



Delivered by the
National Disability
Insurance Agency

Q4
2023-24



NDIS Quarterly report to disability ministers

30 June 2024

Copyright and use of the material in this document

Copyright in the material in this document, with the exception of third party material, is owned and protected by the National Disability Insurance Agency.

The material in this document, with the exception of logos, trademarks, third party material and other content as specified is licensed under Creative Commons Attribution Non-Commercial No Derivatives (CC BY NC ND) licence, version 4.0 International. You may share, copy and redistribute the document in any format. You must acknowledge the National Disability Insurance Agency as the owner of all intellectual property rights in the reproduced material by using '© National Disability Insurance Agency' and you must not use the material for commercial purposes.

Reproduction of any material contained in this document is subject to the CC BY NC ND licence conditions available on the Creative Commons Australia site, as is the full legal code for this material.

The National Disability Insurance Agency expects that you will only use the information in this document to benefit people with disability.



Acknowledgement of Country

The NDIA acknowledges the Aboriginal and Torres Strait Islander peoples of this nation and the Traditional Custodians of the lands across which our Agency conducts our business. We pay our respects to the custodians of the land on which we work as well as their ancestors and Elders, past and present.

The NDIA is committed to honouring Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters, seas and their rich contribution to society.

Artwork 'Belonging' by Charmaine Mumbulla.

Contents

Introduction	7
1. Participants and their plans	15
1.1 Number of participants in the Scheme	15
1.2 Participation rates	16
1.3 Participant characteristics	17
1.4 Specialised service delivery	19
1.5 Children in the NDIS	21
2. Participant and family/carer outcomes	23
2.1 Participation in work and community and social activities	23
2.2 Perceptions of whether the NDIS has helped	27
3. Participant experience	32
3.1 Participant Service Guarantee	32
3.2 Home and living decisions	34
3.3 Complaints, participant critical incidents, review requests and Administrative Appeals Tribunal cases	36
3.4 Participant satisfaction	44
3.5 The NDIA National Contact Centre	48
4. Providers and the growing market	52
4.1 Support categories	52
4.2 Plan management types	53
4.3 Plan managers	54
4.4 Supported independent living	56
4.5 Specialist disability accommodation	58
4.6 Market stewardship activities	59
4.7 NDIS pricing	60

5.	Financial sustainability	62
5.1	Total payments	62
5.2	Average and median payment trends	63
5.3	Average plan budget trends	64
5.4	Operating expenses	68
6.	Staff and the NDIS community	70
6.1	Workforce diversity, inclusion and engagement	70
6.2	Public data sharing and the latest release of information	70
6.3	Integrity of the Scheme	71
	Appendices	
	Appendix A: Key definitions	76
	Appendix B: Outcomes Framework Questionnaires	80
	Appendix C: Approved plans and children accessing early connections	81
	Appendix D: State/Territory – comparison of key metrics	82

This report

This report is an overview of the performance and operations of the National Disability Insurance Agency (NDIA) for the 3 months from 1 April 2024 to 30 June 2024.

The NDIA is committed to ensuring all data around NDIA performance and participant outcomes remains accessible and easy for different audiences to understand.

This report presents analysis and key insights. Key figures and comparisons of state and territory statistics can be found in the appendices.

As part of streamlining the report, some appendices are available as supplements on the [NDIS website](#)¹:

- national, state and territory statistics
- participants by service district and support type, and committed supports and payments by service district
- specialist disability accommodation (SDA).

1 <https://dataresearch.ndis.gov.au/reports-and-analyses/quarterly-report-supplements>

Vale John Walsh



It is with sadness that the NDIA recognises the passing of John Walsh AO, one of the NDIS' most passionate advocates and one of the NDIA's original and longest serving Board members.

John served on the NDIA Board from its establishment in 2013, retiring in 2020. He was also the principal member of the Independent Advisory Council for a period of time, providing important guidance and encouragement.

In the history of the Scheme, John's tenure in these leadership positions, important as they were, is only one part of his legacy.

John was one of the staunchest advocates for establishing the Scheme, his impact so significant, the NDIS may not have existed without him.

In 2009, he was appointed to the Disability Investment Group to report to the Government on innovative ideas from the private sector to better support people with disability. John, together with Bruce Bonyhady and Allan Fels, handed down a report recommending a feasibility study of a National Disability Insurance Scheme.

His work with the Productivity Commission in its inquiry into long-term care and support for people with disability in 2011 directly shaped the original guiding principles of the NDIS.

Remarking a decade after that seminal report, John put it best when he said his 'job was to explain to them [the Productivity Commission] what disability was all about.' Of course, he did so much more.

John had personal experience of disability, having lived with quadriplegia following a rugby league accident in his early twenties. As one of the country's leading actuaries, he brought exceptional experience and knowledge of areas such as social policy and funding across accident compensation, health and disability – all of which guided the NDIA under successive governments, ministers, NDIA Board chairs and Agency CEOs. His advice was truly valued by all.

John was honoured as an Officer of the Order of Australia for distinguished service to public health through leadership and advocacy roles.

Known for his wise and frank advice, John was a wonderful counsel to many of us and a fearless and passionate voice for participants. We recognise that through his significant contribution across a number of roles, many of you would have also had the privilege of working closely alongside John.

John has made an invaluable contribution to the NDIS and the lives of people with disability. It is truly an honour to have the NDIA National Office Board Room in Geelong named after John, just one part of his enduring legacy.

Introduction

Key highlights for Quarter 4 2023–24

Further investment in the NDIS

The National Disability Insurance Agency (NDIA) is working with people with disability, families, carers and the disability community to make the NDIS stronger.

Work is underway on several key Reform for Outcomes initiatives, stemming from the more than \$720 million provided in the 2023–24 Budget.

The Australian Government announced in the 2024–25 Budget that it was providing an additional \$468.7 million to support people with disability to support Scheme Reform. This further investment will support better outcomes for National Disability Insurance Scheme (NDIS) participants and improve the sustainability of the Scheme.

The NDIA acknowledges the Scheme continues to undergo a period of significant reform. The recent reports from the NDIS Review and the Disability Royal Commission both made a series of recommendations designed to ensure Australians living with disability have access to appropriate supports, and that those supports are delivered safely.

The NDIA will continue to work alongside people with disability and the wider disability community to ensure reforms are implemented in collaboration with participants.

Strengthening commitment to co-design

The NDIS is committed to ensuring Scheme reform is developed and implemented in collaboration with participants, their families, carers and the disability community.

Co-design means making better, more informed decisions and giving people greater ownership of the decisions made. It makes sure solutions are fit for purpose and do not exclude or marginalise people.

The NDIA listens to and works with the disability community, NDIS participants, their families and carers. This includes using targeted approaches to make sure the voices of people who are rarely heard are included.

In June, the Agency strengthened its investment in co-designing key reforms to the NDIS, through a funding boost for disability representative and carer organisations (DRCOs).

These 27 organisations, which will receive up to \$10.7 million of funding, collectively represent thousands of people with disability and their families.

The Minister for the NDIS, together with DRCOs, the NDIA, the Department of Social Services (DSS) and the NDIS Independent Advisory Council (IAC), have also jointly announced an agreed co-design approach to deliver important NDIS reforms.

The agreed approach means participants, families and carers can be assured that the voices of people with disability will be at the centre of how the NDIA designs, implements and monitors NDIS reforms.

Peer Support and Capacity Building grant program

In June 2024, the Australian Government announced a grant round to fund community-based peer supports and capacity-building supports.

These grants were open to community-based, disability-led organisations that run existing peer support and self-advocacy programs. Applications closed 9 August 2024.

This was a one-off grant round delivered by the NDIA, providing up to \$20 million per year in funding over two years, with the possibility of a one-year extension.

The NDIA recognises the crucial role these organisations play in the disability ecosystem, helping people with disability to connect with others who have shared similar experiences and build their skills.

Governments are working with the disability community to design and deliver the foundational supports and navigation functions recommended by the NDIS Review.

Commitment to new NDIS pricing model

The NDIA acknowledges that participants need access to quality, diverse supports that suit their individual needs. A strong, sustainable provider market helps achieve this.

The Annual Pricing Review (APR) is a robust, evidence-based process for making pricing adjustments. A range of factors are considered, including supply and demand in the market, broader economic factors – and importantly, feedback from the disability community, including providers.

This year's APR consultation ran amid the backdrop of the comprehensive NDIS Review and Disability Royal Commission – both of which will lead to key reforms in the way Australians living with disability are supported.

While this year's APR recommends minimal immediate changes, the NDIA is committing to more significant work to strengthen the NDIS pricing model to ensure a quality, diverse provider market is able to meet the individual needs of participants.

In coming months, the Agency will appoint an independent expert to oversee a review of the NDIS pricing structure ahead of next year's APR.

The NDIA aims to deliver a new pricing approach by 2025 that ensures the market can support the diverse needs of NDIS participants and the Scheme's ongoing sustainability.

Quarter 4 updates

This quarter, the NDIA has been focused on:

1. Scheme financial experience
2. Resolving participant requests
3. Key areas of improvement

Scheme financial experience

Data from Q4 (1 April – 30 June) shows growth in Scheme expenditure continues to slow and stabilise, due to efforts to improve the NDIS.

For the 12 months to 30 June, NDIS expenses were about 1% above those estimated in the original budget. This reduced from 1.8% in the March quarter, representing a noticeable improvement (0.8%).

Total Scheme expenses for the 12 months to 30 June 2024 were \$41.8 billion (on an accrual basis). This is \$600 million below the 2024–25 Budget estimate.

Stabilisation of growth

Key data points from Q4 include:

- **Plan inflation** – Plan inflation increased to 10.1% per annum, but continues a trend of remaining lower than levels observed since September 2022.
- **Participant numbers** – The total number of Scheme participants at 30 June 2024 was 661,267, up from 649,623 at 31 March. While the number of participants on the NDIS continues to grow, the rate at which they accessed the Scheme in 2023–24 reduced from previous years.
- **Increased number of participants leaving the NDIS** – The number of people leaving the Scheme (for non-mortality reasons) has increased. This means more participants, especially those on the early childhood pathway, are seeing the benefits of early intervention. Of the participants who have left the NDIS, some have built capacity through their NDIS supports and are living a more independent life, while others are continuing to receive supports from outside the Scheme.

Resolving participant requests

The NDIA continues to work hard to resolve the number of requests received from participants.

Since late 2023, the Agency has received almost double the volume of requests from participants asking for a change to their NDIS plan. In June, the NDIA received more than 5,000 requests each week – an increase of almost 50% on the same time last year.

This increased volume has meant it is taking longer to make access and plan decisions. This has affected the ability to meet Participant Service Guarantee (PSG) time frames during the recent quarter.

The Agency has been responding as quickly as possible to this increased volume and has implemented measures to reduce the number of requests, with participant safety remaining our top priority.

From April to June, the Agency completed:

- **16,274** access decisions (up 13% from 14,374 in the March quarter)
- **14,341** NDIS plan approvals (up 81% from 7,905 in the March quarter)
- **56,002** plan reassessments (up 38% from 40,708 in the March quarter).

The NDIA has increased the number of staff responding to enquiries and changed processes to improve first-touch resolution, which has reduced wait times and time taken to resolve open cases.

Despite the current delays, participants can continue to use their plan funding flexibly, and are encouraged to work with their early childhood partner or local area coordinator if they require support on how to best use their NDIS plan. Importantly, participant plans will continue irrespective of any delays.

The reason for the increase in requests

Participant safety is the NDIA's number one priority.

If a participant believes their NDIS plan does not include the necessary level of support, they can seek an internal review in which the NDIA will review its original planning decision – which may result in an increased level of support.

We also know that a participant's circumstances and support needs may change over time. In these instances, a participant can advise us of a change in circumstances.

Many of the plan review requests received by the NDIA are the result of overspending of the plan budget before the end of the set plan period.

While a participant's circumstances may change, most of the increased requests for a plan change have been unscheduled plan reviews.

Carefully reviewing participant requests for changes to their plan includes looking at any integrity risks.

Plan managers and support coordinators play a very important role in helping participants connect with their NDIS supports and spend according to their plan. In May, the Agency wrote to plan managers and support coordinators to remind them of these obligations.

The NDIA will continue to work with the disability community and support participants to help manage risks such as providers misusing plan funds, using plan funds too quickly, and a lack of supporting evidence for the request.

The Agency continues to engage meaningfully and respectfully with participants, including when more information and evidence is required to consider their review request.

Key areas of improvement

Reform for Outcomes update

In the 2023–24 Budget, the Australian Government committed \$732.9 million to improving outcomes for participants and ensuring the effectiveness and sustainability of the Scheme for future generations.

The Agency has been progressively establishing the Reform for Outcomes work in collaboration with people with disability and the wider disability community.

Part of this work has led to:

- a stabilisation of plan inflation. While the average NDIS plan value continues to grow, improvements to the planning process has led to better, more consistent decision making.
- an increase in the number of people leaving the NDIS as their needs for support stabilise, including children who leave the Scheme after achieving outcomes which bring them into line with their peers. An increase in resources and staff at the Agency has increased the capability to work with participants to ensure their support needs are met inside and outside of the Scheme. Additionally, with the support of the Scheme, more people no longer need more intensive, individualised support.
- a stabilisation in the number of participants new to supported independent living (SIL).
- a change in spending behaviours, leading to fewer participants at risk of overspending their NDIS plan. The NDIA has implemented a model of proactively contacting participants at risk of overspending their plans to ensure they are supported and clearly understand how to get the most from their NDIS funding, reducing the risk of plan exhaustion.

Improved Agency performance

The NDIA continues to roll out a new computer system, which is leading to a better planning experience for participants.

Recent improvements to the planning process include:

- more than 400 staff added to the frontline service delivery teams
- the option of longer, multi-year plans or plan continuations for participants with stable supports
- regular check-ins with participants to proactively ensure their supports are working for them
- more staff for the dedicated team that supports participants living in remote areas to effectively use their NDIS plans
- a higher percentage of home and living applications being finalised within 90 days
- sharing of data and information with state and territory health agencies to support the timely discharge of participants deemed medically ready to leave hospital.

The NDIA has also made improvements to its National Contact Centre (NCC), with 160 additional staff joining in the recent quarter.

Specialist NCC staff have also received training to enable them to resolve more participant concerns. This includes allowing them to action enquiries about assistive technology and home modifications, and the ability to process small plan variations over the phone.

In the June quarter, the telephony customer experience rating improved to 92%.

NDIS legislation update

The Australian Government has outlined reforms to the NDIS that will ensure a better experience for participants and make sure the Scheme is here for the future.

The Minister for the NDIS the Hon. Bill Shorten MP introduced NDIS legislation to Parliament on 27 March 2024. This legislation will create the building blocks needed to start making the NDIS stronger.

The legislation, which is currently before Parliament, commences implementation of the recommendations of the NDIS Review.

The NDIA will ensure the implementation of any legislative change passed by Parliament is guided by the disability community, including the considered development of supporting rules.



Family and culture hold a special place for Angelica

With her beaming smile, is it any wonder kids at Angelica's local pre-school light up every time she enters the classroom?

Proud Wiradjuri woman and NDIS participant Angelica, from Wellington in central NSW, volunteers at her local pre-school twice a week.

Angelica, 22, who has mild intellectual disability, is about to begin a Certificate III in Early Childhood Education, with a goal of becoming a pre-school teacher.

The NDIS and registered provider, Bamara, have supported Angelica since early 2023 and Bamara support coordinator, Tiffany Rowley, has helped bring out the best in Angelica.

Angelica was unsure of what direction to take after graduating from high school. Tiffany soon learnt of Angelica's love for children and set up a volunteer role at a local pre-school.

'I like to work with children,' Angelica said. 'Hopefully, after this volunteer work and my studies, I can gain a traineeship and become a teacher.'

Tiffany says she has been impressed at Angelica's progress over the past 12 months. 'When I first met Angelica as her support worker, she was a very shy girl,' Tiffany said. 'But over the past few months, since being her support coordinator, Angelica has bloomed so much.'

'I'm so proud of her. She has grown so much.'

Angelica is also going for her driver's licence, which would help her meet her goal to find employment.

Bamara enrolled Angelica in its Driver Licensing Access Program. She does weekly lessons as she works towards obtaining her provisional licence.

'I think the NDIS has played a massive role in Angelica's life. If it wasn't for the NDIS and Bamara, she wouldn't be where she is today.'

Section 1: Participants and their plans

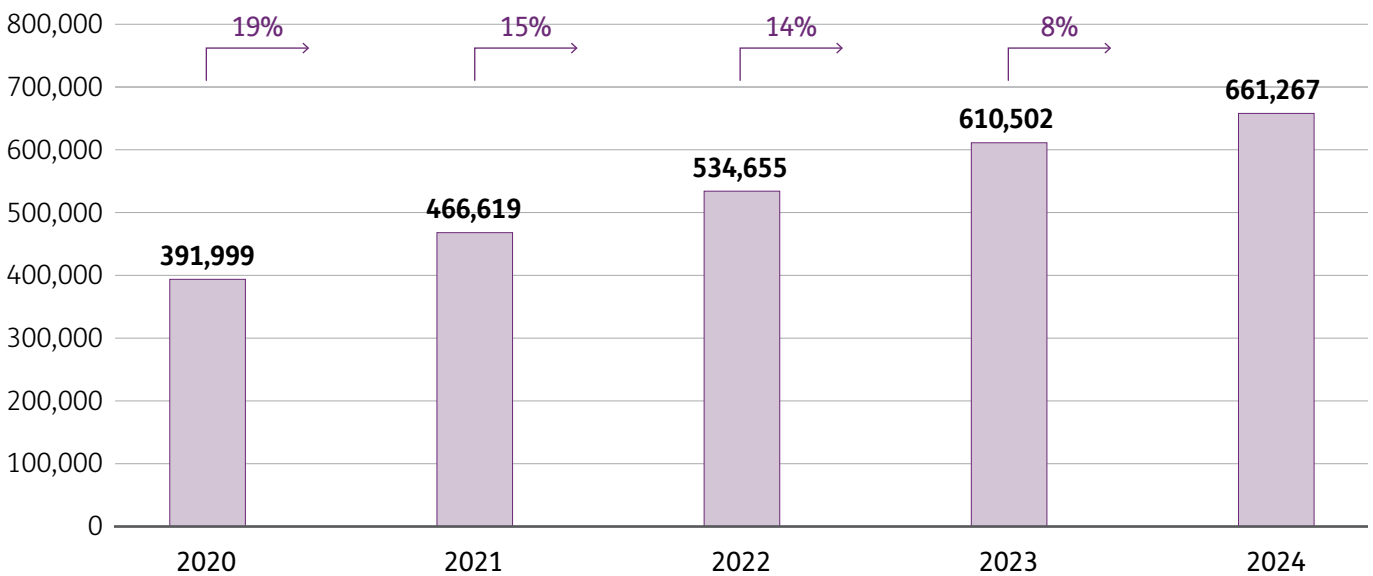


More than 661,000 participants are receiving support from the NDIS, and more than 14,000 participants entered the Scheme during the quarter.

1.1 Number of participants in the Scheme

As at 30 June 2024, 661,267 participants had approved plans.² This represents a 1.8% net increase from last quarter (a net increase of 11,644 participants since March).

Figure 1: Active participants with approved plans and percentage increase over time for years ending 30 June³



² 54,390 participants with approved plans have left the NDIS in the period between 1 July 2013 and 30 June 2024.

³ This is the net increase in the number of active participants in the NDIS each period, noting some participants have left the NDIS.

1.2 Participation rates

The number of NDIS participants as a proportion of the Australian population peaks between the ages of 5 and 7, with approximately 13% of 5- to 7-year-old males and 6% of 5- to 7-year-old females being NDIS participants.

Participation rate refers to the proportion of the Australian population who are NDIS participants. The rate varies by age and gender, reflecting the prevalence of different disability types.

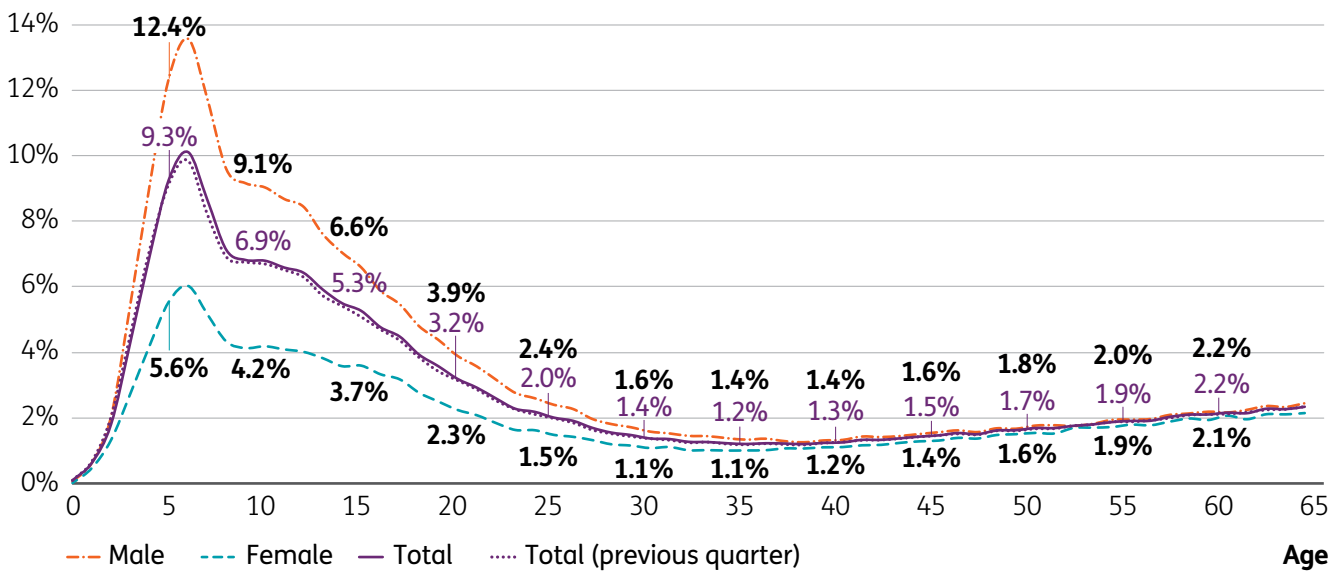
Overall, the rate of participation in the NDIS rises steeply from birth, peaking at roughly 10% at age 6. The rate then declines steadily to around 1% by age 35, before rising gradually to 2% by age 57.

Participation rates for males and females differ considerably at younger ages. At the peak, at age 6, the participation rate for males (13.6%) is more than double that of females (6.1%).

Much of the difference in participation rates by gender can be explained by differences in diagnosis by disability type. For NDIS participants younger than 18, the most prevalent disability types are autism and developmental delay. Both disability types have higher diagnosis rates in males than females.

Psychosocial disability and intellectual disability are a high proportion of the remaining disability types. The participation rates by age and gender in each service district are shown in the supplements.

Figure 2: Participation rates⁴



⁴ There were 12,838 participants aged 0 to 64 years with a gender of 'Other' at 30 June 2024. The participants for this group are included within the total rates, but not the gender-specific participation rates.

1.3 Participant characteristics

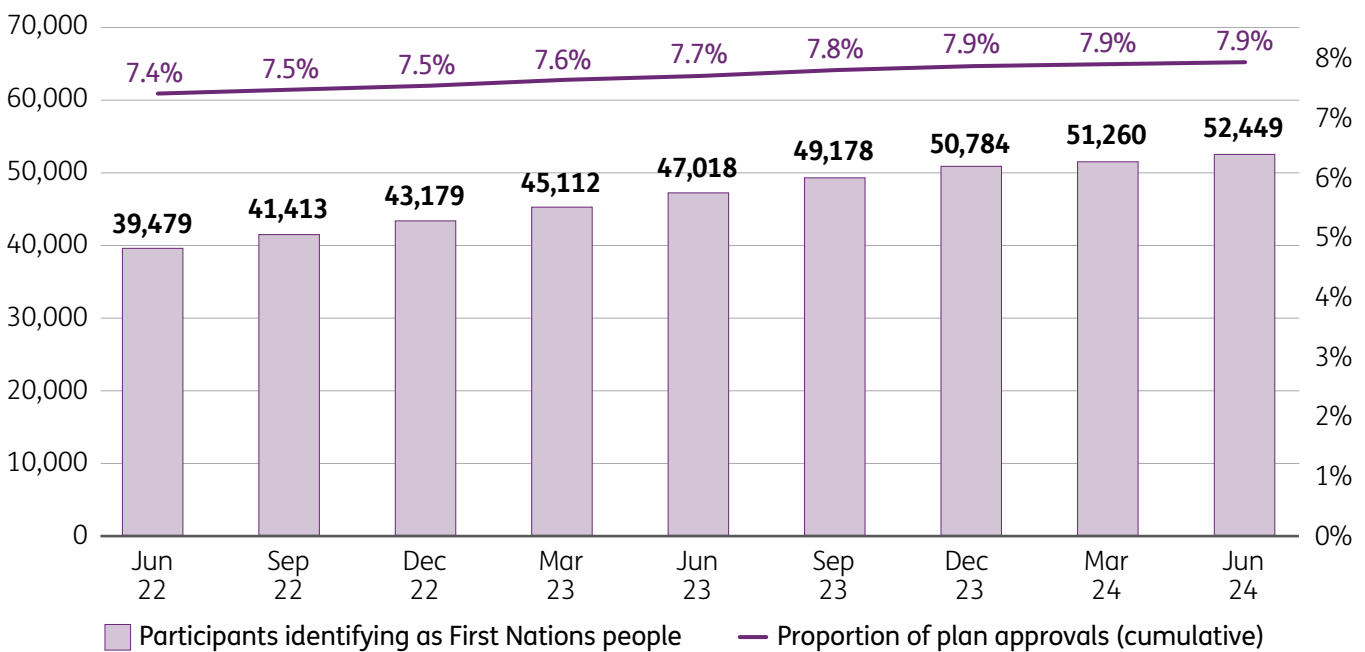
The NDIA continues to monitor the number of participants entering the NDIS who identify as First Nations people or as culturally and linguistically diverse (CALD), and participants who are from remote and very remote areas.

