

## Appendix A:

### Key definitions

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

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

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

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

**Administrative Review Tribunal (ART):** The Administrative Review Tribunal is responsible for conducting independent merits review of a wide range of administrative decisions made under Commonwealth law, including those made by the Australian Government.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

# Appendix B:

## Outcomes framework questionnaires

### About the outcomes framework questionnaires

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

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

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

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

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

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

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

**Home:** Relates to participants' satisfaction in their home and whether they feel safe.

**Lifelong Learning:** Includes educational, training and learning experiences.

**Social, Community and Civic Participation:** Relates to hobbies, volunteering, involvement in community, voting, leisure activities and whether the participant feels they have a voice.

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

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

## Appendix C:

### Approved plans and children accessing early connections

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

**Table C.1 Summary of children younger than 9 who have approached the Scheme for support by jurisdiction and status <sup>1</sup>**

State/ Territory	Active approved plans (children younger than 9 as at 31 March 2025)	Access met but yet to have an approved plan (children younger than 9 as at 31 March 2025)	Access request (no decision)	Children without an access request - Accessing early connections	Total accessing early connections	Total	Number of children accessing early connections throughout the quarter
NSW	51,389	513	2,146	2,468	2,533	56,516	6,206
VIC	48,070	582	2,312	2,280	2,353	53,244	5,988
QLD	36,893	454	1,708	1,876	1,943	40,931	4,830
SA	12,250	136	484	512	520	13,382	1,216
WA	12,585	196	529	485	491	13,795	1,805
TAS	2,778	35	168	153	159	3,134	378
ACT	2,335	25	126	236	240	2,722	444
NT	1,561	52	<40	56	64	1,701	111
OT	<11	0	0	0	0	<11	0
Missing	<11	0	<11	34	34	<50	67
<b>Total</b>	<b>167,876</b>	<b>1,993</b>	<b>7,506</b>	<b>8,100</b>	<b>8,337</b>	<b>185,475</b>	<b>21,045</b>

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

## Appendix D:

### State/Territory – comparison of key metrics

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

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.

The national rollout of the NDIA's new computer system and processes started as planned on 30 October 2023 and the report combines data from the old and new computer systems. The proportions of not stated First Nations status, not stated culturally and linguistically diverse (CALD) status, other gender, missing reported level of function, access met and first planning decisions and other disability types have been impacted by adaptation to the new computer system processes. There may be some minor restatements of information in this report as data is further refined.

Please also consider the following when interpreting results in this supplement:

Percentage figures have been rounded and may not always total to one hundred per cent.

Totals include participants with missing characteristics, where applicable.

Throughout the supplements, results are not adjusted for underlying differences in population characteristics, and hence comparisons of the results for subsections of the population should be interpreted with caution.

The disability group down syndrome is reported separately to the intellectual disability group.

The number of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness.

Targets are not provided for 'parent and carer employment rate' and 'participant choice and control' as these are no longer NDIA corporate plan metrics.

An improving experience was first observed in the September 2024 quarter since late 2023, indicating that the NDIA's improvement initiatives are reducing complaint volumes.

Reported Participant Critical Incident (PCI) figures exclude counts of 'withdrawn' or 'miscategorised' PCIs.

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

Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments for the purpose of counting providers. Therefore, the count of Agency-managed providers

excludes providers that only received plan management fees and no other Agency-managed payments.

From 14 October 2024, it is mandatory for participants with self-managed payments to include the Australian Business Number (ABN) of the associated provider or provide a reason why it isn't available. Prior to this, providing the ABN was voluntary; therefore, the count of providers for self-managed participants before this date should only be used as a reference.

Providers can offer support across multiple categories. Therefore, the total number of unique active providers will be lower than the sum of active providers across all support categories.

Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2025. Average payments are calculated as the sum of the payments in the previous 12 month period to 31 March 2025, divided by the average number of participants that are active per working day in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Total annualised committed supports refer to those in the current plans of active participants at 31 March 2025. Total payments refer to those paid over the 12 months to 31 March 2025.

The utilisation rate for the current financial year will likely increase due to a lag between when support is provided and when it is paid.

**Table D.1 Active participants at 31 March 2025 <sup>2</sup>**

State/Territory	Active participant plans (Count)	Active participant plans (Percentage)
NSW	211,994	29.6%
VIC	192,973	26.9%
QLD	154,686	21.6%
WA	62,955	8.8%
SA	60,859	8.5%
TAS	15,332	2.1%
ACT	11,693	1.6%
NT	6,410	0.9%
OT	75	0.0%
Missing	24	0.0%
<b>National</b>	<b>717,001</b>	<b>100.0%</b>

**Table D.2 Number of active participant plans by age group at 31 March 2025<sup>3</sup>**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 8	51,389	48,070	36,893	12,585	12,250	2,778	2,335	1,561	<b>167,876</b>
9 to 14	39,644	37,990	31,061	11,782	12,699	2,750	2,254	1,209	<b>139,410</b>
15 to 18	19,855	17,716	15,750	6,565	7,077	1,583	1,142	581	<b>70,279</b>
19 to 24	17,995	15,133	13,363	6,239	5,832	1,557	1,136	504	<b>61,770</b>
25 to 34	19,085	15,992	12,788	6,185	4,984	1,788	1,133	520	<b>62,489</b>
35 to 44	14,684	14,223	10,798	5,083	4,378	1,117	889	591	<b>51,770</b>
45 to 54	16,825	15,902	11,973	5,085	4,577	1,323	1,013	604	<b>57,309</b>
55 to 64	20,462	18,385	14,380	6,173	5,859	1,587	1,023	619	<b>68,496</b>
65+	12,055	9,562	7,680	3,258	3,203	849	768	221	<b>37,599</b>
<b>Total</b>	<b>211,994</b>	<b>192,973</b>	<b>154,686</b>	<b>62,955</b>	<b>60,859</b>	<b>15,332</b>	<b>11,693</b>	<b>6,410</b>	<b>717,001</b>

