



# Quarterly Report

July to September 2024

Easy Read version



**ndis**

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

## How to use this report



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

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



We wrote this report in an easy to read way.

We use pictures to explain some ideas.



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

This means the letters are thicker and darker.



We explain what these bold words mean.

There is a list of these words on page 42.



This Easy Read is a summary of another report.

This means it only includes the most important ideas.



You can find the other report on our website.

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



You can ask for help to read this report.

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



This document is quite long.

It includes a lot of information.

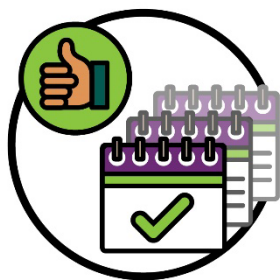


You don't need to read it all at once.

## What's in this report?

What is this report about?	5
Who took part in the NDIS?	8
What did participants say about the NDIS?	23
What supports do participants use?	26
How are we making the NDIS better?	31
Sharing information	33
Making sure the NDIS lasts a long time	34
More information	40
Word list	42

## What is this report about?



We want to make sure the NDIS:

- works well
- lasts a long time.

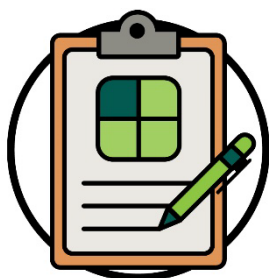


We look at lots of **data** to make sure this happens.



When we talk about data, we mean:

- facts
- information
- records.



We write a report every **3 months**.

**3 months** is a quarter of a year.

So we call our report a Quarterly Report.

This Quarterly Report is about what we did from:



- **1 July 2024**

to

- **30 September 2024.**



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

Our Quarterly Report includes:



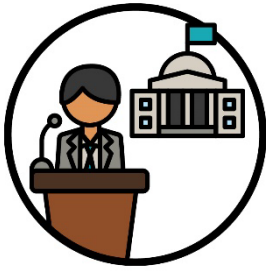
- the data we collected



- the information we shared



- how we worked with the community.



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



We give the Quarterly Report to the:

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



And we share the Quarterly Report with the community.

## Who took part in the NDIS?



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



On **30 September 2024**, the NDIS had **680,123** participants.



This included **159,326** children younger than **9 years**.



There are also **29,284** children using early connections.

This is a way the NDIS supports children who are not participants.



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



It's quite high for children who are aged **5 to 7 years**.

**13.8%** of boys this age take part in the NDIS.

And it's about **6.2%** of girls.



It's a lot less for adults who are aged **35 years**.

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



But it gets a bit higher for people who are aged **57 years** and over.

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



**23,667** participants joined the NDIS in this quarter.

In this quarter, this also included:



- **2,343** First Nations peoples



- less than **527** people who live far away from cities and towns



- **1,638** people from **culturally and linguistically diverse (CALD)** backgrounds.



CALD people:

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

## Younger people in residential aged care



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



Some people aged under **65 years** need to live in residential aged care.

But this doesn't happen very often.



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



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

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



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



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

In this quarter:



- **911** participants under **65** lived in residential aged care



- **25** participants under **45** lived in residential aged care.



**1,100** participants have moved out of residential aged care since **1 July 2016**.

And moved into homes that suit their needs better.

In this quarter:



- **296** young people have a goal to move out of residential aged care



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

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



[www.dss.gov.au/suitable-accommodation-and-supports](http://www.dss.gov.au/suitable-accommodation-and-supports)

## Participants leaving hospital

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



- safely



- as soon as possible.



We want to make staying in hospital better for participants.



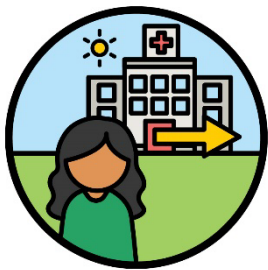
This includes making it easier for participants to know what support they will have when they leave hospital.



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



In the **September 2024 quarter**, it took **25 days** for participants to leave hospital.



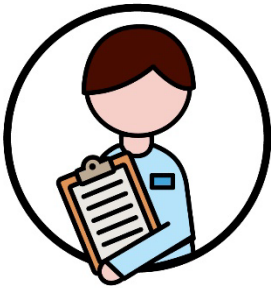
And in the **March 2023 quarter**, it took around **30 days** for participants ready for discharge to leave hospital.



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



We did this **88%** of the time for the **September 2024 quarter**.



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



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

## Taking part in the community and work



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



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

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



This number has gone up by **8%** for participants aged **15 years** and over.



**12%** more participants aged **15 to 24 years** work and have jobs.

## Participant outcomes



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



Our recent outcomes reports look at data until  
**30 June 2023.**

These reports are about:



- participants



- families and carers.



The reports share what outcomes are going well.  
And where people need more support.

## Participants aged 0 to 14 years



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



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



And **95%** of parents and carers said the NDIS has helped their child develop.



