



# Quarterly Report

January to March 2024

Easy Read version



**ndis**

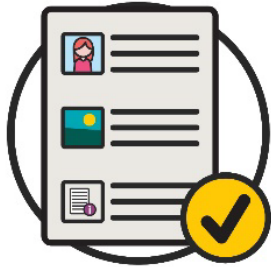
[ndis.gov.au](https://www.ndis.gov.au)

## How to use this report



The National Disability Insurance Agency (NDIA) wrote this report.

When you see the word 'we', it means the NDIA.



We wrote this report in an easy to read way.

We use pictures to explain some ideas.

# **Bold**

We wrote some important words in **bold**.

# Not bold

This means the letters are thicker and darker.



We explain what these bold words mean.

There is a list of these words on page **42**.



This Easy Read is a summary of another report.

This means it only includes the most important ideas.



You can find the other report on our website.

[www.ndis.gov.au/about-us/publications/  
quarterly-reports](http://www.ndis.gov.au/about-us/publications/quarterly-reports)



You can ask for help to read this report.

A friend, family member or support person  
may be able to help you.



This document is quite long.

It includes a lot of information.

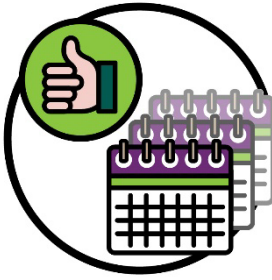


You don't need to read it all at once.

## What's in this report?

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## What is this report about?



We want to make sure the NDIS:

- works well
- lasts a long time.



We look at lots of **data** to make sure this happens.



When we talk about data, we mean:

- facts
- information
- records.

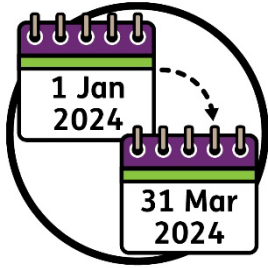


We write a report every 3 months.

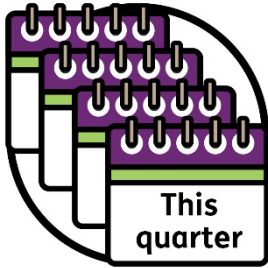
3 months is a quarter of a year.

So we call our report a Quarterly Report.

This Quarterly Report is about what we did from:



- 1 January 2024
- to
- 31 March 2024.

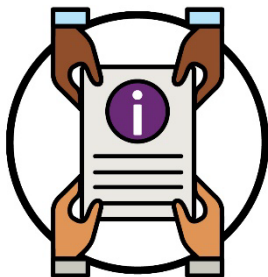


In this report, we just say 'this quarter'.

Our Quarterly Report includes:



- the data we collected



- the information we shared



- how we worked with the community.



A **minister** leads an area of the government.



We give the Quarterly Report to the:

- NDIS minister
- minister for disability in each state and territory.



And we share the Quarterly Report with the community.

## Who took part in the NDIS?



**Participants** are people with disability who take part in the NDIS.



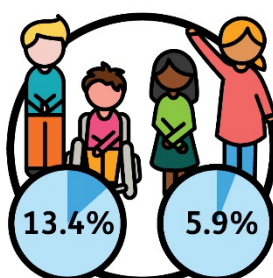
On 1 March 2024, the NDIS had 649,623 participants.



This included 153,174 children younger than 9.



We also look at how many people take part in the NDIS out of all Australians.



It's quite high for children who are 5–7 years old.

13.4% of boys this age take part in the NDIS.

And it's about 5.9% of girls.



It's a lot less for adults who are 35 to 45 years old.

About 1% of all Australians this age take part in the NDIS.



But it gets a bit higher for people who are older than 56.

About 2% of all Australians this age take part in the NDIS.



7,905 participants joined the NDIS in this quarter.



In this quarter, this included around 8,404 children younger than 15.

In this quarter, this also included:



- 919 First Nations peoples



- 224 people who live very far away from cities and towns



- 587 people from **culturally and linguistically diverse (CALD)** backgrounds.



