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National Disability
Insurance Agency

NDIS Quarterly report to disability ministers

30 June 2024



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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.

Key highlights for Quarter 4, 2023–24

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.

Key highlights for Quarter 4, 2023–24

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.

Key highlights for Quarter 4, 2023–24

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.

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.

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, especially children who entered the Scheme under the early childhood intervention provisions. 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.

Key areas of improvement

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 & 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%.

Key areas of improvement

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.

Section 1:

Participants and their plans



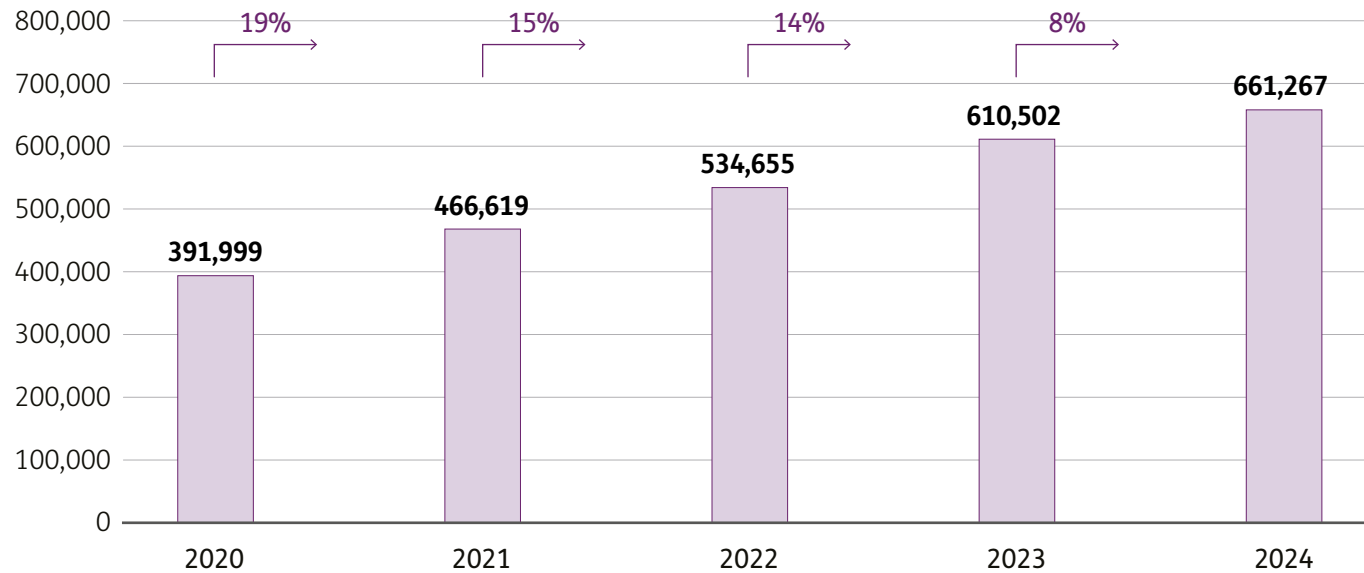
1.1 Number of participants in the Scheme



More than 661,000 participants are receiving support from the NDIS.

At June 2024, **661,267** participants had approved plans.¹ This represents a 1.8% net increase from last quarter (a net increase of 11,644 participants since March).

Active participants with approved plans and percentage increase over time for years ending 30 June²



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

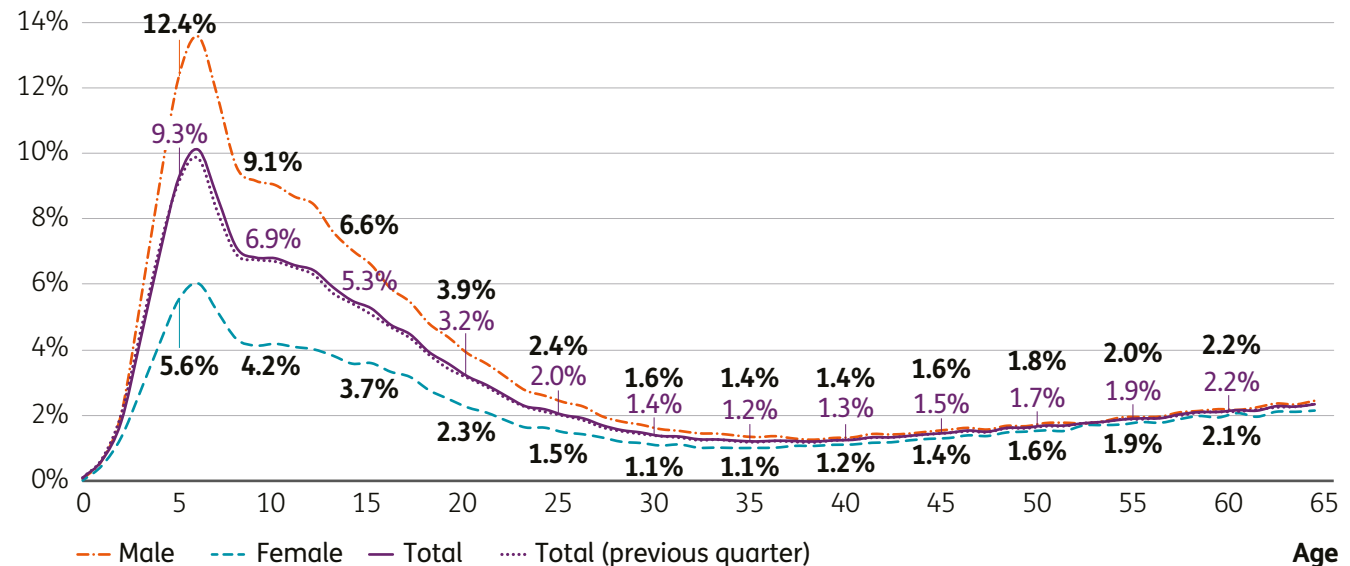
² This is the net increase in the number of active participants in the NDIS each period, noting some participants have left the NDIS.