Of the 14,341 participants entering the NDIS and receiving a plan in the quarter:

- **9.9%** were First Nations people⁵
- **7.6%** were CALD⁶
- **2.5%** were from remote and very remote areas.⁷

The total proportion of First Nations participants in the Scheme is 7.9% at the end of the June quarter and this is consistent with last quarter. Rates of CALD and remote participants are similar to those observed in previous reports.

Figure 3: Cumulative number and proportion of First Nations participants⁸



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

6 The percentage of CALD participants excludes participants who identify as First Nations people. Further, the NDIA published extra analysis on CALD participants in the September 2021 quarterly report (<https://www.ndis.gov.au/about-us/publications/quarterly-reports>). The analysis indicated that it is likely that CALD participants are joining the NDIS but have not been identified as CALD in the data collected, rather than a large number of CALD people with a disability not currently being in the NDIS. With the introduction of the new computer system, the opportunity to collect improved data on participants should allow better identification of CALD participants.

7 This compares to 2% of the Australian population living in remote or very remote areas. Source: Census of Population and Housing 2021, Persons Place of Usual Residence, by Remoteness Area.

8 <https://data.ndis.gov.au/explore-data> has detail on the numbers of CALD participants and remote and very remote participants.

First Nations people and participants in remote and very remote areas

The NDIA is committed to co-designing a First Nations strategy with First Nations people. A First Nations group has been established to work with Aboriginal and Torres Strait Islander people with disability to develop the strategy.

The Agency is currently reviewing its arrangements for First Nations community engagement, including the existing First Nations Advisory Council mechanism. In parallel with development of the First Nations strategy, the Agency will continue to ensure that outcomes and access for First Nations people with disability are considered in each of the Agency and Scheme reform initiatives.

The NDIA continues to undertake targeted work to support First Nations people and remote participants to understand, access, navigate and use the Scheme.

The NDIA also continues to strengthen its service model for participants in remote and very remote Australia (including all non-partnered areas), which includes:

- a place-based, local presence through increasing the number of remote community connectors (who currently support 450 communities through 37 service partners) and local community connectors to provide cultural brokerage, information sharing and connection to both the Scheme and community and other government supports
- increasing the number of NDIA remote planners who will service set regions on a repeat basis and support participants through all stages of their engagement with the NDIS
- a new engagement and market support function, to focus on timely, practical actions to address local barriers to accessing NDIS support services. This will include alternative commissioning activities.

This new service model is supported by a national program of access and planning clinics to enable people to access the Scheme and supports more quickly.

New locations scheduled for 2024 include:

- Anangu Pitjantjatjara Yankunytjatjara Lands, South Australia
- Central West, Queensland
- Maningrida, Northern Territory
- Fitzroy Crossing, Western Australia.

The NDIA is also working across government to look at ways to use local workforces to support NDIS participants, in particular:

- National Indigenous Australians Agency – Remote Jobs and Economic Development Program
- Department of Health and Aged Care – Integrated Care and Commissioning project.

1.4 Specialised service delivery

The NDIA is committed to improving access, outcomes and experience for participants who require specialised planning pathways and liaison.

The NDIA delivers targeted support through specialised pathways for participants with complex support needs, participants transitioning from hospital or aged care settings, and children supported by the national early childhood approach.

Justice interface

The NDIA is committed to supporting participants with a justice interface to access reasonable and necessary disability supports.

The NDIA's justice liaison officers (JLOs) are the primary point of contact for participants in the justice system. JLOs work alongside state and territory government justice services to support current and prospective participants in correctional and forensic settings.

In August 2023, the NDIA established a national Justice Planning Team to support participants with a complex justice interface. The justice liaison and planning teams work in collaboration to support participants with a justice interface. As at 30 June 2024, the Justice Planning Team had supported approximately 2,500 participants in custodial, forensic and community settings across Australia.

In June 2024, the Minister for the NDIS, the Hon Bill Shorten MP announced a new panel of justice experts. Former Victorian Chief of Police Ken Lay AO will lead the panel, alongside Adjunct Associate Professor and Independent Advisory Council member Jennifer Cullen AM, and former Victorian Supreme Court Judge the Hon David Harper AM.

The panel will provide expert advice to the NDIA on the management of current or potential NDIS participants who are transitioning from a custodial setting as well as those who have already transitioned back to the community. This includes advice to protect NDIS participants, the community and NDIS workers against unacceptable risks, and considerations of the most appropriate supports across the NDIS and community and other government services.

The provision of timely information from state and territory justice systems is a key requirement for the NDIA to make well-informed and timely planning decisions for participants. The NDIA has recently requested information about current or prospective NDIS participants with high-risk offences from state and territory governments. This will support the NDIA to make better decisions for participants leaving the justice system, ensuring they receive supports from the right service systems.

Younger people in residential aged care (YPIRAC)

The YPIRAC targets

The Australian Government is committed to achieving the targets for younger people in residential aged care (YPIRAC) that seek to ensure that, except in exceptional circumstances, there are no people younger than 65 living in aged care by 2025. The NDIA is supporting this commitment with a team of dedicated YPIRAC planners and accommodation officers.

The NDIA's focus on YPIRAC

Since 1 July 2016, 1,156 participants have left residential aged care⁹ and are now in a more appropriate accommodation setting.

As at 30 June 2024, there were 1,182 participants younger than 65 in residential aged care with an NDIS approved plan, including 25 younger than 45. Since 31 March 2024, 7 participants younger than 65 were recorded as having entered residential aged care or received their NDIS plan while living in residential aged care.

There are 133 First Nations participants who meet the exceptional circumstances criteria. These participants are included in the count of persons in residential aged care, but are not part of the YPIRAC targets.

As at 30 June 2024, 411 younger people in residential aged care have a goal to leave residential aged care, including 12 younger than 45.

Hospital discharge

The NDIA is continuing to focus on the safe and timely discharge of NDIS participants from hospital. In the June 2024 quarter:

- the target of contacting NDIS participants within 4 days of the NDIA being notified of a participant's hospital admission was achieved for **88%** of participants, an improvement from **78%** in the March 2024 quarter
- the average number of days between an NDIS participant being medically ready for discharge and being discharged was **24 days**. Overall, the timing of participants being discharged has improved over the last 12 months, from **27 days** in the June 2023 quarter.

Improving hospital discharge performance requires close collaboration with health systems and hospitals. This includes timely notification of admission and providing the necessary post-discharge information to inform planning.

The NDIA is continuing to work closely with Commonwealth, state and territory health systems to support the safe and timely discharge of NDIS participants from hospital, including:

- working with health systems to improve the sharing of timely information of participants who are in hospital to support discharge planning
- implementing a streamlined pathway for access for prospective participants in hospital
- increasing the number of dedicated NDIA staff supporting hospital discharge processes
- providing educational resources and information sessions to health systems to enhance their understanding of the hospital interface pathway.

⁹ This includes all people who were under 65 at the time of exit. Participants who are deceased or have exited the Scheme are excluded from this number.

1.5 Children in the NDIS

At 30 June 2024, there were 154,616 children younger than 9 with an NDIS plan, and a further 10,408 accessing early connections.

Children in the NDIS (younger than 9)

From 1 July 2023 the NDIA extended access to early childhood arrangements through its early childhood partners in the community to children younger than 9. These arrangements had previously been available to children younger than 7. This change ensures children and their families are supported by an early childhood partner during and after their transition to primary school.

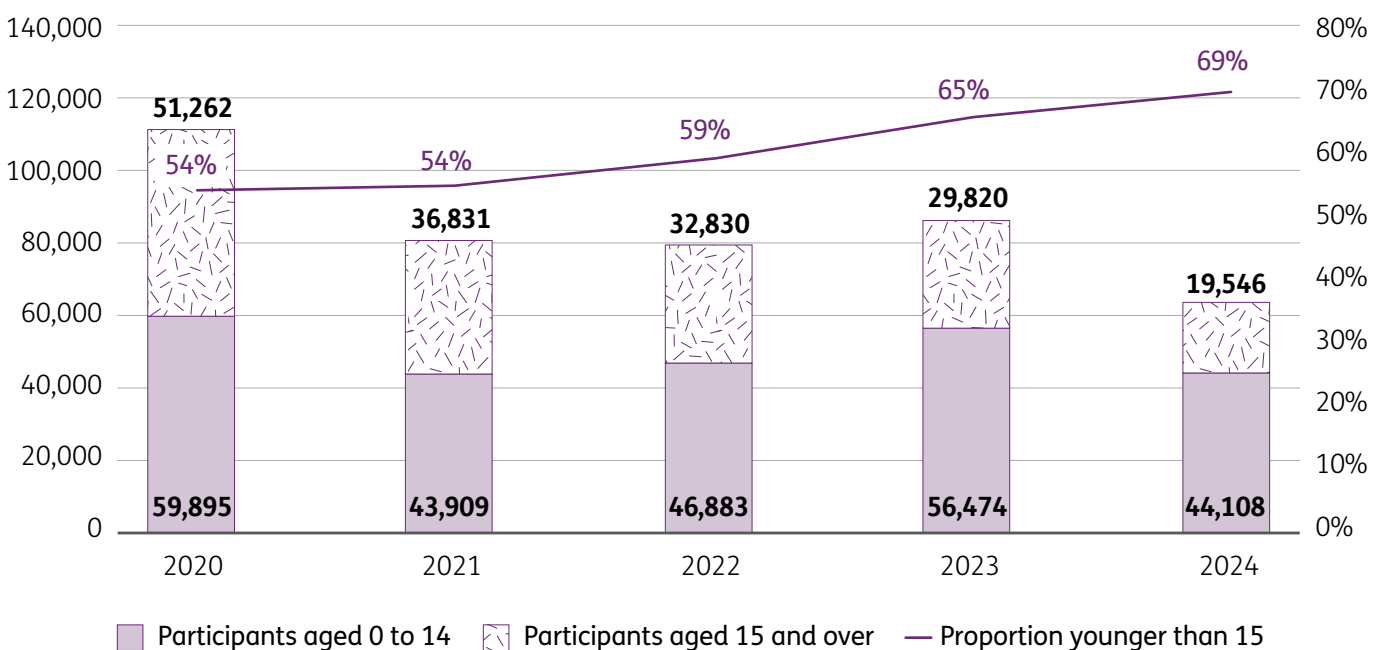
Overall, **10,496**¹⁰ children were supported by the early childhood approach (of which **10,408**, or **99%** were accessing early connections). Not all children need to apply for the NDIS, because some will receive early connections, along with support from community and other government services.

Throughout the quarter, the NDIA continued to focus on improving access to supports for children and families in remote and very remote areas. This effort contributed to 227 children meeting access criteria to participate in the NDIS, of which 128 identified as First Nations people. Of the 154,616 children younger than 9 with an approved plan as at 30 June 2024, 2,263 live in remote and very remote areas.

Children in the NDIS (younger than 15)

The number of children entering the Scheme continues to grow at a faster rate than older participants. Of the 63,654 participants entering and receiving a plan in the 2023–24 financial year, **69%** were children younger than 15. This is a continuation of the increasing proportions of younger participants joining the Scheme.

Figure 4: Number and proportion of participants by age band entering by financial year ending 30 June



¹⁰ 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.



Rapper with rhymes and supports by his side

Hip-hop artist MC Wheels is carving out a career as a rapper while managing his physical disability.

Nine years ago, doctors diagnosed Nathan, aka MC Wheels, with spinal muscular atrophy with respiratory distress type 1, a degenerative condition with no cure.

‘Over time, my muscles slowly get weaker and weaker as I get older,’ Nathan said.

Nathan also lives with lordosis, a condition where the back muscles lose strength and the spine curves inwards.

Nathan joined the NDIS in 2018 and says his supports have helped him achieve his goals.

‘I want to prove to people I can do things, even though they say I can’t,’ Nathan said.

‘One day, I discovered I could ride a skateboard. That’s when my whole life changed. I wanted to go as fast as I could. It felt like running to me.’

With his muscles weakening and unable to push himself in a manual wheelchair, Nathan used his NDIS funding for an electric wheelchair.

Nathan enjoys being independent, and lives alone, apart from daily visits from support workers who help him with domestic duties and transportation.

Before he became an NDIS participant, Nathan’s mother, Roslyn, was his primary carer.

‘I had to rely on Mum not working that day so she could take me to appointments,’ Nathan said.

With Nathan’s NDIS funding in place, life has also improved for Roslyn. She now works full-time in administration and joins friends at her local outrigger club 3 times a week.

‘I’ve gone from being a carer back to a mum who can also live her own life,’ Roslyn said. ‘That’s what the NDIS has brought us.’

‘For a person with a disability, it can be hard to find your place in the world,’ Nathan said. ‘My advice is to just go for it. No one can hold you back in life except yourself.’

Section 2: Participant and family/carer outcomes



The NDIS is having a positive impact on the lives of participants and their families and carers.¹¹

2.1 Participation in work and community and social activities^{12,13}

Participation rates in community and social activities have increased, while the overall rate of participation in work is stable.

Participation in community and social activities

Participants who have been in the Scheme for at least 2 years have experienced an increase in their community and social participation since they first entered.

Specifically, comparing responses at the most recent plan reassessment (between 2 and 7 years after entry) with responses at Scheme entry,¹⁴ the changes were:

- **Six** percentage point increase from **33%** to **39%** for participants aged 15 to 24 years
- **Nine** percentage point increase from **35%** to **44%** for participants aged 25 to 34 years
- **Eight** percentage point increase from **35%** to **42%** for participants aged 35 to 44 years
- **Seven** percentage point increase from **35%** to **41%** for participants aged 45 to 54 years
- **Six** percentage point increase from **34%** to **40%** for participants aged 55 to 64 years
- **Six** percentage point increase from **36%** to **42%** for participants aged 65 years and older
- **Seven** percentage point increase from **34%** to **41%** for participants aged 15 years and older.

The overall result of 41% compares to a 2023–24 target of 46%.

In general, participation in community and social activities has increased the longer participants have been in the Scheme.

Combining all age groups,¹⁵ the increase for participants who have been in the Scheme for 2 years was 5 percentage points (up from 32% to 37%). For participants who have been in the Scheme for 6 or 7 years, participation in social and community activities increased by more than 10 percentage points for each cohort, by 11% and 13%, respectively.

11 The results are based on responses provided to the outcomes framework questionnaires. Responses are collected at Scheme entry (baseline) and at subsequent plan reassessments.

12 This section compares baseline indicator results when participants entered the Scheme, with results measured at the most recent participant plan reassessment for each respondent. Trial participants are excluded.

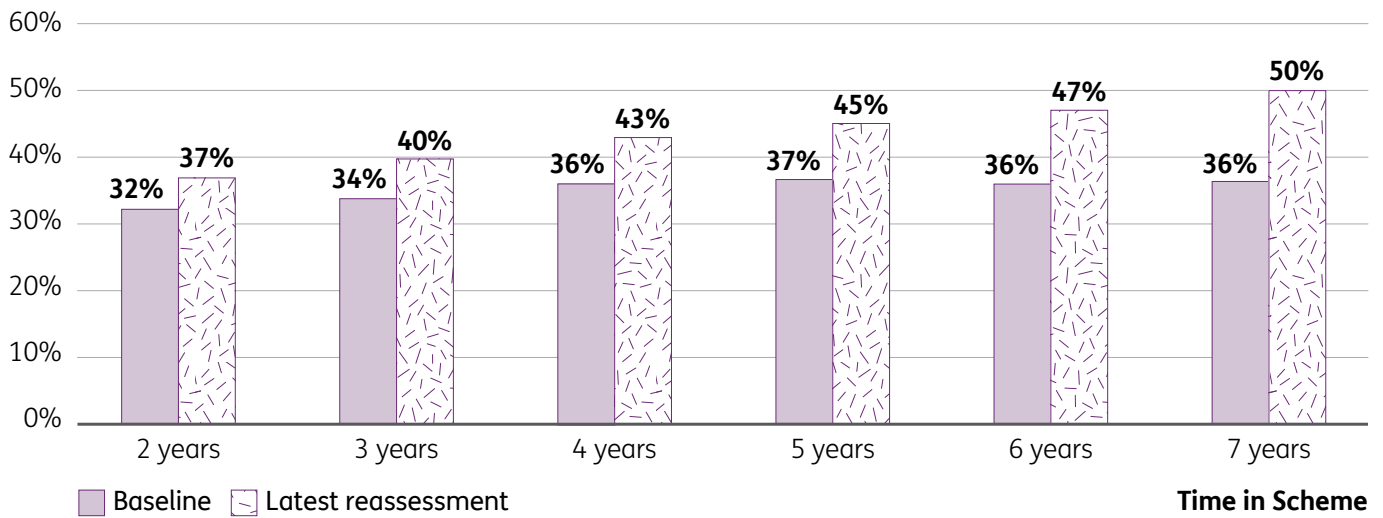
13 The participant age reported in this section is as per their latest plan reassessment.

14 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.

15 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.

Figure 5: Percentage change in the participation rate in social activities

Participants aged 15 years and over



Participation in work

The percentage of participants in a paid job for those in the Scheme for at least 2 years continues to be relatively stable. However, the percentage in a paid job and the change by number of years in the Scheme differs by age group. For instance, the largest percentage increase was for participants in the 15 to 24 age group, consistent with participants entering the workforce for the first time. The percentage in a paid job remains stable or declines for all other age bands.

Specifically, comparing responses at the most recent plan reassessment (between 2 to 7 years after entry) with responses at Scheme entry,¹⁶ the changes were:

- **Twelve** percentage point increase from **10%** to **22%** for participants aged 15 to 24 years¹⁷
- **Two** percentage point increase from **27%** to **29%** for participants aged 25 to 34 years
- **One** percentage point decrease from **28%** to **27%** for participants aged 35 to 44 years
- **Two** percentage point decrease from **25%** to **23%** for participants aged 45 to 54 years
- **Four** percentage point decrease from **19%** to **15%** for participants aged 55 to 64 years¹⁸
- **Five** percentage point decrease from **13%** to **8%** for participants aged 65 years and older¹⁹
- **Two** percentage point increase from **21%** to **23%** for participants aged 15 to 64 years.

¹⁶ Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.

¹⁷ Some of the increase is due to participants leaving school and starting work. As the Scheme matures it will be possible to analyse the extent to which the percentage gap increases.

¹⁸ Some of the decrease for older age groups is due to participants retiring from the workforce.

¹⁹ Some of the decrease for older age groups is due to participants retiring from the workforce.

The overall result of 23% of participants aged 15 to 64 years in paid work compares to a 2023–24 target of 26%.

For participants who are of working age (15 to 64) and who have been in the Scheme for 2 years, the percentage in work has increased slightly from 19% to 21%. For participants who have been in the Scheme for 7 years, the percentage of participants in work has increased from 27% to 28%.

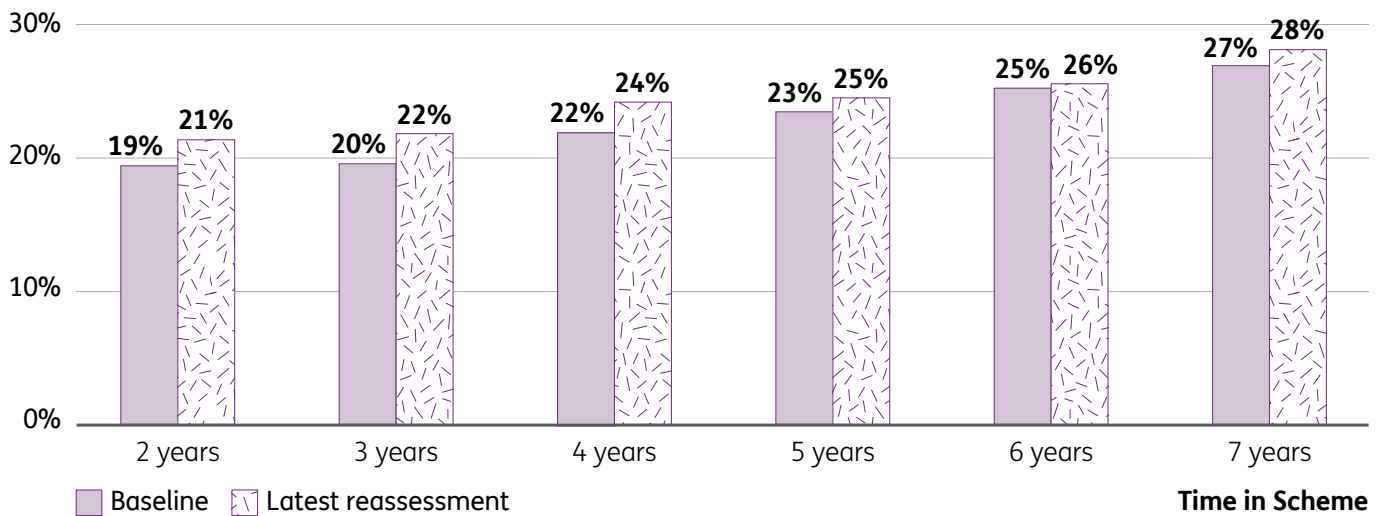
The Agency released a revised Participant Employment Strategy in March 2024. An early initiative under the strategy is to expand employment preparation for young participants as they reach working age. The pricing arrangements have been amended to give effect to the changes under this initiative. Information sessions have been run for providers on their responsibilities to deliver earlier intervention, employment preparation and placement in secure jobs for young participants. Information sessions are also being run by Agency staff for schools and the parents of young participants to describe the supports available to enable young participants to consider employment on completion of their schooling. The NDIS is working collaboratively with DSS and the supported employment sector to promote and encourage expanded opportunities for participants to move into employment of their choice.

The Agency has commenced co-design of a new method for payment for school leavers requiring intensive assistance to enter employment. The payment methodology will consist of a service fee and a fee for outcome (blended payments model) and is being designed in collaboration with experts, NDIS providers and participant representative organisations. The trial of the payment methodology is expected to commence in the latter part of 2024.

In anticipation of the reform of the Disability Employment Services program (DES) which will take effect from 1 July 2025, NDIS LAC partners are working closely with DES providers in a pilot program operating in selected locations. This initiative (NDIS DES Pathways Pilot) is testing improvements in the way in which NDIS and DES providers work together to deliver increased employment outcomes for NDIS participants. The results of this pilot will be used to develop an improved model of service delivery with the awarding of new contracts for DES providers in 2025.

Figure 6: Change in the percentage of participants in work²⁰

Participants aged 15 to 64 years



²⁰ Results for 6 years and 7 years in Scheme are notably different from those recorded in the March 2024 quarter. Some volatility in the results for these cohorts is to be expected due to the small numbers of participants.

Family/carer employment rate

The percentage of families/carers in a paid job for participants who have been in the Scheme for at least 2 years has improved over time.

Specifically, comparing responses at the most recent plan reassessment (between 2 and 7 years after entry) with responses at Scheme entry,²¹ the changes were:

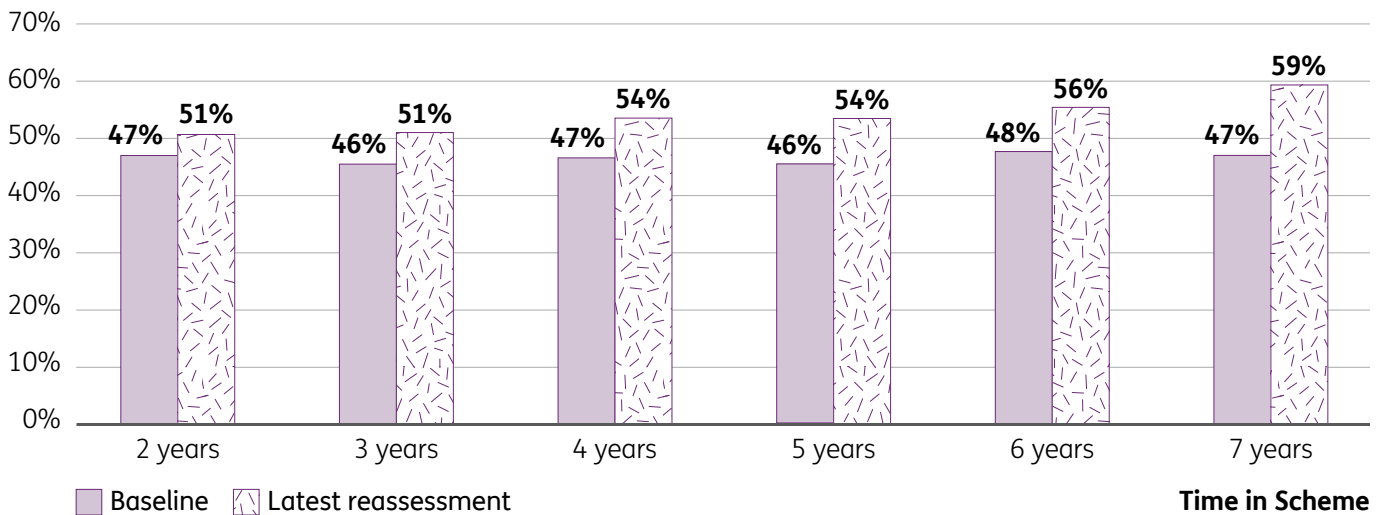
- **Seven** percentage point increase from **46%** to **53%** for families/carers of participants aged 0 to 14 years
- **Two** percentage point increase from **48%** to **50%** for families/carers of participants aged 15 years and over.

