



Delivered by the
National Disability
Insurance Agency

NDIS Quarterly report to disability ministers

30 September 2023



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Introduction

Key highlights for Quarter 1, 2023–24

The NDIS continued to make a positive difference to participants, their families and carers.¹

The most recent participant outcome data clearly demonstrates the positive impacts being delivered by the Scheme:

- **Participation in community and social activities** has **increased by 7 percentage points** from **35%** to **42%** for all Scheme participants aged 15 years and older.
- **Participation in work (percentage in a paid job)** has **increased by 11 percentage points** from **10%** to **22%** for participants aged 15 to 24.
- **The percentage of parents and carers in a paid job** has **increased by 6 percentage points** from **46%** to **51%** for parents/carers of participants aged 0 to 14 years.
- **Positive perceptions of whether the NDIS has helped with choice and control** has **increased 10 percentage points** from **67%** to **77%** for participants aged 15 years and older.²

¹ Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.

² These results compare indicator results at first reassessment (noting that the Scheme has not an opportunity to help at baseline), with results measured at the most recent participant plan reassessment for each respondent. Trial participants are excluded.

Scheme financial experience

Since 30 June 2023, payments for participant supports and the number of participants entering the Scheme are similar to expectations in the June 2023 projections.

Total Scheme expenses for the 3 months to 30 September 2023 were \$10.1 billion (on an accrual basis) or 0.9% higher than the estimate from the June 2023 projections. The main drivers of this difference are:

- **Number of participants** – the total number of Scheme participants at 30 September 2023 was **631,529**, which is approximately 4,350 (0.7%) higher than the June 2023 projections. This is primarily driven by the total number of participants with developmental delay at 30 September 2023 which was 90,320 or approximately 5,800 (6.9%) higher than the June 2023 projections.
- **Average payment per participant** – the average payment per participant during the September 2023 quarter was **\$63,600** (on a cash basis) or 1.3% higher than expectations after taking into account the actual mix of participants who have entered the Scheme since 30 June 2023. However, the average payment experience varies by disability type and other participant characteristics. The average payment per participant with developmental delay for the September 2023 quarter was \$14,300, which was \$2,300 (19%) higher than expectations based on the June 2023 projections.

Scheme financial experience

The NDIA continues to examine available data to understand the key risks to financial sustainability of the Scheme.

They include:

- High numbers of children with developmental delay entering the Scheme, as well as increasing numbers of adult new entrants with autism.
- Average plan budgets, which drive average payments per participant. Overall, plan budgets have increased by 15.1% (annualised) between June 2023 and September 2023 for participants already in the Scheme. Approximately 2.5% can be attributed to the combined effects of indexation, following the 2022–23 Annual Pricing Review (APR). The remaining 12.7% growth is over and above indexation and pricing impacts.

The measures announced in the 2023–24 Budget are aimed to support participant outcomes and the effective and sustainable operation of the Scheme. Through co-design, the NDIA is implementing a program of initiatives designed to improve early intervention outcomes for children in the Scheme, improve participant planning processes and consistency in Home and Living eligibility decisions for participants with complex and high support needs, which are expected to assist in addressing key risks to financial sustainability outlined above. Changes in settings arising from NDIS Review recommendations are also anticipated to lead to further moderation in Scheme growth, to achieve the target set by National Cabinet.

Reform for outcomes

The Minister for the NDIS, the Hon. Bill Shorten, has outlined six reforms that will deliver better outcomes for people with disability and, in the process, help secure the ongoing sustainability of the Scheme.

This quarter, the NDIA continued the co-design work with participants and disability community representatives on the reform initiatives. Six co-design Working Groups and an Implementation Steering Committee have been established to deliver the reform for outcomes program of co-design work.

The priority co-design projects include:

1. Investing in the NDIA's workforce capability and systems, resulting in better consistency and equity in decision-making for access and planning decisions for NDIS participants.
2. Better supporting NDIS participants to manage their plan within budget, including assistance from the NDIA throughout the plan period and holding plan managers, support coordinators and providers to account.
3. Implementing a new lifetime planning approach, to ensure plans are more transparent and flexible for life events.
4. Improving the way the NDIA provides Supported Independent Living (SIL) and to ensure participants receive the right NDIS funding for home and living supports they need to live as independently as possible.
5. Supporting participants to make purchase decisions to buy the right products or services to meet their needs, including through preferred provider panels and the use of support coordinators.
6. Improving the way the NDIA monitors compliance and prevents fraud within the Scheme.

To support the delivery of these priorities, the Commonwealth Government announced an investment of more than \$720 million over four years from 2023–24 to lift the NDIA's capability, capacity and systems to better support participants.³

³ <https://www.ndis.gov.au/news/9087-media-release-minister-national-cabinet-commits-sustainable-ndis>

National expansion of the NDIA's new computer system

The NDIA introduced its new computer system and processes across Australia from 30 October 2023.

- The NDIA's new computer system and improved processes will support the Government to deliver on its commitments and provide the NDIS experience participants expect to see.
- We know there is a direct link between making it easier for our staff and partners to do their job and a better NDIS experience for participants.
- The NDIA is taking a staged approach to introducing the new system to help make the change as easy as possible for participants and providers.
- The NDIA has been testing the new system in Tasmania from November 2022. The lessons learned has informed how the NDIA will expand the computer system nationally and make the change easier.

Further information about the national expansion can be found in section 6 of the report.

Improving the participant experience

The NDIA continues to improve processes to empower participants and their experience.

The NDIA has continued improving the experience of participants, focusing on the following areas:

- **Home and Living demonstration project grants** – The NDIA has announced the results of the Empowering Participants: Information, Assistance and Connections grant round. Four organisations have been awarded the grants for projects that will test different ways of delivering support to NDIS participants looking to explore their home and living options. An investment of \$1.018 million over two years will establish the second round of home and living demonstration projects. Further information can be found in section 4.8 of this report.
- **Independent Expert Review (IER)** – we have concluded the pilot program, which involved an independent disability expert reviewing a case and providing a recommendation to the NDIA. The evaluation report was published on the NDIS website in November 2023. The trial has informed improvements in our approach to dispute resolution and formal outcomes of the evaluation of the trial will continue to support ongoing improvements to our future Administrative Appeals Tribunal (AAT) resolution processes.
- **Improved hospital discharge** – we are working with the Commonwealth and State and Territory governments on our continued commitment to improving the safe and timely discharge of NDIS participants from hospital. In the September 2023 quarter:
 - The NDIA target of contacting NDIS participants within 4 days of the NDIA being notified of a participant's admission remains high at **92%** for the September 2023 quarter, an increase from **89%** in the June 2023 quarter.
 - The average number of days between a NDIS participant being medically ready for discharge and discharged was **24 days** in the September 2023 quarter, reduced from **27 days** in June 2023 quarter and **30 days** in March 2023.
- **Younger People in Residential Aged Care (YPIRAC)** – The NDIA, in collaboration with DSS and DoHAC, is committed to transitioning young people from Residential Aged Care (RAC) to suitable housing and preventing their entry into RAC. This includes the establishment of the YPIRAC Accommodation Project Team, which actively provides personalised support to young NDIS participants.

Disability Royal Commission

The Disability Royal Commission has tabled its Final Report into Violence, Abuse, Neglect and Exploitation of People with Disability. The report follows four years of hearings and submissions.

The NDIA has continued improving the experience of participants, focusing on the following areas:

- Recognition of the courage of those who shared their experiences of violence, abuse, neglect, and exploitation over the course of their inquiry.
- The 12-volume report includes a volume dedicated to the voices of people with disabilities and proposes a total of 222 recommendations for improving laws, policies, structures, and practices to create a more inclusive and just society.
- In response to the significant scale of the reforms recommended by the Disability Royal Commission, the Government has established a Commonwealth Disability Royal Commission Taskforce.
- The Taskforce, led by the Department of Social Services, will collaborate with all departments and agencies across the Commonwealth that are responsible for policies and programs related to the Royal Commission's recommendations.

NDIS review

The NDIA has actively engaged with the Independent Review into the NDIS (NDIS Review). The NDIA Chief Executive Officer and Board Chair regularly met with the NDIS Review Co-Chairs during the quarter, for strategic discussion on the NDIA's reform priorities and the NDIS Review's emerging recommendations. The NDIS Review will report to the Disability Reform Ministers Council in November 2023.

On 18 October 2022, the Minister for the NDIS announced the NDIS Review. An overarching goal of the NDIS Review is to put people with disability back at the centre of the NDIS. It aims to help restore trust, confidence and pride in the NDIS.

This Review is an opportunity for a strong focus on improving the operation of the Scheme and building a collective understanding of how to maximise its effectiveness for participants. As part of this process, people with disability have been involved in developing the scope and terms of reference for the review as well as contributing to it.

The NDIS Review involves two parts:

- **Part 1** examines the design, operations and sustainability of the NDIS.
- **Part 2** examines ways to build a more responsive, supportive and sustainable market and workforce.

The Review panel has been consulting widely and listening to the community, and the Agency has contributed extensively throughout the Review. A final report is expected to be provided by the Independent Review Panel to Disability Reform Ministers in November 2023, and more information can be found on the NDIS Review website⁴.

It is expected that the NDIS Review will lead to changes in the NDIA's work plan. Initiatives and activities described in this report, many of which commenced prior to the announcement of the NDIS Review, should be viewed in that context.