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.

- NDIS participation rate varies by age and gender.
- Peaks at roughly 10% at age 6, declines to around 1% by age 35, and rises to 2% by age 57.
- Participation rates for males and females differ considerably at younger ages, with the rate for males (13.6%) at age 6 being more than double that of females (6.1%).
- This difference is largely due to the higher prevalence of autism and developmental delay in males.
- For participants younger than 18, the most prevalent disability types are autism and developmental delay, both of which have higher diagnosis rates in males.
- Psychosocial disability and intellectual disability are also significant among the remaining disability types.

Participation rates³



³ 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 Peoples, Culturally and Linguistically Diverse (CALD), and participants who are from remote and very remote areas.

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

- **9.9%** were **First Nations peoples**⁴
- **7.6%** were **CALD**⁵
- **2.5%** were from **remote and very remote areas**⁶

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.

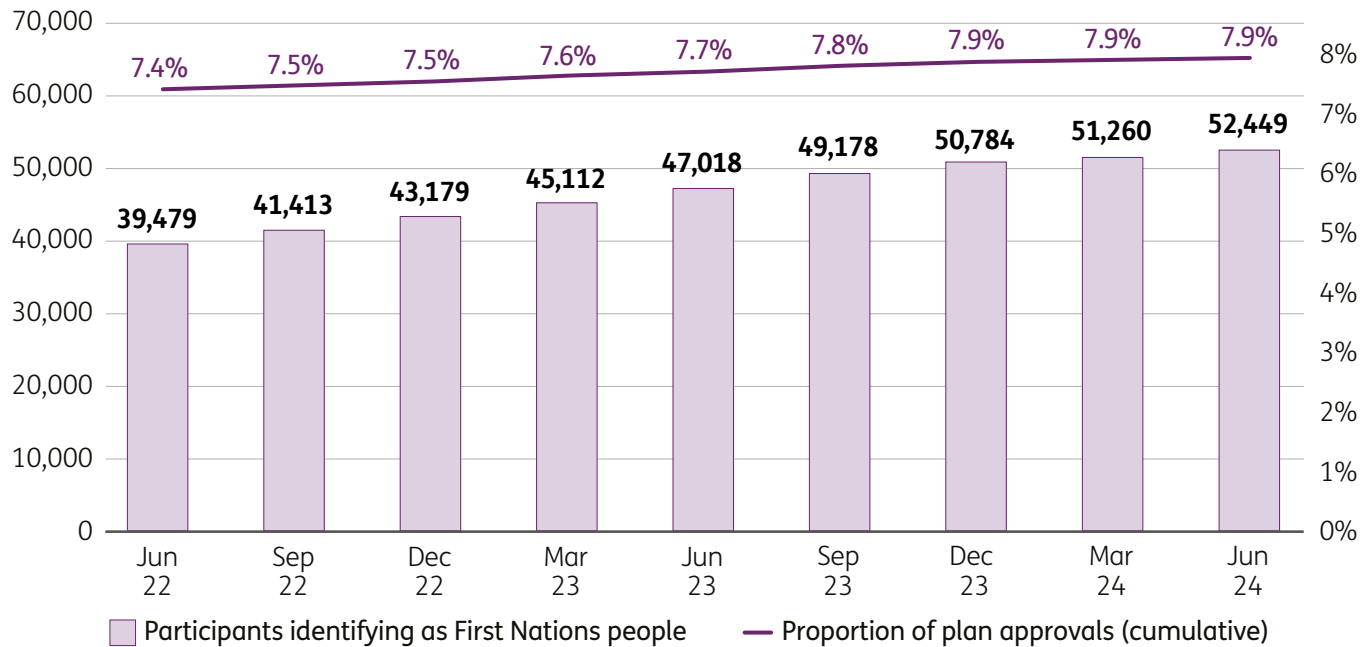
⁴ This compares to 8% of the Australian population identifying as First Nations people who have a need for assistance. Source: Census of Population and Housing 2021 ('Need for Assistance' variable), Persons Place of Usual Residence, by Indigenous Status.

⁵ 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.

⁶ 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.

1.3 Participant characteristics

Cumulative number and proportion of First Nations⁷



⁷ <https://data.ndis.gov.au/explore-data> has detail on numbers of CALD participants and remote and very remote participants.

Section 2:

Participant and family/carer outcomes



2.1 Participation in work and community and social activities^{8,9}

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,¹⁰ 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, the increase in participation in community and social activities has improved the longer participants have been in the Scheme.