Overall, for families/carers of all participants, there has been a 5-percentage point increase, from 47% to 52%, which is slightly above the 2023–24 target of 50%.

Considering participants of all ages who have been in the Scheme for at least 2 years, larger improvements are seen in the percentage of families and carers in work where the participant has been in the Scheme for longer. For instance, 51% of the families and carers of participants who have been in the Scheme for 2 years were in work at second reassessment, compared to 47% at baseline. Those families and carers of participants in the Scheme for 6 years improved their employment rate from 48% to 56%, and for those with participants in the Scheme for 7 years, there was an improvement from 47% to 59%.

Figure 7: Change in the percentage of families and carers of participants in work²²

Families and carers of participants of all ages



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

²² Results for 6 years and 7 years in Scheme are notably different from those of the March 2024 quarter. Some volatility in the results for these cohorts is to be expected due to the small numbers of participants.

2.2 Perceptions of whether the NDIS has helped

Participants have positive perceptions across most domains and different age groups. However, the percentage of positive responses varies by domain and age group.

At each plan reassessment, participants are asked whether the NDIS has helped with areas related to each domain. For these questions, longitudinal change is measured from first plan reassessment, since the Scheme has not had an opportunity to help at baseline. Results shown in this section compare responses provided at the first plan reassessment with those from later reassessments, for participants entering the Scheme since 1 July 2016 and who have been in the Scheme for at least 2 years.

These questions have been updated from October 2023 to allow more meaningful analysis of participant and family/carer perceptions.²³

Participant choice and control

The choice and control metric for participants aged 15 and over is based on the question ‘Has the NDIS helped you have more choices and more control over your life?’

Positive perceptions of whether the NDIS has helped with choice and control have increased for the latest reassessment compared to the first reassessment across all age bands. Older participants tend to have higher levels of satisfaction than the 15 to 24 age group.

Specifically, the percentage increases of those who think that the NDIS has helped them have more choices and more control over their life were:²⁴

- **Eight** percentage point increase from **61%** to **69%** for participants aged 15 to 24 years
- **Ten** percentage point increase from **67%** to **76%** for participants aged 25 to 34 years
- **Nine** percentage point increase from **69%** to **78%** for participants aged 35 to 44 years
- **Nine** percentage point increase from **70%** to **79%** for participants aged 45 to 54 years
- **Nine** percentage point increase from **72%** to **81%** for participants aged 55 to 64 years
- **Ten** percentage point increase from **71%** to **82%** for participants aged 65 years and older
- **Nine** percentage point increase from **67%** to **76%** for participants aged 15 years and older.

The overall result of 76% of participants aged 15 years or older with positive perceptions of whether the NDIS has helped with choice and control compares to a 2023–24 target of 75%.

²³ The answer options for perceptions on whether the NDIS has helped have been expanded in the data collections from November 2023, with ‘Yes’ expanded to include ‘Yes, a lot’ and ‘Yes, a bit’. Choosing either of these two options is counted as a positive response.

²⁴ Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.

Other ‘Has the NDIS helped?’ questions

For children aged from birth to before starting school, results have improved across all domains.

Figure 8 shows the percentages responding positively at first assessment and at latest reassessment, as well as the change between the 2 time points.

Figure 8: ‘Has the NDIS helped?’ – participants aged from birth to before starting school²⁵

Domain	First assessment %	Latest reassessment %	Percentage point change
Daily living: child’s development	91	95	+4
Daily living: access to specialist services	92	95	+4
Choice and control (child’s ability to communicate what they want)	82	88	+5
Relationships (fitting into family life)	78	85	+7
Social, community and civic participation (fitting into community life)	64	71	+8

Improvements were slightly stronger for fitting into family and community life (although results for these domains started off at a lower level and hence had more scope to improve).

For children between starting school and age 14, the results are generally less positive than for the younger age group, but show stronger improvement over time.

Figure 9 shows the percentages responding positively at first assessment and at latest reassessment, as well as the change between the 2 time points.

Figure 9: ‘Has the NDIS helped?’ – participants from starting school to age 14²⁶

Domain	First assessment %	Latest reassessment %	Percentage point change
Daily living (independence)	62	75	+14
Lifelong learning (access to education)	42	54	+12
Relationships (with family and friends)	51	63	+12
Social, community and civic participation (social and recreational life)	46	56	+10

²⁵ Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.

²⁶ Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.

For young adults aged 15 to 24 years, Figure 10 shows the percentages responding positively at first assessment and at latest reassessment, as well as the change between the 2 time points.

Figure 10: 'Has the NDIS helped?' – participants aged 15 to 24²⁷

Domain	First assessment %	Latest reassessment %	Percentage point change
Choice and control	61	72	+11
Daily living	61	74	+13
Relationships	50	57	+7
Home	23	23	+1
Health and wellbeing	44	54	+10
Lifelong learning	36	40	+4
Work	18	20	+1
Social, community and civic participation	55	64	+9

From Figure 10, the largest improvement over time in the Scheme has been observed for the daily living domain (13 percentage point increase). Strong improvements have also been observed for choice and control (11 percentage point increase), relationships (7 percentage point increase), health and wellbeing (10 percentage point increase) and social, community and civic participation (9 percentage point increase). Lifelong learning, home and work showed marginal increases (4, 1 and 1 percentage point increases, respectively).

For participants aged 25 and over, perceptions tend to be more positive than for those aged 15 to 24, and the older adult group also shows a stronger improvement over time. Figure 11 shows the percentages responding positively at first assessment and latest reassessment, as well as the change between the 2 time points.

²⁷ Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.

Figure 11: 'Has the NDIS helped?' – participants aged 25 and over²⁸

Domain	First assessment %	Latest reassessment %	Percentage point change
Choice and control	70	82	+12
Daily living	73	85	+12
Relationships	53	64	+12
Home	31	37	+7
Health and wellbeing	52	64	+12
Lifelong learning	30	35	+5
Work	19	21	+2
Social, community and civic participation	60	72	+13

From Figure 11, the largest improvement over time in the Scheme has been observed for social, community and civic participation (13 percentage point increase). Strong improvements have also been observed for choice and control, daily living, relationships and health and wellbeing (12 percentage point increases in each of the four domains). By contrast with the younger adult group, there was a larger improvement for the home domain (7 percentage point increase).

Similar to the younger adult group, lifelong learning and work showed marginal increases (5 and 2 percentage point increases, respectively).²⁹

Results continue to improve with time in the Scheme

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

While these results are encouraging, the analysis also indicates there are areas where outcomes could be improved. For example, for participants aged 25 and over, after at least 2 years in the Scheme, only 21% agreed that being in the NDIS had helped them find a suitable job, which is only a 2-percentage point increase from their first plan assessment.

²⁸ Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.

²⁹ Noting that the education and housing systems have a major role to play in the lifelong learning and home domains.



Bel keeps the Geelong Cats women's team watered and ready

Belinda (Bel) is in her second season of being employed as a 'water girl' for the Geelong Football Club's women's team, and the one-eyed Cats supporter can't believe she scored her 'dream job'.

The 39-year-old NDIS participant from Torquay, who has an intellectual disability, said she couldn't be happier.

Using her NDIS funding, Bel engaged local disability provider Leisure Networks. Bel was paired with support worker, Ali, to help build her life and employment skills.

Bel said Ali has been instrumental to her personal and employment success, working with her to build her confidence and helping her to navigate, learn and do everyday tasks.

Bel also plays all-abilities football, so Ali supports her to get to practice and games, as well as to work and any other appointments. 'Ali is great. She helps me a lot,' Bel said.

Keen to get a job at the club – 'but for the girls', Bel asked Ali to help her write an email to Geelong AFLW midfielder, Mikayla Bowen. 'I wanted to ask if I could be a water girl,' Bel said.

'When I heard back, I was so happy. Mikayla wanted to meet with me, so Ali came with me to meet Mikayla, then I met my boss Robert,' Bel said.

'I knew I could do it,' Bel said. 'It's been so much fun. I love getting to know the players and making friends.'

'In 2022, I even went to the Geelong Cats AFLW Best and Fairest and handed out the fan MVP (most valuable player) award to Georgie Prespakis!' she added.

Geelong AFLW team forward, Kate Darby, said Bel is an integral part of the team.

'She's brought a fresh sense of joy and excitement to the group,' Kate said. 'You can tell she is just so stoked to be involved. We are lucky to have her.'

'I just want to make sure Bel knows she's a great addition to our team, and her care and support for all players doesn't go unnoticed.'

'Bel, we want to thank you for all your support and hard work. We can't wait to have you back running water next season,' Kate added.

Section 3: Participant experience



The NDIS is committed to delivering a high-quality experience for all participants.

3.1 Participant Service Guarantee³⁰

The Participant Service Guarantee (PSG) sets clear timeframes for key NDIS processes.

In the June 2024 quarter, performance against the PSG measures continued to be impacted by the adaptation to the new computer system and processes, as well as the significantly higher number of participants seeking a review of their NDIS plans.

Performance was measured for 10 PSGs, with one meeting PSG timeframes. Improvements have been noted in PSG 13, where the Agency has simplified the participant experience by moving to a singular end-to-end process (PSG 12 and PSG 13) by the same delegate.

Figure 12: Performance against the Participant Service Guarantee³¹

PSG	Service type	Description of the service being guaranteed	Service Guarantee	Performance in the June 2024 quarter
2	Access	Make an access decision, or request for more information, after an access request has been received.	21 days	30%
4	Access	Make an access decision, or request for additional information, after more information has been provided.	14 days	40%
6	Planning	Approve a participant's plan, after an access decision has been made (excludes those supported by the early childhood approach [ECA] who have received initial supports).	56 days	23%
7	Planning	Approve a plan for ECA participants, after an access decision has been made.	90 days	99%
8	Implementation	Offer to hold a plan implementation meeting, after the plan is approved.	7 days	81%
11	Plan reassessment ³²	Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date.	56 days	70%

³⁰ <https://www.ndis.gov.au/about-us/policies/service-charter>

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

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

Figure 12: Performance against the Participant Service Guarantee cont.

PSG	Service type	Description of the service being guaranteed	Service Guarantee	Performance in the June 2024 quarter
12	Plan reassessment ³³	Decide whether to undertake a participant-initiated plan reassessment, after the request is received.	21 days	18%
13	Plan reassessment ³⁴	Complete a reassessment, after the decision to accept the request was made.	28 days	74%
14	Plan variations	Amend a plan, after the receipt of information that triggers the plan amendment process.	28 days	39%
17	Reviewable decisions	Complete an internal review of a reviewable decision, after a request is received.	60 days	24%

Note: The NDIA's participant check-in process ensures that every scheduled reassessment begins with a contact from the planner or partner to discuss reassessment options well before any scheduled reassessment date. Plans are extended automatically if they have not been reassessed before expiry, so participants have continuity of support. That is, participants do not stop receiving supports.

As forecast in the previous quarterly report, performance against PSG measures across the areas of access, NDIS plans (9+) and variations, has continued to decline. This is impacted by the Agency specifically targeting older records outside of PSG timeframes. The NDIA continues to implement a remediation plan to address timeframes and improve the participant experience and PSG performance.

The Agency is pivoting resources and will focus on end-to-end participant requested reassessments and access decisions over coming quarters. It is anticipated that NDIS plan backlogs will be remediated by the end of the September 2024 quarter and an improvement in results will be seen in the December 2024 quarter.

In addition, system enhancements are scheduled over the coming months to improve efficiencies and ensure the participant experience continues to improve.

The NDIA expects that performance against the PSG measures will be lower than anticipated for the next 3 to 6 months as it focuses on remediating the backlog of work. Progress will continue to be closely monitored to track improvement in participant waiting times.

³³ Excludes reassessments initiated prior to migrating service processes to the new computer system.

³⁴ Excludes reassessments initiated prior to migrating service processes to the new computer system.

3.2 Home and living decisions

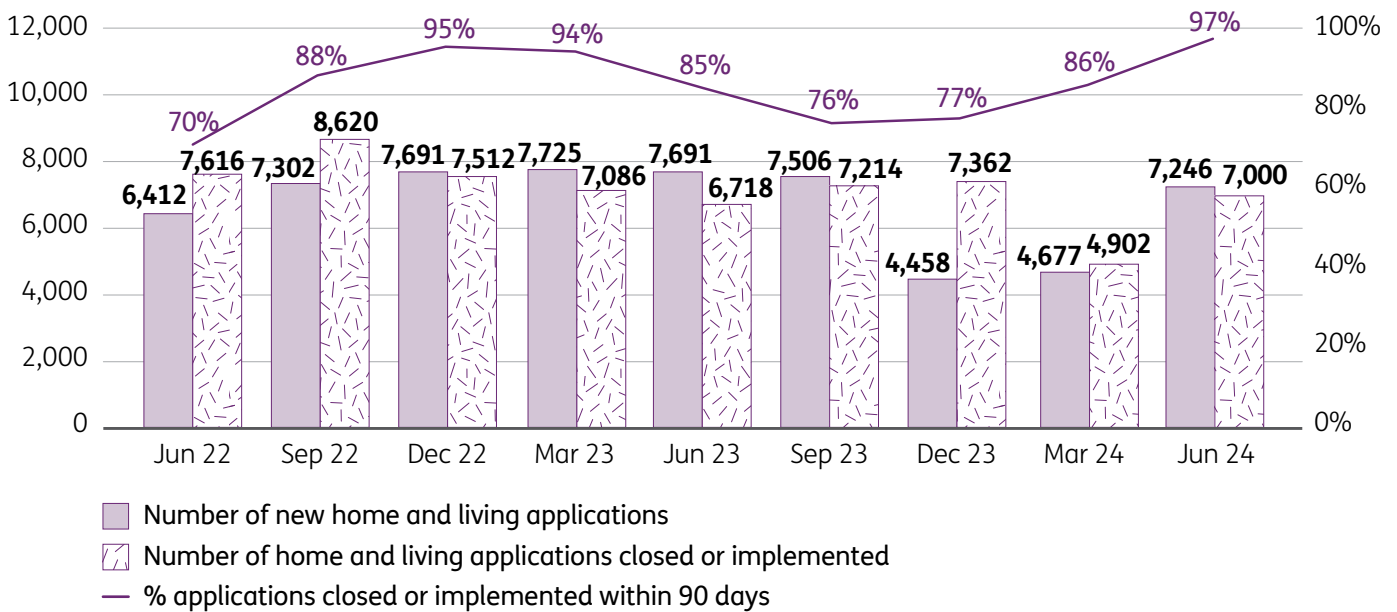
The NDIA is supporting participants and their families to have access to information and capacity building to explore alternative living options.

The end-to-end process duration for home and living applications tracks the time taken from receipt of a home and living application form through to plan implementation.³⁵

Where required, home and living applications are prioritised based on an escalation and prioritisation matrix. This manages risks associated with safety, quality and outcomes to serve the best interests of participants.

Over the June 2024 quarter, there were 7,246 new home and living applications received. Of these, 7,000 home and living applications were closed or implemented, which is similar to the quarterly average of 7,133 over the 12 months to September 2023. 97% (5,358) were finalised within 90 days, the highest percentage closed since June 2022.^{36,37}

Figure 13: Home and living applications – new, closed and percentage closed within 90 days³⁸

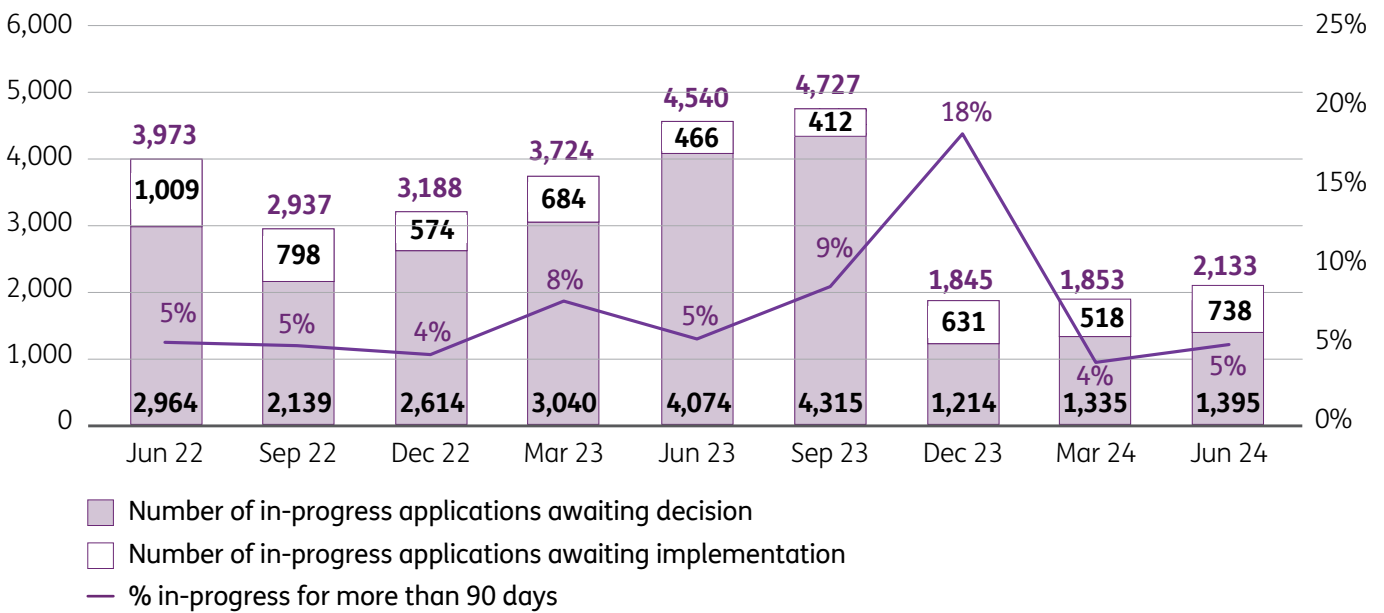


35 The time taken for participants to respond to requests for further information (RFI) has been removed from the duration.
 36 An application is considered closed if an application is cancelled or rejected, a participant is declined all home and living supports, or an application won't progress to implementation (e.g. deceased, participant chooses not to proceed). An application is considered implemented once a participant has a new approved plan.
 37 For the June 2024 quarter, 1,495 of the 7,000 applications that were closed or implemented had no data on the closure date and were excluded from the percentage of applications closed or implemented within 90 days.
 38 Applications that have been closed or implemented with no data on the closure date have been excluded from the percentages of applications closed or implemented within 90 days.

Section 3: Participant experience

As at 30 June 2024, 2,133 applications remained in progress. Of these in-progress applications, 1,395³⁹ were waiting for a decision, while a further 738 were waiting for supports to be implemented in a plan. As at 30 June 2024, 925 (43%) in-progress applications have been flagged as relating to PRR associated with a change in circumstances. The proportion of applications that have remained in-progress for more than 90 days has remained stable, with a small increase from 4% (73 applications) at 31 March 2024 to 5% (108 applications) at 30 June 2024.

Figure 14: Home and living applications – in-progress awaiting decision or implementation, percentage in-progress for more than 90 days⁴⁰



Over the 3 quarters to June 2024, the NDIA continued to implement the independent living initiative as part of the 2023–24 Budget’s Reform for Outcomes initiatives. This participant-centric initiative aims to support consistent, equitable and quality home and living decisions that are aligned with the best interests of participants and their families. Supported Independent Living (SIL) decisions are a significant proportion of home and living decisions. At 30 June 2024, almost 1 in 5 SIL participants have 1:1 (or greater) funded SIL supports in their plan. The majority of home and living applications are now reviewed and endorsed prior to approval. The endorsement process can involve a complex assessment meeting that incorporates a specialist home and living delegate and a subject matter expert, such as justice or hospital.

³⁹ The NDIA is waiting on additional information from participants for 496 out of the 1,395 applications awaiting a decision.

⁴⁰ Applications on hold are excluded from the in-progress applications.

3.3 Complaints, participant critical incidents, review requests and Administrative Appeals Tribunal cases

There is early evidence from June 2024 that the improvement initiatives are starting to reduce the volume of complaints.

Complaints

The NDIA receives complaints from participants and their representatives, as well as others, including members of the public, other government agencies or community organisations.^{41,42,43} Participant plans are the greatest focus of complaints, in particular the amount of funding and the time it takes to make planning decisions.

Since late 2023, the Agency has received more enquiries and complaints than in previous quarters. The participant complaint rate increased to 12.2% in the June 2024 quarter. The NDIA received 775 complaints during the quarter from NDIS providers about payment-related processes, equivalent to 6.8% of registered NDIS providers making a complaint. This is a decrease from quarter 3. The Agency also received 357 complaints from other sources in this quarter.

Higher complaint volumes are due to various factors, such as:

- more participants accessing the Scheme and significant interest in the Scheme generally following the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability and the NDIS Review
- the Agency experiencing higher-than-anticipated enquiries about planning issues, for example, requests from participants to have their plans changed and reassessed.

The NDIA also continues to prioritise complaints based on individual circumstances. A whole-of-agency approach is underway to address key drivers of complaints and support timely resolution of participant and provider issues and concerns. Strategies in place include:

- strengthening first contact resolution capability in the National Contact Centre and the capability of other front-line staff to address issues at the earliest opportunity
- uplifting workforce capacity and resourcing in the service delivery and complaint management teams. Since May 2024, the Agency has recruited an additional 66 complaints staff, with another 53 due to commence by September 2024.
- improving complaint processes so that people who engage through multiple channels get more consistent support
- engaging key partners to assist with and expedite progress on participant planning issues and associated complaints.

41 In the 'My Customer Requests' tile launched on the website in October 2019, 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. Previously, the single source was often recorded as a participant regardless of whether a provider was associated with the complaint.

42 The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection.

43 Numbers may change as complaints reporting in the new computer system is refined, including identifying complaints lodged via multiple channels.

Section 3: Participant experience

These strategies have contributed to a significant reduction in overdue complaints during the quarter. The Agency remains committed to resolving complaints and enquiries as quickly as possible, and listening to feedback to continuously learn and improve.

