

Appendix A:

Key definitions

Access request: A formal request by an individual for a determination of eligibility to access the Scheme.

Access requirements: The criteria someone must meet to become a participant in the NDIS. The access requirements are: age (under 65 years); residency (live in Australia and be an Australian citizen or have paperwork to live here permanently); disability: a disability which is permanent and significant, or early intervention (support is required early to help reduce the future needs for supports).

Active participant: Those who have been determined eligible and have an approved plan. (There are also cases where a participant's plan has expired and a new plan has not formally commenced, but they have not exited the Scheme. These individuals are also counted as active participants).

Active provider: A person or provider of supports who has received payment for supporting participants within the reporting period.

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

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

Assistive Technology (AT): The full range of technological solutions that allow people with disability to be more independent and more connected. The primary purpose of AT is to maintain or improve an individual's functioning and independence to make participation possible (at home, school, workplace and/or community) and to enhance overall well-being.

Average annualised committed supports: Annualised committed supports divided by the number of active participants. The annualised committed supports are the committed supports (on the current plan) scaled to a 12 month period.

Average payments: Average payments are calculated as the sum of the payments in the 12 months prior to the date of the report, divided by the average number of participants that are active per working day in each month over the same period.

Bilateral Agreement: An agreement between the Commonwealth and a State or Territory that formalises the commitments of each government in relation to NDIS.

Bilateral estimates: Estimates for the number of people expected to enter the NDIS by quarter in each State and Territory. These figures are estimates only.

Carer: Someone who provides personal care, support and assistance to a person with a disability and who is not contracted as a paid or voluntary worker.

Committed support: The cost of supports contained within a participant's plan, approved to be provided to support a participant's needs. In some sections of this report, this amount is annualised to allow for comparison of plans of different lengths.

Complaints: An expression of dissatisfaction indicating that an experience with the NDIA or a related entity is displeasing or unacceptable and requires a resolution.

Culturally and Linguistically Diverse (CALD): Country of birth is not Australia, New Zealand, the United Kingdom, Ireland, the United States of America, Canada or South Africa, or primary language spoken at home is not English. From September 2021, it excludes participants identifying as being part of First Nations Peoples.

Early Childhood Approach (ECA): The nationally consistent early childhood approach is for children younger than 6 with developmental delay or younger than 9 with disability. Children younger than 6 who do not fully meet the definition of developmental delay and have developmental concerns will also be supported through the early childhood approach.

Early Connections: Early connections are part of the nationally consistent early childhood approach, to support children younger than 9 and their families. Early childhood partners link children and families to practical information, mainstream and community supports, and peer supports. Eligible children who are younger than 6 and have developmental concerns may also undertake a short-term program of early supports with the early childhood partner, designed to build capacity of the child and family and promote everyday learning. Depending on individual circumstances, a child may move through the early connections program to become an NDIS participant on either the permanent disability criteria of the NDIS Act (s.24) or the early intervention criteria of the NDIS Act (s.25).

First Nations Peoples: Identified as Aboriginal and/or Torres Strait Islander.

Individualised Living Options (ILO): Give people with disability more choice about where they live, who with and how they can use their NDIS funding. ILO funding supports participants to live where they choose, increase their independence and maximise their social and economic participation.

In-kind: Existing Commonwealth or State/Territory government programs delivered under existing block grant funding arrangements.

Internal Review of Decision request: An internal review of a decision the NDIA has made about participants under the NDIS Act (s.100).

Mainstream services: The government systems providing services to the Australian public e.g. health, mental health, education, justice, housing, child protection and employment services.

Market: Under the NDIS, the market is the place where participants and providers interact to trade for disability supports.

National Disability Insurance Agency (NDIA): The Commonwealth government organisation administering the NDIS.

National Disability Insurance Scheme (NDIS): Provides support for Australians with disability, their families and carers. In this report the NDIS is also referred to as 'the Scheme'.

On paid provider: A provider of supports paid by a participant or plan manager.

Outcomes framework questionnaires: One way in which the NDIA is measuring success for people with disability across 8 different life domains.

Paid Provider: A provider with a bank account into which the NDIA has made a payment. For Agency-managed payments this will be the support provider. For plan-managed payments this will be

the plan manager. For self-managed payments there is no paid provider as the participant is paid instead.

Participant: An individual whose access request has been determined 'eligible'. A participant can be made eligible under the permanent disability criteria of the NDIS Act (s.24) or the early intervention criteria of the NDIS Act (s.25).

Participant Critical Incident (PCI): Circumstances or information about allegations of serious harm occurring to a participant.

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

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

Payment: Made to participants or their nominees for supports received as part of a participant's plan, and to providers on behalf of participants as part of a participant's plan.

Plan: A written agreement worked out with each participant, stating their goals and needs and the reasonable and necessary supports the NDIS will fund for them.

Plan Manager: A Plan Manager must be a registered provider who is approved in relation to managing the funding of supports under plans mentioned in the NDIS Act s70(1)(a) (NDIS Act s9).

With respect to a payment request, a plan manager is any provider that has submitted claims associated with a plan managed budget/payment OR a provider that has submitted claims for plan management fees under the Choice and Control budget.

Pricing: Guidance on the price to be paid for each support item. For some items, such as personal care and community access, the amount indicates the maximum price the NDIA will pay for that support.