CALD people:

- come from different cultures and backgrounds
- speak languages other than English.

## Younger people in residential aged care



**Residential aged care** is where older people live when they can't live in their home anymore.



Some people under the age of 65 need to live in residential aged care.

But this doesn't happen very often.



We want to support people under the age of 65 to move out of residential aged care if they want.



Over the last 3 months, there are less people under 65 who:

- live in residential aged care
- move into residential aged care.



Our goal is for no one under 65 to live in residential aged care by 2025.



But there might still be some people under 65 who need to live in residential aged care.

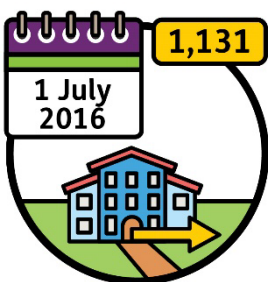
In this quarter:



- 1,307 participants under 65 lived in residential aged care



- 28 participants under 45 lived in residential aged care.



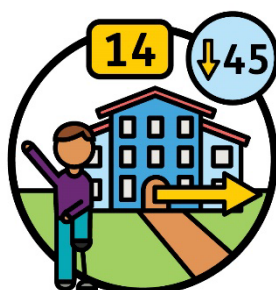
1,131 participants have moved out of residential aged care since 1 July 2016.

And moved into homes that suit their needs better.

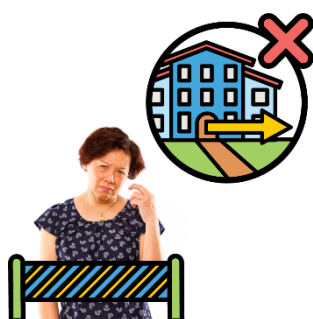
In this quarter:



- 435 young people want to move out of residential aged care



- 14 people under 45 want to move out of residential aged care.



We want to learn about what **barriers** participants face when they don't want to move out of residential aged care.

Barriers are things that stop you from doing what you want or need to do.



This includes what barriers people who support them face.



You can go to the DSS website to find out more about how the Australian Government plans to support young people.

[www.dss.gov.au/disability-and-carers/programmes-services/for-people-with-disability/younger-people-with-disability-in-residential-aged-care-initiative](http://www.dss.gov.au/disability-and-carers/programmes-services/for-people-with-disability/younger-people-with-disability-in-residential-aged-care-initiative)

## Participants leaving hospital

When participants are ready to leave hospital, we help them leave:



- safely



- as soon as possible.



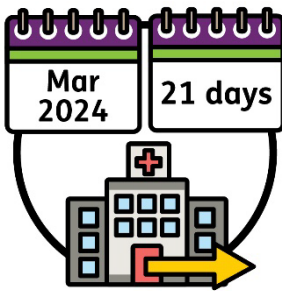
We want to make staying in hospital better for participants.



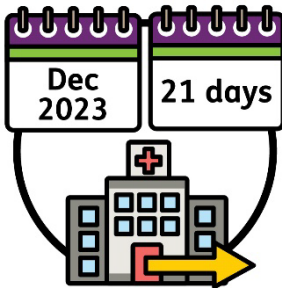
This includes making it easier for participants to know what support they will have when they leave hospital.



We offer participants a hospital discharge plan to support them when they leave hospital.



In March 2024, it took 21 days for participants to leave hospital.



And in December 2023, it took around 21 days for participants ready for discharge to leave hospital.



Our goal was to contact participants within 4 days of knowing they were in hospital.



We did this 78% of the time for the March 2024 quarter.



We also added more **Health Liaison Officers (HLOs)** to work in hospitals.



HLOs help health services and the NDIS work together to make sure participants get the right support.

## Taking part in the community and work



We looked at participants who have been in the NDIS for at least 2 years.



They took part in more community activities than they did before they joined the NDIS.

And more participants take part in these activities the longer they are part of the NDIS.



More participants aged 15 to 24 years old work and have jobs.

