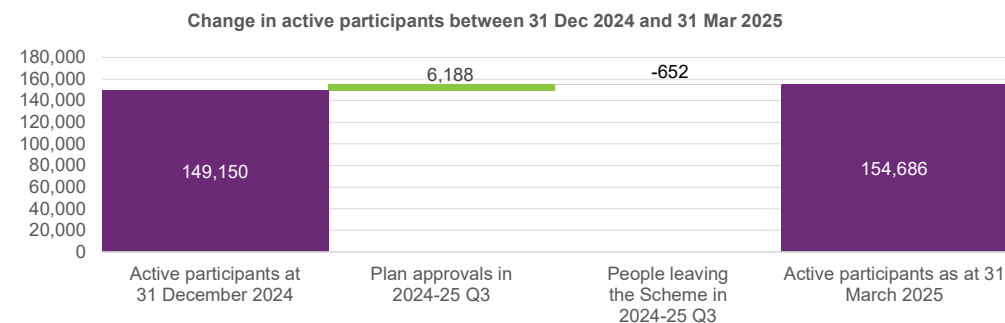


Participants and Planning

Participant experience	As at 31 Mar	As at 31 Dec
Active participants with approved plans (excluding children accessing early connections) ¹	154,686	149,150
Children accessing early connections throughout the quarter ²	4,830	6,049
Percentage of participants fully or partially self managing their plan	26%	26%
Percentage of plans activated within 90 days ³	87%	87%
Number of participant plan reassessments completed in the quarter ⁴	11,598	12,583



Performance summary:

- 168,685 participants (excluding children accessing early connections) have had an approved plan since July 2013. 154,686 of these continue to be active.
- 111,367 active participants have not previously received disability support via State and Commonwealth government programs in the past.
- 6,188 participants have entered the Scheme in the March 2025 quarter and net participants leaving the Scheme are 652, reflecting active participant movements in and out of the Scheme and Queensland.
- 11,598 plans have had reassessments this quarter.
- 8,674 access decisions have been made in the quarter, of which 6,919 met access and are still active.
- 788 (12.7%) of the new active participants this quarter identified as First Nations participants, taking the total number of First Nations participants in Queensland to 16,606 (10.7%).
- 238 (3.8%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD) ⁵, taking the total number of CALD participants in Queensland to 7,898 (5.1%).

Participant outcomes and satisfaction

Participant outcomes and satisfaction		
Participant and Scheme Outcome metrics from the Corporate Plan as at 31 March 2025 ⁶	Latest Reassessment	Baseline
• Participant employment rate - Aged 15 - 64 years	20%	18%
• Participant social and community engagement rate - Aged 15+ years	43%	36%
• Parent and carer employment rate - All ages	50%	44%
• Participant perception of choice and control - Aged 15+ years	Latest Reassessment	First Reassessment
% of participants rating their overall experience as very good or good by pathway stage – current vs previous quarter	2024-25 Q3	2024-25 Q2
• Early Supports Process	65%	68%
• Community Connections Process	80%	78%
• Apply for NDIS Process (access met)	59%	54%
• Apply for NDIS Process (access not met)	20%	24%
• Plan Approval Process	55%	50%
• Plan Implementation Process	63%	58%
• Plan Reassessment Process	67%	62%

¹ Data for participants and committed supports are as at 2 April 2025 in line with the Quarterly Report to the Disability Minister for 2024-25 Q3. Other data items, including payments (scheme expense), are for the precise period to 31 March 2025.

² From the September 2024 quarter, the number of children accessing early connections is being reported as a 'throughout the quarter' figure rather than an 'end of quarter' figure to better reflect the number of children supported by the Early Childhood Approach.

³ Trial participants (participants with initial plans approved prior to 1 July 2016) and those with initial plans approved after the end of 2024-25 Q1 have been excluded.

⁴ From the December 2024 quarter, Plan Reassessments uses all reassessments including those from plans less than 31 days in duration (previously excluded). Logic for PACE plan reassessments is still being refined, hence the previous quarter's figures are subject to change.

⁵ The number of CALD participants excludes First Nations participants.

⁶ The Outcome results include participants who have been in the Scheme for at least two years. Trial participants (participants with initial plans approved prior to 1 July 2016) are excluded.

