



Delivered by the  
National Disability  
Insurance Agency

Q3  
2023-24



# NDIS Quarterly report to disability ministers

31 March 2024

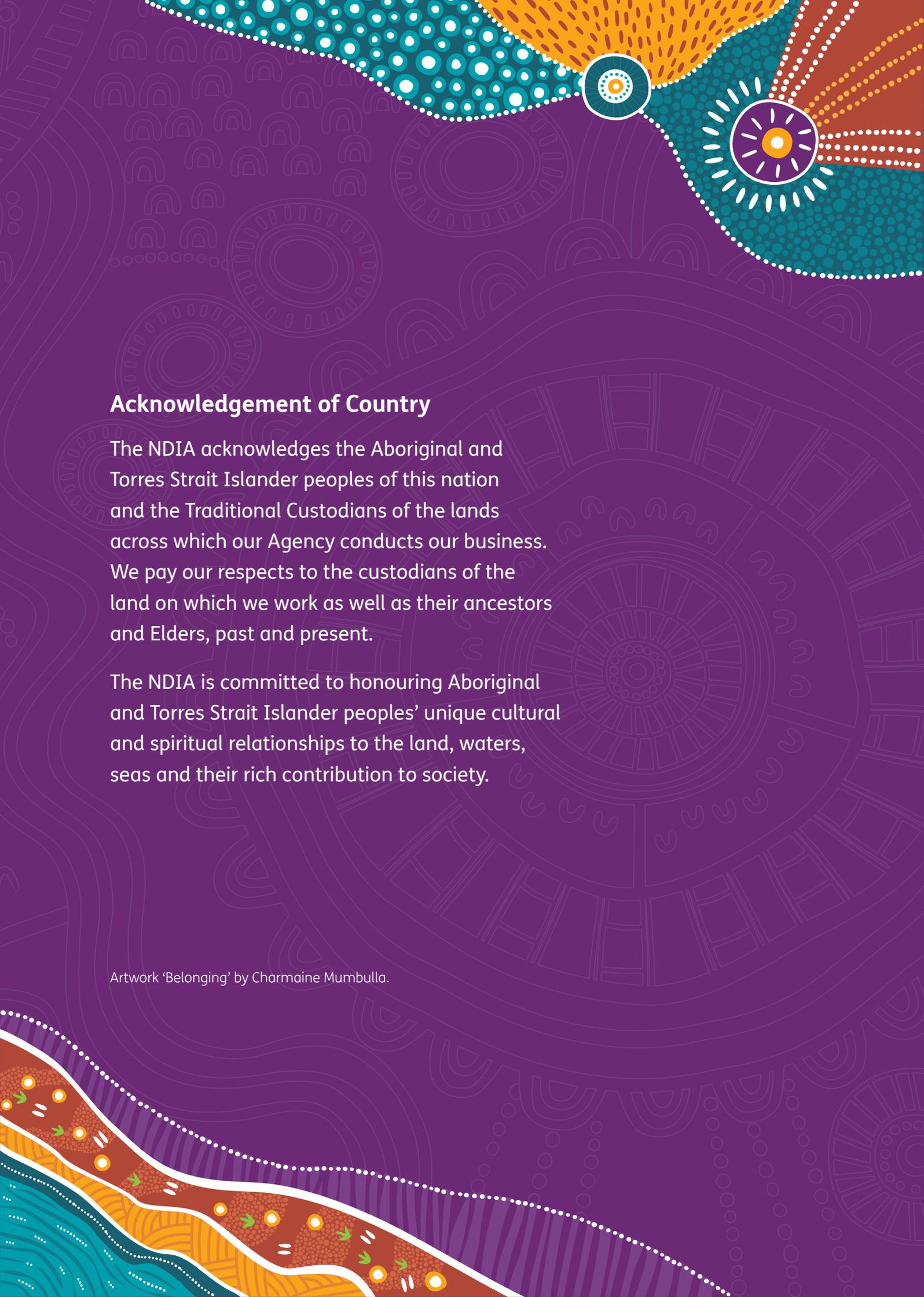
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## Acknowledgement of Country

The NDIA acknowledges the Aboriginal and Torres Strait Islander peoples of this nation and the Traditional Custodians of the lands across which our Agency conducts our business. We pay our respects to the custodians of the land on which we work as well as their ancestors and Elders, past and present.

The NDIA is committed to honouring Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters, seas and their rich contribution to society.

Artwork 'Belonging' by Charmaine Mumbulla.

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# This report

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This report is an overview of the performance and operations of the National Disability Insurance Agency (NDIA) for the 3 months from 1 January 2024 to 31 March 2024.

The NDIA is committed to ensuring all data around NDIA performance and participant outcomes remains accessible and easy to understand by different audiences.

Analysis and key insights are presented in this report, including key figures and cross jurisdictional comparisons in the appendices.

As part of streamlining the report, some of the Appendices in earlier reports are now available as supplements on the [NDIS website](#)<sup>1</sup>.

Supplementary list:

- National, State and Territory statistics
- Participants by service district and support type, and committed supports and payments by service district
- Specialist Disability Accommodation (SDA).

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1 <https://dataresearch.ndis.gov.au/reports-and-analyses/quarterly-report-supplements>

# Introduction

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## Key highlights for Quarter 3 2023–24

### Crackdown on fraud

In February 2024 the Federal Government announced the \$83.9 million Crack Down on Fraud program. The program will further support the work of the multi-agency Fraud Fusion Taskforce (FFT).

The FFT works to safeguard the Scheme's integrity by enhancing the systems in place to detect and prevent fraud and non-compliant activity.

The Crack Down on Fraud program will optimise National Disability Insurance Scheme (NDIS) resources and ensure that honest participants who depend on the Scheme are better supported into the future.

### Participant outcomes

Improvements in outcomes for choice and control continue to highlight the difference the NDIS is making for participants, families and carers.

- **41%** of participants aged 15 years and older who have been in the Scheme for 2 years or more reported increased participation in community and social activities – a relative increase of **19%**
- Participation in work has more than doubled from **10%** at baseline to **22%** at latest reassessment for participants aged 15 to 24 years who have been in the Scheme for 2 years or more
- For participants who have been in the Scheme for 2 years or more, there has been a 5 percentage point increase in parents and carers reporting paid employment, from **46%** at baseline to **51%** at latest reassessment, slightly above the 2023–24 target of 50%
- More than three-quarters of all participants aged 15 years and older who have been in the Scheme for 2 years or more reported the NDIS has helped them to have greater choice and control in their lives. There has been a 10 percentage point increase, from **67%** at entry to the Scheme to **77%** at reassessment, exceeding the 2023–24 target of **75%**.

### Growing a diverse workforce

The Agency is continuing work to enhance the inclusion, diversity and engagement of our workforce.

In January, the NDIA established the Office of Agency Accessibility and Inclusion, which is dedicated to driving a culture of accessibility and inclusion within the NDIA. The Office will improve the accessibility of Agency systems, processes and supports for staff to continue building a more inclusive culture.

To enhance inclusion and to meet growing demand, the National Contact Centre (NCC) also continues to expand its workforce, adding 149 roles in the quarter across internal and outsourced operations. The insourced NCC again exceeded disability workforce inclusion targets with 43% of operational staff identifying as having disability, and 55% as having lived experience of disability.

The NDIA has also appointed Adjunct Professor Janine Mohamed as NDIS DCEO First Nations. Janine is a proud Narungga Kurna woman from South Australia, based on Wurundjeri Country. Janine will lead work on improving access and outcomes for First Nations people with disability.

These changes demonstrate our strong commitment to better support both staff and participants by ensuring the NDIA workforce embraces culture and diversity. This will help us reflect the communities we serve and create a more inclusive and welcoming Agency for participants.

## Quarter 3 updates

This quarter, the NDIA has been focused on:

1. Scheme financial experience
2. Resolving participant requests
3. Key areas of improvement

## Scheme financial experience

Scheme financial experience is monitored against expectations outlined in the 2022–23 Annual Financial Sustainability Report (AFSR). The AFSR was published by the NDIA in December 2023.

While growth has started to stabilise, payments for participant supports and participant numbers have continued to increase and are above June 2023 projections in the 2022–23 AFSR.

Total Scheme expenses for the 9 months to 31 March 2024 were \$30.9 billion (on an accrual basis). This result is a relative improvement of 0.1% compared to the last quarter, at which time payments were higher than budgeted by 1.9%. The main drivers of this difference are:

- **Number of participants** – the total number of Scheme participants at 31 March 2024 was 649,623, which included 277,427 participants aged between 0 and 14 years. Of participants aged between 0 and 14 years, 96,012 had developmental delay and 136,209 had autism. Participants aged between 0 and 14 years represented 43% of Scheme participants.
- **Average payment per participant** – the average payment per participant for the 9 months to March 2024 was lower than the previous quarter, down to 1.8% higher than expectations, an improvement from 2.1% in the December 2023 quarter.

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

- Plan inflation decreasing, with an annualised rate in the quarter to 31 March 2024 down to 7.5%, the lowest rate since September 2021. This continues a downward trend observed since September 2022
- A positive shift in spending behaviours, with a 14% reduction in participants at risk of overspending.

## Resolving participant requests

Since late 2023, the NDIA has received a significant increase in the volume of requests from participants asking for a change to their NDIS plan.

This has led to a higher than average volume of calls and emails to the NCC and NDIS partners, as well as a higher than average number of participants seeking in-person support.

The NDIA is working diligently to improve wait times and resolve delays experienced by participants and to respond as quickly as possible to increased volumes. This includes:

- Establishing a dedicated team to prioritise urgent plan reviews based on participant risk factors
- Recruiting more planners and NCC staff to meet the increasing demand
- Increasing the number of staff supporting participant escalations
- Making enhancements to our computer system to improve efficiencies and participants' experience
- Improving communications with plan managers and support coordinators about the important roles they play in supporting participants to use their NDIS supports appropriately.

A six month remediation plan is underway that prioritises first plans, unscheduled reassessments and targeted scheduled reassessments.

This program of work is increasing the number of staff performing these activities, ensures that staff productivity continues to grow as they become more proficient with the new system, and confirms that inflow drivers for this work are appropriate.

We are prioritising applicant and participant requests, starting with the most urgent cases. Requests will continue to be prioritised based on individual circumstances and will be processed as soon as possible. The Agency continues to engage meaningfully and respectfully with applicants and participants, including when more information is required to complete their request.

Participants can continue to use their plan funding flexibly and are encouraged to work with their early childhood partner or local area coordinator if requiring help. Importantly, participant plans will continue irrespective of any delays in contact.

Participant safety is our number one priority and carefully reviewing participant requests for changes to their plan includes looking at any integrity risks. The NDIA will continue to work with the disability community and support participants to help manage risks such as providers misusing plan funds, using plan funds too quickly, and lack of supporting evidence.

## Key areas of improvement

### Reform for Outcomes, Disability Royal Commission and NDIS Review

The NDIS continues to be life-changing for thousands of Australians, but we know that, for others, it is not working as well as it could and should be.

The NDIA recognises genuine change is needed to ensure the NDIS works for all people with disability. That's why we're working hard to make the NDIS stronger, but it will take time to get it right.

There are several reform efforts underway, including those pending Federal Government direction and decision, namely the \$732.9 million commitment in the 2023-24 Federal Budget to Reform for Outcomes initiatives.

The NDIA's work will also respond to recommendations and outcomes from the:

- Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability
- NDIS Review and National Disability Insurance Scheme Amendment (Getting the NDIS Back on Track No. 1) Bill 2024.

Many of the ideas about how to make the NDIS stronger have come from the disability community.

Following engagement with the disability community, the NDIA has established and is delivering a co-design program across key initiatives to improve outcomes for participants including:

1. Participant pathway
2. Assessment and budgeting
3. Supporting children on the NDIS
4. Navigator function
5. Participant services
6. Psychosocial disability
7. Home and living
8. Integrity
9. Workforce capability and culture
10. Participant safety.

### Reform for Outcomes update

In the 2023–24 Federal Budget, the Government committed \$732.9 million to improving outcomes for participants and ensuring the effectiveness and sustainability of the Scheme for future generations. The Agency has been progressively establishing this program of work in collaboration with people with disability and the disability community.

### **Independent living: Improve the consistency of Supported Independent Living (SIL) decisions**

This participant centric initiative aims to support consistent, equitable and quality home and living decisions that are aligned with the best interests of participants and their families. The NDIA is improving the way we assess applications for home and living funding as well as how we communicate with participants requesting independent living supports in their review or planning meeting. Most home and living applications are now reviewed as part of a Complex Assessment Meeting that incorporates a specialist home and living delegate. The NDIA has observed a stabilisation in the number of participants new to SIL over the past 12 months, reducing by more than 30%.

### **Better planning: Plan over-utilisation**

The NDIA has implemented a proactive contact model with participants who are at risk of overspending their plans, where we work with participants to ensure their spending remains on track and to reduce the risk of plan exhaustion. This has resulted in a positive shift in spending behaviours, with a 14% reduction in the number of participants at risk of overspending their plan.

### **Early investment: Plan reassessments**

The Agency has seen an increased number of participants transition from the NDIS. This is in part from work aimed to identify those who have benefited from early investment NDIS supports through plan reassessment. Figures show the number of participants aged 7–14 (mostly with developmental delay) transitioning from the Scheme has increased from less than 3% per annum 12 months ago to an average of more than 6% per annum over past 2 months.

### **Co-design**

Co-design working groups continue to meet and progress short term priorities including plan flexibility, plan management resources, home and living, workforce capability, and fraud and compliance.

The NDIA is engaging the Disability Representative and Carer Organisations forum and Independent Advisory Council on future co-design topics and activities for the second half of this year.

Strengthening our commitment to the success of co-design initiatives, evaluation of previously prioritised co-design projects (CALD, participant safety, supported decision making, home and living, information gathering for access and planning, First Nations strategy) will also commence shortly.

The Co-design Advisory Group will be working with an independent partner to evaluate NDIA co-design processes over the coming months. Along with evaluation we will also be expanding our co-design work to include the outcomes of the NDIS Review and the changes proposed in the NDIS legislation.

Minister for the NDIS the Hon. Bill Shorten MP introduced NDIS legislation to Parliament on 27 March 2024. This legislation will create the building blocks needed to start making the NDIS stronger.

The legislation, which is currently before Parliament, is aligned with the NDIS Review.

The NDIA will ensure the implementation of any legislative change passed by Parliament is guided by the disability community, including the considered development of supporting rules.

The NDIA is keenly focused on humanising the NDIS for a better participant experience and ensuring the Scheme is there for the future. This means making the NDIS experience about people and not about process, with the voices and needs of people with disability at the heart of all NDIS reforms.

The NDIA will continue to listen and work with the disability community and take the time needed to ensure the changes made are the right ones and will transition to new arrangements in a careful and considered way over time.

### **Fraud and integrity**

Every integrity intervention is accompanied by a participant safety intervention to ensure that genuine participants with genuine needs are receiving appropriate supports.

The NDIA continues to make significant strides in the detection and prevention of fraud and non-compliance. Our ability to do this has been enhanced by the continued work with the multi-agency Fraud Fusion Taskforce (FFT) and investment made by the Federal Government to the Crack Down on Fraud program.

This investment enabled a significant uplift in systems and capabilities. As a result, the NDIA has already implemented an initial 5 capability uplifts:

1. Piloting of myGov for the mobile app
2. Implementation of stronger payment scrutiny for all outbound payments
3. Monitoring of claims against expired plans to protect participant safety
4. Increased pre-payment checks on cash reimbursements
5. A campaign focused on participants that are unable to be contacted.

Work has also continued on the NDIA's compliance approach, including collaborating with providers to raise awareness of their responsibilities and to educate them on how to be compliant when claiming.

The NDIA continues to build on its targeted compliance activity by regularly monitoring and responding to incorrect or unusual claims made by providers.

In the last 2 weeks of this quarter alone, the NDIA detected and prevented thousands of fraudulent claims prior to payment. These claims are leading us to further identify individuals and groups who are colluding with the intent of defrauding the NDIS.

The Crack Down on Fraud program will result in an increase in activity over the coming quarter, as hundreds of providers are either stopped from claiming, banned by the NDIS Commission or prosecuted.

The NDIA is working hard to make sure NDIS participants and providers find it easier to get it right and harder to get it wrong.



## Leah's fight for greater social and economic inclusion

Traralgon's Leah van Poppel is successful, selfless and humble. Some may not know her, but she has worked tirelessly to effect change for people with disability in a world where many have been disadvantaged for decades.

Leah is a significant contributor and influential leader in several national and state disability advocacy and policy development roles. She is actively involved and invested in supporting the NDIA to administer the NDIS and is focused on ways to keep the Scheme sustainable for future generations.

Leah sits on the NDIA Board; she is also principal member of the Independent Advisory Council to the NDIA, a member of the NDIA Strategic Direction and Participant Outcomes Committee and an NDIA Sustainability Committee member.

'I'm interested in how we can make it better for women and girls in the Scheme, especially the ones who have disabilities that aren't diagnosed as early or as well as they should be,' Leah said.

Born blind in the 80s', the 43-year-old said she was discriminated against many times growing up and says no one should have to experience that kind of behaviour. 'Mum had to fight the local preschool and primary school so I could attend,' Leah said.

'The Disability Discrimination Act didn't exist. Mainstream schools could say no to enrolling kids with disabilities.'

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Looking to create a positive change for others with disability, Leah poured herself into study completing a Bachelor of Arts and English Literature at Macquarie University.

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She started her first job in the public service at the Deafness Council of WA before moving to Victoria to work in several notable disability advocacy and policy development roles.

'One of my proudest career moments is working at AFDO (Australian Federation of Disability Organisations) championing for an NDIS,' Leah said.

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'I remember feeling so proud when Julia Gillard announced the NDIS in Parliament. It was an incredible moment and it's been great to see it all come to life,' Leah said.

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While there's still more work to do on the NDIS to improve the Scheme, Leah is proud of the lives it has helped change including her own.

