	1%
Other sensory/speech	0%	0%	0%	0%	1%	0%	1%	1%	0%
<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>405</sup> Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

<sup>406</sup> Down syndrome is included in intellectual disability.

**Table N.10 Number of active participant plans by other characteristics at 31 March 2023** <sup>407 408</sup>

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
First Nations Participants	15,016	5,242	12,705	4,017	3,215	1,248	455	2,789	<b>44,689</b>
Culturally and linguistically diverse participants	19,346	18,603	6,722	4,114	3,676	363	1,017	346	<b>54,201</b>
Participants residing in remote and very remote areas	735	62	2,194	2,309	1,293	169	<11	2,248	<b>9,061</b>
Younger people in residential aged care (under 65)	623	658	306	176	105	44	<11	13	<b>1,931</b>
Participants with supported independent living	10,704	6,625	6,263	2,771	2,920	959	589	536	<b>31,367</b>
Participants with specialised disability accommodation	7,405	6,697	3,388	1,735	2,316	539	322	278	<b>22,680</b>

**Table N.11 Proportion of active participant plans by other characteristics at 31 March 2023** <sup>409 410</sup>

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
First Nations Participants	8.5%	3.3%	10.1%	7.9%	6.3%	9.6%	4.5%	50.5%	<b>7.5%</b>
Culturally and linguistically diverse participants	10.9%	11.7%	5.4%	8.1%	7.2%	2.8%	10.1%	6.3%	<b>9.2%</b>
Participants residing in remote and very remote areas	0.4%	0.0%	1.7%	4.5%	2.5%	1.3%	n/a	40.7%	<b>1.5%</b>
Younger people in residential aged care (under 65)	0.4%	0.4%	0.2%	0.3%	0.2%	0.3%	0.1%	0.2%	<b>0.3%</b>
Participants with supported independent living	6.0%	4.2%	5.0%	5.4%	5.7%	7.3%	5.9%	9.7%	<b>5.3%</b>
Participants with specialised disability accommodation	4.2%	4.2%	2.7%	3.4%	4.5%	4.1%	3.2%	5.0%	<b>3.8%</b>

**Table N.12 Participation rates by gender at 31 March 2023**

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	3.1%	3.3%	3.3%	2.5%	4.1%	3.3%	2.9%	2.9%	<b>3.2%</b>
Female	1.8%	2.1%	2.0%	1.6%	2.4%	2.1%	1.8%	1.5%	<b>1.9%</b>
<b>Total</b>	<b>2.5%</b>	<b>2.7%</b>	<b>2.7%</b>	<b>2.1%</b>	<b>3.3%</b>	<b>2.7%</b>	<b>2.4%</b>	<b>2.3%</b>	<b>2.6%</b>

**Table N.13 Participation rates by age group at 31 March 2023** <sup>411</sup>

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	4.4%	5.1%	4.8%	2.6%	5.1%	4.0%	3.3%	4.1%	<b>4.5%</b>
7 to 14	5.5%	6.4%	6.1%	4.4%	8.4%	5.6%	5.7%	5.1%	<b>5.9%</b>
15 to 18	3.6%	3.9%	4.1%	3.6%	6.2%	4.4%	4.1%	3.2%	<b>4.0%</b>
19 to 24	2.5%	2.3%	2.4%	2.4%	3.3%	3.6%	2.4%	1.8%	<b>2.5%</b>
25 to 44	1.3%	1.3%	1.4%	1.2%	1.6%	1.6%	1.1%	1.1%	<b>1.3%</b>
45 to 64	1.8%	2.0%	1.9%	1.5%	2.2%	1.9%	1.9%	1.8%	<b>1.9%</b>
<b>Total (aged 0 to 64)</b>	<b>2.5%</b>	<b>2.7%</b>	<b>2.7%</b>	<b>2.1%</b>	<b>3.3%</b>	<b>2.7%</b>	<b>2.4%</b>	<b>2.3%</b>	<b>2.6%</b>

<sup>407</sup> Due to operational changes since July 2020, there has been an issue with identifying SIL in plans as they are being completed. A temporary and manual solution was implemented to estimate the number of active participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. From May 2022, an automated and more accurate method has been applied in identifying SIL participants leading to a restatement in the number of SIL participations from July 2020 to April 2022.

<sup>408</sup> The numbers of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness.

<sup>409</sup> Ibid.

<sup>410</sup> Due to operational changes since July 2020, there has been an issue with identifying SIL in plans as they are being completed. A temporary and manual solution was implemented to estimate the number of active participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. From May 2022, an automated and more accurate method has been applied in identifying SIL participants leading to a restatement in the number of SIL participations from July 2020 to April 2022.

<sup>411</sup> Participation rate refers to the proportion of general population that are NDIS participants.

**Table N.14 Proportion of participants rating their overall experience as good or very good in the latest quarter** <sup>412</sup>

Agency planning process	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
The Access Process	82%	83%	81%	76%	80%	n/a	n/a	n/a	<b>81%</b>
The Pre-Planning Process	82%	83%	84%	85%	80%	n/a	n/a	n/a	<b>82%</b>
The Planning Process	88%	87%	86%	83%	86%	n/a	79%	80%	<b>87%</b>
The Reassessment Process	71%	71%	67%	67%	69%	n/a	70%	64%	<b>69%</b>

**Table N.15 Progress against the NDIA's corporate plan metrics for 'participant employment rate', 'participant social and community engagement rate', 'parent and carer employment rate' and 'participant choice and control'** <sup>413</sup>

Participant breakdown	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participants (15 and over) in work - Baseline	22%	19%	17%	23%	25%	17%	29%	13%	<b>21%</b>
Participants (15 and over) in work - Latest Reassessment	24%	20%	18%	25%	25%	18%	29%	14%	<b>22%</b>
Participants (15 and over) in community - Baseline	34%	34%	37%	38%	37%	30%	37%	43%	<b>35%</b>
Participants (15 and over) in community - Latest Reassessment	45%	39%	43%	40%	39%	34%	42%	46%	<b>42%</b>
Parent and carer employment rate - Baseline	48%	45%	43%	46%	46%	40%	56%	52%	<b>46%</b>
Parent and carer employment rate - Latest Reassessment	53%	49%	46%	50%	48%	43%	62%	56%	<b>50%</b>
Participant (15 and over) choice and control - First Reassessment	65%	63%	73%	71%	65%	68%	71%	56%	<b>67%</b>
Participant (15 and over) choice and control - Latest Reassessment	76%	76%	81%	77%	74%	74%	78%	68%	<b>77%</b>

**Table N.16 Distribution of active participant by method of financial plan management at 31 March 2023** <sup>414</sup>

Plan management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed fully	22%	26%	23%	18%	18%	16%	36%	9%	<b>23%</b>
Self-managed partly	7%	7%	5%	12%	4%	9%	9%	5%	<b>7%</b>
Plan-managed	54%	61%	63%	51%	70%	63%	47%	77%	<b>59%</b>
Agency-managed	17%	6%	9%	19%	7%	12%	8%	8%	<b>11%</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 N.17 Distribution of plan budget amount by method of financial plan management**

Plan management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed	11%	15%	13%	14%	9%	9%	20%	4%	<b>12%</b>
Plan-managed	38%	52%	49%	35%	51%	34%	49%	37%	<b>45%</b>
Agency-managed	51%	33%	38%	51%	40%	57%	31%	59%	<b>43%</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 N.18 Number and rates of participant complaints** <sup>415</sup>

Participant complaints	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participant complaints in 2022-23 Q3	2,659	2,929	2,111	992	958	136	156	83	<b>10,300</b>
<i>% of the number of active participants</i>	<i>6.1%</i>	<i>7.5%</i>	<i>6.9%</i>	<i>7.9%</i>	<i>7.6%</i>	<i>4.2%</i>	<i>6.3%</i>	<i>6.1%</i>	<b><i>7.1%</i></b>
All participant complaints	47,251	39,492	26,334	11,372	17,710	2,903	3,382	1,219	<b>160,041</b>
<i>% of the number of active participants</i>	<i>6.6%</i>	<i>7.3%</i>	<i>6.8%</i>	<i>7.2%</i>	<i>9.0%</i>	<i>6.0%</i>	<i>6.9%</i>	<i>6.9%</i>	<b><i>7.6%</i></b>

<sup>412</sup> A new survey process was recently introduced for participants in Tasmania, but it is still in the testing phase. As a result, the number of participants taking the satisfaction survey has decreased significantly this quarter.

<sup>413</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2021 and have had a second plan reassessment to date.

<sup>414</sup> Participants can use more than one method to manage their funding. This table is a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

<sup>415</sup> The National totals include participant complaints where jurisdiction information was missing.

**Table N.19 Number of ever active providers by legal entity type** <sup>416 417</sup>

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	3,485	2,411	2,426	640	824	403	360	179	<b>7,409</b>
Company / Organisation	6,678	5,037	5,401	2,355	2,244	1,284	1,266	865	<b>12,224</b>
<b>Total active providers</b>	<b>10,163</b>	<b>7,448</b>	<b>7,827</b>	<b>2,995</b>	<b>3,068</b>	<b>1,687</b>	<b>1,626</b>	<b>1,044</b>	<b>19,633</b>

**Table N.20 Number of active providers in 2022-23 Q3 by legal entity type** <sup>418 419</sup>

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	946	540	559	208	151	103	62	43	<b>2,153</b>
Company / Organisation	3,411	2,245	2,248	1,038	831	396	395	286	<b>7,390</b>
<b>Total active providers</b>	<b>4,357</b>	<b>2,785</b>	<b>2,807</b>	<b>1,246</b>	<b>982</b>	<b>499</b>	<b>457</b>	<b>329</b>	<b>9,543</b>

**Table N.21 Committed supports by financial year (\$m)**

Financial year	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	4,281	1,440	861	226	370	190	305	100	<b>7,773</b>
2018-19	5,914	3,456	2,518	548	1,158	401	366	203	<b>14,566</b>
2019-20	8,054	6,019	5,127	1,536	2,123	662	459	392	<b>24,375</b>
2020-21	10,206	7,924	6,805	2,730	2,769	847	554	518	<b>32,356</b>
2021-22	11,483	9,225	7,869	3,181	3,154	966	604	548	<b>37,034</b>
2022-23 YTD	10,047	8,205	6,988	2,906	2,778	848	511	505	<b>32,792</b>
% increase from 2017-18 to 2018-19	38%	140%	193%	143%	213%	111%	20%	102%	<b>87%</b>
% increase from 2018-19 to 2019-20	36%	74%	104%	181%	83%	65%	26%	93%	<b>67%</b>
% increase from 2019-20 to 2020-21	27%	32%	33%	78%	30%	28%	20%	32%	<b>33%</b>
% increase from 2020-21 to 2021-22	13%	16%	16%	17%	14%	14%	9%	6%	<b>14%</b>

**Table N.22 Payments by financial year in which support was provided (\$m)**

Financial year	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	3,109	957	547	167	221	154	220	67	<b>5,444</b>
2018-19	4,485	2,369	1,654	394	793	297	276	138	<b>10,406</b>
2019-20	6,001	4,129	3,589	1,023	1,490	478	337	267	<b>17,317</b>
2020-21	7,737	5,456	4,986	1,932	1,997	633	416	377	<b>23,536</b>
2021-22	8,956	6,800	6,100	2,350	2,412	758	473	422	<b>28,402</b>
2022-23 YTD	7,528	5,818	5,172	2,000	2,031	599	368	362	<b>23,924</b>
% increase from 2017-18 to 2018-19	44%	148%	202%	135%	259%	93%	25%	106%	<b>91%</b>
% increase from 2018-19 to 2019-20	34%	74%	117%	160%	88%	61%	22%	94%	<b>66%</b>
% increase from 2019-20 to 2020-21	29%	32%	39%	89%	34%	32%	23%	41%	<b>36%</b>
% increase from 2020-21 to 2021-22	16%	25%	22%	22%	21%	20%	14%	12%	<b>21%</b>

<sup>416</sup> Active providers refer to those who have received payment for supporting Agency-managed participants and plan managers.<sup>417</sup> Providers can be active in more than one State/Territory. Hence, the National totals do not equal the sum of the number of active providers across the State/Territory.<sup>418</sup> Active providers refer to those who have received payment for supporting Agency-managed participants and plan managers.<sup>419</sup> Providers can be active in more than one State/Territory. Hence, the National totals do not equal the sum of the number of active providers across the State/Territory.

Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2023. Average payments are derived from total payments paid over the 12 months to 31 March 2023, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023. Figures are not shown if there is sufficient data in the group.

Due to operational changes since July 2020, there has been an issue with identifying SIL in plans as they are being completed. A temporary and manual solution was implemented to estimate the number of active participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. From May 2022, an automated and more accurate method has been applied in identifying SIL participants leading to a restatement in the number of SIL participations from July 2020 to April 2022.

**Table N.23 Annualised committed supports as at 31 March 2023**

Type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Total (\$m)	13,428	11,045	9,464	4,000	3,675	1,117	679	648	<b>44,062</b>
Average (\$)	75,700	69,700	75,400	78,400	72,000	85,600	67,500	117,400	<b>74,400</b>
Total - SIL (\$m)	4,257	2,724	2,556	1,108	1,201	405	235	318	<b>12,804</b>
Average -SIL (\$)	397,700	411,200	408,100	400,000	411,200	422,300	398,900	593,700	<b>408,200</b>

**Table N.24 Payments as at 31 March 2023**

Type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Total (\$m)	10,365	7,996	7,035	2,736	2,792	842	512	505	<b>32,923</b>
Average (\$)	62,000	54,000	60,300	57,000	57,900	67,700	53,300	98,300	<b>59,300</b>
Total - SIL (\$m)	3,578	2,155	2,188	840	1,088	379	194	266	<b>10,687</b>
Average -SIL (\$)	359,900	357,500	390,000	334,500	404,900	403,000	355,700	551,100	<b>371,800</b>

**Table N.25 Total annualised committed supports by support category as at 31 March 2023 (\$m)**

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	6,457	4,689	4,581	1,859	1,867	560	340	364	20,719
Core - Consumables	226	220	196	81	69	18	12	7	831
Core - Social and Civic	2,927	2,601	2,017	790	687	259	124	108	9,516
Core - Transport	156	139	97	42	39	13	8	4	499
Capacity Building - Choice and Control	144	144	119	42	53	13	7	8	530
Capacity Building - Daily Activities	2,084	2,010	1,526	654	576	134	109	80	7,175
Capacity Building - Employment	96	63	51	37	25	8	6	4	289
Capacity Building - Health and Wellbeing	32	17	14	4	5	2	3	0.4	78
Capacity Building - Home Living	1	2	1	0.3	0.2	0.1	0.02	0.04	4
Capacity Building - Lifelong learning	0.05	0.2	0.04	0.04	0.2	0.01	n/a	n/a	1
Capacity Building - Relationships	291	222	132	99	84	23	13	15	877
Capacity Building - Social and Civic	116	101	56	55	17	15	11	11	382
Capacity Building - Support Coordination	328	372	253	114	95	28	16	27	1,233
Capital - Assistive Technology	402	317	309	179	114	30	21	15	1,388
Capital - Home Modifications	167	147	112	43	43	13	8	5	540
<b>Total</b>	<b>13,428</b>	<b>11,045</b>	<b>9,464</b>	<b>4,000</b>	<b>3,675</b>	<b>1,117</b>	<b>679</b>	<b>648</b>	<b>44,062</b>

**Table N.26 Total payments by support category for the year ending 31 March 2023 (\$m)**

Reported level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	5,528	3,945	3,704	1,424	1,671	486	294	334	17,525
Core - Consumables	168	149	144	52	46	13	8	5	586
Core - Social and Civic	2,184	1,756	1,563	541	427	188	86	74	6,818
Core - Transport	327	211	122	46	43	13	14	7	783
Capacity Building - Choice and Control	126	130	104	36	47	11	6	7	467
Capacity Building - Daily Activities	1,223	1,108	883	384	357	66	63	38	4,122
Capacity Building - Employment	39	25	16	9	9	3	2	1	103
Capacity Building - Health and Wellbeing	18	8	7	2	2	1	2	0.1	39
Capacity Building - Home Living	0.1	1	0.1	0.04	0.03	0.01	0.01	0.003	1
Capacity Building - Lifelong learning	0.003	0.03	0.01	0.003	0.1	0.01	0	n/a	0.1
Capacity Building - Relationships	152	105	62	48	38	12	6	7	430
Capacity Building - Social and Civic	45	35	22	22	5	6	5	5	144
Capacity Building - Support Coordination	245	279	185	75	69	22	11	20	906
Capital - Assistive Technology	203	150	155	74	50	14	10	6	663
Capital - Home Modifications	108	95	69	15	28	8	4	2	329
<b>Total</b>	<b>10,365</b>	<b>7,996</b>	<b>7,035</b>	<b>2,736</b>	<b>2,792</b>	<b>842</b>	<b>512</b>	<b>505</b>	<b>32,923</b>



**Table N.27 Distribution of the percentage change in plan budgets for plans reviewed in this financial year (1 July 2022 to 31 March 2023) - all participants**

Percentage change in plan budgets	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
below -80%	0%	0%	0%	0%	0%	2%	0%	1%	0%
-80% to -65%	1%	1%	1%	1%	1%	1%	1%	1%	1%
-65% to -50%	1%	1%	2%	1%	2%	1%	2%	3%	1%
-50% to -35%	2%	2%	3%	2%	3%	2%	3%	4%	2%
-35% to -20%	4%	4%	4%	4%	5%	4%	6%	6%	4%
-20% to -5%	9%	10%	10%	10%	10%	8%	10%	11%	10%
-5% to 0%	9%	12%	14%	11%	13%	12%	14%	15%	12%
0% to 5%	17%	19%	18%	17%	17%	18%	21%	17%	18%
5% to 20%	22%	20%	17%	18%	17%	20%	17%	16%	19%
20% to 35%	8%	8%	7%	8%	7%	8%	7%	5%	8%
35% to 50%	5%	5%	5%	7%	5%	5%	4%	4%	5%
50% to 65%	4%	4%	3%	4%	4%	4%	3%	3%	4%
65% to 80%	3%	3%	3%	3%	3%	3%	2%	2%	3%
above 80%	14%	13%	13%	13%	13%	14%	11%	13%	13%
<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 N.28 Utilisation rates split by participants in SIL and those not in SIL, and first and subsequent plans** <sup>420 421 422</sup>

Participant breakdown	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
SIL - First plan	70%	63%	74%	77%	103%	n/a	n/a	83%	<b>74%</b>
SIL - Subsequent plans	88%	86%	88%	85%	88%	88%	86%	87%	<b>87%</b>
SIL - Total	88%	85%	88%	85%	88%	88%	86%	87%	<b>87%</b>
Non SIL - First plan	58%	54%	57%	55%	56%	49%	52%	51%	<b>56%</b>
Non SIL - Subsequent plans	72%	70%	71%	67%	71%	67%	70%	63%	<b>70%</b>
Non SIL - Total	71%	68%	70%	66%	69%	65%	68%	61%	<b>69%</b>
<b>First plan (SIL and Non SIL)</b>	<b>58%</b>	<b>54%</b>	<b>57%</b>	<b>56%</b>	<b>56%</b>	<b>50%</b>	<b>52%</b>	<b>54%</b>	<b>56%</b>
<b>Subsequent plans (SIL and Non SIL)</b>	<b>78%</b>	<b>74%</b>	<b>76%</b>	<b>72%</b>	<b>77%</b>	<b>74%</b>	<b>76%</b>	<b>76%</b>	<b>76%</b>
<b>Total (SIL and Non SIL)</b>	<b>77%</b>	<b>72%</b>	<b>75%</b>	<b>71%</b>	<b>75%</b>	<b>73%</b>	<b>75%</b>	<b>74%</b>	<b>74%</b>

<sup>420</sup> Utilisation of committed supports from 1 July 2022 to 31 December 2022 is shown in the table – experience in the most recent 3 months is still emerging and is not included.

<sup>421</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Hence, utilisation in this table is higher in reality when in-kind is included.

<sup>422</sup> Utilisation is not shown if there is insufficient data in the group.

**Table N.29 Participant Service Guarantee Timeframes (% guarantees met) for the quarter ending 31 March 2023** <sup>423 424 425 426 427</sup>

PSG	Service Guarantee	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	NAT
1. Explain a previous decision, after a request for explanation is received	28 days	100%	100%	98%	100%	100%	n/a	100%	100%	<b>99%</b>
2. Make an access decision, or request for more information, after an access request has been received	21 days	96%	96%	97%	96%	96%	n/a	97%	98%	<b>96%</b>
3. Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	100%	0%	100%	100%	n/a	n/a	n/a	100%	<b>96%</b>
4. Make an access decision, after more information has been provided.	14 days	96%	94%	97%	97%	97%	n/a	90%	97%	<b>96%</b>
5. Commence facilitating the preparation of a plan, after an access decision has been made	21 days	95%	93%	95%	96%	94%	n/a	99%	81%	<b>94%</b>
6. Approve a participant's plan, after an access decision has been made (excludes those ECA that have received initial supports)	56 days	93%	93%	93%	92%	92%	n/a	93%	72%	<b>93%</b>
7. Approve a plan for ECA participants, after an access decision has been made	90 days	99%	98%	96%	97%	98%	n/a	100%	89%	<b>98%</b>
9. If the participant accepts the offer, hold a plan implementation meeting	28 days	100%	100%	100%	100%	100%	n/a	100%	100%	<b>100%</b>
11. Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date	56 days	72%	73%	71%	67%	57%	n/a	72%	65%	<b>68%</b>
12. Decide whether to undertake a Participant Requested Plan reassessment, after the request is received	21 days	79%	78%	78%	76%	82%	n/a	77%	81%	<b>79%</b>
13. Complete a reassessment, after the decision to accept the request was made	28 days	67%	72%	64%	64%	65%	n/a	73%	42%	<b>67%</b>
14. Amend a plan, after the receipt of information that triggers the plan amendment process	28 days	91%	94%	94%	93%	92%	n/a	89%	87%	<b>93%</b>
15. Amend a plan, after receipt of information relating to a complex quote that triggers a plan amendment process	50 days	100%	86%	100%	100%	100%	n/a	n/a	100%	<b>97%</b>
17. Complete an internal Review of a Reviewable Decision, after a request is received	60 days	94%	94%	94%	93%	94%	n/a	93%	85%	<b>94%</b>
18. Implement an AAT decision to amend a plan, after the AAT decision is made	28 days	99%	98%	99%	96%	98%	n/a	100%	100%	<b>98%</b>
19. Cancel participant requested nominee	14 days	100%	100%	100%	100%	100%	n/a	100%	100%	<b>100%</b>
20. Cancel CEO initiated nominee	14 days	100%	100%	100%	n/a	100%	n/a	n/a	n/a	<b>100%</b>

<sup>423</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>424</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>425</sup> The target timeframe for PSG #6 has been reduced from 70 to 56 days in early 2021.