⁴ <https://www.ndisreview.gov.au/>

Section one:

Participants and their plans



1

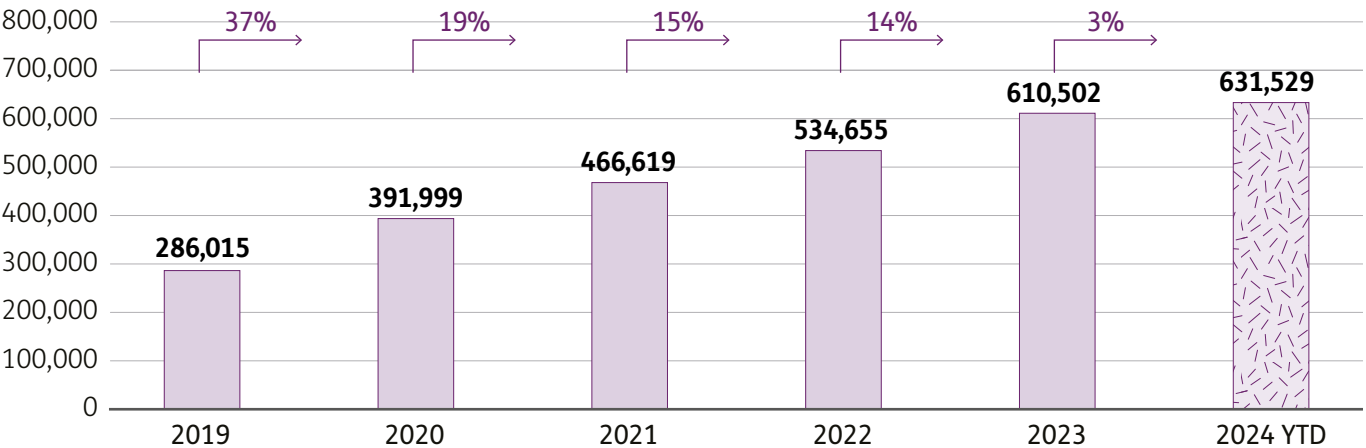
1.1 Number of participants in the Scheme



More than 630,000 participants are receiving support from the NDIS.

At September 2023, 631,529 participants had approved plans.⁵ This represents a 3% net increase from last quarter (a net increase of 21,027 participants since June). This quarterly increase is equivalent to an annual increase of 15%, similar to that observed over the past two years.

Active participants with approved plans and percentage increase over time for years ending 30 June⁶



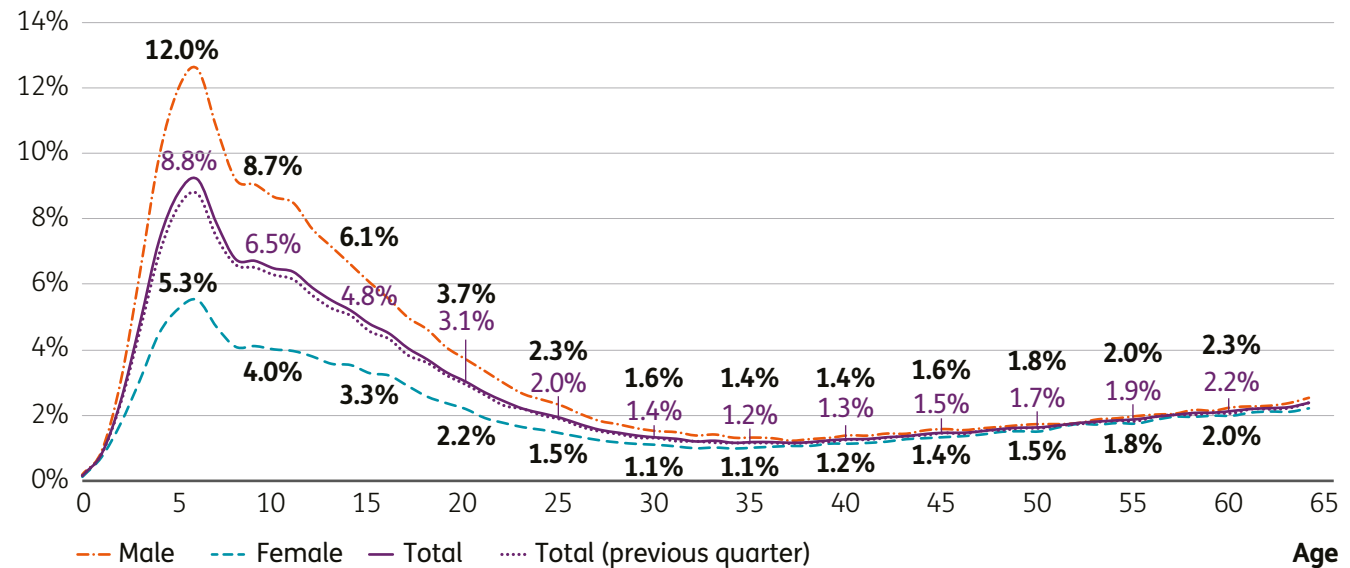
⁵ 44,243 participants with approved plans have left the NDIS in the period between 1 July 2013 and 30 September 2023.
⁶ This is the net increase in the number of active participants in the NDIS each period noting some participants have left the NDIS.

1.2 Participation rates

The number of NDIS participants as a proportion of the Australian population peaks between the ages of 5 and 7, with approximately 12% of 5 to 7 year-old males and 5% of 5 to 7 year-old females being NDIS participants.

- NDIS participation rate varies by age and gender
- Peaks at roughly **9%** between the ages of 5 and 7, declines to around **1%** at age 35, and rises to **2%** by age 64
- Over half of all NDIS participants are aged 18 or under
- Participation rates for males and females differ considerably at younger ages
- Higher prevalence of autism and developmental delay in males
- Participation rates up to age 25 have slightly increased from last quarter.

Participation rates^{7,8}



⁷ There were 8,226 participants aged 0 to 64 years with a gender of "Other" at 30 September 2023. The participation rates for this group are included within the total rates.

⁸ The 2021 Census population has been adopted since the March 2023 report, increasing the calculated participation rates, moreso between the ages of 0 and 6, where participation rates are higher by 0.3 percentage points.

1.3 Participant characteristics

The NDIA continues to monitor the number of participants entering the NDIS who identify as First Nations Australians, Culturally and Linguistically Diverse (CALD), and participants who are from remote and very remote areas.

Of the **23,803** participants entering and receiving a plan in the quarter:

- **10.0%** were **First Nations peoples**⁹
- **8.5%** were **CALD**¹⁰
- **1.3%** were from **remote and very remote areas**¹¹

The NDIA is continuing to co-design and develop the CALD Strategy refresh and a new First Nations Strategy.¹²

Trends in First Nations participants are shown in the following figures. The proportion of participants entering the Scheme this quarter who identify as First Nations people has increased to 10.0%, and the total proportion of First Nations participants in the Scheme has increased to 7.8%. This is due to the efforts of RCCs to support remote communities to understand, navigate and participate in the Scheme. CALD and Remote participation is similar to that observed in previous reports, and is not repeated in this report.

⁹ This compares to 8 per cent of the Australian population identifying as First Nations Peoples who have a need for assistance. Source: Census of Population and Housing 2021 ("Need for Assistance" variable), Persons Place of Usual Residence, by Indigenous Status.

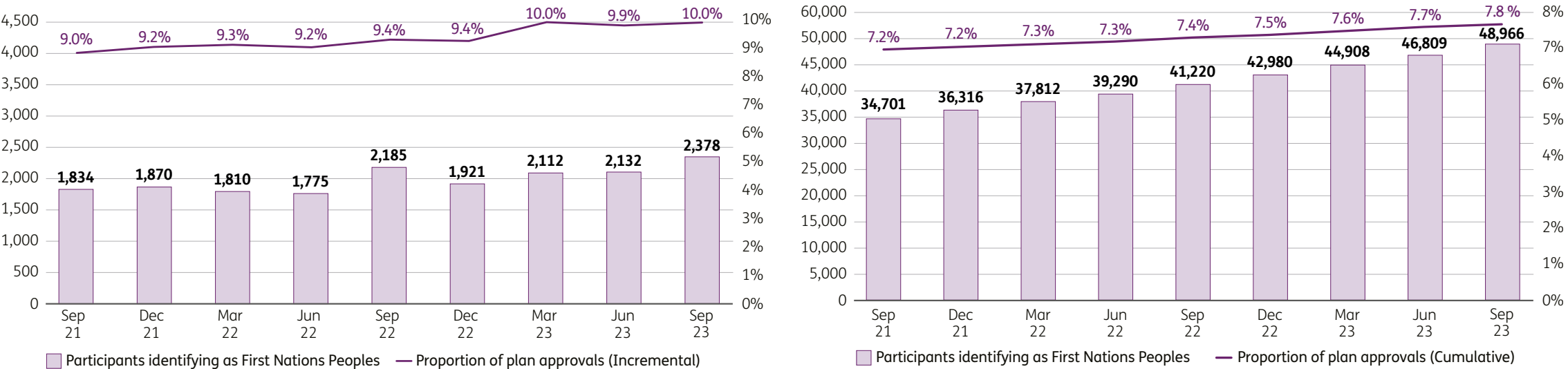
¹⁰ The percentage of CALD participants excludes participants who identify as First Nations Peoples. Further, the NDIA published extra analysis on CALD participants in the September 2021 quarterly report (<https://www.ndis.gov.au/about-us/publications/quarterly-reports>). The analysis indicated that it is likely that CALD participants are joining the NDIS but have not been identified as CALD in the data collected, rather than a large number of CALD people with a disability not currently being in the NDIS. With the introduction of the new ICT system, the opportunity to collect improved data on participants should allow better identification of CALD participants.

¹¹ This compares to 2 per cent of the Australian population living in remote or very remote areas. Source: Census of Population and Housing 2021, Persons Place of Usual Residence, by Remoteness Area.

¹² Further information on these strategies can be found here: <https://www.ndis.gov.au/about-us/strategies/first-nations-strategy> and <https://www.ndis.gov.au/about-us/strategies/cultural-and-linguistic-diversity-strategy>.

1.3 Participant characteristics

Number and proportion of First Nations participants over time incrementally (left) and cumulatively (right)^{13,14}



¹³ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time.
¹⁴ <https://data.ndis.gov.au/explore-data> has detail on numbers of CALD participants and remote and very remote participants

Section two:

Participant and family/carer outcomes



2

2.1 Participation in work and community and social activities^{15,16}

Despite COVID-19, participation rates in community and social activities have increased, while the overall rate of participation in work is stable.