# Section 1: Participants and their plans

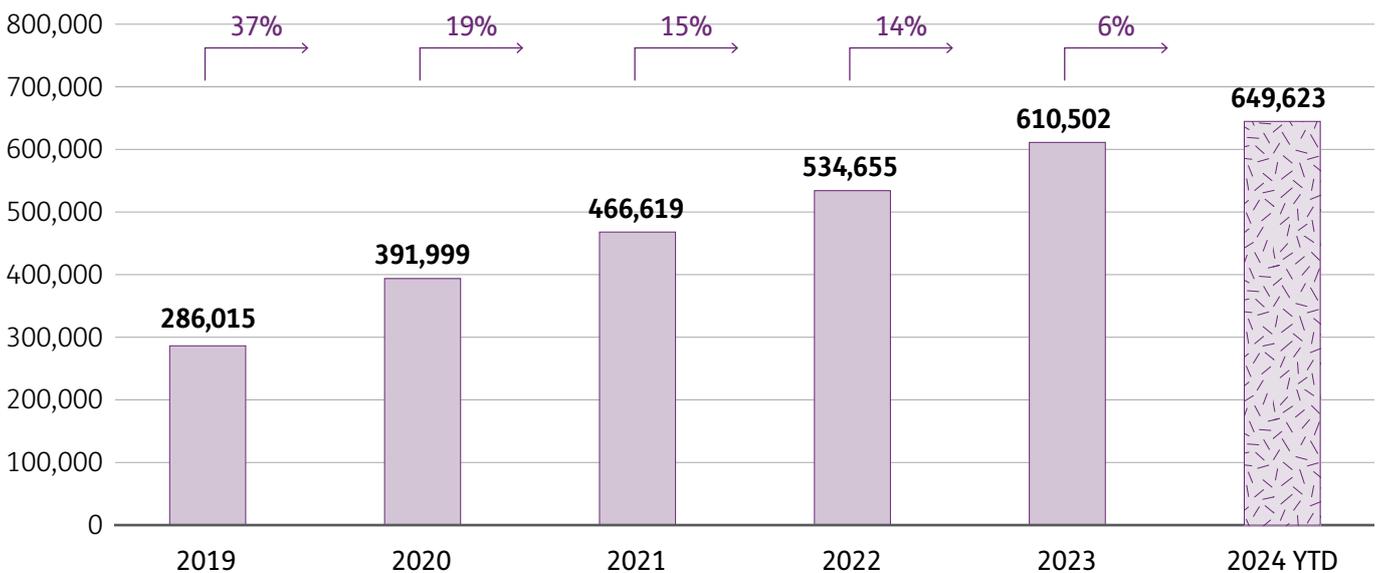


More than 649,000 participants are receiving support from the NDIS, and almost 8,000 participants entered the Scheme during the quarter.

## 1.1 Number of participants in the Scheme

At March 2024, 649,623 participants had approved plans.<sup>2</sup> This represents a 0.5% net increase from last quarter (a net increase of 3,174 participants since December). The quarterly increase is lower than recent quarters due to processing volumes being temporarily impacted by adaptation to the new computer system.

Figure 1: Active participants with approved plans and percentage increase over time for years ending 30 June<sup>3</sup>



<sup>2</sup> 51,689 participants with approved plans have left the NDIS in the period between 1 July 2013 and 31 March 2024.

<sup>3</sup> 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 6% of 5 to 7 year-old females being NDIS participants.

Participation rate refers to the proportion of the Australian population who are NDIS participants. The rate varies by age and gender, reflecting the prevalence of different disability types.

Overall, the rate of participation in the NDIS rises steeply from birth, peaking at roughly 10% between the ages of 5 and 7. The rate then declines steadily to around 1% by age 35, before rising gradually to 2% by age 56. The shape of these participation rates reflects the age and disability profile of participants in the Scheme, with over half of all NDIS participants younger than 18.

Participation rates for males and females differ considerably at younger ages. At the peak, at age 6, the participation rate for males (13.4%) is more than double that of females (5.9%).

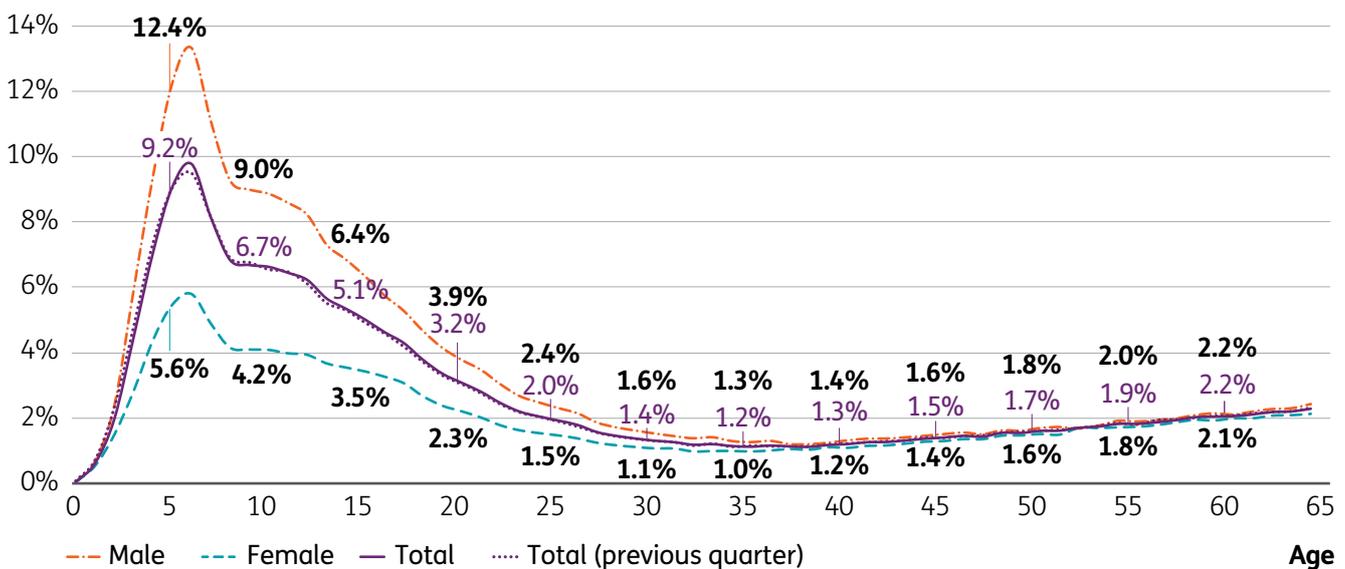
Much of the difference in participation rates by gender can be explained by differences in diagnosis by disability type. For NDIS participants younger than 18, the most prevalent disability types are autism and developmental delay. Both disability types have higher diagnosis rates in males than females.

Psychosocial disability and intellectual disability are a high proportion of the remaining disability types.

Participation rates at ages up to 4 are slightly lower than last quarter’s results, decreasing by up to 0.3 percentage points. Participation rates at ages 5 and above are similar to last quarter’s results, with the exception of the participation rate at age 6 which is 0.3 percentage points higher than last quarter.

The participation rates by age and gender in each service district are shown in the supplements.

Figure 2: Participation rates<sup>4</sup>



<sup>4</sup> There were 9,622 participants aged 0 to 64 years with a gender of “Other” at 31 March 2024. The participation rates for this group are included within the total rates.

### 1.3 Participant characteristics

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

Of the 7,905 participants entering and receiving a plan in the quarter:

- **11.6%** were First Nations Peoples<sup>5</sup>
- **7.4%** were CALD<sup>6</sup>
- **2.1%** were from remote and very remote areas.<sup>7</sup>

The NDIA has co-designed a new CALD strategy and action plan for 2024-28, that was released at the end of April 2024.<sup>8</sup> The NDIA is committed to co-design a new First Nations Strategy. Since December 2023, the NDIA has established a First Nations group that will lead the NDIA's work to improve access and outcomes for First Nations people with disability.

The total proportion of First Nations participants in the Scheme has increased slightly to 7.9% from 7.8% last quarter.

The NDIA continues to focus on current and new initiatives to support First Nations Peoples and remote participants understand, access, navigate, and utilise the Scheme. Exploration is underway to test alternative commissioning approaches to help address thin markets and improve access to supports in remote areas. To build on the NDIA's work to date, a Deputy CEO First Nations has been appointed and a First Nations Branch has been established to lead the NDIA's work to improve access and outcomes for First Nations participants. CALD and remote participation are similar to that observed in previous reports.

5 This compares to 8% of the Australian population identifying as First Nations Peoples who have a need for assistance.

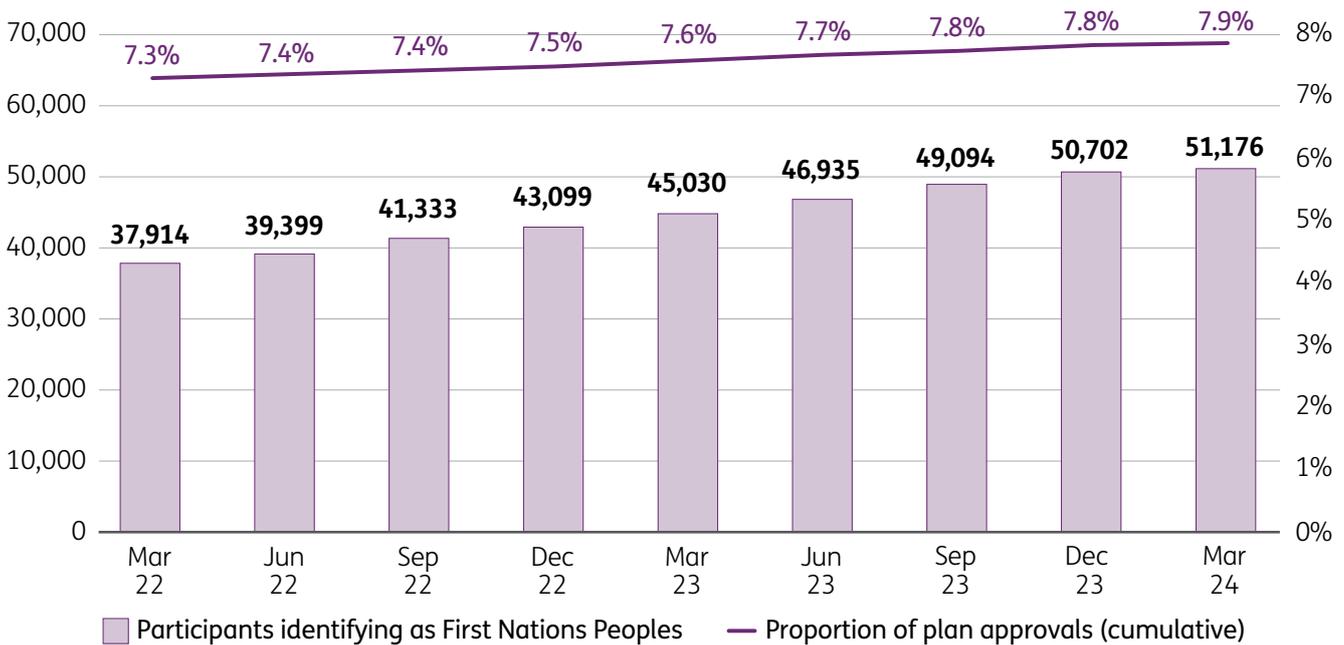
Source: Census of Population and Housing 2021 ("Need for Assistance" variable), Persons Place of Usual Residence, by Indigenous Status.

6 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 computer system, the opportunity to collect improved data on participants should allow better identification of CALD participants.

7 This compares to 2% 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.

8 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>

Figure 3: Cumulative number and proportion of First Nations participants<sup>9</sup>



### Younger People in Residential Aged Care (YPIRAC)

#### The YPIRAC targets

The Federal Government is committed to achieving the YPIRAC targets which seek to ensure that, apart from where there are exceptional circumstances, there are no people younger than 65 living in aged care by 2025. The NDIA is supporting this commitment with a team of dedicated YPIRAC Planners and Accommodation Officers.

#### The NDIA's focus on YPIRAC

Since 1 July 2016, 1,131 participants have left residential aged care and are now in a more appropriate accommodation setting.

At 31 March 2024, there were 1,307 participants younger than 65 in residential aged care with an NDIS approved plan, including 28 who were younger than 45. Since 31 December 2023, 31 participants younger than 65 were recorded to have entered residential aged care or received their first plan while living in residential aged care.

As at 31 March 2024, 435 younger people in residential aged care have a goal to leave residential aged care, including 14 younger than 45. The NDIA is committed to supporting the transition of young people living in residential aged care to appropriate accommodation, and stopping entries of young people into residential aged care, except in very limited exceptional circumstances.

<sup>9</sup> <https://dataresearch.ndis.gov.au/explore-data> has detail on numbers of CALD participants and remote and very remote participants.

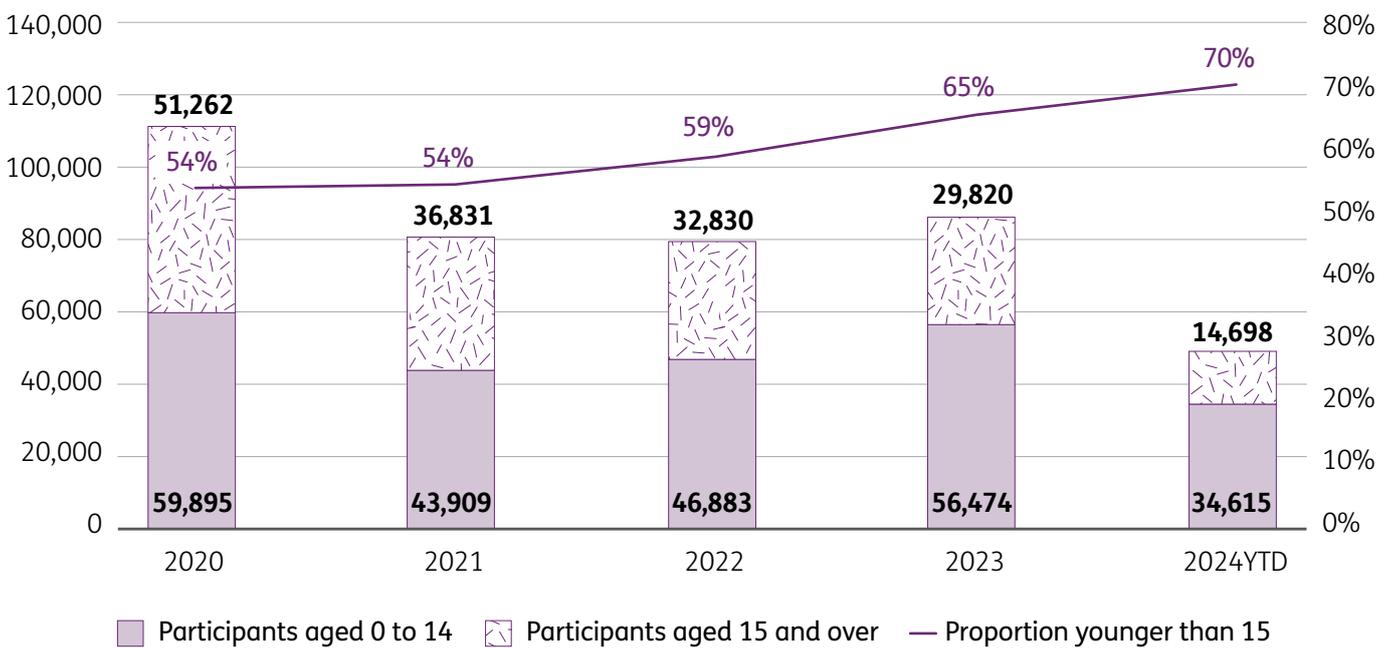
## 1.4 Children in the NDIS

At 31 March 2024, there were 153,174 children younger than 9 with an NDIS plan, and a further 10,779 accessing early connections.

### Children in the NDIS (younger than 15)

The number of children entering the Scheme continues to grow at a faster rate than older participants. Of the 49,313 participants entering and receiving a plan in the year to date, **70%** were children younger than 15. This is a continuation of the increasing proportions of younger participants joining the Scheme.

Figure 4: Number and proportion of participants by age band entering by financial year ending 30 June



### Children in the NDIS (younger than 9)

From 1 July 2023 the NDIA extended access to early childhood arrangements through its early childhood Partners in the Community to children younger than 9. These arrangements had previously been available to children younger than 7. This change ensures children, and their families are supported by an early childhood partner during and after their transition to primary school.

Overall, **10,940<sup>10</sup>** children were supported by the early childhood approach (of which **10,779<sup>11</sup> (99%)** were accessing early connections). Not all children need to apply for the NDIS because some will receive early connections, along with support from mainstream and community services.

Throughout the quarter, the NDIA continued to focus on improving access to supports for children and families in remote and very remote areas. This effort contributed to 180 children meeting access criteria to participate in the NDIS, of which 93 identified as First Nations families. Of the 153,174 children younger than 9 with an approved plan as at 31 March 2024, 3,118 were children in remote and very remote areas.

10 The number of children supported by the early childhood approach who are not receiving early connections in this figure does not include data from the new computer system.

11 An overstatement in last quarter's figure for the number of children accessing early connections was identified. As a result, the figure reported this quarter is not comparable to the figure reported last quarter.



## NDIS employment supports help Ian prepare for and find work

Palmerston NDIS participant Ian said having school leaver employment supports in his plan is what helped him to secure paid work at Bunnings.

In his last few years at school, the now 20-year-old was able to engage Northern Territory service provider YouthWorX NT to help him build his life and employment skills.

‘When I left school, I really didn’t know what job I wanted to do,’ Ian said. ‘I have autism, so all I knew was I was a hands-on type of guy who liked helping people out.’

Finding it increasingly difficult to engage with people, Ian’s confidence was plummeting. ‘It’s always been difficult for me to talk to people. I know what I wanted to say in my head, but I just can’t get the words out, so it was easier to avoid conversations,’ he said.

Also receiving occupational and speech therapies through his NDIS plan, Ian’s youth development coach, Keidan Holt, said the once shy guy isn’t anymore. ‘Ian has certainly come out of his shell. Every time I see him he’s improving. It really shows in the way he presents himself socially and at work. I’m really proud of him,’ Keidan said.

‘We put Ian through a few courses. He got his First Aid Certificate, his Construction White Card and completed a Certificate I in Developing Independence. ‘We also got Ian some work experience to see what it was he wanted to do. Then we used all those experiences, achievements and professional relationships to include in his resume.’

Ian said it was an organised guided industry tour that really made him want to work at Bunnings. ‘We were shown how they did things – how the store operated, all the different areas, their health and safety rules, to give us an idea of what a job at Bunnings looked like.

‘I thought I wouldn’t mind a job there. It looks like a really good place to work.’

Now 2 months into his new team member role, Ian is loving his new job and he’s settled in well. Punctual, hardworking, respectful and polite, Ian’s dedication is certainly paying off. ‘Bunnings has offered me more work; a part-time contract in the plant and garden aisles. I’m stoked,’ he said.