<sup>426</sup> The target timeframe for PSG #13 has been reduced from 42 to 28 days in late 2021.

<sup>427</sup> The target timeframe for PSG #17 has been reduced from 90 to 60 days in late 2021.

<sup>428</sup> The PSG measures currently do not include participants who have migrated to the new Information and Communications Technology (ICT) system in Tasmania. However, the PSG measures are being remediated where there is a similar process and data available between the new and old systems.

## Appendix O:

Participants by service district and support type, and committed supports and payments by service district, and participation rates by gender, age group and service district

**Table O.1 Active participants by service district and support type included in plan as at 31 March 2023** <sup>429 430 431 432 433 434 435 436</sup>

Service district	Phasing date	Core supports (Count)	Core supports (Percentage)	Capacity Building supports (Count)	Capacity Building supports (Percentage)	Capital supports (Count)	Capital supports (Percentage)	Total active participants
<b>NSW</b>	<b>Jul-17</b>	<b>141,482</b>	<b>80%</b>	<b>174,523</b>	<b>98%</b>	<b>35,249</b>	<b>20%</b>	<b>177,277</b>
NSW - Hunter New England	Jul-13	23,912	80%	29,053	98%	5,763	19%	<b>29,737</b>
NSW - Central Coast	Jul-16	7,740	77%	9,890	99%	1,826	18%	<b>10,014</b>
NSW - Far West	Jul-17	707	83%	845	100%	171	20%	<b>847</b>
NSW - Illawarra Shoalhaven	Jul-17	8,590	84%	10,071	98%	2,243	22%	<b>10,281</b>
NSW - Mid North Coast	Jul-17	6,521	89%	7,291	99%	1,384	19%	<b>7,333</b>
NSW - Murrumbidgee	Jul-17	6,922	89%	7,720	100%	1,748	23%	<b>7,748</b>
NSW - Nepean Blue Mountains	Jul-15	7,559	73%	10,171	98%	1,903	18%	<b>10,408</b>
NSW - North Sydney	Jul-16	9,501	79%	11,759	98%	2,717	23%	<b>11,959</b>
NSW - Northern NSW	Jul-17	7,959	95%	8,371	100%	1,656	20%	<b>8,410</b>
NSW - South Eastern Sydney	Jul-17	10,098	84%	11,898	99%	2,510	21%	<b>12,014</b>
NSW - South Western Sydney	Jul-16	20,400	74%	27,110	98%	5,135	19%	<b>27,542</b>
NSW - Southern NSW	Jul-16	4,044	83%	4,784	98%	1,041	21%	<b>4,871</b>
NSW - Sydney	Jul-17	6,218	88%	6,963	99%	1,452	21%	<b>7,049</b>
NSW - Western NSW	Jul-17	6,245	83%	7,444	99%	1,694	22%	<b>7,530</b>
NSW - Western Sydney	Jul-16	15,046	70%	21,126	98%	4,002	19%	<b>21,506</b>
NSW - Other	n/a	20	71%	27	96%	<11	n/a	<b>28</b>
<b>VIC</b>	<b>Jan-19</b>	<b>152,342</b>	<b>96%</b>	<b>156,976</b>	<b>99%</b>	<b>28,741</b>	<b>18%</b>	<b>158,480</b>
VIC - Barwon	Jul-13	10,178	93%	10,752	99%	2,013	18%	<b>10,888</b>
VIC - Central Highlands	Jan-17	5,640	90%	6,145	98%	1,184	19%	<b>6,240</b>
VIC - Loddon	May-17	7,990	96%	8,268	99%	1,417	17%	<b>8,346</b>
VIC - North East Melbourne	Jul-16	14,205	94%	14,894	99%	2,896	19%	<b>15,099</b>
VIC - Inner Gippsland	Oct-17	5,851	97%	5,931	99%	1,080	18%	<b>6,003</b>
VIC - Ovens Murray	Oct-17	3,668	93%	3,900	99%	739	19%	<b>3,947</b>
VIC - Western District	Oct-17	4,043	94%	4,234	99%	924	22%	<b>4,283</b>

<sup>429</sup> Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

<sup>430</sup> Core supports enable participants to complete activities of daily living. Participant budgets often have a lot of flexibility to choose specific supports with their core support budgets, but cannot reallocate this funding for other support purposes (i.e. capital or capacity building supports).

<sup>431</sup> Capacity building supports enable participants to build their independence and skills. Participant budgets are allocated at a support category level and must be used to achieve the goals set out in the participant's plan.

<sup>432</sup> Capital supports are investments, such as assistive technologies – equipment, home or vehicle modifications, or for Specialist Disability Accommodation (SDA). Participant budgets for this support purpose are restricted to specific items identified in the participant's plan.

<sup>433</sup> The phasing date shown for Hunter New England is for the Hunter Trial Site.

<sup>434</sup> Since the phasing schedule for South Australia is by age, each service district in the state has the phasing date Jul-13.

<sup>435</sup> Since the phasing schedule for Tasmania is by age, each service district in the state has the phasing date Jul-13.

<sup>436</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

Service district	Phasing date	Core supports (Count)	Core supports (Percentage)	Capacity Building supports (Count)	Capacity Building supports (Percentage)	Capital supports (Count)	Capital supports (Percentage)	Total active participants
VIC - Inner East Melbourne	Nov-17	10,618	96%	10,957	99%	2,425	22%	11,115
VIC - Outer East Melbourne	Nov-17	10,820	97%	10,994	99%	2,181	20%	11,118
VIC - Hume Moreland	Mar-18	10,898	97%	11,105	99%	1,745	16%	11,198
VIC - Bayside Peninsula	Apr-18	18,842	98%	19,013	99%	3,804	20%	19,156
VIC - Southern Melbourne	Sep-18	14,573	97%	14,884	99%	2,684	18%	15,002
VIC - Brimbank Melton	Oct-18	10,386	97%	10,623	100%	1,473	14%	10,675
VIC - Western Melbourne	Oct-18	15,041	98%	15,323	99%	2,257	15%	15,425
VIC - Goulburn	Jan-19	4,399	95%	4,626	100%	872	19%	4,644
VIC - Mallee	Jan-19	2,640	97%	2,714	100%	509	19%	2,718
VIC - Outer Gippsland	Jan-19	2,537	97%	2,600	100%	537	21%	2,610
VIC - Other	n/a	13	100%	13	100%	<11	n/a	13
<b>QLD</b>	<b>Jan-19</b>	<b>120,385</b>	<b>96%</b>	<b>125,021</b>	<b>100%</b>	<b>24,433</b>	<b>19%</b>	<b>125,549</b>
QLD - Bundaberg	Sep-17	3,330	93%	3,532	99%	746	21%	3,563
QLD - Ipswich	Jul-17	9,581	95%	10,088	100%	1,925	19%	10,123
QLD - Mackay	Nov-16	3,766	93%	4,019	99%	831	21%	4,041
QLD - Toowoomba	Jan-17	7,429	96%	7,679	100%	1,703	22%	7,704
QLD - Townsville	Apr-16	6,772	93%	7,284	100%	1,469	20%	7,320
QLD - Rockhampton	Nov-17	6,280	90%	6,905	99%	1,237	18%	6,969
QLD - Beenleigh	Jul-18	13,465	98%	13,755	100%	2,386	17%	13,781
QLD - Brisbane	Jul-18	22,534	98%	23,008	100%	4,582	20%	23,103
QLD - Cairns	Jul-18	6,139	98%	6,255	100%	1,414	23%	6,273
QLD - Maryborough	Jul-18	4,751	94%	5,015	100%	1,024	20%	5,038
QLD - Robina	Jul-18	12,660	98%	12,896	99%	2,328	18%	12,975
QLD - Caboolture/Strathpine	Jan-19	12,900	94%	13,636	100%	2,554	19%	13,678
QLD - Maroochydore	Jan-19	10,764	98%	10,935	100%	2,230	20%	10,967
QLD - Other	n/a	14	100%	14	100%	<11	n/a	14
<b>WA</b>	<b>Jul-19</b>	<b>44,797</b>	<b>88%</b>	<b>50,213</b>	<b>98%</b>	<b>12,723</b>	<b>25%</b>	<b>50,994</b>
WA - North East Metro	Jul-14	6,697	87%	7,597	98%	2,127	28%	7,732
WA - Wheat Belt	Jan-17	1,039	87%	1,182	99%	304	25%	1,198
WA - South Metro	Jul-18	6,806	84%	7,968	98%	1,897	23%	8,126
WA - Central South Metro	Jul-18	5,656	88%	6,292	98%	1,542	24%	6,426
WA - South West	Sep-18	3,751	90%	4,084	98%	921	22%	4,175
WA - Goldfields-Esperance	Oct-18	703	84%	837	100%	188	22%	841
WA - North Metro	Oct-18	5,934	87%	6,751	99%	1,756	26%	6,828
WA - Kimberley-Pilbara	Oct-18	1,394	88%	1,580	100%	338	21%	1,581
WA - South East Metro	Jul-19	5,355	93%	5,687	99%	1,637	28%	5,755
WA - Central North Metro	Jul-19	5,383	92%	5,774	99%	1,535	26%	5,836
WA - Great Southern	Jul-19	1,035	87%	1,161	98%	230	19%	1,183
WA - Midwest-Gascoyne	Jul-19	1,036	79%	1,291	99%	247	19%	1,304
WA - Other	n/a	<11	n/a	<11	n/a	<11	n/a	<11
<b>SA</b>	<b>Jul-13</b>	<b>47,831</b>	<b>94%</b>	<b>50,587</b>	<b>99%</b>	<b>9,880</b>	<b>19%</b>	<b>51,072</b>
SA - Adelaide Hills	Jul-13	1,832	93%	1,927	98%	330	17%	1,965

Service district	Phasing date	Core supports (Count)	Core supports (Percentage)	Capacity Building supports (Count)	Capacity Building supports (Percentage)	Capital supports (Count)	Capital supports (Percentage)	Total active participants
SA - Barossa, Light and Lower North	Jul-13	2,345	93%	2,519	99%	374	15%	2,532
SA - Eastern Adelaide	Jul-13	4,075	92%	4,384	99%	885	20%	4,411
SA - Eyre and Western	Jul-13	1,483	94%	1,548	98%	330	21%	1,577
SA - Far North (SA)	Jul-13	533	96%	548	98%	108	19%	558
SA - Fleurieu and Kangaroo Island	Jul-13	1,357	94%	1,426	99%	302	21%	1,441
SA - Limestone Coast	Jul-13	1,541	93%	1,624	98%	330	20%	1,656
SA - Murray and Mallee	Jul-13	1,906	92%	2,026	98%	385	19%	2,070
SA - Northern Adelaide	Jul-13	16,191	93%	17,182	99%	3,237	19%	17,366
SA - Southern Adelaide	Jul-13	10,423	95%	10,924	100%	2,273	21%	10,975
SA - Western Adelaide	Jul-13	4,231	94%	4,454	99%	934	21%	4,482
SA - Yorke and Mid North	Jul-13	1,879	94%	1,986	99%	390	20%	1,999
SA - Other	n/a	35	88%	39	98%	<11	n/a	40
<b>TAS</b>	<b>Jul-13</b>	<b>12,075</b>	<b>93%</b>	<b>12,593</b>	<b>97%</b>	<b>2,674</b>	<b>20%</b>	<b>13,049</b>
TAS - North	Jul-13	3,610	96%	3,685	98%	809	21%	3,764
TAS - North West	Jul-13	2,579	89%	2,794	96%	593	20%	2,907
TAS - South East	Jul-13	2,609	89%	2,781	95%	597	20%	2,924
TAS - South West	Jul-13	3,275	95%	3,331	96%	675	20%	3,452
TAS - Other	n/a	<11	n/a	<11	n/a	<11	n/a	<11
<b>ACT</b>	<b>Jul-14</b>	<b>8,666</b>	<b>86%</b>	<b>9,929</b>	<b>99%</b>	<b>1,798</b>	<b>18%</b>	<b>10,060</b>
ACT	Jul-14	8,665	86%	9,928	99%	1,797	18%	10,059
ACT - Other	n/a	<11	n/a	<11	n/a	<11	n/a	<11
<b>NT</b>	<b>Jul-17</b>	<b>5,232</b>	<b>95%</b>	<b>5,503</b>	<b>100%</b>	<b>1,112</b>	<b>20%</b>	<b>5,522</b>
NT - Barkly	Jul-14	140	97%	144	99%	34	23%	145
NT - Central Australia	Jul-17	844	94%	895	100%	258	29%	897
NT - Darwin Remote	Jul-17	469	96%	490	100%	77	16%	490
NT - Darwin Urban	Jan-17	3,093	94%	3,265	100%	583	18%	3,279
NT - East Arnhem	Jan-17	217	98%	222	100%	38	17%	222
NT - Katherine	Jul-17	254	97%	262	100%	78	30%	263
NT - Other	n/a	215	95%	225	100%	44	19%	226
<b>OT</b>	<b>n/a</b>	<b>50</b>	<b>98%</b>	<b>50</b>	<b>98%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>51</b>
Missing	n/a	<11	n/a	<11	n/a	<11	n/a	<11
<b>Total</b>	<b>n/a</b>	<b>532,865</b>	<b>90%</b>	<b>585,400</b>	<b>99%</b>	<b>116,621</b>	<b>20%</b>	<b>592,059</b>

**Table O.2 Average annualised committed supports, median annualised committed supports, average payments, median payments and active participants by service district as at 31 March 2023** <sup>437 438 439</sup>

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
<b>NSW</b>	<b>\$75,700</b>	<b>\$29,700</b>	<b>\$62,000</b>	<b>\$19,300</b>	<b>177,300</b>
NSW - Hunter New England	\$75,600	\$28,500	\$60,900	\$17,000	<b>29,737</b>
NSW - Central Coast	\$68,900	\$25,300	\$55,600	\$16,400	<b>10,014</b>
NSW - Far West	\$78,300	\$40,500	\$53,600	\$14,900	<b>847</b>
NSW - Illawarra Shoalhaven	\$79,300	\$36,300	\$64,800	\$22,800	<b>10,281</b>
NSW - Mid North Coast	\$71,200	\$26,700	\$57,500	\$16,100	<b>7,333</b>
NSW - Murrumbidgee	\$72,700	\$30,900	\$55,700	\$16,200	<b>7,748</b>
NSW - Nepean Blue Mountains	\$73,700	\$25,100	\$59,500	\$16,100	<b>10,408</b>
NSW - North Sydney	\$86,300	\$31,900	\$71,000	\$20,500	<b>11,959</b>
NSW - Northern NSW	\$75,600	\$35,600	\$60,700	\$20,400	<b>8,410</b>
NSW - South Eastern Sydney	\$81,900	\$33,400	\$67,300	\$20,700	<b>12,014</b>
NSW - South Western Sydney	\$71,900	\$27,100	\$63,400	\$21,200	<b>27,542</b>
NSW - Southern NSW	\$65,900	\$30,200	\$49,700	\$16,800	<b>4,871</b>
NSW - Sydney	\$80,100	\$42,500	\$63,100	\$22,900	<b>7,049</b>
NSW - Western NSW	\$79,900	\$32,900	\$58,400	\$16,000	<b>7,530</b>
NSW - Western Sydney	\$75,900	\$26,000	\$65,300	\$19,500	<b>21,506</b>
NSW - Other	\$61,900	\$24,800	\$35,600	\$8,000	<b>28</b>
<b>VIC</b>	<b>\$69,700</b>	<b>\$30,600</b>	<b>\$54,000</b>	<b>\$17,000</b>	<b>158,480</b>
VIC - Barwon	\$71,800	\$33,500	\$54,300	\$16,700	<b>10,888</b>
VIC - Central Highlands	\$69,000	\$27,400	\$51,600	\$13,800	<b>6,240</b>
VIC - Loddon	\$62,000	\$24,800	\$44,100	\$11,900	<b>8,346</b>
VIC - North East Melbourne	\$74,800	\$30,700	\$59,300	\$16,600	<b>15,099</b>
VIC - Inner Gippsland	\$64,900	\$31,200	\$49,500	\$15,700	<b>6,003</b>
VIC - Ovens Murray	\$62,200	\$29,200	\$46,600	\$15,200	<b>3,947</b>
VIC - Western District	\$70,000	\$32,200	\$51,300	\$15,500	<b>4,283</b>
VIC - Inner East Melbourne	\$83,600	\$36,500	\$66,500	\$19,100	<b>11,115</b>
VIC - Outer East Melbourne	\$71,000	\$32,900	\$54,900	\$17,900	<b>11,118</b>
VIC - Hume Moreland	\$62,800	\$26,700	\$51,000	\$16,200	<b>11,198</b>
VIC - Bayside Peninsula	\$77,300	\$39,500	\$59,600	\$19,600	<b>19,156</b>
VIC - Southern Melbourne	\$68,000	\$29,000	\$54,900	\$17,300	<b>15,002</b>
VIC - Brimbank Melton	\$63,200	\$24,900	\$51,100	\$14,600	<b>10,675</b>
VIC - Western Melbourne	\$65,500	\$27,500	\$50,200	\$15,400	<b>15,425</b>
VIC - Goulburn	\$59,800	\$27,700	\$42,500	\$13,000	<b>4,644</b>
VIC - Mallee	\$65,800	\$29,400	\$46,900	\$14,200	<b>2,718</b>
VIC - Outer Gippsland	\$71,600	\$38,300	\$53,100	\$18,800	<b>2,610</b>
VIC - Other	n/a	n/a	n/a	n/a	<b>13</b>
<b>QLD</b>	<b>\$75,400</b>	<b>\$30,200</b>	<b>\$60,300</b>	<b>\$17,000</b>	<b>125,549</b>
QLD - Bundaberg	\$73,300	\$32,000	\$57,500	\$15,000	<b>3,563</b>

<sup>437</sup> Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

<sup>438</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

<sup>439</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2023. Average payments are derived from total payments paid over the 12 months to 31 March 2023, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
QLD - Ipswich	\$71,200	\$29,500	\$58,600	\$15,400	10,123
QLD - Mackay	\$67,000	\$24,900	\$50,700	\$12,000	4,041
QLD - Toowoomba	\$80,900	\$33,100	\$62,700	\$16,200	7,704
QLD - Townsville	\$77,600	\$28,300	\$59,300	\$13,700	7,320
QLD - Rockhampton	\$65,000	\$25,300	\$47,100	\$11,800	6,969
QLD - Beenleigh	\$71,000	\$24,900	\$58,900	\$15,400	13,781
QLD - Brisbane	\$78,500	\$34,900	\$63,900	\$19,100	23,103
QLD - Cairns	\$89,600	\$39,800	\$68,200	\$18,300	6,273
QLD - Maryborough	\$74,400	\$33,700	\$60,300	\$17,400	5,038
QLD - Robina	\$75,400	\$29,900	\$61,700	\$17,900	12,975
QLD - Caboolture/Strathpine	\$72,800	\$26,400	\$59,600	\$16,500	13,678
QLD - Maroochydore	\$78,800	\$34,700	\$62,800	\$19,000	10,967
QLD - Other	n/a	n/a	n/a	n/a	14
<b>WA</b>	<b>\$78,400</b>	<b>\$35,000</b>	<b>\$57,000</b>	<b>\$19,300</b>	<b>50,994</b>
WA - North East Metro	\$82,800	\$34,700	\$62,400	\$18,300	7,732
WA - Wheat Belt	\$61,800	\$34,800	\$36,900	\$13,400	1,198
WA - South Metro	\$69,500	\$28,800	\$52,300	\$17,000	8,126
WA - Central South Metro	\$76,900	\$34,500	\$55,700	\$18,900	6,426
WA - South West	\$69,000	\$33,400	\$49,100	\$17,600	4,175
WA - Goldfields-Esperance	\$86,400	\$36,400	\$53,700	\$15,900	841
WA - North Metro	\$72,500	\$31,200	\$52,800	\$17,800	6,828
WA - Kimberley-Pilbara	\$85,600	\$42,800	\$50,300	\$16,400	1,581
WA - South East Metro	\$89,400	\$40,100	\$67,500	\$22,500	5,755
WA - Central North Metro	\$93,600	\$44,300	\$69,200	\$23,500	5,836
WA - Great Southern	\$71,300	\$32,700	\$48,200	\$13,900	1,183
WA - Midwest-Gascoyne	\$68,900	\$34,700	\$42,900	\$15,900	1,304
WA - Other	n/a	n/a	n/a	n/a	<11
<b>SA</b>	<b>\$72,000</b>	<b>\$27,400</b>	<b>\$57,900</b>	<b>\$15,000</b>	<b>51,072</b>
SA - Adelaide Hills	\$57,100	\$22,800	\$46,100	\$12,100	1,965
SA - Barossa, Light and Lower North	\$54,800	\$22,400	\$39,900	\$11,100	2,532
SA - Eastern Adelaide	\$82,200	\$31,900	\$67,300	\$16,100	4,411
SA - Eyre and Western	\$71,200	\$34,400	\$48,100	\$14,400	1,577
SA - Far North (SA)	\$77,600	\$38,600	\$47,900	\$14,000	558
SA - Fleurieu and Kangaroo Island	\$73,900	\$31,700	\$57,400	\$15,000	1,441
SA - Limestone Coast	\$67,200	\$25,200	\$49,300	\$10,400	1,656
SA - Murray and Mallee	\$63,900	\$25,100	\$47,900	\$11,300	2,070
SA - Northern Adelaide	\$70,900	\$25,100	\$59,800	\$14,400	17,366
SA - Southern Adelaide	\$78,000	\$30,700	\$63,700	\$16,200	10,975
SA - Western Adelaide	\$76,400	\$31,500	\$61,100	\$17,000	4,482
SA - Yorke and Mid North	\$61,500	\$28,800	\$46,100	\$13,500	1,999
SA - Other	\$51,200	\$35,700	\$26,900	\$35,400	40
<b>TAS</b>	<b>\$85,600</b>	<b>\$34,400</b>	<b>\$67,700</b>	<b>\$18,900</b>	<b>13,049</b>
TAS - North	\$84,100	\$36,900	\$65,900	\$19,500	3,764
TAS - North West	\$91,100	\$37,400	\$71,600	\$19,000	2,907