⁸ 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.

⁹ The participant age reported in this section is as per their latest plan reassessment.

¹⁰ Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.

2.1 Participation in work and community and social activities

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,¹¹ the changes were:

- **Twelve** percentage point increase from **10%** to **22%** for participants aged 15 to 24 years¹²
- **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 years¹³
- **Five** percentage point decrease from **13%** to **8%** for participants aged 65 years and older¹⁴
- **Two percentage point increase from 21% to 23% for participants aged 15–64 years.**

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

¹¹ Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.

¹² 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.

¹³ Some of the decrease for older age groups is due to participants retiring from the workforce.

¹⁴ Some of the decrease for older age groups is due to participants retiring from the workforce.

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.¹⁵

¹⁵ 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.

2.2 Perceptions of whether the NDIS has helped

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 were¹⁶:

- **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%.

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

2.2 Perceptions of whether the NDIS has helped

Other “Has the NDIS helped?” questions

For children aged from birth to before starting school, results have improved across all domains. The figure below shows the percentages responding positively at first assessment and at latest reassessment, as well as the change between the 2 time points.

“Has the NDIS helped?” – participants aged from birth to before starting school¹⁷

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 aged from starting school to age 14, results are generally less positive than for the younger age group but show stronger improvement over time.

¹⁷ Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.

2.2 Perceptions of whether the NDIS has helped

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

“Has the NDIS helped?” – participants aged from starting school to age 14¹⁸

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

¹⁸ Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.

2.2 Perceptions of whether the NDIS has helped

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

“Has the NDIS helped?” – participants aged 15 to 24¹⁹

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

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).

¹⁹ Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.

2.2 Perceptions of whether the NDIS has helped

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

“Has the NDIS helped?” – participants aged 25 and over²⁰

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 the figure on the left, 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).²¹

Results continue to improve with time in 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.

²⁰ Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.

²¹ Noting that the education and housing systems have a major role to play in the lifelong learning and home domains.

Section 3:

Participant experience



3

3.1 Participant Service Guarantee²²

The 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.

²² <https://www.ndis.gov.au/about-us/policies/service-charter>

3.1 Participant Service Guarantee

Performance against the Participant Service Guarantee²³

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 ²⁴	Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date.	56 days	70%

²³ For the March 2024 quarter, performance is measured from available data on processes and dates on the new computer system. Milestones being built into the new computer system will improve the capture of performance data.

²⁴ Excludes reassessments initiated prior to migrating service processes to the new computer system.

3.1 Participant Service Guarantee

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 ²⁵	Decide whether to undertake a participant-initiated plan reassessment, after the request is received.	21 days	18%
13	Plan reassessment ²⁶	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%

²⁵ Excludes reassessments initiated prior to migrating service processes to the new computer system.

²⁶ Excludes reassessments initiated prior to migrating service processes to the new computer system.

3.2 Complaints, Review Requests and AAT 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.^{27,28,29} 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.

²⁷ 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.

²⁸ The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection.

²⁹ Numbers may change as complaints reporting in the new computer system is refined including identifying complaints lodged via multiple channels.

3.2 Complaints, Review Requests and AAT Cases

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.

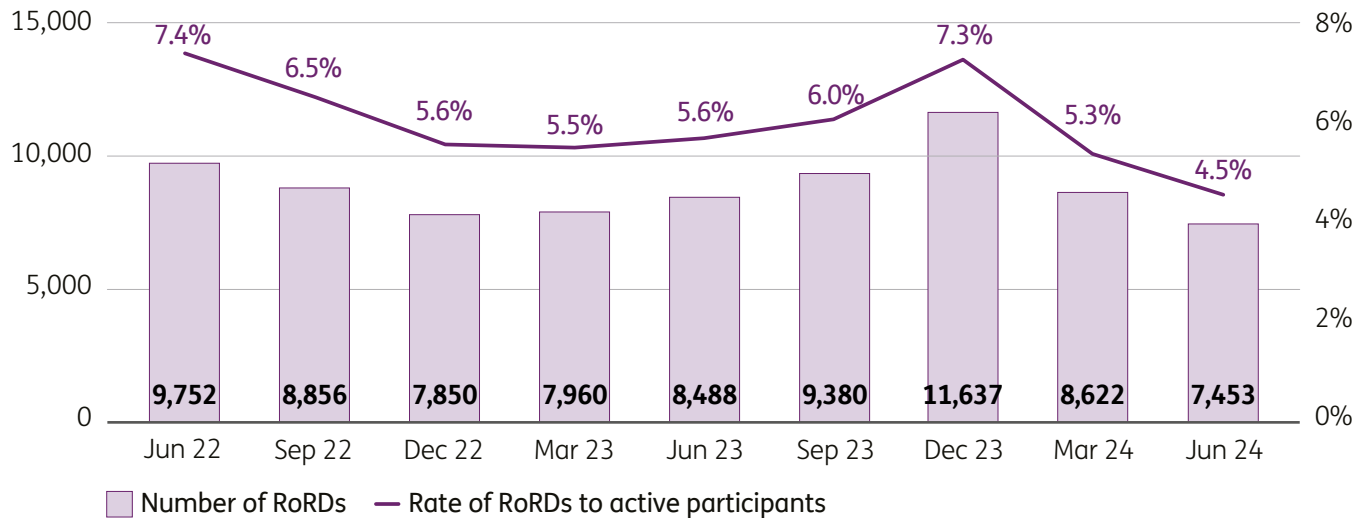
These strategies have contributed to a significant reduction in overdue complaints during the quarter. The Agency remains committed to resolving complaints and enquiries as quickly as possible, and listening to feedback to continuously learn and improve.