Figure 15: Number and proportion of participant complaints over time

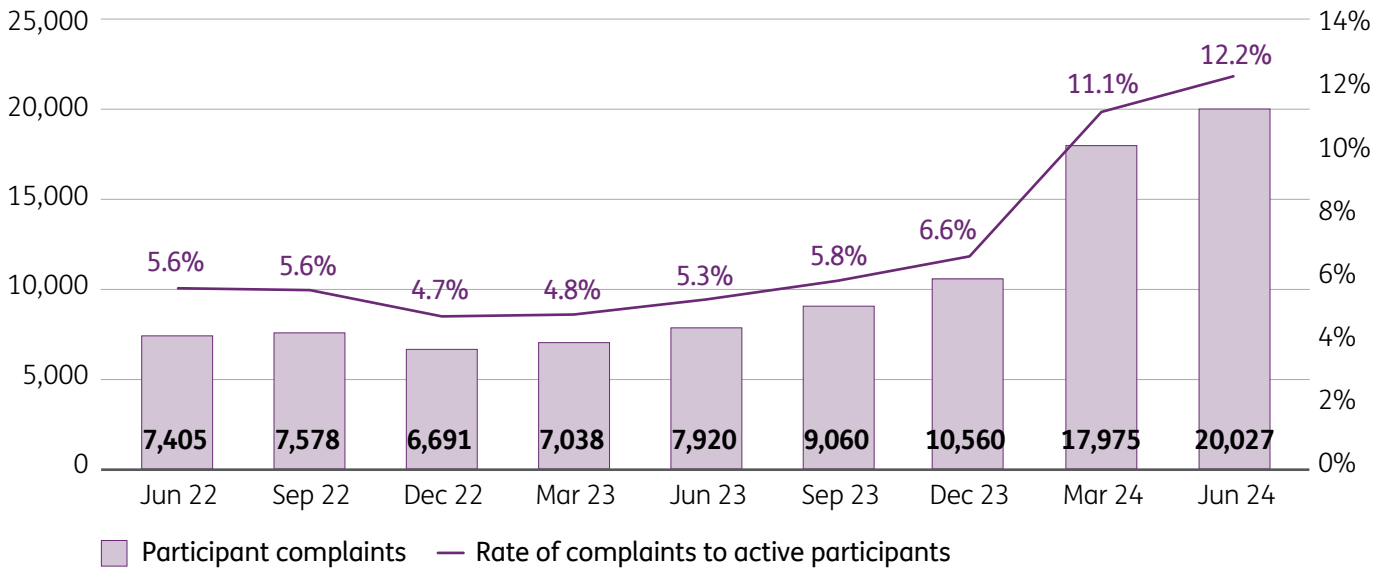
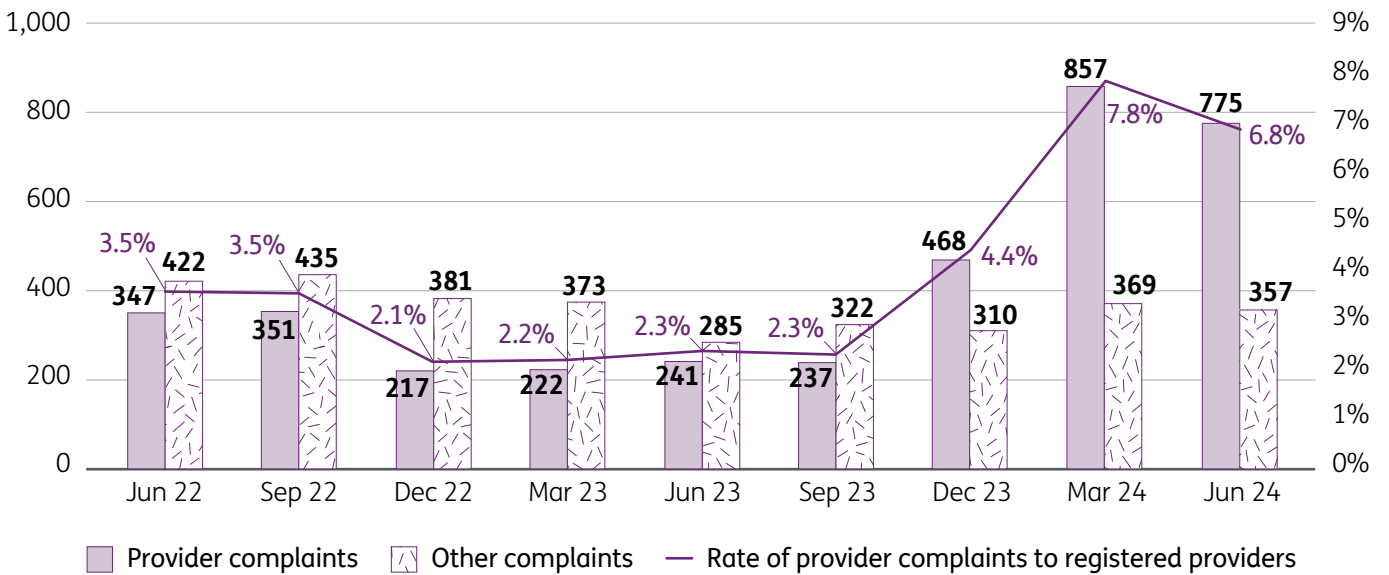


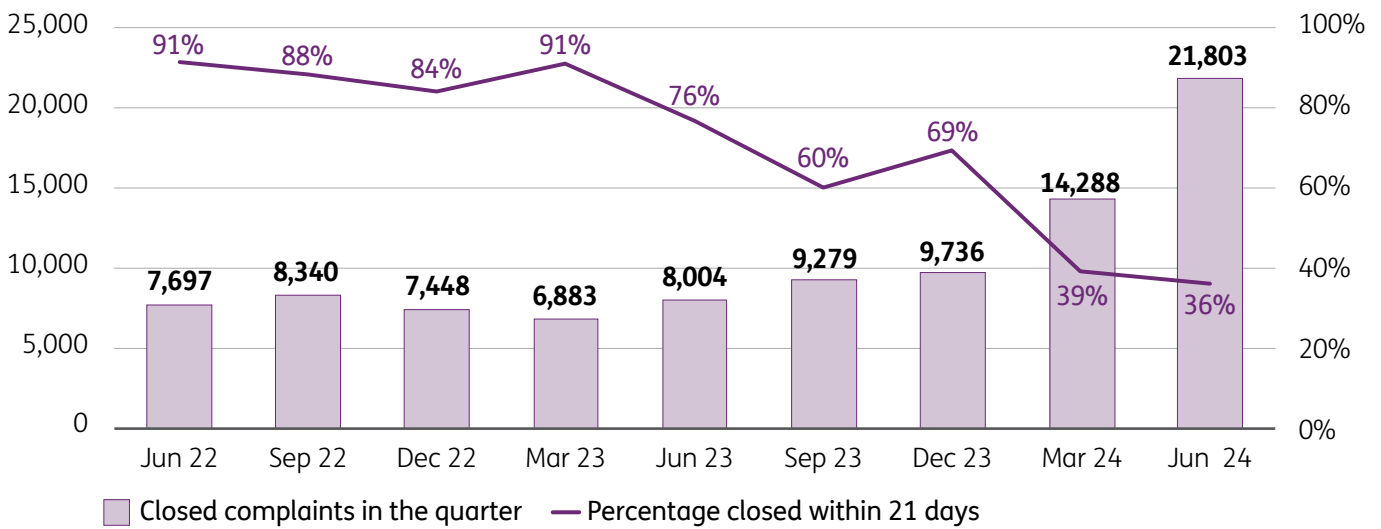
Figure 16: Number and proportion of provider and other complaints over time



In the June 2024 quarter, 86% of closed participant complaints had an outcome with the desired action completed.

On average, 69% of complaints were closed within 21 days in the 3 quarters to 31 December 2023. However, in the March 2024 and June 2024 quarters, only 39% and 36% of complaints, respectively, were closed within 21 days. This proportion has declined from levels seen in 2022 (where the average was 90% for the year). The NDIA is monitoring workloads and is working to close complaints as soon as possible.

Figure 17: Closed complaints and percentage completed within 21-day timeframe



The increased volume of complaints in the recent quarters has resulted in an increase in the percentage of complaints open for more than 21 days, from 44% at December 2023 to 58% in the June 2024 quarter. The NDIA is prioritising the resolution of these complaints and is supporting its workforce to continue to build capability with the new system and processes.

Participant critical incidents

In the course of their work, NDIA staff and staff of partners in the community may encounter circumstances of or obtain information about allegations of harm to a participant. These are known as participant critical incidents (PCIs).⁴⁴

After taking immediate safeguarding actions, NDIA staff and staff of partners in the community must report the PCI. Reports are streamed to a dedicated team in the NDIA and prioritised for action based on the level of risk to the participant.

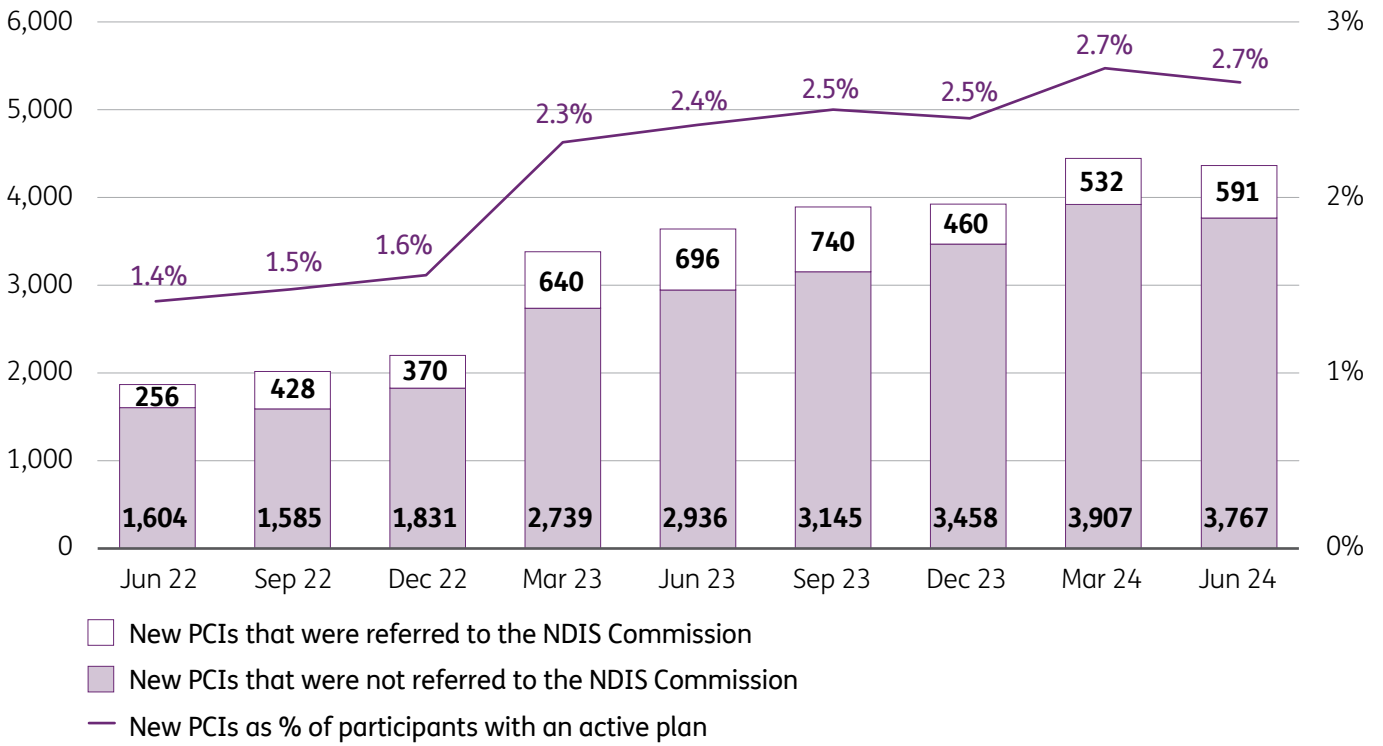
The prevalence of PCIs increased during the March 2023 quarter and, since then, has remained relatively consistent with an average of 2.7% of participants with an active plan.

The total volume of PCIs received in the June 2024 quarter decreased from the March 2024 quarter. The main themes of PCIs for the June 2024 quarter were abuse or neglect of an NDIS participant, followed by an NDIS participant threatening or attempting self-harm.

⁴⁴ The number of PCIs reported has been restated to exclude withdrawn and miscategorised records.

Section 3: Participant experience

Figure 18: Number and proportion of new PCIs⁴⁵

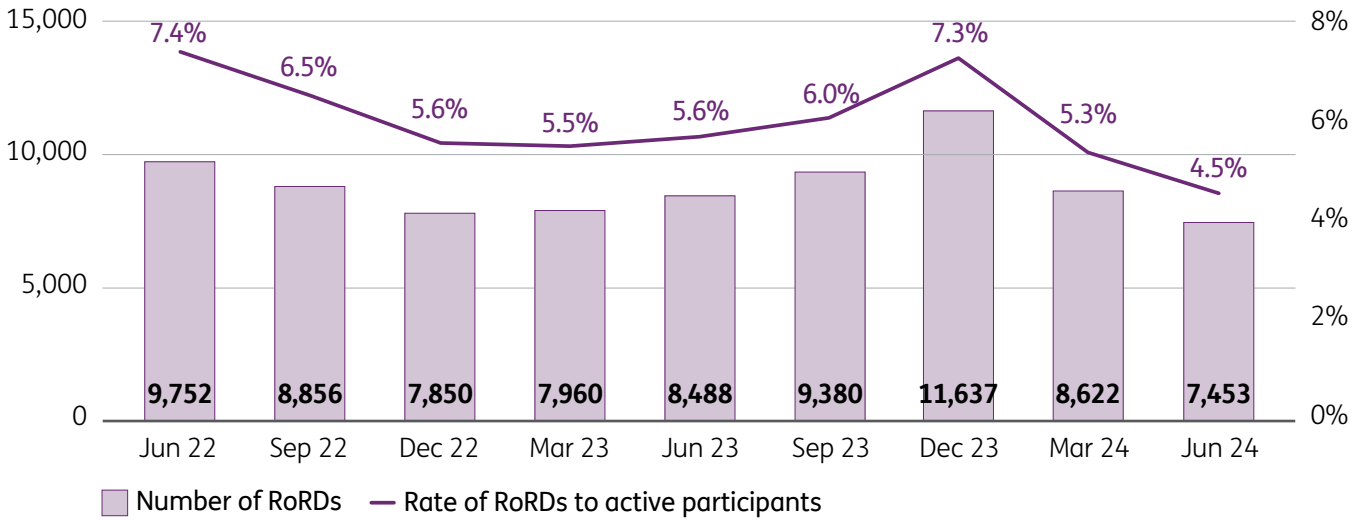


⁴⁵ The number of PCIs in the current quarter may change in the future as the method of identifying PCIs in the new computer system is enhanced further. The number of PCIs reported for the last 6 months may still increase, as there is a lag in data collection.

Review of a reviewable decision

The number of reviews of a reviewable decision (RoRDs) as a percentage of active participants has decreased from 7.4% in the June 2022 quarter to 4.5% in the June 2024 quarter.⁴⁶ The number of RoRDs reported for the March 2024 and June 2024 quarters is expected to increase retrospectively.

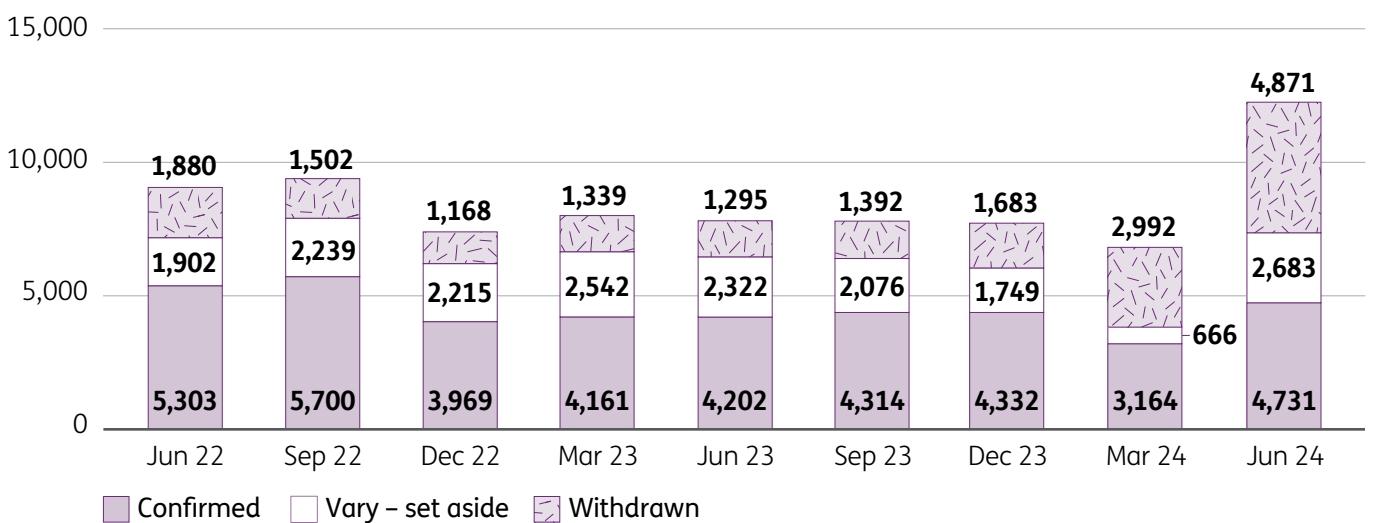
Figure 19: Requests for a RoRD by date of decision



There were 12,285 RoRDs closed in the June 2024 quarter, including 4,871 requests withdrawn.⁴⁷ Of the remaining closed RoRDs, 4,731 confirmed the NDIA’s decision, meaning there was no change from the NDIA’s original decision.

Further, there were 2,683 decisions to amend or set aside the decision of the original decision-maker. Decisions are often varied or set aside as further evidence is obtained during the review process.

Figure 20: Closed RoRDs by outcomes – quarterly trend



⁴⁶ The numbers of RoRDs in the December 2023 and March 2024 quarters are higher than reported at 31 March 2024 due to retrospective changes in the data.

⁴⁷ The higher-than-usual volume of withdrawn RoRDs in the June 2024 quarter was the result of an internal mechanism to progress RoRDs, requiring requests to be withdrawn then recreated as new cases; the March 2024 quarter similarly had a higher volume of withdrawn RoRDs.

Administrative Appeals Tribunal

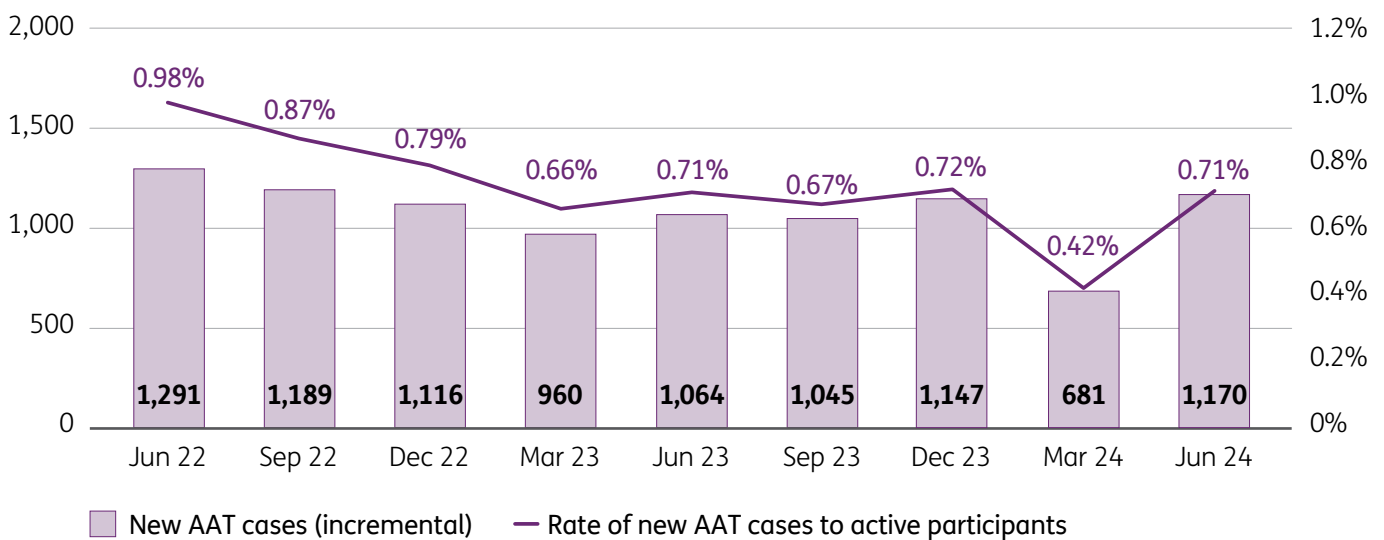
If a person is not satisfied with the outcome of their review, they may apply to the Administrative Appeals Tribunal (AAT) for review of a decision made by a reviewer.^{48,49} The NDIA is committed to acting as a model litigant in the AAT as required by the Legal Services Directions 2017. In doing so, the NDIA works with applicants and their legal representatives to resolve their matters as early as possible in the AAT process.

There were 1,170 new AAT cases in the June 2024 quarter, relating to 1,146 participants. The number of new AAT cases (as a proportion of active participants) has decreased since the June 2022 peak of 0.98% to 0.71% in the June 2024 quarter; this is an increase from the March 2024 quarter of 0.42%.

The increase in the June 2024 quarter is primarily for planning-related applications, with access matters remaining steady across the quarter. The increase is likely attributable to a significant backlog of internal reviews within the Agency. Public discourse on significant legislative reform underway may also be impacting participant behaviour and contributing to increased appeals in the AAT.

The NDIA is addressing the backlogs as a priority.

Figure 21: Number and proportion of new AAT cases



In the 12 months to 31 March 2024,⁵⁰ of the AAT cases that had supports in dispute, the most common categories lodged were capacity building (31% of disputes), core supports (26%) and SIL (10%).

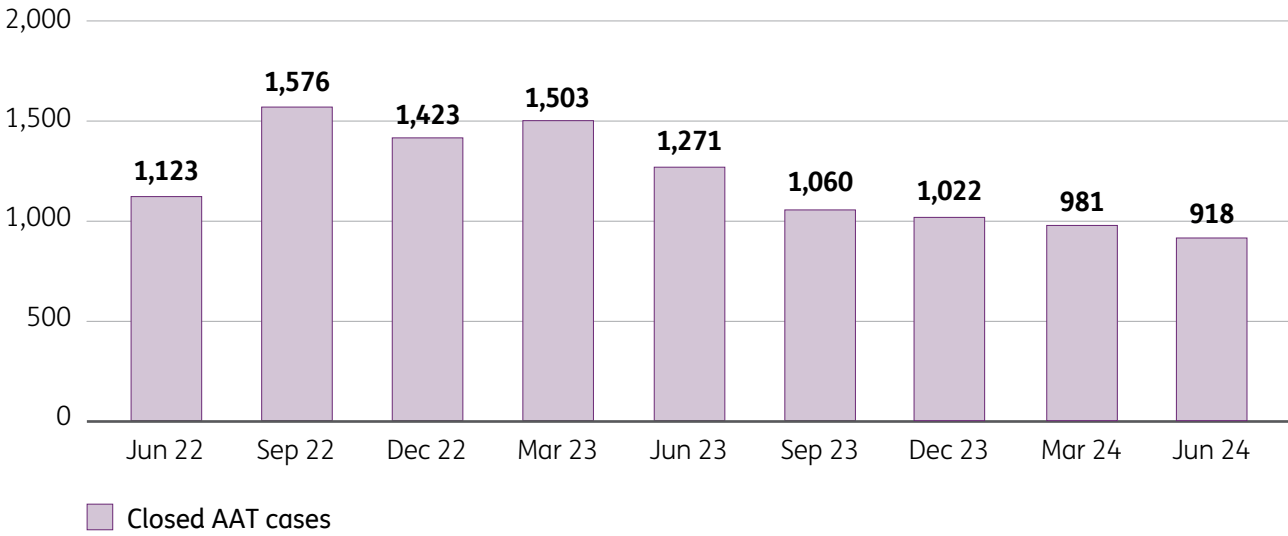
In the June 2024 quarter, there were 918 closed AAT cases. Of the cases no longer before the AAT, approximately 74% were resolved by agreement, 22% were withdrawn by the applicant or dismissed by the AAT and 3% proceeded to a (substantive) hearing.

48 As part of the AAT process, it is not uncommon for new requests to be made and for new evidence to be provided by applicants while their matters are in progress. This contributes to NDIS decisions being varied in the AAT.

49 Further information about the AAT process can be found on the AAT website: <https://www.aat.gov.au/apply-for-a-review/national-disability-insurance-scheme-ndis/can-we-help>

50 Data on supports is shown with a one-quarter delay, due to the lags in recording the support in dispute.

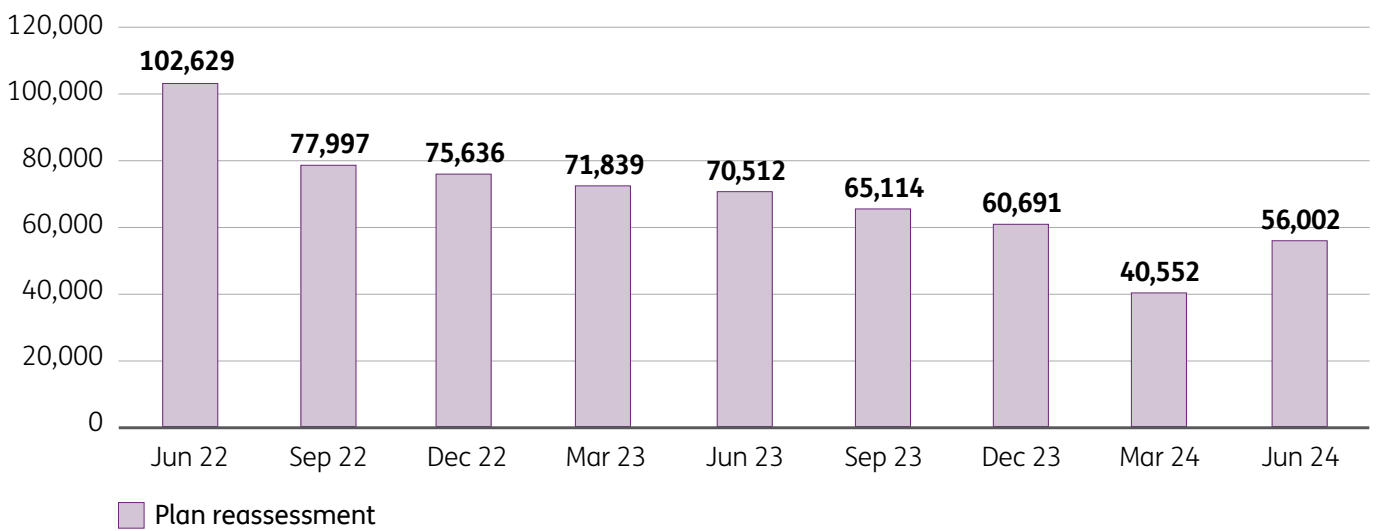
Figure 22: Number of closed AAT cases



Plan reassessments

There were 56,002 plan reassessments conducted in the June 2024 quarter. Plan reassessments were decreasing since the June 2022 quarter due to a plan continuation strategy. This strategy involves communicating with the participant to ensure there have been no significant changes in their circumstances and, with agreement from the participant, continuing their existing plan. Reassessments have since increased in the June 2024 quarter as the Agency progresses in its response to the increased volume of requests from participants for a change in their plan.

Figure 23: Number of plan reassessments⁵¹



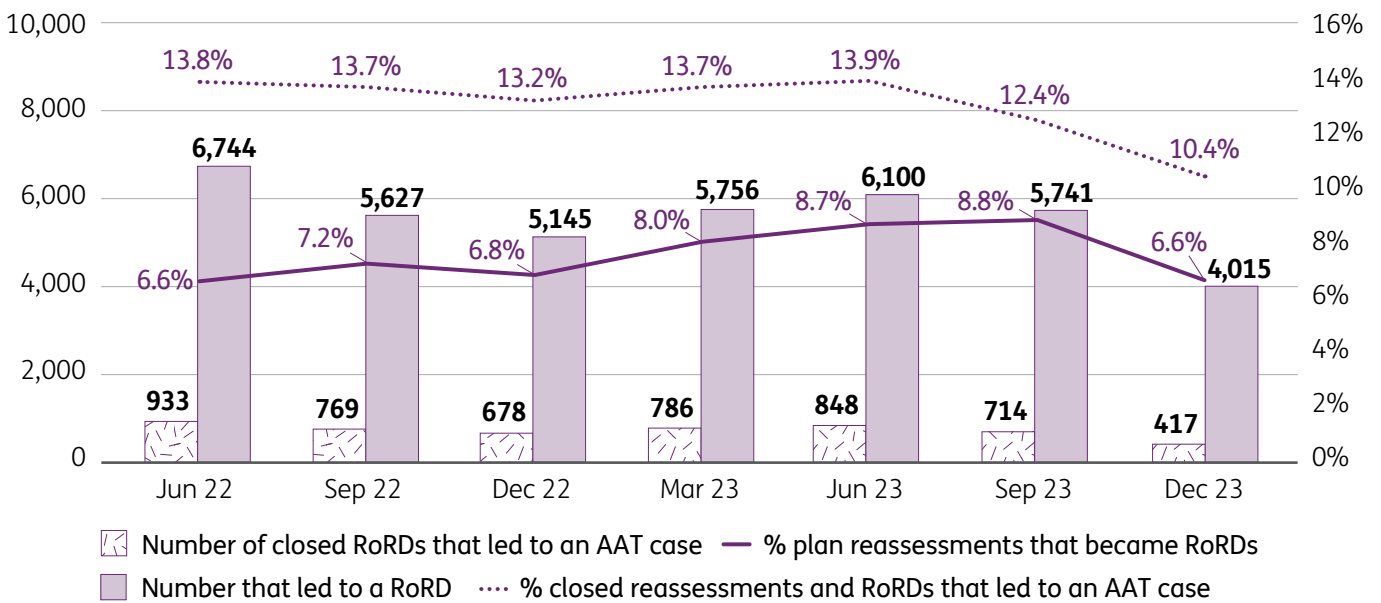
⁵¹ Short plans (plans with a duration less than or equal to 30 days) have been excluded. The number of plan reassessments in historical periods has been updated with retrospective data changes.