Participation in community and social activities

Participants who have been in the Scheme for at least two years have seen their community and social participation increase, since they first entered. Specifically, comparing responses at the most recent plan reassessment (between two and seven years after entry) with responses at Scheme entry¹⁷:

- **six** percentage point increase from **34%** to **40%** for participants aged 15 to 24 years.
- **nine** percentage point increase from **35%** to **45%** for participants aged 25 to 34 years.
- **seven** percentage point increase from **35%** to **43%** for participants aged 35 to 44 years.
- **seven** percentage point increase from **35%** to **42%** for participants aged 45 to 54 years.
- **five** percentage point increase from **35%** to **40%** for participants aged 55 to 64 years.
- **six** percentage point increase from **36%** to **42%** for participants aged 65 years and older.
- **seven percentage point increase from 35% to 42% for participants aged 15 years and older.**

The overall result of 42% compares to a 2022–23 target of 46%. In general, the increase in participation in community and social activities has improved the longer participants have been in the Scheme.

¹⁵ This section compares Baseline indicator results when participants entered the Scheme, with results measured at the most recent participant plan reassessment for each respondent. Trial participants are excluded.

¹⁶ The participant age reported in this section is as per their latest plan reassessment.

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

2.1 Participation in work and community and social activities

Participation in work (percentage in a paid job).

The percentage of participants in a paid job for at least two years remains stable overall, but differs by age group. The largest increase was for participants aged 15 to 24, consistent with entering the workforce for the first time. The percentage remains stable or declines for other age groups when comparing responses at the most recent plan reassessment with responses at Scheme entry¹⁸:

- **eleven** percentage point increase from **10%** to **22%** for participants aged 15 to 24 years.¹⁹
- **one** percentage point increase from **27%** to **29%** for participants aged 25 to 34 years.
- **one** percentage point decrease from **28%** to **27%** for participants aged 35 to 44 years.
- **two** percentage point decrease from **25%** to **23%** for participants aged 45 to 54 years.
- **four** percentage point decrease from **19%** to **15%** for participants aged 55 to 64 years.²⁰
- **four** percentage point decrease from **13%** to **8%** for participants aged 65 years and older.²¹
- **two percentage point increase from 21% to 23% for participants aged 15–64 years.**

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

¹⁹ Some of the increase is due to participants leaving school and starting work. As the Scheme matures it will be possible to analyse the extent to which the percentage gap increases.

²⁰ Some of the decrease for older age groups is due to participants retiring from the workforce.

²¹ Ibid.

2.2 Perceptions of whether the NDIS has helped

Participants have positive perceptions across most domains and different age groups. However, the percentage of positive responses varies by domain and age group.

At each plan reassessment, participants are asked whether the NDIS has helped with areas related to each domain. For these questions, longitudinal change is measured from first plan reassessment, since the Scheme has not had an opportunity to help at baseline. Results shown in this section compare responses provided at the first plan reassessment with those from later reassessments, for participants entering the Scheme since 1 July 2016 and who have been in the Scheme for at least two years.

2.2 Perceptions of whether the NDIS has helped

Participant choice and control

The choice and control metric for participants aged 15 and over is based on the question “Has the NDIS helped you have more choices and more control over your life?”

Positive perceptions of whether the NDIS has helped with choice and control have increased for the latest reassessment compared to the first reassessment across all age bands. Older participants tend to have higher levels of satisfaction than the 15 to 24 age group. Specifically, the percentage who think that the NDIS has helped them have more choices and more control over their life showed²²:

- **nine** percentage point increase from **61%** to **70%** for participants aged 15 to 24 years
- **eleven** percentage point increase from **66%** to **78%** for participants aged 25 to 34 years
- **ten** percentage point increase from **69%** to **79%** for participants aged 35 to 44 years
- **ten** percentage point increase from **70%** to **80%** for participants aged 45 to 54 years
- **ten** percentage point increase from **71%** to **81%** for participants aged 55 to 64 years
- **twelve** percentage point increase from **71%** to **83%** for participants aged 65 years and older
- **ten percentage point increase from 67% to 77% for participants aged 15 years and older.**

Overall, for participants aged 15 and over, there has been a 10 percentage point increase, from 67% to 77%. This compares to a 2022–23 target of 75%.

²² Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.



2.2 Perceptions of whether the NDIS has helped

Other “Has the NDIS helped?” questions

For children aged from birth to before starting school, results have improved across all domains.

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

“Has the NDIS helped?” – participants aged from birth to before starting school²³

Domain	First assessment %	Latest reassessment %	Percentage point change
Daily living: child’s development	91	94	+3
Daily living: access to specialist services	92	95	+3
Choice and control (child’s ability to communicate what they want)	83	87	+4
Relationships (fitting into family life)	77	83	+6
Social, community and civic participation (fitting into community life)	63	70	+7

Improvements were slightly stronger for fitting into family and community life (although results for these domains started off at a lower level and hence had more scope to improve).

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

²³ Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.



2.2 Perceptions of whether the NDIS has helped

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

“Has the NDIS helped?” – participants aged from starting school to age 14²⁴

Domain	First assessment %	Latest reassessment %	Percentage point change
Daily living (independence)	62	73	+12
Lifelong learning (access to education)	42	51	+10
Relationships (with family and friends)	50	60	+10
Social, community and civic participation (social and recreational life)	45	53	+7

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

2.2 Perceptions of whether the NDIS has helped

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

“Has the NDIS helped?” – participants aged 15 to 24²⁵

Domain	First assessment %	Latest reassessment %	Percentage point change
Choice and control	61	70	+9
Daily living	61	72	+11
Relationships	50	54	+5
Home	22	21	–1
Health and wellbeing	44	51	+7
Lifelong learning	36	37	+1
Work	18	17	–1
Social, community and civic participation	55	62	+7

The largest improvement over time in the Scheme has been observed for the daily living domain (+11 percentage point change). Strong improvements have also been observed for choice and control (+9), relationships (+5), health and wellbeing (+7) and social, community and civic participation (+7). Lifelong learning showed a marginal increase (+1), and there were slight declines for home and work.

²⁵ Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.



2.2 Perceptions of whether the NDIS has helped

For participants aged 25 years and over, perceptions tend to be more positive than for those aged 15 to 24. The older adult group also shows a stronger improvement over time. The figure shows the percentages responding positively at first assessment and latest reassessment, as well as the change between the two time points.

“Has the NDIS helped?” – participants aged 25 and over²⁶

Domain	First assessment %	Latest reassessment %	Percentage point change
Choice and control	69	80	+11
Daily living	73	84	+11
Relationships	53	62	+9
Home	31	35	+5
Health and wellbeing	52	61	+9
Lifelong learning	30	32	+2
Work	19	19	0
Social, community and civic participation	59	70	+10

From the figure on the left, the largest improvements over time in the Scheme have been observed for daily living (+11), choice and control (+11), relationships (+9), health and wellbeing (+9), and social, community and civic participation (+10). There was an improvement for the home domain (+5) for the older adult group, while lifelong learning showed a marginal increase (+2) and there was no material change for work.²⁷

Results continue to improve with time in Scheme

The longer a participant has been in the Scheme, the more positive their responses tend to become. However, there are areas where outcomes could be improved, such as for participants aged 25 and over, only 19% agreed that being in the NDIS had helped them find a suitable job after at least two years in the Scheme. The NDIA is actively working to improve participation in work.

²⁶ Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.
²⁷ Noting that the education and housing systems have a major role to play in the lifelong learning and home domains.

Section three:

Participant experience



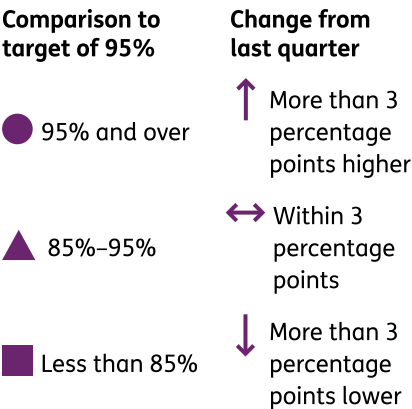
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3.1 Participant Service Guarantee

The latest quarter shows notable improvements in the service standard experience across a number of the measurable Participant Service Guarantee (PSG) metrics.

In the September 2023 quarter, 9 out of the 17 (53%) PSG timeframes were met in 95% of cases, compared to 12 out of 17 (71% in the June quarter and 10 out of 17 (59%) in the March quarter.

PSG	Service type	Description of the service being guaranteed	Service Guarantee	Performance in the September 2023 quarter	Comparison to target of 95%	Change from last quarter
1	General	Explain a previous decision, after a request for explanation is received	28 days	97%	●	↔
2	Access	Make an access decision, or request for more information, after an access request has been received	21 days	100%	●	↔
3	Access	Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	100%	●	↑
4	Access	Make an access decision, after more information has been provided.	14 days	91%	▲	↓
5	Planning	Commence facilitating the preparation of a plan, after an access decision has been made	21 days	95%	●	↔
6	Planning	Approve a participant's plan, after an access decision has been made (excludes those Early Childhood Approach that have received initial supports)	56 days	93%	▲	↔



3.1 Participant Service Guarantee

PSG	Service type	Description of the service being guaranteed	Service Guarantee	Performance in the September 2023 quarter	Comparison to target of 95%	Change from last quarter
7	Planning	Approve a plan for ECA participants, after an access decision has been made	90 days	97%	●	↔
9	Implementation	If the participant accepts the offer, hold a plan implementation meeting	28 days	100%	●	↔
11	Plan reassessment	Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date	56 days	73%	■	↔
12	Plan reassessment	Decide whether to undertake a Participant Requested Plan reassessment, after the request is received	21 days	72%	■	↓
13	Plan reassessment	Complete a reassessment, after the decision to accept the request was made	28 days	64%	■	↔
14	Plan variations	Amend a plan, after the receipt of information that triggers the plan amendment process	28 days	93%	▲	↔
15	Plan variations	Amend a plan, after receipt of information relating to a complex quote that triggers a plan amendment process	50 days	88%	▲	↓
17	Reviewable decisions	Complete an internal Review of a Reviewable Decision (RoRD), after a request is received	60 days	94%	▲	↓

Comparison to target of 95%

● 95% and over

▲ 85%–95%

■ Less than 85%

Change from last quarter

↑ More than 3 percentage points higher

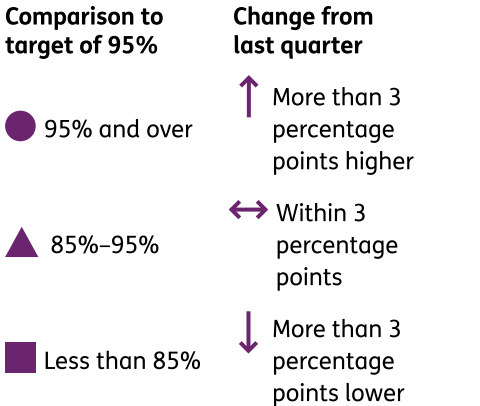
↔ Within 3 percentage points

↓ More than 3 percentage points lower



3.1 Participant Service Guarantee

PSG	Service type	Description of the service being guaranteed	Service Guarantee	Performance in the September 2023 quarter	Comparison to target of 95%	Change from last quarter
18	Reviewable decisions	Implement an AAT decision to amend a plan, after the AAT decision is made	28 days	99%	●	↔
19	Nominee	Cancel participant requested nominee	14 days	97%	●	↔
20	Nominee	Cancel CEO initiated nominee	14 days	97%	●	↔



Note: The NDIA’s participant check-in process ensures that every scheduled reassessment begins with contact from the planner or partner to discuss reassessment options well before any scheduled reassessment date. Plans are extended automatically if they have not been reassessed before expiry so participants have continuity of support. That is, participants do not stop receiving supports.