**Table D.3 Proportion of active participant plans by age group at 31 March 2025**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 8	24%	25%	24%	20%	20%	18%	20%	24%	<b>23%</b>
9 to 14	19%	20%	20%	19%	21%	18%	19%	19%	<b>19%</b>
15 to 18	9%	9%	10%	10%	12%	10%	10%	9%	<b>10%</b>
19 to 24	8%	8%	9%	10%	10%	10%	10%	8%	<b>9%</b>
25 to 34	9%	8%	8%	10%	8%	12%	10%	8%	<b>9%</b>
35 to 44	7%	7%	7%	8%	7%	7%	8%	9%	<b>7%</b>
45 to 54	8%	8%	8%	8%	8%	9%	9%	9%	<b>8%</b>
55 to 64	10%	10%	9%	10%	10%	10%	9%	10%	<b>10%</b>
65+	6%	5%	5%	5%	5%	6%	7%	3%	<b>5%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>2</sup> OT includes participants residing in Other Territories including Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

<sup>3</sup> There are 3 active participants as at 31 March 2025 with age group information missing. These participants are not shown separately but included in the total number of active participants for National.

**Table D.4 Number of active participant plans (participants in SIL) by age group at 31 March 2025**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 8	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
9 to 14	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
15 to 18	89	60	85	34	31	<11	<11	<11	<b>320</b>
19 to 24	925	528	629	265	276	<120	<50	75	<b>2,855</b>
25 to 34	1,824	1,056	1,241	546	496	199	94	105	<b>5,561</b>
35 to 44	1,873	1,299	1,233	602	508	164	103	111	<b>5,893</b>
45 to 54	2,422	1,595	1,416	695	630	197	143	123	<b>7,221</b>
55 to 64	3,214	2,237	1,912	899	862	277	159	151	<b>9,711</b>
65+	1,769	998	902	455	448	155	<90	<60	<b>4,865</b>
<b>Total</b>	<b>12,119</b>	<b>7,774</b>	<b>7,418</b>	<b>3,497</b>	<b>3,251</b>	<b>1,113</b>	<b>639</b>	<b>621</b>	<b>36,432</b>

**Table D.5 Proportion of active participant plans (participants in SIL) by age group at 31 March 2025**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 8	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
9 to 14	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
15 to 18	1%	1%	1%	1%	1%	n/a	n/a	n/a	<b>1%</b>
19 to 24	8%	7%	8%	8%	8%	n/a	n/a	12%	<b>8%</b>
25 to 34	15%	14%	17%	16%	15%	18%	15%	17%	<b>15%</b>
35 to 44	15%	17%	17%	17%	16%	15%	16%	18%	<b>16%</b>
45 to 54	20%	21%	19%	20%	19%	18%	22%	20%	<b>20%</b>
55 to 64	27%	29%	26%	26%	27%	25%	25%	24%	<b>27%</b>
65+	15%	13%	12%	13%	14%	14%	14%	n/a	<b>13%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table D.6 Number of active participant plans (participants not in SIL) by age group at 31 March 2025<sup>4</sup>**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 8	51,389	48,070	36,893	12,584	12,250	2,778	2,335	1,561	<b>167,875</b>
9 to 14	39,641	37,989	31,061	11,782	12,699	2,750	2,253	1,209	<b>139,405</b>
15 to 18	19,766	17,656	15,665	6,531	7,046	1,573	1,136	576	<b>69,959</b>
19 to 24	17,070	14,605	12,734	5,974	5,556	1,446	1,090	429	<b>58,915</b>
25 to 34	17,261	14,936	11,547	5,639	4,488	1,589	1,039	415	<b>56,928</b>
35 to 44	12,811	12,924	9,565	4,481	3,870	953	786	480	<b>45,877</b>
45 to 54	14,403	14,307	10,557	4,390	3,947	1,126	870	481	<b>50,088</b>
55 to 64	17,248	16,148	12,468	5,274	4,997	1,310	864	468	<b>58,785</b>
65+	10,286	8,564	6,778	2,803	2,755	694	681	170	<b>32,734</b>
<b>Total</b>	<b>199,875</b>	<b>185,199</b>	<b>147,268</b>	<b>59,458</b>	<b>57,608</b>	<b>14,219</b>	<b>11,054</b>	<b>5,789</b>	<b>680,569</b>

<sup>4</sup> There are 3 active participants as at 31 March 2025 with age group information missing. These participants are not shown separately but included in the total number of active participants for National.