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
TAS - South East	\$73,100	\$26,700	\$56,400	\$15,600	2,924
TAS - South West	\$93,200	\$37,900	\$76,000	\$21,000	3,452
TAS - Other	n/a	n/a	n/a	n/a	<11
<b>ACT</b>	<b>\$67,500</b>	<b>\$24,700</b>	<b>\$53,300</b>	<b>\$13,600</b>	<b>10,060</b>
ACT	\$67,500	\$24,700	\$53,300	\$13,600	10,059
ACT - Other	n/a	n/a	n/a	n/a	<11
<b>NT</b>	<b>\$117,400</b>	<b>\$37,000</b>	<b>\$98,300</b>	<b>\$26,200</b>	<b>5,522</b>
NT - Barkly	\$120,900	\$41,500	\$72,600	\$15,100	145
NT - Central Australia	\$196,900	\$64,100	\$163,200	\$37,300	897
NT - Darwin Remote	\$66,500	\$45,300	\$41,200	\$19,500	490
NT - Darwin Urban	\$102,700	\$26,100	\$91,500	\$24,800	3,279
NT - East Arnhem	\$97,700	\$58,800	\$56,600	\$21,600	222
NT - Katherine	\$158,900	\$51,800	\$146,300	\$40,800	263
NT - Other	\$93,300	\$46,500	\$68,700	\$3,800	226
<b>OT</b>	<b>\$98,500</b>	<b>\$67,300</b>	<b>\$49,300</b>	<b>\$29,600</b>	<b>51</b>
Missing	n/a	n/a	n/a	n/a	<11
<b>Total</b>	<b>\$74,400</b>	<b>\$30,500</b>	<b>\$59,300</b>	<b>\$17,900</b>	<b>592,059</b>



**Table O.3 Average annualised committed supports, median annualised committed supports, average payments, median payments and active participants not in SIL by service district as at 31 March 2023** <sup>440 441 442</sup>

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
<b>NSW</b>	<b>\$55,100</b>	<b>\$26,300</b>	<b>\$43,200</b>	<b>\$17,600</b>	<b>166,573</b>
NSW - Hunter New England	\$52,400	\$25,100	\$39,100	\$15,400	<b>27,796</b>
NSW - Central Coast	\$49,400	\$22,900	\$38,300	\$15,200	<b>9,448</b>
NSW - Far West	\$62,300	\$37,400	\$38,600	\$14,000	<b>818</b>
NSW - Illawarra Shoalhaven	\$58,700	\$32,500	\$46,000	\$20,700	<b>9,638</b>
NSW - Mid North Coast	\$57,300	\$24,800	\$45,200	\$15,300	<b>7,043</b>
NSW - Murrumbidgee	\$53,200	\$27,800	\$38,300	\$15,000	<b>7,303</b>
NSW - Nepean Blue Mountains	\$50,500	\$23,100	\$37,900	\$14,700	<b>9,719</b>
NSW - North Sydney	\$57,900	\$26,600	\$45,100	\$17,900	<b>10,965</b>
NSW - Northern NSW	\$60,800	\$33,100	\$46,900	\$19,200	<b>8,038</b>
NSW - South Eastern Sydney	\$61,200	\$29,300	\$48,800	\$18,800	<b>11,277</b>
NSW - South Western Sydney	\$54,000	\$24,300	\$47,000	\$19,400	<b>26,112</b>
NSW - Southern NSW	\$51,800	\$27,400	\$36,500	\$15,800	<b>4,641</b>
NSW - Sydney	\$63,700	\$39,300	\$49,000	\$20,800	<b>6,675</b>
NSW - Western NSW	\$56,000	\$28,900	\$36,600	\$14,600	<b>6,967</b>
NSW - Western Sydney	\$53,100	\$22,900	\$44,900	\$17,600	<b>20,106</b>
NSW - Other	\$49,700	\$24,500	\$36,200	\$8,000	<b>27</b>
<b>VIC</b>	<b>\$54,800</b>	<b>\$28,600</b>	<b>\$41,100</b>	<b>\$15,900</b>	<b>151,855</b>
VIC - Barwon	\$54,800	\$31,300	\$39,900	\$15,700	<b>10,409</b>
VIC - Central Highlands	\$50,000	\$24,900	\$35,800	\$12,900	<b>5,891</b>
VIC - Loddon	\$49,100	\$23,400	\$33,000	\$11,300	<b>8,044</b>
VIC - North East Melbourne	\$54,300	\$27,800	\$40,800	\$15,100	<b>14,255</b>
VIC - Inner Gippsland	\$52,800	\$30,000	\$39,300	\$14,900	<b>5,811</b>
VIC - Ovens Murray	\$49,500	\$27,300	\$35,600	\$14,300	<b>3,788</b>
VIC - Western District	\$50,500	\$29,400	\$33,400	\$14,300	<b>4,003</b>
VIC - Inner East Melbourne	\$60,300	\$32,500	\$45,600	\$16,900	<b>10,340</b>
VIC - Outer East Melbourne	\$55,300	\$30,200	\$40,700	\$16,700	<b>10,625</b>
VIC - Hume Moreland	\$53,000	\$25,700	\$43,100	\$15,700	<b>10,904</b>
VIC - Bayside Peninsula	\$61,800	\$36,400	\$46,100	\$18,000	<b>18,216</b>
VIC - Southern Melbourne	\$54,800	\$27,500	\$43,800	\$16,400	<b>14,501</b>
VIC - Brimbank Melton	\$52,000	\$24,300	\$41,200	\$14,100	<b>10,391</b>
VIC - Western Melbourne	\$54,000	\$26,400	\$41,400	\$14,700	<b>15,011</b>
VIC - Goulburn	\$51,500	\$26,300	\$36,100	\$12,700	<b>4,516</b>
VIC - Mallee	\$53,600	\$27,700	\$35,500	\$13,400	<b>2,621</b>
VIC - Outer Gippsland	\$61,300	\$36,100	\$45,000	\$17,800	<b>2,516</b>
VIC - Other	n/a	n/a	n/a	n/a	<b>13</b>
<b>QLD</b>	<b>\$57,900</b>	<b>\$27,500</b>	<b>\$43,700</b>	<b>\$15,800</b>	<b>119,286</b>
QLD - Bundaberg	\$56,400	\$28,500	\$41,700	\$13,800	<b>3,389</b>

<sup>440</sup> Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

<sup>441</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

<sup>442</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2023. Average payments are derived from total payments paid over the 12 months to 31 March 2023, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
QLD - Ipswich	\$53,700	\$26,800	\$40,100	\$14,300	9,624
QLD - Mackay	\$52,000	\$23,400	\$37,400	\$11,500	3,874
QLD - Toowoomba	\$58,800	\$29,600	\$41,900	\$14,500	7,171
QLD - Townsville	\$56,300	\$25,700	\$39,800	\$12,700	6,903
QLD - Rockhampton	\$51,100	\$24,000	\$33,900	\$11,100	6,704
QLD - Beenleigh	\$54,100	\$23,400	\$42,400	\$14,300	13,158
QLD - Brisbane	\$62,700	\$31,500	\$47,800	\$17,500	21,967
QLD - Cairns	\$68,300	\$36,000	\$49,200	\$16,900	5,916
QLD - Maryborough	\$58,200	\$30,600	\$44,400	\$15,800	4,799
QLD - Robina	\$57,500	\$26,800	\$45,500	\$16,600	12,321
QLD - Caboolture/Strathpine	\$55,200	\$24,200	\$43,400	\$15,400	13,010
QLD - Maroochydore	\$61,800	\$31,600	\$47,600	\$17,800	10,436
QLD - Other	n/a	n/a	n/a	n/a	14
<b>WA</b>	<b>\$60,000</b>	<b>\$32,300</b>	<b>\$41,700</b>	<b>\$17,900</b>	<b>48,223</b>
WA - North East Metro	\$57,100	\$30,800	\$41,000	\$16,500	7,125
WA - Wheat Belt	\$55,300	\$34,000	\$32,000	\$13,000	1,174
WA - South Metro	\$53,000	\$26,900	\$38,500	\$16,000	7,738
WA - Central South Metro	\$60,500	\$31,900	\$42,600	\$17,500	6,114
WA - South West	\$56,500	\$31,600	\$39,400	\$16,800	4,024
WA - Goldfields-Esperance	\$67,400	\$34,500	\$36,600	\$15,000	805
WA - North Metro	\$58,900	\$29,700	\$41,700	\$17,000	6,576
WA - Kimberley-Pilbara	\$68,200	\$41,600	\$37,700	\$16,000	1,538
WA - South East Metro	\$63,400	\$35,700	\$45,200	\$19,800	5,272
WA - Central North Metro	\$71,500	\$40,000	\$50,300	\$20,700	5,437
WA - Great Southern	\$58,800	\$31,100	\$38,300	\$13,500	1,139
WA - Midwest-Gascoyne	\$59,300	\$34,100	\$36,300	\$15,400	1,272
WA - Other	n/a	n/a	n/a	n/a	<11
<b>SA</b>	<b>\$51,400</b>	<b>\$25,200</b>	<b>\$37,400</b>	<b>\$13,900</b>	<b>48,152</b>
SA - Adelaide Hills	\$43,900	\$22,000	\$33,000	\$11,500	1,896
SA - Barossa, Light and Lower North	\$42,900	\$21,800	\$31,000	\$10,800	2,465
SA - Eastern Adelaide	\$57,700	\$28,100	\$42,900	\$14,400	4,113
SA - Eyre and Western	\$58,900	\$33,100	\$36,700	\$13,800	1,529
SA - Far North (SA)	\$57,800	\$36,100	\$29,600	\$12,100	529
SA - Fleurieu and Kangaroo Island	\$59,100	\$29,800	\$44,500	\$14,000	1,384
SA - Limestone Coast	\$46,300	\$23,400	\$29,600	\$9,200	1,558
SA - Murray and Mallee	\$47,800	\$24,000	\$32,500	\$10,400	1,972
SA - Northern Adelaide	\$48,000	\$23,900	\$36,100	\$13,400	16,338
SA - Southern Adelaide	\$53,600	\$26,900	\$39,300	\$14,400	10,149
SA - Western Adelaide	\$58,500	\$28,700	\$43,800	\$15,700	4,249
SA - Yorke and Mid North	\$51,700	\$27,600	\$35,200	\$12,700	1,930
SA - Other	\$51,200	\$35,700	\$23,800	\$11,300	40
<b>TAS</b>	<b>\$58,900</b>	<b>\$30,500</b>	<b>\$40,300</b>	<b>\$16,900</b>	<b>12,090</b>
TAS - North	\$63,700	\$33,100	\$43,200	\$17,500	3,553
TAS - North West	\$60,400	\$32,100	\$41,300	\$17,000	2,685

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
TAS - South East	\$50,800	\$24,300	\$34,700	\$14,000	2,751
TAS - South West	\$59,300	\$31,900	\$41,100	\$17,900	3,099
TAS - Other	n/a	n/a	n/a	n/a	<11
<b>ACT</b>	<b>\$46,900</b>	<b>\$22,900</b>	<b>\$35,100</b>	<b>\$12,500</b>	<b>9,471</b>
ACT	\$46,900	\$22,900	\$35,100	\$12,500	9,470
ACT - Other	n/a	n/a	n/a	n/a	<11
<b>NT</b>	<b>\$66,200</b>	<b>\$32,400</b>	<b>\$51,500</b>	<b>\$22,700</b>	<b>4,986</b>
NT - Barkly	\$78,900	\$35,300	\$41,600	\$13,600	132
NT - Central Australia	\$95,800	\$47,600	\$69,200	\$29,300	750
NT - Darwin Remote	\$62,900	\$44,900	\$37,600	\$18,700	486
NT - Darwin Urban	\$56,000	\$23,900	\$49,400	\$21,400	2,966
NT - East Arnhem	\$91,000	\$58,000	\$49,100	\$21,000	217
NT - Katherine	\$74,300	\$40,700	\$64,900	\$32,400	220
NT - Other	\$69,600	\$43,200	\$45,300	\$3,500	215
<b>Other Territories</b>	<b>\$95,500</b>	<b>\$63,500</b>	<b>\$49,600</b>	<b>\$29,600</b>	<b>50</b>
Missing	n/a	n/a	n/a	n/a	<11
<b>Total</b>	<b>\$55,700</b>	<b>\$27,700</b>	<b>\$42,000</b>	<b>\$16,600</b>	<b>560,691</b>

**Table O.4 Participation rates for all participants by service district and age group as at 31 March 2023** <sup>443 444</sup>

Service district	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
<b>NSW</b>	<b>4.4%</b>	<b>5.5%</b>	<b>3.6%</b>	<b>2.5%</b>	<b>1.4%</b>	<b>1.2%</b>	<b>1.6%</b>	<b>2.0%</b>	<b>2.5%</b>
NSW - Hunter New England	6.1%	7.6%	5.5%	4.0%	2.2%	1.9%	2.1%	2.5%	<b>3.6%</b>
NSW - Central Coast	4.4%	8.3%	5.5%	3.9%	2.3%	1.7%	1.8%	2.3%	<b>3.5%</b>
NSW - Far West	4.7%	7.9%	5.2%	3.4%	2.3%	2.3%	1.9%	2.4%	<b>3.5%</b>
NSW - Illawarra Shoalhaven	3.6%	5.9%	4.1%	3.2%	2.0%	1.8%	2.0%	2.2%	<b>2.9%</b>
NSW - Mid North Coast	7.5%	9.3%	5.5%	4.7%	2.5%	2.0%	2.0%	2.4%	<b>4.1%</b>
NSW - Murrumbidgee	5.3%	6.0%	4.0%	3.2%	2.1%	1.5%	1.9%	2.2%	<b>3.1%</b>
NSW - Nepean Blue Mountains	4.8%	7.3%	4.8%	3.2%	1.7%	1.3%	1.7%	1.9%	<b>3.0%</b>
NSW - North Sydney	2.5%	3.1%	2.1%	1.5%	0.9%	0.6%	1.0%	1.5%	<b>1.5%</b>
NSW - Northern NSW	5.1%	7.1%	5.5%	4.7%	2.4%	1.7%	1.9%	2.1%	<b>3.4%</b>
NSW - South Eastern Sydney	3.1%	3.9%	2.4%	1.5%	0.8%	0.8%	1.2%	1.6%	<b>1.7%</b>
NSW - South Western Sydney	4.4%	5.5%	3.2%	2.5%	1.4%	1.1%	1.4%	2.0%	<b>2.5%</b>
NSW - Southern NSW	4.0%	5.7%	4.2%	3.4%	1.8%	1.5%	1.5%	1.8%	<b>2.6%</b>
NSW - Sydney	2.7%	3.9%	2.3%	0.9%	0.5%	0.7%	1.4%	2.0%	<b>1.3%</b>
NSW - Western NSW	4.7%	6.0%	4.2%	3.5%	1.8%	1.7%	2.0%	2.4%	<b>3.1%</b>
NSW - Western Sydney	4.7%	4.3%	2.6%	1.9%	1.0%	0.8%	1.4%	2.0%	<b>2.1%</b>
<b>VIC</b>	<b>5.1%</b>	<b>6.4%</b>	<b>3.9%</b>	<b>2.3%</b>	<b>1.3%</b>	<b>1.3%</b>	<b>1.8%</b>	<b>2.3%</b>	<b>2.7%</b>
VIC - Barwon	5.3%	8.4%	6.1%	4.2%	2.2%	2.0%	2.4%	2.7%	<b>3.7%</b>
VIC - Central Highlands	4.5%	7.3%	4.8%	3.9%	2.1%	1.9%	2.0%	2.7%	<b>3.4%</b>
VIC - Loddon	6.7%	8.8%	6.1%	4.1%	2.5%	2.2%	2.1%	2.4%	<b>4.0%</b>
VIC - North East Melbourne	4.7%	5.8%	3.7%	2.0%	1.1%	1.3%	1.9%	2.5%	<b>2.5%</b>
VIC - Inner Gippsland	5.4%	7.6%	4.3%	3.7%	2.5%	2.1%	2.4%	2.5%	<b>3.6%</b>
VIC - Ovens Murray	5.5%	7.8%	5.1%	3.9%	2.2%	2.0%	2.1%	2.3%	<b>3.6%</b>
VIC - Western District	4.6%	6.6%	4.6%	4.1%	2.3%	2.2%	2.5%	2.3%	<b>3.4%</b>
VIC - Inner East Melbourne	3.7%	4.3%	2.4%	1.5%	1.1%	1.0%	1.4%	1.8%	<b>1.9%</b>
VIC - Outer East Melbourne	4.3%	7.4%	4.8%	2.5%	1.8%	1.5%	1.9%	2.1%	<b>2.9%</b>
VIC - Hume Moreland	6.4%	7.0%	4.1%	2.1%	1.1%	1.1%	1.9%	2.7%	<b>2.9%</b>
VIC - Bayside Peninsula	4.5%	5.4%	3.1%	1.9%	1.2%	1.3%	1.7%	2.2%	<b>2.4%</b>
VIC - Southern Melbourne	5.0%	5.4%	3.1%	2.1%	1.1%	1.1%	1.6%	2.1%	<b>2.5%</b>
VIC - Brimbank Melton	6.9%	7.6%	3.9%	2.6%	1.4%	1.3%	1.5%	2.0%	<b>3.1%</b>
VIC - Western Melbourne	5.1%	6.3%	3.5%	1.4%	0.8%	0.9%	1.6%	2.0%	<b>2.2%</b>
VIC - Goulburn	5.3%	6.5%	4.6%	2.9%	1.9%	1.7%	1.9%	2.3%	<b>3.1%</b>
VIC - Mallee	6.4%	7.3%	5.0%	3.3%	2.1%	1.8%	1.9%	2.2%	<b>3.4%</b>
VIC - Outer Gippsland	4.5%	6.8%	4.8%	4.5%	2.6%	2.5%	2.8%	2.5%	<b>3.6%</b>
<b>QLD</b>	<b>4.8%</b>	<b>6.1%</b>	<b>4.1%</b>	<b>2.4%</b>	<b>1.4%</b>	<b>1.3%</b>	<b>1.6%</b>	<b>2.1%</b>	<b>2.7%</b>
QLD - Bundaberg	7.6%	8.7%	7.0%	5.9%	2.9%	2.5%	2.4%	2.9%	<b>4.4%</b>
QLD - Ipswich	4.7%	6.9%	4.8%	3.1%	1.7%	1.5%	1.9%	2.6%	<b>3.2%</b>
QLD - Mackay	5.0%	5.6%	4.4%	2.2%	1.1%	0.9%	1.2%	1.7%	<b>2.4%</b>
QLD - Toowoomba	4.6%	5.8%	4.9%	3.1%	1.7%	1.8%	2.2%	2.6%	<b>3.1%</b>
QLD - Townsville	6.4%	6.2%	3.6%	2.3%	1.5%	1.4%	2.0%	2.2%	<b>3.0%</b>
QLD - Rockhampton	5.9%	7.7%	5.2%	3.0%	1.5%	1.3%	1.5%	1.9%	<b>3.2%</b>

<sup>443</sup> Participation rate refers to the proportion of general population that are NDIS participants.

<sup>444</sup> In this quarter, population estimates were adjusted to reflect updated views of Australia's current and future population growth. This population update resulted in an overall increase to participation rates, with the greatest changes seen in ages 0-18 for most states.