3.1 Participant Service Guarantee

Participant Service Guarantee metrics below target

Further detail around the eight PSG timeframes that were not met in 95% of cases are as follows:

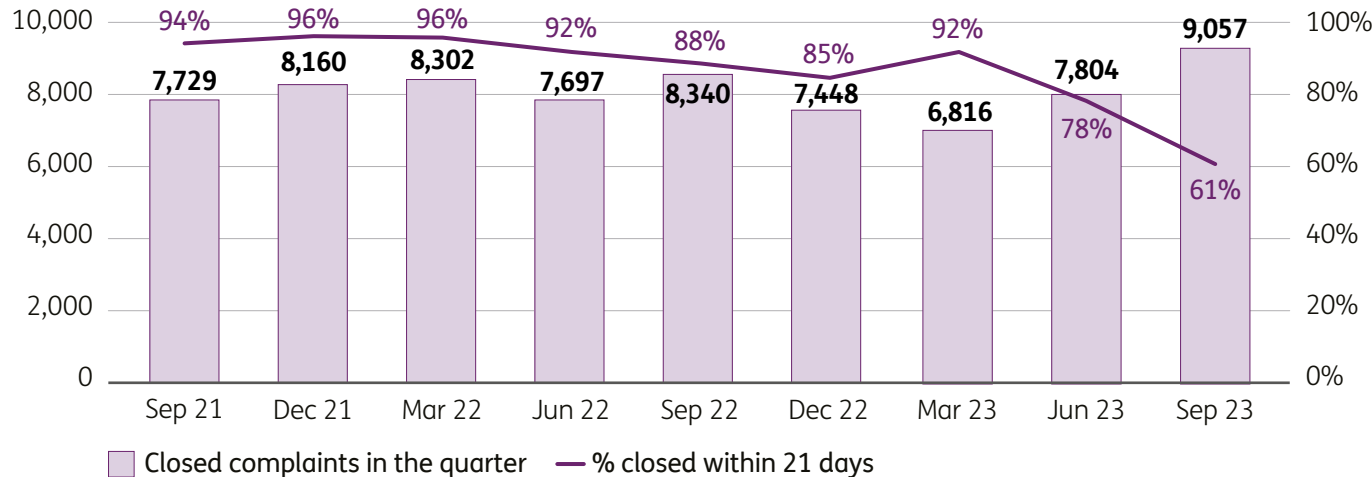
PSG 4	Make an access decision, after more information has been provided	The metric is at 91% and is below target. This is partly due to an intake of new assessors being trained. In some instances, decisions can be delayed due to specialist advice.
PSG 6	Approve a participant's plan, after an access decision has been made (excludes ECA)	The metric is at 93% and is slightly below target. The NDIA is reviewing and manually assigning records on a weekly basis.
PSG 11	Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date	The metric is at 73% and is below target. Performance has been impacted by the volume of first plan and Plan Reassessment Request (PRR) appointments.
PSG 12	Decide whether to undertake a Participant Requested Plan reassessment, after the request is received	There has been an increase in the number of unscheduled reviews requested which has resulted in a decrease in the resulting performance metrics for PSG 12 and PSG 13 over recent quarters. The NDIA is reviewing the ability to balance this with other key priority areas and is actioning the allocation of additional staff and operational changes.
PSG13	Complete a reassessment, after the decision to accept the request was made	
PSG 14	Amend a plan, after the receipt of information that triggers the plan amendment process	The metric is at 93% which is an improvement on last quarter. The metric is below target, partly due to a business process error where plan changes were incorrectly being categorised as amendments. Weekly communications being sent to business areas are improving performance.
PSG 15	Amend a plan, after receipt of information relating to a complex quote that triggers a plan amendment process	The metric is at 88% and is below target. The sample size for this PSG is small and a small number of amendments can have a significant impact on results.
PSG 17	Complete an internal Review of a Reviewable Decision, after a request is received	The metric is at 94% and is slightly below target. There has been an increase in the volume of internal review requests (\$100) since May especially for access decisions. This is as a result of increased eligibility reassessments being completed. The Branch has implemented strategies to bring performance back in line with KPIs from the end of September.

3.2 Complaints, Critical Incidents, Review Requests and AAT Cases

Around **79%** of complaints have been closed within 21 days in the past four quarters, this proportion has declined from levels seen in 2021. The Agency is monitoring workloads and endeavours to close complaints as soon as possible. Work is underway to enhance complaint handling practices and systems and this work will contribute to more timely complaint resolutions in line with the PSG in coming quarters.

The prioritisation of ageing complaints has resulted in an improvement in the percentage of complaints open for more than 21 days metric, from 13% at June 2023 to 8% in the September 2023 quarter.

Closed complaints and percentage completed within 21-day timeframe^{28,29}



²⁸ The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

²⁹ The historical number of complaints reported prior to the June 2023 QRDM has changed due to Participant Critical Incidents being reported separately from the June 2023 QROM onwards, see later in the section for further details.

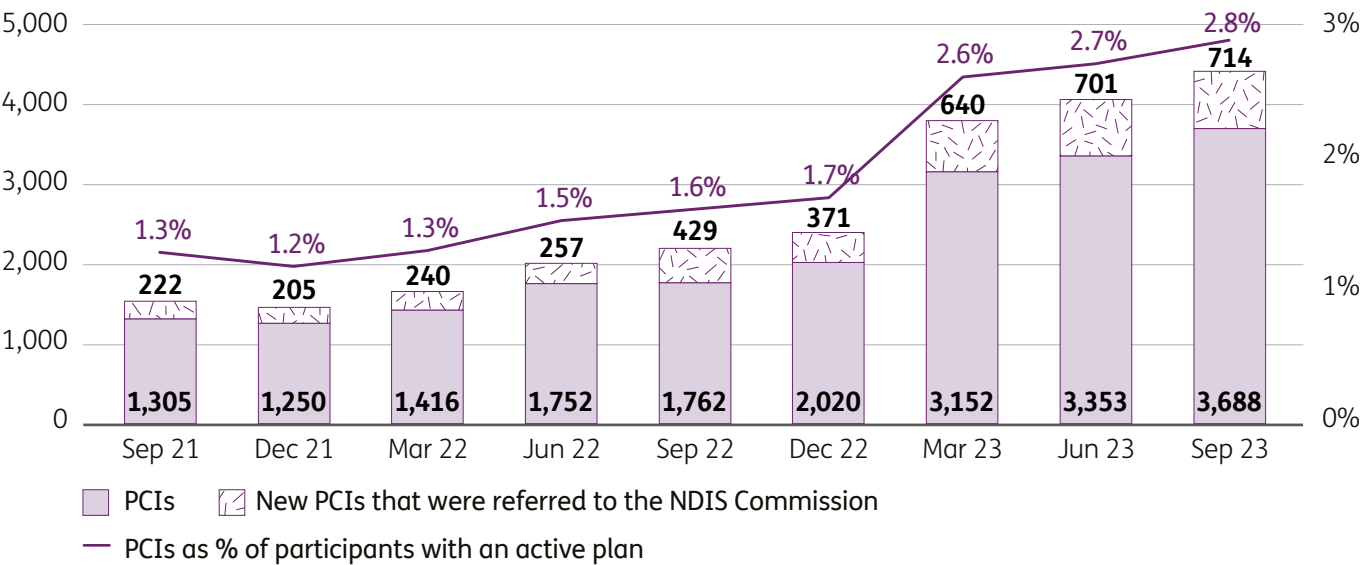
3.2 Complaints, Critical Incidents, Review Requests and AAT Cases

Participant Critical Incidents (PCIs)

- NDIA staff and Partner staff may encounter participant critical incidents (PCIs) while working with participants, their families, and carers.
- The NDIA follows protocols to determine when and how to disclose incident information to the NDIS Commission.
- There has been an increase in the total volume of PCIs received in recent quarters where the proportion of PCIs as a percentage of participants with an active plan has increased from approximately 1.5% prior to December 2022 to 2.8% in the most recent quarter. This increase has been due to an increased awareness of financial abuse in the community and improved reporting of PCIs over the last three quarters.
- The largest contributor to PCIs in the September 2023 quarter related to abuse of a person with disability. Financial abuse made up 49% of these PCIs, with reports of self harm and neglect of a person with disability the next highest reported contributors respectively.

