



Quarterly Report

January to March 2023

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.

Bold
Not bold

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 40.



This Easy Read report 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



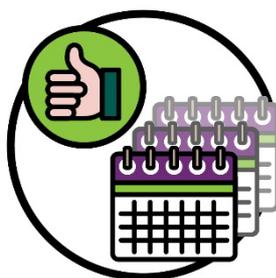
You can ask for help to read this report.

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

What's in this report?

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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.

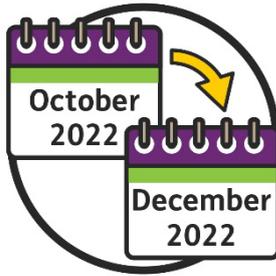


We write a report every 3 months.

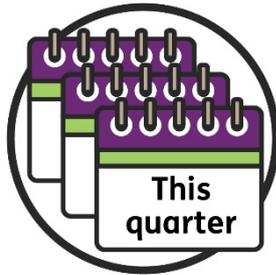
3 months is a quarter of a year.

So we call our report a Quarterly Report.

This Quarterly Report is about what we did from:



- 1 January 2023
- to
- 31 March 2023.



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 31 March 2023, the NDIS had 592,059 participants.



This included 95,773 children younger than 7.



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



It's quite high for children who are 5–7 years old.

11% of boys this age take part in the NDIS.

And it's about 5% of girls.



It's a lot less for adults who are 35 to 45 years old.

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



But it gets a bit higher for people who are older than 64.

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



21,179 participants joined the NDIS in this quarter.



In this quarter, this included 9,983 children younger than 7.

In this quarter, this also included:



- 2,097 First Nations peoples



- 346 people who live very far away from cities and towns



- 1,957 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 Australians live when they can't live in their home anymore.



Some people under the age of 65 need to live in residential aged care.

But this doesn't happen very often.



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



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

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



5,468 people under 65 lived in residential aged care in September 2019.

This has gone down to 2,934 people in June 2022.



386 people under 65 moved into residential aged in the September 2019 quarter.



And now only 99 people under 65 moved into residential aged care in the June 2022 quarter.



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/disability-and-carers/programmes-services/for-people-with-disability/younger-people-with-disability-in-residential-aged-care-initiative

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.



89% of participants heard back from the NDIA within 4 days in March 2023.

In December 2022 we only did this 87% of the time.



In March 2023, it took around 30 days for participants ready for discharge to leave hospital.

In December 2022 it took 33 days for participants to leave hospital.



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



We did this 89% of the time for the March 2023 quarter.

In December 2022 quarter we only did this 87% of the time.



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.



More participants aged 15 to 24 years old work and have jobs.

Participant outcomes



Outcomes are important results we want to achieve.

We recently published our December 2022 outcomes reports about:



- participants



- families and carers.



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

Participants 0 to 14 years old



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 94% of parents and carers said the NDIS has helped their child develop.



86% 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:

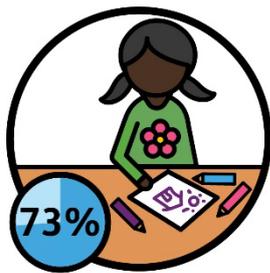
- have started school
- are younger than 15 years old.



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



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



73% of parents said their child is more **independent**.



When you are independent, you can do things:

- for yourself
- on your own.

Participants 15 years old and older

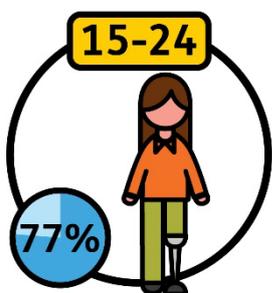


Participants 15 years old and older who have been in the NDIS for at least 2 years shared they take part in more community activities.

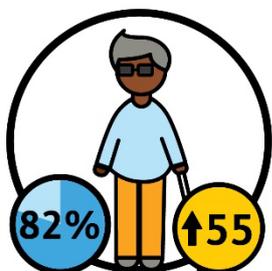


And more young people have jobs that pay them. This has gone up 20%.

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



- 77% of people aged 15 years old and over



- 82% of people aged 65 and over.

Families and carers



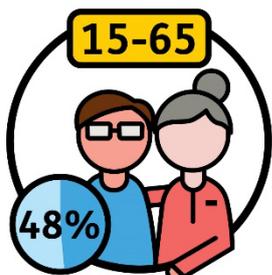
More families and carers of participants under 25 years old are reaching their work outcomes.



Overall, 50% of parents and carers for all participants have jobs that pay them.



This is 51% of parents and carers of participants aged 0–14 years old.



But it's only 48% of parents and carers of participants aged 15 years old and over.

What did participants say about the NDIS?

In this quarter:



- 87% of participants said their experience of applying to take part in the NDIS was good or very good



- 82% of participants said their experience getting ready to make their plan was good or very good



- 87% of participants said their experience of making a plan was good or very good



- 69% of participants said their experience of plan **reassessment** was good or very good.
- When we do a plan reassessment, we check if your plan needs to change.

Our decisions



We made 96% of our decisions about who can join the NDIS within 21 days.



We made 98% of decisions about participants younger than 7 getting a plan within 90 days.



We made 93% of decisions about participants aged 7 years or older getting a plan within 56 days.



When participants asked us to **review** decisions we made, we reviewed 94% of those decisions within 60 days.



When we review something, we check to see what:

- works well
- needs to be better.