Pathway from plan reassessments to RoRDs and AAT cases

A participant may request a RoRD and then further appeal to the AAT. The following figure shows the pathway from plan reassessment to RoRD and AAT case between 1 April 2022 and 31 December 2023. The fall in the number of closed RoRDs and new AAT cases is reflected in the decreasing trend below.

The proportion of RoRDs arising from plan reassessments has increased from a low of 6.6% (6,744 RoRDs) in the June 2022 quarter to a high of 8.8% (5,741 RoRDs) in the September 2023 quarter, and then decreased to 6.6% (4,015 RoRDs) in the December 2023 quarter. The proportion of AATs arising from RoRDs has remained relatively stable from the June 2022 quarter to the June 2023 quarter (around 13.6% on average), but has steadily declined to 10.4% in the December 2023 quarter.

Figure 24: Pathway from plan reassessment to RoRD and AAT case between 1 April 2022 and 30 December 2023 at 30 June 2024



3.4 Participant satisfaction

Participant satisfaction with early supports and plan reassessment processes has increased this quarter.

Amendments to the participant satisfaction survey (PSS) were introduced for the December 2023 monthly PSS data collection, which coincided with the new computer system and pathway changes that were rolled out nationally from late October 2023. This report presents the second quarter of data on participant satisfaction since these changes were implemented.

In considering reported satisfaction and experience this quarter, it is important to keep in mind the recent amendments to the PSS following the national roll-out of the new computer system and pathway changes from late October 2023. Since late 2023, the NDIA has received a larger than average volume of requests from participants asking for a change to their NDIS plans. This higher volume of calls has caused some delays as all participant requests are carefully reviewed and actioned. This will likely continue to have flow-on effects on participant satisfaction this quarter.

While overall satisfaction with the early supports and plan reassessment processes in the June 2024 quarter is higher than the previous quarter, the satisfaction across the other stages has declined.

Figure 25: Rating of experience with the NDIS (1 April 2024 to 30 June 2024)^{52,53}

	Early supports	Community connections	Apply for NDIS		Plan approval	Plan implementation	Plan reassessment
			Access met	Access not met/ other			
Very good/good	66%	72%	52%	32%	51%	58%	70%
Neutral	17%	17%	20%	22%	16%	17%	16%
Poor/very poor	17%	11%	28%	46%	33%	25%	14%

For the three months to 30 June 2024, 66% of respondents rated the early supports process as either good or very good, with a further 17% rating the experience as neutral.

Seventy-two per cent of respondents rated the community connections process as either good or very good, with a further 17% rating the experience as neutral. The Agency understands that in some instances NDIS partners have communicated to applicants that a community connections plan is mandatory. The Agency is actively reinforcing to all staff and partner organisations that the completion of a community connections plan is not mandatory, as set out in the ‘Applying to the NDIS’ operational guideline.

As part of the recent reinforcement campaign and refresher training that the NDIA conducted with local area coordinators, it was reinforced that any goals in community connections plans are to be in the voice of the person, and any connections included in a community connections plan are connections that the person wants to have.

52 Underlying total response numbers may differ across different questions in each moment due to the exclusion of ‘Prefer not to say’ and ‘Not applicable’ responses. The count is the count of total unique respondents in each moment.

53 These results are based on 188 surveys of early supports, 1,485 surveys of community connections, 1,398 of applying for the NDIS, 3,327 of plan approval, 2,930 of plan implementation and 8,147 of plan reassessment, which is 17,475 in total.

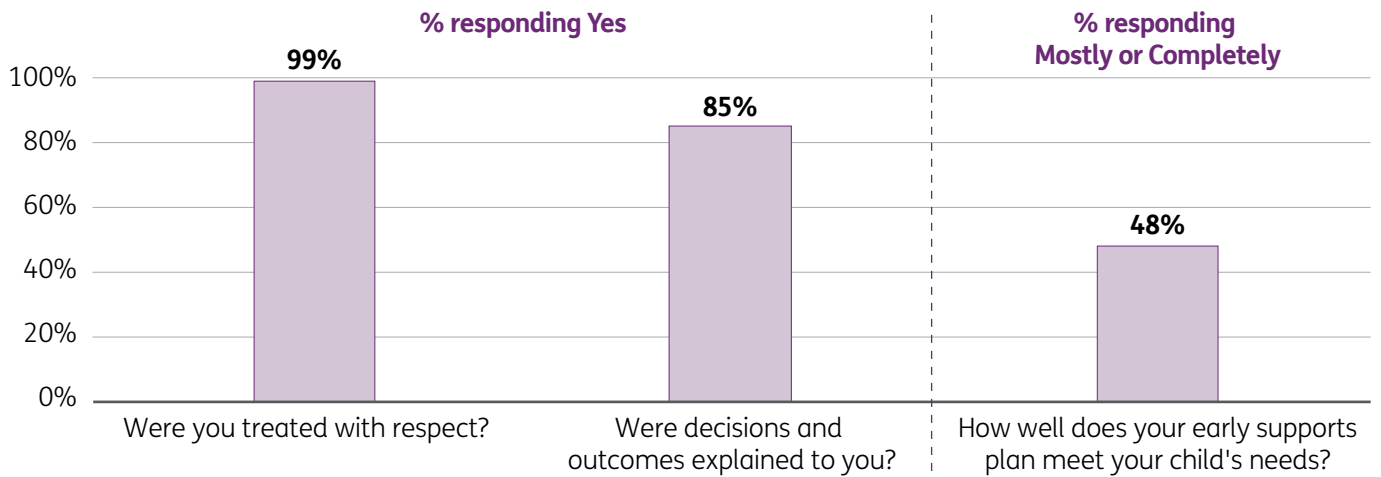
Fifty-two per cent of participants (i.e. respondents with a status ‘access met’) rated the process of applying for the NDIS as either good or very good, compared to 32% of respondents who had an ‘access not met’ or other status at the time of interaction. Overall, 46% of respondents rated the process of applying for the NDIS as either good or very good, with a further 21% rating the experience as neutral.

Fifty-one per cent of respondents rated the plan approval process as either good or very good, with a further 16% rating the experience as neutral. Fifty-eight per cent of respondents rated the plan implementation process as either good or very good, with a further 17% rating the experience as neutral. Seventy per cent of respondents rated the plan reassessment process as either good or very good, with a further 16% rating the experience as neutral.

The survey includes questions that provide further insights at each stage of the pathway. Selected questions by pathway stage are presented in Figure 26.

Figure 26: Satisfaction across the 6 stages of the pathway

Early supports



Community connections

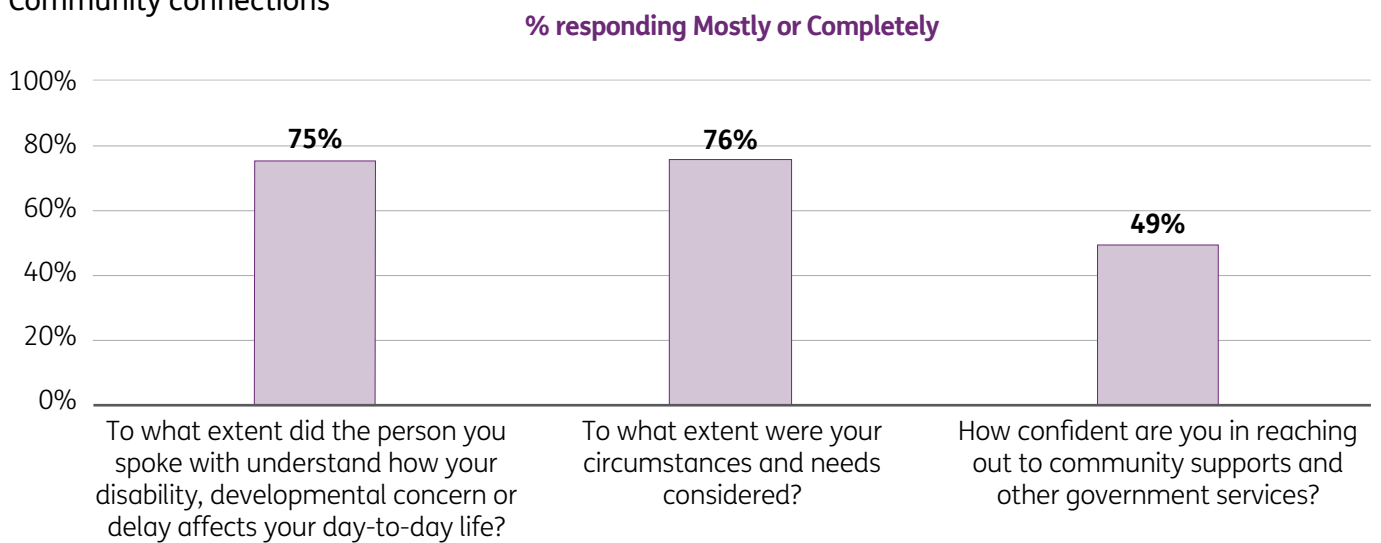
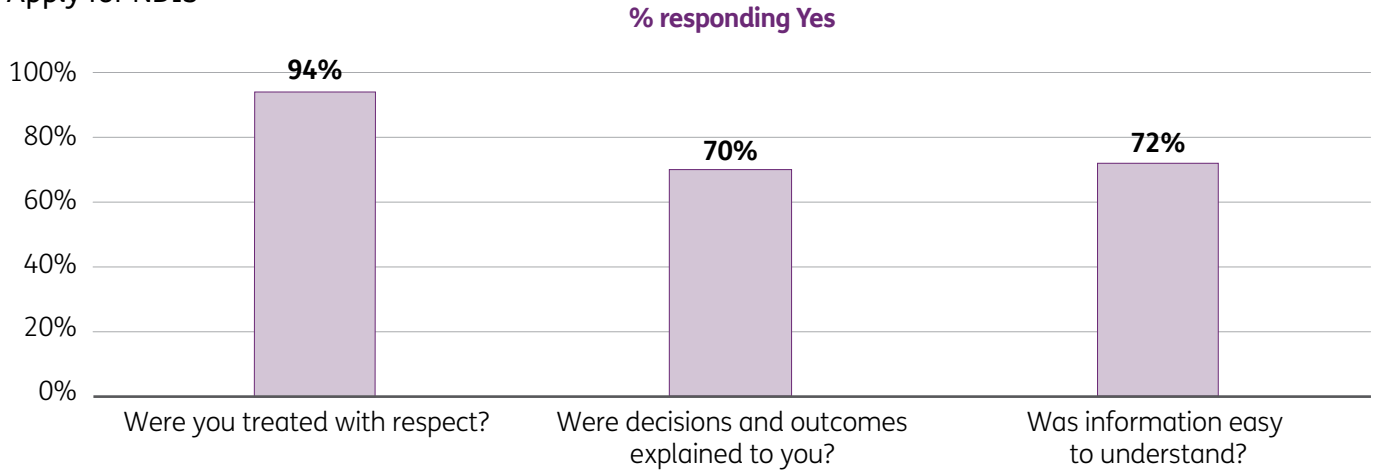
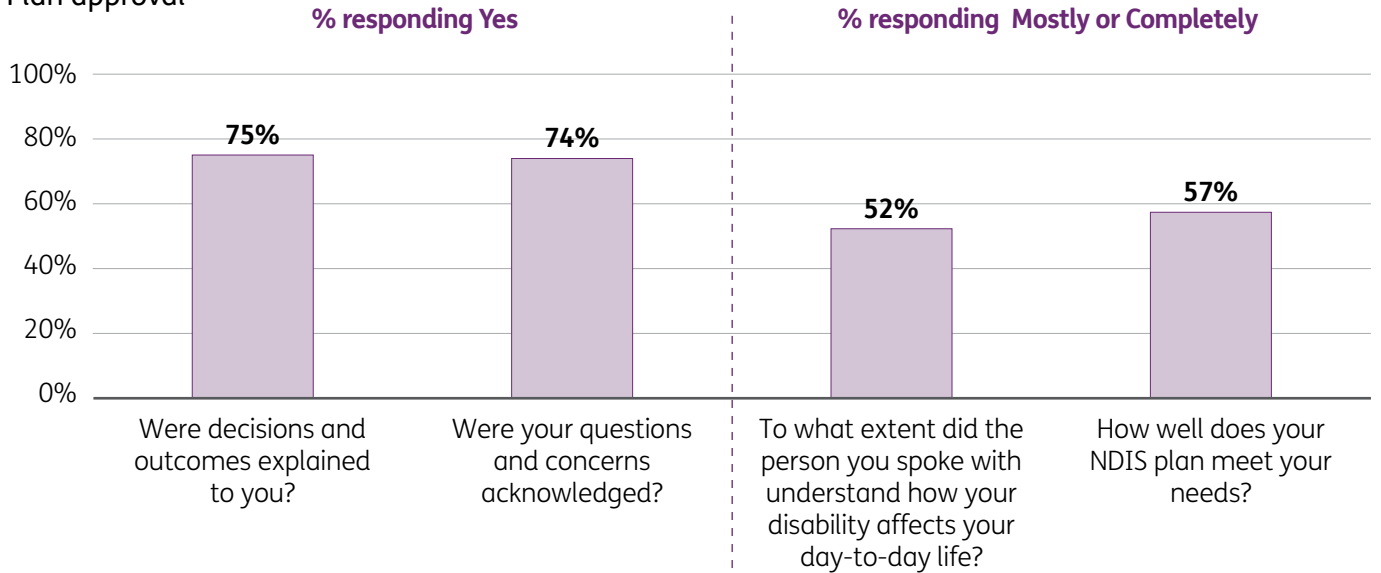


Figure 26: Satisfaction across the 6 stages of the pathway cont.

Apply for NDIS



Plan approval



Plan implementation

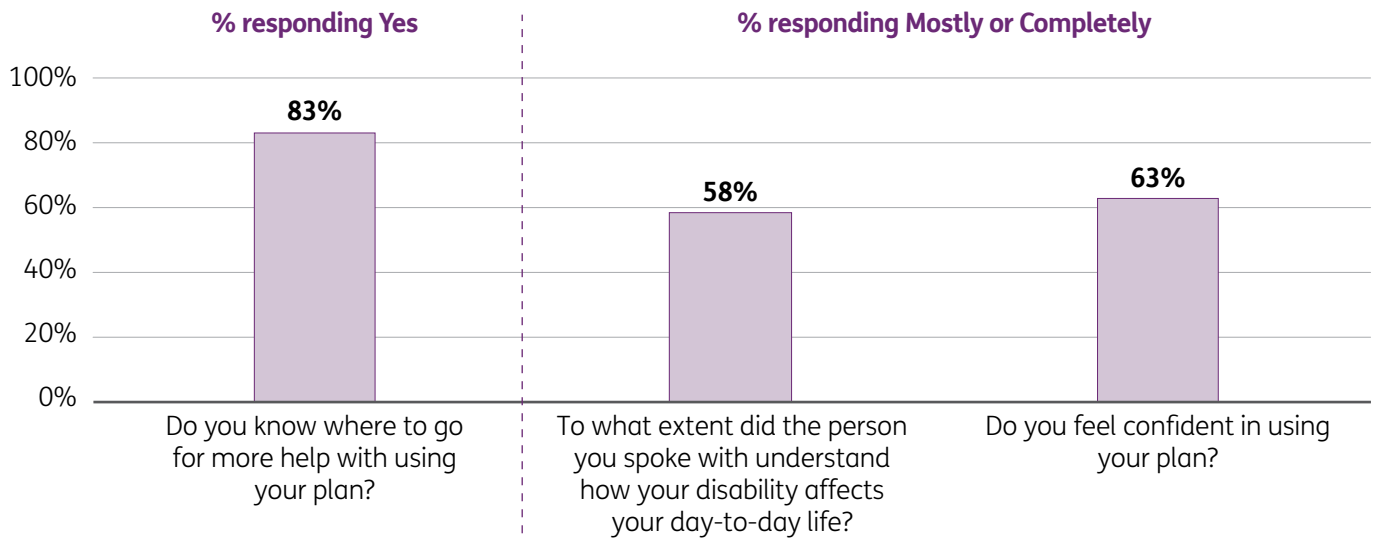
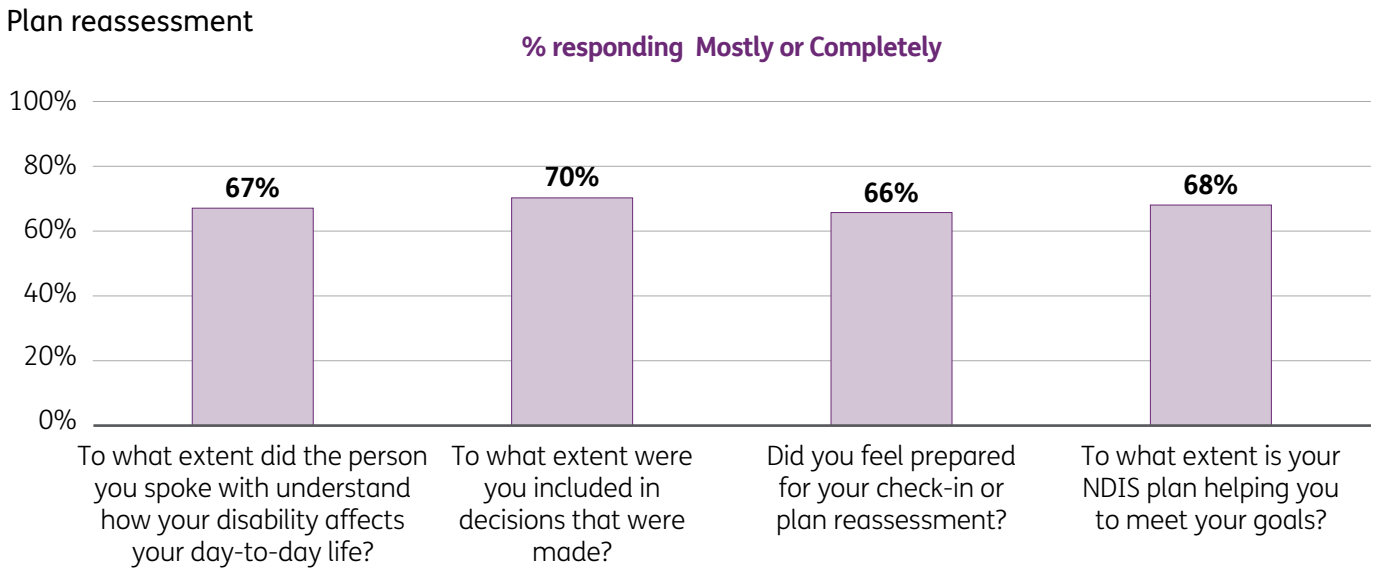


Figure 26: Satisfaction across the 6 stages of the pathway cont.



The percentage of respondents who answered positively to the question about the extent to which the person they spoke with understood how their disability affects their life varied between stages. Around 75% of respondents at the community connections stage reported that the person mostly or completely understood, compared to between 52% and 67% of respondents with a plan at the plan approval, plan implementation or plan reassessment stages.

Respondents were positive about being treated respectfully, with between 90% and 99% reporting they were treated with respect by the person they spoke with. Between 70% and 85% of respondents reported that decisions and outcomes were explained to them, with the most positive experience at the early supports stage.

Participants reported that they know where to go for more help with using their plan (83% for plan implementation) and they felt that their questions and concerns were acknowledged (74% for plan approval).

The proportion of respondents answering positively by pathway stage and question is presented in Supplement E.

3.5 The NDIA National Contact Centre

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

In the June 2024 quarter, the NCC continued to see growth in contact demand, with 385,934 calls offered, an increase of 32% year on year.⁵⁴ This has contributed to a record number of calls across the full financial year (1,451,005). Other contact types, including email (279,015) and webchat (44,018), also increased in demand, leading to an overall workload increase of 21% year on year.

To meet growing demand, the NCC added 160 service officers over the quarter. In this quarter, the Australian Public Service (APS) insourced contact centre had 43% of employees identifying as having a disability, and an additional 12% having lived experience of disability. The NCC continues to prioritise attracting employees with disabilities through an inclusive approach to merit based selection and affirmative measures.

In this quarter, the NCC improved operational results, with average speed of answer being 3 minutes and 13 seconds for the quarter, with 39% of calls answered in 60 seconds. The NCC reduced email-on-hand work to 24,200 emails by 30 June 2024. As of 30 June 2024, 41% of all new emails were responded to within 2 business days. The NCC is on track to resolve the email backlog before the end of July 2024.

In this quarter, the NCC continued the first contact resolution (FCR) program of work. This program is increasing the volume of work items being resolved at first point of contact with the NCC, reducing referrals and double handling of work across the Agency. The NCC now also actions voluntary exits and plan management-type changes. The forward program of work will include NCC approval of assistive technology and home modification request quotes, and plan amendments under section 47a of the NDIS Act. The NCC will commence managing these work items in the first quarter of the 2024–25 financial year. This first phase of the contact resolution program is resolving an additional 300,000 participant transactions per year at the first point of contact.

The NCC also continued to provide resources to action increasing workloads in outbound campaigns, bulk mailout responses, claims support and payments enquiries.

The NCC has delivered the following results for the quarter:

- Customer experience remained strong, with **92%** of post-call survey respondents scoring their experience with the NCC as 'High' or 'Very High'.
- **385,934** calls were offered, a **32%** increase year on year. The NCC continued to answer all calls without using call blocking.
- Callers used 'Virtual Hold' on **12%** (44,816) of calls offered. This removes the need to wait in queue and provides an automatic call back service when a service officer is available.
- **39%** of calls met the current participant service charter (PSC) metric of calls answered within 60 seconds and there were no complaints about wait times.
- **44,018** webchats were offered, an increase of **41%** year on year.
- **279,015** emails were received, an increase of **7%** year on year.

⁵⁴ Calls offered are the number of calls attempted to the NCC, including calls answered as well as calls abandoned.