Service district	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
QLD - Beenleigh	5.6%	7.1%	5.2%	2.3%	1.6%	1.3%	1.6%	1.9%	3.0%
QLD - Brisbane	3.7%	4.3%	2.6%	1.5%	1.0%	1.0%	1.5%	2.2%	2.0%
QLD - Cairns	3.6%	4.5%	3.7%	2.6%	1.5%	1.5%	1.7%	2.0%	2.4%
QLD - Maryborough	6.7%	8.1%	6.2%	4.8%	3.0%	2.5%	2.7%	2.7%	4.2%
QLD - Robina	4.6%	5.7%	3.5%	2.2%	1.2%	1.0%	1.3%	1.7%	2.3%
QLD - Caboolture/Strathpine	5.5%	7.6%	5.0%	2.9%	1.7%	1.5%	1.6%	2.2%	3.2%
QLD - Maroochydore	4.5%	6.8%	4.5%	2.9%	1.8%	1.5%	1.5%	1.9%	2.9%
<b>WA</b>	<b>2.6%</b>	<b>4.4%</b>	<b>3.6%</b>	<b>2.4%</b>	<b>1.3%</b>	<b>1.1%</b>	<b>1.3%</b>	<b>1.8%</b>	<b>2.1%</b>
WA - North East Metro	2.7%	4.9%	4.4%	2.9%	1.5%	1.2%	1.6%	2.2%	2.4%
WA - Wheat Belt	1.7%	4.1%	4.2%	2.6%	1.5%	1.0%	0.9%	1.3%	1.9%
WA - South Metro	2.8%	5.1%	4.7%	2.7%	1.4%	1.0%	1.3%	1.9%	2.4%
WA - Central South Metro	2.0%	5.0%	3.6%	2.4%	1.3%	1.0%	1.2%	1.6%	2.0%
WA - South West	2.5%	4.7%	4.2%	3.4%	2.0%	1.3%	1.5%	1.9%	2.4%
WA - Goldfields-Esperance	2.0%	3.8%	2.8%	2.1%	1.0%	0.9%	0.8%	1.0%	1.6%
WA - North Metro	2.9%	4.6%	3.6%	2.6%	1.5%	1.0%	1.0%	1.3%	2.1%
WA - Kimberley-Pilbara	2.0%	3.5%	2.7%	2.4%	0.8%	0.9%	1.1%	1.5%	1.6%
WA - South East Metro	2.7%	4.0%	3.2%	1.9%	1.1%	1.1%	1.5%	2.1%	2.0%
WA - Central North Metro	2.5%	2.9%	2.0%	1.7%	1.0%	1.0%	1.4%	2.1%	1.6%
WA - Great Southern	2.0%	4.1%	3.8%	3.2%	2.1%	1.3%	1.2%	1.5%	2.2%
WA - Midwest-Gascoyne	4.0%	5.0%	3.1%	2.8%	1.4%	0.9%	1.1%	1.4%	2.2%
<b>SA</b>	<b>5.1%</b>	<b>8.4%</b>	<b>6.2%</b>	<b>3.3%</b>	<b>1.6%</b>	<b>1.6%</b>	<b>2.0%</b>	<b>2.4%</b>	<b>3.3%</b>
SA - Adelaide Hills	4.7%	7.5%	5.6%	3.3%	1.4%	1.2%	0.9%	1.2%	2.8%
SA - Barossa, Light and Lower North	7.8%	9.3%	8.6%	4.2%	1.8%	1.3%	1.5%	1.8%	3.9%
SA - Eastern Adelaide	3.2%	5.3%	3.3%	1.9%	1.1%	1.1%	1.7%	2.2%	2.2%
SA - Eyre and Western	4.8%	7.5%	6.3%	3.2%	1.9%	1.8%	1.5%	2.1%	3.2%
SA - Far North (SA)	2.9%	4.9%	4.9%	2.3%	1.2%	1.9%	2.5%	1.8%	2.5%
SA - Fleurieu and Kangaroo Island	4.9%	8.4%	7.1%	5.7%	2.2%	1.8%	2.0%	2.0%	3.6%
SA - Limestone Coast	3.5%	6.2%	5.3%	3.7%	1.9%	1.6%	1.7%	2.0%	2.9%
SA - Murray and Mallee	5.8%	8.1%	6.5%	4.0%	1.9%	1.8%	2.1%	2.2%	3.5%
SA - Northern Adelaide	6.6%	10.5%	7.4%	3.6%	1.7%	1.8%	2.3%	2.9%	4.0%
SA - Southern Adelaide	4.7%	8.2%	6.6%	3.6%	1.7%	1.7%	2.1%	2.5%	3.4%
SA - Western Adelaide	4.1%	8.5%	4.7%	2.4%	1.3%	1.4%	2.0%	2.8%	2.8%
SA - Yorke and Mid North	4.5%	7.5%	7.1%	4.4%	2.2%	1.7%	1.9%	1.8%	3.3%
<b>TAS</b>	<b>4.0%</b>	<b>5.6%</b>	<b>4.4%</b>	<b>3.6%</b>	<b>1.8%</b>	<b>1.5%</b>	<b>1.8%</b>	<b>2.0%</b>	<b>2.7%</b>
TAS - North	4.8%	5.9%	4.4%	3.7%	2.2%	1.4%	1.9%	2.0%	2.9%
TAS - North West	3.1%	6.0%	5.0%	4.6%	2.3%	1.7%	1.9%	2.2%	3.0%
TAS - South East	4.4%	6.3%	4.8%	3.8%	1.6%	1.3%	1.6%	1.6%	2.7%
TAS - South West	3.5%	4.7%	3.8%	2.9%	1.4%	1.5%	1.9%	2.0%	2.4%
<b>ACT</b>	<b>3.3%</b>	<b>5.7%</b>	<b>4.1%</b>	<b>2.4%</b>	<b>1.2%</b>	<b>1.1%</b>	<b>1.7%</b>	<b>2.2%</b>	<b>2.4%</b>
ACT	3.3%	5.7%	4.1%	2.4%	1.2%	1.1%	1.7%	2.2%	2.4%
<b>NT</b>	<b>4.1%</b>	<b>5.1%</b>	<b>3.2%</b>	<b>1.8%</b>	<b>0.9%</b>	<b>1.3%</b>	<b>1.7%</b>	<b>2.0%</b>	<b>2.3%</b>
NT - Barkly	1.3%	2.1%	2.3%	1.3%	1.0%	1.4%	3.5%	3.9%	2.0%
NT - Central Australia	2.2%	4.9%	2.9%	1.8%	1.1%	1.6%	2.2%	3.0%	2.3%
NT - Darwin Remote	1.9%	2.6%	1.4%	1.2%	1.5%	2.5%	2.8%	2.3%	2.0%

Service district	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
NT - Darwin Urban	5.6%	6.0%	4.4%	2.0%	0.8%	1.0%	1.2%	1.5%	<b>2.3%</b>
NT - East Arnhem	1.8%	2.4%	0.8%	2.1%	1.6%	2.6%	3.3%	2.5%	<b>2.1%</b>
NT - Katherine	3.5%	5.5%	3.2%	1.6%	0.6%	1.9%	2.0%	2.9%	<b>2.4%</b>
Missing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Total</b>	<b>4.5%</b>	<b>5.9%</b>	<b>4.0%</b>	<b>2.5%</b>	<b>1.4%</b>	<b>1.3%</b>	<b>1.6%</b>	<b>2.1%</b>	<b>2.6%</b>

**Table O.5 Participation rates for male participants by service district and age group as at 31 March 2023** <sup>445 446</sup>

Service District	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
<b>NSW</b>	<b>5.9%</b>	<b>7.5%</b>	<b>4.7%</b>	<b>3.2%</b>	<b>1.6%</b>	<b>1.3%</b>	<b>1.7%</b>	<b>2.2%</b>	<b>3.1%</b>
NSW - Hunter New England	8.0%	10.3%	7.3%	5.0%	2.6%	2.1%	2.3%	2.7%	4.6%
NSW - Central Coast	6.0%	11.2%	7.0%	4.8%	2.7%	1.8%	1.9%	2.4%	4.3%
NSW - Far West	5.9%	11.4%	7.1%	4.1%	3.1%	2.8%	2.2%	2.9%	4.5%
NSW - Illawarra Shoalhaven	5.0%	7.7%	5.4%	3.9%	2.4%	2.0%	2.2%	2.2%	3.5%
NSW - Mid North Coast	9.9%	12.1%	6.9%	5.8%	3.2%	2.4%	2.3%	2.6%	5.2%
NSW - Murrumbidgee	6.8%	7.8%	5.0%	3.7%	2.4%	1.6%	2.0%	2.2%	3.7%
NSW - Nepean Blue Mountains	6.8%	9.9%	6.2%	3.9%	2.1%	1.4%	1.9%	2.1%	3.9%
NSW - North Sydney	3.5%	4.3%	2.6%	1.8%	1.2%	0.7%	1.1%	1.6%	1.9%
NSW - Northern NSW	6.8%	9.4%	6.9%	5.7%	3.0%	2.0%	2.1%	2.3%	4.2%
NSW - South Eastern Sydney	4.3%	5.2%	3.0%	2.0%	1.0%	0.9%	1.3%	1.7%	2.1%
NSW - South Western Sydney	6.1%	7.6%	4.2%	3.0%	1.7%	1.3%	1.6%	2.1%	3.2%
NSW - Southern NSW	5.5%	7.4%	4.9%	4.2%	2.1%	1.6%	1.6%	1.8%	3.2%
NSW - Sydney	3.7%	5.3%	2.9%	1.2%	0.5%	0.7%	1.6%	2.4%	1.6%
NSW - Western NSW	6.0%	8.1%	5.0%	4.4%	2.0%	2.0%	2.2%	2.7%	3.9%
NSW - Western Sydney	6.4%	5.9%	3.4%	2.4%	1.3%	0.9%	1.5%	2.2%	2.7%
<b>VIC</b>	<b>6.8%</b>	<b>8.4%</b>	<b>4.8%</b>	<b>2.8%</b>	<b>1.5%</b>	<b>1.4%</b>	<b>1.8%</b>	<b>2.3%</b>	<b>3.3%</b>
VIC - Barwon	6.9%	10.7%	8.0%	5.2%	2.6%	2.1%	2.3%	2.6%	4.5%
VIC - Central Highlands	6.0%	9.5%	5.8%	4.5%	2.5%	2.1%	2.0%	2.6%	4.1%
VIC - Loddon	8.7%	11.4%	7.3%	4.9%	2.9%	2.3%	2.1%	2.5%	4.8%
VIC - North East Melbourne	6.4%	7.7%	4.5%	2.4%	1.2%	1.4%	2.1%	2.7%	3.1%
VIC - Inner Gippsland	7.4%	9.5%	5.6%	4.3%	2.8%	2.2%	2.2%	2.5%	4.2%
VIC - Ovens Murray	7.4%	10.2%	6.2%	5.2%	2.5%	2.3%	2.3%	2.5%	4.4%
VIC - Western District	6.1%	8.5%	5.9%	4.9%	2.6%	2.3%	2.7%	2.4%	4.1%
VIC - Inner East Melbourne	5.1%	5.4%	2.9%	1.8%	1.2%	1.1%	1.4%	1.8%	2.3%
VIC - Outer East Melbourne	5.7%	9.2%	6.4%	2.8%	2.0%	1.5%	1.8%	2.0%	3.4%
VIC - Hume Moreland	8.4%	9.2%	4.9%	2.5%	1.2%	1.1%	1.8%	2.6%	3.4%
VIC - Bayside Peninsula	6.0%	7.2%	3.6%	2.3%	1.3%	1.4%	1.7%	2.2%	2.8%
VIC - Southern Melbourne	6.8%	7.4%	3.7%	2.6%	1.3%	1.1%	1.4%	2.0%	3.0%
VIC - Brimbank Melton	9.1%	10.4%	4.9%	3.1%	1.6%	1.3%	1.6%	2.0%	3.9%
VIC - Western Melbourne	6.7%	8.6%	4.5%	1.7%	0.9%	0.9%	1.6%	2.1%	2.7%
VIC - Goulburn	6.9%	8.5%	5.8%	3.6%	2.2%	1.8%	1.9%	2.2%	3.8%
VIC - Mallee	8.8%	9.5%	6.2%	4.0%	2.3%	1.7%	1.9%	2.3%	4.2%
VIC - Outer Gippsland	6.0%	9.4%	6.2%	5.2%	2.7%	2.5%	2.5%	2.3%	4.2%
<b>QLD</b>	<b>6.4%</b>	<b>8.0%</b>	<b>5.0%</b>	<b>2.9%</b>	<b>1.6%</b>	<b>1.4%</b>	<b>1.7%</b>	<b>2.2%</b>	<b>3.3%</b>
QLD - Bundaberg	10.8%	11.1%	8.4%	7.0%	3.2%	2.9%	2.4%	3.0%	5.4%
QLD - Ipswich	6.1%	9.1%	5.8%	3.9%	2.0%	1.7%	1.8%	2.8%	3.9%
QLD - Mackay	6.9%	7.5%	5.1%	2.7%	1.3%	0.9%	1.3%	1.7%	3.0%
QLD - Toowoomba	6.1%	7.6%	5.8%	3.6%	2.1%	2.1%	2.4%	2.9%	3.9%
QLD - Townsville	8.2%	8.6%	4.6%	2.8%	1.7%	1.6%	2.1%	2.3%	3.7%
QLD - Rockhampton	8.0%	10.2%	6.0%	3.9%	1.9%	1.4%	1.4%	2.1%	4.0%

<sup>445</sup> Participation rate refers to the proportion of general population that are NDIS participants.

<sup>446</sup> In this quarter, population estimates were adjusted to reflect updated views of Australia's current and future population growth. This population update resulted in an overall increase to participation rates, with the greatest changes seen in ages 0-18 for most states.

Service District	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
QLD - Beenleigh	6.9%	9.8%	7.5%	2.6%	1.7%	1.4%	1.6%	2.0%	3.8%
QLD - Brisbane	5.0%	5.6%	3.2%	1.8%	1.1%	1.2%	1.5%	2.3%	2.4%
QLD - Cairns	5.0%	6.1%	4.4%	3.1%	1.8%	1.8%	1.9%	2.1%	3.1%
QLD - Maryborough	8.7%	10.5%	6.9%	6.1%	3.7%	2.9%	2.9%	3.0%	5.1%
QLD - Robina	6.1%	7.5%	4.1%	2.7%	1.4%	1.1%	1.4%	1.8%	2.9%
QLD - Caboolture/Strathpine	7.3%	9.6%	5.7%	3.6%	2.0%	1.5%	1.6%	2.2%	3.9%
QLD - Maroochydore	5.9%	8.8%	5.6%	3.3%	2.1%	1.6%	1.6%	2.0%	3.5%
<b>WA</b>	<b>3.4%</b>	<b>5.9%</b>	<b>4.5%</b>	<b>3.1%</b>	<b>1.6%</b>	<b>1.1%</b>	<b>1.3%</b>	<b>1.8%</b>	<b>2.5%</b>
WA - North East Metro	3.8%	6.8%	6.1%	3.7%	1.9%	1.3%	1.6%	2.3%	3.0%
WA - Wheat Belt	2.1%	5.5%	5.4%	2.7%	2.0%	1.1%	1.0%	1.2%	2.2%
WA - South Metro	3.5%	7.1%	5.8%	3.5%	1.8%	1.1%	1.3%	1.8%	2.9%
WA - Central South Metro	2.8%	6.3%	4.1%	3.2%	1.6%	1.0%	1.3%	1.7%	2.4%
WA - South West	3.3%	6.0%	5.5%	4.1%	2.4%	1.3%	1.4%	1.8%	2.9%
WA - Goldfields-Esperance	2.9%	4.8%	3.2%	2.5%	1.0%	0.9%	0.8%	1.1%	1.9%
WA - North Metro	3.8%	6.2%	4.4%	2.9%	1.7%	1.0%	1.0%	1.2%	2.6%
WA - Kimberley-Pilbara	2.4%	5.2%	3.5%	3.4%	1.0%	0.8%	1.1%	1.3%	2.0%
WA - South East Metro	3.7%	5.6%	4.1%	2.5%	1.3%	1.2%	1.7%	2.2%	2.5%
WA - Central North Metro	3.5%	3.7%	2.7%	2.1%	1.2%	1.1%	1.5%	2.2%	2.0%
WA - Great Southern	2.8%	5.4%	5.0%	3.5%	2.3%	1.1%	1.0%	1.6%	2.5%
WA - Midwest-Gascoyne	5.4%	7.2%	4.0%	3.5%	1.6%	1.0%	0.9%	1.4%	2.7%
<b>SA</b>	<b>6.9%</b>	<b>11.3%</b>	<b>7.8%</b>	<b>4.0%</b>	<b>1.8%</b>	<b>1.7%</b>	<b>2.1%</b>	<b>2.5%</b>	<b>4.1%</b>
SA - Adelaide Hills	6.5%	9.8%	7.2%	3.6%	1.4%	1.3%	0.9%	1.3%	3.5%
SA - Barossa, Light and Lower North	10.3%	12.2%	11.3%	4.9%	2.2%	1.4%	1.4%	1.8%	4.9%
SA - Eastern Adelaide	4.2%	7.3%	4.3%	2.2%	1.3%	1.3%	1.9%	2.4%	2.7%
SA - Eyre and Western	5.9%	10.8%	7.3%	3.6%	2.1%	1.9%	1.5%	1.9%	3.9%
SA - Far North (SA)	4.2%	6.2%	6.1%	3.4%	1.4%	2.2%	2.7%	1.9%	3.1%
SA - Fleurieu and Kangaroo Island	6.3%	10.8%	8.8%	6.8%	2.5%	1.8%	2.1%	2.3%	4.4%
SA - Limestone Coast	4.8%	8.2%	6.7%	4.5%	2.2%	2.0%	1.9%	2.1%	3.6%
SA - Murray and Mallee	7.8%	11.1%	7.6%	4.3%	2.0%	2.0%	2.2%	2.1%	4.2%
SA - Northern Adelaide	9.1%	14.1%	9.3%	4.4%	1.9%	1.9%	2.3%	3.1%	5.0%
SA - Southern Adelaide	6.1%	10.9%	8.6%	4.6%	1.9%	1.8%	2.3%	2.7%	4.2%
SA - Western Adelaide	5.4%	12.3%	5.5%	3.0%	1.5%	1.6%	2.2%	2.9%	3.5%
SA - Yorke and Mid North	5.9%	9.7%	8.0%	5.6%	2.5%	1.9%	2.1%	1.8%	4.0%
<b>TAS</b>	<b>5.2%</b>	<b>7.2%</b>	<b>5.4%</b>	<b>4.3%</b>	<b>2.1%</b>	<b>1.6%</b>	<b>1.8%</b>	<b>2.0%</b>	<b>3.3%</b>
TAS - North	6.2%	7.2%	5.5%	4.2%	2.5%	1.4%	1.9%	2.0%	3.4%
TAS - North West	4.2%	7.7%	6.2%	5.5%	2.6%	1.6%	2.0%	2.3%	3.6%
TAS - South East	5.7%	8.0%	5.6%	4.6%	1.9%	1.6%	1.5%	1.8%	3.4%
TAS - South West	4.5%	6.0%	4.7%	3.5%	1.7%	1.7%	1.9%	2.1%	2.8%
<b>ACT</b>	<b>4.6%</b>	<b>7.7%</b>	<b>5.0%</b>	<b>2.9%</b>	<b>1.3%</b>	<b>1.2%</b>	<b>1.7%</b>	<b>2.2%</b>	<b>2.9%</b>
ACT	4.6%	7.7%	5.0%	2.9%	1.3%	1.2%	1.7%	2.2%	2.9%
<b>NT</b>	<b>5.5%</b>	<b>7.1%</b>	<b>4.3%</b>	<b>2.3%</b>	<b>1.2%</b>	<b>1.6%</b>	<b>1.9%</b>	<b>2.3%</b>	<b>2.9%</b>
NT - Barkly	1.7%	3.1%	3.0%	1.5%	0.7%	1.0%	3.3%	5.9%	2.4%
NT - Central Australia	3.0%	7.1%	4.5%	2.6%	1.3%	1.7%	2.5%	3.5%	3.0%
NT - Darwin Remote	2.9%	4.3%	2.0%	1.7%	2.3%	3.7%	3.3%	3.0%	2.9%



Service District	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
NT - Darwin Urban	7.4%	8.1%	5.8%	2.4%	1.0%	1.1%	1.4%	1.7%	<b>2.9%</b>
NT - East Arnhem	2.3%	3.6%	1.2%	3.2%	2.7%	4.1%	4.1%	2.9%	<b>3.0%</b>
NT - Katherine	5.4%	7.6%	4.3%	2.1%	0.8%	1.5%	1.7%	3.2%	<b>3.0%</b>
Missing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	<b>0.0%</b>
<b>Total</b>	<b>6.0%</b>	<b>7.9%</b>	<b>5.0%</b>	<b>3.1%</b>	<b>1.6%</b>	<b>1.4%</b>	<b>1.7%</b>	<b>2.2%</b>	<b>3.2%</b>

**Table O.6 Participation rates for female participants by service district and age group as at 31 March 2023** <sup>447 448</sup>