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**‘The best thing about working at Bunnings is going outside and doing stuff. It’s an actual job! If I didn’t have my school, my NDIS planner and Keidan helping me out, I wouldn’t have been able to get a job on my own,’ he said.**

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## Section 2: Participant and family/carer outcomes



The NDIS is having a positive impact on the lives of participants, and their families and carers.<sup>12</sup>

### 2.1 Participation in work and community and social activities<sup>13,14</sup>

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 2 years have seen their community and social participation increase, since they first entered.** Specifically, comparing responses at the most recent plan reassessment (between 2 and 7 years after entry) with responses at Scheme entry<sup>15</sup>:

- **Six** percentage point increase from **33%** to **39%** for participants aged 15 to 24 years
- **Nine** percentage point increase from **35%** to **44%** for participants aged 25 to 34 years
- **Seven** percentage point increase from **35%** to **43%** for participants aged 35 to 44 years
- **Six** percentage point increase from **35%** to **41%** 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 41% for participants aged 15 years and older.**

The overall result of 41% compares to a 2023–24 target of 46%.

In general, the increase in participation in community and social activities has improved the longer participants have been in the Scheme.

Combining all age groups<sup>16</sup>, the increase for participants who have been in the Scheme for 2 years was 4 percentage points (from 33% to 37%). For participants who have been in the Scheme for 5, 6 or 7 years, participation in social and community activities increased by at least 10 percentage points for each cohort, by 10, 12 and 15 percentage points, respectively.

12 The results are based on responses provided to the outcomes framework questionnaires. Responses are collected at Scheme entry (baseline) and at subsequent plan reassessments.

13 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.

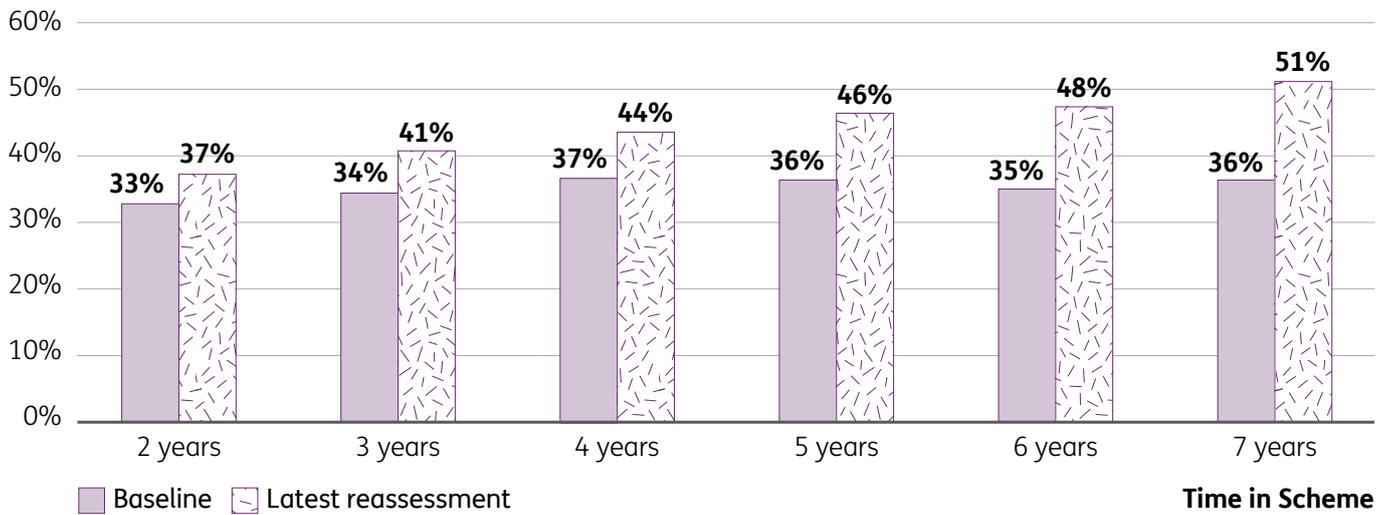
14 The participant age reported in this section is as per their latest plan reassessment.

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

16 Ibid.

Figure 5: Percentage change in the participation rate in social activities

Participants aged 15 years and over



Participation in work

The percentage in a paid job for those in the Scheme for at least 2 years continues to be relatively stable overall. However, the percentage in a paid job and the change by number of years in the Scheme differs by age group. For instance, the largest percentage increase was for participants in the 15 to 24 age group, consistent with participants entering the workforce for the first time. The percentage in a paid job remains stable or declines for all other age bands. Specifically, comparing responses at the most recent plan reassessment (between 2 to 7 years after entry) with responses at Scheme entry<sup>17</sup>:

- **Eleven** percentage point increase from **10%** to **22%** for participants aged 15 to 24 years<sup>18</sup>
- **Two** 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<sup>19</sup>
- **Five** percentage point decrease from **13%** to **8%** for participants aged 65 years and older<sup>20</sup>
- **Two percentage point increase from 21% to 23% for participants aged 15 to 64 years.**

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

18 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.

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

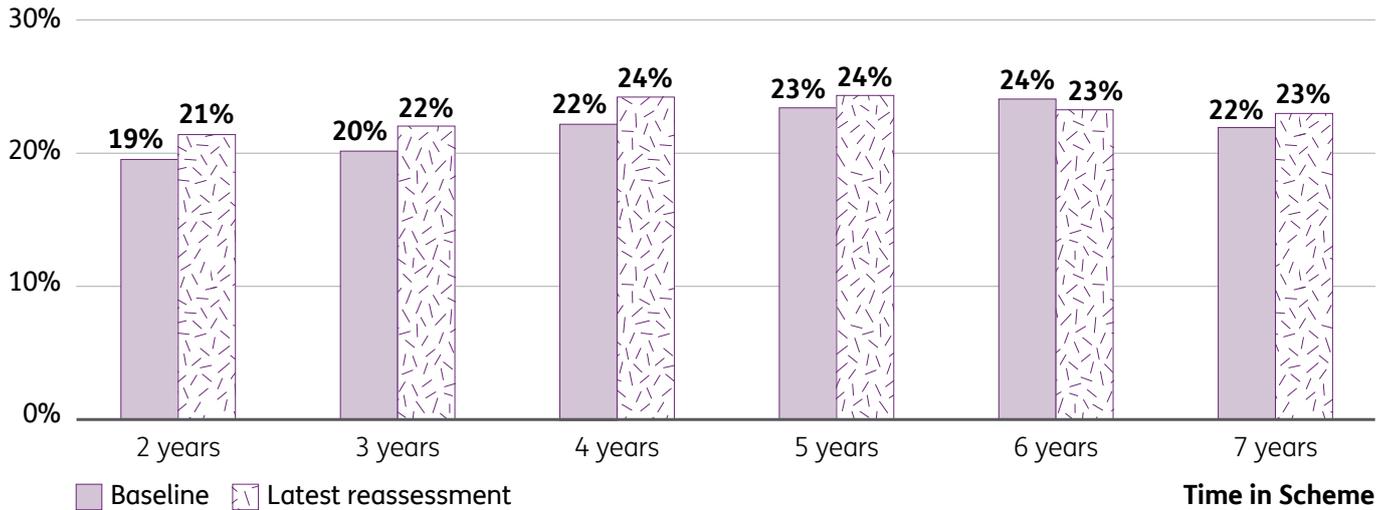
20 Ibid.

The overall result of 23% of participants aged 15 to 64 years in paid work compares to a 2023–24 target of 26%.

For participants who are of working age (15 to 64) and who have been in the Scheme for 2 years, the percentage in work has increased slightly from 19% to 21%. For participants who have been in the Scheme for 7 years, the percentage of participants in work has increased from 22% to 23%.

Figure 6: Change in the percentage of participants in work

Participants aged 15 to 64 years



Family/carer employment rate

**The percentage of parents/carers in a paid job for participants who have been in the Scheme for at least 2 years has improved over time.** Specifically, comparing responses at the most recent plan reassessment (between 2 and 7 years after entry) with responses at Scheme entry, there has been a<sup>21</sup>:

- **Six** percentage point increase from **45%** to **52%** for parents/carers of participants aged 0 to 14 years
- **Two** percentage point increase from **47%** to **49%** for parents/carers of participants aged 15 years and over.

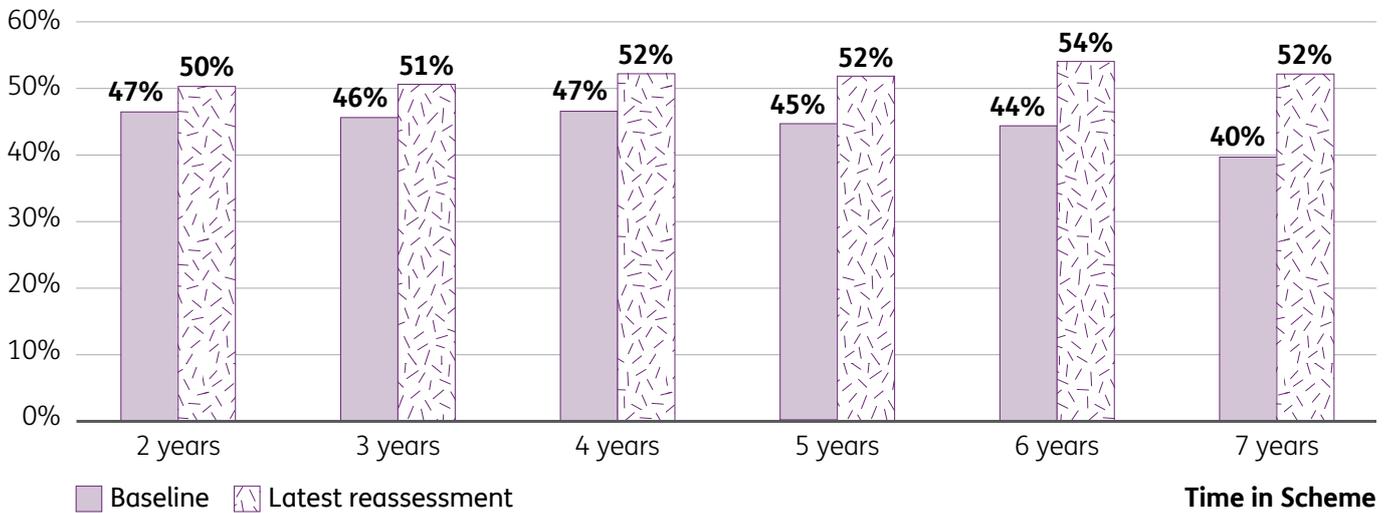
Overall, for parents/carers of all participants, there has been a 5 percentage point increase, from 46% to 51%, slightly above the 2023–24 target of 50%.

Considering all families and carers of participants of all ages in the Scheme for at least 2 years, larger improvements in the percentage in work are seen where the participant has been in the Scheme for longer. For instance, 50% of those who have been in the Scheme for 2 years were in work at second reassessment, compared to 47% at baseline. Those families and carers of participants in the Scheme for 6 years improved from 44% to 54% and those in the Scheme for 7 years improved from 40% to 52%.

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

Figure 7: Change in the percentage of families and carers of participants in work

Families and carers of participants of all ages



## 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 2 years.

These questions have been updated from October 2023, to allow more meaningful analysis of participant and family/carer perceptions.

### 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 showed<sup>22</sup>:

- **Nine** percentage point increase from **61%** to **70%** for participants aged 15 to 24 years
- **Eleven** percentage point increase from **66%** to **77%** 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.**

The overall result of 77% of participants aged 15 years or older with positive perceptions of whether the NDIS has helped with choice and control compares to a 2023–24 target of 75%.

### Other “Has the NDIS helped?” questions

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

Figure 8 shows the percentages responding positively at first assessment and at latest reassessment, as well as the change between the 2 time points.

Figure 8: “Has the NDIS helped?” – participants aged from birth to before starting school<sup>23</sup>

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.

<sup>22</sup> Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.

<sup>23</sup> Ibid.

Figure 9 shows the percentages responding positively at first assessment and at latest reassessment, as well as the change between the 2 time points.

Figure 9: “Has the NDIS helped?” – participants from starting school to age 14<sup>24</sup>

Domain	First assessment %	Latest reassessment %	Percentage point change
Daily living (independence)	62	74	+12
Lifelong learning (access to education)	42	52	+10
Relationships (with family and friends)	51	61	+10
Social, community and civic participation (social and recreational life)	46	54	+8

For young adults aged 15 to 24 years, Figure 10 shows the percentages responding positively at first assessment and at latest reassessment, as well as the change between the 2 time points.

Figure 10: “Has the NDIS helped?” – participants aged 15 to 24<sup>25</sup>

Domain	First assessment %	Latest reassessment %	Percentage point change
Choice and control	61	71	+9
Daily living	61	72	+12
Relationships	50	55	+5
Home	23	22	-1
Health and wellbeing	44	51	+8
Lifelong learning	36	38	+2
Work	18	18	0
Social, community and civic participation	55	63	+8

From Figure 10, the largest improvement over time in the Scheme has been observed for the daily living domain (12 percentage point increase). Strong improvements have also been observed for choice and control (9 percentage point increase), relationships (5 percentage point increase), health and wellbeing (8 percentage point increase) and social, community and civic participation (8 percentage point increase). Lifelong learning showed a marginal increase (2 percentage point increase). There was a slight decline for home while there was no material change for work.

<sup>24</sup> Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.

<sup>25</sup> Ibid.

For participants aged 25 years and over, perceptions tend to be more positive than for those aged 15 to 24, and the older adult group also shows a stronger improvement over time. Figure 11 shows the percentages responding positively at first assessment and latest reassessment, as well as the change between the 2 time points.

Figure 11: “Has the NDIS helped?” – participants aged 25 and over<sup>26</sup>

Domain	First assessment %	Latest reassessment %	Percentage point change
Choice and control	69	80	+11
Daily living	73	84	+12
Relationships	53	63	+10
Home	31	36	+5
Health and wellbeing	52	62	+10
Lifelong learning	30	33	+3
Work	19	20	0
Social, community and civic participation	60	70	+11

From Figure 11, the largest improvements over time in the Scheme have been observed for daily living and choice and control (12 and 11 percentage point increases, respectively). Strong improvements have also been observed for relationships (10 percentage point increase), health and wellbeing (10 percentage point increase) and social, community and civic participation (11 percentage point increase). By contrast with the younger adult group, there was an improvement for the home domain (5 percentage point increase).

Similar to the younger adult group, lifelong learning showed a marginal increase (3 percentage point increase), and there was no material change for work.<sup>27</sup>

### Results continue to improve with time in the Scheme

Responses tend to become more positive the longer a participant has been in the Scheme.

While these results are encouraging, the analysis also indicates there are areas where outcomes could be improved. For example, for participants aged 25 and over, after at least 2 years in the Scheme, only 20% agreed that being in the NDIS had helped them find a suitable job, almost unchanged from their first plan reassessment.

<sup>26</sup> Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.

<sup>27</sup> Noting that the education and housing systems have a major role to play in the lifelong learning and home domains.



### Desney's special time with granddaughter fills their lives with joy

Sydney author Desney can't wipe the smile off her face. She's making a wish on a dandelion with 2-year-old granddaughter Zara, who laughs, climbs up on Desney's wheelchair and cuddles up close to help blow the dandelion with her 'Nan Nan' before skipping off for a swing.

'Zara is so affectionate, so loving, and we have so much fun together, it's very special for me to have this time together, and special for her too,' Desney says.

It's a perfect day with her family at Collaroy Beach playground for Desney, who has survived multiple strokes and can no longer stand or mobilise alone. And it's a long way from the dark years Desney spent stuck at home before she joined the NDIS about 8 years ago.

'I call those my horrible years,' Desney says. 'I was so isolated and lonely, for about 2 and a half years, I was living on my bed, getting weaker and weaker.'

That was before Desney had NDIS supports including exercise physiology and a team of support workers like Marc who has taken her to the beach park today to enjoy the outdoors and spend time with her family.

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**'The NDIS saved my life. I know it sounds dramatic, but I think without the NDIS, I wouldn't be here,' Desney says.**

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'It gave me access to supports to build up my strength again and get me out in my community, spending time in nature, and with my family. It gave me back my life.'

Recently, NDIS support has also given Desney the chance to form a strong bond with her grandchild – something she feared she might not have.

Desney's fears were unfounded. Zara is now 2, and she and Desney are the best of friends. 'We have such a rich and wonderful relationship, it brings so much joy to my life,' Desney says. 'It's so appropriate that her middle name is Joy.'

Desney says their close relationship is only possible because of supports she has through her plan. 'For the past 2 years, I've had wonderful support workers who take me out to visit Zara every fortnight,' Desney explains.

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**'Without the NDIS I wouldn't have that. I would be stuck at home isolated as I used to be, instead of spending time with the people I love.'**

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## Section 3: Participant experience



The NDIS is committed to delivering a high quality experience for all participants.

### 3.1 Participant Service Guarantee<sup>28</sup>

The PSG sets clear timeframes for key NDIS processes.

In the March 2024 quarter, performance against the range of PSG measures has been impacted by the adaptation to the new computer system and processes, as well as the significantly higher than average number of participants seeking a review of their NDIS plans. Performance was measured for 10 PSGs, with one meeting the PSG timeframes. It is acknowledged that PSG performance is not meeting the guarantee across the areas of Access, First Plans, Plan Reassessments and Reviewable Decisions.

PSG	Service type	Description of the service being guaranteed	Service Guarantee	Performance in the March 2024 quarter <sup>29</sup>
2	Access	Make an access decision, or request for more information, after an access request has been received	21 days	49%
4	Access	Make an access decision, or request for additional information, after more information has been provided.	14 days	53%
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	55%
7	Planning	Approve a plan for ECA participants, after an access decision has been made	90 days	98%
8	Implementation	Offer to hold a plan implementation meeting, after the plan is approved.	7 days	80%
11	Plan reassessment <sup>30</sup>	Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date	56 days	65%
12	Plan reassessment <sup>31</sup>	Decide whether to undertake a Participant Requested Plan reassessment, after the request is received	21 days	21%

<sup>28</sup> <https://www.ndis.gov.au/about-us/policies/service-charter>

<sup>29</sup> For the March 2024 quarter, performance is measured from available data on processes and dates on the new computer system. Milestones being built into the new computer system will improve the capture of performance data.

<sup>30</sup> Excludes reassessments initiated prior to migrating service processes to the new computer system.

<sup>31</sup> Ibid.

PSG	Service type	Description of the service being guaranteed	Service Guarantee	Performance in the March 2024 quarter <sup>29</sup>
13	Plan reassessment <sup>32</sup>	Complete a reassessment, after the decision to accept the request was made	28 days	63%
14	Plan variations	Amend a plan, after the receipt of information that triggers the plan amendment process	28 days	63%
17	Reviewable decisions	Complete an internal Review of a Reviewable Decision, after a request is received	60 days	20%

Note: The NDIA’s participant check-in process ensures that every scheduled reassessment begins with a 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.