Figure 27: NCC telephony performance

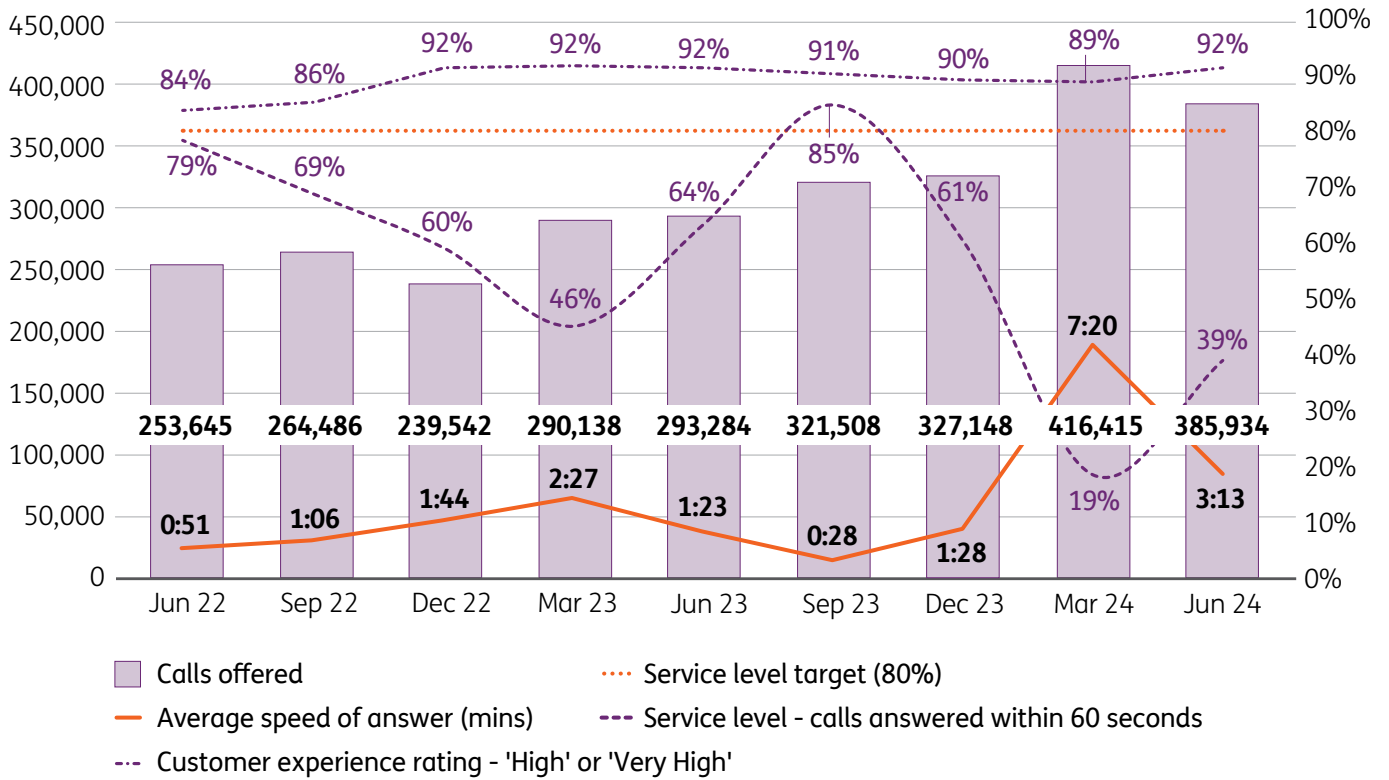
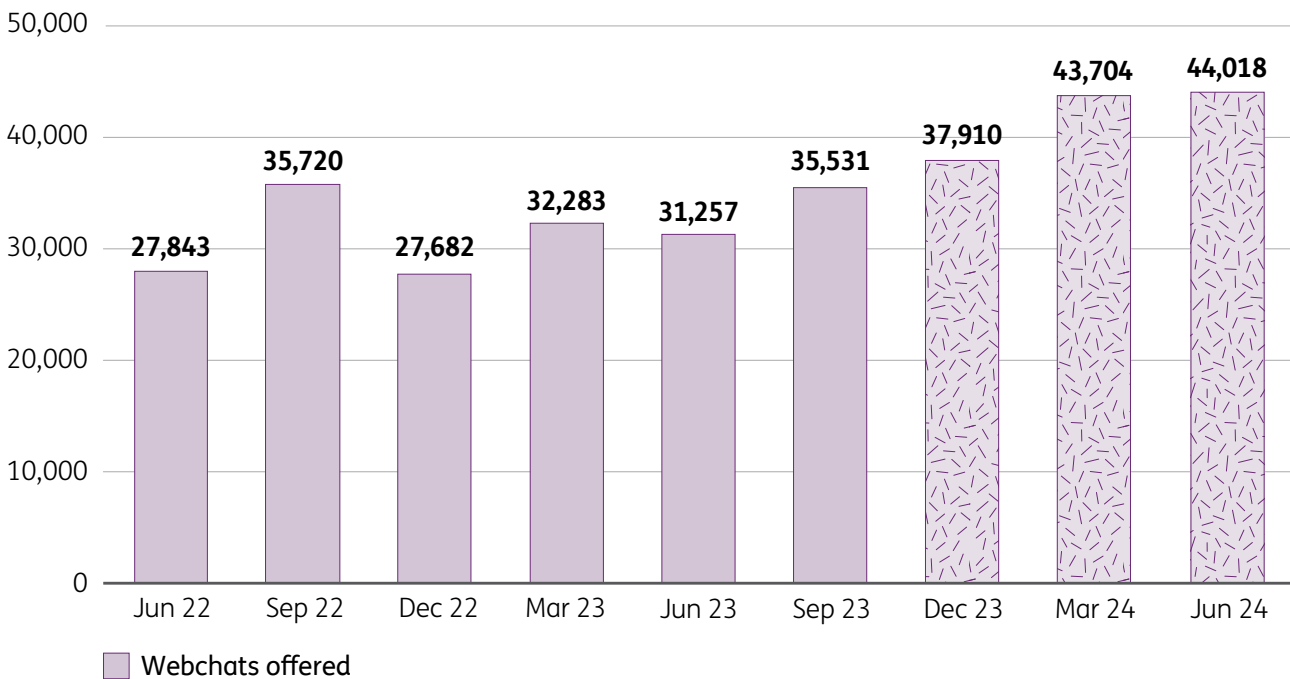
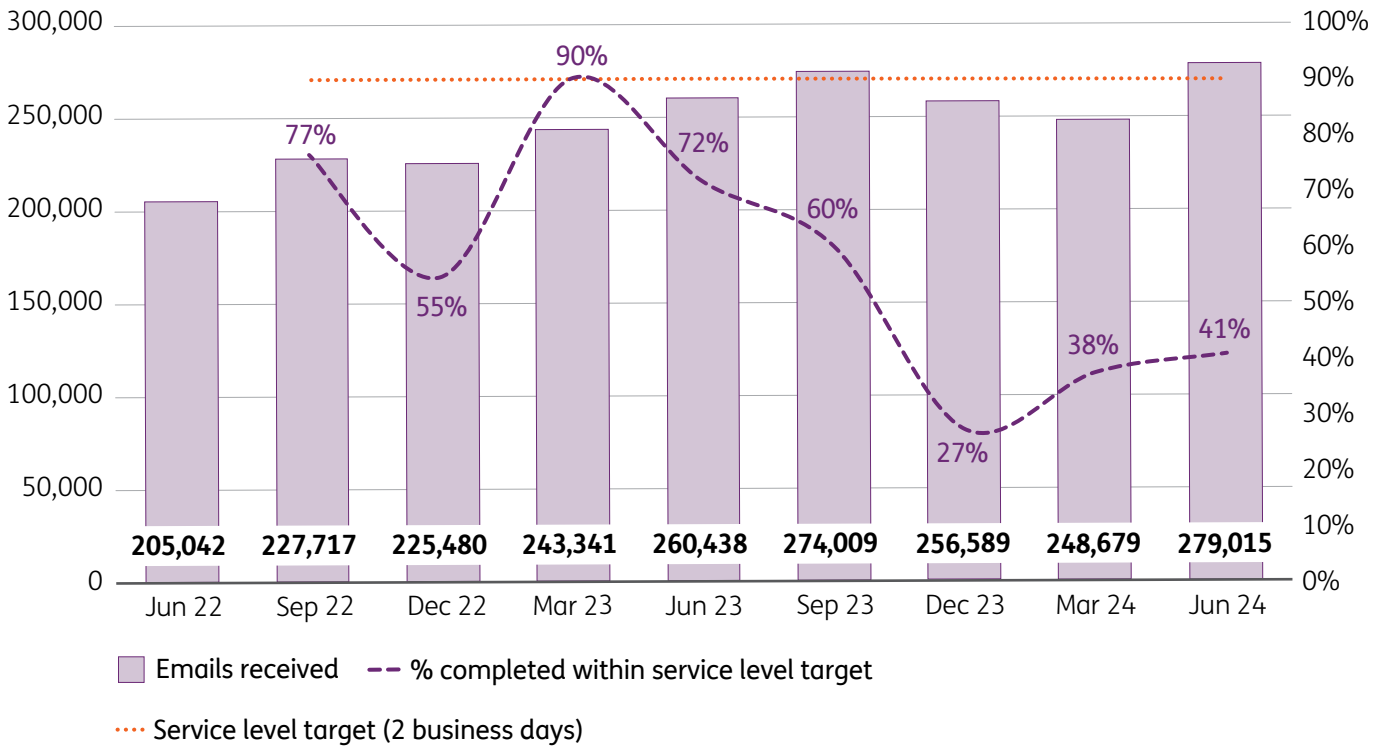


Figure 28: NCC webchat performance⁵⁵



⁵⁵ From December 2023, the volume of webchats offered have been estimated as a result of reporting issues with the Agency's new webchat functionality that was implemented in November 2023. The Agency has identified instances where a webchat was offered but not connected to a contactor or no contact was received from the requestor. These instances were removed to estimate the webchat volume.

Figure 29: NCC email performance





Dom moves to the beat of accessibility and success

Dom never thought he'd be Australia's first trans man with disability to run a successful dance academy dedicated to sparking joy in the lives of others with disability.

Then again, the Toowoomba local never thought at 25 he'd suddenly acquire the life-long disability of functional neurological disorder (FND).

At one stage Dom had a medical episode so severe it left him paralysed and unable to walk or talk for months, with neurologists and doctors uncertain he'd ever fully recover.

'While I was sitting in my wheelchair paralysed, I had a lot of time to think,' said Dom, a 33-year-old dance teacher, who taught every style of dance before his health deteriorated.

'I realised as a person with disability, I now had the unique opportunity to teach dance from a new perspective; with lived experience of disability, compassion and understanding.'

Dom was determined to get back into his dance studio. He worked day and night to regain his abilities, every day persisting despite dealing with seizures, blackouts and intense pain.

Life-changing supports helped Dom with his recovery in 2020 when he received assistance to apply for NDIS funding through Carers Queensland.

The Scheme funded support workers to help Dom with daily tasks, and to attend appointments.

The NDIS also helped fund a power-assisted wheelchair system, to help Dom regain his independence.

'I'm grateful to the NDIS, it helped me through a really hard time. It's also a relief to know when my health deteriorates, which can be at any time, support is available,' Dom said.

'One of my goals in setting up Disability Dance Studio was to change everyone's way of thinking when it came to disability,' he said. 'I want to show the world just how capable people with disabilities are.'

Section 4: Providers and the growing market



The provider market continues to grow.

4.1 Support categories

The largest support categories are core support for daily activities, core support for social and community participation, and capacity building for daily activities.

In the 12 months to 30 June 2024, \$41.3 billion in support has been provided.⁵⁶ The largest support categories are core daily activities (52% of total payments), core social and community participation (23% of total payments), and capacity building daily activities (13% of total payments). Core daily activities includes participants in SIL. Of the \$21.4 billion payments on core daily activities in the 12 months to 30 June 2024, \$10.6 billion was for payments related to participants in SIL.

Figure 30: Total payments from 1 July 2023 to 30 June 2024

Support category	Total payments (in \$m)	% of total payments
Core – daily activities	21,441	52.0%
Core – social and community participation	9,473	23.0%
Core – consumables and transport	1,512	3.7%
Capacity building – daily activities ⁵⁷	5,176	12.5%
Capacity building – other	2,627	6.4%
Capital	1,018	2.5%
Total⁵⁸	41,254	100.0%

Over the last 2 years, payments have grown by 49% (from \$27.6 billion for the year ending 30 June 2022 to \$41.3 billion for the year ending 30 June 2024). Payments have grown across the support categories, most notably for core daily activities and core social and community participation (growing by 53% in aggregate over the period).

⁵⁶ This represents total payments on a cash basis (including payments made under in-kind arrangements). On an accrual basis, total payments were \$41.8 billion. The 2023–24 financial year Scheme and Agency costs are a provisional result and subject to further changes, including Australian National Audit Office audit.

⁵⁷ Includes therapy services.

⁵⁸ Total includes \$7 million of payments with no support category.

4.2 Plan management types

The majority of participants are choosing to use a plan manager.

Participants indicate their preferred plan management type. As this decision is made at the ‘support category’ level, a participant may end up opting for a combination of plan management types.

In the June 2024 quarter, a minority (8%) chose to have their plan entirely managed by the Agency, while the majority (63%⁵⁹) preferred to engage a plan manager for some or all of their plan. It was reported that 29% of participants plan to self-manage all or part of their plan. The NDIA continues to support participants in deciding whether self-management is right for them, and has recently released an [updated guide to self-management](#).⁶⁰ The guide explains the benefits of self-management, roles and responsibilities and how to self-manage effectively.

The indication of intended use of plan management type(s) at the planning stage is not binding, and therefore may differ from the plan management type(s) ultimately used. The following section reports on the actual plan management type(s) used.

Figure 31: Active providers and payments by plan management type in the June 2024 quarter

Plan management type	Payments ⁶¹ made to active providers (\$b), and proportion of total payments	Number of active providers ⁶²
Agency-managed	3.5 (32%)	8,964
Plan-managed	6.3 (57%)	188,943
Self-managed	1.2 (11%)	61,359
Total	11.1	215,779

In the June 2024 quarter, of the \$11.1 billion in payments, \$3.5 billion was Agency-managed (32%), \$6.3 billion was managed by a plan manager (57%), and \$1.2 billion was self-managed (11%).⁶³

Out of 215,779 active providers in the June quarter, 8,964 providers provided support to Agency managed participants, 188,943⁶⁴ providers provided support to plan-managed participants, and 61,359⁶⁵ providers provided support to self-managed participants.⁶⁶

59 This figure excludes participants who have opted to have part of their plan self-managed.

60 <https://www.ndis.gov.au/participants/using-your-plan/self-management#guide-to-self-management>

61 Includes cash and in-kind payments.

62 Active providers refer to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with an invalid Australian Business Number (ABN).

63 Includes cash and in-kind payments.

64 Plan management fees, which are Agency-managed payments, are reclassified as a plan-managed payment 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.

65 The number 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 21% of all self-managed payment transactions.

66 ‘Active providers’ refers to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with an invalid ABN.

4.3 Plan managers

The number of participants opting to use the services of a plan manager has continued to grow, while the number of plan managers in the Scheme has remained stable.

Provider types

Participants supported by plan managers can use registered or unregistered providers. For the 12 months to 30 June 2024, unregistered providers were used less frequently and had a higher proportion of one-off payments (i.e. unregistered providers were only used once). On average, the frequency of one-off payments was approximately 2.7 times lower for registered providers.

Payment characteristics

In the June 2024 quarter, 188,943 providers supported plan-managed participants, of which 13,289 were registered at some point during the quarter.^{67,68}

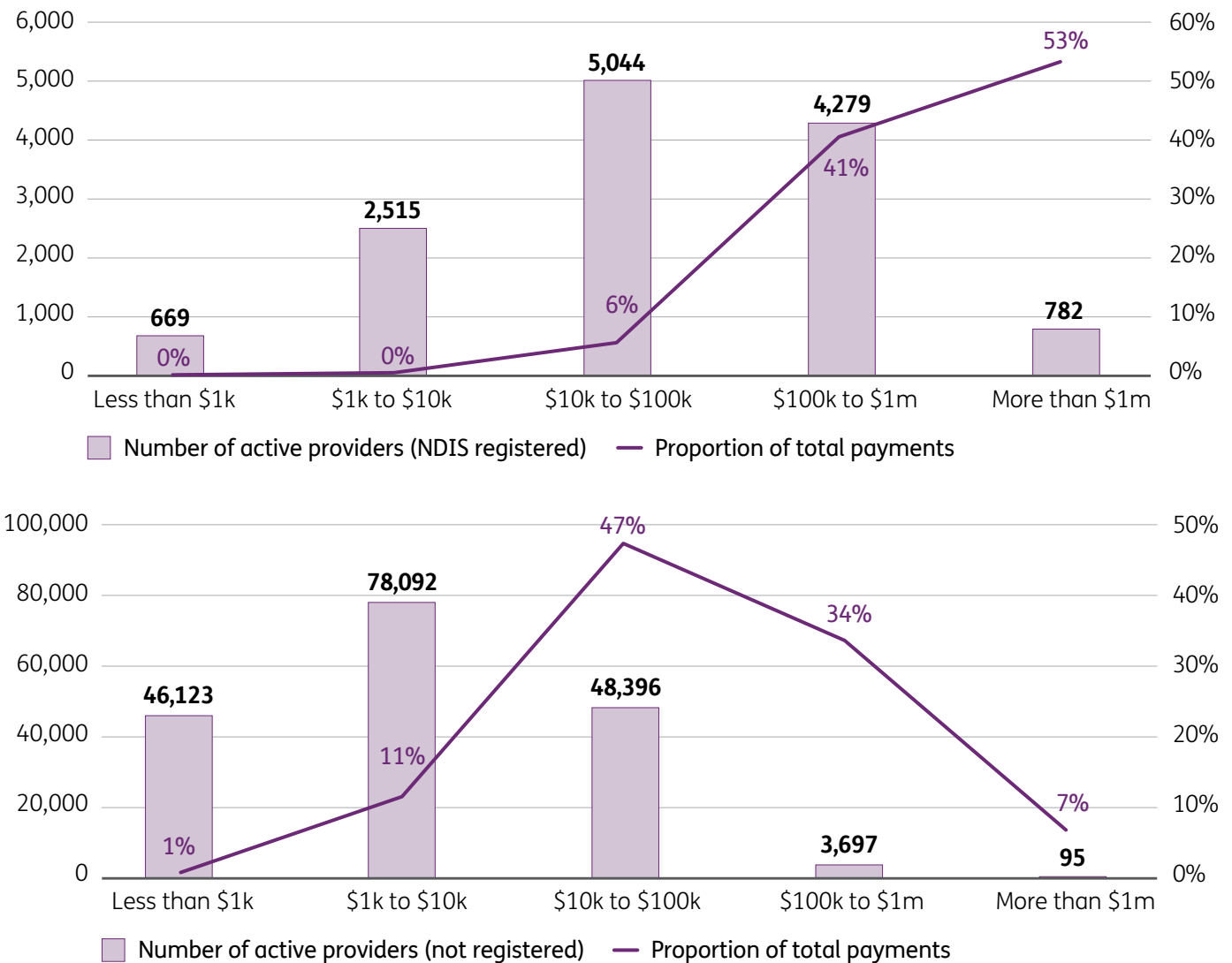
Payments to plan managers were \$6.3 billion in the June 2024 quarter. Of the \$6.3 billion, \$149 million was for the plan management services. The remaining \$6.2 billion was for plan managers to pay service providers on behalf of participants. In the June 2024 quarter, registered providers received 56% of the \$6.2 billion overseen by plan managers, unregistered providers received 43%, and providers with unknown registration status received 1% of the plan-managed payments.

Although 43% of plan-managed payments went to unregistered providers, the market of unregistered providers is large, which means there are many unregistered providers receiving smaller total payments. Although only 7% of providers paid through plan managers are NDIS-registered providers, they represent 56% of total payments in the quarter. Furthermore, 38% of NDIS-registered providers received more than \$100,000 in NDIS funding for the quarter, compared to only 2% of unregistered providers receiving more than \$100,000 in funding.

⁶⁷ Registration status of a provider may change between 'registered' and 'unregistered' during the quarter.

⁶⁸ 'Active providers' refers to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with an invalid ABN.

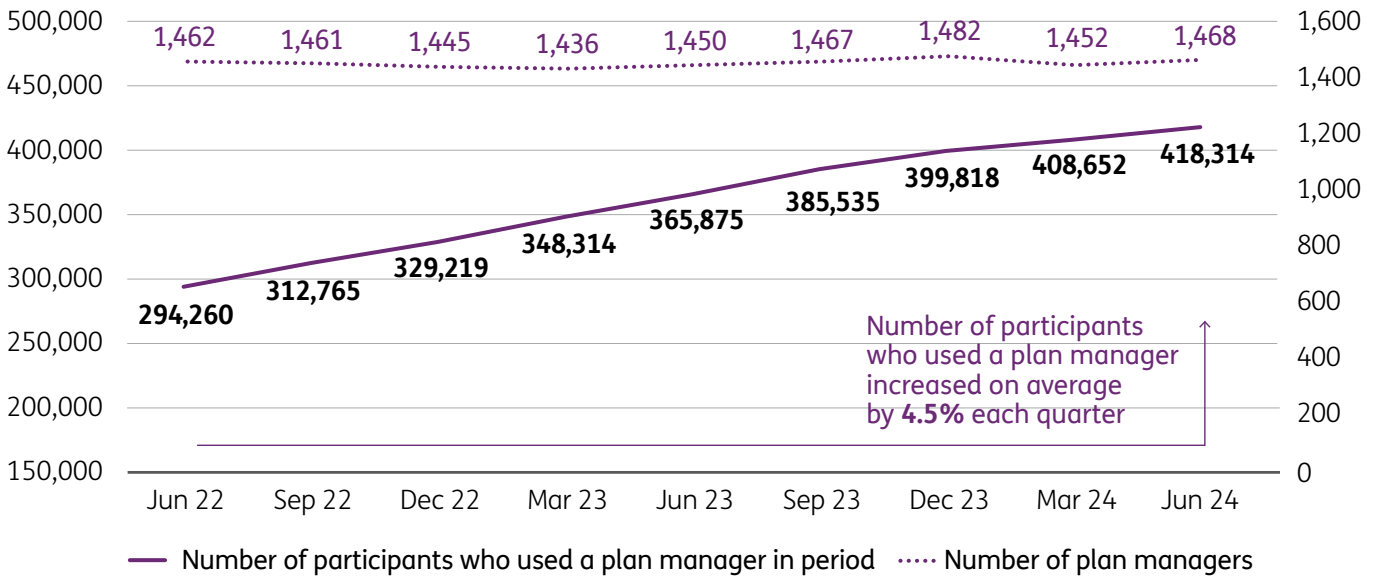
Figure 32: Number of active providers supporting participants through a plan manager and proportion of total payments⁶⁹ in the quarter by payment band – NDIS registered (top) vs unregistered (bottom)⁷⁰



Over the past 2 years, the number of plan managers has remained relatively stable, increasing marginally from 1,462⁷¹ at June 2022 to 1,468 at June 2024. Over the same period, the number of participants being supported by plan managers increased from 294,260 to 418,314, which is a quarterly average increase of 4.5%. As a result, there has been a significant 42% increase in the average number of participants supported by a plan manager over this period.

69 \$46 million of payments made to providers with 'unknown' registration status have not been included in this chart.
 70 Registration status is determined as at the posting date of payment. Some providers may be counted more than once if they changed registration status during the quarter.
 71 The historical number of plan managers does not take into account any revisions in their registration status.

Figure 33: Participants and providers with a plan manager by quarter – all participants^{72,73}



4.4 Supported independent living

\$3.7 billion of SIL supports was provided in the June 2024 quarter.

The NDIA has recently established a more consistent and comprehensive participant-centric decision-making process for all home and living supports. As at 30 June 2024, there are 34,850 participants in SIL. As part of the 2023–24 Budget commitment to improve the NDIS, the NDIA is working to simplify and improve information for participants about the home and living process and the evidence needed to support consistent decision making.

The NDIA has also established a specialist home and living team of highly skilled planners with the knowledge and expertise to assess requests from participants. By increasing the number of highly trained home and living delegates, the NDIA has recently introduced the requirement for additional sign-off by a senior delegate for SIL budget increases to ensure consistency of decisions. Home and living delegates are also now meeting with participants who request changes to their SIL budgets prior to confirming a new plan to ensure improved understanding of these decisions and to support participants to implement their plans.

Total payments to participants in SIL have increased by 26% annually over the last 2 years, from \$8.8 billion to \$14.0 billion. The average payment per participant for SIL supports has also increased and comprises a large component of the total average payment for participants in SIL (noting that participants in SIL also receive other supports, such as core support for community participation, employment, and capacity building). The average payment per participant for SIL supports (core daily activities) has increased by 8% annually over the past 2 years.

72 The historical number of plan managers does not take into account any revisions in their registration status.

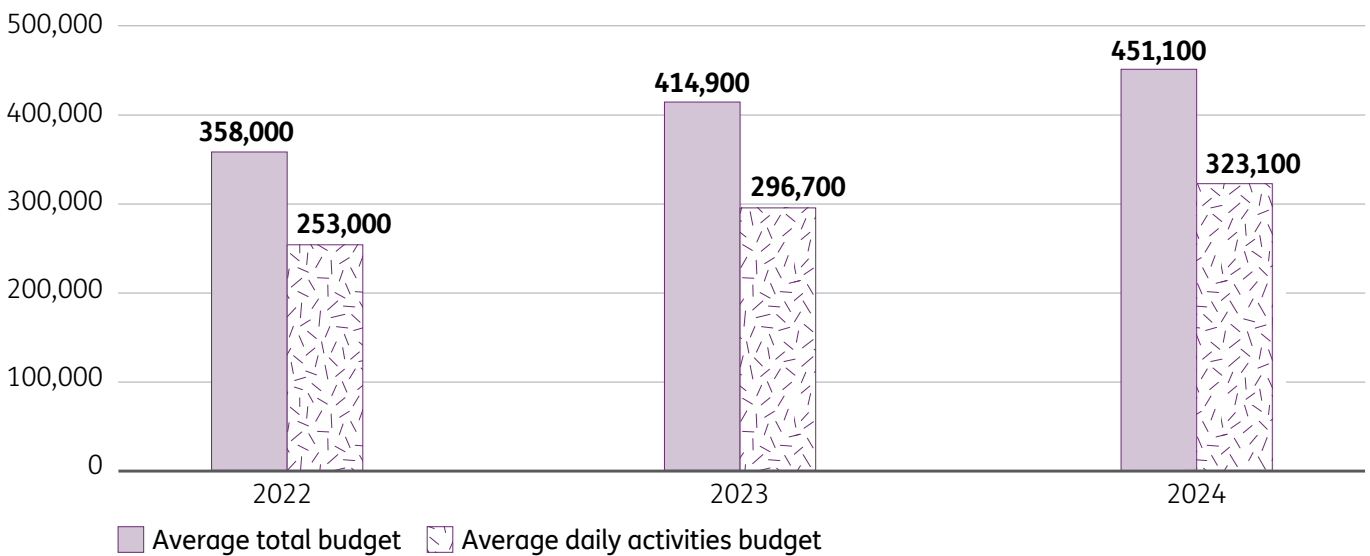
73 The number of plan managers for prior quarters has been restated due to availability of additional data since previous reporting.

Figure 34: Number of participants and payments for years ending 30 June – participants in SIL⁷⁴

	2022	2023	2024	% increase (per annum)
Active participants	26,950	31,509	34,850	14%
Total payments (\$m)	8,776	11,481	13,965	26%
Average payment (\$)	343,900	387,700	417,400	10%
Total payments – Core daily activities (\$m)	6,920	8,837	10,620	24%
Average payment – Core daily activities (\$)	271,100	298,300	317,400	8%

In addition to payments, average plan budgets for participants in SIL have also increased over time, including the component of the plan budget for SIL supports (core support for daily activities). Specifically, average plan budgets have increased by 12% annually over the past 2 years and the average daily activities components of plan budgets have increased by 13% annually over the past 2 years.