Service District	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
<b>NSW</b>	<b>2.7%</b>	<b>3.3%</b>	<b>2.4%</b>	<b>1.8%</b>	<b>1.1%</b>	<b>1.0%</b>	<b>1.4%</b>	<b>1.9%</b>	<b>1.8%</b>
NSW - Hunter New England	3.9%	4.5%	3.5%	2.8%	1.8%	1.7%	1.9%	2.3%	2.6%
NSW - Central Coast	2.7%	5.1%	3.7%	2.8%	1.8%	1.5%	1.7%	2.2%	2.5%
NSW - Far West	3.3%	4.4%	2.9%	2.5%	1.5%	1.9%	1.6%	1.9%	2.3%
NSW - Illawarra Shoalhaven	2.0%	3.6%	2.7%	2.3%	1.7%	1.5%	1.9%	2.2%	2.2%
NSW - Mid North Coast	5.0%	6.0%	3.9%	3.3%	1.8%	1.7%	1.7%	2.1%	2.9%
NSW - Murrumbidgee	3.5%	3.8%	2.7%	2.5%	1.6%	1.4%	1.8%	2.1%	2.3%
NSW - Nepean Blue Mountains	2.7%	4.4%	3.1%	2.3%	1.3%	1.2%	1.5%	1.7%	2.1%
NSW - North Sydney	1.4%	1.8%	1.5%	1.2%	0.7%	0.5%	0.9%	1.3%	1.1%
NSW - Northern NSW	3.2%	4.3%	3.6%	3.6%	1.8%	1.5%	1.7%	1.9%	2.4%
NSW - South Eastern Sydney	1.8%	2.3%	1.6%	1.0%	0.6%	0.7%	1.0%	1.5%	1.2%
NSW - South Western Sydney	2.6%	3.1%	2.0%	1.7%	1.0%	0.9%	1.3%	1.8%	1.7%
NSW - Southern NSW	2.4%	3.7%	3.2%	2.4%	1.4%	1.3%	1.5%	1.8%	2.0%
NSW - Sydney	1.5%	2.2%	1.5%	0.6%	0.4%	0.6%	1.0%	1.6%	0.9%
NSW - Western NSW	3.2%	3.6%	3.2%	2.5%	1.5%	1.5%	1.8%	2.1%	2.3%
NSW - Western Sydney	2.9%	2.5%	1.7%	1.4%	0.8%	0.8%	1.3%	1.8%	1.5%
<b>VIC</b>	<b>3.1%</b>	<b>4.0%</b>	<b>2.7%</b>	<b>1.7%</b>	<b>1.1%</b>	<b>1.3%</b>	<b>1.8%</b>	<b>2.2%</b>	<b>2.1%</b>
VIC - Barwon	3.5%	5.7%	4.0%	3.2%	1.8%	1.8%	2.3%	2.7%	2.9%
VIC - Central Highlands	2.9%	4.7%	3.6%	3.1%	1.8%	1.6%	2.0%	2.7%	2.6%
VIC - Loddon	4.2%	5.7%	4.5%	3.1%	2.0%	2.0%	2.2%	2.2%	3.0%
VIC - North East Melbourne	2.7%	3.6%	2.5%	1.4%	0.9%	1.1%	1.7%	2.3%	1.8%
VIC - Inner Gippsland	3.3%	5.1%	2.7%	2.9%	2.1%	2.0%	2.5%	2.6%	2.8%
VIC - Ovens Murray	3.5%	4.9%	3.7%	2.4%	1.9%	1.7%	2.0%	2.1%	2.6%
VIC - Western District	2.9%	4.3%	3.0%	3.2%	2.0%	2.1%	2.4%	2.2%	2.6%
VIC - Inner East Melbourne	2.2%	2.6%	1.7%	1.1%	0.9%	0.9%	1.3%	1.8%	1.5%
VIC - Outer East Melbourne	2.8%	4.9%	3.3%	2.0%	1.5%	1.5%	1.9%	2.2%	2.3%
VIC - Hume Moreland	4.0%	4.6%	3.0%	1.6%	0.9%	1.1%	1.9%	2.8%	2.2%
VIC - Bayside Peninsula	2.8%	3.5%	2.4%	1.4%	1.0%	1.3%	1.7%	2.2%	1.9%
VIC - Southern Melbourne	3.1%	3.2%	2.4%	1.6%	1.0%	1.1%	1.7%	2.0%	1.9%
VIC - Brimbank Melton	4.3%	4.5%	2.7%	1.9%	1.1%	1.2%	1.4%	2.0%	2.2%
VIC - Western Melbourne	3.1%	3.7%	2.2%	1.0%	0.7%	0.8%	1.5%	1.8%	1.6%
VIC - Goulburn	3.4%	4.1%	3.1%	2.1%	1.5%	1.6%	1.9%	2.3%	2.4%
VIC - Mallee	3.8%	4.9%	3.5%	2.4%	1.8%	1.8%	1.9%	2.2%	2.6%
VIC - Outer Gippsland	2.9%	4.0%	3.3%	3.6%	2.4%	2.4%	2.9%	2.6%	2.9%
<b>QLD</b>	<b>3.1%</b>	<b>3.9%</b>	<b>3.0%</b>	<b>1.8%</b>	<b>1.2%</b>	<b>1.2%</b>	<b>1.5%</b>	<b>2.0%</b>	<b>2.0%</b>
QLD - Bundaberg	4.2%	5.8%	5.3%	4.5%	2.5%	2.1%	2.4%	2.7%	3.4%
QLD - Ipswich	3.1%	4.3%	3.6%	2.3%	1.3%	1.3%	1.9%	2.3%	2.4%
QLD - Mackay	3.1%	3.6%	3.3%	1.6%	0.9%	0.8%	1.1%	1.7%	1.8%
QLD - Toowoomba	3.1%	3.9%	3.8%	2.4%	1.4%	1.5%	2.0%	2.4%	2.4%
QLD - Townsville	4.4%	3.6%	2.6%	1.7%	1.4%	1.1%	1.8%	2.1%	2.2%

<sup>447</sup> Participation rate refers to the proportion of general population that are NDIS participants.

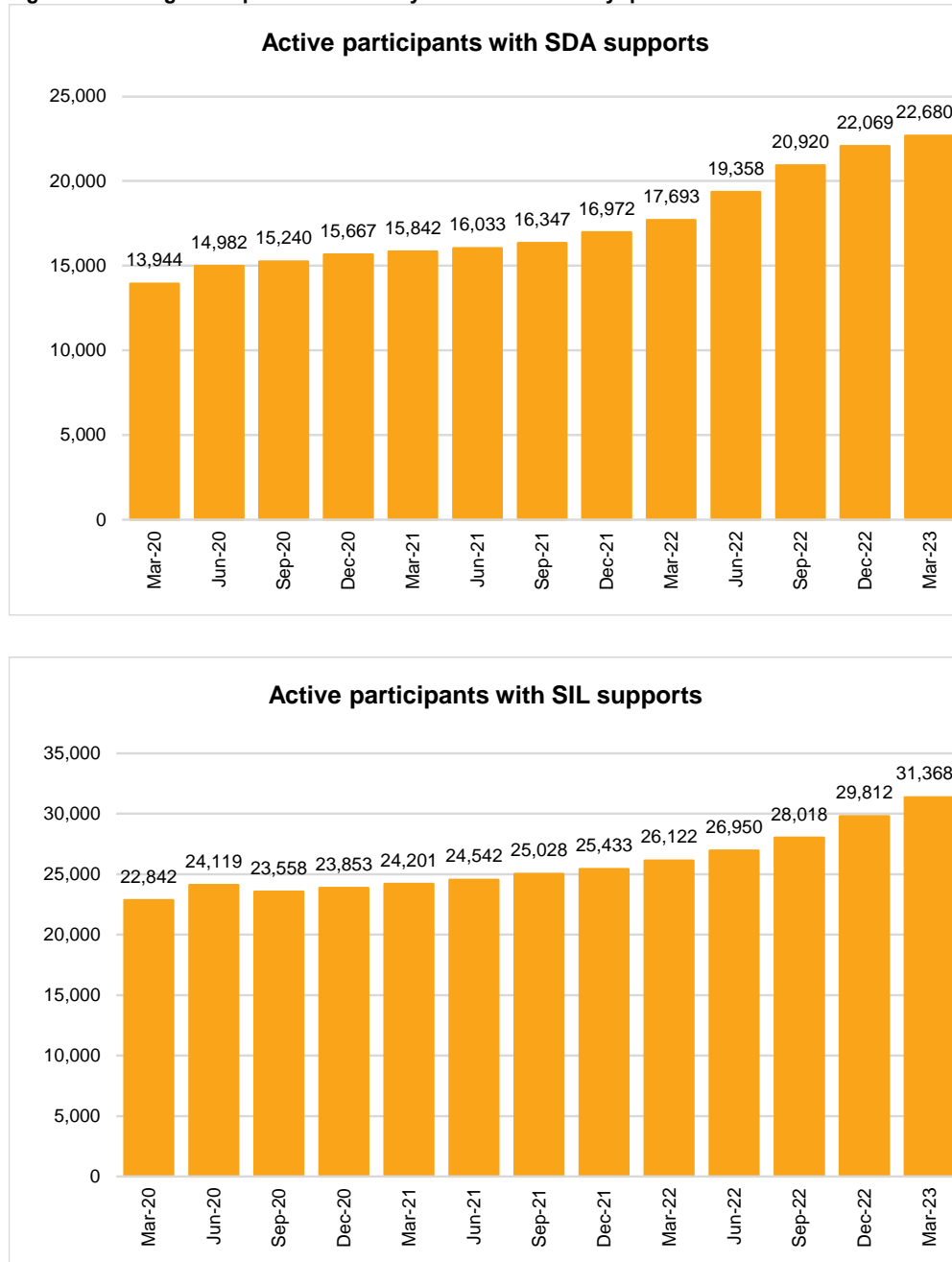
<sup>448</sup> In this quarter, population estimates were adjusted to reflect updated views of Australia's current and future population growth. This population update resulted in an overall increase to participation rates, with the greatest changes seen in ages 0-18 for most states.

Service District	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
QLD - Rockhampton	3.7%	5.0%	4.1%	2.0%	1.2%	1.2%	1.6%	1.8%	2.4%
QLD - Beenleigh	3.9%	4.4%	3.1%	1.8%	1.3%	1.2%	1.6%	1.9%	2.3%
QLD - Brisbane	2.3%	2.8%	1.9%	1.2%	0.9%	0.9%	1.4%	2.0%	1.5%
QLD - Cairns	2.1%	2.7%	2.7%	1.9%	1.1%	1.2%	1.4%	1.8%	1.7%
QLD - Maryborough	4.6%	5.4%	5.2%	3.3%	2.3%	2.1%	2.5%	2.4%	3.2%
QLD - Robina	2.9%	3.7%	2.6%	1.6%	0.9%	1.0%	1.1%	1.6%	1.7%
QLD - Caboolture/Strathpine	3.5%	5.2%	3.9%	2.2%	1.4%	1.4%	1.7%	2.2%	2.5%
QLD - Maroochydore	3.0%	4.6%	3.3%	2.3%	1.6%	1.5%	1.5%	1.9%	2.2%
<b>WA</b>	<b>1.6%</b>	<b>2.7%</b>	<b>2.4%</b>	<b>1.7%</b>	<b>1.1%</b>	<b>1.0%</b>	<b>1.3%</b>	<b>1.7%</b>	<b>1.6%</b>
WA - North East Metro	1.5%	2.9%	2.5%	1.8%	1.1%	1.1%	1.5%	2.0%	1.7%
WA - Wheat Belt	1.2%	2.7%	2.8%	2.4%	1.0%	0.9%	0.8%	1.3%	1.4%
WA - South Metro	2.0%	3.0%	3.4%	1.8%	1.1%	1.0%	1.4%	1.9%	1.8%
WA - Central South Metro	1.2%	3.4%	2.8%	1.6%	1.1%	1.0%	1.2%	1.5%	1.5%
WA - South West	1.5%	3.2%	2.8%	2.5%	1.6%	1.3%	1.6%	1.8%	1.9%
WA - Goldfields-Esperance	1.0%	2.5%	2.3%	1.5%	1.1%	0.8%	0.8%	1.0%	1.3%
WA - North Metro	2.0%	2.9%	2.5%	2.2%	1.2%	0.9%	1.1%	1.3%	1.6%
WA - Kimberley-Pilbara	1.4%	1.9%	1.9%	1.4%	0.6%	0.9%	1.1%	1.7%	1.2%
WA - South East Metro	1.6%	2.3%	2.1%	1.2%	1.0%	1.0%	1.4%	2.0%	1.4%
WA - Central North Metro	1.5%	1.9%	1.2%	1.3%	0.8%	0.8%	1.3%	2.0%	1.3%
WA - Great Southern	1.3%	2.7%	2.3%	2.7%	1.8%	1.4%	1.3%	1.4%	1.8%
WA - Midwest-Gascoyne	2.5%	2.8%	2.1%	2.1%	1.2%	0.8%	1.2%	1.3%	1.6%
<b>SA</b>	<b>3.2%</b>	<b>5.1%</b>	<b>4.2%</b>	<b>2.3%</b>	<b>1.3%</b>	<b>1.3%</b>	<b>1.7%</b>	<b>2.2%</b>	<b>2.4%</b>
SA - Adelaide Hills	2.8%	5.0%	3.6%	2.9%	1.4%	1.0%	0.9%	1.2%	2.1%
SA - Barossa, Light and Lower North	4.9%	6.0%	5.3%	3.1%	1.3%	1.1%	1.4%	1.6%	2.7%
SA - Eastern Adelaide	2.1%	3.0%	2.4%	1.3%	0.9%	0.8%	1.5%	2.0%	1.6%
SA - Eyre and Western	3.5%	3.6%	4.8%	2.7%	1.6%	1.7%	1.4%	2.3%	2.4%
SA - Far North (SA)	1.6%	3.4%	3.2%	0.8%	0.8%	1.6%	2.3%	1.7%	1.8%
SA - Fleurieu and Kangaroo Island	3.4%	5.8%	5.3%	4.3%	1.9%	1.5%	1.9%	1.7%	2.7%
SA - Limestone Coast	2.2%	3.8%	3.5%	2.7%	1.5%	1.2%	1.4%	1.8%	2.1%
SA - Murray and Mallee	3.6%	4.7%	4.7%	3.4%	1.5%	1.3%	1.8%	2.2%	2.6%
SA - Northern Adelaide	4.0%	6.5%	5.0%	2.4%	1.3%	1.5%	2.0%	2.5%	2.8%
SA - Southern Adelaide	3.1%	5.2%	4.4%	2.5%	1.4%	1.6%	1.8%	2.4%	2.5%
SA - Western Adelaide	2.7%	4.4%	3.7%	1.7%	1.0%	1.1%	1.7%	2.6%	2.0%
SA - Yorke and Mid North	2.9%	4.7%	5.6%	3.1%	1.8%	1.5%	1.6%	1.7%	2.5%
<b>TAS</b>	<b>2.6%</b>	<b>3.5%</b>	<b>3.0%</b>	<b>2.7%</b>	<b>1.4%</b>	<b>1.3%</b>	<b>1.8%</b>	<b>1.8%</b>	<b>2.1%</b>
TAS - North	3.2%	3.8%	3.0%	2.8%	1.7%	1.4%	1.9%	2.0%	2.3%
TAS - North West	1.9%	3.8%	3.4%	3.6%	2.0%	1.7%	1.7%	2.0%	2.3%
TAS - South East	2.8%	3.8%	3.1%	2.7%	1.2%	1.0%	1.6%	1.5%	2.0%
TAS - South West	2.4%	2.8%	2.6%	2.1%	1.1%	1.3%	1.8%	1.9%	1.8%
<b>ACT</b>	<b>1.9%</b>	<b>3.5%</b>	<b>3.0%</b>	<b>1.7%</b>	<b>1.0%</b>	<b>1.1%</b>	<b>1.6%</b>	<b>2.1%</b>	<b>1.8%</b>
ACT	1.9%	3.5%	3.0%	1.7%	1.0%	1.1%	1.6%	2.1%	1.8%
<b>NT</b>	<b>2.5%</b>	<b>3.0%</b>	<b>2.0%</b>	<b>1.2%</b>	<b>0.7%</b>	<b>1.1%</b>	<b>1.5%</b>	<b>1.7%</b>	<b>1.5%</b>
NT - Barkly	1.0%	1.1%	1.4%	1.2%	1.3%	1.7%	3.7%	1.7%	1.6%
NT - Central Australia	1.4%	2.7%	1.0%	1.0%	0.9%	1.5%	1.9%	2.6%	1.6%

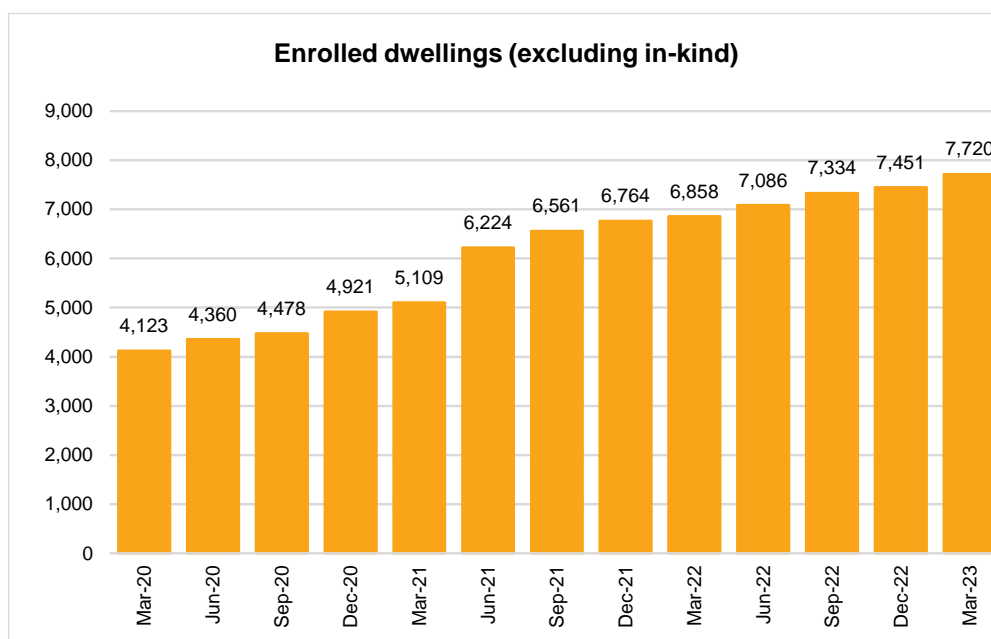
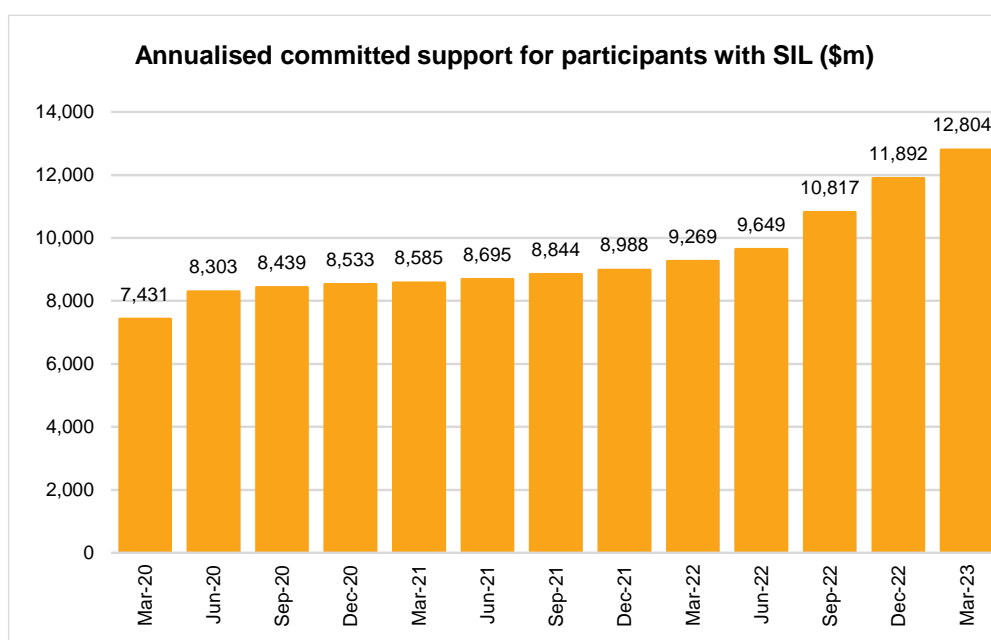
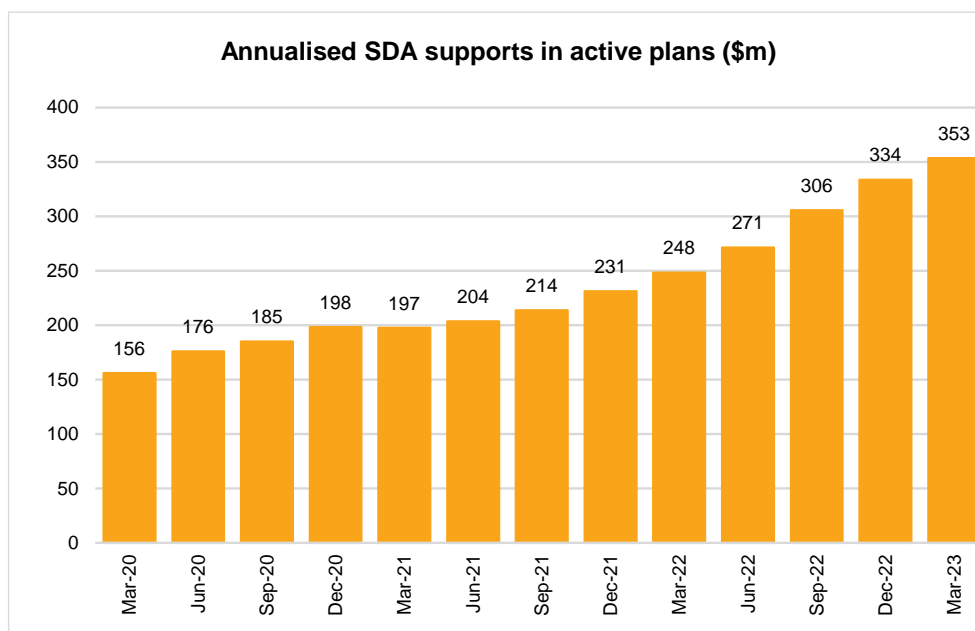
Service District	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
NT - Darwin Remote	0.8%	1.1%	0.6%	0.7%	0.8%	1.3%	2.3%	1.6%	<b>1.1%</b>
NT - Darwin Urban	3.6%	3.7%	3.0%	1.4%	0.6%	0.8%	1.1%	1.3%	<b>1.6%</b>
NT - East Arnhem	1.4%	1.4%	0.4%	1.2%	0.6%	1.3%	2.6%	2.2%	<b>1.3%</b>
NT - Katherine	1.5%	3.1%	1.5%	1.1%	0.4%	2.4%	2.2%	2.6%	<b>1.8%</b>
Missing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Total</b>	<b>2.8%</b>	<b>3.7%</b>	<b>2.8%</b>	<b>1.8%</b>	<b>1.1%</b>	<b>1.1%</b>	<b>1.5%</b>	<b>2.0%</b>	<b>1.9%</b>

## Appendix P: Specialist Disability Accommodation

Figure P.1 Changes in Specialist Disability Accommodation by quarter – National <sup>449</sup>



<sup>449</sup> Due to operational changes since July 2020, there has been an issue with identifying SIL in plans as they are being completed. A temporary and manual solution was implemented to estimate the number of active participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. From May 2022, an automated and more accurate method has been applied in identifying SIL participants leading to a restatement in the number of SIL participants and annualised committed supports from the September 2020 quarter to the March 2022 quarter.