Provider of support / Support provider: The provider responsible for the provision of disability supports for a NDIS participant. With respect to a payment request, the support provider is the provider paid by the NDIA for Agency-managed payments (paid provider). For self and plan-managed payments the support provider is the provider paid by the participant or plan manager respectively (on paid provider).

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

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

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

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

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

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

Appendix B: Outcomes framework questionnaires

About the outcomes framework questionnaires

The NDIS outcomes framework questionnaires measure the medium and long-term benefits of the Scheme to participants. These questionnaires are one way the NDIA is measuring Scheme outcomes. The questionnaires collect baseline measures when participants enter the Scheme, and track future outcomes against baseline measures to assess progress. Baseline measures were collected from 98% of participants who received their initial plan since 1 July 2016.

The information collected from participants tracks how they are progressing across 8 life domains:

Choice and Control: Includes independence, decision-making and whether the participant would like to have more choice and control in their life.

Relationships: Relates to whether a participant has someone to call on for practical advice or emotional support, about contact with family and friends and about relationships with staff.

Health and Wellbeing: Relates to health, lifestyle and access to health services.

Work: Explores participants' experiences in the workforce and goals for employment.

Daily Living Activities: Explores how independent participants are in 9 areas of daily living, for example shopping and home cleaning.

Home: Relates to participants' satisfaction in their home 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.

Information is also collected from families and carers of participants, for example in relation to family/carer employment.

The outcomes framework questionnaires adopt a lifespan approach to measuring outcomes, recognising that different outcomes will be important to participants at different stages of their life. The information is collected as participants enter the Scheme, and as their plans are reviewed, so that the NDIA can track the type of supports that lead to the best outcomes.

Appendix C:

Approved plans and children accessing early connections

A detailed summary of children younger than 9 in the Scheme by State/Territory is shown in Table C.1, including children accessing early connections.

Table C.1 Summary of children younger than 9 who have approached the Scheme for support by jurisdiction and status ^{1 2 3 4}

State/ Territory	Active approved plans (children younger than 9 as at 30 June 2024)	Access met but yet to have an approved plan (children younger than 9 as at 30 June 2024)	Access request (no decision)	Children without an access request - Accessing early connections	Other children without an access request	Total accessing early connections	Total
NSW	47,591	1,018	3,978	3,305	<11	3,424	55,893
VIC	44,267	919	4,058	1,946	66	2,098	51,256
QLD	33,964	768	2,991	2,895	<11	2,989	40,627
SA	11,782	245	802	658	<11	676	13,488
WA	10,871	372	1,054	821	<11	841	13,125
TAS	2,482	50	234	164	<11	181	2,931
ACT	2,143	48	172	143	<11	144	2,506
NT	1,507	81	67	49	<11	49	1,705
OT	<11	<11	<11	<11	<11	<11	<11
Missing	<11	<11	17	<11	<11	<11	22
Total	154,616	3,501	13,373	9,986	86	10,408	181,562

¹ Early connections provide support for children younger than 9 and their families by linking them to practical information, mainstream and community supports, and peer supports. Eligible children who are younger than 6 and have developmental concerns may also undertake a short-term program of early supports with the early childhood partner.

² The number of children supported by the early childhood approach who are not receiving early connections in this figure does not include data from the new computer system.

³ The 13,373 for Access request (no decision) includes 2 children identified in the old computer system as waiting for early connections.

⁴ The lower numbers of children accessing early connections, and the higher numbers waiting for an access decision for the June 2024 quarter are attributed to adaptation to the new computer system and integration of new processes.

Appendix D: State/Territory – comparison of key metrics

This appendix compares key metrics presented in this report by State/Territory.

The national rollout of the NDIA's new computer system and processes started as planned on 30 October 2023. The Quarterly Report to the Disability Minister combines data from the old and new computer systems. This may lead to some minor restatements of information in this and future reports.

Table D.1 Active participants at 30 June 2024 ⁵

State/Territory	Active participant plans (Count)	Active participant plans (Percentage)
NSW	196,870	29.8%
VIC	177,009	26.8%
QLD	142,297	21.5%
WA	57,160	8.6%
SA	56,733	8.6%
TAS	14,145	2.1%
ACT	10,929	1.7%
NT	6,030	0.9%
OT	68	0.0%
Missing	26	0.0%
National	661,267	100.0%

The results for participants in OT and participants with Missing residing state information are not shown separately in tables on participant characteristics due to small numbers. However, they are included in the National totals for each table.

Table D.2 Number of active participant plans by age group at 30 June 2024

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	32,164	30,172	22,496	6,952	7,513	1,651	1,344	989	103,293
7 to 14	51,833	48,063	39,856	14,423	16,092	3,328	2,916	1,647	178,184
15 to 18	17,291	15,141	14,015	5,878	6,358	1,393	1,017	516	61,615
19 to 24	16,709	13,530	11,765	5,656	5,169	1,477	1,056	451	55,821
25 to 34	17,748	14,812	11,744	5,761	4,526	1,654	1,051	488	57,796
35 to 44	14,046	13,602	10,212	4,733	4,076	1,068	850	573	49,169
45 to 54	16,452	15,460	11,601	4,947	4,478	1,306	984	578	55,813
55 to 64	19,854	17,749	13,881	5,930	5,645	1,553	995	582	66,200
65+	10,773	8,480	6,727	2,880	2,876	715	716	206	33,376
Total	196,870	177,009	142,297	57,160	56,733	14,145	10,929	6,030	661,267