3.2 Complaints, Review Requests and AAT Cases

Review of a Reviewable Decision (RoRD)

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.³⁰ The number of RoRDs reported for the March 2024 and June 2024 quarters is expected to increase retrospectively.

Requests for a RoRD by date of decision



³⁰ 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.

3.2 Complaints, Review Requests and AAT Cases

Administrative Appeals Tribunal (AAT)

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.^{31, 32} 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.

In the 12 months to 31 March 2024,³³ 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.

³¹ 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.

³² 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>

³³ Data on supports is shown with a one-quarter delay, due to the lags in recording the support in dispute.

3.3 The NDIS 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.³⁴ 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 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.

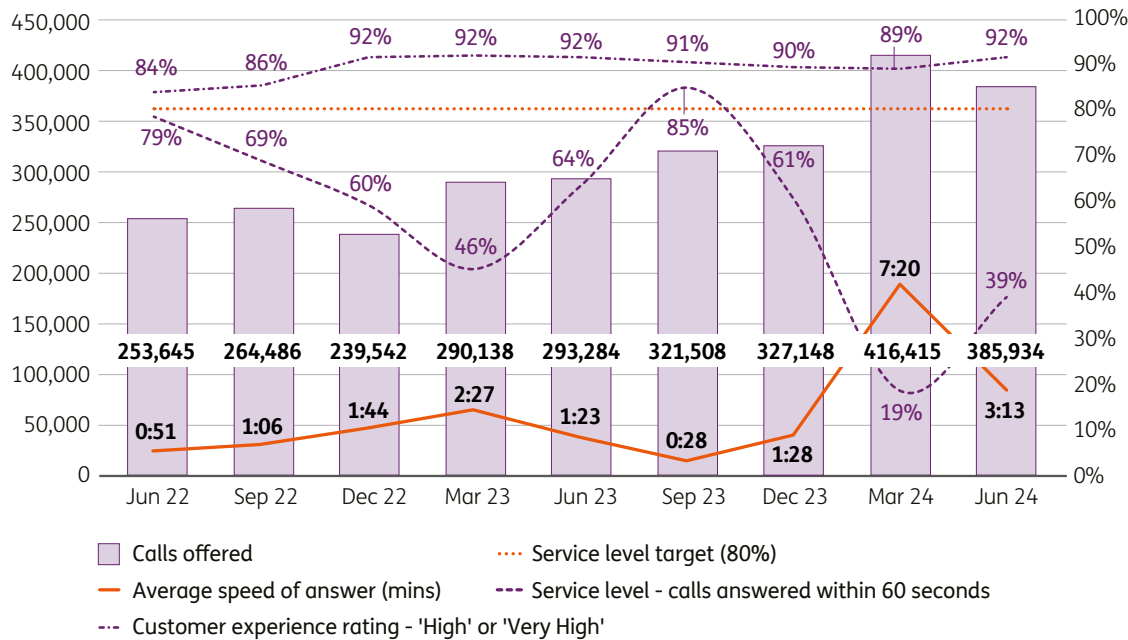
The NCC has delivered the following results for the quarter:

- 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.

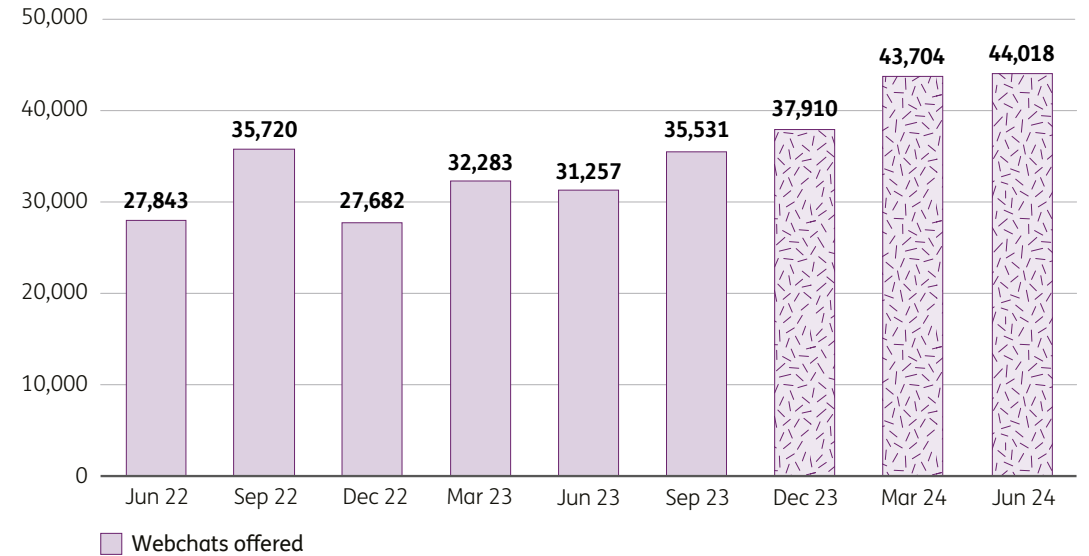
³⁴ Calls offered are the number of calls attempted to the NCC, including calls answered as well as calls abandoned.