3.2 Complaints, Critical Incidents, Review Requests and AAT Cases

Number and proportion of PCIs

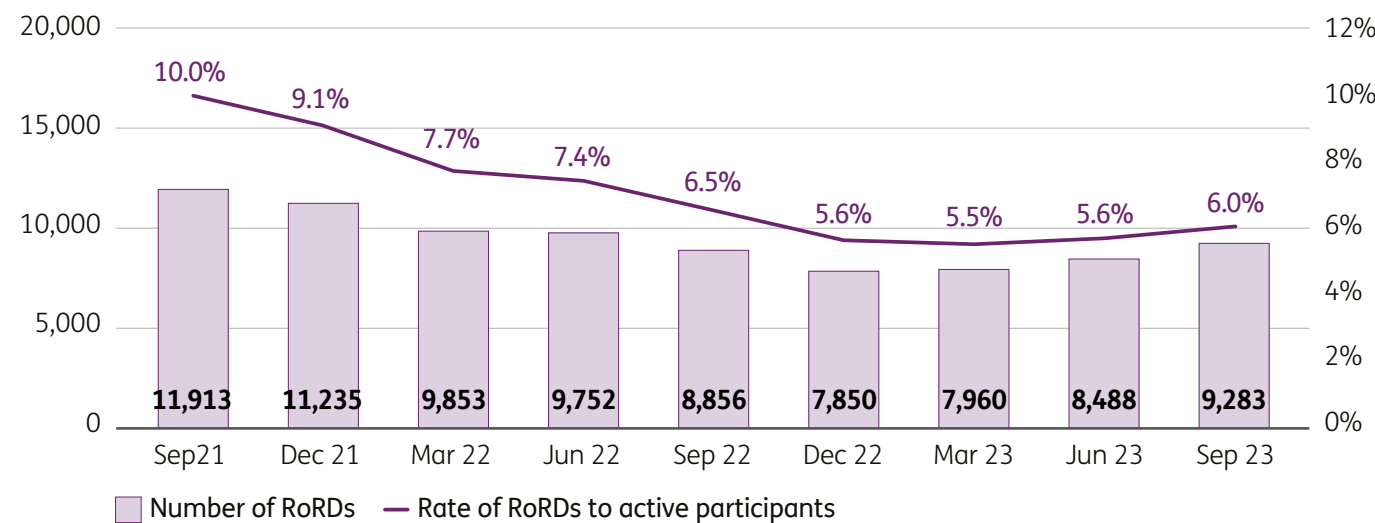


3.2 Complaints, Critical Incidents, Review Requests and AAT Cases

Review of a Reviewable Decision (RoRD)

The number of RoRDs as a percentage of active participants has decreased from **10.0%** in the September 2021 quarter to **6.0%** in the September 2023 quarter.

Requests for a RoRD³⁰



In the September 2023 quarter, 7,777 RoRDs were closed with 1,388 requests withdrawn. Of the remaining closed RoRDs, 4,314 confirmed the Agency’s decision and 2,075 decisions were amended or set aside. Decisions are often varied or set aside as further evidence is obtained during the review process.

³⁰ The number of RoRDs have increased compared with the previous report due to better capture in the new ICT system.



3.2 Complaints, Critical Incidents, Review Requests and AAT Cases

Administrative Appeals Tribunal (AAT)

- A person may apply to the AAT for review of a decision made by a reviewer if they are not satisfied with the outcome of their review.
- The NDIA is committed to acting as a model litigant in the AAT and works with applicants and their legal representatives to resolve their matters as early as possible in the AAT process.^{31,32}
- There were **1,043** new AAT cases in the September 2023 quarter, relating to **1,027** participants.
- The number of new AAT cases (as a proportion of active participants) has decreased since the December 2021 peak of **1.52%** to **0.67%** in the September 2023 quarter.
- The decrease is also a result of the Independent Expert Review (IER) trial which is one of the Alternative Dispute Resolution (ADR) initiatives introduced to reduce the AAT case backlog and improve dispute resolution processes.

AAT cases by open/closed and decision

	Number of cases ³³
AAT Cases	17,370
Open AAT Cases	2,899
Closed AAT Cases	14,471
Resolved before hearing	14,146
Gone to hearing and received a substantive decision	325

Of the cases no longer before the AAT, approximately 68% were resolved by agreement, 27% were withdrawn by the applicant or dismissed by the AAT and 2% proceeded to a (substantive) hearing.³⁴

31 As part of the AAT process, it is not uncommon for new requests to be made and for new evidence to be provided by applicants while their matters are in progress. This contributes to NDIS decisions being varied in the AAT.
32 Further information about the AAT process can be found on the AAT website: <https://www.aat.gov.au/apply-for-a-review/national-disability-insurance-scheme-ndis/can-we-help>.
33 The AAT Cases are in respect of 15,792 unique participants.
34 Less than 3 per cent of cases were related to applications for an extension of time which were declined by AAT or were not opposed by the Agency, matters over which AAT has no jurisdiction and reasons that were unspecified.



3.3 Participant satisfaction

Participant satisfaction has remained in line with previous quarters.

This quarter, **86%** of participants rated the Planning process as good or very good, with **9%** rating it as neutral. **80%** of participants rated the Access and Pre-Planning processes as good or very good, and **67%** rated the Plan Reassessment process as good or very good.³⁵ Satisfaction with the Plan Reassessment process has decreased slightly, by 2 percentage points in the most recent quarter.

Rating of experience with the NDIS (1 July 2023 to 30 September 2023)

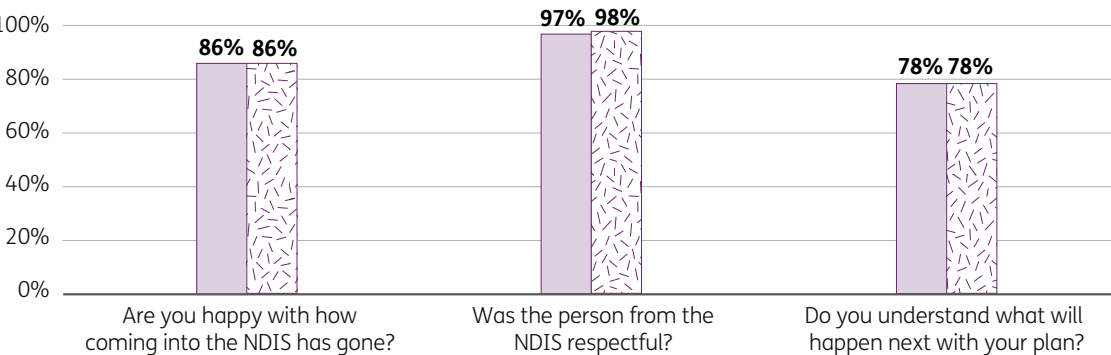
	Access	Pre-Planning	Planning	Plan Reassessment
Very good/good	77%	80%	86%	67%
Neutral	14%	12%	9%	14%
Poor/very poor	9%	8%	5%	19%

³⁵ These results are based on 1,199 surveys at Access, 930 at Pre-Planning, 5,531 at Planning and 9,444 at Reassessment, which is 17,104 in total.

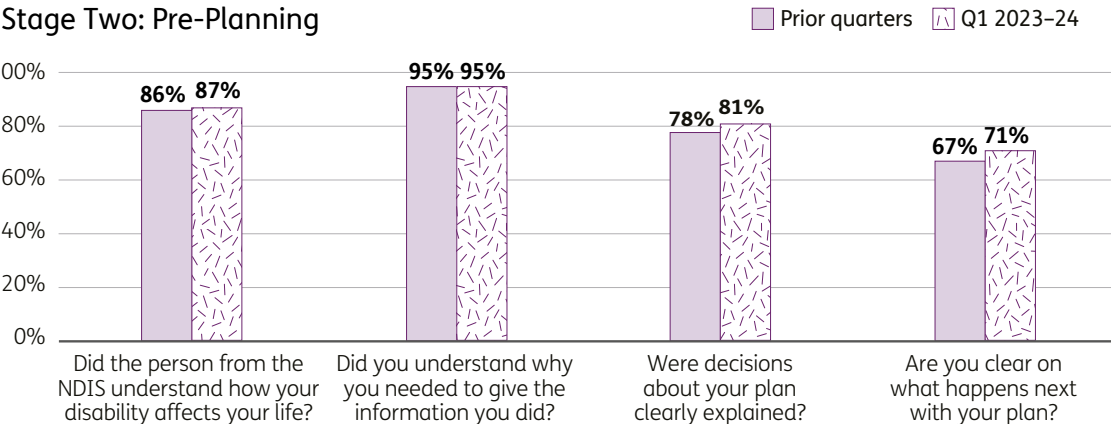
3.3 Participant satisfaction

Satisfaction across the four stages of the pathway³⁶

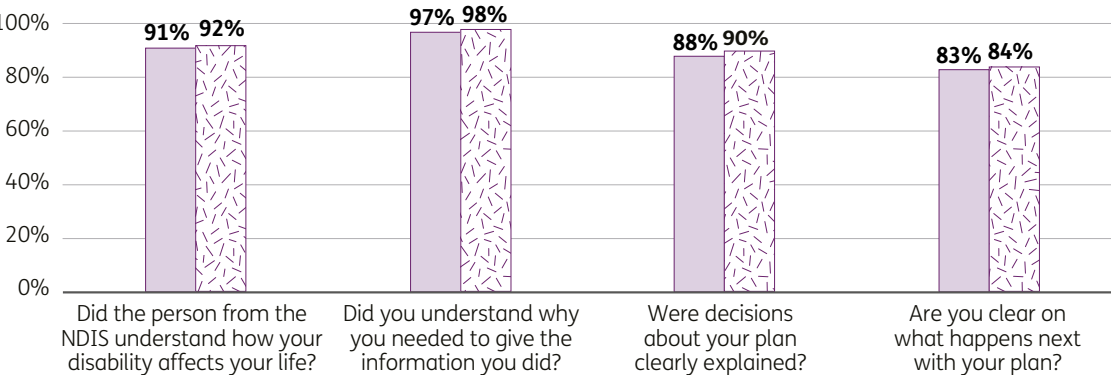
Stage One: Access



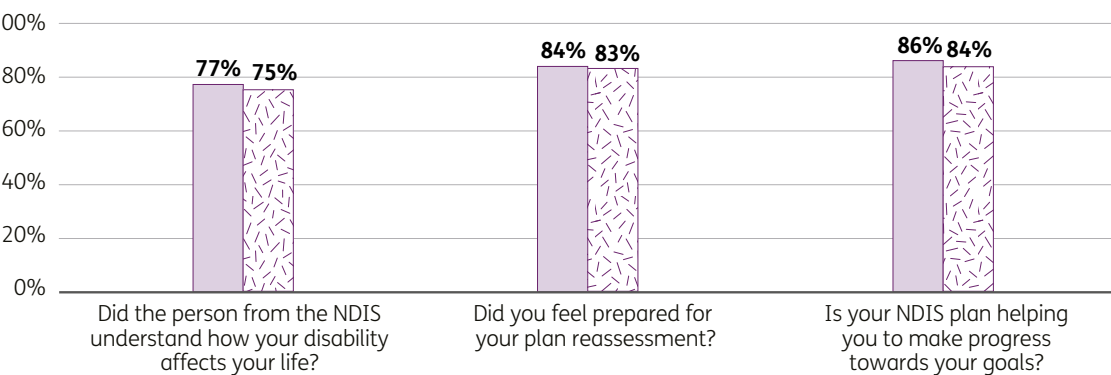
Stage Two: Pre-Planning



Stage Three: Planning



Stage Four: Plan Reassessment



³⁶ Prior quarters include responses from 1 October 2020.