## Participant outcomes



**Outcomes** are important results we want to achieve.



Our recent outcomes reports look at data until 30 June 2022.

These reports are about:



- participants



- families and carers.



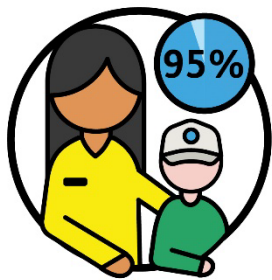
The reports share what outcomes are going well.

And where people need more support.

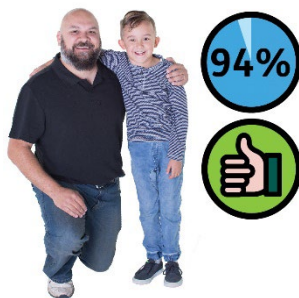
## Participants 0 to 14 years old



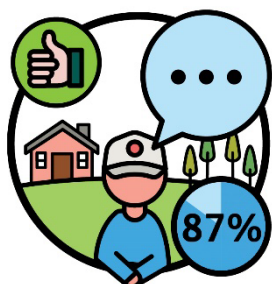
We found out about young participants who haven't started school yet.



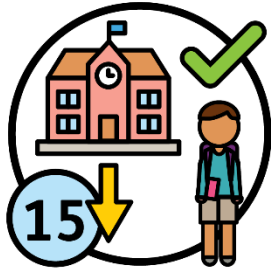
95% of their parents and carers used specialist services to support them.



And 94% of parents and carers said the NDIS has helped their child develop.



87% of parents and carers said the NDIS has helped their child's skill to communicate what they want.



We also found out about participants who:

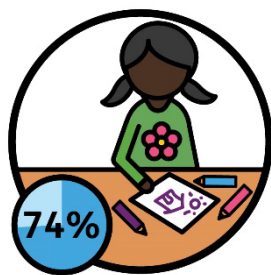
- have started school
- are younger than 15 years old.



More of these children are learning and taking part in education.



And more schools are understanding what goals participants have for their learning.



74% of parents said their child is more **independent**.



When you are independent, you can do things:

- for yourself
- on your own.

## Participants 15 years old and older

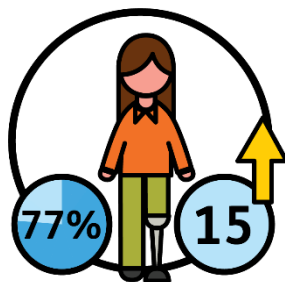


Participants 15 years old and older who have been in the NDIS for at least 2 years shared they take part in more community activities.

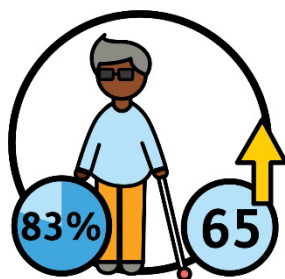


And more young people have jobs that pay them. This has gone up to 23%.

More people are saying the NDIS has given them more choice and control, including:



- 77% of people aged 15 years old and over

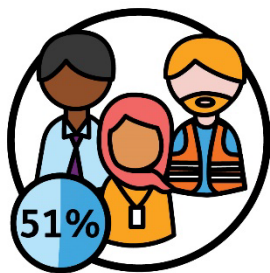


- 83% of people aged 65 and over.

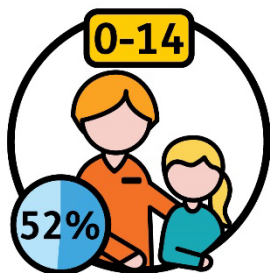
## Families and carers



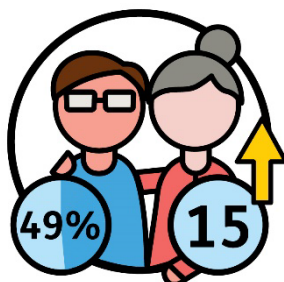
More families and carers of participants under 25 years old are reaching their work outcomes.



Overall, 51% of parents and carers for all participants have jobs that pay them.