Figure 35: Average plan budgets over time for years ending 30 June – participants in SIL (\$)



74 Refinement to the logic of identifying participants in SIL was applied in the September 2023 quarter.

4.5 Specialist disability accommodation

The total number of enrolled SDA dwellings continues to increase.

The NDIS forms one part of the disability ecosystem, supporting Australians and their families to ensure those living with disability can lead a fulfilling life. The NDIS was designed to complement, not replace, other services for which the states and territories are responsible, including housing.

The number of active participants with SDA funding in their plan decreased in 2024. This is due to a change in the reporting process whereby SDA funding in plans is only recorded when the SDA funding is in use.

Average plan budgets for SDA supports have increased by around 27% per annum, leading to an increase in total SDA supports in participant plans by around 32% per annum, from \$271 million at 30 June 2022 to \$470 million at 30 June 2024.

Total SDA payments have increased by 30% annually over the past 2 years, from \$186 million to \$316 million.⁷⁵ The average SDA payment per participant has also increased, by 17% per annum.⁷⁶

Figure 36: Number of participants, plan budgets and payments for years ending 30 June – participants with SDA supports

Year	2022	2023	2024	% increase (per annum)
Active participants with SDA funding	19,358	23,092	20,663	3%
Total SDA supports (\$m)	271	365	470	32%
Average SDA supports (\$)	14,000	15,800	22,800	27%
Total SDA payments (\$m)	186	230	316	30%
Average SDA payments (\$)	10,500	10,900	14,400	17%

⁷⁵ To deal with an accumulated backlog of payments, the NDIA has made off-system payments directly to providers. The \$186 million total SDA payments made in the year ending on 30 June 2022 includes off-system payments of \$10.5 million made in June 2022.

⁷⁶ The average SDA payments figure is calculated by using the number of participants with SDA funding. There is a gap between the number of participants with SDA payments (i.e. using SDA supports) and the number of participants with SDA funding. For participants using SDA, the average SDA payments would be higher than the figure reported.

The total number of enrolled SDA dwellings as at 30 June 2024 was 9,487, up by 16% annually over the last 2 years, and up by 1,562 dwellings (20%), compared to 30 June 2023. This annual increase was observed across most design categories. The largest increase was for dwellings of the 'robust' category (54%, 362 dwellings) and the 'high physical support' category (40%, 1,053 dwellings).

All states and territories, besides the Australian Capital Territory, noted an increase in the number of enrolled SDA dwellings in the past quarter.

As at 30 June 2024, there were 6,484 active participants with SDA funding who do not have evidence of SDA funding in use.⁷⁷ Reasons why participants may not have SDA funding in use include:

- SDA is newly included in their plan
- a participant is not yet ready to move from their current accommodation
- a participant is still exploring options or waiting to move when a vacancy becomes available
- a participant may be awaiting the completion of an (identified) new-build SDA dwelling
- a participant is yet to locate a suitable SDA dwelling – by location or SDA type/category.

4.6 Market stewardship activities

The NDIA continues to support the developing NDIS market, including developing home and living options and partnering with the sector to improve the quality and outcomes of support coordination.⁷⁸

Home and living demonstration projects

The projects implemented under the first round of home and living demonstration projects were completed during this quarter. Five projects were implemented and finalised by June 2024. Round one projects focused on supporting providers and NDIS participants to work together to design and test improved ways of funding and delivering SIL.

Four projects funded by the second round of home and living demonstration project grants continue to be implemented. Round two projects are testing different models for providing NDIS participants with high-quality information, assistance and connections about home and living options.

The NDIA is currently undertaking activities to compile and review the findings and lessons learned from the round one projects.

⁷⁷ Evidence of SDA funding in use is estimated based on SDA payments, SDA service bookings and by matching an address to an enrolled SDA dwelling. Future enhancements to the new computer system will allow for better tracking and an ability to better understand why participants may not be using SDA funding.
⁷⁸ <https://data.ndis.gov.au/reports-and-analyses/market-monitoring#specialist-disability-accommodation-sda-quarterly-report>

4.7 NDIS pricing

The 2023–24 Annual Pricing Review (APR) report and its outcomes were released on 28 June 2024.

This year's APR occurred alongside the comprehensive NDIS Review and Disability Royal Commission – both of which will lead to key reforms in the way Australians living with disability are supported.

Following this year's APR, changes effective from 1 July 2024 included:

- Fully implementing the Fair Work Commission's decision to increase minimum wages in awards and superannuation, ensuring providers can fairly compensate their workers.
- Increasing price limits for supports that are determined by the NDIS Disability Support Worker Cost Model, including level 1 support coordination services, to reflect changes in the minimum wages following the Fair Work Commission's Annual Wage Review.
- Increasing the price limits for psychologists, nurses and other supports based on how much wages and the cost of living have gone up.
- Maintaining existing pricing arrangements and price limits for therapy (except for psychologists) and support coordination levels 2 and 3.
- Adjusting the short-notice cancellation period for non-disability support worker related supports to 2 business days to better reflect market norms.

This year's APR recommends minimal immediate changes. In coming months, the Agency will appoint an independent expert to oversee a review of the NDIS pricing structure ahead of next year's APR. The NDIA aims to deliver a new pricing approach by 2025 that ensures the market can support the diverse needs of NDIS participants and the Scheme's ongoing sustainability.

Additionally, the Agency will soon implement a new quality supports program, through which the NDIA will directly commission providers to deliver quality services to participants otherwise at risk of not receiving the supports they need.



Kylie is on a mission to break down barriers

Canberra-raised disability advocate Kylie's calls for a more inclusive society are only growing stronger after speaking at the United Nations headquarters in New York.

Kylie, 44, spoke last year at the UN Convention on the Rights of Persons with Disabilities. 'For me, it was a highlight of my life,' Kylie said. 'It was exciting to be there.'

Kylie's speech focused on legal rights and decision-making for people with disabilities. It also mentioned her support from the NDIS.

'Since the NDIS came into being, I can now access help where I need it,' Kylie told delegates.

Born in Melbourne in 1979, Kylie moved with her family to Canberra 2 years later and Kylie became the first child with Down syndrome to attend an ACT public school.

Her mother, Evelyn, said supports were scarce until Kylie became an NDIS participant in 2017.

'We needed speech pathology when Kylie was in school,' Evelyn said. 'It was extremely hard to access back then. The only supports were through community organisations, such as the Down Syndrome Association in the ACT.'

Upon graduating from school, Kylie studied business administration at technical college. She secured office jobs with the Australian Public Service in Canberra and later in Sydney, where she moved to live with her mother.

Kylie also did public speaking courses at the National Institute of Dramatic Art (NIDA).

'When the NDIS appeared, I thought, "oh, at last",' Evelyn said.

Kylie's NDIS plan includes help with daily living, improved life choices, support coordination, community inclusion and transport.

They also helped to set up and maintain her kyliedownsbarrriers.com.au public speaking and art website.

'Support workers help me to live independently,' Kylie said. 'Receiving good support makes me feel great and less isolated.'

'I'm going to keep advocating, particularly for people with intellectual disabilities, and push the boundaries,' says Kylie.

Section 5: Financial sustainability



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

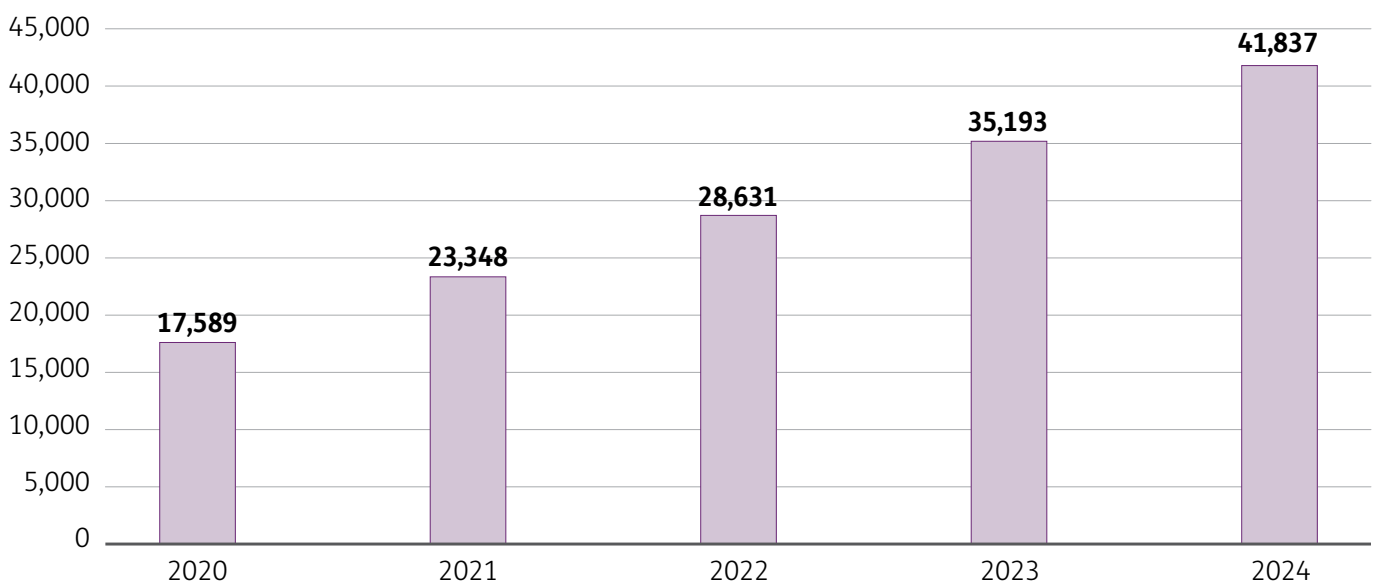
5.1 Total payments

Total Scheme payments continue to increase due to both increased participant numbers and higher average cost per participant.⁷⁹

Total payments in the year to 30 June 2023 were \$35.2 billion, while the payments in the year to 30 June 2024 were \$41.8 billion.

The increasing number of participants benefitting from the Scheme contributes to the increase in payments.

Figure 37: Total payments (\$m) for financial years ending 30 June



⁷⁹ Total Scheme costs are presented by financial year on an accrual basis, sourced from the NDIA financial accounts. The Scheme costs figure is made up of total Scheme expenses, less Scheme grant payments, write-downs and write-offs. The 2023–24 financial year Scheme and Agency costs are a provisional result and subject to further changes, including the Australian National Audit Office audit.

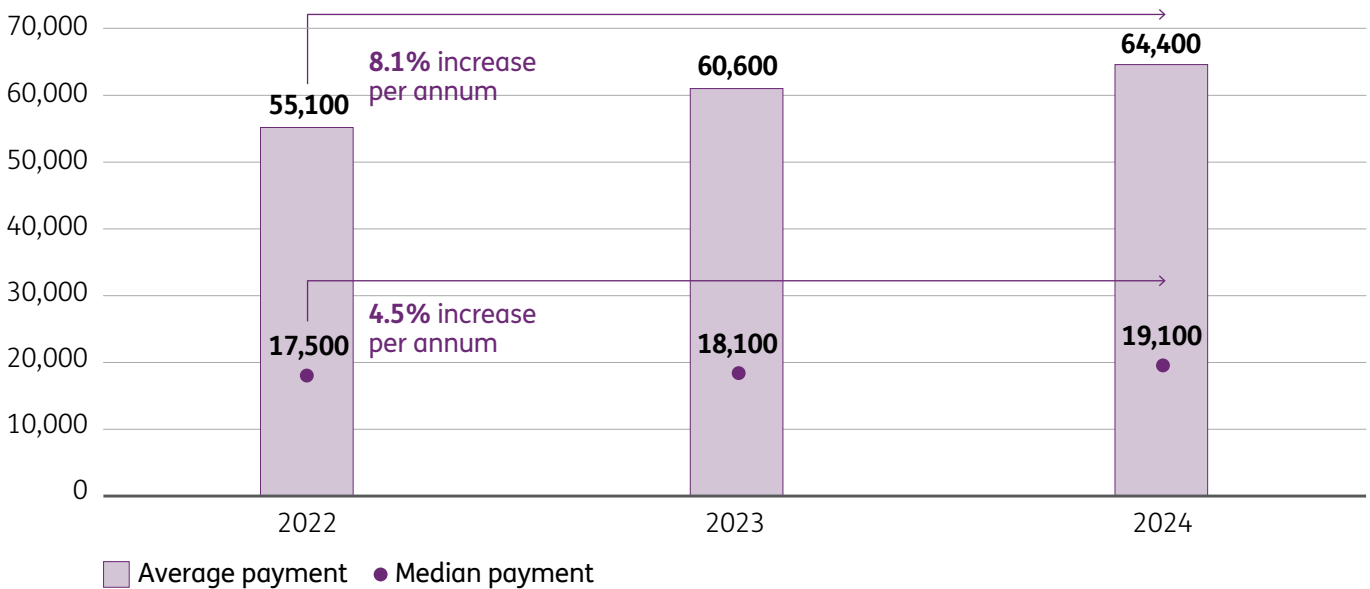
5.2 Average and median payment trends

Average and median payments per participant have increased by 8.1% and 4.5% per annum respectively over the last 2 years.

Both the average (mean) payment per participant and the median payment per participant provide useful information. In the NDIS, the average payment is much higher than the median payment because there is a skewed distribution with a small number of participants receiving very high-cost supports, and a large number receiving low-cost supports.

Trends in average and median payments per participant between 1 July 2022 and 30 June 2024 indicate that average payments have increased by 8.1% per annum, and median payments have increased by 4.5% per annum.

Figure 38: Average and median payments for years ending 30 June



5.3 Average plan budget trends

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

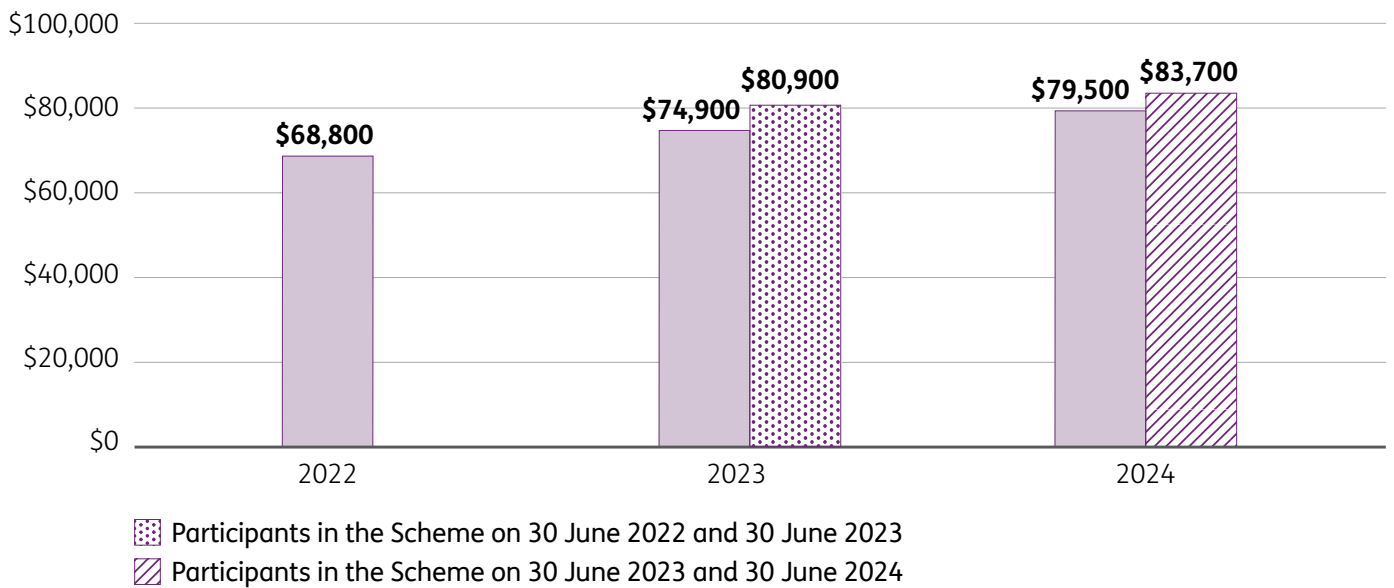
In addition to average payments increasing over time, average plan budgets have also increased over time, both for participants in SIL and not in SIL.

Specifically, over the 2-year period to 30 June 2024 average plan budgets have increased by:

- **7.5%** per annum for all participants
- **12.3%** per annum for participants in SIL
- **4.9%** per annum for participants not in SIL.

Average plan budgets of participants continuing in the Scheme are higher than the overall average. For example, for these existing participants who were in the Scheme at 30 June 2022 and at 30 June 2023, the average plan budget increased from \$68,800 to \$80,900 (17.6%).

Figure 39: Average annualised plan budgets for years ending 30 June

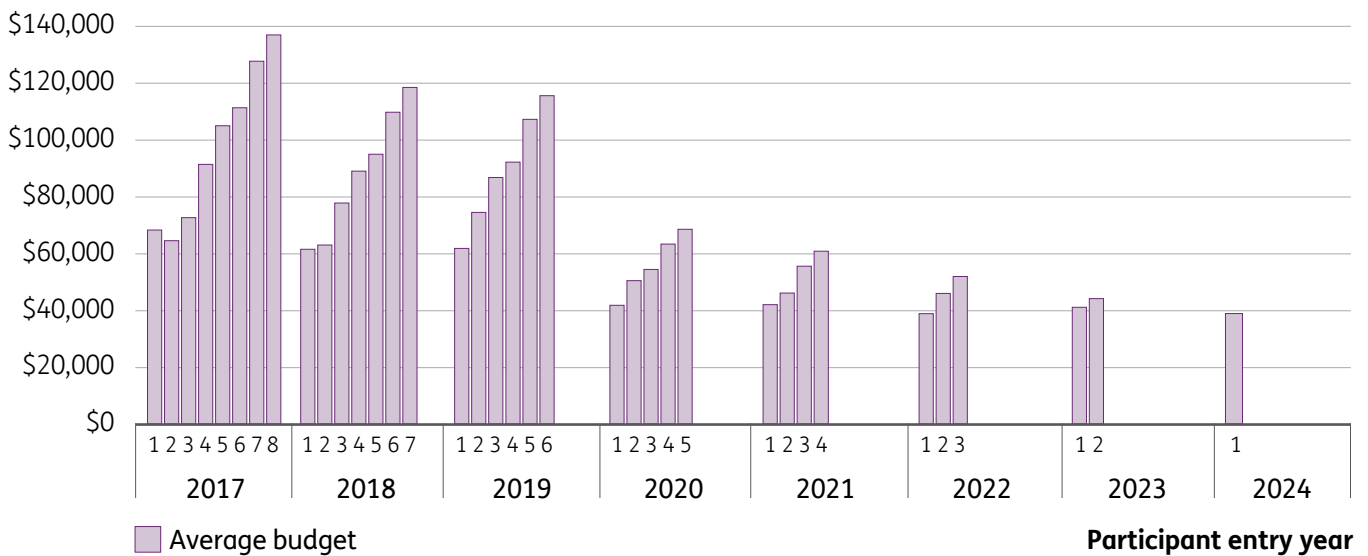


As the mix of participants (across various characteristics) has changed over time, understanding trends in average plan budgets for the same group of participants over time is important.

Figure 40 shows participants grouped into cohorts based on the year they entered the Scheme, and the trend in average plan budgets based on the number of years in the Scheme. For example, average plan budgets for participants who entered the Scheme in the year ending 30 June 2018 increased from \$61,700 for their first year to \$118,600 for participants who have been in the Scheme for 7 years.

Average plan budgets for participants entering the Scheme in the year ending 30 June 2020 or later are lower relative to those entering the Scheme in earlier years. For example, those who entered the Scheme in the year ending 30 June 2020 had an average plan budget of \$41,700 for their first year, compared to a first-year budget of \$68,300 for participants who entered in the year ending 30 June 2017. This reflects a changing mix of participants over time with the earlier years prioritising the transition of participants from existing Commonwealth, state and territory government schemes into the NDIS. Conversely, in recent years there has been a growing proportion of younger participants entering the Scheme with disabilities such as developmental delay. Children, on average, have lower plan budgets than adults.

Figure 40: Average plan budgets by years of entry ending 30 June, and number of years in Scheme



Plan reassessments and plan budgets variations

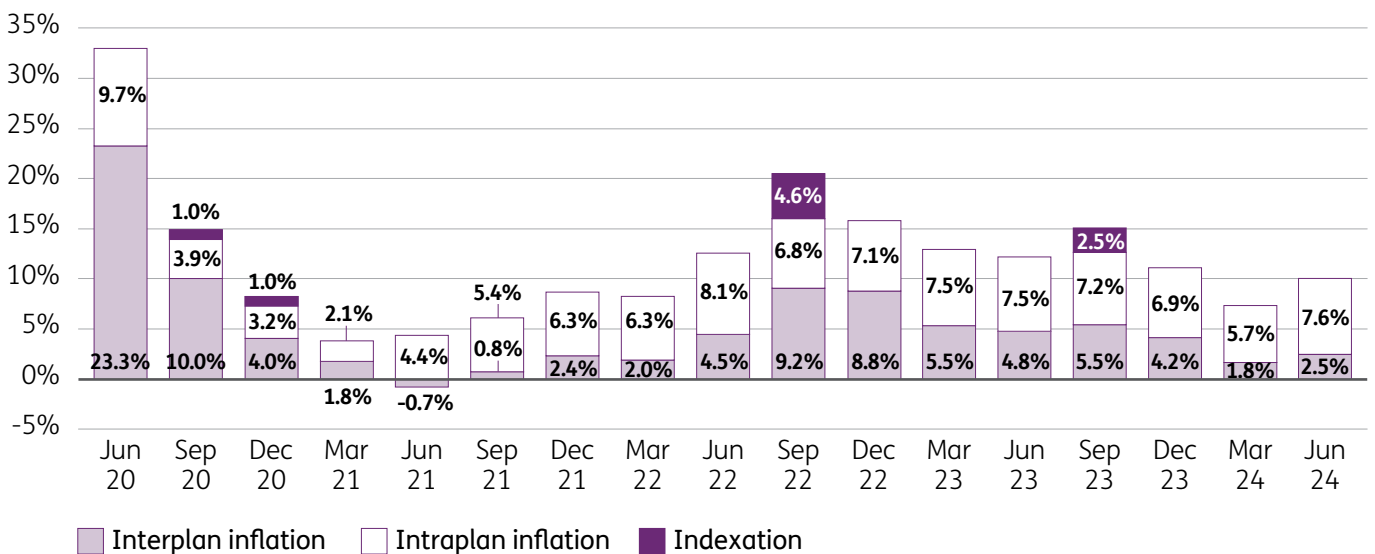
Plan reassessments result in plan budgets varying for a variety of reasons. For example, one-off capital items being included in one plan and not the next. Another example is investment in capacity building (such as behavioural supports) resulting in less need for core support over time. The NDIA has published an [operational guideline on plan reassessments](#)⁸⁰ that details the reasons a new plan could be different to a current plan.

Plan inflation

In the June 2024 quarter, total plan inflation was 2.4% (10.1% per annum). Of the 10.1% per annum total plan inflation in the quarter, 2.5% was due to changes at plan reassessment, and 7.6% was due to changes occurring within a plan between reassessments.

The plan inflation of 10.1% per annum in June 2024 compares with plan inflation of 7.5% per annum in March 2024 and 11.2% per annum in December 2023, and remains below the level observed between June 2022 and December 2023. Inflation occurring at plan reassessment (interplan inflation) was 2.5% per annum, which compares with 1.8% per annum in March 2024, and 4.2% per annum in December 2023. Inflation occurring within a plan, between reassessments (intraplan inflation), was 7.6% per annum, which compares with inflation of 5.7% per annum in March 2024, and 6.9% per annum in December 2023.

Figure 41: Annualised percentage change in plan budgets for active participants



80 <https://ourguidelines.ndis.gov.au/your-plan-menu/changing-your-plan>

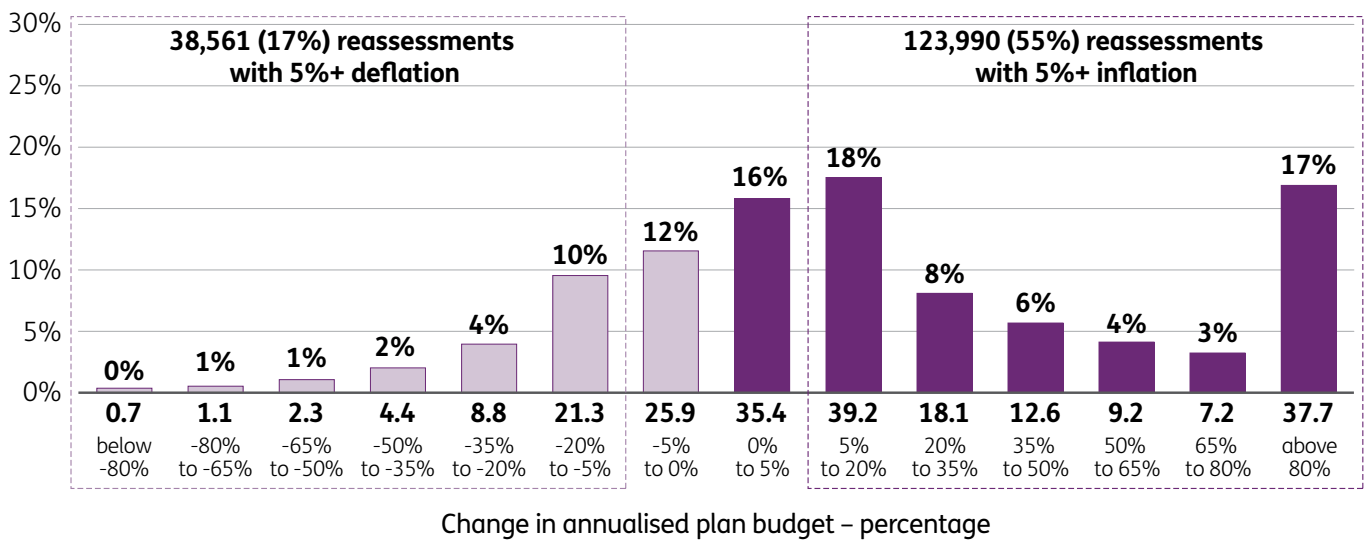
At the individual level, plan budgets can vary significantly. When looking at experience from 1 July 2023 to 30 June 2024, taking into account total plan inflation, plans were more likely to increase rather than decrease.