3.4 The NDIS National Contact Centre (NCC)

In the September 2023 quarter, the transformation of the NCC continued with the ongoing recruitment of staff for the insourced contact centre, implementation of a new contact centre technology platform, process changes to improve first contact resolution, further rollout of specialised queues and implementation of a revised training program. These deliverables saw an improvement to grade of service, and a high level of customer satisfaction and first contact resolution in the September 2023 quarter.

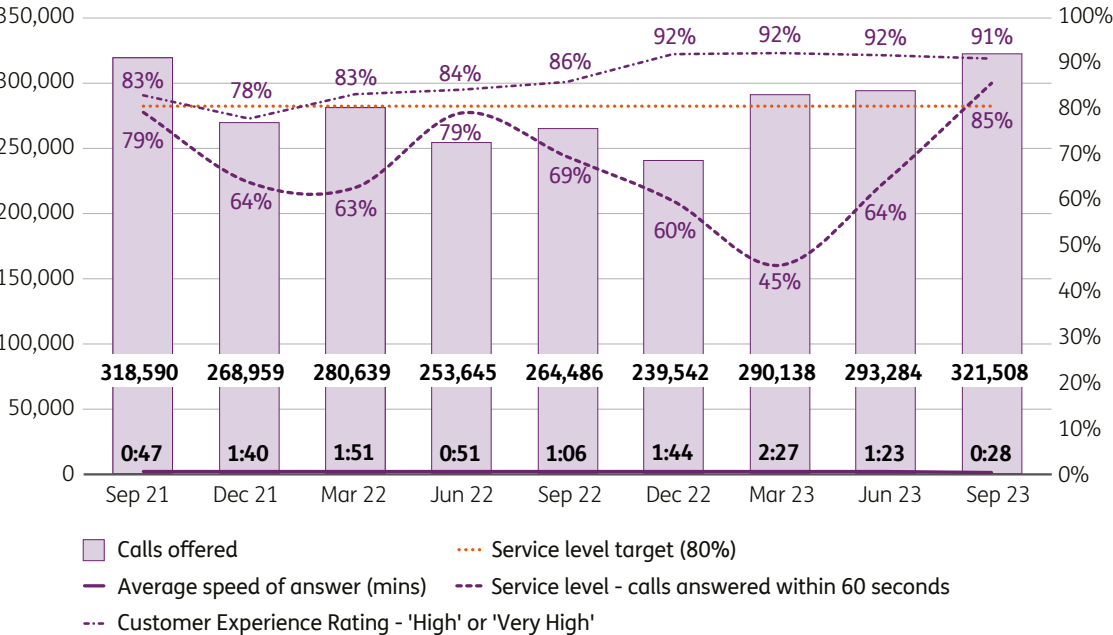
The NDIS NCC provides personal and high-quality services and information about the NDIS. Specialist teams have been created to respond to service requests, supported by improved training and redesigned processes. The most complex enquiries will be answered by NDIA staff through a partial insourcing of contact centre roles. The NCC has implemented a new contact centre technology platform and a dedicated phone line for Government appointed advocates, guardians, and trustees was launched this quarter.

For the whole of quarter results:

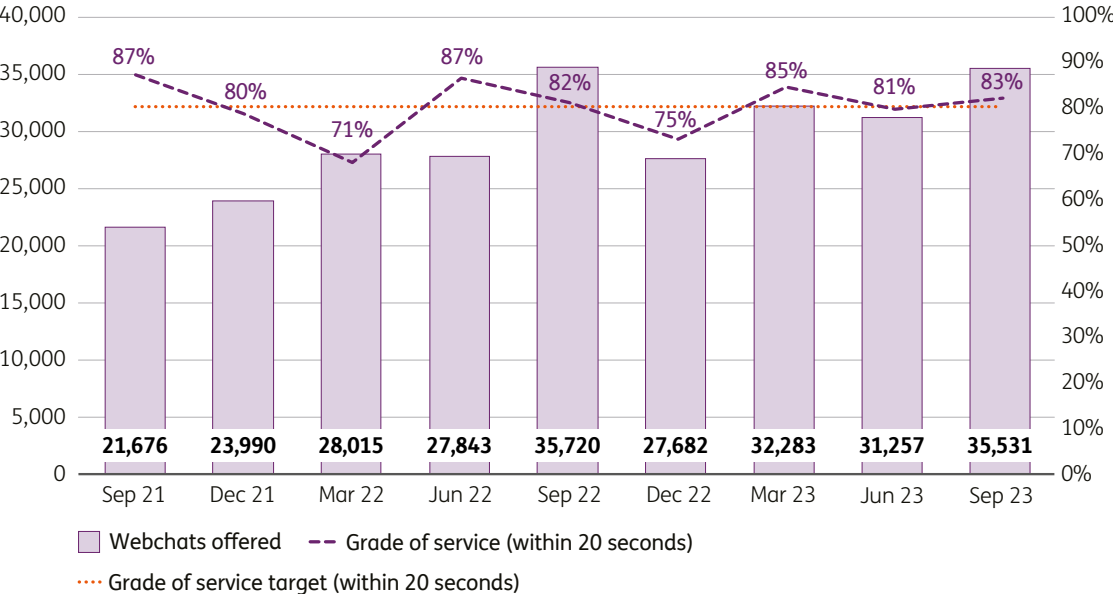
- Customer experience remained strong, with **91%** of post call survey respondents scoring their experience with the NCC as 'High' or 'Very High'.
- Call volumes continued to increase in the September 2023 quarter, with **321,508** calls received, up 10% from the previous quarter. Call answering performance improved to **85%** of calls answered in 60 seconds. This was an increase from the previous quarters result of **64%** and is a result of improved staffing against demand.
- The average speed of answer for telephony contacts was **28** seconds, a 55 second improvement from last quarter.
- Webchat functionality continues to see significant growth with **35,531** webchats offered for the quarter, up 14% from the previous quarter. **83%** of all webchats received were answered within 20 seconds (80% target).
- Email enquiries continued to increase in the first quarter, with **274,009** emails received, up 5% from the previous quarter. For the September 2023 quarter, **60%** of email enquiries were answered within two business days (90% target). **99%** of email enquiries were responded to within 3 business days, the average wait time for email responses was **1.8** business days. No complaints on email wait times were received.

3.4 The NDIS National Contact Centre (NCC)

Quarterly telephony grade of service, average speed of answer and customer experience results

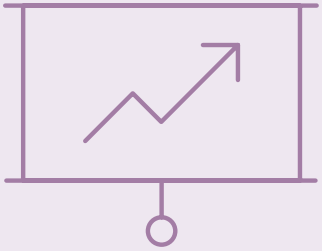


Quarterly webchat grade of service and offered chat volume



Section four:

Providers and the growing market



4

4.1 Support categories



The provider market continues to grow.

The largest support categories are core support for daily activities, core support for social and community participation, and capacity building for daily activities.

\$36.6bn in support has been provided in the 12 months to 30 September 2023³⁷. The largest support categories are core daily activities (52% of total payments), core social and community participation (22% of total payments), and capacity building daily activities (therapy services) (13% of total payments). Core daily activities includes participants in SIL. \$9.4bn of the \$19bn payments on core daily activities in the 12 months to 30 September 2023 was for payments for participants in SIL.

Total payments from 1 October 2022 to 30 September 2023

Support category	Total payments (in \$m)	% of total payments
Core – daily activities	19,064	52.1%
Core – community	8,103	22.2%
Core – consumables & transport	1,436	3.9%
Capacity building – daily activities ³⁸	4,611	12.6%
Capacity building – other	2,320	6.3%
Capital	1,023	2.8%
Total³⁹	36,566	100.0%

³⁷ This represents total payments on a cash basis (including payments made under in-kind arrangements). On an accrual basis, total payments were \$37.1 billion.

³⁸ Includes therapy services.

³⁹ Total includes \$8m of payments with no support category.

4.2 Plan management types

There has been a significant shift in plan management, with an increasing number of participants choosing to use a plan manager rather than have the Agency manage their plan.

Over the past two years, the proportion of participants who:

- **Self-manage all or part of** their plan has been broadly stable, decreasing from **31%** to **29%**
- Use a **plan manager** has increased from **51%** to **61%**
- Have an **Agency-managed** plan has decreased from **18%** to **10%**.

4.2 Plan management types

More participants who have entered the Scheme in more recent years have chosen to use a plan manager for most or some of their supports. This is a key driver of the increase in the number of participants with plan managers. Out of 174,275 active providers in the September 2023 quarter, 8,877⁴⁰ providers provided support to Agency-managed participants and 173,546⁴¹ providers provided support to plan-managed participants.⁴²

There have also been changes in payments over the past two years across these three plan management types:

- **Self-management** has remained between **12%** and **13%**
- Payments managed by a **plan manager** have increased from **42%** to **55%**
- **Agency-managed** payments decreased from **45%** to **34%**.

⁴⁰ The number does not include plan managers who received only payment for plan management fees.

⁴¹ The number includes plan managers who are providing Agency-managed supports.

⁴² A plan manager may give support to both Agency-managed and plan-managed participants. There is an overlap of 8,148 providers between these categories and the number of active providers by plan management type add up to more than 100 per cent.

4.2 Plan management types

In the September 2023 quarter, of the \$9.9bn in payments, \$1.2bn was self-managed (12%), \$5.4bn was managed by a plan manager (55%), and \$3.3bn was Agency-managed (34%)⁴³.