This is 52% of parents and carers of participants aged 0–14 years old.



But it's only 49% of parents and carers of participants aged 15 years old and over.

## What did participants say about the NDIS?

In this quarter:



- 58% of participants said their experience of applying to take part in the NDIS was good or very good



- 64% of participants said their experience getting ready to make their plan was good or very good



- 65% of participants said their experience of making a plan was good or very good



- 67% of participants said their experience of **plan reassessment** was good or very good.



When we do a plan reassessment, we check to see if the supports in your plan still work well for you.

## Reviewing our decisions



When we **review** something, we check to see what:

- works well
- needs to be better.

The **Administrative Appeals Tribunal (AAT)**

is a government organisation that is separate to the NDIS.



They review our decisions about:

- who can join the NDIS
- NDIS plans.



This quarter, participants asked the AAT to review 681 new cases.

Every case is about a decision we made.



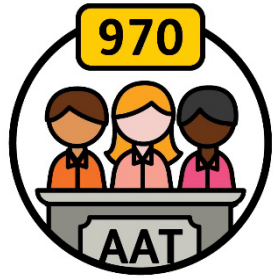
These decisions we made were about if supports were:

- reasonable – it is fair
- necessary – you need it.



We are learning from this so we can make our decisions:

- fairer
- the same every time.



There were 970 AAT cases closed this quarter.



For most cases, we found a way to agree with participants about what should happen before the AAT needed to make a decision.

Since the NDIS started, only 354 cases needed a **hearing** with:



- us
- the participant who asked the AAT to review our decision.



A hearing is an important meeting.

Everyone explains what they think should happen.

And then the AAT makes a decision.

## What supports do participants use?



**Funding** is the money from your plan that pays for the supports and services you need.



Between the March 2022 quarter and March 2024 quarter, funding payments have grown by 48%.



More participants use plan managers instead of the NDIS managing their plan.



53% of participants used a plan manager at the end of December 2021.



56% of participants used a plan manager at the end of March 2024.

## Home and living supports



We are working to give you more options to get support at home.



We can also help you be independent in your own home.



Participants can ask us for home and living supports if the NDIS can help them work towards their goals.



We will work out if these supports are:

- reasonable
- necessary.



This quarter we made decisions about 4,902 applications for home and living supports.



Another 1,853 applications were still open at the end of the quarter.

They might be waiting for:



- a decision

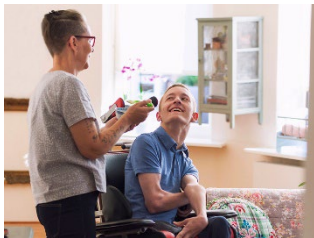


- changes to funding.

## Supported Independent Living

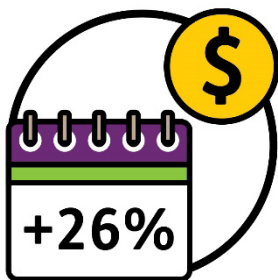


More participants receive funding for **supported independent living (SIL)**.



SIL is help with day-to-day tasks around your home so you can:

- do things for yourself
- learn new skills.



Funding for SIL grew 26% each year for the past 2 years.



At the end of March 2024, 34,310 participants had SIL funding.

## Who did we work with?



We want to keep working with the community to make the NDIS the best it can be.

We call this co-design.

This includes working with:



- people with disability



- families and carers



- people who speak up for people with disability.



We work with different groups of people to do this.



This quarter we kept working with the **Independent Advisory Council (IAC)**.

They are a group of people who help us understand what people with disability need.



This quarter, the IAC continued to give us advice in many areas.



We also kept working with the **Co-design Advisory Group**.

They are a group of people from the community who give us advice about our plans.

Some IAC members are also part of this group.



The Co-design Advisory Group includes people from different organisations that:

- speak up for people with disability
- share their experiences with us.