Reviewing our decisions



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.



More participants asked the AAT to review 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.



Since the NDIS started, there have been 12,138 cases that:

- participants asked the AAT to review
- have been closed.



Most of the problems were fixed before the AAT needed to make a decision.



Only 278 cases needed a **hearing** with:

- us
- the participant who asked the AAT to review our decision.



A hearing is an important meeting.

Everyone explains what they think should happen.

And then the AAT makes a decision.

What supports do participants use?



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



Between the March 2021 quarter and March 2023 quarter, funding payments have grown by 52%.



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



47% of participants used a plan manager at the end of March 2021.



And 59% of participants used a plan manager at the end of March 2023.

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 7,086 applications for home and living supports.



Another 3,724 applications were still open at the end of the quarter.

They might be waiting for:



- a decision
- changes to funding.

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.



Funding for SIL grew 21% each year for the past 3 years.



At the end of March 2020, 22,842 participants had SIL funding.



At the end of March 2023, 31,368 participants had SIL funding.

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.



We work with different groups of people to do this.



This quarter we kept working with the **Independent Advisory Council (IAC)**.

They are a group of people who help us understand what people with disability need.



This quarter, the IAC continued to give us advice in many areas.



We also kept working with the **Co-design Advisory Group**.

They are a group of people from the community who give us advice about our plans.

Some IAC members are also part of this group.



The Co-design Advisory Group includes people from different organisations that:

- speak up for people with disability
- share their experiences with us.

This group works together to:



- make sure we listen to what the community thinks about the NDIS



- give us advice about co-design.



They also collect information about co-design, including what:

- is working well
- can be done better.

And they work together to learn more about:



- the problems the NDIS face



- what co-design needs to focus on.

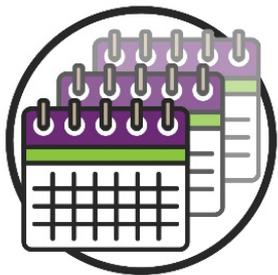


In the last 3 months, the Co-design Advisory Group agreed to the Co-design Evaluation Framework.



The Evaluation Framework is a way to measure:

- how we work with the community
- results for participants.



They also worked on making sure the NDIS lasts a long time.



They shared their ideas about our co-design plan. This includes:

- meetings to improve the myNDIS app
- important ideas we want to follow.



The Co-design Advisory Group has met 2 times this quarter.

How did we support participants?

COVID-19



We supported participants and NDIS workers to get a COVID-19 **vaccine**.



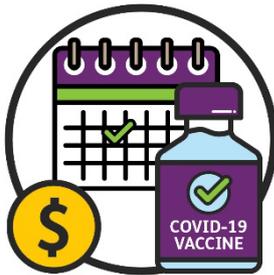
A vaccine is medicine that:

- helps people fight a virus if they come in contact with it
- can stop people from getting very sick from the virus.



We helped people book their vaccine appointment through our call centre.

We are also providing funding to help with:



- the extra cost to organise a vaccine appointment



- personal protective equipment (PPE), such as masks and gloves



- buying **Rapid Antigen Tests (RATs)**.

A RAT is a test you can do yourself to find out if you have COVID-19.



We wanted to make sure participants still have support during the quarter.



We worked with services to make a team of workers who can support participants during this time.

Sharing information



On 19 May 2023, we shared our third quarterly report.

On our website, we updated:



- data
- the 'explore data' tool.

You can read more on our website.

data.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



From 2022 to 2023, we think the NDIS will cost around \$34 billion.



We also think from 2025 to 2026, the NDIS will cost more than \$50 billion.

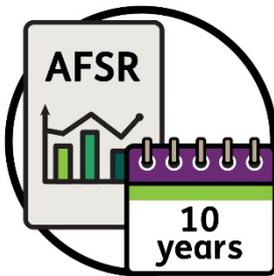


And from 2031 to 2032, the NDIS will cost more than \$89 billion.



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 how long we have had the NDIS now.



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

The AFSR says the NDIS will have:



- 741,077 participants at the end of June 2026



- 1,017,522 participants at the end of June 2032.



This is more than we expected.



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

www.ndis.gov.au/about-us/publications/annual-financial-sustainability-reports

More information

For more information about this report, please contact us.



www.ndis.gov.au



1800 800 110



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You can follow us on Twitter.

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

Twitter is also called X.

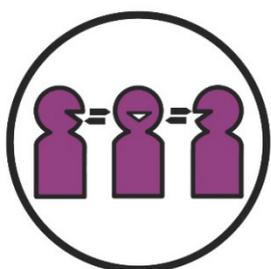
Support to talk to us



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

www.ndis.gov.au

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



Translating and Interpreting Service (TIS)

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.relayservice.gov.au

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.



Co-design Advisory Group

The Co-design Advisory Group is a group of people from the community who give us advice about our plans.



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.



Hearing

A hearing is an important meeting.

Everyone explains what they think should happen.

And then AAT makes a decision.



Independent

When you are independent, you can do things:

- for yourself
- on your own.



Independent Advisory Council (IAC)

The IAC is a group of people who help us understand what people with disability need.



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 if your plan needs to change.



Rapid Antigen Tests (RATs)

A RAT is a test you can do yourself to find out if you have COVID-19.



Residential aged care

Residential aged care is where older Australians 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.



Vaccine

A vaccine is medicine that:

- helps people fight a virus if they come in contact with it
- can stop people from getting very sick from the virus.



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