⁵ OT includes participants residing in Other Territories including Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

Table D.3 Proportion of active participant plans by age group at 30 June 2024

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	16%	17%	16%	12%	13%	12%	12%	16%	16%
7 to 14	26%	27%	28%	25%	28%	24%	27%	27%	27%
15 to 18	9%	9%	10%	10%	11%	10%	9%	9%	9%
19 to 24	8%	8%	8%	10%	9%	10%	10%	7%	8%
25 to 34	9%	8%	8%	10%	8%	12%	10%	8%	9%
35 to 44	7%	8%	7%	8%	7%	8%	8%	10%	7%
45 to 54	8%	9%	8%	9%	8%	9%	9%	10%	8%
55 to 64	10%	10%	10%	10%	10%	11%	9%	10%	10%
65+	5%	5%	5%	5%	5%	5%	7%	3%	5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table D.4 Number of active participant plans (participants in SIL) by age group at 30 June 2024

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	<11	<11	<11	<11	<11	<11	<11	<11	<11
7 to 14	<11	<11	<11	<11	<11	<11	<11	<11	12
15 to 18	89	65	83	28	43	14	<11	<11	333
19 to 24	935	495	616	253	271	109	47	70	2,796
25 to 34	1,782	1,024	1,198	511	476	198	93	103	5,386
35 to 44	1,822	1,275	1,186	554	504	158	111	109	5,719
45 to 54	2,480	1,592	1,404	662	643	197	143	122	7,243
55 to 64	3,103	2,120	1,810	830	827	270	152	140	9,252
65+	1,498	864	756	366	374	126	80	44	4,109
Total	11,714	7,439	7,054	3,204	3,139	1,072	634	592	34,850

Table D.5 Proportion of active participant plans (participants in SIL) by age group at 30 June 2024

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	n/a
7 to 14	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0%
15 to 18	1%	1%	1%	1%	1%	1%	n/a	n/a	1%
19 to 24	8%	7%	9%	8%	9%	10%	7%	12%	8%
25 to 34	15%	14%	17%	16%	15%	18%	15%	17%	15%
35 to 44	16%	17%	17%	17%	16%	15%	18%	18%	16%
45 to 54	21%	21%	20%	21%	20%	18%	23%	21%	21%
55 to 64	26%	28%	26%	26%	26%	25%	24%	24%	27%
65+	13%	12%	11%	11%	12%	12%	13%	7%	12%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table D.6 Number of active participant plans (participants not in SIL) by age group at 30 June 2024

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	32,164	30,172	22,496	6,952	7,513	1,651	1,344	989	103,293
7 to 14	51,828	48,059	39,855	14,423	16,091	3,328	2,915	1,647	178,172
15 to 18	17,202	15,076	13,932	5,850	6,315	1,379	1,010	512	61,282
19 to 24	15,774	13,035	11,149	5,403	4,898	1,368	1,009	381	53,025
25 to 34	15,966	13,788	10,546	5,250	4,050	1,456	958	385	52,410
35 to 44	12,224	12,327	9,026	4,179	3,572	910	739	464	43,450
45 to 54	13,972	13,868	10,197	4,285	3,835	1,109	841	456	48,570
55 to 64	16,751	15,629	12,071	5,100	4,818	1,283	843	442	56,948
65+	9,275	7,616	5,971	2,514	2,502	589	636	162	29,267
Total	185,156	169,570	135,243	53,956	53,594	13,073	10,295	5,438	626,417

Table D.7 Proportion of active participant plans (participants not in SIL) by age group at 30 June 2024

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	17%	18%	17%	13%	14%	13%	13%	18%	16%
7 to 14	28%	28%	29%	27%	30%	25%	28%	30%	28%
15 to 18	9%	9%	10%	11%	12%	11%	10%	9%	10%
19 to 24	9%	8%	8%	10%	9%	10%	10%	7%	8%
25 to 34	9%	8%	8%	10%	8%	11%	9%	7%	8%
35 to 44	7%	7%	7%	8%	7%	7%	7%	9%	7%
45 to 54	8%	8%	8%	8%	7%	8%	8%	8%	8%
55 to 64	9%	9%	9%	9%	9%	10%	8%	8%	9%
65+	5%	4%	4%	5%	5%	5%	6%	3%	5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table D.8 Number of active participant plans by primary disability group at 30 June 2024 ^{6 7}

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	69,078	60,262	53,731	21,649	23,657	5,132	3,974	1,426	238,944
Intellectual disability	32,236	27,756	19,535	9,156	8,825	3,019	1,541	1,169	103,256
Developmental delay	21,946	27,170	18,959	4,779	5,300	1,018	1,217	858	81,256
Psychosocial disability	19,029	20,145	12,315	5,468	3,936	1,166	1,169	599	63,837
Hearing impairment	8,529	7,022	6,459	2,366	2,021	506	454	231	27,589
Other neurological	7,316	5,626	4,980	2,356	1,796	517	429	223	23,246
Other physical	5,867	4,605	4,820	1,850	1,794	407	527	195	20,068
Acquired brain injury	5,082	4,874	4,252	1,669	1,801	477	233	316	18,708
Cerebral palsy	5,704	4,228	3,844	1,863	1,308	431	305	194	17,877
Global developmental delay	6,777	3,127	3,233	1,386	2,143	212	223	231	17,334
Multiple sclerosis	2,947	3,313	1,877	1,064	997	385	231	24	10,838
Other	3,155	2,328	2,349	1,105	783	294	161	174	10,351
Visual impairment	3,260	2,951	1,912	902	823	207	179	73	10,309
Stroke	3,271	2,130	2,183	737	736	199	147	204	9,609
Spinal cord Injury	1,907	1,043	1,618	701	468	138	81	87	6,044
Other sensory/speech	766	429	230	109	345	37	58	26	2,001
Total	196,870	177,009	142,297	57,160	56,733	14,145	10,929	6,030	661,267