**88%** of parents and carers said the NDIS has helped their child's skill to communicate what they want.



We also found out about participants who:

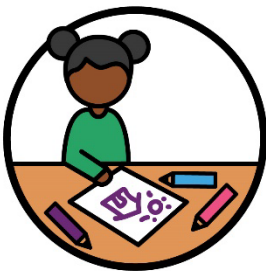
- have started school
- are younger than **15 years**.



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



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



**76%** of parents said their child is more **independent**.



When you are independent, you can do things:

- for yourself
- on your own.

## Participants 15 years and over



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



And more people aged **15 to 64 years** have jobs that pay them.

This has gone up to **23%**.

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



- **79%** of people aged **15 years** and over



- **86%** of people aged **65** and over.

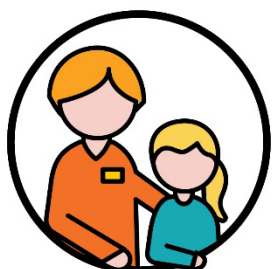
## Families and carers



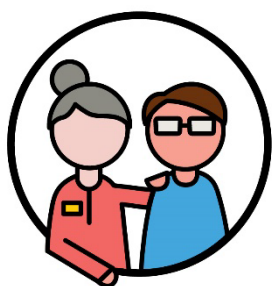
More families and carers of participants are reaching their work outcomes.



Overall, **52%** of parents and carers for all participants have jobs that pay them.



This is **54%** of parents and carers of participants aged **0 to 14 years**.



And it's **50%** of parents and carers of participants aged **15 years** and over.

## What did participants say about the NDIS?

In this quarter:



- **52%** of participants said their experience of applying to take part in the NDIS was good or very good



- **51%** of participants said their experience getting ready to make their plan was good or very good



- **59%** of participants said their experience of making a plan was good or very good



- **62%** of participants said their experience of **plan reassessment** was good or very good.



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

## Reviewing our decisions



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

- works well
- needs to be better.



The **Administrative Appeals Tribunal (AAT)** is a government organisation that is separate to the NDIS.

They review our decisions about:

- who can join the NDIS
- NDIS plans.



This quarter, participants asked the AAT to review **1,769** new cases.

Every case is about a decision we made.



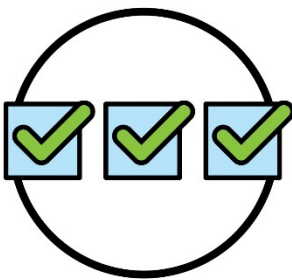
These decisions we made were about if supports were:

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

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



- fairer



- the same every time.



There were **1,062** AAT cases closed this quarter.



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

## What supports do participants use?



Payments for supports have grown by **46%** over the last **2 years**.



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

This quarter:



- **8%** of participants had us manage all of their plan



- **64%** of participants had a plan manager for some or all of their plan.

## Home and living supports



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



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



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



We will work out if these supports are:

- reasonable
- necessary.



This quarter we made decisions about **7,000** applications for home and living supports.

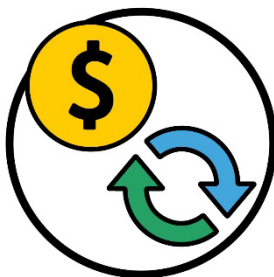


Another **2,509** applications were still open at the end of the quarter.

They might be waiting for:



- a decision



- changes to **funding**.



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

## Supported Independent Living



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



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

- do things for yourself
- learn new skills.

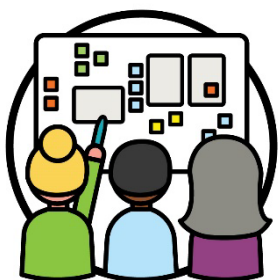


At the end of **September 2024**, **35,371** participants had SIL funding.



Payments for SIL grew **25%** each year over the last **2 years**.

## Who did we work with?



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

We call this co-design.

This includes working with:



- people with disability

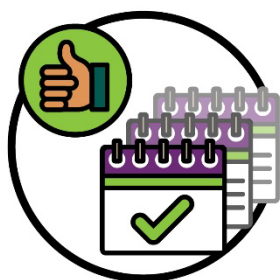


- families and carers



- people who speak up for people with disability.

## How are we making the NDIS better?



The Australian Government wants to make sure the NDIS:

- works well for participants
- can last a long time.



We are doing a lot of work to make the NDIS better.

We will keep working with people with disability to make sure:



- participants can get the right supports



- supports and services are safe for the people who use them.

We are supporting organisations that speak up for:



- people with disability



- the people who care for them.

This will help us:



- listen to what people in the community need

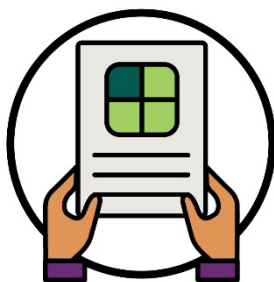


- make better decisions.



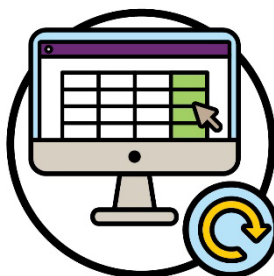
We have also made a plan about how to use co-design to make sure we can make the NDIS better.