Participant Service Guarantee (PSG)

Percentage meeting the Service Guarantee in the quarter ¹		Service Guarantee	31 Mar	31 Dec
General	1. Explain a previous decision, after a request for explanation is received	28 days	n/a	n/a
Access	2. Make an access decision, or request for more information, after an access request has been received	21 days	9%	15%
	3. Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	n/a	n/a
	4. Make an access decision, after more information has been provided	14 days	15%	29%
Planning	5. Commence facilitating the preparation of a plan, after an access decision has been made	21 days	n/a	n/a
	6. Approve a participant's plan, after an access decision has been made (excludes those ECA ² that have received initial supports)	56 days	88%	82%
	7. Approve a plan for ECA ² participants, after an access decision has been made ³	56 days	100%	100%
Implementation	8. Offer to hold a plan implementation meeting, after the plan is approved	7 days	80%	79%
	9. If the participant accepts the offer, hold a plan implementation meeting	28 days	n/a	n/a
Plan Reassessments	11. Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date	56 days	65%	54%
	12. Decide whether to undertake a Participant Requested Plan Reassessment, after the request is received	21 days	24%	22%
	13. Complete a reassessment, after the decision to accept the request was made	28 days	84%	89%
Plan Amendments	14. Amend a plan, after the receipt of information that triggers the plan amendment process	28 days	34%	39%
	15. Amend a plan, after the receipt of information relating to a complex quote that triggers a plan amendment process	50 days	n/a	n/a
Reviewable Decisions	17. Complete an Internal Review of a Reviewable Decision, after a request is received	60 days	48%	66%
	18. Implement an ART decision to amend a plan, after the ART decision is made ⁴	28 days	n/a	n/a
Nominee	19. Cancel participant requested nominee	14 days	n/a	n/a
	20. Cancel CEO initiated nominee	14 days	n/a	n/a

• The PSG metrics are based on the recommendations of the 2019 Tune Review. The NDIA commenced measuring performance against the PSG metrics prior to the legislation of the Participant Service Charter and Guarantee. On 30 March 2022, the NDIS Amendment (Participant Service Guarantee and Other Measures) Bill 2021 passed in both houses of Parliament, and received Royal Assent on 1 April 2022. It introduces changes that provide greater flexibility for participants and the NDIA to amend plans.

¹ From the March 2024 quarter, performance is being measured using the available data on processes and dates. Milestones are being built into the new computer system to improve the capture of performance data. Where the performance remains unavailable for this quarter, "n/a" has been substituted.

² ECA stands for early childhood approach.

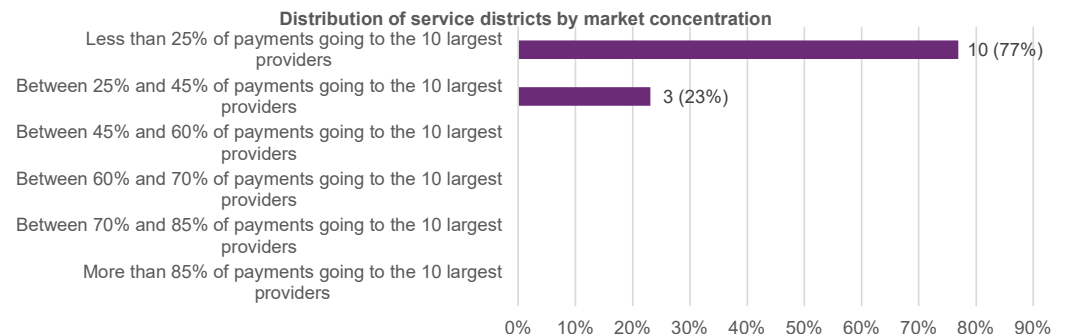
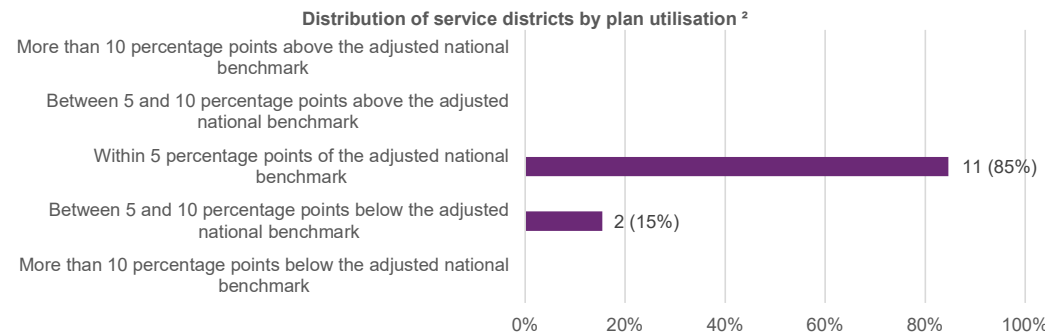
³ From the September 2024 quarter, the PSG timeframe (Service Agreement) to approve a plan for ECA participants after an access decision has been made was altered to 56 days (previously 90 days).

⁴ Following the passage of legislation in May 2024, the Administrative Appeals Tribunal (AAT) was replaced with the Administrative Review Tribunal (ART). All prior cases transitioned from 14 Oct 2024.