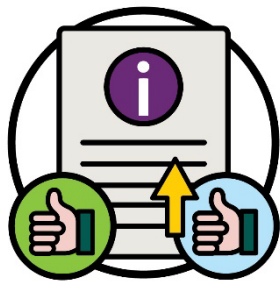
This group works together to:



- make sure we listen to what the community thinks about the NDIS



- give us advice about co-design.



They also collect information about co-design, including what:

- is working well
- can be done better.

And they work together to learn more about:



- the problems the NDIS face



- what co-design needs to focus on.

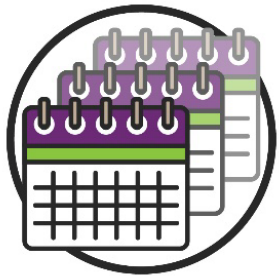


In the last 3 months, the Co-design Advisory Group agreed to the Co-design Evaluation Framework.



The Evaluation Framework is a way to measure:

- how we work with the community
- results for participants.



They also worked on making sure the NDIS lasts a long time.



They shared their ideas about our co-design plan.

This includes:

- meetings to improve the myNDIS app
- important ideas we want to follow.



The Co-design Advisory Group has met 2 times this quarter.

## Sharing information



On 15 May 2024, we shared our second quarterly report.

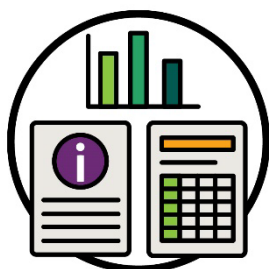
On our website, we updated:



- data
- the 'explore data' tool.

You can read more on our website.

[dataresearch.ndis.gov.au](https://dataresearch.ndis.gov.au)



We shared lots of data about how well the NDIS is working.



We also shared information about what happens in the NDIS.

## Making sure the NDIS lasts a long time

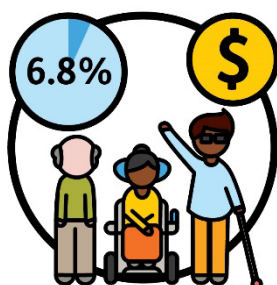


More participants join the NDIS each year.



Over the last 4 years, the amount of funding for participants went up:

- from \$17.6 billion
- to \$30.9 billion.



And from 1 April 2022 to 31 March 2024, the average amount of funding that participants receive went up by 6.8% each year.



The amount of money it costs for funding each year changes.

This is because participants need different supports.

For example, funding is higher for participants who:



- use SIL
- or
- are adults.



And funding is lower for participants who are children.

The amount of money it costs to run the NDIS went up:



- from \$1.31 billion in 2018–2019

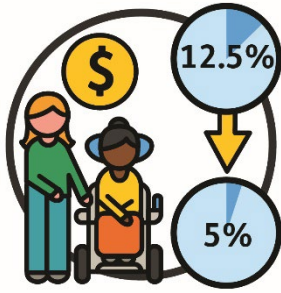


- to \$1.83 billion in 2022–2023.



The amount of money it costs to run the NDIS went up again in 2023–2024.

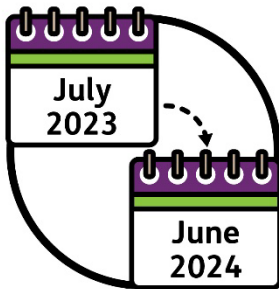
It went up to \$1.53 billion.



But now it costs less money to support each participant.

This went down:

- from 12.5% in 2019
- to 5% this financial year.



This financial year is from July 2023 to June 2024.



We write another report that we share each year.

It's called the Annual Financial Sustainability Report (AFSR).



The AFSR uses data from the past 10 years.

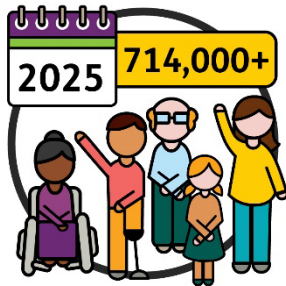
This is when the NDIS started.



We use that data to work out how much the NDIS will cost in the future.