**Table D.7 Proportion of active participant plans (participants not in SIL) by age group at 31 March 2025**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 8	26%	26%	25%	21%	21%	20%	21%	27%	<b>25%</b>
9 to 14	20%	21%	21%	20%	22%	19%	20%	21%	<b>20%</b>
15 to 18	10%	10%	11%	11%	12%	11%	10%	10%	<b>10%</b>
19 to 24	9%	8%	9%	10%	10%	10%	10%	7%	<b>9%</b>
25 to 34	9%	8%	8%	9%	8%	11%	9%	7%	<b>8%</b>
35 to 44	6%	7%	6%	8%	7%	7%	7%	8%	<b>7%</b>
45 to 54	7%	8%	7%	7%	7%	8%	8%	8%	<b>7%</b>
55 to 64	9%	9%	8%	9%	9%	9%	8%	8%	<b>9%</b>
65+	5%	5%	5%	5%	5%	5%	6%	3%	<b>5%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table D.8 Number of active participant plans by primary disability group at 31 March 2025**

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	78,500	70,477	61,496	24,954	27,001	5,770	4,510	1,605	<b>274,360</b>
Intellectual disability	29,326	25,835	17,773	8,245	8,262	2,767	1,335	1,139	<b>94,698</b>
Developmental delay	23,338	29,385	20,612	6,191	5,127	1,311	1,290	854	<b>88,112</b>
Psychosocial disability	19,408	20,268	12,539	5,620	4,049	1,190	1,158	627	<b>64,865</b>
Hearing impairment	8,820	7,386	6,707	2,504	2,080	526	472	242	<b>28,738</b>
Other neurological	7,718	5,896	5,254	2,484	1,878	537	440	227	<b>24,438</b>
Other physical	5,860	4,651	4,847	1,843	1,774	408	522	191	<b>20,099</b>
Acquired brain injury	5,211	5,033	4,433	1,719	1,833	489	239	331	<b>19,292</b>
Global developmental delay	7,748	3,496	3,459	1,293	2,286	249	266	259	<b>19,058</b>
Cerebral palsy	5,797	4,332	3,911	1,895	1,332	430	301	198	<b>18,196</b>
Other	3,854	2,932	2,899	1,311	954	339	217	208	<b>12,719</b>
Down syndrome	3,746	2,885	2,477	1,154	796	308	224	106	<b>11,699</b>
Multiple sclerosis	3,144	3,542	2,075	1,126	1,046	413	245	22	<b>11,613</b>
Visual impairment	3,348	3,066	1,984	951	846	213	190	72	<b>10,670</b>
Stroke	3,444	2,286	2,310	828	801	210	153	215	<b>10,249</b>
Spinal cord Injury	1,986	1,092	1,686	731	479	137	78	90	<b>6,280</b>
Other sensory/speech	746	411	224	106	315	35	53	24	<b>1,915</b>
<b>Total</b>	<b>211,994</b>	<b>192,973</b>	<b>154,686</b>	<b>62,955</b>	<b>60,859</b>	<b>15,332</b>	<b>11,693</b>	<b>6,410</b>	<b>717,001</b>

**Table D.9 Proportion of active participant plans by primary disability group at 31 March 2025**

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	37%	37%	40%	40%	44%	38%	39%	25%	<b>38%</b>
Intellectual disability	14%	13%	11%	13%	14%	18%	11%	18%	<b>13%</b>
Developmental delay	11%	15%	13%	10%	8%	9%	11%	13%	<b>12%</b>
Psychosocial disability	9%	11%	8%	9%	7%	8%	10%	10%	<b>9%</b>
Hearing impairment	4%	4%	4%	4%	3%	3%	4%	4%	<b>4%</b>
Other neurological	4%	3%	3%	4%	3%	4%	4%	4%	<b>3%</b>
Other physical	3%	2%	3%	3%	3%	3%	4%	3%	<b>3%</b>
Acquired brain injury	2%	3%	3%	3%	3%	3%	2%	5%	<b>3%</b>
Global developmental delay	4%	2%	2%	2%	4%	2%	2%	4%	<b>3%</b>
Cerebral palsy	3%	2%	3%	3%	2%	3%	3%	3%	<b>3%</b>
Other	2%	2%	2%	2%	2%	2%	2%	3%	<b>2%</b>
Down syndrome	2%	1%	2%	2%	1%	2%	2%	2%	<b>2%</b>
Multiple sclerosis	1%	2%	1%	2%	2%	3%	2%	0%	<b>2%</b>
Visual impairment	2%	2%	1%	2%	1%	1%	2%	1%	<b>1%</b>
Stroke	2%	1%	1%	1%	1%	1%	1%	3%	<b>1%</b>
Spinal cord Injury	1%	1%	1%	1%	1%	1%	1%	1%	<b>1%</b>
Other sensory/speech	0%	0%	0%	0%	1%	0%	0%	0%	<b>0%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table D.10 Number of active participant plans by other characteristics at 31 March 2025 <sup>5</sup> <sup>6</sup>**

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
First Nations Participants	19,735	7,015	16,606	5,147	4,121	1,604	580	3,326	<b>58,140</b>
Culturally and linguistically diverse participants	22,625	21,663	7,898	4,827	4,161	384	1,087	346	<b>63,007</b>
Participants residing in remote and very remote areas	827	61	2,694	2,899	1,544	190	<11	<2,710	<b>10,989</b>
Younger people in residential aged care (under 65)	238	289	91	53	41	19	<11	<11	<b>734</b>
Participants with supported independent living	12,119	7,774	7,418	3,497	3,251	1,113	639	621	<b>36,432</b>
Participants using specialised disability accommodation	4,987	5,194	2,464	577	1,476	105	200	96	<b>15,099</b>
Participants specialised disability accommodation eligible, not yet using specialised disability accommodation	2,903	1,999	1,805	1,252	957	401	138	207	<b>9,662</b>

<sup>5</sup> [For SDA in use] Evidence of SDA in use is estimated based on SDA payments, SDA service bookings and address matching to an enrolled SDA dwelling. Future enhancements to the PACE system will allow for better tracking and an ability to better understand why participants may not yet be using SDA funding.