The proportion of plan management types differs by support category, in the first quarter of 2023–24:

- Payments for **participants in SIL receiving core daily activities support** were **\$2.5bn**.
 - Of this, \$1m was self-managed (**less than 1%**), \$529m was managed by a plan manager (**21%**), and \$2.0bn was Agency-managed (**79%**).
- Payments for **participants not in SIL receiving core daily activities support** were **\$2.6bn**.
 - Of this, \$364m was self-managed (**14%**), \$1.8bn was managed by a plan manager (**71%**), and \$375m was Agency-managed (**15%**).
- Payments for **participants receiving core social participation support** were **\$2.3bn**.
 - Of this, \$196m was self-managed (**9%**), \$1.7bn was managed by a plan manager (**75%**), and \$385m was Agency-managed (**17%**).
- Payments for **participants receiving capacity building daily activities support (therapy supports)** were **\$1.3bn**.
 - Of this, \$371m was self-managed (**29%**), \$828m was managed by a plan manager (**64%**), and \$100m was Agency-managed (**8%**).

⁴³ Includes cash and in-kind payments.

Section five:

Financial sustainability



5

5.1 Total payments

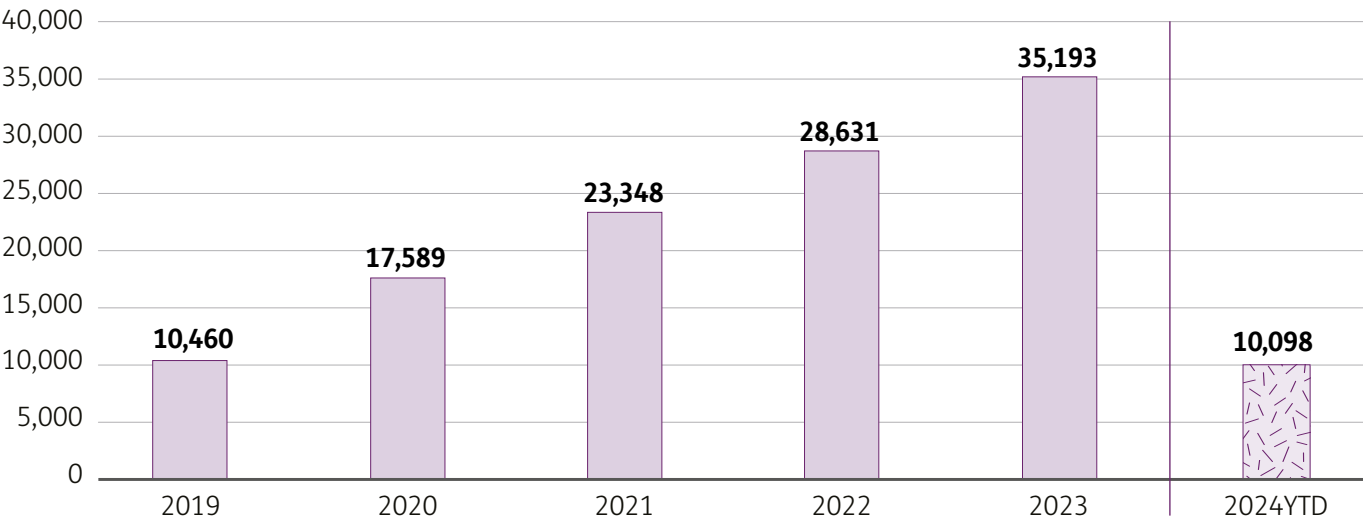


A financially sustainable Scheme achieves participant outcomes across their lifetimes, and is affordable now and into the future.

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

Total payments have increased over the last four years, from \$10.5 billion in the year to 30 June 2019 to \$35.2 billion in the year to 30 June 2023. The payments in the 3 months to 30 September 2023 were \$10.1 billion.⁴⁴ The increasing number of participants benefitting from the Scheme is a contributing factor to the increase in payments.

Total payments (\$m) for financial years ending 30 June⁴⁵



⁴⁴ This compares to \$8.2 billion in the 3 months to 30 September 2022.

⁴⁵ Total scheme costs are presented by financial year on an accrual basis, sourced from the NDIA Financial Accounts. The Scheme costs figure is made of total Scheme expenses, less Scheme grant payments, write-downs and write-offs.

5.2 Average and median payment trends

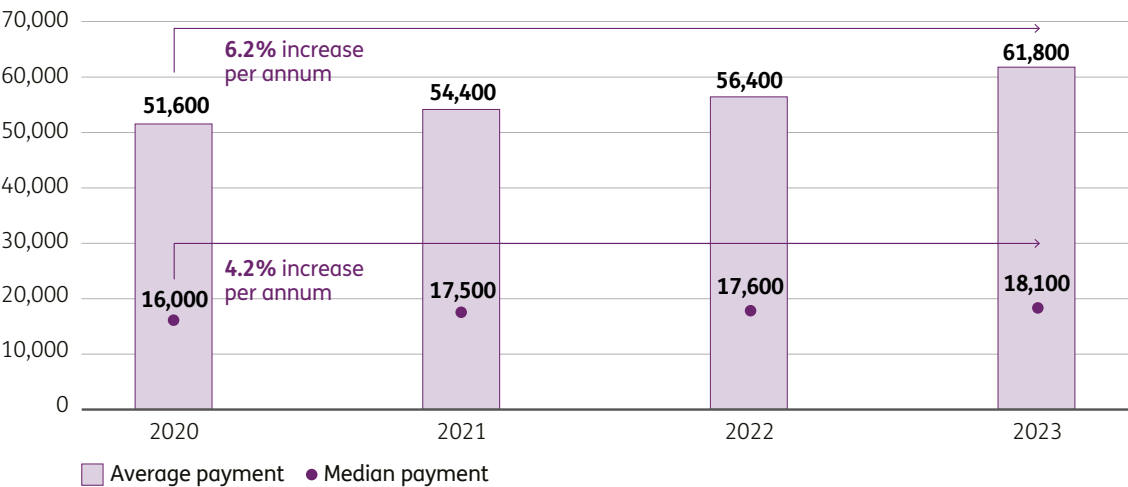
Average and median payments per participant have increased by 6.2% and 4.2% per annum respectively over the last three years.

In the NDIS, the average payment per participant is higher than the median payment due to a skewed distribution with a small number receiving very high cost supports and a large number receiving low cost supports. Between 1 October 2019 and 30 September 2023, average payments increased by 6.2% per annum and median payments increased by 4.2% per annum.

Trends in average and median payments are affected by changes in the profile of participants in the Scheme over time. Average payments are much higher for participants in SIL than those not in SIL, and for adults compared to children.

Over the past four years, the proportion of participants under 15 years of age has increased, while the proportion of participants in SIL has decreased. This changing mix reduces the average and median payment, all else being equal.

Average and median payments for years ending 30 September



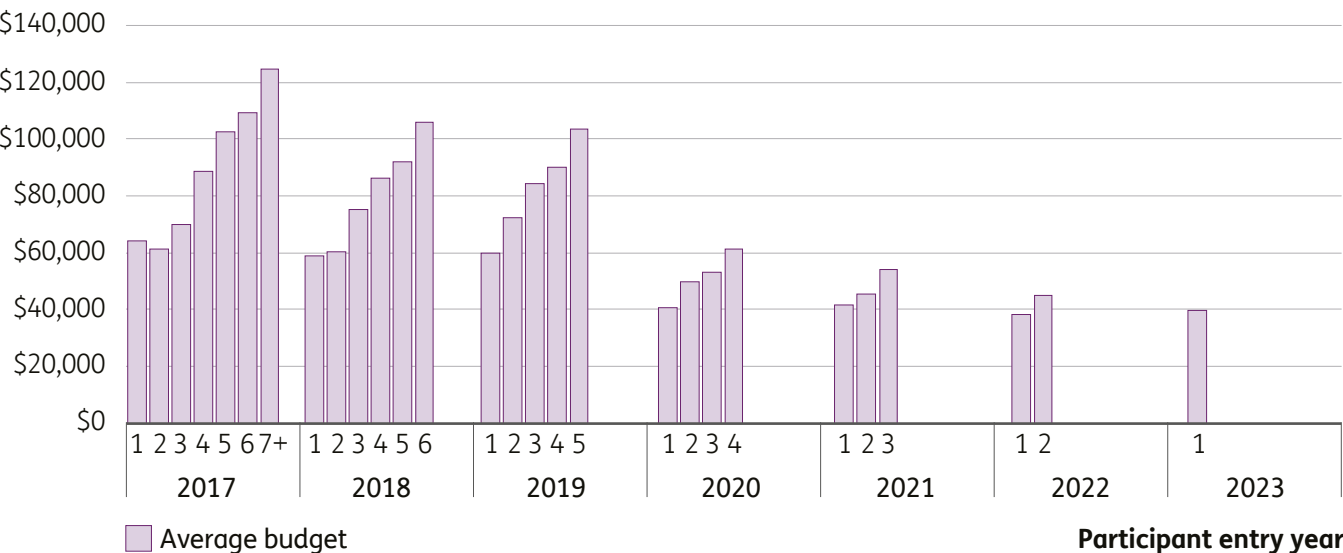
5.3 Average plan budget trends

Average plan budgets have also increased over time for the same cohort of participants.

The mix of participants has changed over time, so it’s important to understand trends in average plan budgets for the same group of participants. Figure below shows that average plan budgets increase for each subsequent plan.

For example, average plan budgets for participants who have entered the Scheme in the year ending 30 June 2018, increased from \$59,000 for their first year to \$106,100 for participants who have been in the Scheme for 6 years.