The NDIA has implemented a remediation plan to address the timeframes and improve the participant experience and PSG performance measures. The plan includes increasing the number of planners and NCC staff; triaging urgent plan reviews and participant escalations; prioritising first plans, unscheduled reassessments and targeted scheduled reassessments. The plan also aims to increase the number of staff performing these activities and ensures that staff productivity continues to grow as they become more proficient with the new system. The NDIA is also engaging with Plan Managers and Support Coordinators about the important role they play in supporting participants to engage with their NDIS supports.

In addition, system enhancements are scheduled over the next 6 months to improve efficiencies and ensure the participant experience continues to improve.

The NDIA expects that performance against the PSG measures will be lower than anticipated for around the next 3-6 months as it focusses on remediating the backlog of participant requested reviews. Progress against this plan will be closely monitored to track improvement in participant wait times.

### 3.2 Home and living decisions

**The NDIA is supporting participants and their families to have access to information and capacity building to explore alternative living options.**

The end-to-end process duration for home and living applications tracks the time taken from receipt of a home and living application form through to plan implementation.<sup>33</sup>

All home and living applications are prioritised based on an escalation and prioritisation matrix. This manages risks associated with safety, quality and outcomes to serve the best interests of participants.

<sup>29</sup> For 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>32</sup> Excludes reassessments initiated prior to migrating service processes to the new computer system.

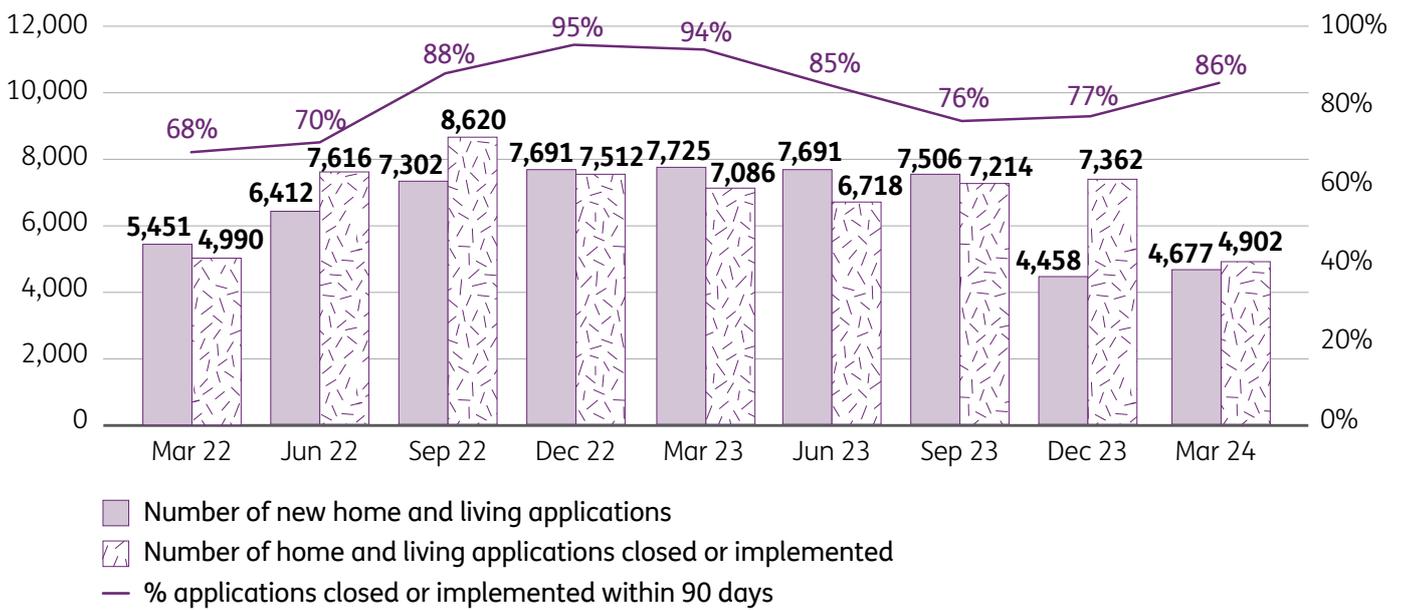
<sup>33</sup> The time taken for participants to respond to requests for further information (RFI) has been removed from the duration.

Section 3: Participant experience

Over the March 2024 quarter there were 4,677 new home and living applications received, similar to the applications of 4,458 in the Decemeber 2023 quarter but below the quarterly average of 7,653 new requests over the 12 months to September 2023. In the March 2024 quarter, 2,353 or 50% of new home and living applications received have been flagged as relating to plan reassessment requests (PRR) associated with a change in circumstances.

In the March 2024 quarter, 4,902 home and living applications were closed or implemented and 86% (3,365) were finalised within 90 days.<sup>34,35</sup>

Figure 12: Home and living applications – new, closed and % closed within 90 days<sup>36</sup>

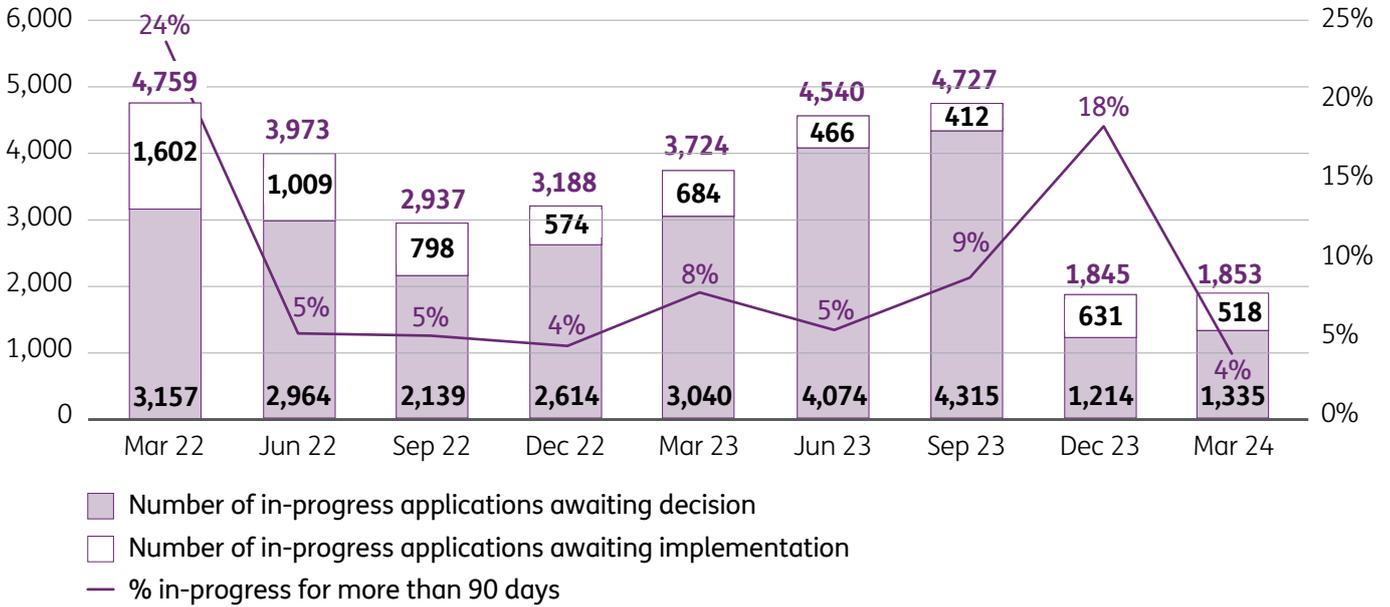


As at 31 March 2024, 1,853 applications remained in-progress. Of these in-progress applications, 1,335<sup>37</sup> were waiting for a decision, while a further 518 were waiting for supports to be implemented in a plan. As at 31 March 2024, 690 (37%) in-progress applications have been flagged as relating to PRR associated with a change in circumstances. Due to lower volumes of new home and living applications over recent quarters, the proportion of applications that have remained in-progress for more than 90 days has decreased from 18% (336 applications) as at 31 December 2023 to 4% (73 applications) as at 31 March 2024.

Over the December 2023 and March 2024 quarters, the NDIA has continued implementation of the independent living initiative as part of the 2023–24 Federal Budget Reform for Outcomes initiatives. This participant centric initiative aims to support consistent, equitable and quality home and living decisions that are aligned with the best interests of participants and their families. The majority of home and living applications are now reviewed and endorsed prior to approval during a Complex Assessment Meeting that incorporates a specialist home and living delegate.

34 An application is considered closed if an application is cancelled or rejected, a participant is declined all home and living supports, or an application won't progress to implementation (e.g. deceased, participant chooses not to proceed etc.). An application is considered implemented once a participant has a new approved plan.  
 35 975 of the 4,902 applications that were closed or implemented had no data on the closure date and were excluded from the percentage of applications closed or implemented within 90 days.  
 36 Applications that have been closed or implemented with no data on the closure date have been excluded from the percentages of applications closed or implemented within 90 days.  
 37 The NDIA is waiting on additional information from participants for 582 out of the 1,335 applications awaiting a decision.

Figure 13: Home and living applications – in-progress awaiting decision or implementation, % in-progress for more than 90 days<sup>38</sup>



### 3.3 Hospital discharge

The NDIA is continuing to focus on the safe and timely discharge of NDIS participants from hospital.

The NDIA is working with the Commonwealth, State and Territory governments on a continued commitment to improving the safe and timely discharge of NDIS participants from hospital. In the March 2024 quarter:

- The NDIA target of contacting NDIS participants within 4 days of the NDIA being notified of a participant’s admission was achieved for **78%** of participants in the March 2024 quarter, an improvement from **75%** in the December 2023 quarter.
- The average number of days between a NDIS participant being medically ready for discharge and being discharged was **21 days** in the March 2024 quarter, consistent with the December 2023 quarter. Overall, the discharge of participants has improved over the last 12 months, from **30 days** in the March 2023 quarter.

The NDIA is continuing to refine the hospital interface pathway to improve its efficiency and streamline the experience for participants in hospital. Additional steps are also being taken to further support the safe and timely discharge of NDIS participants from hospital, including:

- Immediate re-allocation of additional resources to support higher-than-expected volumes
- Additional reporting to enable better redirection of resources.

The NDIA is also working closely with states and territories to enhance their understanding of the hospital interface pathway, including the provision of information packages and information sessions. Further, escalation pathways are in place for all states and territories to prevent delays for people who are medically ready for discharge.

<sup>38</sup> Applications on hold are excluded from the in-progress applications.

### 3.4 Complaints, participant critical incidents, review requests and Administrative Appeals Tribunal cases

The NDIA is seeing a decrease in the number of RoRD cases as well as the number of Administrative Appeals Tribunal (AAT) cases, while the number of complaints are higher compared to previous quarters.

#### Complaints<sup>39,40,41,42</sup>

Complaints may be lodged by participants or their representatives, or by others including members of the public, other government agencies or community organisations.

The NDIA maintains a service standard under which it aims to resolve 90% of complaints within 21 days after they are received. In the last 3 quarters, the Agency has experienced higher than usual levels of contact from participants, which has resulted in increased volumes of complaints.

In February 2024 the NDIA released a new NDIS Enquiries, Feedback and Complaints Policy that aims to:

- Provide a feedback process that is easy to understand and follow
- Help address issues that are raised with the NDIA sooner and better
- Support people to feel safe to share their experiences with the NDIA
- Listen and respond to those who share their feedback to improve the delivery of the NDIS.

Participant complaints as a proportion of active participants averaged 5.9% over the 2 quarters to June 2022, then improved to 4.7% by the December 2022 quarter. The participant complaint rate then increased each quarter from June 2023 to December 2023, and increased further to 11.0% in the March 2024 quarter, with complaints lodged by representatives increasing more so than complaints directly from the participants. While the trend of increasing participant complaints may continue in the short term, the national rollout of the new computer system, and continuous improvement of processes, will improve services and help to reduce complaints in future periods.

848 complaints were received from providers over the quarter, which is equivalent to 7.7% of registered providers making a complaint and is an increase on previous quarters. A further 482 complaints were received from other sources in the March 2024 quarter.

39 In the 'My Customer Requests' tile launched in October 2019, it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. Previously, the single source was often recorded as a participant regardless of whether a provider was associated with the complaint.

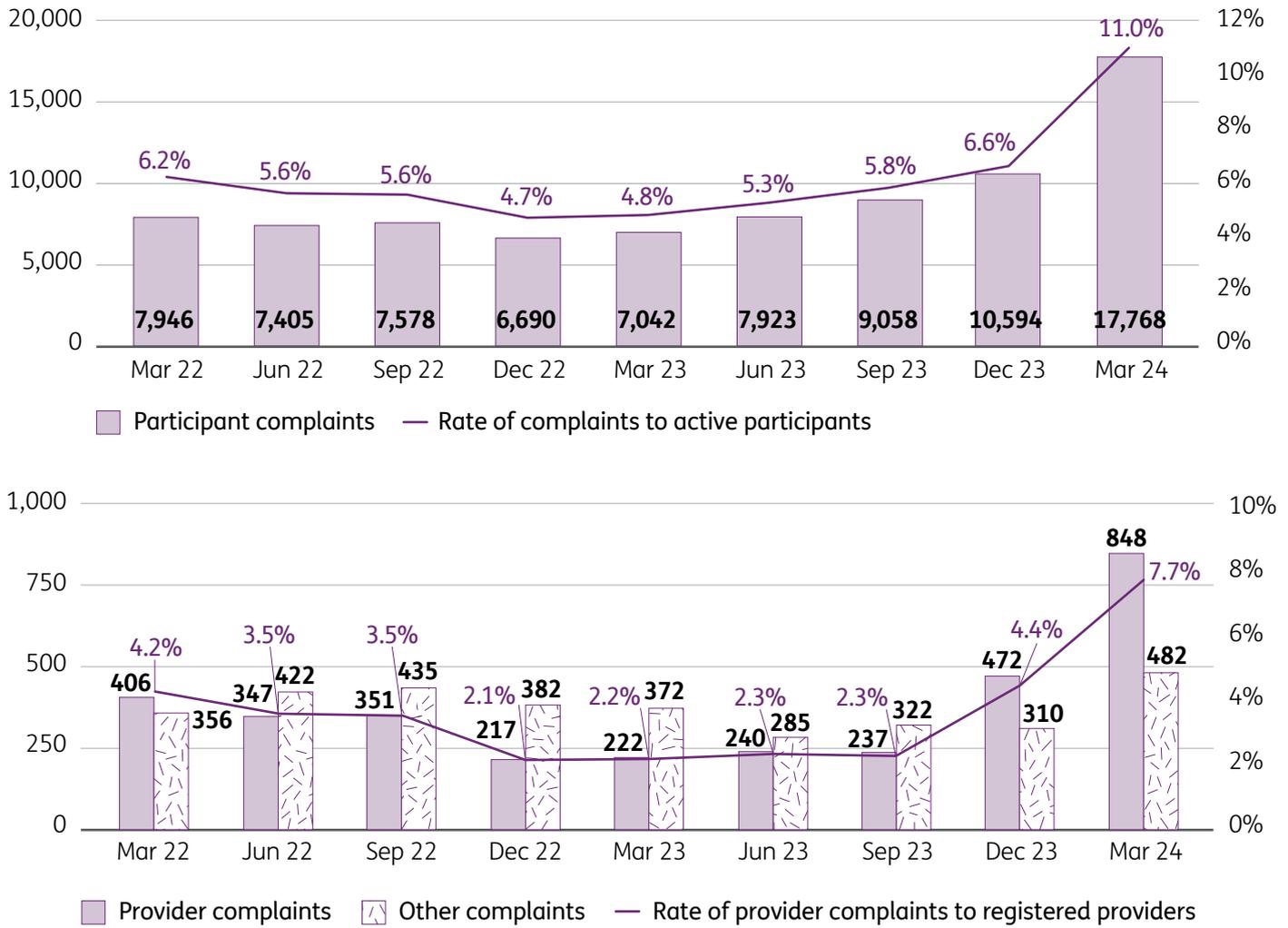
40 The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection.

41 Numbers may change as complaints reporting in the new computer system is refined including identifying complaints lodged via multiple channels.

42 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 QRDM onwards, see later in the section for further details.

Section 3: Participant experience

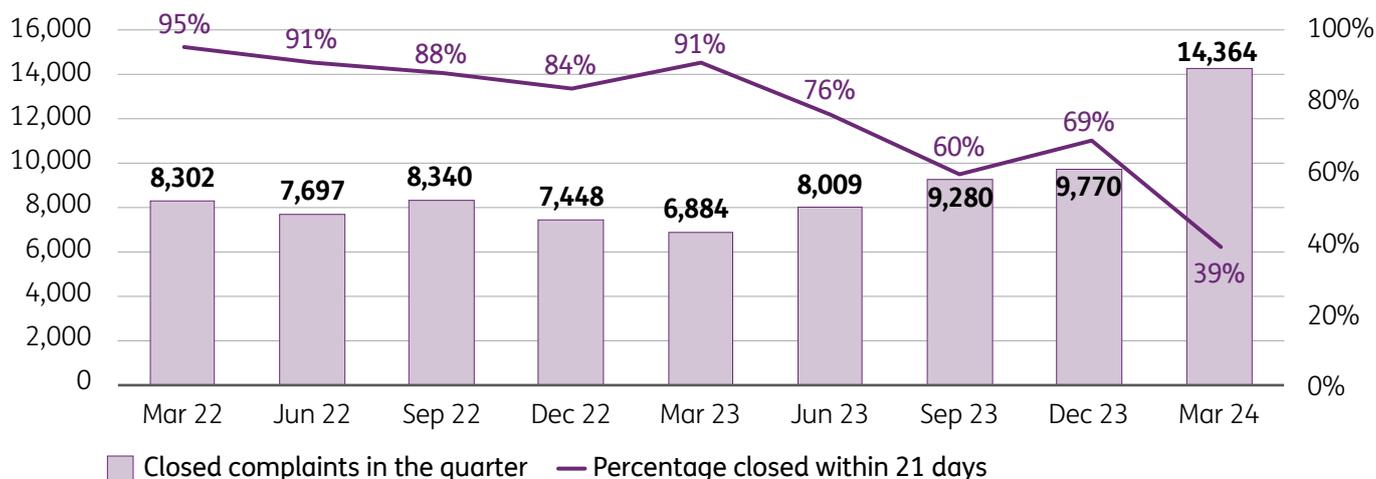
Figure 14: Number and proportion of participant (top), and provider and other (bottom) complaints over time



In the March 2024 quarter, 86% of participant complaints closed had an outcome with the desired action completed.