## Participants

The AFSR says we expect the NDIS to have more than:



- 714,000 participants by June 2025



- 792,000 participants by June 2027



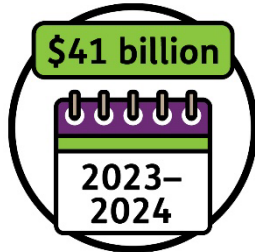
- 1 million participants by June 2033.



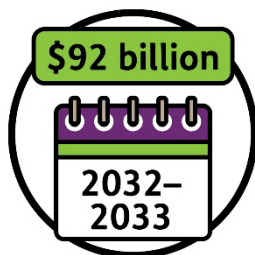
There are more participants in 2023 to 2027 since the AFSR we wrote last year.

## Total amount of funding

We expect the total amount of funding for all participants to be:



- about \$41 billion in 2023–2024



- about \$92 billion in 2032–2033.



We expect NDIS funding to be \$193.7 billion over the next 4 years.



You can read an Easy Read version of the AFSR on our website.

[www.ndis.gov.au/about-us/publications/annual-financial-sustainability-reports](http://www.ndis.gov.au/about-us/publications/annual-financial-sustainability-reports)

## More information

For more information about this report, please contact us.



You can visit our website.

[www.ndis.gov.au](http://www.ndis.gov.au)



You can call us.

**1800 800 110**



You can follow us on Facebook.

[www.facebook.com/NDISAus](http://www.facebook.com/NDISAus)



You can follow us on Twitter.

**@NDIS**

Twitter is also called X.

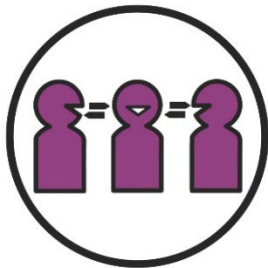
## Support to talk to us



You can talk to us online using our webchat feature at the top of our website.

[www.ndis.gov.au](http://www.ndis.gov.au)

If you speak a language other than English, you can call:



Translating and Interpreting Service (TIS)

**131 450**

If you have a speech or hearing impairment, you can call:



TTY

**1800 555 677**



Speak and Listen

**1800 555 727**



National Relay Service

**133 677**

[www.relayservice.gov.au](http://www.relayservice.gov.au)

## Word list

This list explains what the **bold** words in this document mean.



### **Administrative Appeals Tribunal (AAT)**

The AAT is a government organisation that:

- reviews decisions about the NDIS
- makes their own decisions.



### **Barriers**

Barriers are things that stop you from doing what you want or need to do.



### **Co-design Advisory Group**

The Co-design Advisory Group is a group of people from the community who give us advice about our plans.



### **Culturally and linguistically diverse (CALD)**

CALD people:

- come from different cultures and backgrounds
- speak languages other than English.

## Data



When we talk about data, we mean:

- facts
- information
- records.



## Funding

Funding is the money from your plan that pays for the supports and services you need.



## Health Liaison Officers (HLOs)

HLOs help health services and the NDIS work together to make sure participants get the right support.



## Hearing

A hearing is an important meeting.

Everyone explains what they think should happen.

And then AAT makes a decision.



## Independent

When you are independent, you can do things:

- for yourself
- on your own.



## Independent Advisory Council (IAC)

The IAC is a group of people who help us understand what people with disability need.



## Minister

A minister leads an area of the government.



## Outcomes

Outcomes are important results we want to achieve.



### Participants

Participants are people with disability who take part in the NDIS.



### Plan reassessment

When we do a plan reassessment, we check to see if the supports in your plan still work well for you.



### Residential aged care

Residential aged care is where older people live when they can't live in their home anymore.

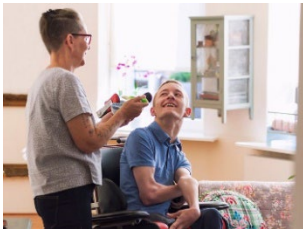


## Review

When we review something, you check to see what:

- works well
- needs to be better.

## Supported Independent Living (SIL)



SIL is help with day-to-day tasks around your home so you can:

- do things for yourself
- learn new skills.



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