**Table P.1 Active participants with SDA and SIL funding in current NDIS plan as at 31 March 2023** <sup>450 451</sup>

Service District	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
<b>NSW</b>	<b>7,405</b>	<b>4.2%</b>	<b>10,704</b>	<b>6.0%</b>	<b>177,277</b>
NSW - Hunter New England	1,022	3.4%	1,941	6.5%	29,737
NSW - Central Coast	394	3.9%	566	5.7%	10,014
NSW - Far West	15	1.8%	29	3.4%	847
NSW - Illawarra Shoalhaven	460	4.5%	643	6.3%	10,281
NSW - Mid North Coast	219	3.0%	290	4.0%	7,333
NSW - Murrumbidgee	334	4.3%	445	5.7%	7,748
NSW - Nepean Blue Mountains	517	5.0%	689	6.6%	10,408
NSW - North Sydney	899	7.5%	994	8.3%	11,959
NSW - Northern NSW	297	3.5%	372	4.4%	8,410
NSW - South Eastern Sydney	614	5.1%	737	6.1%	12,014
NSW - South Western Sydney	833	3.0%	1,430	5.2%	27,542
NSW - Southern NSW	164	3.4%	230	4.7%	4,871
NSW - Sydney	246	3.5%	374	5.3%	7,049
NSW - Western NSW	388	5.2%	563	7.5%	7,530
NSW - Western Sydney	1,003	4.7%	1,400	6.5%	21,506
NSW - Other	<11	n/a	<11	n/a	28
<b>VIC</b>	<b>6,697</b>	<b>4.2%</b>	<b>6,625</b>	<b>4.2%</b>	<b>158,480</b>
VIC - Barwon	464	4.3%	479	4.4%	10,888
VIC - Central Highlands	352	5.6%	349	5.6%	6,240
VIC - Loddon	290	3.5%	302	3.6%	8,346
VIC - North East Melbourne	838	5.6%	844	5.6%	15,099
VIC - Inner Gippsland	186	3.1%	192	3.2%	6,003
VIC - Ovens Murray	154	3.9%	159	4.0%	3,947
VIC - Western District	293	6.8%	280	6.5%	4,283
VIC - Inner East Melbourne	829	7.5%	775	7.0%	11,115
VIC - Outer East Melbourne	526	4.7%	493	4.4%	11,118
VIC - Hume Moreland	299	2.7%	294	2.6%	11,198
VIC - Bayside Peninsula	936	4.9%	940	4.9%	19,156
VIC - Southern Melbourne	443	3.0%	501	3.3%	15,002
VIC - Brimbank Melton	296	2.8%	284	2.7%	10,675
VIC - Western Melbourne	458	3.0%	414	2.7%	15,425
VIC - Goulburn	130	2.8%	128	2.8%	4,644
VIC - Mallee	103	3.8%	97	3.6%	2,718
VIC - Outer Gippsland	100	3.8%	94	3.6%	2,610
VIC - Other	<11	n/a	<11	n/a	13
<b>QLD</b>	<b>3,388</b>	<b>2.7%</b>	<b>6,263</b>	<b>5.0%</b>	<b>125,549</b>
QLD - Bundaberg	102	2.9%	174	4.9%	3,563
QLD - Ipswich	333	3.3%	499	4.9%	10,123
QLD - Mackay	69	1.7%	167	4.1%	4,041
QLD - Toowoomba	296	3.8%	533	6.9%	7,704
QLD - Townsville	169	2.3%	417	5.7%	7,320

<sup>450</sup> Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

<sup>451</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

Service District	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
QLD - Rockhampton	158	2.3%	265	3.8%	6,969
QLD - Beenleigh	342	2.5%	623	4.5%	13,781
QLD - Brisbane	644	2.8%	1,136	4.9%	23,103
QLD - Cairns	166	2.6%	357	5.7%	6,273
QLD - Maryborough	138	2.7%	239	4.7%	5,038
QLD - Robina	347	2.7%	654	5.0%	12,975
QLD - Caboolture/Strathpine	360	2.6%	668	4.9%	13,678
QLD - Maroochydore	263	2.4%	531	4.8%	10,967
QLD - Other	<11	n/a	<11	n/a	14
<b>WA</b>	<b>1,735</b>	<b>3.4%</b>	<b>2,771</b>	<b>5.4%</b>	<b>50,994</b>
WA - North East Metro	348	4.5%	607	7.9%	7,732
WA - Wheat Belt	15	1.3%	24	2.0%	1,198
WA - South Metro	215	2.6%	388	4.8%	8,126
WA - Central South Metro	179	2.8%	312	4.9%	6,426
WA - South West	75	1.8%	151	3.6%	4,175
WA - Goldfields-Esperance	20	2.4%	36	4.3%	841
WA - North Metro	195	2.9%	252	3.7%	6,828
WA - Kimberley-Pilbara	24	1.5%	43	2.7%	1,581
WA - South East Metro	306	5.3%	483	8.4%	5,755
WA - Central North Metro	309	5.3%	399	6.8%	5,836
WA - Great Southern	24	2.0%	44	3.7%	1,183
WA - Midwest-Gascoyne	25	1.9%	32	2.5%	1,304
WA - Other	<11	n/a	<11	n/a	<11
<b>SA</b>	<b>2,316</b>	<b>4.5%</b>	<b>2,920</b>	<b>5.7%</b>	<b>51,072</b>
SA - Adelaide Hills	40	2.0%	69	3.5%	1,965
SA - Barossa, Light and Lower North	54	2.1%	67	2.6%	2,532
SA - Eastern Adelaide	260	5.9%	298	6.8%	4,411
SA - Eyre and Western	42	2.7%	48	3.0%	1,577
SA - Far North (SA)	17	3.0%	29	5.2%	558
SA - Fleurieu and Kangaroo Island	48	3.3%	57	4.0%	1,441
SA - Limestone Coast	68	4.1%	98	5.9%	1,656
SA - Murray and Mallee	77	3.7%	98	4.7%	2,070
SA - Northern Adelaide	795	4.6%	1,028	5.9%	17,366
SA - Southern Adelaide	677	6.2%	826	7.5%	10,975
SA - Western Adelaide	197	4.4%	233	5.2%	4,482
SA - Yorke and Mid North	41	2.1%	69	3.5%	1,999
SA - Other	<11	n/a	<11	n/a	40
<b>TAS</b>	<b>539</b>	<b>4.1%</b>	<b>959</b>	<b>7.3%</b>	<b>13,049</b>
TAS - North	147	3.9%	211	5.6%	3,764
TAS - North West	140	4.8%	222	7.6%	2,907
TAS - South East	99	3.4%	173	5.9%	2,924
TAS - South West	153	4.4%	353	10.2%	3,452
TAS - Other	<11	n/a	<11	n/a	<11
<b>ACT</b>	<b>322</b>	<b>3.2%</b>	<b>589</b>	<b>5.9%</b>	<b>10,060</b>
ACT	322	3.2%	589	5.9%	10,059



Service District	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
ACT - Other	<11	n/a	<11	n/a	<11
<b>NT</b>	<b>278</b>	<b>5.0%</b>	<b>536</b>	<b>9.7%</b>	<b>5,522</b>
NT - Barkly	<11	n/a	13	9.0%	145
NT - Central Australia	70	7.8%	147	16.4%	897
NT - Darwin Remote	<11	n/a	<11	n/a	490
NT - Darwin Urban	163	5.0%	313	9.5%	3,279
NT - East Arnhem	<11	n/a	<11	n/a	222
NT - Katherine	28	10.6%	43	16.3%	263
NT - Other	<11	n/a	11	4.9%	226
<b>OT</b>	<b>&lt;11</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>51</b>
<b>Missing</b>	<b>&lt;11</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>&lt;11</b>
<b>Total</b>	<b>22,680</b>	<b>3.8%</b>	<b>31,368</b>	<b>5.3%</b>	<b>592,059</b>

**Table P.2 Annualised committed supports in current NDIS plans as at 31 March 2023** <sup>452 453 454</sup>

State/Territory	Annualised supports committed to SDA in current plans	Percentage of supports committed to SDA	Annualised committed supports for participants with SIL	Percentage of supports committed to participants with SIL	Total committed in supports in current plans
NSW	\$116,643,825	0.87%	\$4,256,616,334	32%	\$13,427,830,041
VIC	\$94,132,356	0.85%	\$2,724,427,153	25%	\$11,045,146,821
QLD	\$69,644,350	0.74%	\$2,556,208,677	27%	\$9,464,312,680
WA	\$25,299,587	0.63%	\$1,108,297,502	28%	\$4,000,117,646
SA	\$32,142,202	0.87%	\$1,200,569,532	33%	\$3,674,662,864
TAS	\$5,836,153	0.52%	\$404,967,046	36%	\$1,116,675,779
ACT	\$5,803,917	0.85%	\$234,931,794	35%	\$679,094,583
NT	\$3,914,977	0.60%	\$318,199,276	49%	\$648,081,415
Other Territories	n/a	n/a	\$248,567	5%	\$5,022,131
Missing	n/a	n/a	n/a	n/a	\$729,899
<b>Total</b>	<b>\$353,417,367</b>	<b>0.80%</b>	<b>\$12,804,465,881</b>	<b>29%</b>	<b>\$44,061,673,860</b>

<sup>452</sup> State/Territory is defined by the current residing address of the participant.

<sup>453</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

<sup>454</sup> Annualised supports committed to SDA in current plans refer to annualised supports committed for active participants who have SDA in their plans at 31 March 2023.

Table P.3 Active SDA providers by State/Territory as at 31 March 2023 <sup>455 456 457</sup>

State/Territory	SDA providers that have ever been active	SDA providers active in 2022-23 Q3
NSW	196	147
VIC	130	96
QLD	124	76
WA	43	33
SA	50	35
TAS	19	10
ACT	17	6
NT	7	5
OT	<5	<5
<b>National</b>	<b>455</b>	<b>349</b>

### SDA Building Types:

**Existing:** Dwellings built before 1 April 2016 that were used as disability related supported accommodation under a previous State, Territory or Commonwealth scheme. Existing dwellings must substantially comply with the requirements of a new build, and must meet the maximum resident requirement (5 residents or less).

**Legacy:** Existing dwellings that do not meet the maximum resident requirement of 5 residents or less. Over time, the NDIA will stop making SDA payments towards Legacy dwellings.

**New Build:** An SDA dwelling that was built (has a certificate of occupancy dated) after 1 April 2016 and meets all of the requirements under the SDA Rules and NDIS Price Guide.

**New Build (refurbished):** A dwelling that was built before 1 April 2016 but has been significantly refurbished since and now meets all of the requirements for a new build in the SDA Rules and NDIS Price Guide. In order to qualify for as a New Build (refurbished) providers must spend a minimum amount. These minimum amounts are specified per dwelling type in the SDA Price Guide.

The SA3 and SA4 regions have been updated from the 2011 boundaries to 2016 boundaries in March 2023. The changes to the SA boundaries can be found on the Australian Bureau of Statistics website.

<sup>455</sup> SDA active providers in this table refer to any provider that has received a payment for providing SDA supports to Agency-managed participants residing in the given jurisdiction.

<sup>456</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

<sup>457</sup> Providers can be registered in more than one jurisdiction. Therefore, the National Totals of active providers is not equal to the respective sums across all states and territories.

**Table P.4 Number of Enrolled SDA Dwellings by SA4 Region and Building Type as at 31 March 2023 (excluding in-kind arrangements)**

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
<b>ACT</b>	<b>114</b>	<b>0</b>	<b>61</b>	<b>0</b>	<b>175</b>
ACT - Australian Capital Territory	114	0	61	0	175
<b>NSW</b>	<b>1,322</b>	<b>54</b>	<b>1,103</b>	<b>20</b>	<b>2,499</b>
NSW - Capital Region	58	1	15	0	74
NSW - Central Coast	61	2	62	1	126
NSW - Central West	48	3	17	1	69
NSW - Coffs Harbour - Grafton	24	5	1	0	30
NSW - Far West and Orana	48	4	20	0	72
NSW - Hunter Valley exc Newcastle	35	1	24	0	60
NSW - Illawarra	41	1	64	0	106
NSW - Mid North Coast	43	2	11	0	56
NSW - Murray	50	1	31	0	82
NSW - New England and North West	32	2	7	0	41
NSW - Newcastle and Lake Macquarie	73	1	112	2	188
NSW - Richmond - Tweed	44	1	20	0	65
NSW - Riverina	24	1	20	0	45
NSW - Southern Highlands and Shoalhaven	17	0	27	0	44
NSW - Sydney - Baulkham Hills and Hawkesbury	47	6	19	1	73
NSW - Sydney - Blacktown	71	4	45	2	122
NSW - Sydney - City and Inner South	15	3	21	2	41
NSW - Sydney - Eastern Suburbs	11	1	4	1	17
NSW - Sydney - Inner South West	83	2	50	4	139
NSW - Sydney - Inner West	18	1	7	0	26
NSW - Sydney - North Sydney and Hornsby	34	1	45	0	80
NSW - Sydney - Northern Beaches	32	1	32	0	65
NSW - Sydney - Outer South West	50	0	21	2	73
NSW - Sydney - Outer West and Blue Mountains	91	4	146	2	243
NSW - Sydney - Parramatta	99	0	110	1	210
NSW - Sydney - Ryde	75	1	59	0	135
NSW - Sydney - South West	40	1	75	1	117
NSW - Sydney - Sutherland	58	4	38	0	100
<b>NT</b>	<b>17</b>	<b>2</b>	<b>19</b>	<b>2</b>	<b>40</b>
NT - Darwin	10	2	17	2	31
NT - Northern Territory - Outback	7	0	2	0	9
<b>QLD</b>	<b>361</b>	<b>24</b>	<b>1,040</b>	<b>16</b>	<b>1,441</b>
QLD - Brisbane - East	11	0	34	0	45
QLD - Brisbane - North	20	0	38	0	58
QLD - Brisbane - South	13	2	41	0	56
QLD - Brisbane - West	46	2	7	0	55
QLD - Brisbane Inner City	8	0	49	1	58
QLD - Cairns	11	1	48	0	60
QLD - Central Queensland	24	2	15	1	42
QLD - Darling Downs - Maranoa	2	1	6	1	10
QLD - Gold Coast	29	2	161	1	193
QLD - Ipswich	35	1	141	0	177

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
QLD - Logan - Beaudesert	12	1	133	1	147
QLD - Mackay - Isaac - Whitsunday	6	0	2	0	8
QLD - Moreton Bay - North	18	2	110	2	132
QLD - Moreton Bay - South	16	0	38	0	54
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	16	2	68	1	87
QLD - Toowoomba	14	5	45	2	66
QLD - Townsville	24	2	27	4	57
QLD - Wide Bay	56	1	77	2	136
<b>SA</b>	<b>940</b>	<b>6</b>	<b>338</b>	<b>3</b>	<b>1,287</b>
SA - Adelaide - Central and Hills	79	1	87	2	169
SA - Adelaide - North	305	1	121	0	427
SA - Adelaide - South	288	2	52	1	343
SA - Adelaide - West	148	0	59	0	207
SA - Barossa - Yorke - Mid North	15	1	2	0	18
SA - South Australia - Outback	17	0	0	0	17
SA - South Australia - South East	88	1	17	0	106
<b>TAS</b>	<b>23</b>	<b>3</b>	<b>34</b>	<b>1</b>	<b>61</b>
TAS - Hobart	12	0	2	0	14
TAS - Launceston and North East	6	2	10	1	19
TAS - South East	0	0	0	0	0
TAS - West and North West	5	1	22	0	28
<b>VIC</b>	<b>1,154</b>	<b>118</b>	<b>716</b>	<b>54</b>	<b>2,042</b>
VIC - Ballarat	37	8	79	1	125
VIC - Bendigo	27	4	31	0	62
VIC - Geelong	52	4	44	8	108
VIC - Hume	50	2	2	1	55
VIC - Latrobe - Gippsland	57	13	11	0	81
VIC - Melbourne - Inner	45	6	107	9	167
VIC - Melbourne - Inner East	81	10	21	0	112
VIC - Melbourne - Inner South	112	11	43	9	175
VIC - Melbourne - North East	142	10	46	6	204
VIC - Melbourne - North West	43	4	17	0	64
VIC - Melbourne - Outer East	126	6	48	4	184
VIC - Melbourne - South East	121	9	64	4	198
VIC - Melbourne - West	70	11	135	5	221
VIC - Mornington Peninsula	53	6	32	1	92
VIC - North West	70	8	13	6	97
VIC - Shepparton	32	3	7	0	42
VIC - Warrnambool and South West	36	3	16	0	55
<b>WA</b>	<b>10</b>	<b>1</b>	<b>164</b>	<b>0</b>	<b>175</b>
WA - Bunbury	0	0	5	0	5
WA - Mandurah	0	0	9	0	9
WA - Perth - Inner	5	0	8	0	13
WA - Perth - North East	1	1	8	0	10
WA - Perth - North West	1	0	30	0	31

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
WA - Perth - South East	3	0	60	0	63
WA - Perth - South West	0	0	38	0	38
WA - Western Australia - Outback (North)	0	0	0	0	0
WA - Western Australia - Outback (South)	0	0	6	0	6
WA - Western Australia - Wheat Belt	0	0	0	0	0
<b>Total</b>	<b>3,941</b>	<b>208</b>	<b>3,475</b>	<b>96</b>	<b>7,720</b>

**Table P.5 Number of Enrolled SDA Dwellings by SA4 Region and Design Category as at 31 March 2023 (excluding in-kind arrangements)**

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
<b>ACT</b>	<b>32</b>	<b>59</b>	<b>63</b>	<b>14</b>	<b>7</b>	<b>0</b>	<b>175</b>
ACT - Australian Capital Territory	32	59	63	14	7	0	175
<b>NSW</b>	<b>1,076</b>	<b>407</b>	<b>689</b>	<b>117</b>	<b>198</b>	<b>12</b>	<b>2,499</b>
NSW - Capital Region	52	3	9	3	7	0	74
NSW - Central Coast	55	12	42	5	12	0	126
NSW - Central West	35	10	6	8	9	1	69
NSW - Coffs Harbour - Grafton	18	4	4	2	2	0	30
NSW - Far West and Orana	45	6	10	3	3	5	72
NSW - Hunter Valley exc Newcastle	29	2	17	3	9	0	60
NSW - Illawarra	42	20	43	1	0	0	106
NSW - Mid North Coast	39	11	0	6	0	0	56
NSW - Murray	33	17	9	13	7	3	82
NSW - New England and North West	19	12	5	0	5	0	41
NSW - Newcastle and Lake Macquarie	65	12	105	2	4	0	188
NSW - Richmond - Tweed	34	14	10	1	6	0	65
NSW - Riverina	23	8	10	3	1	0	45
NSW - Southern Highlands and Shoalhaven	9	19	8	8	0	0	44
NSW - Sydney - Baulkham Hills and Hawkesbury	33	19	11	3	7	0	73
NSW - Sydney - Blacktown	63	10	36	1	12	0	122
NSW - Sydney - City and Inner South	15	23	1	2	0	0	41
NSW - Sydney - Eastern Suburbs	11	0	1	4	0	1	17
NSW - Sydney - Inner South West	78	14	43	0	4	0	139
NSW - Sydney - Inner West	17	0	4	5	0	0	26
NSW - Sydney - North Sydney and Hornsby	31	10	28	7	4	0	80
NSW - Sydney - Northern Beaches	30	6	18	0	11	0	65
NSW - Sydney - Outer South West	37	4	24	6	2	0	73
NSW - Sydney - Outer West and Blue Mountains	67	70	58	19	29	0	243
NSW - Sydney - Parramatta	66	40	79	1	24	0	210
NSW - Sydney - Ryde	44	12	51	3	25	0	135
NSW - Sydney - South West	32	27	39	6	13	0	117
NSW - Sydney - Sutherland	54	22	18	2	2	2	100
<b>NT</b>	<b>8</b>	<b>3</b>	<b>7</b>	<b>7</b>	<b>15</b>	<b>0</b>	<b>40</b>
NT - Darwin	4	2	5	7	13	0	31
NT - Northern Territory - Outback	4	1	2	0	2	0	9
<b>QLD</b>	<b>100</b>	<b>210</b>	<b>736</b>	<b>176</b>	<b>217</b>	<b>2</b>	<b>1,441</b>
QLD - Brisbane - East	4	6	25	7	3	0	45