On average, 69% of complaints have been closed within 21 days in the 3 quarters to 31 December 2023. However, in the March 2024 quarter only 39% of complaints were closed within 21 days. This proportion has declined from levels seen in 2022 (where the average was 90% for the year). The NDIA is monitoring workloads and is working to close complaints as soon as possible.

Figure 15: Closed complaints and percentage completed within 21-day timeframe



The increased volume of complaints in the recent quarters has resulted in an increase in the percentage of complaints open for more than 21 days, from 44% at December 2023 to 53% in the March 2024 quarter. The NDIA is prioritising the resolution of these complaints and is supporting its workforce to continue to build capability with the new system and processes.

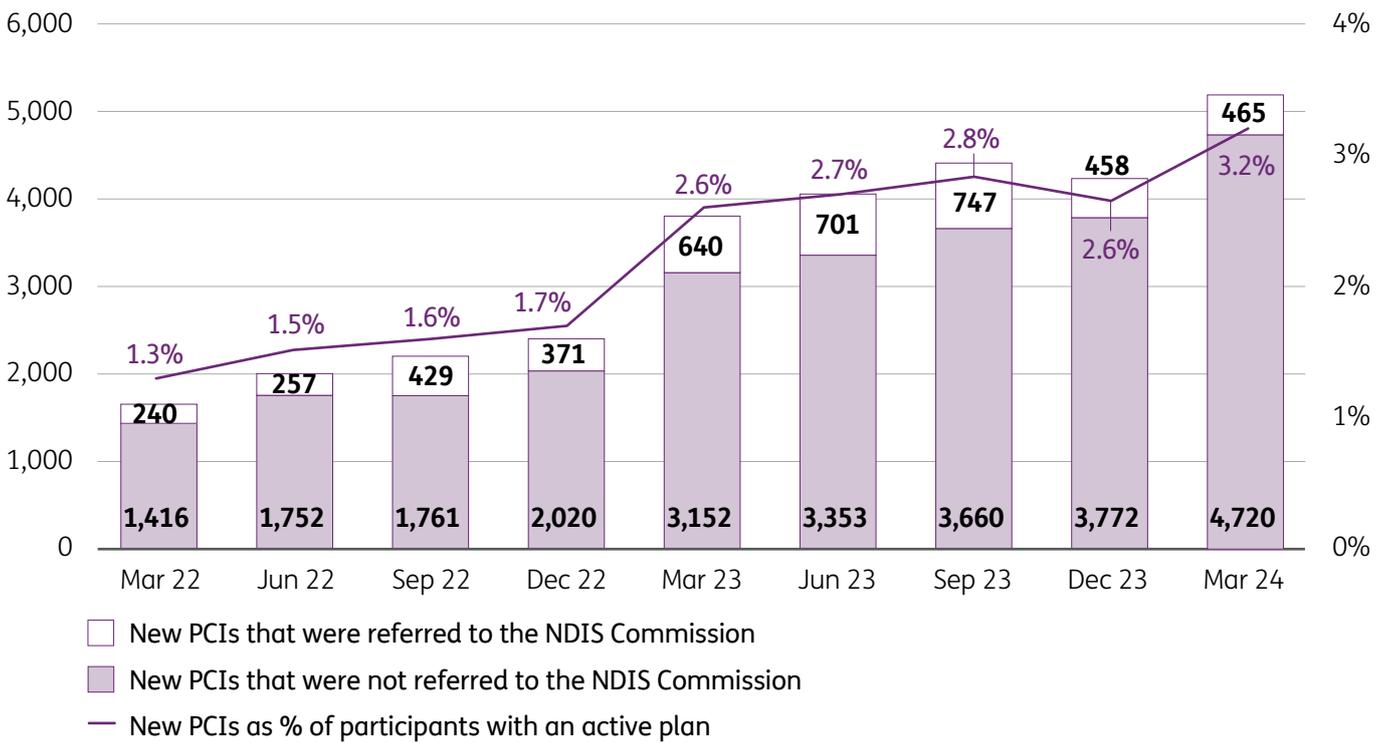
### Participant Critical Incidents

While working with participants, their families and carers, providers or mainstream services, NDIA staff and partner staff may encounter circumstances or obtain information about allegations of harm occurring to a participant. After taking immediate safeguarding actions, staff and NDIS Partners in the Community report a Participant Critical Incident (PCI). All PCI reports are prioritised for action based on the level of risk to the participant.

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%, on average from March 2022 to December 2022, up to 3.2% in the March 2024 quarter.

The total volume of PCIs received in the March 2024 quarter increased since the last quarter. The top themes of PCIs for this quarter were abuse or neglect of an NDIS participant, followed by an NDIS participant threatening or attempting self-harm. All PCIs received are assessed, triaged and progressed for follow up as required.

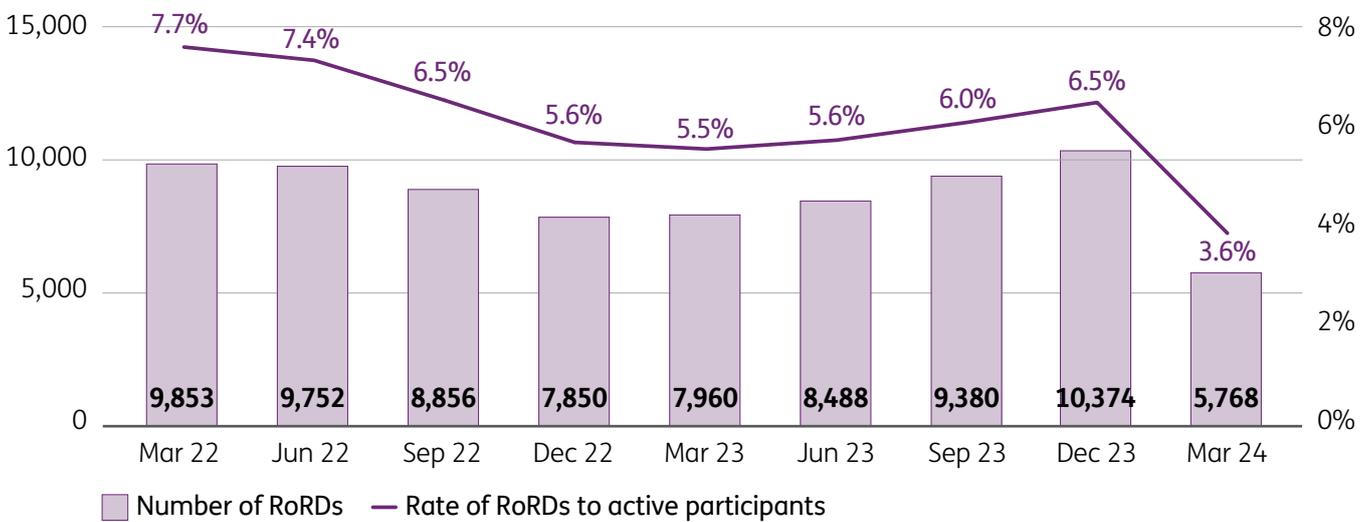
Figure 16: Number and proportion of new PCIs<sup>43</sup>



**Review of a Reviewable Decision**

The number of RoRDs as a percentage of active participants has decreased from 7.7% in the March 2022 quarter to 3.6% in the March 2024 quarter. The number of RoRDs for decisions in the December 2023 quarter is higher than reported at 31 December 2023, and the number of RoRDs for the March 2024 is low; the retrospective change and the low count for March are attributed to adaptation to the new computer system and processes, and the number of RoRDs for the March 2024 quarter are expected to increase.

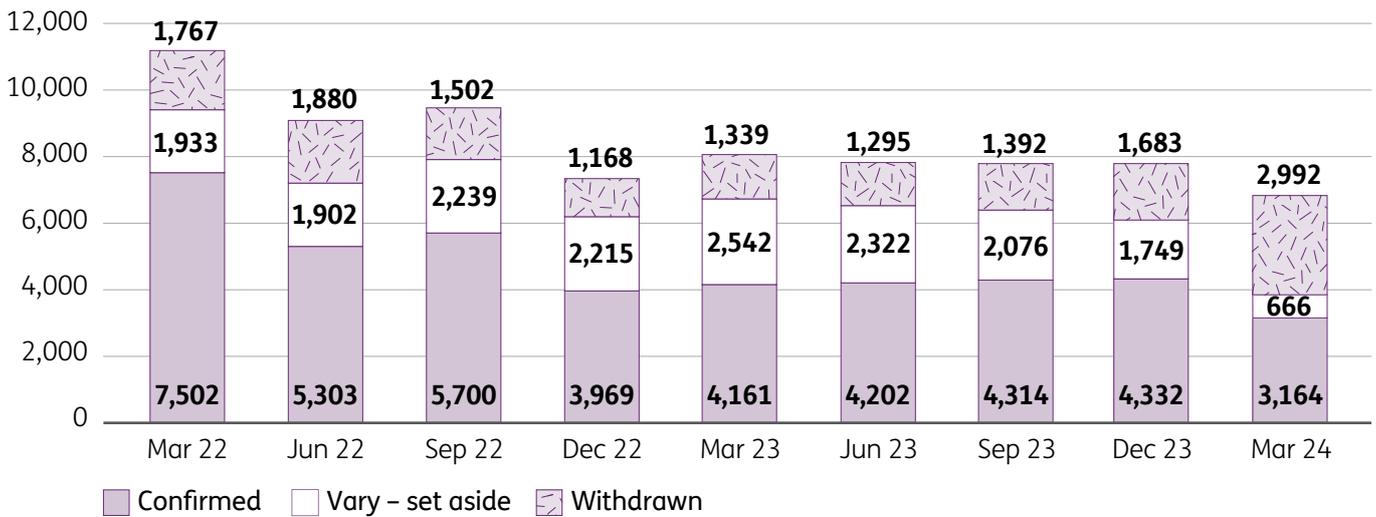
Figure 17: Requests for a RoRD by date of decision



<sup>43</sup> The number of PCIs in the current quarter may change in the future as the method of identifying PCIs in the new computer system is enhanced further. The numbers of participant critical incidents reported for the last six months may still increase as there is a lag in data collection.

There were 6,822 RoRDs closed in the March 2024 quarter, including 2,992 requests withdrawn. The higher than usual volume of withdrawn RoRDs in the March 2024 quarter was the result of an internal mechanism to progress RoRDs, requiring requests to be withdrawn then recreated as new cases. Of the remaining closed RoRDs, 3,164 confirmed the NDIA’s decision, meaning there was no change from the NDIA’s original decision. Further, there were 666 decisions to amend or set aside the decision of the original decision-maker. Decisions are often varied or set aside as further evidence is obtained during the review process.

Figure 18: Closed RoRDs by outcomes – quarterly trend



### Administrative Appeals Tribunal

If a person is not satisfied with the outcome of their review, they may apply to the AAT for review of a decision made by a reviewer. The NDIA is committed to acting as a model litigant in the AAT as required by the Legal Services Directions 2017. In doing so, the NDIA works with applicants and their legal representatives to resolve their matters as early as possible in the AAT process.<sup>44,45</sup>

There were 681 new AAT cases in the March 2024 quarter, relating to 680 participants. The number of new AAT cases (as a proportion of active participants) has decreased since the March 2022 peak of 1.21% to 0.42% in the March 2024 quarter.

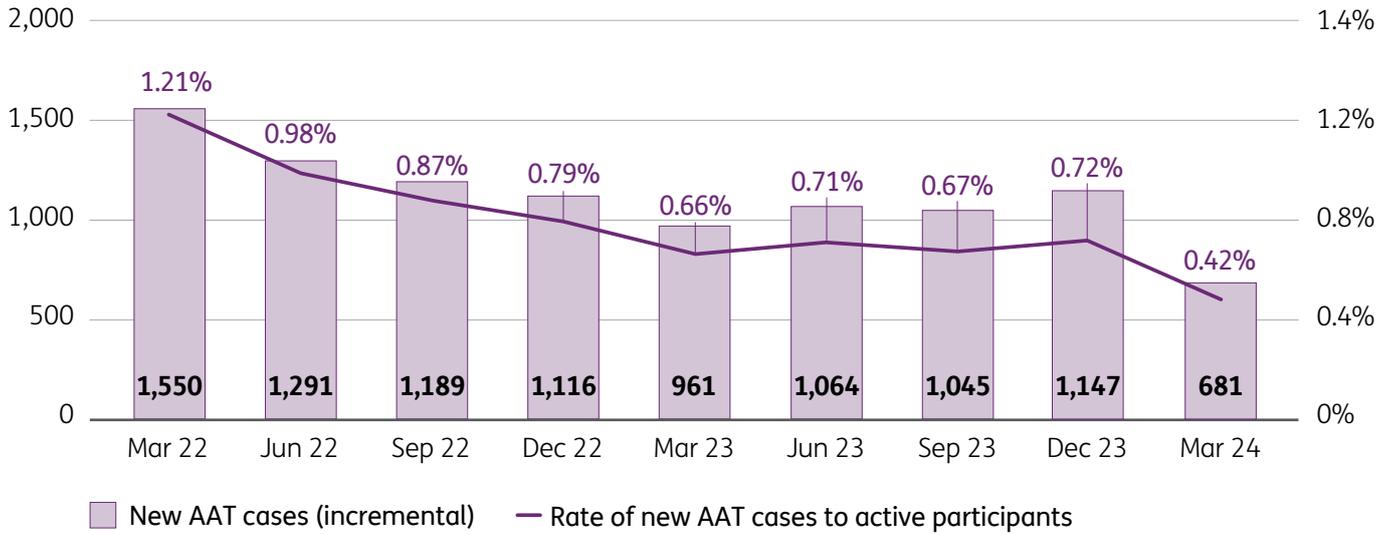
The decrease was due, in part, to:

- The early assessment initiative with the implementation of a case manager-led and participant-focused approach to dispute resolution of AAT matters.
- Expanding internal legal capability to manage more AAT cases in-house, ensuring participants have direct engagement with an internal lawyer, where possible.
- The Independent Expert Review trial, which was one of the alternative dispute resolution initiatives introduced to reduce the AAT case backlog and improve dispute resolution processes.

Since June 2022, these initiatives have contributed to the resolution of 8,825 AAT cases.

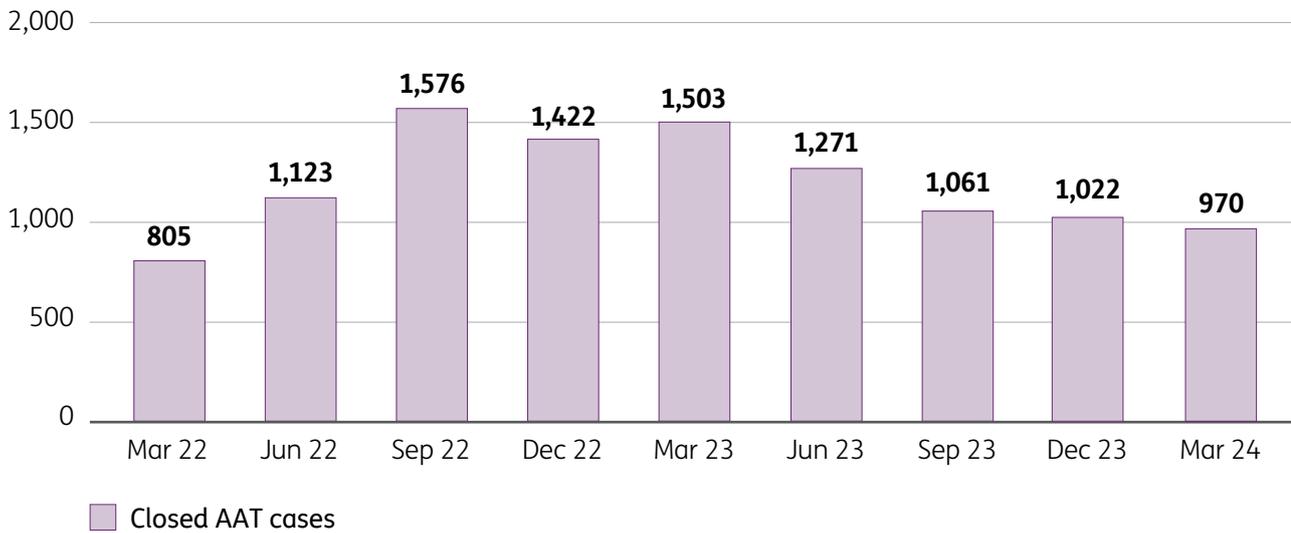
44 As part of the AAT process, it is not uncommon for new requests to be made and for new evidence to be provided by applicants while their matters are in progress. This contributes to NDIS decisions being varied in the AAT.  
 45 Further information about the AAT process can be found on the AAT website: <https://www.aat.gov.au/apply-for-a-review/national-disability-insurance-scheme-ndis/can-we-help>

Figure 19: Number and proportion of new AAT cases



In the March 2024 quarter, there were 970 closed AAT cases. Of the cases no longer before the AAT, approximately 72% were resolved by agreement, 25% were withdrawn by the applicant or dismissed by the AAT and 3% proceeded to a (substantive) hearing.

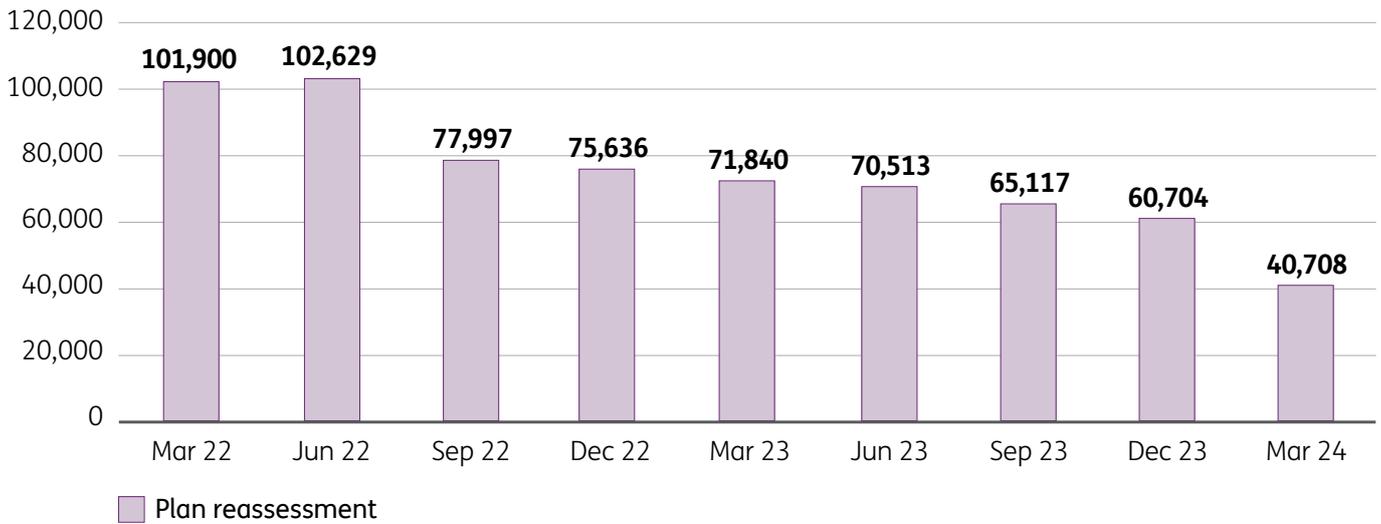
Figure 20: Number of closed AAT cases



**Plan reassessments**

There were 40,708 plan reassessments conducted in the March 2024 quarter. Plan reassessments include records that have been migrated to the new computer system and have been incorporated in prior quarters. Additionally, there has been a reduction in plan reassessments since the June 2022 quarter, due to a plan continuation strategy. This strategy involves communicating with the participant to ensure there have been no significant changes in their circumstances and, with agreement from the participant, continuing their existing plan.