Table D.9 Proportion of active participant plans by primary disability group at 30 June 2024

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	35%	34%	38%	38%	42%	36%	36%	24%	36%
Intellectual disability	16%	16%	14%	16%	16%	21%	14%	19%	16%
Developmental delay	11%	15%	13%	8%	9%	7%	11%	14%	12%
Psychosocial disability	10%	11%	9%	10%	7%	8%	11%	10%	10%
Hearing impairment	4%	4%	5%	4%	4%	4%	4%	4%	4%
Other neurological	4%	3%	3%	4%	3%	4%	4%	4%	4%
Other physical	3%	3%	3%	3%	3%	3%	5%	3%	3%
Acquired brain injury	3%	3%	3%	3%	3%	3%	2%	5%	3%
Cerebral palsy	3%	2%	3%	3%	2%	3%	3%	3%	3%
Global developmental delay	3%	2%	2%	2%	4%	1%	2%	4%	3%
Multiple sclerosis	1%	2%	1%	2%	2%	3%	2%	0%	2%
Other	2%	1%	2%	2%	1%	2%	1%	3%	2%
Visual impairment	2%	2%	1%	2%	1%	1%	2%	1%	2%
Stroke	2%	1%	2%	1%	1%	1%	1%	3%	1%
Spinal cord Injury	1%	1%	1%	1%	1%	1%	1%	1%	1%
Other sensory/speech	0%	0%	0%	0%	1%	0%	1%	0%	0%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

⁶ Down syndrome is included in intellectual disability.

⁷ Count of Other primary disability group has been impacted by adaptation to the new computer system processes.

Table D.10 Number of active participant plans by other characteristics at 30 June 2024 ⁸

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
First Nations Participants	17,753	6,218	15,020	4,677	3,762	1,430	502	3,083	52,449
Culturally and linguistically diverse participants	21,305	20,369	7,466	4,483	3,955	361	1,045	334	59,333
Participants residing in remote and very remote areas	821	58	2,511	2,607	1,433	169	<11	2,506	10,171
Younger people in residential aged care (under 65)	370	428	173	106	60	32	<11	<11	1,182
Participants with supported independent living	11,714	7,439	7,054	3,204	3,139	1,072	634	592	34,850
Participants with specialised disability accommodation	6,888	6,182	3,201	1,430	2,095	363	295	209	20,663

Table D.11 Proportion of active participant plans by other characteristics at 30 June 2024 ⁹

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
First Nations Participants	9.0%	3.5%	10.6%	8.2%	6.6%	10.1%	4.6%	51.1%	7.9%
Culturally and linguistically diverse participants	10.8%	11.5%	5.2%	7.8%	7.0%	2.6%	9.6%	5.5%	9.0%
Participants residing in remote and very remote areas	0.4%	0.0%	1.8%	4.6%	2.5%	1.2%	n/a	41.6%	1.5%
Younger people in residential aged care (under 65)	0.2%	0.2%	0.1%	0.2%	0.1%	0.2%	0.0%	0.1%	0.2%
Participants with supported independent living	6.0%	4.2%	5.0%	5.6%	5.5%	7.6%	5.8%	9.8%	5.3%
Participants with specialised disability accommodation	3.5%	3.5%	2.2%	2.5%	3.7%	2.6%	2.7%	3.5%	3.1%

Table D.12 Participation rates by gender at 30 June 2024 ¹⁰

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	3.4%	3.6%	3.7%	2.8%	4.5%	3.4%	3.0%	3.1%	3.5%
Female	1.9%	2.2%	2.2%	1.7%	2.6%	2.2%	1.9%	1.6%	2.1%
Total	2.7%	3.0%	3.0%	2.3%	3.6%	2.9%	2.5%	2.4%	2.9%

Table D.13 Participation rates by age group at 30 June 2024 ¹¹

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	4.8%	5.5%	5.1%	2.9%	5.4%	3.9%	3.4%	3.9%	4.8%
7 to 14	6.3%	7.2%	7.1%	4.9%	9.3%	6.3%	6.2%	5.9%	6.8%
15 to 18	4.2%	4.6%	4.9%	4.1%	7.2%	5.0%	4.5%	4.0%	4.7%
19 to 24	2.7%	2.6%	2.8%	2.7%	3.8%	3.9%	2.6%	2.1%	2.8%
25 to 44	1.4%	1.4%	1.5%	1.3%	1.7%	1.8%	1.2%	1.2%	1.4%
45 to 64	1.8%	2.1%	1.9%	1.6%	2.2%	2.0%	1.9%	1.9%	1.9%
Total (aged 0 to 64)	2.7%	3.0%	3.0%	2.3%	3.6%	2.9%	2.5%	2.4%	2.9%

⁸ The number of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness. Unadjusted values of the MMM were utilised from the March 2024 quarter which has resulted in a re-distribution of remoteness across participant profiles.