3.3 The NDIS National Contact Centre

NCC telephony performance



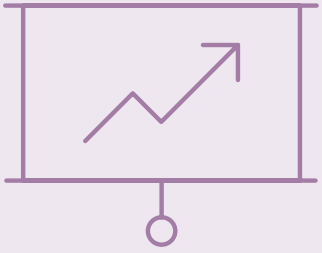
NCC webchat performance³⁵



³⁵ 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.

Section 4:

Providers and the growing market



4

4.1 Support categories



The provider market continues to grow.

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.³⁶ 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.

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 & transport	1,512	3.7%
Capacity Building – daily activities ³⁷	5,176	12.5%
Capacity Building – other	2,627	6.4%
Capital	1,018	2.5%
Total³⁸	41,254	100.0%

³⁶ 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.

³⁷ Includes therapy services.

³⁸ 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%³⁹) 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.⁴⁰ 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.

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

Plan management type	Payments ⁴¹ made to active providers (\$b), and proportion of total payments	Number of active providers ⁴²
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

³⁹ This figure excludes participants that have opted to have part of their plan self-managed.

⁴⁰ <https://www.ndis.gov.au/participants/using-your-plan/self-management#guide-to-self-management>

⁴¹ Includes cash and in-kind payments.

⁴² 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).

Section 5:

Financial sustainability



5

5.1 Total payments



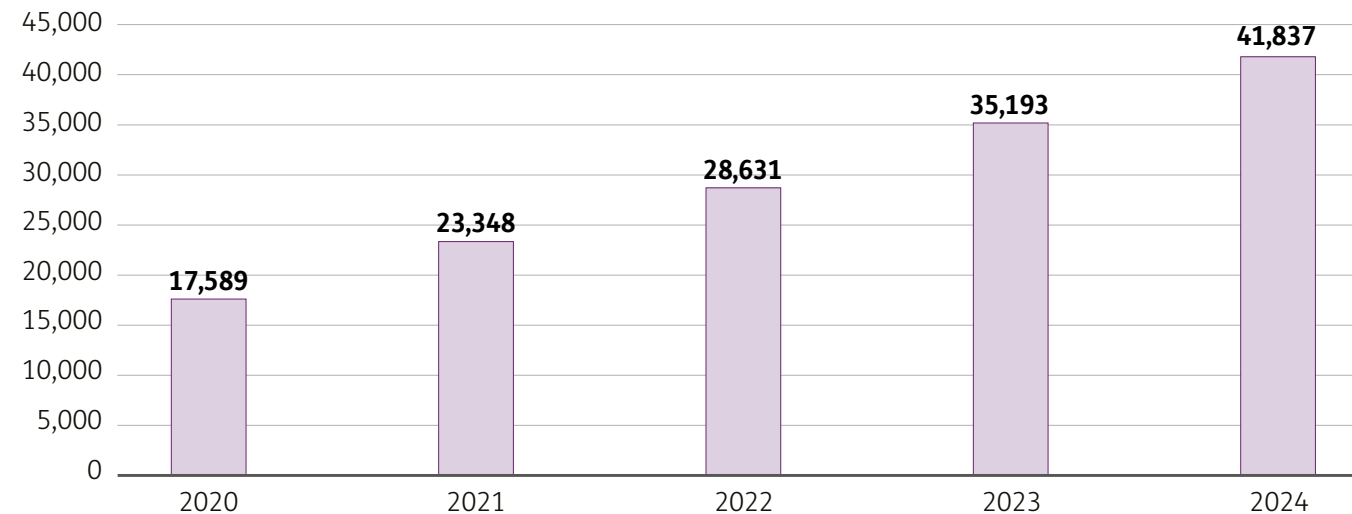
A financially sustainable Scheme achieves participant outcomes across their lifetimes, and is affordable now and into the future.

Total Scheme payments continue to increase due to both increased participant numbers and higher average cost per participant.⁴³

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.

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



⁴³ 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.