<sup>6</sup> [For SDA eligible] SDA eligible participants are participants who have been found eligible for SDA through the home and living application process or through legacy system processes but have SDA funding in their plan.

**Table D.11 Proportion of active participant plans by other characteristics at 31 March 2025** <sup>7 8</sup>

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
First Nations Participants	9.3%	3.6%	10.7%	8.2%	6.8%	10.5%	5.0%	51.9%	<b>8.1%</b>
Culturally and linguistically diverse participants	10.7%	11.2%	5.1%	7.7%	6.8%	2.5%	9.3%	5.4%	<b>8.8%</b>
Participants residing in remote and very remote areas	0.4%	0.0%	1.7%	4.6%	2.5%	1.2%	0.0%	42.2%	<b>1.5%</b>
Younger people in residential aged care (under 65)	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%	0.0%	<b>0.1%</b>
Participants with supported independent living	5.7%	4.0%	4.8%	5.6%	5.3%	7.3%	5.5%	9.7%	<b>5.1%</b>
Participants using specialised disability accommodation	2.4%	2.7%	1.6%	0.9%	2.4%	0.7%	1.7%	1.5%	<b>2.1%</b>
Participants specialised disability accommodation eligible, not yet using specialised disability accommodation	1.4%	1.0%	1.2%	2.0%	1.6%	2.6%	1.2%	3.2%	<b>1.3%</b>

**Table D.12 Participation rates by gender at 31 March 2025** <sup>9</sup>

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	3.6%	3.8%	3.9%	3.0%	4.7%	3.8%	3.2%	3.4%	<b>3.7%</b>
Female	2.0%	2.4%	2.4%	1.9%	2.8%	2.4%	2.0%	1.8%	<b>2.3%</b>
<b>Total</b>	<b>2.9%</b>	<b>3.2%</b>	<b>3.2%</b>	<b>2.5%</b>	<b>3.8%</b>	<b>3.2%</b>	<b>2.7%</b>	<b>2.6%</b>	<b>3.0%</b>

**Table D.13 Participation rates by age group at 31 March 2025** <sup>10</sup>

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0-8	5.7%	6.7%	6.3%	4.0%	6.7%	5.1%	4.6%	4.7%	<b>5.9%</b>
9-14	6.3%	7.5%	7.2%	5.3%	9.6%	6.9%	6.4%	5.5%	<b>6.9%</b>
15-18	4.7%	5.2%	5.3%	4.4%	7.8%	5.6%	5.1%	4.3%	<b>5.2%</b>
19-24	2.8%	2.8%	3.1%	3.0%	4.2%	4.0%	2.9%	2.5%	<b>3.0%</b>
25-44	1.4%	1.5%	1.5%	1.4%	1.9%	1.9%	1.3%	1.3%	<b>1.5%</b>
45-64	1.9%	2.1%	2.0%	1.6%	2.3%	2.0%	1.9%	2.0%	<b>1.9%</b>
<b>Total (aged 0-64)</b>	<b>2.9%</b>	<b>3.2%</b>	<b>3.2%</b>	<b>2.5%</b>	<b>3.8%</b>	<b>3.2%</b>	<b>2.7%</b>	<b>2.6%</b>	<b>3.0%</b>

<sup>7</sup> [For SDA in use] Evidence of SDA in use is estimated based on SDA payments, SDA service bookings and address matching to an enrolled SDA dwelling. Future enhancements to the PACE system will allow for better tracking and an ability to better understand why participants may not yet be using SDA funding.

<sup>8</sup> [For SDA eligible] SDA eligible participants are participants who have been found eligible for SDA through the home and living application process or through legacy system processes but have SDA funding in their plan.

<sup>9</sup> Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

<sup>10</sup> Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

**Table D.14 Proportion of respondents rating their overall experience as good or very good in 2024-25 Q3**

Agency planning process	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
The Early Supports Process	n/a	59%	65%	n/a	n/a	n/a	n/a	n/a	<b>66%</b>
The Community Connections Process	74%	80%	80%	75%	75%	72%	61%	n/a	<b>77%</b>
The Apply for NDIS Process (overall)	44%	48%	41%	39%	44%	34%	47%	n/a	<b>44%</b>
The Plan Approval Process	59%	53%	55%	55%	52%	66%	60%	58%	<b>56%</b>
The Plan Implementation Process	67%	62%	63%	61%	54%	66%	47%	n/a	<b>63%</b>
The Plan Reassessment Process	70%	68%	67%	68%	66%	75%	60%	75%	<b>69%</b>

**Table D.15 Progress against the NDIA's corporate plan metrics for 'participant employment rate', 'participant social and community engagement rate', and metrics for 'parent and carer employment rate' and 'participant choice and control'<sup>11</sup>**

Participant breakdown	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participants (15 and over) in work - Baseline	22%	19%	18%	23%	25%	18%	29%	13%	<b>21%</b>
Participants (15 and over) in work - Latest Reassessment	24%	21%	19%	25%	25%	19%	31%	15%	<b>22%</b>
Participants (15 and over) in community - Baseline	34%	33%	36%	38%	37%	31%	37%	43%	<b>35%</b>
Participants (15 and over) in community - Latest Reassessment	46%	40%	43%	42%	41%	37%	44%	48%	<b>43%</b>
Parent and carer employment rate - Baseline	49%	46%	44%	47%	46%	42%	57%	50%	<b>47%</b>
Parent and carer employment rate - Latest Reassessment	55%	52%	50%	52%	50%	48%	64%	54%	<b>52%</b>
Participant (15 and over) choice and control - First Reassessment	66%	64%	74%	72%	65%	69%	71%	56%	<b>67%</b>
Participant (15 and over) choice and control - Latest Reassessment	80%	79%	84%	80%	77%	79%	81%	74%	<b>80%</b>