Figure 21: Number of plan reassessments<sup>46</sup>



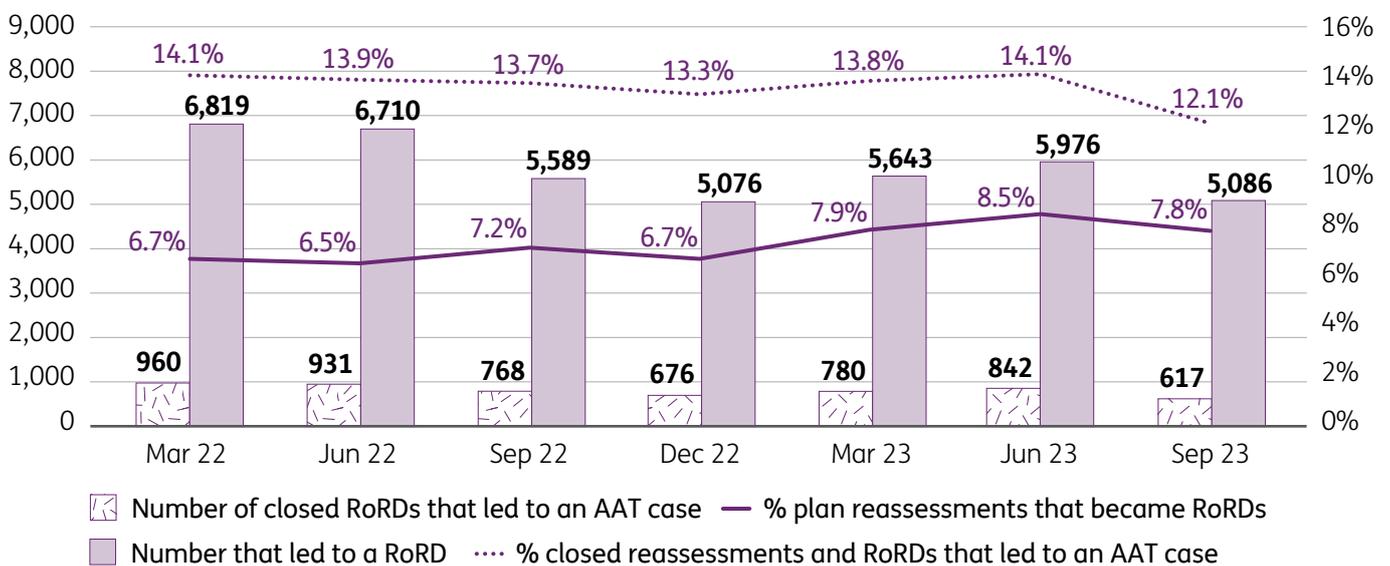
<sup>46</sup> Short plans (plans with a duration less than or equal to 30 days) have been excluded. The numbers of plan reassessments in historical periods have been updated with retrospective data changes.

### Pathway from plan reassessments to RoRDs and AAT cases

A participant may request a RoRD and then further appeal to the AAT. The following figure shows the pathway from plan reassessments to RoRDs and AAT cases between 1 January 2022 and 30 September 2023.

The proportion of RoRDs arising from plan reassessments has increased from a low of 6.5% (6,710 RoRDs) in the June 2022 quarter to a high of 8.5% (5,976 RoRDs) in the June 2023 quarter then decreased to 7.8% (5,086 RoRDs) in the September 2023 quarter. The proportion of AATs arising from RoRDs has remained relatively stable from the March 2022 quarter to the June 2023 quarter (around 13.8% on average), and is lower in the September 2023 quarter at 12.1%.

Figure 22: Pathway from plan reassessment to RoRDs and AAT cases between 1 January 2022 and 30 September 2023 at 31 March 2024



### 3.5 Participant satisfaction

The Participant Satisfaction Survey (PSS) has been updated to align with recent pathway and system changes, and to better support measurement against PSG engagement principles.

Amendments to the PSS were introduced for the December 2023 monthly PSS data collection, which coincides with new computer system and pathway changes that were rolled out nationally from late October 2023. Pathway related changes involved moving from the 4 stage participant pathway (i.e. Access, Pre-planning, Planning, and Plan Reassessment) to a 6 stage pathway process (i.e. Early Supports, Community Connections, Apply for the NDIS, Plan Approval, Plan Implementation, and Plan Reassessment). PSS data previously reported up to and including November 2023 were based on the 4 pathway stages and limited to participants who had met access. PSS data received from December 2023 onwards is captured across the new 6 stage pathway process. Respondents within the first 3 pathway stages of the new process (i.e. Early Supports, Community Connections, and Apply for the NDIS) includes participants who have met access, as well as individuals who have an access request in progress, have not applied for access or have not met access.

In considering reported satisfaction and experience this quarter, it is important to keep in mind the significant system and process changes described above and subsequent updates to the PSS. Since late 2023, the NDIA has received a larger than average volume of requests from participants asking for a change to their NDIS plan. This higher volume of calls has caused some delays as we carefully review and action all participant requests. This will likely have flow on effects on participant satisfaction this quarter. This report presents the first set of data on participant satisfaction since these changes were implemented.

While not directly comparable to previous reporting, overall ratings of satisfaction appear to be lower. For example, reported satisfaction across planning related stages (i.e. Plan Approval and Plan Implementation) for the current quarter is 64% and 65%, respectively, while 86% of participants rated the planning process as either good or very good last quarter. As noted above, this may be attributed to adaptation to the new computer system and integration of new processes.

Figure 23: Rating of experience with the NDIS (1 December 2023 to 31 March 2024)<sup>47,48,49</sup>

	Early Supports	Community Connections	Apply for NDIS		Plan Approval	Plan Implementation	Plan Reassessment
			Access met	Access not met/ other			
Very good/good	63%	76%	58%	46%	64%	65%	67%
Neutral	18%	14%	17%	19%	14%	16%	17%
Poor/very poor	19%	10%	24%	36%	22%	19%	16%

47 Underlying total response numbers may differ across different questions in each moment due to the exclusion of “Prefer not to say” and “Not applicable” responses. The count is the count of total unique respondents in each moment.

48 The 2023–24 Q3 results contains results from the December 2023 month.

49 These results are based on 208 surveys at Early Supports, 2,885 surveys at Community Connections, 2,029 at Apply for NDIS, 3,717 at Plan Approval, 2,476 at Plan Implementation and 10,377 at Plan Reassessment, which is 21,692 in total.

For the four months to 31 March 2024, 63% of respondents rated the Early Supports process as either good or very good, with a further 18% rating the experience as neutral. Seventy-six per cent of respondents rated the Community Connections process as either good or very good, with a further 14% rating the experience as neutral. The Agency understands that in some instances NDIS partners have communicated to applicants that a Community Connections Plan is mandatory. The Agency is actively reinforcing to all staff and Partner organisations that the completion of a Community Connections Plan is not mandatory, as set out in the ‘Applying to the NDIS’ Operational Guideline. As part of the recent reinforcement campaign and refresher training that the NDIA conducted with Local Area Coordinators, it was reinforced that any goals in Community Connections Plans are to be in the voice of the person, and any connections included in the Community Connections Plans are connections that the person wants to have.

Fifty-eight per cent of participants (i.e. respondents who are access met) rated the Apply for NDIS process as either good or very good, compared to 46% of respondents who were access not met or another status at the time of interaction. Overall, 54% of respondents rated the Apply for NDIS process as either good or very good, with a further 18% rating the experience as neutral.

Sixty-four per cent of respondents rated the Plan Approval process as either good or very good, with a further 14% rating the experience as neutral. Sixty-five per cent of respondents rated the Plan Implementation process as either good or very good, with a further 16% rating the experience as neutral. Sixty-seven per cent of respondents rated the Plan Reassessment process as either good or very good, with a further 17% rating the experience as neutral.

The survey includes questions that provide further insights at each stage of the pathway. Selected questions by pathway stage are presented in Figure 24.

Figure 24: Satisfaction across the six stages of the pathway

Early Supports

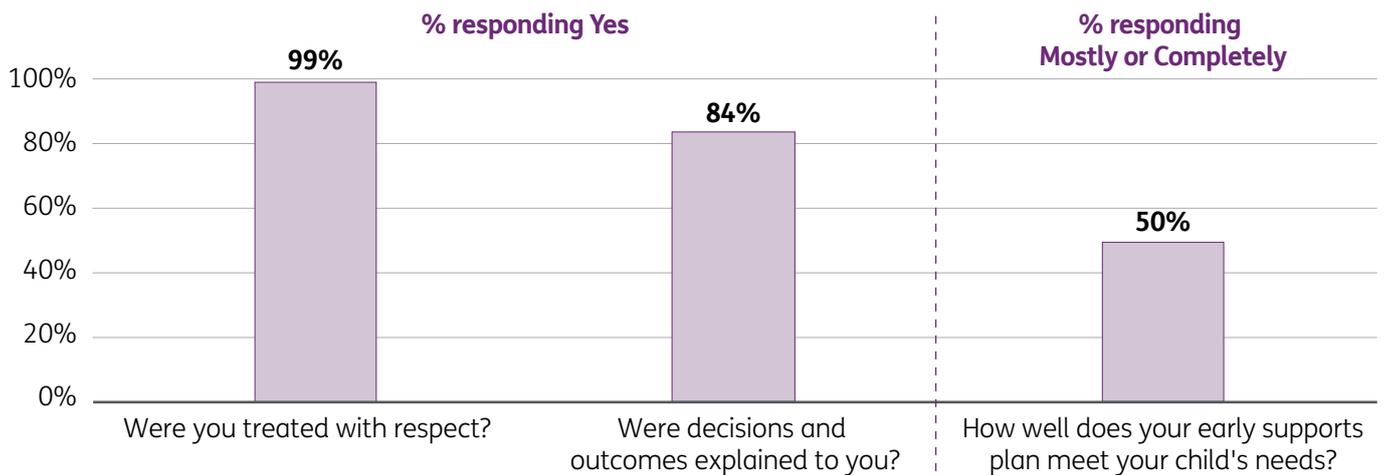
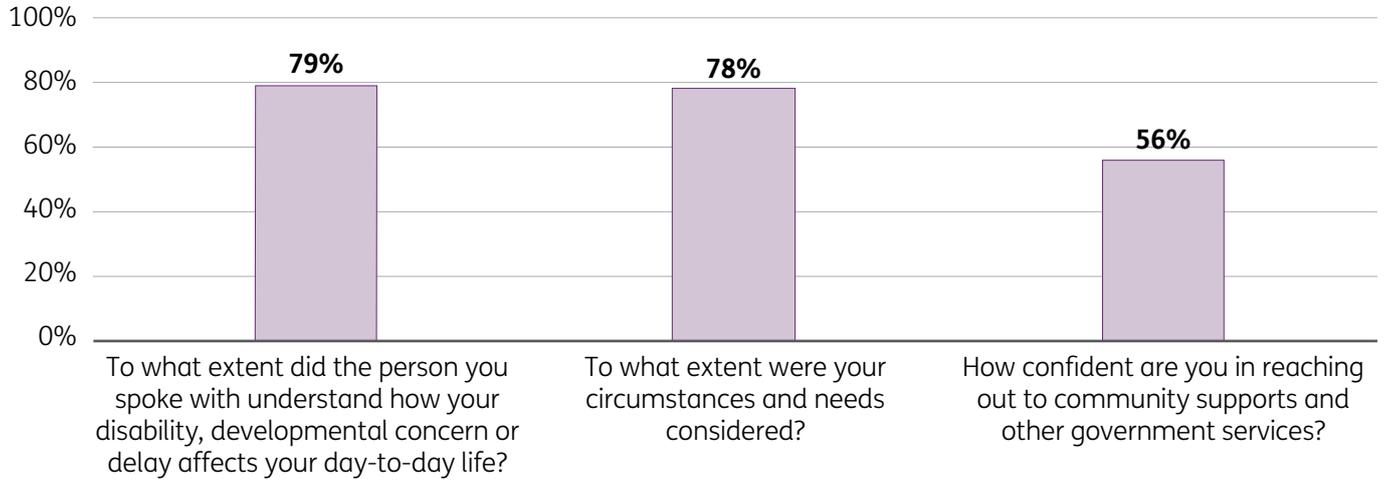


Figure 24: Satisfaction across the six stages of the pathway cont.