⁹ The number of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness. Unadjusted values of the MMM were utilised from the March 2024 quarter which has resulted in a re-distribution of remoteness across participant profiles.

¹⁰ Participation rate refers to the proportion of general population that are NDIS participants.

¹¹ Participation rate refers to the proportion of general population that are NDIS participants.

Table D.14 Proportion of respondents rating their overall experience as good or very good in 2023-24 Q4

Agency planning process	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
The Early Supports Process	72%	54%	63%	n/a	n/a	n/a	n/a	n/a	63%
The Community Connections Process	77%	76%	77%	73%	75%	64%	63%	n/a	76%
The Apply for NDIS Process (overall)	52%	57%	54%	54%	51%	41%	61%	n/a	54%
The Plan Approval Process	63%	65%	64%	70%	58%	69%	49%	71%	64%
The Plan Implementation Process	66%	65%	65%	65%	61%	68%	58%	n/a	65%
The Plan Reassessment Process	69%	70%	66%	63%	64%	69%	59%	61%	67%

Table D.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' ¹²

Participant breakdown	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participants (15 and over) in work - Baseline	22%	19%	17%	23%	25%	18%	28%	13%	20%
Participants (15 and over) in work - Latest Reassessment	24%	20%	19%	25%	25%	19%	30%	15%	22%
Participants (15 and over) in community - Baseline	34%	33%	36%	37%	36%	29%	36%	42%	34%
Participants (15 and over) in community - Latest Reassessment	44%	38%	42%	40%	39%	34%	41%	45%	41%
Parent and carer employment rate - Baseline	49%	46%	44%	47%	46%	42%	57%	50%	47%
Parent and carer employment rate - Latest Reassessment	55%	52%	49%	52%	49%	47%	63%	54%	52%
Participant (15 and over) choice and control - First Reassessment	66%	64%	73%	72%	65%	68%	71%	57%	67%
Participant (15 and over) choice and control - Latest Reassessment	76%	75%	80%	75%	73%	71%	77%	68%	76%

Table D.16 Distribution of active participant by method of financial plan management at 30 June 2024 ¹³

Plan management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed fully	22%	27%	22%	19%	18%	15%	36%	9%	23%
Self-managed partly	6%	6%	4%	10%	4%	6%	8%	4%	6%
Plan-managed	59%	63%	67%	57%	73%	71%	50%	82%	63%
Agency-managed	13%	4%	6%	14%	5%	8%	6%	5%	8%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

¹² Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2022 and have had a second plan reassessment to date.

¹³ 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.

Table D.17 Distribution of plan budget amount by method of financial plan management at 30 June 2024¹⁴

Plan management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Plan-managed	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Agency-managed	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Total	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Table D.18 Number and rates of participant complaints^{15 16}

Participant complaints	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participant complaints in 2023-24 Q4	5,785	5,616	4,506	1,673	1,605	357	235	81	20,027
% of the number of active participants	11.9%	12.8%	12.8%	11.8%	11.4%	10.2%	8.7%	5.4%	12.2%
All participant complaints	60,694	51,410	37,313	14,366	20,613	4,028	4,039	1,198	204,822
% of the number of active participants	6.4%	6.8%	6.7%	6.4%	7.8%	6.2%	6.5%	4.8%	7.1%

Table D.19 Number and rates of Participants Critical Incidents (PCIs)^{17 18 19}

PCIs	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
PCIs in Q4 2023-24	1,128	1,293	920	388	455	74	32	64	4,358
% of the number of active participants	2.3%	2.9%	2.6%	2.7%	3.2%	2.1%	1.2%	4.3%	2.7%
All PCIs	10,219	11,745	7,904	4,357	4,642	705	451	614	40,741
% of the number of active participants	1.4%	1.8%	1.6%	2.1%	2.2%	1.3%	1.0%	2.8%	1.7%

¹⁴ Information on budget amount across plan management type has been impacted by adaptation to the new computer system processes and has been masked.

¹⁵ The National totals include participant complaints where jurisdiction information was missing.

¹⁶ The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. Numbers might change further as complaints reporting in the new computer system is refined.

¹⁷ Reported PCI figures exclude counts of 'withdrawn' or 'miscategorised' PCIs.

¹⁸ The National totals include PCIs where jurisdiction information was missing.

¹⁹ 2023-24 Q4 PCI data has been sourced from the new computer system. PCI data remediation in the new computer system continues, hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.

Table D.20 Number of active providers in 2023-24 Q4 by plan management type, registration status and the residing State/Territory ^{20 21 22 23 24 25}

Plan management type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Registered providers - Total	6,599	5,267	4,585	2,095	1,941	934	927	659	14,168
Registered providers - Agency-managed	4,027	2,471	2,388	1,160	818	348	328	266	8,964
Registered providers - Plan-managed	5,994	4,845	4,195	1,854	1,769	789	792	586	13,289
Registered providers - Self-managed	2,206	1,773	1,574	723	591	344	255	72	5,770
Unregistered providers - Total	56,590	60,731	54,847	18,087	16,952	5,285	3,054	1,474	202,396
Unregistered providers - Agency-managed	0	0	0	0	0	0	0	0	0
Unregistered providers - Plan-managed	49,168	52,266	48,853	14,825	14,968	4,088	2,400	1,343	176,403
Unregistered providers - Self-managed	14,876	17,892	13,228	5,878	4,438	2,158	1,190	245	55,777
All providers - Total	62,940	65,719	59,248	20,127	18,846	6,196	3,958	2,125	215,779
All providers - Agency-managed	4,027	2,471	2,388	1,160	818	348	328	266	8,964
All providers - Plan-managed	54,923	56,843	52,872	16,628	16,691	4,857	3,172	1,921	188,943
All providers - Self-managed	17,023	19,598	14,759	6,591	5,023	2,491	1,435	317	61,359