During the 12 months to 30 June 2024, 31% of active participants had a plan reassessment. Of the plans reassessed:⁸¹

- **55%** of plans increased at reassessment by more than 5% (compared to **51%** in the year to 30 June 2023)
- **17%** decreased by more than 5% (compared to **19%** in the year to 30 June 2023)
- **27%** remained within 5% (compared to **30%** in the year to 30 June 2023).

Similar to the previous quarter, **17%** of the plans reassessed during these 12 months had their plan budget increased by more than 80%.

Figure 42: Distribution of the percentage change in annualised plan budgets for plans reassessed between 1 July 2023 and 30 June 2024⁸²



81 Numbers may add to more than 100% due to rounding.

82 The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

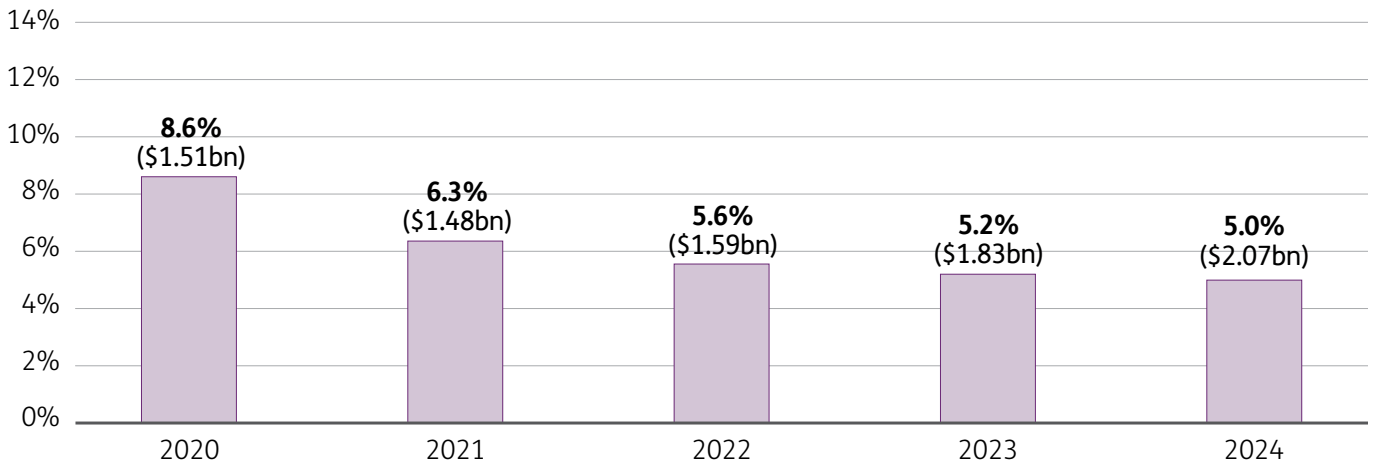
5.4 Operating expenses

Operating expenses per participant have reduced over the last 4 years.

In addition to the money spent through participant plans on supports for participants, the NDIA receives funding for its operating expenses, including paying staff wages. NDIA operating expenses for the year ending 30 June 2023 was \$1.83 billion, and \$2.07 billion for the year ending 30 June 2024.⁸³

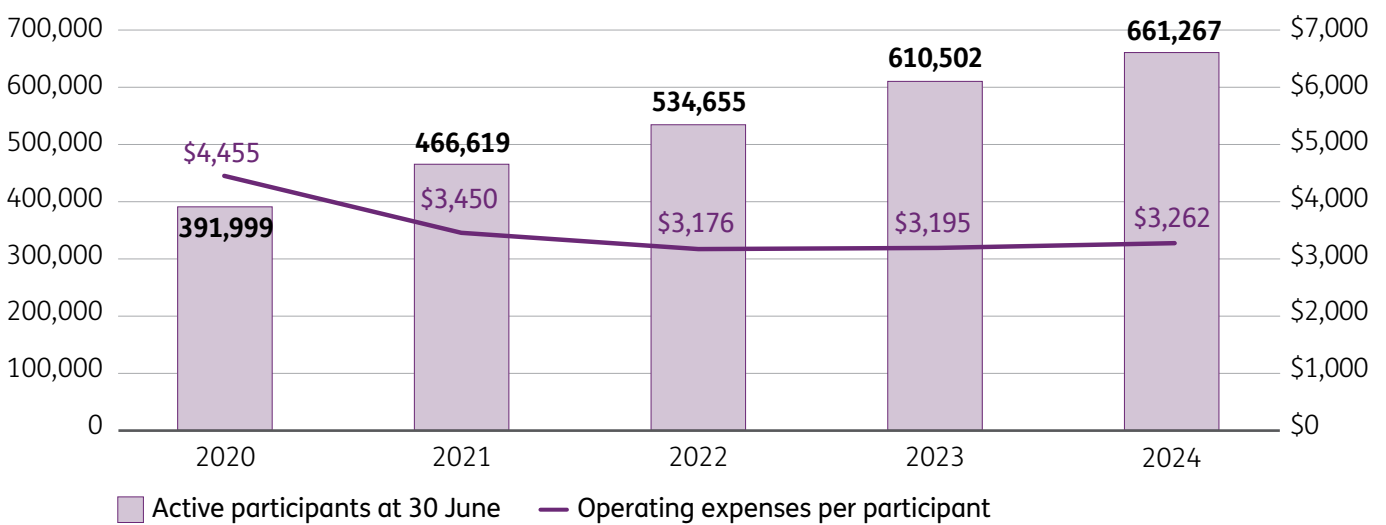
As a percentage of participant expenditure, operating expenses have decreased from 5.6% in 2021–22 to 5.2% in 2022–23 to 5.0% in 2023–24. The Productivity Commission, in its 2017 study report, suggests a range of 7% to 10% as an appropriate benchmark for NDIA operating costs.⁸⁴

Figure 43: Operating expenses as a percentage of participant costs for years ending 30 June



The annual operating cost per participant has increased slightly from \$3,176 in 2021–22 to \$3,262 in 2023–24.

Figure 44: Operating expense per participant for years ending 30 June⁸⁵



⁸³ Total operating expenses are on an accrual basis.

⁸⁴ <https://www.pc.gov.au/inquiries/completed/ndis-costs#report>

⁸⁵ The average number of participants is a simple average of the 2 periods (opening and closing) on active participants. Cost per participant uses these average participant numbers as the denominator.



Remote support network helps Kyle discover his potential

Kyle has begun a journey towards achieving his goal of becoming a professional artist, thanks to his NDIS supports.

Kyle, 20, from Ceduna on South Australia's remote west coast, is discovering his own potential and identity as a young First Nations man from Wirangu Country.

'I just love drawing. It makes my heart feel warm,' Kyle says. 'I get my ideas from inside my head, and sometimes from my phone.'

Kyle had a stroke as a child, leaving him with a traumatic brain injury and weakness on the right side of his body. He has limited movement and strength in his right arm and hand.

When practising his art Kyle is supported by First Nations artist Sharon Gray, a support worker employed by regional NDIS provider Eyre Futures Inc.

'When I first started working with Kyle, I didn't know he was interested in art,' Sharon said. 'So when I saw him drawing it was great because it gave us something to work on together. But he does his own drawings, in his own style.'

Kyle's artistic style draws more on modern themes than traditional First Nations imagery. 'I just want to start my own story, and do my own art,' Kyle says.

Another one of Kyle's goals is to gain more mobility and strength.

To achieve his goal, Kyle has NDIS-funded physio, hydro and occupational therapies to help his posture. 'I've got to keep doing these therapies to get stronger,' Kyle says.

Kyle's other goal is to be more independent with self-care tasks and housework.

Support workers have helped Kyle to learn how to shop for ingredients to cook his own meals.

'We check what's on special, buy it, cook it up and I take it home to Mum. I've cooked sausages and fried rice,' Kyle says.

The NDIS has made a big difference to Kyle, and those around him are proud of his achievements.

Section 6: Staff and the NDIS community



The Agency's diverse workforce and commitment to public data sharing enhances the engagement with participants and the sector.

6.1 Workforce diversity, inclusion and engagement

The NDIA is continuing work to enhance the inclusion, diversity and engagement of its workforce.

As at 30 June 2024, the total NDIS workforce was 16,192 including 7,846 Australian Public Service (APS) employees and 2,143 labour hire workers and contractors. A further 6,203 people are employed by NDIS partners in the community and National Contact Centre partners.

In June, the Agency launched its first Culturally and Linguistically Diverse (CALD) Inclusion Plan for 2024 to 2027. The plan outlines how we will promote the inclusion of CALD staff and the measurable initiatives to be delivered over the next 3 years. The key focus areas for the CALD plan are cultural competence and leadership, inclusive culture, inclusive policy and practice, and career development and advancement.

6.2 Public data sharing and the latest release of information

The NDIA continues to release timely data and analysis to stakeholders.

Data about the Scheme is shared publicly on the [NDIS website](#) each quarter through interactive tools, downloadable files, reports and analyses.⁸⁶

In this quarter, the following updated data files were released:

- the [accompanying data supplements](#) to the third quarter 2023–24 Quarterly report to disability ministers⁸⁷
- [datasets](#) containing detailed data updates across participant, provider and market categories⁸⁸
- the latest [participant dashboards data](#).⁸⁹ This release shares third-quarter data for 15 disability types in the NDIS.

On 5 June 2024, [explore data](#), an interactive visualisation tool was updated with third-quarter data on participant, provider and market demographics.⁹⁰

Several deep-dive reports and analyses have also been released in previous quarters and are available on the [NDIS website](#).⁹¹

86 <https://dataresearch.ndis.gov.au>

87 <https://dataresearch.ndis.gov.au/reports-and-analyses/quarterly-report-supplements>

88 <https://dataresearch.ndis.gov.au/datasets>

89 <https://dataresearch.ndis.gov.au/reports-and-analyses/participant-dashboards>

90 <https://dataresearch.ndis.gov.au/explore-data>

91 <https://dataresearch.ndis.gov.au/data-downloads>

6.3 Integrity of the Scheme

The NDIA is committed to making it easier to get it right, harder to get it wrong.

Fraud Fusion Taskforce and Crack Down on Fraud program

In the June 2024 quarter, there was continued focus on increasing safety and outcomes for participants by improving the integrity of providers and the Scheme. The integrity interventions being undertaken are co-designed with sector representatives in the Integrity Working Group.

The Australian Government funded the multi-agency Fraud Fusion Taskforce (FFT) for \$126.3 million. The FFT commenced in November 2022 and continues to mature its ability to identify and respond to fraud and compliance risks to improve the integrity of the NDIS and other government payment programs.

The Australian Skills Quality Authority (ASQA), National Indigenous Australians Agency (NIAA) and Professional Services Review (PSR) recently joined the FFT, bringing the total number of FFT member agencies to 19. The FFT agencies are working together to develop a scalable and repeatable assurance and prevention model to facilitate increased payment integrity across government services.

This work has been further supported by the initial \$83.9 million investment made by the Australian Government to the Crack Down on Fraud (CDoF) program.

The CDoF program focuses on implementing new system uplifts in the NDIA – making it easier to get it right, harder to get it wrong. The CDoF program complements the work of the FFT, strengthening prevention, detection and response. The solutions are designed to respond to areas of vulnerability identified through the operation of the FFT.

Integrity initiatives this quarter

In the June 2024 quarter, the integrity programs continued to implement measures addressing emerging and high-risk integrity issues. From April to June 2024, measures delivered included:

- **myGov in front of the NDIS app** – This was piloted in the previous quarter and has now moved into the expansion phase. This is aligned with the whole-of-government approach that uses the myGov service to access online government systems. This creates a familiar, consistent, and more secure experience for participants and nominees and helps ensure that the right people are accessing their services and supports.
- **Mandatory description for self-managed claims** – The claiming process for self-managed participants now requires a description to be provided for every claim.
- **Plan manager and support coordinator campaign** – In May 2024 the NDIA and the NDIS Commission jointly wrote to 1,640 plan managers and 3,931 support coordinators to remind them of their obligations and outline how the FFT is acting against providers who are facilitating theft, intimidation, coercion, identity theft and fraud.
- **Plan manager payment locks** – In June 2024 we commenced a wider application of payment locks against plan managers with potential risk indicators. Payment locks have now been implemented on over 640 plan managers which now enables the NDIA to manually review claims prior to release. The NDIA will apply this risk mitigation strategy to several hundred other providers in the coming months as NDIA systems continue to mature.

Integrity outcomes

Key fraud investigation outcomes in this quarter:

- Significant increase in participant-focused interventions to ensure participant safety, including interventions that complement the integrity measures detailed below.
- Daily integrity testing has been increased by over 2,000% since the implementation of a 24-hour payment delay in March 2024. During this quarter, the Agency has locked over 10,000 claims with a total value of over \$28 million. Over 50% of all the claims already reviewed, by value, were rejected or cancelled. Many of these have now triggered more serious payment locks, historic audits or investigations.
- Increased use of payment locks has prevented non-evidenced claiming from providers and participants with significant integrity issues. Over 4,000 claims totalling over \$9 million were held for review (additional to daily integrity testing). The Agency has received no responses to requests for further information for most of these payment-locked claims. Future claiming from these specific providers or participants has also been reduced or ceased.
- The tip-off redesign project implemented a new web-based form to streamline the client experience and improve Agency analytics. Tip-offs to the Agency continue to increase in quantity and quality, with over 7,000 tip-offs received this quarter, compared to 5,560 for the same quarter in 2022–23.
- Strong partnering with the NDIS Commission has either prevented inappropriate registrations or expedited deregistration and banning orders.
- An integrity campaign focused on participants who are unable to be contacted has resulted in plan reassessments, changes in plan management type and participants voluntarily leaving the Scheme.
- An integrity campaign focused on providers inappropriately promoting holidays to participants has commenced. Dozens of providers are being engaged in relation to problematic advertising, inappropriate incentives and invoicing concerns.
- Partnering with other FFT agencies continues to result in increased multi-agency interventions against serious organised crime syndicates targeting the NDIS.

Operational case outcomes

- As at 30 June 2024, there were 72 fraud investigations underway, with a total estimated fraud value of \$34.5 million. Sixteen prosecutions are in progress, involving 27 charged offenders.
- In April 2024, following a court appearance, the NDIA worked with the Australian Federal Police, Border Force and Home Affairs to facilitate the deportation of a person of interest from Australia.
- In May 2024, an occupational therapist was found guilty of 22 counts of obtaining financial advantage by deception and sentenced to 6 years in jail. The Agency had previously partnered with other agencies to seize \$5.5 million in assets.
- In June 2024, an offender pleaded guilty to obtaining a gain of \$29,330 after providing false reports to gain access to the Scheme.

Endnotes

- 1 <https://dataresearch.ndis.gov.au/reports-and-analyses/quarterly-report-supplements>
- 2 54,390 participants with approved plans have left the NDIS in the period between 1 July 2013 and 30 June 2024.
- 3 This is the net increase in the number of active participants in the NDIS each period, noting some participants have left the NDIS.
- 4 There were 12,838 participants aged 0 to 64 years with a gender of 'Other' at 30 June 2024. The participants for this group are included within the total rates, but not the gender-specific participation rates.
- 5 This compares to 8% of the Australian population identifying as First Nations people who have a need for assistance. Source: Census of Population and Housing 2021 ('Need for Assistance' variable), Persons Place of Usual Residence, by Indigenous Status.
- 6 The percentage of CALD participants excludes participants who identify as First Nations people. Further, the NDIA published extra analysis on CALD participants in the September 2021 quarterly report (<https://www.ndis.gov.au/about-us/publications/quarterly-reports>). The analysis indicated that it is likely that CALD participants are joining the NDIS but have not been identified as CALD in the data collected, rather than a large number of CALD people with a disability not currently being in the NDIS. With the introduction of the new computer system, the opportunity to collect improved data on participants should allow better identification of CALD participants.
- 7 This compares to 2% of the Australian population living in remote or very remote areas. Source: Census of Population and Housing 2021, Persons Place of Usual Residence, by Remoteness Area.
- 8 <https://data.ndis.gov.au/explore-data> has detail on the numbers of CALD participants and remote and very remote participants.
- 9 This includes all people who were under 65 at the time of exit. Participants who are deceased or have exited the Scheme are excluded from this number.
- 10 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.
- 11 The results are based on responses provided to the outcomes framework questionnaires. Responses are collected at Scheme entry (baseline) and at subsequent plan reassessments.
- 12 This section compares baseline indicator results when participants entered the Scheme, with results measured at the most recent participant plan reassessment for each respondent. Trial participants are excluded.
- 13 The participant age reported in this section is as per their latest plan reassessment.
- 14 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 15 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 16 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 17 Some of the increase is due to participants leaving school and starting work. As the Scheme matures it will be possible to analyse the extent to which the percentage gap increases.
- 18 Some of the decrease for older age groups is due to participants retiring from the workforce.
- 19 Some of the decrease for older age groups is due to participants retiring from the workforce.
- 20 Results for 6 years and 7 years in Scheme are notably different from those recorded in the March 2024 quarter. Some volatility in the results for these cohorts is to be expected due to the small numbers of participants.
- 21 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 22 Results for 6 years and 7 years in Scheme are notably different from those of the March 2024 quarter. Some volatility in the results for these cohorts is to be expected due to the small numbers of participants.
- 23 The answer options for perceptions on whether the NDIS has helped have been expanded in the data collections from November 2023, with 'Yes' expanded to include 'Yes, a lot' and 'Yes, a bit'. Choosing either of these two options is counted as a positive response.
- 24 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 25 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 26 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 27 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 28 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 29 Noting that the education and housing systems have a major role to play in the lifelong learning and home domains.
- 30 <https://www.ndis.gov.au/about-us/policies/service-charter>
- 31 For the June 2024 quarter, performance is measured from available data on processes and dates in the new computer system. Milestones being built into the new computer system will improve the capture of performance data.
- 32 Exclude reassessments initiated prior to migrating service processes to the new computer system.
- 33 Exclude reassessments initiated prior to migrating service processes to the new computer system.
- 34 Exclude reassessments initiated prior to migrating service processes to the new computer system.

Endnotes

- 35 The time taken for participants to respond to requests for further information (RFI) has been removed from the duration.
- 36 An application is considered closed if an application is cancelled or rejected, a participant is declined all home and living supports, or an application won't progress to implementation (e.g. deceased, participant chooses not to proceed). An application is considered implemented once a participant has a new approved plan.
- 37 For the June 2024 quarter, 1,495 of the 7,000 applications that were closed or implemented had no data on the closure date and were excluded from the percentage of applications closed or implemented within 90 days.
- 38 Applications that have been closed or implemented with no data on the closure date have been excluded from the percentages of applications closed or implemented within 90 days.
- 39 The NDIA is waiting on additional information from participants for 496 out of the 1,395 applications awaiting a decision.
- 40 Applications on hold are excluded from the in-progress applications.
- 41 In the 'My Customer Requests' tile launched on the website in October 2019, 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. Previously, the single source was often recorded as a participant regardless of whether a provider was associated with the complaint.
- 42 The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection.
- 43 Numbers may change as complaints reporting in the new computer system is refined, including identifying complaints lodged via multiple channels.
- 44 The number of PCIs reported has been restated to exclude withdrawn and miscategorised records.
- 45 The number of PCIs in the current quarter may change in the future as the method of identifying PCIs in the new computer system is enhanced further. The number of PCIs reported for the last 6 months may still increase, as there is a lag in data collection.
- 46 The numbers of RoRDs in the December 2023 and March 2024 quarters are higher than reported at 31 March 2024 due to retrospective changes in the data.
- 47 The higher-than-usual volume of withdrawn RoRDs in the June 2024 quarter was the result of an internal mechanism to progress RoRDs, requiring requests to be withdrawn then recreated as new cases; the March 2024 quarter similarly had a higher volume of withdrawn RoRDs.
- 48 As part of the AAT process, it is not uncommon for new requests to be made and for new evidence to be provided by applicants while their matters are in progress. This contributes to NDIS decisions being varied in the AAT.
- 49 Further information about the AAT process can be found on the AAT website:
<https://www.aat.gov.au/apply-for-a-review/national-disability-insurance-scheme-ndis/can-we-help>
- 50 Data on supports is shown with a one-quarter delay, due to the lags in recording the support in dispute.
- 51 Short plans (plans with a duration less than or equal to 30 days) have been excluded. The number of plan reassessments in historical periods has been updated with retrospective data changes.
- 52 Underlying total response numbers may differ across different questions in each moment due to the exclusion of 'Prefer not to say' and 'Not applicable' responses. The count is the count of total unique respondents in each moment.
- 53 These results are based on 188 surveys of early supports, 1,485 surveys of community connections, 1,398 of applying for the NDIS, 3,327 of plan approval, 2,930 of plan implementation and 8,147 of plan reassessment, which is 17,475 in total.
- 54 Calls offered are the number of calls attempted to the NCC, including calls answered as well as calls abandoned.
- 55 From December 2023, the volume of webchats offered have been estimated as a result of reporting issues with the Agency's new webchat functionality that was implemented in November 2023. The Agency has identified instances where a webchat was offered but not connected to a contactor or no contact was received from the requestor. These instances were removed to estimate the webchat volume.
- 56 This represents total payments on a cash basis (including payments made under in-kind arrangements). On an accrual basis, total payments were \$41.8 billion. The 2023-24 financial year Scheme and Agency costs are a provisional result and subject to further changes, including Australian National Audit Office audit.
- 57 Includes therapy services.
- 58 Total includes \$7 million of payments with no support category.
- 59 This figure excludes participants who have opted to have part of their plan self-managed.
- 60 <https://www.ndis.gov.au/participants/using-your-plan/self-management#guide-to-self-management>
- 61 Includes cash and in-kind payments.
- 62 Active providers refer to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with an invalid Australian Business Number (ABN).
- 63 Includes cash and in-kind payments.

- 64 Plan management fees, which are Agency-managed payments, are reclassified as a plan-managed payment 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.
- 65 The number 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 21% of all self-managed payment transactions.
- 66 'Active providers' refers to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with an invalid ABN.
- 67 Registration status of a provider may change between 'registered' and 'unregistered' during the quarter.
- 68 'Active providers' refers to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with an invalid ABN.
- 69 \$46 million of payments made to providers with 'unknown' registration status have not been included in this chart.
- 70 Registration status is determined as at the posting date of payment. Some providers may be counted more than once if they changed registration status during the quarter.
- 71 The historical number of plan managers does not take into account any revisions in their registration status.
- 72 The historical number of plan managers does not take into account any revisions in their registration status.
- 73 The number of plan managers for prior quarters has been restated due to availability of additional data since previous reporting.
- 74 Refinement to the logic of identifying participants in SIL was applied in the September 2023 quarter.
- 75 To deal with an accumulated backlog of payments, the NDIA has made off-system payments directly to providers. The \$186 million total SDA payments made in the year ending on 30 June 2022 includes off-system payments of \$10.5 million made in June 2022.
- 76 The average SDA payments figure is calculated by using the number of participants with SDA funding. There is a gap between the number of participants with SDA payments (i.e. using SDA supports) and the number of participants with SDA funding. For participants using SDA, the average SDA payments would be higher than the figure reported.
- 77 Evidence of SDA funding in use is estimated based on SDA payments, SDA service bookings and by matching an address to an enrolled SDA dwelling. Future enhancements to the new computer system will allow for better tracking and an ability to better understand why participants may not be using SDA funding.
- 78 <https://data.ndis.gov.au/reports-and-analyses/market-monitoring#specialist-disability-accommodation-sda-quarterly-report>
- 79 Total Scheme costs are presented by financial year on an accrual basis, sourced from the NDIA financial accounts. The Scheme costs figure is made up of total Scheme expenses, less Scheme grant payments, write-downs and write-offs. The 2023–24 financial year Scheme and Agency costs are a provisional result and subject to further changes, including the Australian National Audit Office audit.
- 80 <https://ourguidelines.ndis.gov.au/your-plan-menu/changing-your-plan>
- 81 Numbers may add to more than 100% due to rounding.
- 82 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.
- 83 Total operating expenses are based on an accrual basis.
- 84 <https://www.pc.gov.au/inquiries/completed/ndis-costs#report>
- 85 The average number of participants is a simple average of the 2 periods (opening and closing) on active participants. Cost per participant uses these average participant numbers as the denominator
- 86 <https://dataresearch.ndis.gov.au>
- 87 <https://dataresearch.ndis.gov.au/reports-and-analyses/quarterly-report-supplements>
- 88 <https://dataresearch.ndis.gov.au/datasets>
- 89 <https://dataresearch.ndis.gov.au/reports-and-analyses/participant-dashboards>
- 90 <https://dataresearch.ndis.gov.au/explore-data>
- 91 <https://dataresearch.ndis.gov.au/data-downloads>

ndis

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

National Disability Insurance Agency



Telephone 1800 800 110



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

Follow us on our social channels



For people who need help with English



TIS: 131 450

For people who are deaf or hard of hearing



TTY: 1800 555 677



Speak and Listen: 1800 555 727



National Relay Service: [relayservice.gov.au](https://www.relayservice.gov.au)