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
QLD - Brisbane - North	12	7	35	1	2	1	58
QLD - Brisbane - South	9	6	26	3	12	0	56
QLD - Brisbane - West	1	23	31	0	0	0	55
QLD - Brisbane Inner City	5	2	41	0	10	0	58
QLD - Cairns	2	2	34	4	18	0	60
QLD - Central Queensland	3	9	11	0	19	0	42
QLD - Darling Downs - Maranoa	1	3	3	0	3	0	10
QLD - Gold Coast	8	18	134	8	25	0	193
QLD - Ipswich	6	23	82	51	15	0	177
QLD - Logan - Beaudesert	5	14	84	28	16	0	147
QLD - Mackay - Isaac - Whitsunday	1	5	1	0	1	0	8
QLD - Moreton Bay - North	0	13	76	27	16	0	132
QLD - Moreton Bay - South	2	13	29	4	6	0	54
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	4	9	37	25	12	0	87
QLD - Toowoomba	11	15	30	1	9	0	66
QLD - Townsville	6	11	21	4	15	0	57
QLD - Wide Bay	20	31	36	13	35	1	136
<b>SA</b>	<b>535</b>	<b>306</b>	<b>271</b>	<b>56</b>	<b>118</b>	<b>1</b>	<b>1,287</b>
SA - Adelaide - Central and Hills	57	19	77	6	10	0	169
SA - Adelaide - North	139	139	105	13	30	1	427
SA - Adelaide - South	172	57	57	13	44	0	343
SA - Adelaide - West	94	51	29	13	20	0	207
SA - Barossa - Yorke - Mid North	13	2	0	3	0	0	18
SA - South Australia - Outback	13	4	0	0	0	0	17
SA - South Australia - South East	47	34	3	8	14	0	106
<b>TAS</b>	<b>5</b>	<b>32</b>	<b>4</b>	<b>4</b>	<b>16</b>	<b>0</b>	<b>61</b>
TAS - Hobart	4	7	0	2	1	0	14
TAS - Launceston and North East	1	8	3	2	5	0	19
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	0	17	1	0	10	0	28
<b>VIC</b>	<b>327</b>	<b>474</b>	<b>598</b>	<b>250</b>	<b>390</b>	<b>3</b>	<b>2,042</b>
VIC - Ballarat	9	65	21	19	9	2	125
VIC - Bendigo	4	16	25	14	3	0	62
VIC - Geelong	13	28	41	19	7	0	108
VIC - Hume	24	10	9	3	9	0	55
VIC - Latrobe - Gippsland	17	36	5	15	8	0	81
VIC - Melbourne - Inner	20	29	109	2	7	0	167
VIC - Melbourne - Inner East	16	22	27	13	34	0	112
VIC - Melbourne - Inner South	45	26	45	15	44	0	175
VIC - Melbourne - North East	30	56	42	24	52	0	204
VIC - Melbourne - North West	7	14	13	10	20	0	64
VIC - Melbourne - Outer East	33	30	37	15	68	1	184
VIC - Melbourne - South East	33	45	64	32	24	0	198
VIC - Melbourne - West	8	31	105	40	37	0	221
VIC - Mornington Peninsula	12	21	26	7	26	0	92

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
VIC - North West	23	24	8	9	33	0	97
VIC - Shepparton	11	12	7	7	5	0	42
VIC - Warrnambool and South West	22	9	14	6	4	0	55
<b>WA</b>	<b>3</b>	<b>12</b>	<b>126</b>	<b>4</b>	<b>28</b>	<b>2</b>	<b>175</b>
WA - Bunbury	0	0	3	0	2	0	5
WA - Mandurah	0	0	1	0	8	0	9
WA - Perth - Inner	0	0	13	0	0	0	13
WA - Perth - North East	1	0	6	0	3	0	10
WA - Perth - North West	1	0	28	1	1	0	31
WA - Perth - South East	1	12	46	2	2	0	63
WA - Perth - South West	0	0	29	0	9	0	38
WA - Western Australia - Outback (North)	0	0	0	0	0	0	0
WA - Western Australia - Outback (South)	0	0	0	1	3	2	6
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0
<b>Total</b>	<b>2,086</b>	<b>1,503</b>	<b>2,494</b>	<b>628</b>	<b>989</b>	<b>20</b>	<b>7,720</b>

**Table P.6 Number of Enrolled SDA Dwellings by SA4 Region and Maximum number of residents as at 31 March 2023 (excluding in-kind arrangements)**

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
<b>ACT</b>	<b>55</b>	<b>56</b>	<b>30</b>	<b>24</b>	<b>10</b>	<b>0</b>	<b>175</b>
ACT - Australian Capital Territory	55	56	30	24	10	0	175
<b>NSW</b>	<b>928</b>	<b>331</b>	<b>222</b>	<b>316</b>	<b>648</b>	<b>54</b>	<b>2,499</b>
NSW - Capital Region	34	10	3	10	16	1	74
NSW - Central Coast	47	16	6	18	37	2	126
NSW - Central West	10	6	5	14	31	3	69
NSW - Coffs Harbour - Grafton	6	5	4	2	8	5	30
NSW - Far West and Orana	25	17	3	11	12	4	72
NSW - Hunter Valley exc Newcastle	14	2	12	13	18	1	60
NSW - Illawarra	53	3	11	10	28	1	106
NSW - Mid North Coast	20	12	5	1	16	2	56
NSW - Murray	40	12	7	6	16	1	82
NSW - New England and North West	4	6	5	3	21	2	41
NSW - Newcastle and Lake Macquarie	78	27	24	19	39	1	188
NSW - Richmond - Tweed	23	8	6	7	20	1	65
NSW - Riverina	10	6	8	11	9	1	45
NSW - Southern Highlands and Shoalhaven	4	16	6	5	13	0	44
NSW - Sydney - Baulkham Hills and Hawkesbury	11	4	2	21	29	6	73
NSW - Sydney - Blacktown	36	6	15	16	45	4	122
NSW - Sydney - City and Inner South	13	11	0	5	9	3	41
NSW - Sydney - Eastern Suburbs	3	0	2	4	7	1	17
NSW - Sydney - Inner South West	55	12	8	14	48	2	139
NSW - Sydney - Inner West	4	1	5	5	10	1	26
NSW - Sydney - North Sydney and Hornsby	39	7	4	9	20	1	80
NSW - Sydney - Northern Beaches	13	5	5	13	28	1	65
NSW - Sydney - Outer South West	21	7	7	15	23	0	73
NSW - Sydney - Outer West and Blue Mountains	99	37	38	30	35	4	243
NSW - Sydney - Parramatta	129	16	10	15	40	0	210

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
NSW - Sydney - Ryde	52	33	7	16	26	1	135
NSW - Sydney - South West	46	31	6	13	20	1	117
NSW - Sydney - Sutherland	39	15	8	10	24	4	100
<b>NT</b>	<b>1</b>	<b>24</b>	<b>3</b>	<b>3</b>	<b>7</b>	<b>2</b>	<b>40</b>
NT - Darwin	0	19	2	2	6	2	31
NT - Northern Territory - Outback	1	5	1	1	1	0	9
<b>QLD</b>	<b>707</b>	<b>231</b>	<b>330</b>	<b>108</b>	<b>41</b>	<b>24</b>	<b>1,441</b>
QLD - Brisbane - East	25	7	11	1	1	0	45
QLD - Brisbane - North	35	6	9	4	4	0	58
QLD - Brisbane - South	32	9	9	2	2	2	56
QLD - Brisbane - West	29	17	2	3	2	2	55
QLD - Brisbane Inner City	52	0	3	2	1	0	58
QLD - Cairns	31	5	16	7	0	1	60
QLD - Central Queensland	11	14	7	7	1	2	42
QLD - Darling Downs - Maranoa	3	1	3	1	1	1	10
QLD - Gold Coast	146	6	34	3	2	2	193
QLD - Ipswich	76	30	56	13	1	1	177
QLD - Logan - Beaudesert	68	20	44	12	2	1	147
QLD - Mackay - Isaac - Whitsunday	0	0	1	5	2	0	8
QLD - Moreton Bay - North	52	17	44	10	7	2	132
QLD - Moreton Bay - South	21	13	12	6	2	0	54
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	52	7	18	5	3	2	87
QLD - Toowoomba	22	18	10	9	2	5	66
QLD - Townsville	5	29	8	9	4	2	57
QLD - Wide Bay	47	32	43	9	4	1	136
<b>SA</b>	<b>393</b>	<b>491</b>	<b>193</b>	<b>123</b>	<b>81</b>	<b>6</b>	<b>1,287</b>
SA - Adelaide - Central and Hills	84	40	21	17	6	1	169
SA - Adelaide - North	108	164	78	49	27	1	427
SA - Adelaide - South	111	134	34	28	34	2	343
SA - Adelaide - West	69	80	33	14	11	0	207
SA - Barossa - Yorke - Mid North	3	7	4	3	0	1	18
SA - South Australia - Outback	4	8	1	3	1	0	17
SA - South Australia - South East	14	58	22	9	2	1	106
<b>TAS</b>	<b>30</b>	<b>9</b>	<b>2</b>	<b>17</b>	<b>0</b>	<b>3</b>	<b>61</b>
TAS - Hobart	5	3	2	4	0	0	14
TAS - Launceston and North East	7	1	0	9	0	2	19
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	18	5	0	4	0	1	28
<b>VIC</b>	<b>671</b>	<b>239</b>	<b>239</b>	<b>156</b>	<b>619</b>	<b>118</b>	<b>2,042</b>
VIC - Ballarat	69	16	13	4	15	8	125
VIC - Bendigo	31	4	5	7	11	4	62
VIC - Geelong	38	22	13	5	26	4	108
VIC - Hume	5	22	4	6	16	2	55
VIC - Latrobe - Gippsland	31	12	5	2	18	13	81
VIC - Melbourne - Inner	126	6	7	6	16	6	167



SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
VIC - Melbourne - Inner East	23	4	6	11	58	10	112
VIC - Melbourne - Inner South	69	11	18	10	56	11	175
VIC - Melbourne - North East	41	23	35	16	79	10	204
VIC - Melbourne - North West	3	13	10	4	30	4	64
VIC - Melbourne - Outer East	38	17	27	24	72	6	184
VIC - Melbourne - South East	59	9	32	23	66	9	198
VIC - Melbourne - West	78	41	33	9	49	11	221
VIC - Mornington Peninsula	19	14	13	7	33	6	92
VIC - North West	22	15	8	11	33	8	97
VIC - Shepparton	12	2	3	6	16	3	42
VIC - Warrnambool and South West	7	8	7	5	25	3	55
<b>WA</b>	<b>99</b>	<b>22</b>	<b>38</b>	<b>10</b>	<b>5</b>	<b>1</b>	<b>175</b>
WA - Bunbury	0	3	2	0	0	0	5
WA - Mandurah	0	0	8	1	0	0	9
WA - Perth - Inner	8	5	0	0	0	0	13
WA - Perth - North East	0	3	3	2	1	1	10
WA - Perth - North West	21	2	3	3	2	0	31
WA - Perth - South East	42	7	9	3	2	0	63
WA - Perth - South West	26	2	9	1	0	0	38
WA - Western Australia - Outback (North)	0	0	0	0	0	0	0
WA - Western Australia - Outback (South)	2	0	4	0	0	0	6
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0
<b>Total</b>	<b>2,884</b>	<b>1,403</b>	<b>1,057</b>	<b>757</b>	<b>1,411</b>	<b>208</b>	<b>7,720</b>

**Table P.7 New Build/New Build (Refurbished) Maximum Residents by Design Category by SA4 Region as at 31 March 2023 (excluding in-kind arrangements)**

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
<b>ACT</b>	<b>22</b>	<b>66</b>	<b>6</b>	<b>2</b>	<b>0</b>	<b>96</b>
ACT - Australian Capital Territory	22	66	6	2	0	96
<b>NSW</b>	<b>630</b>	<b>1,057</b>	<b>158</b>	<b>300</b>	<b>35</b>	<b>2,180</b>
NSW - Capital Region	0	18	7	4	0	29
NSW - Central Coast	22	81	3	37	0	143
NSW - Central West	13	6	17	0	4	40
NSW - Coffs Harbour - Grafton	5	0	0	0	0	5
NSW - Far West and Orana	15	19	0	0	10	44
NSW - Hunter Valley exc Newcastle	5	52	10	10	0	77
NSW - Illawarra	40	65	3	0	0	108
NSW - Mid North Coast	16	0	6	0	0	22
NSW - Murray	10	16	10	5	8	49
NSW - New England and North West	0	5	0	11	0	16
NSW - Newcastle and Lake Macquarie	34	223	3	2	0	262
NSW - Richmond - Tweed	15	18	1	7	0	41
NSW - Riverina	13	25	3	4	0	45
NSW - Southern Highlands and Shoalhaven	27	21	19	0	0	67
NSW - Sydney - Baulkham Hills and Hawkesbury	25	10	1	20	0	56
NSW - Sydney - Blacktown	16	50	0	30	0	96
NSW - Sydney - City and Inner South	36	5	0	0	0	41

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
NSW - Sydney - Eastern Suburbs	0	1	7	0	3	11
NSW - Sydney - Inner South West	26	64	0	5	0	95
NSW - Sydney - Inner West	0	11	4	0	0	15
NSW - Sydney - North Sydney and Hornsby	6	42	10	4	0	62
NSW - Sydney - Northern Beaches	15	41	0	36	0	92
NSW - Sydney - Outer South West	9	27	5	2	0	43
NSW - Sydney - Outer West and Blue Mountains	120	64	28	43	0	255
NSW - Sydney - Parramatta	68	74	2	12	0	156
NSW - Sydney - Ryde	31	28	4	41	0	104
NSW - Sydney - South West	36	65	13	22	0	136
NSW - Sydney - Sutherland	27	26	2	5	10	70
<b>NT</b>	<b>0</b>	<b>13</b>	<b>14</b>	<b>16</b>	<b>0</b>	<b>43</b>
NT - Darwin	0	10	14	16	0	40
NT - Northern Territory - Outback	0	3	0	0	0	3
<b>QLD</b>	<b>131</b>	<b>1,289</b>	<b>192</b>	<b>279</b>	<b>9</b>	<b>1,900</b>
QLD - Brisbane - East	5	36	5	6	0	52
QLD - Brisbane - North	3	36	3	3	4	49
QLD - Brisbane - South	1	42	6	19	0	68
QLD - Brisbane - West	2	17	0	0	0	19
QLD - Brisbane Inner City	0	42	0	16	0	58
QLD - Cairns	0	65	4	13	0	82
QLD - Central Queensland	0	24	0	9	0	33
QLD - Darling Downs - Maranoa	5	7	0	4	0	16
QLD - Gold Coast	13	176	9	35	0	233
QLD - Ipswich	18	182	53	26	0	279
QLD - Logan - Beaudesert	18	179	32	27	0	256
QLD - Mackay - Isaac - Whitsunday	0	3	0	4	0	7
QLD - Moreton Bay - North	11	171	26	20	0	228
QLD - Moreton Bay - South	5	57	7	2	0	71
QLD - Queensland - Outback	0	0	0	0	0	0
QLD - Sunshine Coast	4	72	21	20	0	117
QLD - Toowoomba	16	56	2	23	0	97
QLD - Townsville	7	42	10	16	0	75
QLD - Wide Bay	23	82	14	36	5	160
<b>SA</b>	<b>168</b>	<b>295</b>	<b>123</b>	<b>47</b>	<b>4</b>	<b>637</b>
SA - Adelaide - Central and Hills	30	82	15	2	0	129
SA - Adelaide - North	72	154	28	9	4	267
SA - Adelaide - South	17	38	27	19	0	101
SA - Adelaide - West	40	17	31	12	0	100
SA - Barossa - Yorke - Mid North	0	0	6	0	0	6
SA - South Australia - Outback	0	0	0	0	0	0
SA - South Australia - South East	9	4	16	5	0	34
<b>TAS</b>	<b>21</b>	<b>2</b>	<b>3</b>	<b>30</b>	<b>0</b>	<b>56</b>
TAS - Hobart	0	0	2	0	0	2
TAS - Launceston and North East	6	1	1	16	0	24
TAS - South East	0	0	0	0	0	0

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
TAS - West and North West	15	1	0	14	0	30
<b>VIC</b>	<b>240</b>	<b>726</b>	<b>187</b>	<b>117</b>	<b>9</b>	<b>1,279</b>
VIC - Ballarat	76	29	5	3	6	119
VIC - Bendigo	12	30	10	0	0	52
VIC - Geelong	10	72	20	7	0	109
VIC - Hume	2	6	0	0	0	8
VIC - Latrobe - Gippsland	10	10	2	2	0	24
VIC - Melbourne - Inner	14	100	0	3	0	117
VIC - Melbourne - Inner East	2	15	4	2	0	23
VIC - Melbourne - Inner South	5	42	18	4	0	69
VIC - Melbourne - North East	30	47	21	4	0	102
VIC - Melbourne - North West	6	26	7	4	0	43
VIC - Melbourne - Outer East	14	51	1	15	3	84
VIC - Melbourne - South East	19	78	18	3	0	118
VIC - Melbourne - West	27	136	61	12	0	236
VIC - Mornington Peninsula	3	45	6	20	0	74
VIC - North West	10	0	0	28	0	38
VIC - Shepparton	0	6	4	0	0	10
VIC - Warrnambool and South West	0	33	10	10	0	53
<b>WA</b>	<b>13</b>	<b>182</b>	<b>12</b>	<b>76</b>	<b>6</b>	<b>289</b>
WA - Bunbury	0	6	0	6	0	12
WA - Mandurah	0	3	0	25	0	28
WA - Perth - Inner	0	8	0	0	0	8
WA - Perth - North East	0	18	0	5	0	23
WA - Perth - North West	0	44	4	3	0	51
WA - Perth - South East	13	68	7	4	0	92
WA - Perth - South West	0	35	0	26	0	61
WA - Western Australia - Outback (North)	0	0	0	0	0	0
WA - Western Australia - Outback (South)	0	0	1	7	6	14
WA - Western Australia - Wheat Belt	0	0	0	0	0	0
<b>Total</b>	<b>1,225</b>	<b>3,630</b>	<b>695</b>	<b>867</b>	<b>63</b>	<b>6,480</b>

**Table P.8 Number of Enrolled In-Kind SDA Dwellings by SA4 Region and Design Category as at 31 March 2023** <sup>458</sup>

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Total
<b>TAS</b>	<b>142</b>	<b>44</b>	<b>0</b>	<b>4</b>	<b>13</b>	<b>203</b>
TAS - Hobart	67	32	0	3	9	111
TAS - Launceston and North East	29	4	0	0	0	33
TAS - South East	1	1	0	0	0	2
TAS - West and North West	45	7	0	1	4	57
<b>Total</b>	<b>142</b>	<b>44</b>	<b>0</b>	<b>4</b>	<b>13</b>	<b>203</b>

<sup>458</sup> Other States and Territories have been removed from the table as these States and Territories have transitioned ownership of State-Owned dwellings to private ownership.

**Table P.9 Number of Enrolled In-Kind SDA Dwellings by SA4 Region and Maximum number of residents as at 31 March 2023**<sup>459</sup>

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
<b>TAS</b>	<b>74</b>	<b>26</b>	<b>12</b>	<b>79</b>	<b>12</b>	<b>0</b>	<b>203</b>
TAS - Hobart	39	14	6	46	6	0	111
TAS - Launceston and North East	7	1	3	20	2	0	33
TAS - South East	0	0	0	1	1	0	2
TAS - West and North West	28	11	3	12	3	0	57
<b>Total</b>	<b>74</b>	<b>26</b>	<b>12</b>	<b>79</b>	<b>12</b>	<b>0</b>	<b>203</b>

**Table P.10 Number of Unfinished (Unenrolled) New Build SDA Dwellings by Design Category and SA4 Region as at 31 March 2023**<sup>460</sup>

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi- Design Category	Total
<b>ACT</b>	<b>0</b>	<b>0</b>	<b>13</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>15</b>
ACT - Australian Capital Territory	0	0	13	1	0	1	15
<b>NSW</b>	<b>0</b>	<b>66</b>	<b>477</b>	<b>91</b>	<b>51</b>	<b>5</b>	<b>690</b>
NSW - Capital Region	0	0	1	0	0	0	1
NSW - Central Coast	0	1	32	0	6	0	39
NSW - Central West	0	0	10	13	0	0	23
NSW - Coffs Harbour - Grafton	0	0	0	0	0	0	0
NSW - Far West and Orana	0	0	10	6	0	0	16
NSW - Hunter Valley exc Newcastle	0	1	11	1	2	0	15
NSW - Illawarra	0	4	19	0	0	0	23
NSW - Mid North Coast	0	1	1	3	4	0	9
NSW - Murray	0	0	6	7	0	0	13
NSW - New England and North West	0	0	2	0	0	0	2
NSW - Newcastle and Lake Macquarie	0	0	14	4	8	1	27
NSW - Richmond - Tweed	0	0	2	2	2	0	6
NSW - Riverina	0	1	12	0	2	0	15
NSW - Southern Highlands and Shoalhaven	0	0	3	0	0	1	4
NSW - Sydney - Baulkham Hills and Hawkesbury	0	5	10	0	2	0	17
NSW - Sydney - Blacktown	0	9	30	17	2	1	59
NSW - Sydney - City and Inner South	0	4	17	0	0	0	21
NSW - Sydney - Eastern Suburbs	0	0	4	0	0	0	4
NSW - Sydney - Inner South West	0	0	29	1	1	0	31
NSW - Sydney - Inner West	0	0	12	0	1	0	13
NSW - Sydney - North Sydney and Hornsby	0	0	18	1	4	2	25
NSW - Sydney - Northern Beaches	0	1	14	1	1	0	17
NSW - Sydney - Outer South West	0	3	19	0	1	0	23
NSW - Sydney - Outer West and Blue Mountains	0	19	24	3	1	0	47
NSW - Sydney - Parramatta	0	9	86	10	6	0	111
NSW - Sydney - Ryde	0	3	16	2	0	0	21

<sup>459</sup> Other States and Territories have been removed from the table as these States and Territories have transitioned ownership of State-Owned dwellings to private ownership.

<sup>460</sup> SDA pipeline data is based on information collected by the NDIA from SDA providers who are building properties they intend to enrol as SDA at a later date. This data is intended for the purpose of SDA market oversight only and there is no guarantee from the NDIA that all the dwellings listed will be enrolled as SDA. There may also be under-construction properties which will be enrolled as SDA which are not represented in the data. Since July 2021, it has become mandatory for SDA providers or future SDA providers to inform the NDIA at the design stage of any proposed SDA dwellings, thus increasing the pipeline data available. There may be delays in excluding enrolled SDA dwellings from unenrolled SDA data. This may result in unenrolled SDA numbers being overstated in a given reporting period. Work is underway to improve accuracy of unenrolled SDA dwellings reporting.