Provider and market metrics

Market supply and participant costs	As at 31 Mar	As at 31 Dec
Total number of active providers ¹ in the last quarter	68,940	68,825
Utilisation (6 month rolling average with 3 month lag) (%)	75%	77%
Plan utilisation by service district (% of service districts that are more than 10 percentage points below the benchmark) ²	0%	0%
Market concentration (% of service districts where more than 70% of payments for supports go to the top 10 providers)	0%	0%
Payments paid within 3 days (%) ³	99.4%	99.7%
Total payments from 1 July 2024 (\$m)	\$7,247m	\$4,858m
Total annualised plan budgets at the end of quarter (\$m) ⁴	\$13,027m	\$12,566m
Total plan inflation (current quarter % per annum) ⁵	11.1%	12.6%
Inflation at plan reassessment (current quarter % per annum)	6.0%	5.9%
Inflation within a plan, between reassessments (current quarter % per annum)	5.2%	6.7%

- Total annualised plan budgets at 31 March 2025 were \$13,027m and payments from 1 July 2024 were \$7,247m.
- Out of 68,940 active providers in the March 2025 quarter, 2,436 providers provided support to Agency-managed participants, 52,342 providers provided support to plan-managed participants and 31,145 providers provided support to self-managed participants.¹
- Utilisation has been 75% from 1 July 2024 to 31 December 2024, with no service districts in Queensland more than 10 percentage points below the adjusted national benchmark.
- There were no service districts where the top 10 providers provide more than 70% of payments.



- Service districts between 5% and 10% below plan utilisation benchmark:**
- Rockhampton: 70% vs 75% benchmark
 - Mackay: 71% vs 76% benchmark

- Service districts having between 25% and 45% of payments going to the 10 largest providers:**
- Bundaberg: 42% vs 70% benchmark
 - Mackay: 33% vs 70% benchmark
 - Rockhampton: 31% vs 70% benchmark

¹ From the March 2024 quarter, the active provider number includes both registered and unregistered providers. A participant may have a combination of plan management types over time. From the December 2024 quarter, all providers were required to supply their ABN's to ensure inclusion in this metric (particularly for self-managed participants).

² The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in Supported Independent Living (SIL) in each service district and the length of time participants have been in the Scheme.

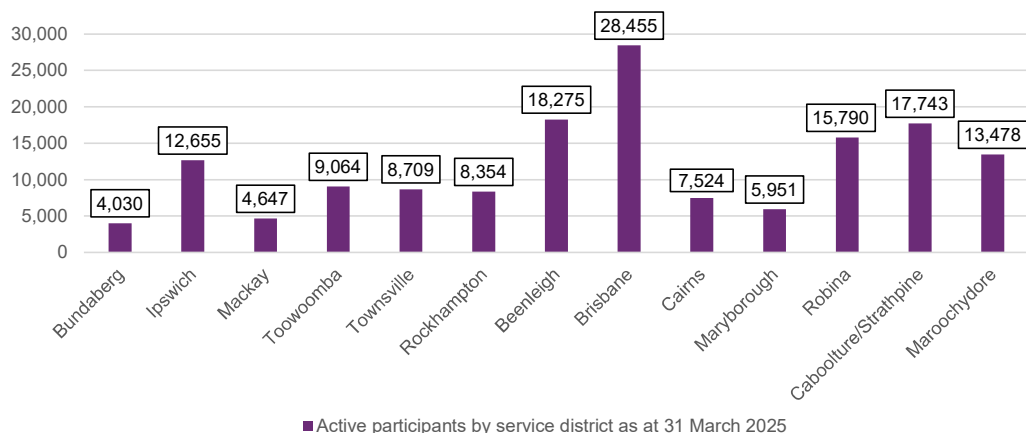
³ The payment enquiries come from the Provider Portal, Participant Portal and NDIS App. From Nov-24, the Agreed Timeframe measure for payments was updated to be 3-days in line with Performance Measure 2.2 within the Corporate Plan for 2024-25. This was previously 5 days.

⁴ Total annualised plan budgets refer to those in the current plans of active participants at the end of quarter.

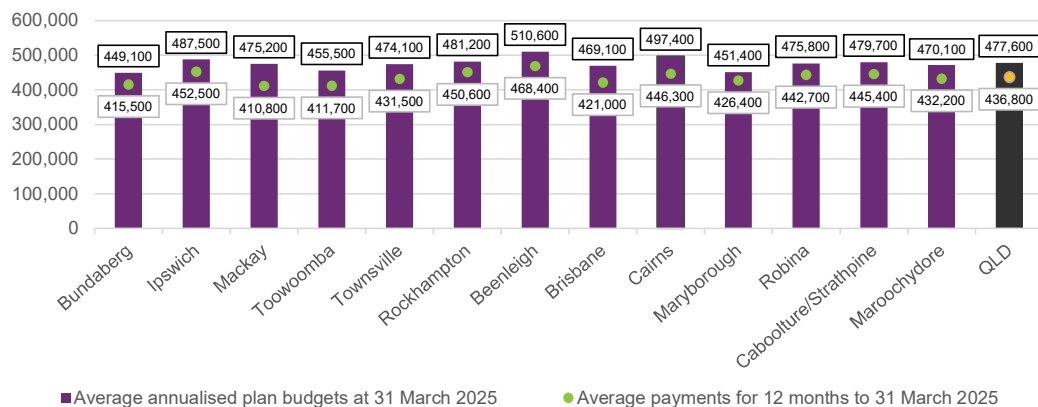
⁵ Total plan inflation consists of plan budget changes occurring at plan reassessment as well as changes occurring within a plan between reassessments.