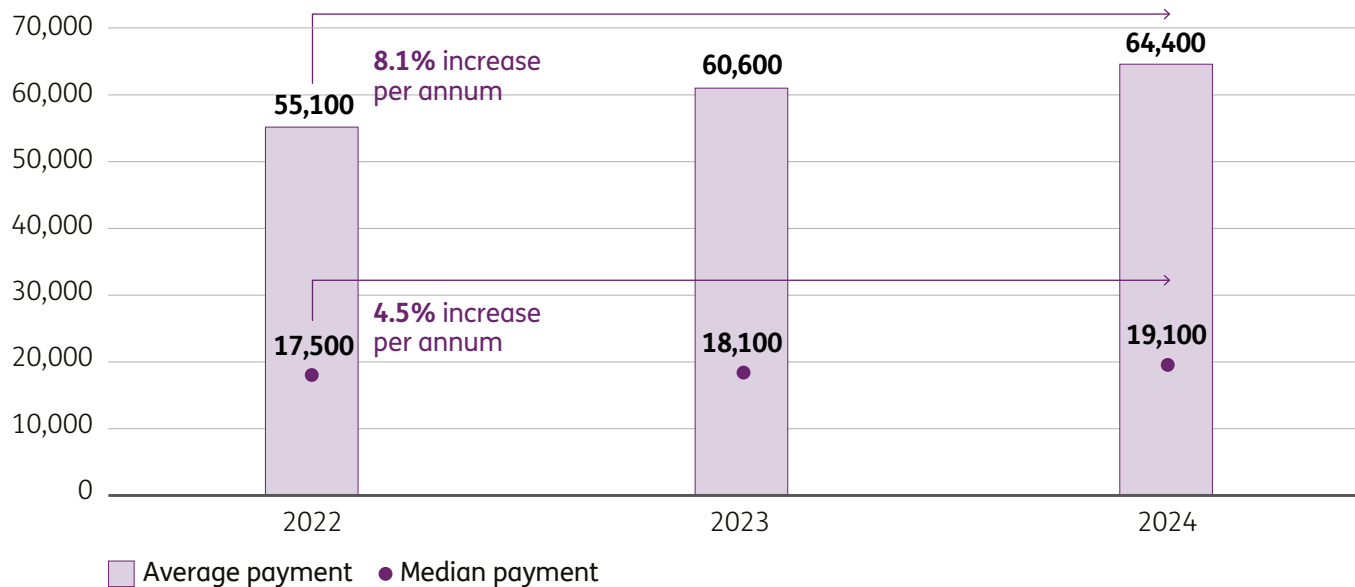
5.2 Average and median payment trends

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.

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.

- **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%).

Average annualised plan budgets for years ending 30 June



5.3 Average plan budget trends

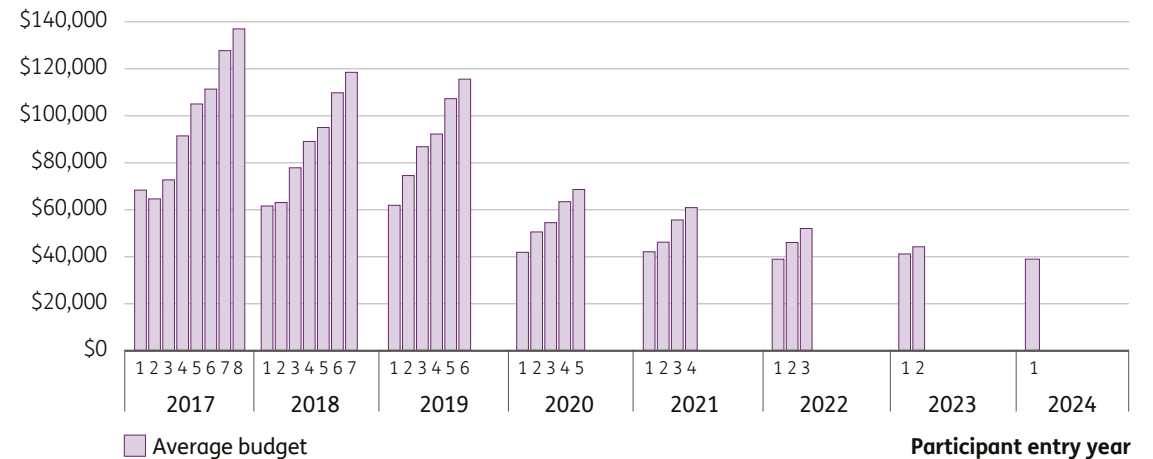
As the mix of participants (across various characteristics) has changed over time, understanding trends in average plan budgets for the same group of participants over time is important.

This figure 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.

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



5.3 Average plan budget trends

Plan reassessments and plan budgets variations

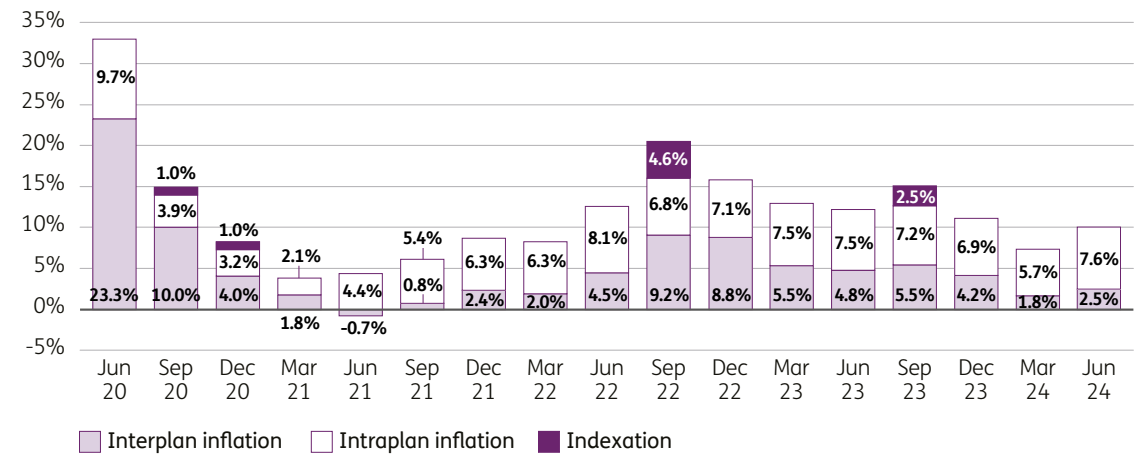
Plan reassessments result in plan budgets varying for a variety of reasons. For example, one-off capital items being included in one plan and not the next. Another example is investment in capacity building (such as behavioural supports) resulting in less need for core support over time. The NDIA has published an [operational guideline on plan reassessments](#)⁴⁴ that details the reasons a new plan could be different to a current plan.