## Sharing information



On **14 November 2024**, we shared our first quarterly report.

On our website, we updated:



- data
- the 'explore data' tool.

You can read more on our website.

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



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



We also shared information about what happens in the NDIS.

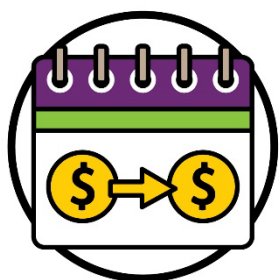
## Making sure the NDIS lasts a long time



More participants join the NDIS each year.



The total amount of funding for participant supports at the end of the last financial year was **\$41.8 billion**.



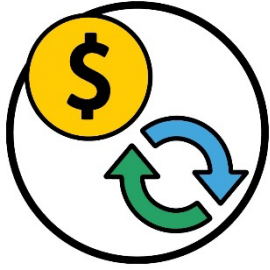
The last financial year was from **July 2023** to **June 2024**.



In the last **3 months**, the total amount of funding for participant supports was **\$11.5 billion**.



In the last **2 years**, the average payment for participants went up by **7.6%** each year.



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

This is because participants need different supports.

For example, funding is higher for participants who:



- use SIL
- or
- are adults.



And funding is lower for participants who are children.

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



- from **\$1.48 billion** in 2020–2021



- to **\$2.08 billion** in 2023–2024.



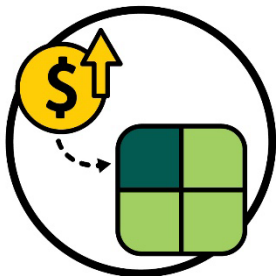
The amount of money it costs to run the NDIS was **\$612.7 million** for this quarter.



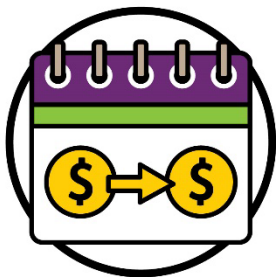
But now it costs less money to support each participant.

This went down:

- from **6.3%** in **2021**
- to **5%** this last financial year.



This then went up to **5.3%** this quarter.



This financial year is from **July 2024** to **June 2025**.



We write another report that we share each year.

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



The AFSR uses data from the past **10 years**.

This is when the NDIS started.



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

## Participants

The **2022-23** AFSR says we expect the NDIS to have more than:



- **714,000** participants by **June 2025**



- **792,000** participants by **June 2027**



- **1 million** participants by **June 2033**.



We expect more participants in **2023** to **2027** than in the AFSR we wrote last year.

## Total amount of funding

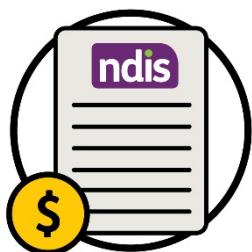
We expect the total amount of funding for all participants to be:



- about **\$41.8 billion** in **2023–2024**



- about **\$92 billion** in **2032–2033**.



We expect NDIS funding to be **\$210.3 billion** over the next **4 years**.



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

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

## More information

For more information about this report, please contact us.



You can visit our website.

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



You can call us.

**1800 800 110**



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Follow us on X.

X used to be called Twitter.

[@NDIS.](https://twitter.com/NDIS)

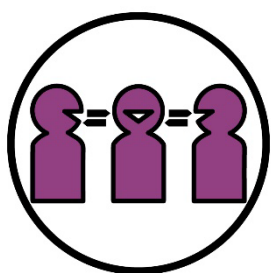
## Support to talk to us



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

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

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



Translating and Interpreting Service  
(TIS National)

**131 450**

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



TTY

**1800 555 677**



Speak and Listen

**1800 555 727**



National Relay Service

**133 677**

[www.accesshub.gov.au/about-the-nrs](http://www.accesshub.gov.au/about-the-nrs)

## Word list

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



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

The AAT is a government organisation that:

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



### **Barriers**

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



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

CALD people:

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

## Data



When we talk about data, we mean:

- facts
- information
- records.



## Funding

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



## Health Liaison Officers (HLOs)

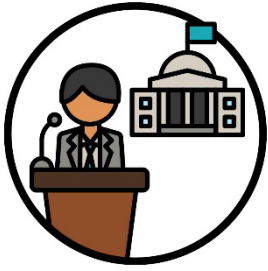
HLOs help health services and the NDIS work together to make sure participants get the right support.



## Independent

When you are independent, you can do things:

- for yourself
- on your own.



## Minister

A minister leads an area of the government.



## Outcomes

Outcomes are important results we want to achieve.



## Participants

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



## Plan reassessment

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



## Residential aged care

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

## Review



When we review something, you check to see what:

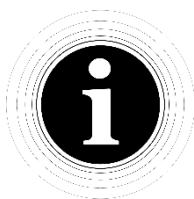
- works well
- needs to be better.

## Supported Independent Living (SIL)



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

- do things for yourself
- learn new skills.



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