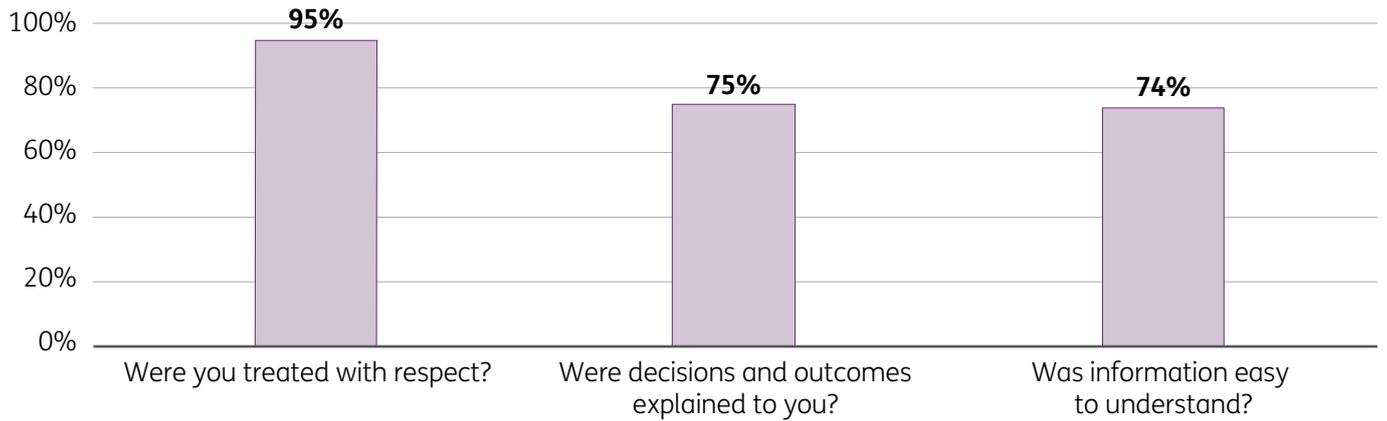
Community Connections

% responding Mostly or Completely



Apply for NDIS

% responding Yes



Plan Approval

% responding Yes

% responding Mostly or Completely

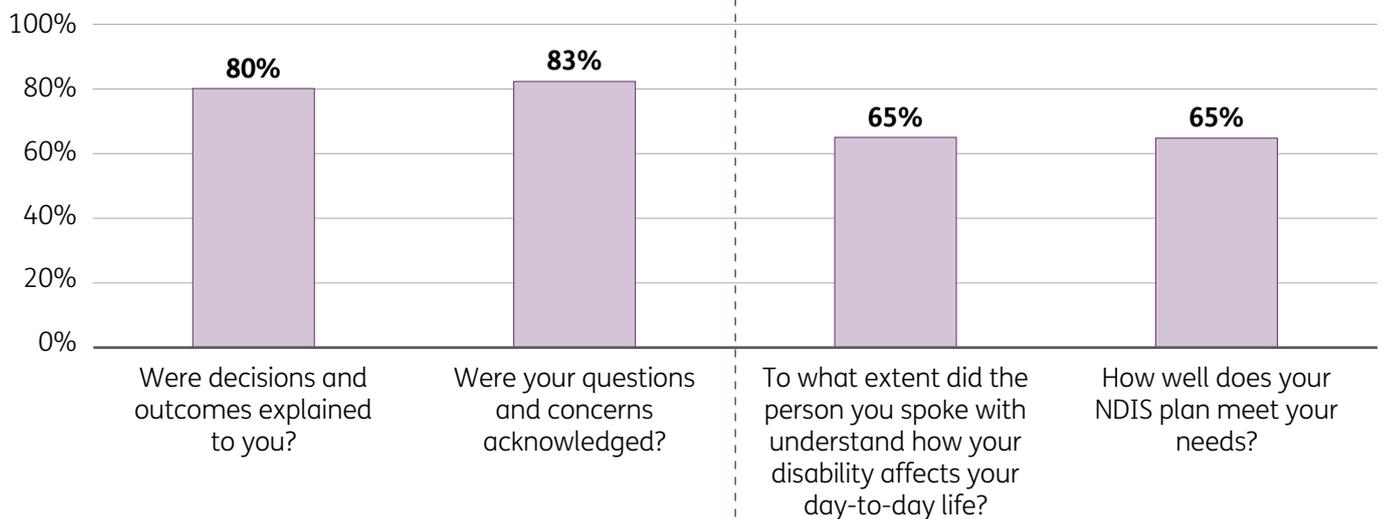
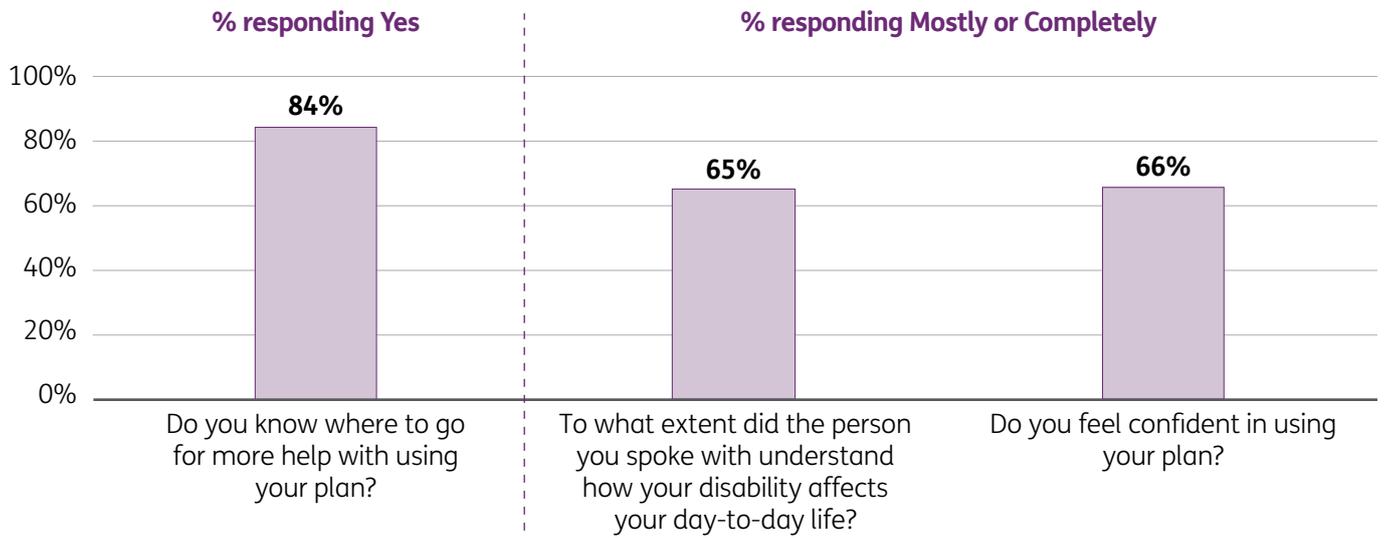
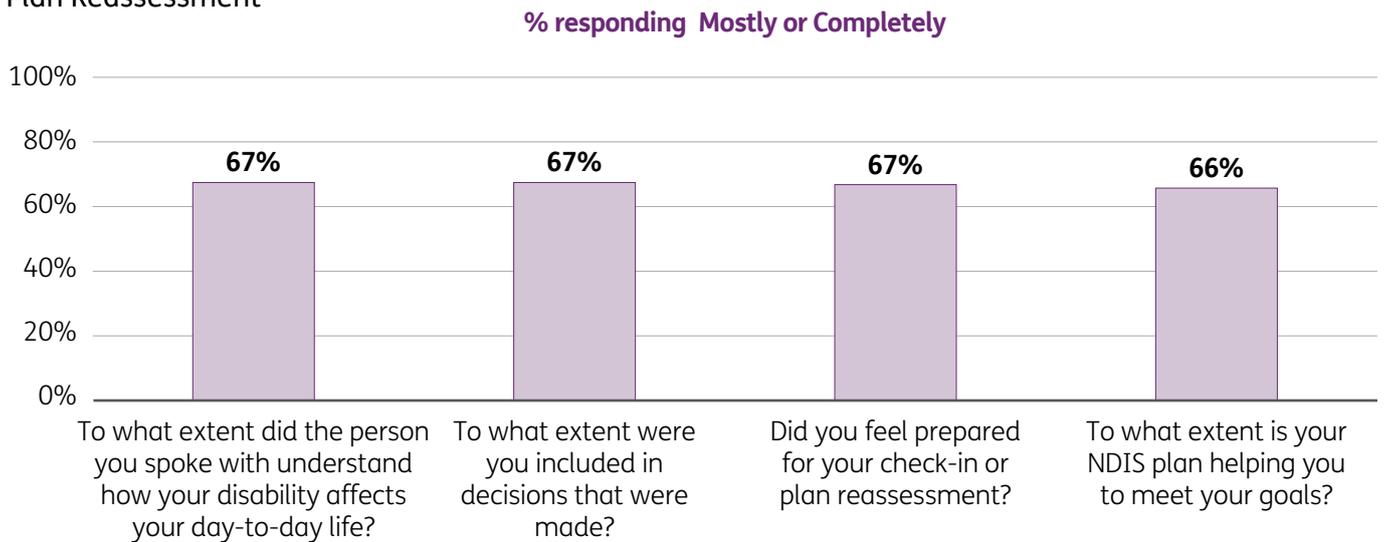


Figure 24: Satisfaction across the six stages of the pathway cont.

Plan Implementation



Plan Reassessment



The percentage of respondents who answered positively to the question about the extent to which the person they spoke with understood how their disability affects their life varied between stages. Almost 80% of respondents at the Community Connections stage reported that the person mostly or completely understood, compared to between 65% and 67% of respondents with a plan at the Plan Approval, Plan Implementation or Plan Reassessment stages.

Respondents were positive on whether they were treated respectfully, with between 94% and 99% reporting they were treated with respect by the person they spoke with. Between 75% and 84% of respondents reported that decisions and outcomes were explained to them, with the most positive experience at the Early Supports stage.

Participants reported that they know where to go for more help with using their plan (84% for Plan Implementation) and they felt that their questions and concerns were acknowledged (83% for Plan Approval).

The proportion of respondents answering positively by pathway stage and question is presented in supplement E.

### 3.6 The NDIA National Contact Centre

The NCC provides personal and high-quality services and information about the NDIA for people with disability, their family and carers, and service providers.

In the March 2024 quarter, the NCC experienced a substantial increase in volume of calls. 416,415 calls were offered this quarter, which is a 43.5% increase year on year and 27.3% increase since prior quarter. The NCC continued to answer all calls without using call blocking. The average speed of answer increased to 7 minutes and 20 seconds. This included the wait time for callers who chose to use the NCC's virtual hold feature, which offers an automatic call back when a Service Officer is available. A continued focus on quality of service and the use of technology such as virtual hold sustained customer satisfaction at 89%.

Other contact types including email and webchat also saw increased demand leading to an overall workload increase of 26.8% year on year which was 14.7% above forecast expectations.

The higher call workloads reflected increased requests for reviews of participant plans, which grew year on year from 15% to 32%. Requests from providers for increased funding for participants has been a growing trend.

The NCC has now implemented new scripting, to guide callers on the evidence needed to support decision making in plan reviews including providing evidence of expenditure. The higher mix of calls about planning and plan funding increased complexity of calls and handle time by 14% in Q3 year on year.

The NCC continues to expand its workforce to meet the growing demand. This quarter, 149 roles have been added across internal and outsourced operations. The insourced NCC continued to exceed disability workforce inclusion targets with 43% of the operational staff identifying as having a disability, and 55% as having lived experience of disability.

The NCC has delivered the following results for the quarter:

- Customer experience remained strong, with **89.4%** of post call survey respondents scoring their experience with the NCC as 'High' or 'Very High'
- **416,415** calls were offered, a 27.3% increase from previous quarter and a 43.5% increase year on year, exceeding forecast by 25.3%
  - Callers utilised “virtual hold” on 20.7% (86,240) of calls offered, removing the need to wait in queue, and providing an automatic call back service when a Service Officer is available
  - The average speed of answer was 7 minutes and 20 seconds, including the time for callbacks using the “virtual hold” service
  - The NCC did not use call blocking to manage demand
  - While 18.7% met the current PSC metric of calls answered within 60 seconds, there were no significant complaints about wait times. This reflects community sentiment which appreciates the “virtual hold” function and prioritises the value of quality interactions.
- **43,704** webchats were offered, a 15.3% increase from previous quarter and a 35.4% increase year on year, exceeding forecast by 25%.
- **248,679** emails were received in Q3, an increase of 2.2% year on year
  - 38% of emails were responded to in 2 business days.

Section 3: Participant experience

Figure 25: Telephony grade of service, average speed of answer, call volume and customer experience results

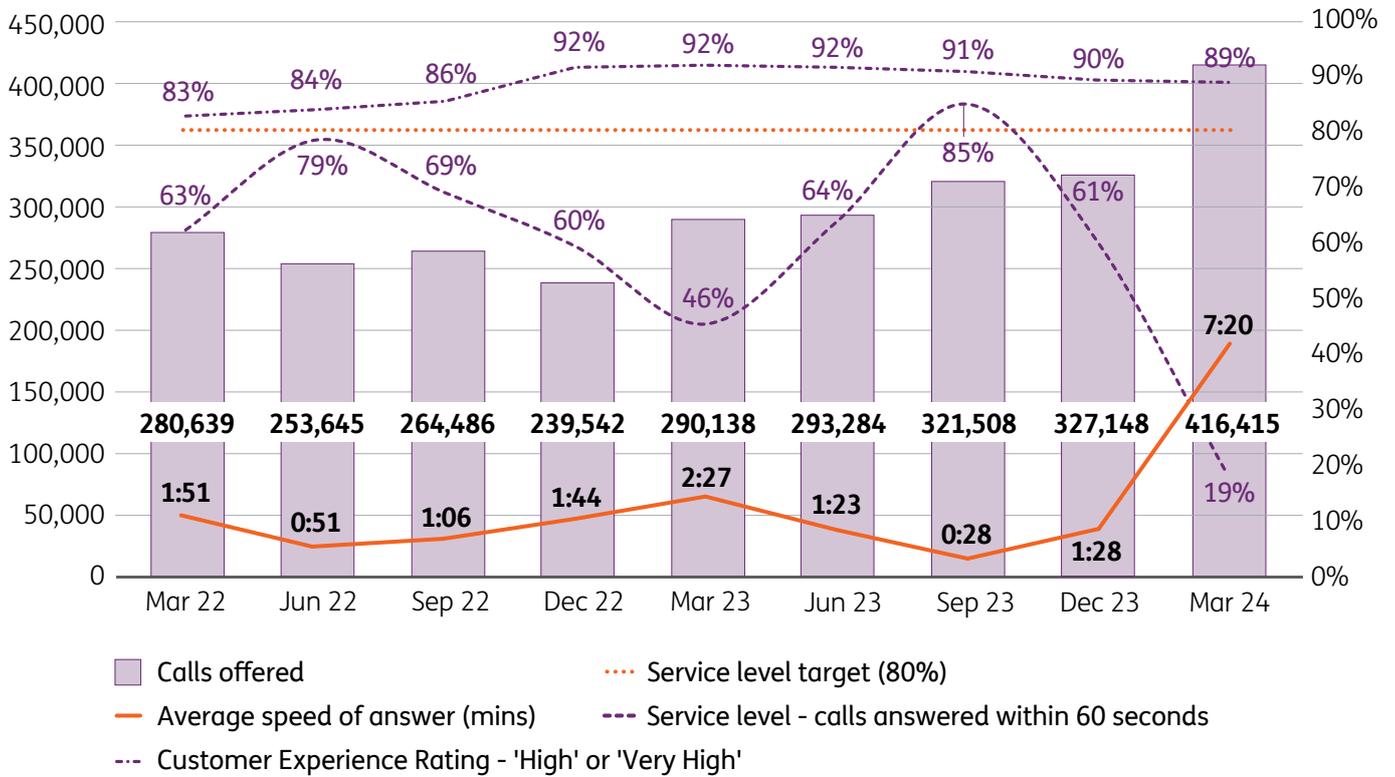
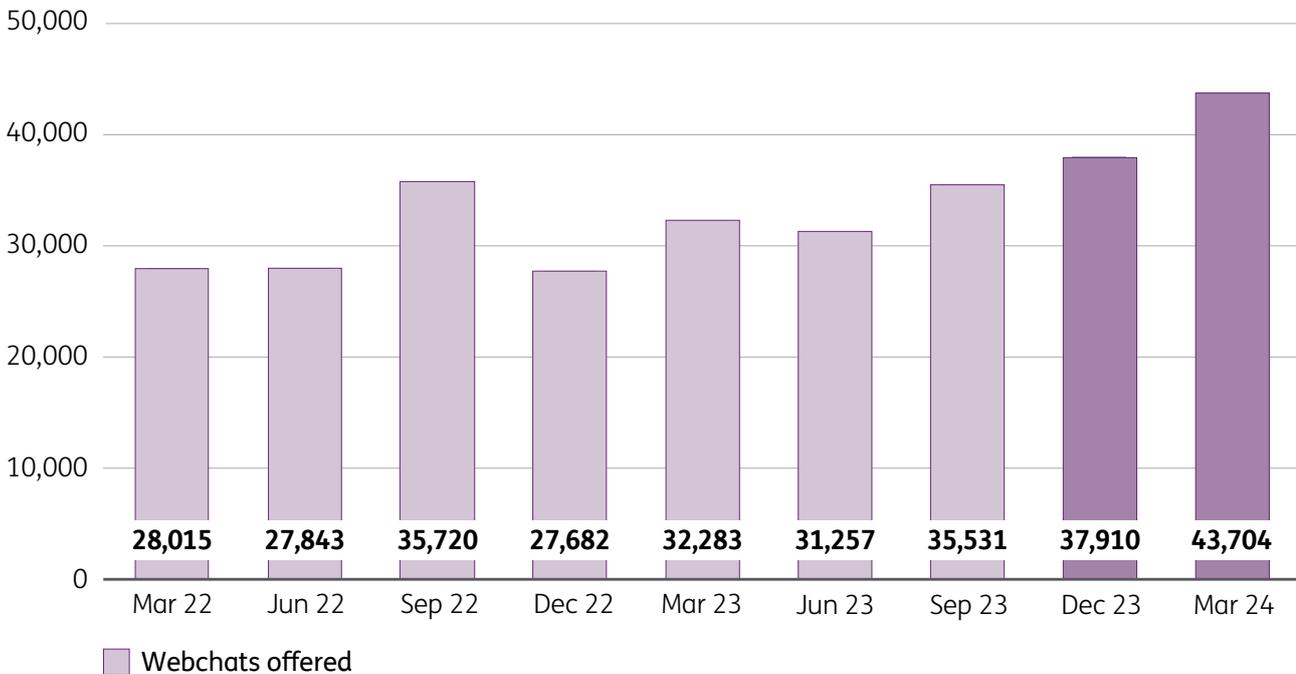
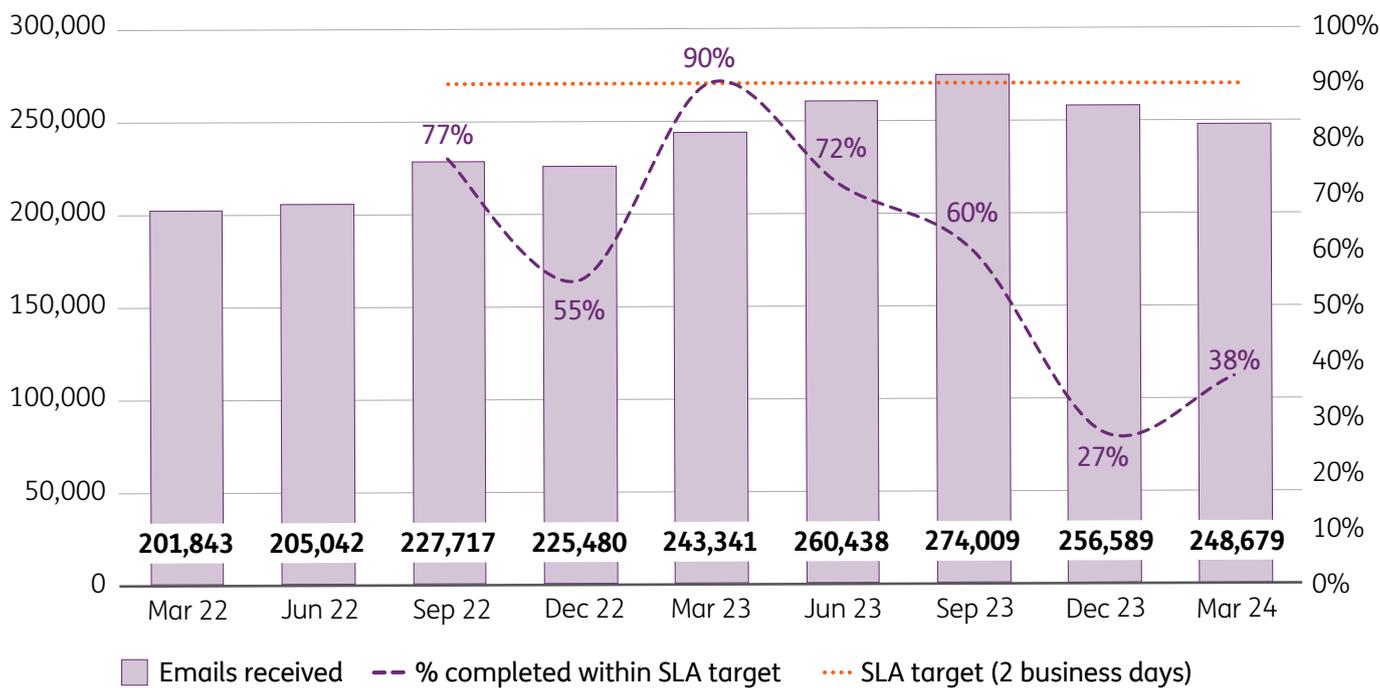


Figure 26: Webchats offered volume<sup>50</sup>



<sup>50</sup> From Q2 2023–24, the volume of webchats offered have been estimated as a result of reporting issues with the Agency’s new webchat functionality that was implemented in November 2023. The Agency has identified instances where a webchat was offered but not connected to a contactor or no contact was received from the requestor. These instances were removed to estimate the webchat volume.

Figure 27: Email grade of service and email volume





## Peter marched with Mardi Gras history pride, as original 78er

More than 45 years after he bravely helped blaze a trail of inclusivity and marched into the history books of Australia, Melbourne's Peter, an original 78er, once again marched with pride at Sydney's Gay and Lesbian Mardi Gras in 2024.

Peter, who is legally blind and has limited mobility after having multiple strokes as a teenager, once again took to the streets to wave the flag for LGBTQIA+ inclusion and diversity.

Despite Peter's challenges, with support from the NDIS, he celebrated his identity alongside his loving partner of 34 years, Adrian, and hundreds of thousands of others at the iconic event.

Peter used a powered wheelchair in the parade, funded through his NDIS plan, because he wanted to be on the street, among the crowds.

'I didn't want to be on the 78er's Mardi Gras bus. I wanted to move independently, interact with the crowd, and do a high five with someone,' Peter says.

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**'I'm really grateful for the NDIS and my provider, Pride Disability Services, for helping me attend.'**

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'They helped me find accessible accommodation with the right showering facilities, located close to the Mardi Gras parade, and they organised a funded collapsible powered wheelchair for the hilly Sydney streets.'

Peter was just 16 when he marched in the history-making first Sydney Mardi Gras of 1978 and was already living with disability.

As a result of multiple strokes when he was 15, Peter lost most of his vision, and his mobility remains limited from weakness on one side of his body.

'When I went blind, half of the world suddenly disappeared,' Peter says.