**Table D.16 Distribution of active participant by method of financial plan management at 31 March 2025**

Plan management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Agency-managed	11%	4%	5%	12%	5%	7%	5%	4%	<b>7%</b>
Self-managed partly	5%	6%	4%	8%	3%	5%	7%	3%	<b>5%</b>
Self-managed fully	22%	26%	22%	19%	17%	15%	35%	8%	<b>22%</b>
Plan-managed	62%	65%	69%	61%	75%	73%	53%	84%	<b>66%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table D.17 Distribution of plan budget amount by method of financial plan management at 31 March 2025**

Plan management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Plan-managed	46%	58%	55%	45%	57%	47%	54%	47%	<b>52%</b>
Agency-managed	43%	28%	32%	42%	35%	44%	27%	50%	<b>36%</b>
Self-managed	11%	15%	12%	13%	8%	9%	19%	4%	<b>12%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>11</sup> Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2023 and have had a second plan reassessment to date.

**Table D.18 Number and rates of participant complaints** <sup>12</sup>

Participant complaints	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participant complaints in 2024-25 Q3	3,890	3,745	2,973	1,111	1,124	265	250	68	<b>13,607</b>
% of the number of active participants	7.5%	7.9%	7.8%	7.2%	7.5%	7.0%	8.7%	4.3%	<b>7.7%</b>
All participant complaints	74,156	64,665	48,026	18,380	24,631	4,953	4,784	1,384	<b>252,617</b>
% of the number of active participants	6.7%	7.2%	7.2%	6.8%	8.0%	6.5%	6.8%	4.7%	<b>7.4%</b>

**Table D.19 Number and rates of Participants Critical Incidents (PCIs)** <sup>13</sup>

PCIs	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
PCIs in Q3 2024-25	1,272	1,315	898	455	552	118	60	48	<b>4,724</b>
% of the number of active participants	2.4%	2.8%	2.4%	2.9%	3.7%	3.1%	2.1%	3.0%	<b>2.7%</b>
All PCIs	13,876	15,718	10,770	5,660	6,142	970	616	730	<b>54,592</b>
% of the number of active participants	1.3%	1.8%	1.6%	2.1%	2.0%	1.3%	0.9%	2.5%	<b>1.6%</b>

**Table D.20 Number of active providers in 2024-25 Q3 by plan management type, registration status and the residing State/Territory** <sup>14</sup>

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
<b>Registered providers - Total</b>	<b>7,182</b>	<b>5,924</b>	<b>4,861</b>	<b>2,357</b>	<b>2,191</b>	<b>969</b>	<b>1,034</b>	<b>739</b>	<b>15,439</b>
Registered providers - Agency-managed	4,254	2,641	2,436	1,185	865	317	331	261	<b>9,415</b>
Registered providers - Plan-managed	6,403	5,349	4,358	2,053	1,945	826	830	646	<b>14,344</b>
Registered providers - Self-managed	3,515	2,718	2,254	1,048	906	392	459	149	<b>8,518</b>
<b>Unregistered providers - Total</b>	<b>71,155</b>	<b>75,625</b>	<b>64,149</b>	<b>23,422</b>	<b>20,244</b>	<b>5,898</b>	<b>4,244</b>	<b>1,715</b>	<b>247,990</b>
Unregistered providers - Agency-managed	0	0	0	0	0	0	0	0	<b>0</b>
Unregistered providers - Plan-managed	49,640	52,448	48,047	15,395	14,949	4,276	2,339	1,368	<b>177,368</b>
Unregistered providers - Self-managed	35,559	39,918	28,917	12,574	9,739	2,742	2,810	543	<b>124,032</b>
<b>All providers - Total</b>	<b>78,232</b>	<b>81,462</b>	<b>68,940</b>	<b>25,761</b>	<b>22,404</b>	<b>6,856</b>	<b>5,267</b>	<b>2,445</b>	<b>263,145</b>
All providers - Agency-managed	4,254	2,641	2,436	1,185	865	317	331	261	<b>9,415</b>
All providers - Plan-managed	55,954	57,722	52,342	17,433	16,865	5,098	3,165	2,007	<b>191,467</b>
All providers - Self-managed	39,023	42,604	31,145	13,614	10,631	3,125	3,260	689	<b>132,419</b>

<sup>12</sup> The National totals include participant complaints where jurisdiction information was missing.

<sup>13</sup> The National totals include PCIs where jurisdiction information was missing.

<sup>14</sup> Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.