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



5.3 Average plan budget trends

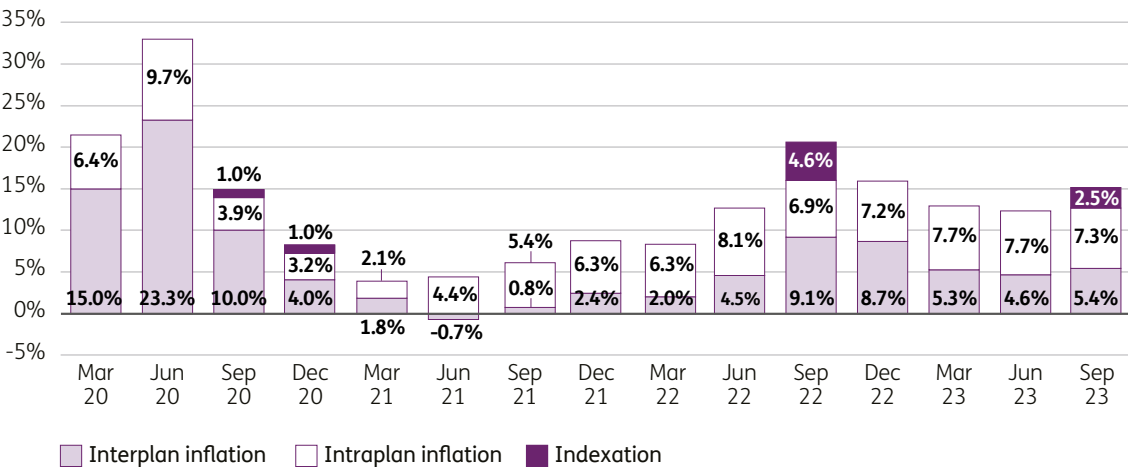
Plan reassessments and plan budgets variations

Plan reassessments can result in plan budgets varying for a variety of reasons, such as one-off capital items or investment in capacity building. The NDIA has published an Operational Guideline on Plan Reassessments⁴⁶ which details the reasons why a new plan could be different to a current plan.

Plan inflation

In the September 2023 quarter, total plan inflation was 5.5%, or 15.1% per annum. Of this, 15.1% was due to changes at plan reassessment and 9.7% was due to changes within a plan between reassessments. This compares with plan inflation of 12.3% per annum in June 2023 and 13.0% per annum in March 2023. Inflation occurring at plan reassessment was 5.4% per annum which compares with 4.7% per annum in June 2023, and 5.3% per annum in March 2023. Inflation occurring within a plan, between reassessments (excluding indexation) was 7.3% per annum which compares with inflation of 7.7% per annum in June 2023 and March 2023.

Annualised percentage change in plan budgets for active participants⁴⁷



⁴⁶ <https://ourguidelines.ndis.gov.au/your-plan-menu/changing-your-plan>

⁴⁷ Improvements have been made to the committed supports model in the new Information and Communications Technology (ICT) system commenced in Tasmania in the December 2022 quarter. This has resulted in a one-off change in the historical inflation rates. In addition, indexation adjustments have been applied to the September 2020 and December 2020 quarters. This led to the one-off change in the inflation rates for these quarters.

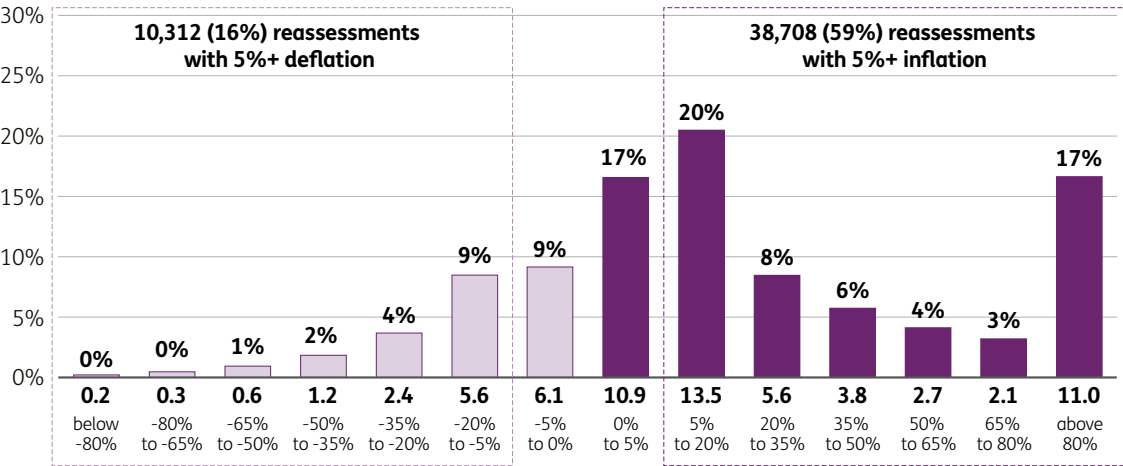
5.3 Average plan budget trends

At the individual level, plan budgets can vary significantly. When looking at experience in this financial year (from 1 July 2023 to 30 September 2023), taking account of total plan inflation, plans were more likely to increase rather than decrease.

Specifically⁴⁸:

- **59%** of plans increased at reassessment by more than 5%
- **16%** decreased by more than 5%
- **26%** remained within 5%

Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2023 to 30 September 2023)⁴⁹



Change in average plan budget – percentage

⁴⁸ Numbers sum to more than 100 per cent due to rounding.

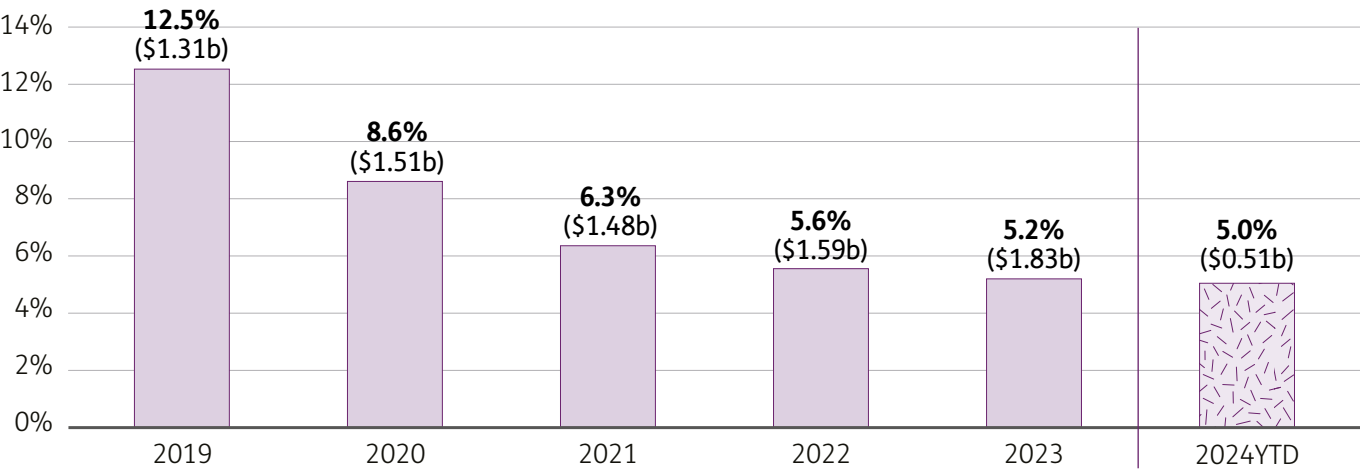
⁴⁹ The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

5.4 Operating expenses

Operating expenses per participant have reduced over the last four years.

In addition to the money spent through participant plans on supports for participants, the NDIA receives funding for its operating expenses, including paying staff wages. NDIA operating expenses have increased from \$1,310 million in 2018–19 to \$1,830 million in 2022–23. As a percentage of participant expenditure, operating expenses have decreased from 12.5% in 2018–19 to 5.2% in 2022–23. The Productivity Commission in their 2017 Study report⁵⁰ suggests a range of 7–10% as an appropriate benchmark for NDIA operating costs.

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

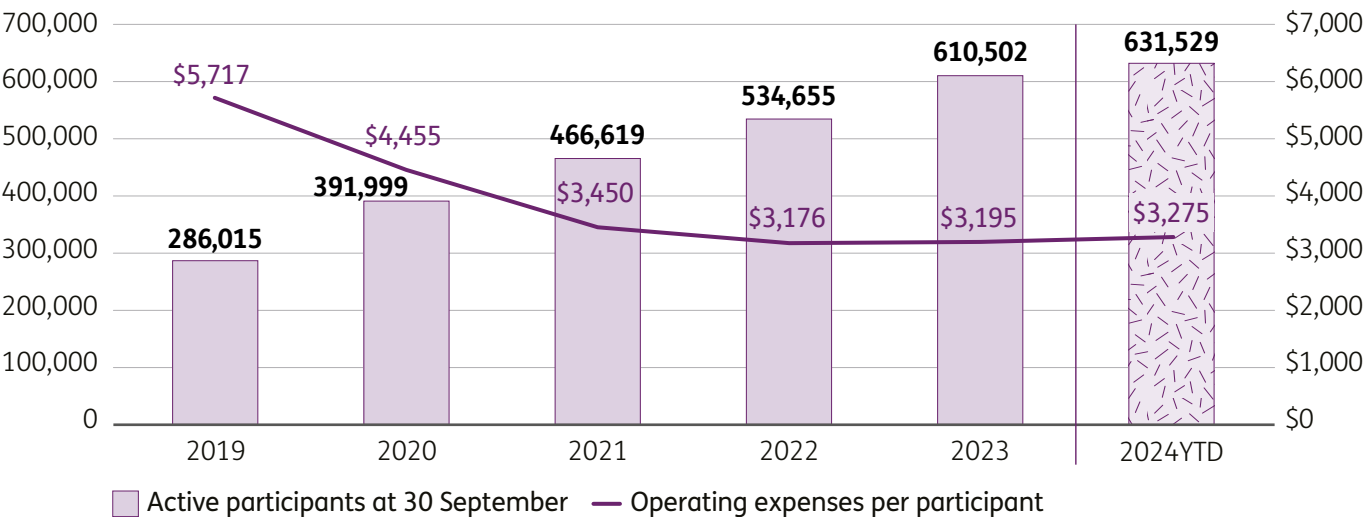


50 <https://www.pc.gov.au/inquiries/completed/ndis-costs#report>

5.4 Operating expenses

Over time, the NDIA has increased efficiency. The annualised operating cost per participant has reduced by **44%** since 2018–19, from \$5,717 to \$3,195 in 2022–23.

Operating expense per participant for years ending 30 June^{51,52}



51 The annualised operating cost per participant for 2024YTD is expected to drop given the seasonality in operating expenses.

52 The average number of participants is taking a simple average of the two periods (opening and closing) on active participants. Cost per participant uses these average participant numbers as the denominator.



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