Table D.21 Committed supports by financial year (\$m)

Financial year	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	4,269	1,439	871	227	371	189	306	100	7,773
2018-19	5,898	3,455	2,531	551	1,159	400	368	201	14,566
2019-20	8,030	6,018	5,144	1,541	2,124	660	462	389	24,373
2020-21	10,173	7,922	6,831	2,736	2,771	845	557	513	32,354
2021-22	11,488	9,259	7,938	3,194	3,172	970	609	543	37,181
2022-23	13,999	11,560	9,889	4,073	3,936	1,171	715	694	46,045
2023-24	15,866	13,154	11,368	4,756	4,471	1,320	794	791	52,527
% increase from 2017-18 to 2018-19	38%	140%	191%	143%	212%	112%	20%	101%	87%
% increase from 2018-19 to 2019-20	36%	74%	103%	180%	83%	65%	26%	93%	67%
% increase from 2019-20 to 2020-21	27%	32%	33%	77%	30%	28%	21%	32%	33%
% increase from 2020-21 to 2021-22	13%	17%	16%	17%	14%	15%	9%	6%	15%
% increase from 2021-22 to 2022-23	22%	25%	25%	28%	24%	21%	17%	28%	24%
% increase from 2022-23 to 2023-24	13%	14%	15%	17%	14%	13%	11%	14%	14%

²⁰ The State/Territory allocation is determined by the residence of the participants supported by the provider, and it is not related to the State/Territory where the provider is registered or operates.

²¹ Active providers refer to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with a missing Australian Business Number.

²² Total participants supported by a provider may reside across multiple States/Territories. In such cases, the provider will be included in the provider count for each respective State/Territory. The National total count of active providers includes each unique provider only once, regardless of the number of States or Territories they are included in.

²³ Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.

²⁴ Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments for the purpose of counting providers. Therefore, the count of Agency-managed providers excludes providers that only received plan management fees and no other Agency-managed payments.

²⁵ The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.

Table D.22 Payments by financial year in which support was provided (\$m)

Financial year	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	3,100	956	555	168	222	153	221	67	5,443
2018-19	4,473	2,367	1,663	396	793	296	278	137	10,404
2019-20	5,982	4,128	3,601	1,027	1,489	477	339	266	17,312
2020-21	7,711	5,456	5,008	1,937	2,000	632	419	375	23,542
2021-22	8,944	6,814	6,134	2,360	2,421	757	477	420	28,462
2022-23	10,975	8,597	7,539	2,957	2,973	878	543	528	35,041
2023-24	12,300	9,850	8,565	3,433	3,343	948	586	591	39,634
% increase from 2017-18 to 2018-19	44%	148%	200%	135%	258%	94%	26%	104%	91%
% increase from 2018-19 to 2019-20	34%	74%	117%	159%	88%	61%	22%	95%	66%
% increase from 2019-20 to 2020-21	29%	32%	39%	89%	34%	33%	23%	41%	36%
% increase from 2020-21 to 2021-22	16%	25%	22%	22%	21%	20%	14%	12%	21%
% increase from 2021-22 to 2022-23	23%	26%	23%	25%	23%	16%	14%	26%	23%
% increase from 2022-23 to 2023-24	12%	15%	14%	16%	12%	8%	8%	12%	13%

Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2024. Average payments are calculated as the sum of the payments in the previous 12 month period to 30 June 2024, divided by the average number of participants that are active per working day in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Total annualised committed supports refer to those in the current plans of active participants at 30 June 2024. Total payments refer to those paid over the 12 months to 30 June 2024. Figures are not shown if there is insufficient data in the group.

Table D.23 Annualised committed supports as at 30 June 2024

Type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Total (\$m)	15,775	13,107	11,520	4,846	4,480	1,305	791	761	52,596
Average (\$)	80,100	74,000	81,000	84,800	79,000	92,300	72,400	126,200	79,500
Total - SIL (\$m)	5,053	3,390	3,224	1,418	1,481	504	271	377	15,720
Average - SIL (\$)	431,300	455,700	457,100	442,700	471,900	470,300	427,300	637,200	451,100

Table D.24 Payments as at 30 June 2024

Type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Total (\$m)	12,814	10,275	8,872	3,572	3,472	990	612	623	41,254
Average (\$)	67,000	59,900	64,600	64,700	63,100	71,700	57,300	105,800	64,400
Total - SIL (\$m)	4,521	3,002	2,869	1,219	1,341	434	239	340	13,965
Average - SIL (\$)	400,400	422,900	426,600	399,400	438,200	414,300	391,100	594,200	417,400

Table D.25 Total annualised committed supports by support category as at 30 June 2024 (\$m)