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

Financial year	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	4,265	1,442	875	227	371	189	304	99	<b>7,773</b>
2018-19	5,891	3,459	2,537	552	1,159	399	366	200	<b>14,566</b>
2019-20	8,023	6,023	5,150	1,543	2,124	659	460	387	<b>24,373</b>
2020-21	10,165	7,930	6,836	2,739	2,771	844	554	509	<b>32,355</b>
2021-22	11,482	9,268	7,948	3,198	3,173	970	607	539	<b>37,191</b>
2022-23	14,026	11,609	9,938	4,085	3,948	1,175	714	690	<b>46,192</b>
2023-24	16,194	13,527	11,693	4,856	4,593	1,349	809	806	<b>53,835</b>
2024-25 To Date	13,198	10,961	9,594	4,039	3,719	1,086	649	659	<b>43,914</b>
% increase from 2017-18 to 2018-19	38%	140%	190%	143%	212%	112%	20%	101%	<b>87%</b>
% increase from 2018-19 to 2019-20	36%	74%	103%	180%	83%	65%	26%	93%	<b>67%</b>
% increase from 2019-20 to 2020-21	27%	32%	33%	77%	30%	28%	21%	32%	<b>33%</b>
% increase from 2020-21 to 2021-22	13%	17%	16%	17%	15%	15%	9%	6%	<b>15%</b>
% increase from 2021-22 to 2022-23	22%	25%	25%	28%	24%	21%	18%	28%	<b>24%</b>
% increase from 2022-23 to 2023-24	15%	17%	18%	19%	16%	15%	13%	17%	<b>17%</b>

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

Financial year	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	3,098	958	557	168	222	153	220	66	<b>5,443</b>
2018-19	4,468	2,370	1,668	396	793	296	276	136	<b>10,405</b>
2019-20	5,976	4,132	3,606	1,028	1,489	476	338	264	<b>17,312</b>
2020-21	7,705	5,463	5,012	1,940	2,000	632	416	371	<b>23,542</b>
2021-22	8,942	6,818	6,139	2,363	2,425	757	474	417	<b>28,469</b>
2022-23	11,037	8,667	7,585	2,975	2,991	883	542	526	<b>35,259</b>
2023-24	12,893	10,377	8,965	3,609	3,521	999	616	623	<b>41,625</b>
2024-25 To Date	9,817	7,920	6,865	2,814	2,677	764	463	468	<b>31,797</b>
% increase from 2017-18 to 2018-19	44%	148%	199%	135%	257%	94%	25%	104%	<b>91%</b>
% increase from 2018-19 to 2019-20	34%	74%	116%	159%	88%	61%	23%	94%	<b>66%</b>
% increase from 2019-20 to 2020-21	29%	32%	39%	89%	34%	33%	23%	41%	<b>36%</b>
% increase from 2020-21 to 2021-22	16%	25%	23%	22%	21%	20%	14%	12%	<b>21%</b>
% increase from 2021-22 to 2022-23	23%	27%	24%	26%	23%	17%	14%	26%	<b>24%</b>
% increase from 2022-23 to 2023-24	17%	20%	18%	21%	18%	13%	14%	18%	<b>18%</b>

**Table D.23 Annualised committed supports as at 31 March 2025**

Type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Total (\$m)	17,601	14,709	13,027	5,547	5,070	1,454	866	856	<b>59,140</b>
Average (\$)	83,000	76,200	84,200	88,100	83,300	94,800	74,100	133,500	<b>82,500</b>
Total - SIL (\$m)	5,439	3,706	3,543	1,637	1,605	541	286	409	<b>17,165</b>
Average - SIL (\$)	448,800	476,700	477,600	468,100	493,600	485,800	448,000	658,500	<b>471,200</b>

**Table D.24 Payments as at 31 March 2025**

Type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Total (\$m)	13,842	11,207	9,627	3,939	3,795	1,084	658	676	<b>44,956</b>
Average (\$)	68,700	61,600	65,900	66,700	65,400	74,800	59,100	109,800	<b>66,200</b>
Total - SIL (\$m)	4,877	3,312	3,138	1,364	1,441	479	257	361	<b>15,228</b>
Average - SIL (\$)	411,800	439,200	436,800	411,800	453,600	441,500	407,900	597,700	<b>430,500</b>

**Table D.25 Total annualised committed supports by support category as at 31 March 2025 (\$m)**

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	8,499	6,509	6,410	2,619	2,591	731	432	467	<b>28,261</b>
Core - Consumables	269	254	231	96	79	21	14	9	<b>973</b>
Core - Social and Civic	3,782	3,354	2,721	1,104	968	339	161	158	<b>12,591</b>
Core - Transport	165	147	107	47	43	13	9	5	<b>536</b>
Capacity Building - Choice and Control	198	189	161	62	68	17	9	10	<b>713</b>
Capacity Building - Daily Activities	2,752	2,610	2,055	899	770	181	140	105	<b>9,513</b>
Capacity Building - Employment	150	106	104	66	48	12	9	6	<b>500</b>
Capacity Building - Health and Wellbeing	25	15	12	4	4	2	2	0.2	<b>63</b>
Capacity Building - Home Living	1	2	1	0.4	0.3	0.1	0.03	0.02	<b>5</b>
Capacity Building - Lifelong learning	0.4	0.3	0.3	0.1	0.4	0.05	0.02	0.02	<b>2</b>
Capacity Building - Relationships	484	375	256	175	145	38	21	24	<b>1,516</b>
Capacity Building - Social and Civic	153	139	95	69	36	19	13	12	<b>536</b>
Capacity Building - Support Coordination	427	449	341	162	137	36	20	36	<b>1,610</b>
Capital - Assistive Technology	475	350	351	181	123	31	26	15	<b>1,552</b>
Capital - Home Modifications	221	209	181	64	60	13	10	8	<b>767</b>
<b>Total</b>	<b>17,601</b>	<b>14,709</b>	<b>13,027</b>	<b>5,547</b>	<b>5,070</b>	<b>1,454</b>	<b>866</b>	<b>856</b>	<b>59,140</b>