Plan inflation

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).

Annualised percentage change in plan budgets for active participants



⁴⁴ <https://ourguidelines.ndis.gov.au/your-plan-menu/changing-your-plan>

5.3 Average plan budget trends

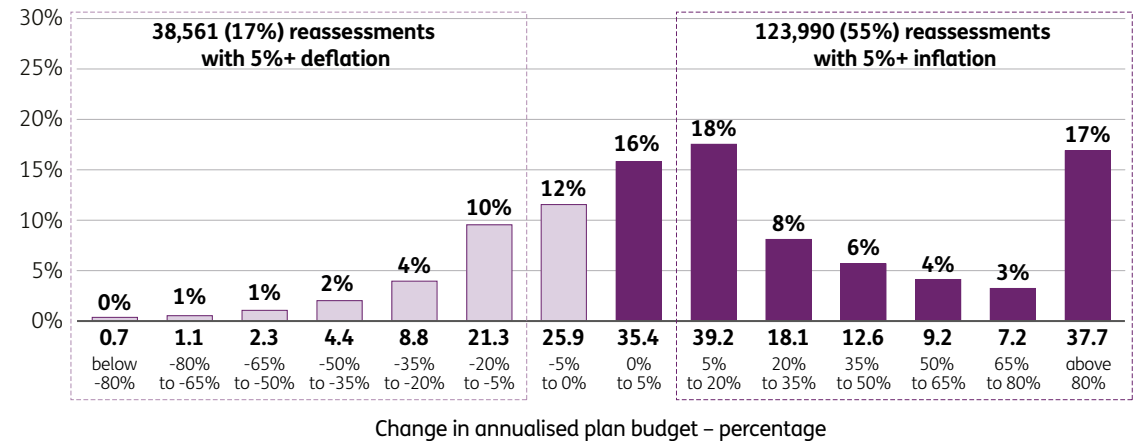
At the individual level, plan budgets can vary significantly. When looking at experience from 1 July 2023 to 30 June 2024, taking into account total plan inflation, plans were more likely to increase rather than decrease.

During the 12 months to 30 June 2024, 31% of active participants had a plan reassessment. Of the plans reassessed:⁴⁵

- **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%.

Distribution of the percentage change in annualised plan budgets for plans reassessed between 1 July 2023 and 30 June 2024⁴⁶



⁴⁵ Numbers may add to more than 100% due to rounding.

⁴⁶ 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.