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	7,621	5,743	5,666	2,290	2,306	657	400	423	25,109
Core - Consumables	250	241	217	90	75	20	13	8	914
Core - Social and Civic	3,427	3,041	2,430	961	847	307	146	135	11,296
Core - Transport	161	144	103	45	41	13	9	5	521
Capacity Building - Choice and Control	174	167	142	52	61	15	8	9	629
Capacity Building - Daily Activities	2,449	2,327	1,813	781	681	157	124	93	8,426
Capacity Building - Employment	121	84	80	53	36	10	7	5	397
Capacity Building - Health and Wellbeing	27	16	13	4	4	2	3	0.3	69
Capacity Building - Home Living	1	2	1	0.3	0.2	0.2	0.01	0.03	5
Capacity Building - Lifelong learning	0.2	0.3	0.2	0.07	0.2	0.05	0.002	n/a	0.9
Capacity Building - Relationships	394	302	196	138	115	31	17	19	1,212
Capacity Building - Social and Civic	132	116	75	61	25	17	12	11	450
Capacity Building - Support Coordination	386	419	305	141	119	33	18	32	1,454
Capital - Assistive Technology	429	323	326	175	115	28	23	14	1,433
Capital - Home Modifications	203	183	154	56	54	15	10	6	681
Total	15,775	13,107	11,520	4,846	4,480	1,305	791	761	52,596

Table D.26 Total payments by support category for the year ending 30 June 2024 (\$m)

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	6,658	4,984	4,638	1,872	1,953	563	349	404	21,441
Core - Consumables	196	176	161	62	60	15	10	6	685
Core - Social and Civic	2,974	2,497	2,117	752	676	237	115	104	9,473
Core - Transport	343	223	129	51	45	13	14	8	826
Capacity Building - Choice and Control	153	150	126	45	56	14	7	8	559
Capacity Building - Daily Activities	1,550	1,424	1,083	483	437	79	73	46	5,176
Capacity Building - Employment	46	30	24	13	12	3	3	1	132
Capacity Building - Health and Wellbeing	15	7	6	2	2	1	2	0.1	34
Capacity Building - Home Living	0.1	1	0.1	0.1	0.03	0.04	0.01	0.007	1
Capacity Building - Lifelong learning	0.02	0.04	0.03	0.01	0.07	n/a	n/a	n/a	0.2
Capacity Building - Relationships	213	156	97	72	58	14	9	11	631
Capacity Building - Social and Civic	61	49	33	28	9	7	5	4	198
Capacity Building - Support Coordination	286	326	219	96	85	24	13	23	1,072
Capital - Assistive Technology	184	131	135	63	44	14	9	6	586
Capital - Home Modifications	134	121	104	26	35	6	5	2	432
Total	12,814	10,275	8,872	3,572	3,472	990	612	623	41,254

Table D.27 Distribution of the percentage change in plan budgets for plans reviewed in this financial year (1 July 2023 to 30 June 2024) - all participants

Percentage change in plan budgets	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
below -80%	0%	0%	0%	0%	0%	1%	1%	0%	0%
-80% to -65%	1%	0%	1%	0%	0%	1%	1%	1%	1%
-65% to -50%	1%	1%	1%	1%	1%	1%	1%	1%	1%
-50% to -35%	2%	2%	2%	2%	2%	3%	2%	2%	2%
-35% to -20%	4%	4%	4%	4%	4%	5%	4%	3%	4%
-20% to -5%	9%	10%	9%	9%	9%	13%	10%	10%	10%
-5% to 0%	11%	12%	12%	11%	12%	17%	11%	11%	12%
0% to 5%	16%	16%	16%	15%	15%	16%	15%	17%	16%
5% to 20%	18%	18%	17%	17%	17%	16%	19%	16%	18%
20% to 35%	8%	8%	8%	8%	9%	7%	7%	7%	8%
35% to 50%	6%	6%	5%	6%	6%	5%	5%	5%	6%
50% to 65%	4%	4%	4%	4%	4%	3%	4%	4%	4%
65% to 80%	3%	3%	3%	3%	3%	2%	3%	3%	3%
above 80%	17%	15%	19%	19%	18%	11%	16%	19%	17%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table D.28 Utilisation rates split by participants in SIL and those not in SIL, and first and subsequent plans ^{26 27 28}

Participant breakdown	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
SIL - First plan	80%	80%	82%	83%	91%	n/a	n/a	n/a	81%
SIL - Subsequent plans	90%	89%	89%	87%	89%	85%	89%	89%	89%
SIL - Total	90%	89%	89%	87%	89%	85%	89%	89%	89%
Non SIL - First plan	62%	60%	59%	57%	59%	49%	54%	51%	60%
Non SIL - Subsequent plans	75%	73%	74%	69%	72%	67%	70%	67%	73%
Non SIL - Total	73%	72%	72%	68%	71%	65%	68%	65%	71%
First plan (SIL and Non SIL)	63%	61%	60%	59%	60%	49%	54%	56%	61%
Subsequent plans (SIL and Non SIL)	81%	78%	79%	75%	79%	75%	77%	80%	79%
Total (SIL and Non SIL)	79%	76%	77%	74%	77%	74%	75%	78%	77%

Table D.29 Percentage change in plan budgets for active participants as at 30 June 2024

Inflation type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Intraplan Inflation	6.7%	8.9%	7.1%	7.3%	9.1%	7.2%	5.8%	7.8%	7.6%
Interplan Inflation	2.9%	0.9%	3.6%	3.7%	1.9%	0.8%	4.9%	0.3%	2.5%
Total Inflation	9.6%	9.8%	10.7%	11.0%	11.0%	8.0%	10.7%	8.1%	10.1%

²⁶ Utilisation of committed supports from 1 October 2023 to 31 March 2024 is shown in the table – experience in the most recent 3 months is still emerging and is not included.