**Table D.26 Total payments by support category for the year ending 31 March 2025 (\$m)**

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	7,139	5,427	5,033	2,049	2,129	615	374	434	<b>23,305</b>
Core - Consumables	191	166	151	62	57	14	9	6	<b>657</b>
Core - Social and Civic	3,272	2,786	2,328	846	760	263	127	116	<b>10,505</b>
Core - Transport	351	229	134	53	47	14	14	8	<b>849</b>
Capacity Building - Choice and Control	170	165	138	51	60	15	8	8	<b>616</b>
Capacity Building - Daily Activities	1,670	1,520	1,132	521	463	84	77	51	<b>5,526</b>
Capacity Building - Employment	51	34	29	17	13	3	3	1	<b>152</b>
Capacity Building - Health and Wellbeing	13	6	5	2	2	1	1	0.1	<b>31</b>
Capacity Building - Home Living	0.2	1	0.2	0.1	0.04	0.02	0.01	0.01	<b>1</b>
Capacity Building - Lifelong learning	0.1	0.1	0.02	0.02	0.1	0.01	0.004	n/a	<b>0.3</b>
Capacity Building - Relationships	259	195	125	92	74	19	10	13	<b>788</b>
Capacity Building - Social and Civic	63	53	36	29	11	7	5	5	<b>210</b>
Capacity Building - Support Coordination	300	331	229	104	93	25	13	24	<b>1,122</b>
Capital - Assistive Technology	210	152	158	70	50	17	11	6	<b>673</b>
Capital - Home Modifications	153	143	129	35	36	6	5	4	<b>514</b>
<b>Total</b>	<b>13,842</b>	<b>11,207</b>	<b>9,627</b>	<b>3,939</b>	<b>3,795</b>	<b>1,084</b>	<b>658</b>	<b>676</b>	<b>44,956</b>

**Table D.27 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2024 to 31 March 2025) - all participants**

Percentage change in plan budgets	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
below -80%	0%	0%	0%	0%	0%	0%	0%	0%	0%
-80% to -65%	0%	0%	0%	1%	0%	1%	1%	1%	0%
-65% to -50%	1%	1%	1%	1%	1%	1%	1%	1%	1%
-50% to -35%	2%	2%	2%	2%	2%	2%	2%	2%	2%
-35% to -20%	4%	4%	4%	4%	4%	5%	4%	4%	4%
-20% to -5%	9%	10%	9%	9%	9%	11%	10%	9%	9%
-5% to 0%	7%	8%	7%	7%	7%	8%	7%	10%	8%
0% to 5%	15%	15%	15%	12%	14%	21%	15%	17%	15%
5% to 20%	17%	18%	17%	17%	16%	17%	17%	14%	17%
20% to 35%	9%	9%	9%	9%	9%	8%	9%	7%	9%
35% to 50%	7%	6%	6%	6%	7%	5%	6%	6%	6%
50% to 65%	5%	5%	5%	5%	5%	4%	5%	5%	5%
65% to 80%	4%	4%	3%	4%	4%	3%	4%	4%	4%
above 80%	19%	17%	20%	22%	21%	14%	20%	20%	19%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table D.28 Utilisation rates split by participants in SIL and those not in SIL, and first and subsequent plans <sup>15 16 17</sup>**

Participant breakdown	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
SIL - First plan	75%	83%	79%	80%	80%	n/a	n/a	n/a	<b>79%</b>
SIL - Subsequent plans	90%	87%	88%	86%	88%	87%	89%	87%	<b>88%</b>
SIL - Total	89%	87%	88%	86%	88%	87%	89%	86%	<b>88%</b>
Non SIL - First plan	65%	62%	60%	60%	63%	50%	55%	59%	<b>62%</b>
Non SIL - Subsequent plans	75%	74%	74%	71%	74%	69%	71%	68%	<b>74%</b>
Non SIL - Total	74%	73%	72%	69%	73%	68%	69%	67%	<b>72%</b>
<b>First plan (SIL and Non SIL)</b>	<b>66%</b>	<b>63%</b>	<b>61%</b>	<b>61%</b>	<b>64%</b>	<b>54%</b>	<b>56%</b>	<b>61%</b>	<b>63%</b>
<b>Subsequent plans (SIL and Non SIL)</b>	<b>81%</b>	<b>78%</b>	<b>79%</b>	<b>76%</b>	<b>79%</b>	<b>77%</b>	<b>78%</b>	<b>79%</b>	<b>79%</b>
<b>Total (SIL and Non SIL)</b>	<b>79%</b>	<b>77%</b>	<b>77%</b>	<b>74%</b>	<b>78%</b>	<b>76%</b>	<b>76%</b>	<b>77%</b>	<b>77%</b>

**Table D.29 Percentage change in plan budgets for active participants as at 31 March 2025**

Inflation type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Intraplan Inflation	4.7%	6.4%	5.2%	4.8%	6.7%	5.8%	3.8%	8.2%	<b>5.4%</b>
Interplan Inflation	5.8%	3.7%	6.0%	8.1%	6.4%	5.5%	3.4%	4.6%	<b>5.5%</b>
<b>Total Inflation</b>	<b>10.4%</b>	<b>10.1%</b>	<b>11.1%</b>	<b>12.9%</b>	<b>13.1%</b>	<b>11.3%</b>	<b>7.2%</b>	<b>12.9%</b>	<b>11.0%</b>

<sup>15</sup> Utilisation of committed supports from 1 July 2024 to 31 December 2024 is shown in the table – experience in the most recent 3 months is still emerging and is not included.