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
NSW - Sydney - South West	0	5	62	17	8	0	92
NSW - Sydney - Sutherland	0	0	13	3	0	0	16
<b>NT</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>14</b>	<b>4</b>	<b>0</b>	<b>27</b>
NT - Darwin	0	0	4	14	1	0	19
NT - Northern Territory - Outback	0	0	5	0	3	0	8
<b>QLD</b>	<b>0</b>	<b>59</b>	<b>780</b>	<b>169</b>	<b>43</b>	<b>4</b>	<b>1,055</b>
QLD - Brisbane - East	0	2	49	3	0	0	54
QLD - Brisbane - North	0	11	13	0	0	0	24
QLD - Brisbane - South	0	1	41	1	13	3	59
QLD - Brisbane - West	0	0	7	0	0	0	7
QLD - Brisbane Inner City	0	0	28	0	0	0	28
QLD - Cairns	0	0	9	7	1	0	17
QLD - Central Queensland	0	0	39	0	1	0	40
QLD - Darling Downs - Maranoa	0	0	2	3	0	0	5
QLD - Gold Coast	0	1	50	0	1	0	52
QLD - Ipswich	0	8	64	46	7	0	125
QLD - Logan - Beaudesert	0	16	87	28	9	0	140
QLD - Mackay - Isaac - Whitsunday	0	0	53	10	1	1	65
QLD - Moreton Bay - North	0	0	57	9	0	0	66
QLD - Moreton Bay - South	0	0	18	4	1	0	23
QLD - Queensland - Outback	0	0	6	0	0	0	6
QLD - Sunshine Coast	0	0	15	2	0	0	17
QLD - Toowoomba	0	3	60	29	3	0	95
QLD - Townsville	0	1	135	12	3	0	151
QLD - Wide Bay	0	16	47	15	3	0	81
<b>SA</b>	<b>0</b>	<b>45</b>	<b>157</b>	<b>28</b>	<b>12</b>	<b>5</b>	<b>247</b>
SA - Adelaide - Central and Hills	0	2	48	0	0	0	50
SA - Adelaide - North	0	25	61	17	4	0	107
SA - Adelaide - South	0	6	35	10	3	5	59
SA - Adelaide - West	0	9	2	0	0	0	11
SA - Barossa - Yorke - Mid North	0	0	2	0	0	0	2
SA - South Australia - Outback	0	0	0	0	0	0	0
SA - South Australia - South East	0	3	9	1	5	0	18
<b>TAS</b>	<b>0</b>	<b>18</b>	<b>20</b>	<b>8</b>	<b>1</b>	<b>3</b>	<b>50</b>
TAS - Hobart	0	0	8	2	0	0	10
TAS - Launceston and North East	0	2	10	2	1	0	15
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	0	16	2	4	0	3	25
<b>VIC</b>	<b>0</b>	<b>82</b>	<b>583</b>	<b>245</b>	<b>36</b>	<b>8</b>	<b>954</b>
VIC - Ballarat	0	13	27	19	2	1	62
VIC - Bendigo	0	0	4	10	2	0	16
VIC - Geelong	0	9	49	6	0	0	64
VIC - Hume	0	1	4	0	1	0	6
VIC - Latrobe - Gippsland	0	8	19	0	9	0	36
VIC - Melbourne - Inner	0	14	59	0	1	0	74
VIC - Melbourne - Inner East	0	7	6	1	0	0	14

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
VIC - Melbourne - Inner South	0	4	46	6	2	4	62
VIC - Melbourne - North East	0	0	52	12	4	0	68
VIC - Melbourne - North West	0	2	11	11	0	0	24
VIC - Melbourne - Outer East	0	1	2	2	0	0	5
VIC - Melbourne - South East	0	3	57	43	1	0	104
VIC - Melbourne - West	0	4	231	117	7	0	359
VIC - Mornington Peninsula	0	2	2	8	6	3	21
VIC - North West	0	0	2	0	0	0	2
VIC - Shepparton	0	12	8	5	0	0	25
VIC - Warrnambool and South West	0	2	4	5	1	0	12
<b>WA</b>	<b>0</b>	<b>43</b>	<b>235</b>	<b>9</b>	<b>46</b>	<b>7</b>	<b>340</b>
WA - Bunbury	0	0	5	0	0	0	5
WA - Mandurah	0	1	30	2	9	0	42
WA - Perth - Inner	0	0	14	0	0	5	19
WA - Perth - North East	0	0	33	0	1	0	34
WA - Perth - North West	0	1	40	3	1	0	45
WA - Perth - South East	0	41	49	3	14	1	108
WA - Perth - South West	0	0	57	1	18	1	77
WA - Western Australia - Outback (North)	0	0	0	0	0	0	0
WA - Western Australia - Outback (South)	0	0	4	0	3	0	7
<b>WA - Western Australia - Wheat Belt</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>
<b>Total</b>	<b>0</b>	<b>313</b>	<b>2,274</b>	<b>565</b>	<b>193</b>	<b>33</b>	<b>3,378</b>

**Table P.11 Number of Participants with identified SDA needs by status and SA4 Region as at 31 March 2023** <sup>461</sup>

SA4 Region	Participants in an SDA dwelling and no evidence of seeking an alternative (legacy CRM data)	Participants in an SDA dwelling, seeking alternative (legacy CRM data)	Participants with SDA funding	Additional Participants eligible for SDA (legacy CRM data)	Total Participants with SDA funding or an SDA need
<b>ACT</b>	<b>270</b>	<b>52</b>	<b>322</b>	<b>11</b>	<b>333</b>
ACT - Australian Capital Territory	270	52	322	11	333
<b>NSW</b>	<b>5,933</b>	<b>1,472</b>	<b>7,405</b>	<b>341</b>	<b>7,746</b>
NSW - Capital Region	148	28	176	4	180
NSW - Central Coast	324	70	394	20	414
NSW - Central West	227	39	266	18	284
NSW - Coffs Harbour - Grafton	126	15	141	8	149
NSW - Far West and Orana	128	25	153	9	162
NSW - Hunter Valley exc Newcastle	196	35	231	17	248
NSW - Illawarra	270	68	338	10	348
NSW - Mid North Coast	192	30	222	12	234
NSW - Murray	121	40	161	4	165
NSW - New England and North West	140	30	170	5	175

<sup>461</sup> The total number of Participants with SDA funding is currently split into "Participants in SDA dwelling or Having SDA funding" and "Participants in SDA funding, seeking alternative". As business processes related to Home and Living decisions have migrated to the new ICT system, the data capture required for these splits is no longer consistently maintained. Work is underway to provide splits that better reflect if Participants are utilising SDA supports, or are utilising SDA supports but seeking alternatives or have SDA funding but aren't utilising that funding. Similarly, the data capture required to report on "Participants not in SDA, seeking dwelling" is no longer consistently maintained. Instead, this report will move forward to show the additional number of Participants who have been found eligible for SDA funding.

SA4 Region	Participants in an SDA dwelling and no evidence of seeking an alternative (legacy CRM data)	Participants in an SDA dwelling, seeking alternative (legacy CRM data)	Participants with SDA funding	Additional Participants eligible for SDA (legacy CRM data)	Total Participants with SDA funding or an SDA need
NSW - Newcastle and Lake Macquarie	449	77	526	24	550
NSW - Richmond - Tweed	198	50	248	11	259
NSW - Riverina	128	32	160	8	168
NSW - Southern Highlands and Shoalhaven	132	28	160	5	165
NSW - Sydney - Baulkham Hills and Hawkesbury	190	59	249	8	257
NSW - Sydney - Blacktown	344	59	403	10	413
NSW - Sydney - City and Inner South	117	16	133	7	140
NSW - Sydney - Eastern Suburbs	87	11	98	4	102
NSW - Sydney - Inner South West	332	90	422	23	445
NSW - Sydney - Inner West	156	9	165	11	176
NSW - Sydney - North Sydney and Hornsby	191	45	236	12	248
NSW - Sydney - Northern Beaches	163	89	252	5	257
NSW - Sydney - Outer South West	190	46	236	17	253
NSW - Sydney - Outer West and Blue Mountains	369	122	491	28	519
NSW - Sydney - Parramatta	336	135	471	28	499
NSW - Sydney - Ryde	240	102	342	9	351
NSW - Sydney - South West	246	59	305	19	324
NSW - Sydney - Sutherland	193	63	256	5	261
<b>NT</b>	<b>259</b>	<b>19</b>	<b>278</b>	<b>15</b>	<b>293</b>
NT - Darwin	151	13	164	7	171
NT - Northern Territory - Outback	107	6	113	8	121
NT - Other	1	0	1	0	1
<b>QLD</b>	<b>2,561</b>	<b>827</b>	<b>3,388</b>	<b>340</b>	<b>3,728</b>
QLD - Brisbane - East	110	23	133	16	149
QLD - Brisbane - North	115	36	151	22	173
QLD - Brisbane - South	134	25	159	27	186
QLD - Brisbane - West	80	33	113	20	133
QLD - Brisbane Inner City	75	28	103	13	116
QLD - Cairns	138	27	165	7	172
QLD - Central Queensland	135	23	158	9	167
QLD - Darling Downs - Maranoa	49	9	58	8	66
QLD - Gold Coast	228	121	349	39	388
QLD - Ipswich	293	93	386	53	439
QLD - Logan - Beaudesert	175	85	260	22	282
QLD - Mackay - Isaac - Whitsunday	63	6	69	5	74
QLD - Moreton Bay - North	172	78	250	26	276
QLD - Moreton Bay - South	75	36	111	11	122
QLD - Queensland - Outback	4	1	5	2	7
QLD - Sunshine Coast	164	68	232	21	253
QLD - Toowoomba	213	36	249	11	260
QLD - Townsville	130	35	165	12	177
QLD - Wide Bay	207	64	271	16	287
QLD - Other	1	0	1	0	1
<b>SA</b>	<b>1,828</b>	<b>488</b>	<b>2,316</b>	<b>133</b>	<b>2,449</b>

SA4 Region	Participants in an SDA dwelling and no evidence of seeking an alternative (legacy CRM data)	Participants in an SDA dwelling, seeking alternative (legacy CRM data)	Participants with SDA funding	Additional Participants eligible for SDA (legacy CRM data)	Total Participants with SDA funding or an SDA need
SA - Adelaide - Central and Hills	218	82	300	22	322
SA - Adelaide - North	557	190	747	35	782
SA - Adelaide - South	554	122	676	42	718
SA - Adelaide - West	228	56	284	16	300
SA - Barossa - Yorke - Mid North	55	2	57	5	62
SA - South Australia - Outback	53	6	59	6	65
SA - South Australia - South East	163	30	193	7	200
<b>TAS</b>	<b>500</b>	<b>39</b>	<b>539</b>	<b>31</b>	<b>570</b>
TAS - Hobart	238	7	245	14	259
TAS - Launceston and North East	129	18	147	7	154
TAS - South East	7	0	7	1	8
TAS - West and North West	126	14	140	9	149
<b>VIC</b>	<b>5,365</b>	<b>1,332</b>	<b>6,697</b>	<b>362</b>	<b>7,059</b>
VIC - Ballarat	196	81	277	15	292
VIC - Bendigo	155	42	197	14	211
VIC - Geelong	302	91	393	24	417
VIC - Hume	157	16	173	4	177
VIC - Latrobe - Gippsland	235	51	286	21	307
VIC - Melbourne - Inner	222	104	326	33	359
VIC - Melbourne - Inner East	388	69	457	15	472
VIC - Melbourne - Inner South	398	87	485	21	506
VIC - Melbourne - North East	597	137	734	28	762
VIC - Melbourne - North West	245	49	294	26	320
VIC - Melbourne - Outer East	516	133	649	30	679
VIC - Melbourne - South East	589	143	732	45	777
VIC - Melbourne - West	508	129	637	30	667
VIC - Mornington Peninsula	274	78	352	25	377
VIC - North West	241	51	292	10	302
VIC - Shepparton	151	26	177	10	187
VIC - Warrnambool and South West	191	45	236	11	247
<b>WA</b>	<b>1,586</b>	<b>149</b>	<b>1,735</b>	<b>96</b>	<b>1,831</b>
WA - Bunbury	72	3	75	3	78
WA - Mandurah	63	8	71	6	77
WA - Perth - Inner	80	18	98	6	104
WA - Perth - North East	276	17	293	12	305
WA - Perth - North West	379	27	406	16	422
WA - Perth - South East	408	43	451	26	477
WA - Perth - South West	205	28	233	15	248
WA - Western Australia - Outback (North)	23	1	24	6	30
WA - Western Australia - Outback (South)	41	4	45	5	50
WA - Western Australia - Wheat Belt	39	0	39	1	40
Missing	0	0	0	0	0
<b>Total</b>	<b>18,302</b>	<b>4,378</b>	<b>22,680</b>	<b>1,329</b>	<b>24,009</b>



**Table P.12 Number of Participants seeking SDA dwelling by SA4 Region and Design Category as at 31 March 2023** <sup>462</sup>

SA4 Region	Not Defined	Improved Liveability	High Physical Support	Robust	Fully Accessible	Total participants seeking SDA (legacy CRM data)	Percentage of participants seeking SDA dwellings
<b>ACT</b>	<b>6</b>	<b>15</b>	<b>22</b>	<b>3</b>	<b>17</b>	<b>63</b>	<b>19%</b>
ACT - Australian Capital Territory	6	15	22	3	17	63	19%
<b>NSW</b>	<b>230</b>	<b>674</b>	<b>467</b>	<b>92</b>	<b>350</b>	<b>1,813</b>	<b>23%</b>
NSW - Capital Region	3	10	7	0	12	32	18%
NSW - Central Coast	14	32	34	1	9	90	22%
NSW - Central West	16	20	10	2	9	57	20%
NSW - Coffs Harbour - Grafton	2	11	4	2	4	23	15%
NSW - Far West and Orana	4	15	9	2	4	34	21%
NSW - Hunter Valley exc Newcastle	10	13	13	4	12	52	21%
NSW - Illawarra	8	21	26	0	23	78	22%
NSW - Mid North Coast	6	17	6	4	9	42	18%
NSW - Murray	4	22	7	6	5	44	27%
NSW - New England and North West	5	14	8	0	8	35	20%
NSW - Newcastle and Lake Macquarie	16	25	30	10	20	101	18%
NSW - Richmond - Tweed	6	20	13	6	16	61	24%
NSW - Riverina	6	19	8	2	5	40	24%
NSW - Southern Highlands and Shoalhaven	3	19	7	1	3	33	20%
NSW - Sydney - Baulkham Hills and Hawkesbury	2	34	16	5	10	67	26%
NSW - Sydney - Blacktown	14	22	13	5	15	69	17%
NSW - Sydney - City and Inner South	7	7	4	1	4	23	16%
NSW - Sydney - Eastern Suburbs	2	10	3	0	0	15	15%
NSW - Sydney - Inner South West	15	33	38	5	22	113	25%
NSW - Sydney - Inner West	6	8	2	1	3	20	11%
NSW - Sydney - North Sydney and Hornsby	8	18	16	6	9	57	23%
NSW - Sydney - Northern Beaches	2	48	23	0	21	94	37%
NSW - Sydney - Outer South West	12	27	11	1	12	63	25%
NSW - Sydney - Outer West and Blue Mountains	18	58	34	9	31	150	29%
NSW - Sydney - Parramatta	16	46	62	5	34	163	33%
NSW - Sydney - Ryde	6	53	22	5	25	111	32%
NSW - Sydney - South West	11	23	25	4	15	78	24%
NSW - Sydney - Sutherland	8	29	16	5	10	68	26%
<b>NT</b>	<b>6</b>	<b>10</b>	<b>9</b>	<b>1</b>	<b>8</b>	<b>34</b>	<b>12%</b>
NT - Darwin	1	8	6	1	4	20	12%
NT - Northern Territory - Outback	5	2	3	0	4	14	12%
<b>QLD</b>	<b>134</b>	<b>260</b>	<b>393</b>	<b>80</b>	<b>300</b>	<b>1,167</b>	<b>31%</b>
QLD - Brisbane - East	4	8	12	4	11	39	26%
QLD - Brisbane - North	4	22	19	5	8	58	34%
QLD - Brisbane - South	4	11	16	3	18	52	28%
QLD - Brisbane - West	3	8	28	1	13	53	40%

<sup>462</sup> As business processes related to Home and Living decisions have migrated to the new ICT system, the data capture required for 'Participants seeking SDA' is no longer consistently maintained. Work is underway to better identify if Participants are utilising SDA supports, or are utilising SDA supports but seeking alternatives or have SDA funding but aren't utilising that funding. Similarly, the data capture required to report on "Participants not in SDA, seeking dwelling" is no longer consistently maintained. Instead, this report will move forward to show the additional number of Participants who have been found eligible for SDA funding.

SA4 Region	Not Defined	Improved Liveability	High Physical Support	Robust	Fully Accessible	Total participants seeking SDA (legacy CRM data)	Percentage of participants seeking SDA dwellings
QLD - Brisbane Inner City	5	6	21	0	9	41	35%
QLD - Cairns	2	4	18	0	10	34	20%
QLD - Central Queensland	6	10	8	3	5	32	19%
QLD - Darling Downs - Maranoa	3	7	4	0	3	17	26%
QLD - Gold Coast	17	23	62	7	51	160	41%
QLD - Ipswich	10	43	41	16	36	146	33%
QLD - Logan - Beaudesert	13	14	30	16	34	107	38%
QLD - Mackay - Isaac - Whitsunday	4	5	2	0	0	11	15%
QLD - Moreton Bay - North	15	27	32	6	24	104	38%
QLD - Moreton Bay - South	7	3	21	3	13	47	39%
QLD - Queensland - Outback	2	0	0	0	1	3	43%
QLD - Sunshine Coast	10	12	34	10	23	89	35%
QLD - Toowoomba	8	16	10	2	11	47	18%
QLD - Townsville	6	17	14	0	10	47	27%
QLD - Wide Bay	11	24	21	4	20	80	28%
<b>SA</b>	<b>61</b>	<b>234</b>	<b>155</b>	<b>26</b>	<b>145</b>	<b>621</b>	<b>25%</b>
SA - Adelaide - Central and Hills	11	32	44	2	15	104	32%
SA - Adelaide - North	24	77	51	12	61	225	29%
SA - Adelaide - South	12	63	42	7	40	164	23%
SA - Adelaide - West	6	31	12	5	18	72	24%
SA - Barossa - Yorke - Mid North	2	2	3	0	0	7	11%
SA - South Australia - Outback	3	8	1	0	0	12	18%
SA - South Australia - South East	3	21	2	0	11	37	19%
<b>TAS</b>	<b>15</b>	<b>24</b>	<b>18</b>	<b>0</b>	<b>13</b>	<b>70</b>	<b>12%</b>
TAS - Hobart	8	6	3	0	4	21	8%
TAS - Launceston and North East	6	9	7	0	3	25	16%
TAS - South East	0	0	0	0	1	1	13%
TAS - West and North West	1	9	8	0	5	23	15%
<b>VIC</b>	<b>270</b>	<b>653</b>	<b>386</b>	<b>113</b>	<b>272</b>	<b>1,694</b>	<b>24%</b>
VIC - Ballarat	16	42	14	7	17	96	33%
VIC - Bendigo	8	25	8	8	7	56	27%
VIC - Geelong	15	41	26	12	21	115	28%
VIC - Hume	4	7	1	0	8	20	11%
VIC - Latrobe - Gippsland	14	34	8	3	13	72	23%
VIC - Melbourne - Inner	22	23	64	1	27	137	38%
VIC - Melbourne - Inner East	13	32	22	5	12	84	18%
VIC - Melbourne - Inner South	15	41	27	8	17	108	21%
VIC - Melbourne - North East	26	58	39	13	29	165	22%
VIC - Melbourne - North West	14	19	20	11	11	75	23%
VIC - Melbourne - Outer East	24	76	28	13	22	163	24%
VIC - Melbourne - South East	34	69	52	14	19	188	24%
VIC - Melbourne - West	27	43	49	9	31	159	24%
VIC - Mornington Peninsula	13	57	10	3	20	103	27%
VIC - North West	13	31	5	3	9	61	20%

SA4 Region	Not Defined	Improved Liveability	High Physical Support	Robust	Fully Accessible	Total participants seeking SDA (legacy CRM data)	Percentage of participants seeking SDA dwellings
VIC - Shepparton	4	24	3	1	4	36	19%
VIC - Warrnambool and South West	8	31	10	2	5	56	23%
<b>WA</b>	<b>36</b>	<b>44</b>	<b>99</b>	<b>6</b>	<b>60</b>	<b>245</b>	<b>13%</b>
WA - Bunbury	0	2	3	0	1	6	8%
WA - Mandurah	5	4	1	0	4	14	18%
WA - Perth - Inner	5	1	12	1	5	24	23%
WA - Perth - North East	2	5	17	0	5	29	10%
WA - Perth - North West	5	5	19	3	11	43	10%
WA - Perth - South East	11	16	26	1	15	69	14%
WA - Perth - South West	5	7	16	1	14	43	17%
WA - Western Australia - Outback (North)	0	2	2	0	3	7	23%
WA - Western Australia - Outback (South)	2	2	3	0	2	9	18%
WA - Western Australia - Wheat Belt	1	0	0	0	0	1	3%
<b>Missing</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
<b>Total</b>	<b>758</b>	<b>1,914</b>	<b>1,549</b>	<b>321</b>	<b>1,165</b>	<b>5,707</b>	<b>24%</b>