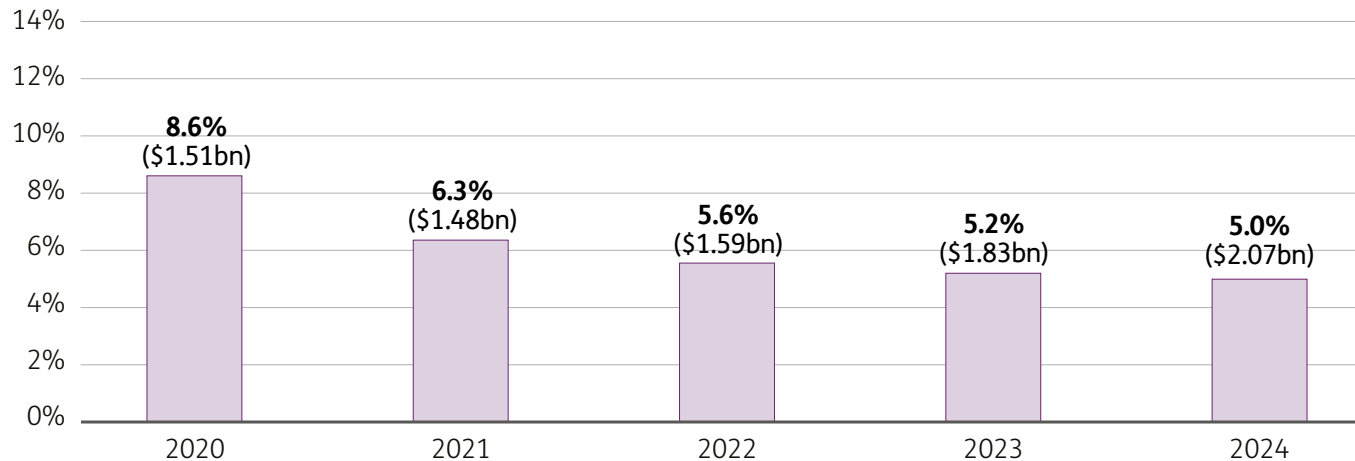
5.4 Operating expenses

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 2024.⁴⁷

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.⁴⁸

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



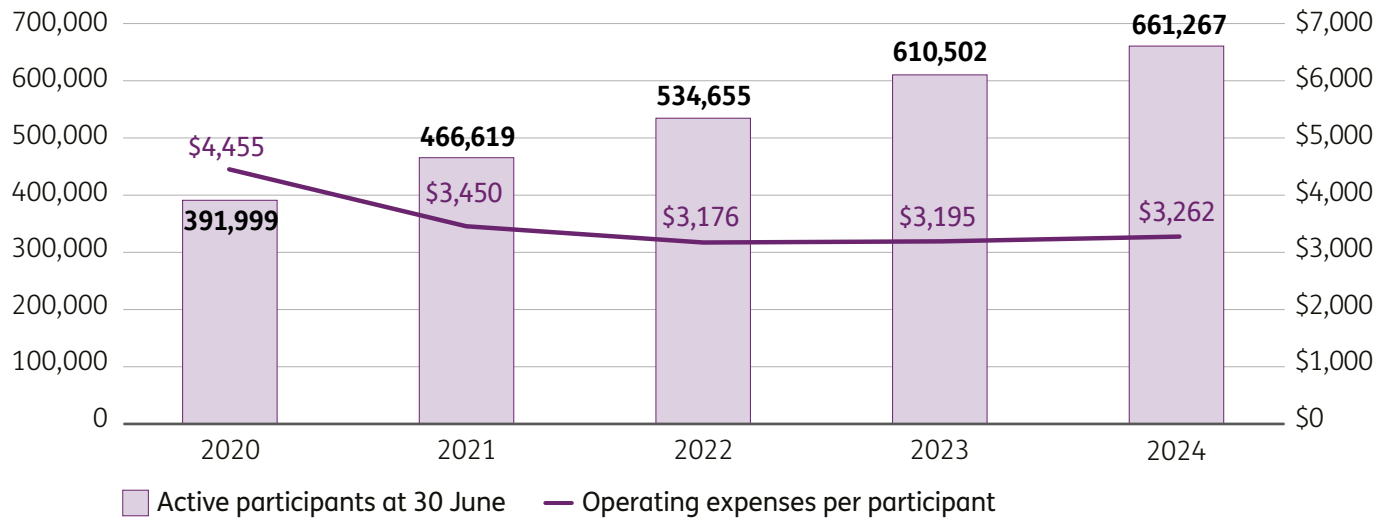
⁴⁷ Total operating expenses are based on an accrual basis.

⁴⁸ <https://www.pc.gov.au/inquiries/completed/ndis-costs#report>

5.4 Operating expenses

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

Operating expense per participant for years ending 30 June⁴⁹



⁴⁹ 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.

Endnotes

- 1 54,390 participants with approved plans have left the NDIS in the period between 1 July 2013 and 30 June 2024.
- 2 This is the net increase in the number of active participants in the NDIS each period noting some participants have left the NDIS.
- 3 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.
- 4 This compares to 8% of the Australian population identifying as First Nations Peoples 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
- 5 The percentage of CALD participants excludes participants who identify as First Nations Peoples. 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
- 6 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
- 7 <https://data.ndis.gov.au/explore-data> has detail on numbers of CALD participants and remote and very remote participants.
- 8 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.
- 9 The participant age reported in this section is as per their latest plan reassessment.
- 10 Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.
- 11 Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.
- 12 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.
- 13 Some of the decrease for older age groups is due to participants retiring from the workforce.
- 14 Some of the decrease for older age groups is due to participants retiring from the workforce.
- 15 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.
- 16 Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.
- 17 Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.
- 18 Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.
- 19 Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.
- 20 Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.
- 21 Noting that the education and housing systems have a major role to play in the lifelong learning and home domains.
- 22 <https://www.ndis.gov.au/about-us/policies/service-charter>
- 23 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.
- 24 Exclude reassessments initiated prior to migrating service processes to the new computer system.
- 25 Exclude reassessments initiated prior to migrating service processes to the new computer system.
- 26 Exclude reassessments initiated prior to migrating service processes to the new computer system.
- 27 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.
- 28 The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection.
- 29 Numbers may change as complaints reporting in the new computer system is refined including identifying complaints lodged via multiple channels.
- 30 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.
- 31 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.
- 32 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>
- 33 Data on supports is shown with a one-quarter delay, due to the lags in recording the support in dispute.
- 34 Calls offered are the number of calls attempted to the NCC, including calls answered as well as calls abandoned.
- 35 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.
- 36 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.

- 37 Includes therapy services.
- 38 Total includes \$7 million of payments with no support category.
- 39 This figure excludes participants that have opted to have part of their plan self-managed.
- 40 <https://www.ndis.gov.au/participants/using-your-plan/self-management#guide-to-self-management>
- 41 Includes cash and in-kind payments.
- 42 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).
- 43 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.
- 44 <https://ourguidelines.ndis.gov.au/your-plan-menu/changing-your-plan>
- 45 Numbers may add to more than 100% due to rounding.
- 46 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.
- 47 Total operating expenses are based on an accrual basis.
- 48 <https://www.pc.gov.au/inquiries/completed/ndis-costs#report>
- 49 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.



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