<sup>16</sup> Participants receiving in-kind supports are excluded from the analysis by plan number as it is not possible to accurately separate in-kind payments and committed amounts between plans. Hence, utilisation in this table is higher in reality when in-kind is included.

<sup>17</sup> Utilisation is not shown if there is insufficient data in the group.

**Table D.30 Participant Service Guarantee Timeframes (% guarantees met) for the quarter ending 31 March 2025** <sup>18 19 20 21 22 23</sup>

PSG	Service Guarantee	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	NAT
2. Make an access decision, or request for more information, after an access request has been received	21 days	8%	8%	9%	13%	9%	8%	7%	40%	<b>9%</b>
4. Make an access decision, or request for additional information, after more information has been provided	14 days	12%	12%	15%	13%	15%	13%	15%	44%	<b>13%</b>
6. Approve a participant's plan, after an access decision has been made (excludes those ECA that have received initial supports)	56 days	85%	85%	88%	86%	85%	85%	85%	75%	<b>86%</b>
7. Approve a plan for ECA participants, after an access decision has been made	56 days	100%	100%	100%	99%	100%	100%	100%	84%	<b>99%</b>
8. Offer to hold a plan implementation meeting, after the plan is approved	7 days	82%	82%	80%	88%	83%	83%	85%	87%	<b>84%</b>
11. Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date	56 days	61%	61%	65%	59%	67%	65%	64%	59%	<b>64%</b>
12. Decide whether to undertake a participant initiated plan reassessment, after the request is received	21 days	23%	23%	24%	23%	20%	22%	19%	36%	<b>22%</b>
13. Complete a reassessment, after the decision to accept the request was made	28 days	85%	85%	84%	83%	85%	87%	85%	75%	<b>84%</b>
14. Vary a plan, after the receipt of information that triggers the plan amendment process	28 days	37%	37%	34%	46%	40%	38%	41%	64%	<b>39%</b>
17. Complete an internal Review of a Reviewable Decision, after a request is received	60 days	50%	50%	48%	46%	51%	47%	49%	54%	<b>49%</b>

<sup>18</sup> The Participant Service Guarantee timeframes continue to be refined and further developed. The results for the timeframes shown are based on preliminary calculations and the methodology used to determine the timeframes may change going forward.

<sup>19</sup> Results are rounded to the nearest percent. Where 100% is shown, there are still a small number of cases which did not meet the required timeframe.

<sup>20</sup> From the March 2024 quarter, performance is measured from available data on processes and dates. Milestones being built into the new computer system will improve the capture of performance data.

<sup>21</sup> The Participant Service Guarantee (PSG) metrics exclude data from the old computer system

<sup>22</sup> From the September 2024 quarter, the PSG timeframe (Service Agreement) to approve a plan for early childhood approach (ECA) participants after an access decision has been made was altered to 56 days (previously 90 days)

# Endnotes

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## Appendix C

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

## Appendix D

- 2 OT includes participants residing in Other Territories including Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.
- 3 There are 3 active participants as at 31 March 2025 with age group information missing. These participants are not shown separately but included in the total number of active participants for National.
- 4 There are 3 active participants as at 31 March 2025 with age group information missing. These participants are not shown separately but included in the total number of active participants for National.
- 5 [For SDA in use] Evidence of SDA in use is estimated based on SDA payments, SDA service bookings and address matching to an enrolled SDA dwelling. Future enhancements to the PACE system will allow for better tracking and an ability to better understand why participants may not yet be using SDA funding.
- 6 [For SDA eligible] SDA eligible participants are participants who have been found eligible for SDA through the home and living application process or through legacy system processes but have SDA funding in their plan.
- 7 [For SDA in use] Evidence of SDA in use is estimated based on SDA payments, SDA service bookings and address matching to an enrolled SDA dwelling. Future enhancements to the PACE system will allow for better tracking and an ability to better understand why participants may not yet be using SDA funding.
- 8 [For SDA eligible] SDA eligible participants are participants who have been found eligible for SDA through the home and living application process or through legacy system processes but have SDA funding in their plan.
- 9 Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.
- 10 Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

- 11 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2023 and have had a second plan reassessment to date.
- 12 The National totals include participant complaints where jurisdiction information was missing.
- 13 The National totals include PCIs where jurisdiction information was missing.
- 14 Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.
- 15 Utilisation of committed supports from 1 July 2024 to 31 December 2024 is shown in the table - experience in the most recent 3 months is still emerging and is not included.
- 16 Participants receiving in-kind supports are excluded from the analysis by plan number as it is not possible to accurately separate in-kind payments and committed amounts between plans. Hence, utilisation in this table is higher in reality when in-kind is included.
- 17 Utilisation is not shown if there is insufficient data in the group.
- 18 The Participant Service Guarantee timeframes continue to be refined and further developed. The results for the timeframes shown are based on preliminary calculations and the methodology used to determine the timeframes may change going forward.
- 19 Results are rounded to the nearest percent. Where 100% is shown, there are still a small number of cases which did not meet the required timeframe.
- 20 From the March 2024 quarter, performance is measured from available data on processes and dates. Milestones being built into the new computer system will improve the capture of performance data.
- 21 The Participant Service Guarantee (PSG) metrics exclude data from the old computer system
- 22 From the September 2024 quarter, the PSG timeframe (Service Agreement) to approve a plan for early childhood approach (ECA) participants after an access decision has been made was altered to 56 days (previously 90 days)