²⁷ Participants receiving in-kind supports are excluded from the analysis by plan number as it is not possible to accurately separate in-kind payments and committed amounts between plans. Hence, utilisation in this table is higher in reality when in-kind is included.

²⁸ Utilisation is not shown if there is insufficient data in the group.

Table D.30 Participant Service Guarantee Timeframes (% guarantees met) for the quarter ending 30 June 2024 ^{29 30 31 32}

PSG	Service Guarantee	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	NAT
2. Make an access decision, or request for more information, after an access request has been received	21 days	27%	30%	30%	34%	31%	30%	31%	56%	30%
4. Make an access decision, or request for additional information, after more information has been provided	14 days	40%	37%	46%	39%	40%	38%	43%	33%	40%
6. Approve a participant's plan, after an access decision has been made (excludes those ECA that have received initial supports)	56 days	22%	21%	21%	31%	22%	26%	20%	44%	23%
7. Approve a plan for ECA participants, after an access decision has been made	90 days	100%	100%	99%	98%	99%	100%	100%	90%	99%
8. Offer to hold a plan implementation meeting, after the plan is approved	7 days	85%	80%	78%	82%	81%	78%	87%	87%	81%
11. Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date	56 days	77%	71%	76%	80%	76%	42%	82%	32%	70%
12. Decide whether to undertake a participant initiated plan reassessment, after the request is received	21 days	15%	18%	18%	18%	20%	23%	13%	37%	18%
13. Complete a reassessment, after the decision to accept the request was made	28 days	76%	71%	75%	75%	77%	74%	73%	80%	74%
14. Amend a plan, after the receipt of information that triggers the plan amendment process	28 days	39%	39%	32%	45%	36%	64%	37%	74%	39%
17. Complete an internal Review of a Reviewable Decision, after a request is received	60 days	24%	26%	23%	24%	23%	18%	22%	29%	24%

²⁹ 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.

³⁰ 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.

³¹ For the June 2024 quarter, performance is measured from available data on processes and dates. Milestones being built into the new computer system will improve the capture of performance data.

³² Plan reassessments exclude reassessments initiated prior to migrating service processes to the new computer system.

Endnotes

Appendix C

- 1 Early connections provide support for children younger than 9 and their families by linking them to practical information, mainstream and community supports, and peer supports. Eligible children who are younger than 6 and have developmental concerns may also undertake a short-term program of early supports with the early childhood partner.
- 2 The number of children supported by the early childhood approach who are not receiving early connections in this figure does not include data from the new computer system.
- 3 The 13,373 for Access request (no decision) includes 2 children identified in the old computer system as waiting for early connections.
- 4 The lower numbers of children accessing early connections, and the higher numbers waiting for an access decision for the June 2024 quarter are attributed to adaptation to the new computer system and integration of new processes.

Appendix D

- 5 OT includes participants residing in Other Territories including Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.
- 6 Down syndrome is included in intellectual disability.
- 7 Count of Other primary disability group has been impacted by adaptation to the new computer system processes.
- 8 The number of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness. Unadjusted values of the MMM were utilised from the March 2024 quarter which has resulted in a re-distribution of remoteness across participant profiles.
- 9 The number of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness. Unadjusted values of the MMM were utilised from the March 2024 quarter which has resulted in a re-distribution of remoteness across participant profiles.
- 10 Participation rate refers to the proportion of general population that are NDIS participants.
- 11 Participation rate refers to the proportion of general population that are NDIS participants.
- 12 Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2022 and have had a second plan reassessment to date.
- 13 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.

- 14 Information on budget amount across plan management type has been impacted by adaptation to the new computer system processes and has been masked.
- 15 The National totals include participant complaints where jurisdiction information was missing.
- 16 The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. Numbers might change further as complaints reporting in the new computer system is refined.
- 17 Reported PCI figures exclude counts of 'withdrawn' or 'miscategorised' PCIs.
- 18 The National totals include PCIs where jurisdiction information was missing.
- 19 2023-24 Q4 PCI data has been sourced from the new computer system. PCI data remediation in the new computer system continues, hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.
- 20 The State/Territory allocation is determined by the residence of the participants supported by the provider, and it is not related to the State/Territory where the provider is registered or operates.
- 21 Active providers refer to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with a missing Australian Business Number.
- 22 Total participants supported by a provider may reside across multiple States/Territories. In such cases, the provider will be included in the provider count for each respective State/Territory. The National total count of active providers includes each unique provider only once, regardless of the number of States or Territories they are included in.
- 23 Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.
- 24 Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments for the purpose of counting providers. Therefore, the count of Agency-managed providers excludes providers that only received plan management fees and no other Agency-managed payments.
- 25 The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.
- 26 Utilisation of committed supports from 1 October 2023 to 31 March 2024 is shown in the table – experience in the most recent 3 months is still emerging and is not included.
- 27 Participants receiving in-kind supports are excluded from the analysis by plan number as it is not possible to accurately separate in-kind payments and committed amounts between plans. Hence, utilisation in this table is higher in reality when in-kind is included.
- 28 Utilisation is not shown if there is insufficient data in the group.

- 29 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.
- 30 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.
- 31 For the June 2024 quarter, performance is measured from available data on processes and dates. Milestones being built into the new computer system will improve the capture of performance data.
- 32 Plan reassessments exclude reassessments initiated prior to migrating service processes to the new computer system.