Summaries by Service Districts

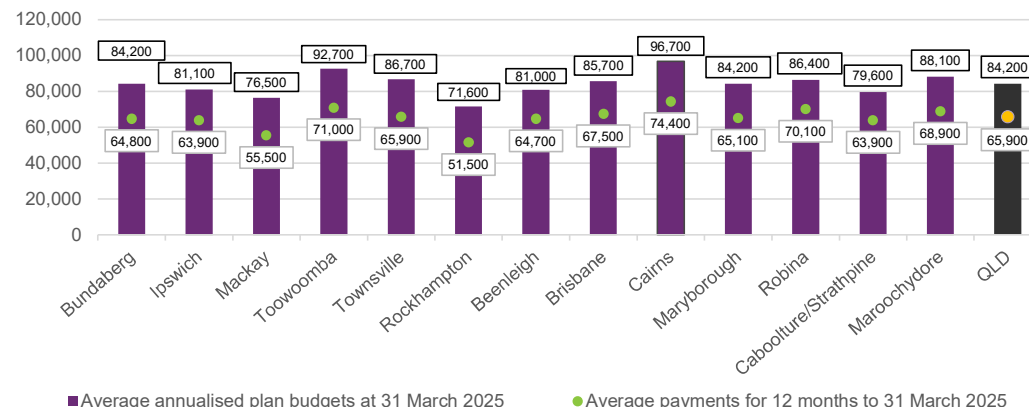
Active participants by service district ¹



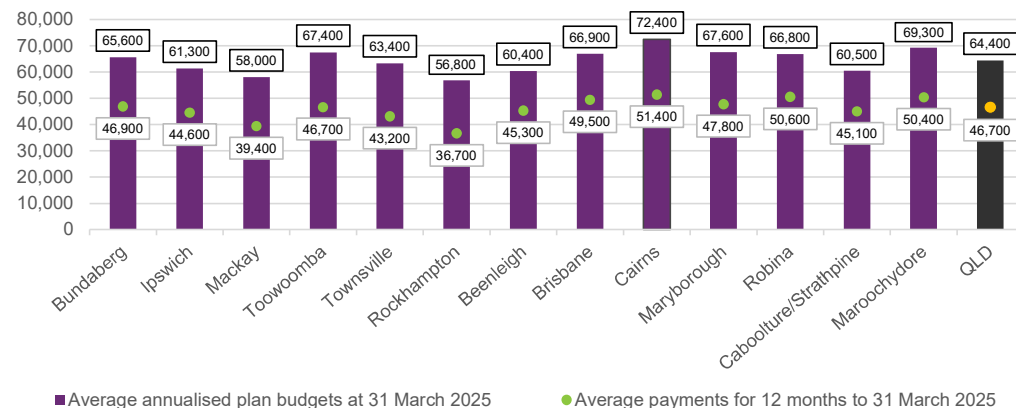
Average annualised plan budgets and average payments - Participants in Supported Independent Living (SIL) (\$) ^{2 3}



Average annualised plan budgets and average payments (\$) ^{2 3}



Average annualised plan budgets and average payments - Participants not in SIL (\$) ^{2 3}



- Brisbane has the highest number (28,455) of active participants, while Bundaberg has the lowest (4,030).
- The average annualised plan budget at the end of March for active participants is \$84,200 (\$64,400 for participants not in SIL and \$477,600 for participants in SIL).
- The average payments for the 12 months ending 31 March 2025 are \$65,900 (\$46,700 for participants not in SIL and \$436,800 for participants in SIL).
- Cairns has the highest average annualised plan budgets and payments across all participants.

Users of this dashboard can find these statistics and many more available via the NDIS Data Explorer at: <https://dataresearch.ndis.gov.au/explore-data>

¹ There are 11 active participants as at 31 March 2025 residing in 'Other' service districts. 'Other' includes participants with service district information missing. The average annualised plan budgets and average payments for this group are not shown.
² Average annualised plan budgets are derived from total annualised plan budgets in the current plans of active participants as at 31 March 2025. Average payments are calculated as the average of the annualised monthly payments in the same 12 month period, weighted by the participants that are active in each month.
³ Figures are not shown if there is insufficient data in the service district.