Peter's acquired brain injury from the strokes also affected his executive function, meaning he has difficulty processing information.

Peter, now 62, is grateful for the inclusive NDIS support he receives, which includes support for daily living assistance, meal preparation and delivery, gardening, housework, and social interaction.

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**'Life would be more difficult for me without the NDIS,' Peter says.**

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## Section 4: Providers and the growing market



The provider market continues to grow.

### 4.1 Support categories

The largest support categories are Core support for daily activities, Core support for social and community participation, and Capacity Building for daily activities.

\$39.5 billion in support has been provided in the 12 months to 31 March 2024.<sup>51</sup> The largest support categories are Core daily activities (52% of total payments), Core social and community participation (23% of total payments), and Capacity Building daily activities (13% of total payments). Core daily activities includes participants in SIL. \$10.2 billion of the \$20.5 billion payments on core daily activities in the 12 months to 31 March 2024 was for payments related to participants in SIL.

Figure 28: Total payments from 1 April 2023 to 31 March 2024

Support category	Total payments (in \$m)	% of total payments
Core – daily activities	20,482	51.8%
Core – social and community participation	9,028	22.8%
Core – consumables & transport	1,484	3.8%
Capacity Building – daily activities <sup>52</sup>	4,981	12.6%
Capacity Building – other	2,526	6.4%
Capital	1,015	2.6%
<b>Total<sup>53</sup></b>	<b>39,524</b>	<b>100.0%</b>

Over the last 2 years, payments have grown by 48% (from \$26.7 billion for the year ending 31 March 2022 to \$39.5 billion for the year ending 31 March 2024). Payments have grown across the support categories, most notably for Core daily activities and Core social and community participation (growing by 51% in aggregate over the period).

51 This represents total payments on a cash basis (including payments made under in-kind arrangements). On an accrual basis, total payments were \$40.5 billion.

52 Includes therapy services.

53 Total includes \$8 million of payments with no support category.

## 4.2 Plan management types

The majority of participants are choosing to use a plan manager.

Participants indicate their preferred plan management type. As this decision is made at the “support category” level, a participant may end up opting for a combination of plan management types.

In the March 2024 quarter, a minority (9%) chose to have their plan entirely managed by the Agency, while the majority (63%<sup>54</sup>), prefer to engage a plan manager for some or all of their plan. It was reported that 29% of participants plan to self-manage all or part of their plan. The NDIA continues to support participants in deciding whether self-management is right for them and have recently released an updated guide<sup>55</sup> to self-management. The guide explains the benefits of self-management, roles and responsibilities and how to self-manage effectively.

The indication of intended use of plan management type(s) at the planning stage is not binding, and therefore may differ from the plan management type(s) that is ultimately used. The following section reports on the actual plan management type(s) used.

Figure 29: Active providers and payments by plan management type in the March 2024 quarter

Plan management type	Payments <sup>56</sup> made to active providers (\$b), and proportion of total payments	Number of active providers <sup>57</sup>
Agency-managed	3.3 (33%)	8,786
Plan-managed	5.7 (56%)	183,147
Self-managed	1.1 (11%)	51,857
<b>Total</b>	<b>10.1</b>	<b>205,367</b>

In the March 2024 quarter, of the \$10.1 billion in payments, \$3.3 billion was Agency-managed (33%), \$5.7 billion was managed by a plan manager (56%), and \$1.1 billion was self-managed (11%).<sup>58</sup>

Out of 205,367 active providers in the March quarter, 8,786<sup>59</sup> providers provided support to Agency-managed participants, 183,147<sup>60</sup> providers provided support to plan-managed participants and 51,857<sup>61</sup> providers provided support to self-managed participants.<sup>62</sup>

54 This figure excludes participants that have opted to have part of their plan self-managed.

55 <https://www.ndis.gov.au/participants/using-your-plan/self-management#guide-to-self-management>

56 Includes cash and in-kind payments.

57 Active providers refer to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with an invalid Australian Business Number (ABN).

58 Includes cash and in-kind payments.

59 Plan management fees, which are Agency-managed payments, are reclassified as a plan-managed payment 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.

60 Ibid.

61 The number is understated as provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16% of all self-managed payment transactions.

62 Active providers refer to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with an invalid Australian Business Number (ABN).

## 4.3 Plan managers

The number of plan managers in the Scheme continues to grow as more participants choose to utilise them.

### Provider types

Participants supported by plan managers can use registered or unregistered providers. Unregistered providers are used for general support items which are not necessarily disability specific and can be considered more readily available. For the 12 months to 31 March 2024, unregistered providers were used less frequently and had a higher proportion of one-off payments (i.e. unregistered providers were only used once). On average, the frequency of one-off payments was approximately 1.5 times lower for registered providers.

### Payment characteristics

In the March 2024 quarter, 183,147 providers supported plan-managed participants, out of which 12,703 were registered at some point during the quarter.<sup>63,64</sup>

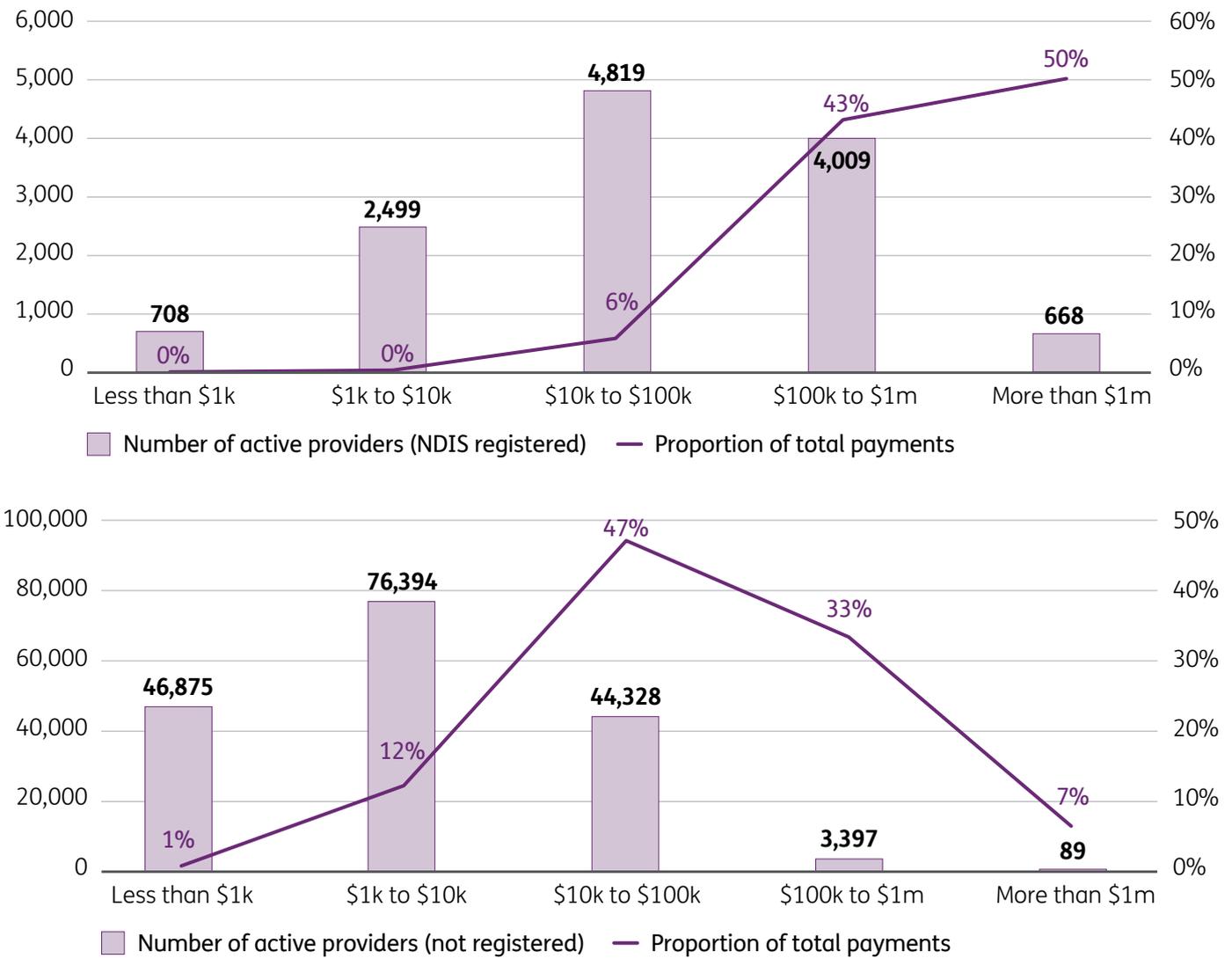
Payments to plan managers were \$5.7 billion in the March 2024 quarter. Of the \$5.7 billion, \$135 million was for the plan management services. The remaining \$5.6 billion was for plan managers to pay service providers on behalf of participants. In the March 2024 quarter, registered providers received 55% of the \$5.6 billion plan managers oversaw, unregistered providers received 44%, and providers with unknown registration status received 1% of the plan-managed payments.

Although 44% of plan-managed payments went to unregistered providers, the market of unregistered providers is large, which means there are many unregistered providers receiving smaller total payments. Although only 7% of providers paid through plan managers are NDIS registered providers, they represent 55% of total payments in the quarter. Furthermore, 37% of NDIS registered providers received more than \$100,000 in NDIS funding for the quarter, compared to only 2% of unregistered providers receiving more than \$100,000 in funding.

<sup>63</sup> Registration status of a provider may change between registered and unregistered during the quarter.

<sup>64</sup> Active providers refer to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with an invalid ABN.

Figure 30: Number of active providers supporting participants through a plan manager and proportion of total payments<sup>65</sup> in the quarter by payment band – NDIS registered (top) vs unregistered (bottom)<sup>66</sup>



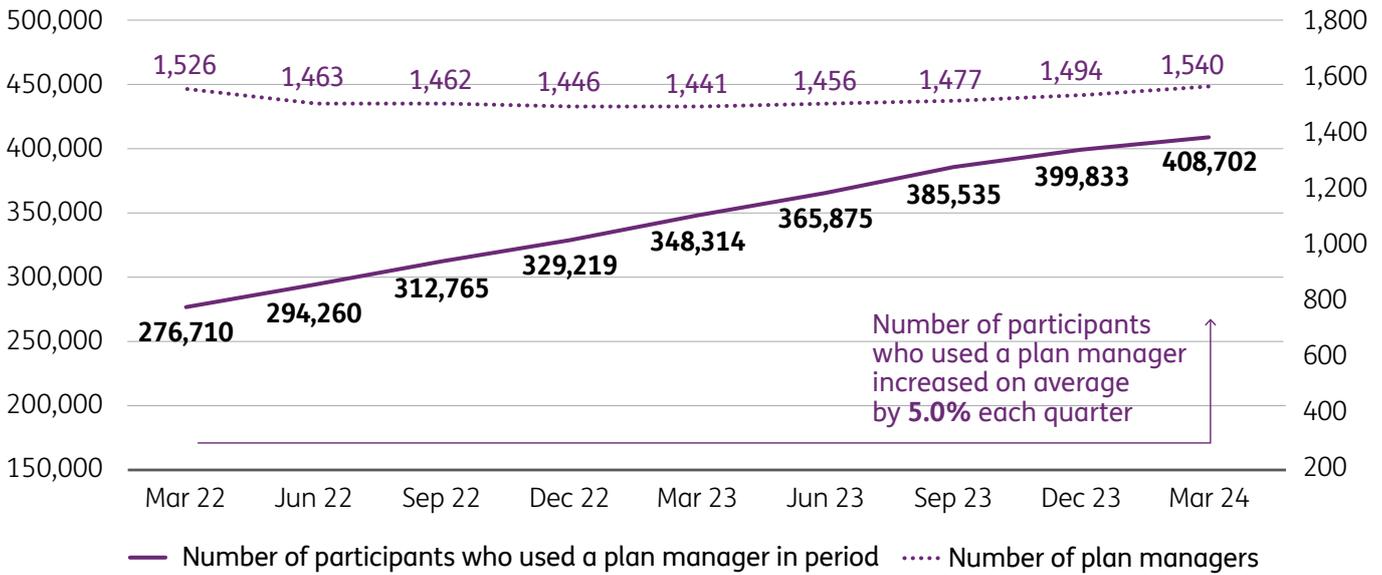
Over the past 2 years, the number of plan managers has remained relatively stable, increasing marginally from 1,526<sup>67</sup> at March 2022 to 1,540 at March 2024. Over the same period, the number of participants being supported by plan managers increased from 276,710 to 408,702 – a quarterly average increase of 5.0%. As a result, there has been a significant 48% increase in the average number of participants supported by a plan manager over this period.

65 \$46 million of payments made to providers with “unknown” registration status have not been included in this chart.

66 Registration status is determined as at the posting date of payment. Some providers may be counted more than once if they changed registration status during the quarter.

67 The historical number of plan managers does not take into account any revisions in their registration status.

Figure 31: Participants and providers with a plan manager by quarter – all participants<sup>68</sup>



## 4.4 Supported Independent Living

\$3.5 billion of SIL supports was provided in the March 2024 quarter.

The NDIA has recently established a more consistent and comprehensive participant centric decision-making process for all home and living supports. This has led to a moderation in the growth in the number of SIL participants in the past 2 quarters. As at 31 March 2024, there are 34,310 participants in SIL.

As part of the 2023–24 Federal Budget commitment to improve the NDIS, the NDIA is working to simplify and improve information for participants about the home and living process and the evidence needed to support consistent decision making.

The NDIA has also established a specialist home and living team of highly skilled planners with the knowledge and expertise to assess requests from participants. By increasing the number of highly trained home and living delegates, the NDIA has recently introduced the requirement for additional sign off by a senior delegate for SIL budget increases to ensure consistency across decisions. Home and living delegates are also now meeting with participants who request changes to their SIL budgets prior to confirming a new plan to ensure improved understanding of these decisions and support participants to implement their plans.

Total payments to participants in SIL have increased by 26% annually over the last 2 years, from \$8.5 billion to \$13.4 billion. The average payment per participant for SIL supports has also increased and comprises a large component of the total average payment for participants in SIL (noting that participants in SIL also receive other supports, such as Core support for community participation, employment, and Capacity Building). The average payment per participant for SIL supports (Core daily activities) has increased by 8% annually over the last 2 years.

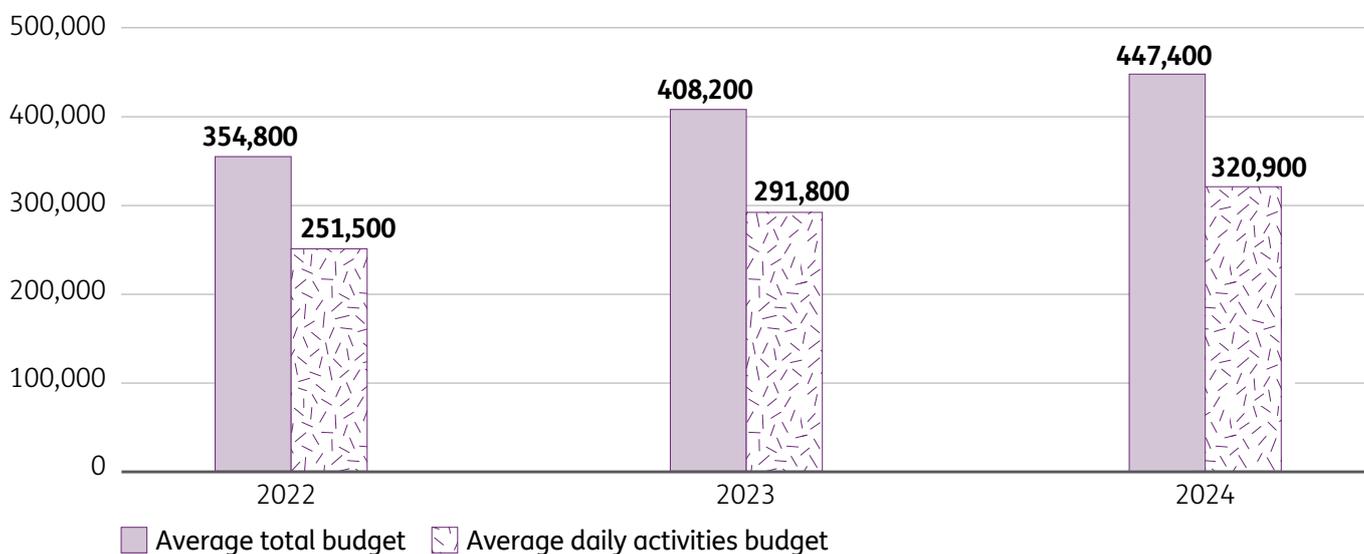
<sup>68</sup> The historical number of plan managers does not take into account any revisions in their registration status.

Figure 32: Number of participants and payments for years ending 31 March – participants in SIL<sup>69</sup>

	2022	2023	2024	% increase (per annum)
Active participants	26,122	31,368	34,310	15%
Total payments (\$m)	8,500	10,687	13,391	26%
Average payment (\$)	337,800	371,800	409,400	10%
Total payments – Core daily activities (\$m)	6,728	8,257	10,204	23%
Average payment – Core daily activities (\$)	267,400	287,300	310,700	8%

In addition to payments, average plan budgets for participants in SIL have also increased over time, including the component of the plan budget for SIL supports (Core support for daily activities). Specifically there was an 12% per annum (26% overall) increase in average plan budgets and 13% per annum (28% overall) increase in average daily activities components of plan budgets over the 2 years to 31 March 2024.

Figure 33: Average plan budgets over time for years ending 31 March – participants in SIL (\$)



69 Refinement to the logic of identifying participants in SIL was applied in the September 2023 quarter.

## 4.5 Specialist Disability Accommodation

The total number of enrolled Specialist Disability Accommodation (SDA) dwellings continues to increase.

The NDIS forms one part of the disability ecosystem, supporting Australians and their families to ensure those living with disability can lead a fulfilling life. The NDIS was designed to complement, not replace, other mainstream services for which the states and territories are responsible, including housing.

The number of active participants with SDA funding has increased by 12% annually over the last 2 years, reaching 22,022 as at 31 March 2024.<sup>70</sup> The average plan budgets for SDA supports have also increased by around 21% per annum, leading to an increase in total SDA supports in participant plans by around 35% per annum, from \$248 million as at 31 March 2022 to \$452 million as at 31 March 2024.

Total SDA payments have increased by 32% annually over the last 2 years, from \$166 million to \$290 million.<sup>71</sup> The average SDA payments per participant have also increased, by 15% per annum.<sup>72</sup>

Figure 34: Number of participants, plan budgets and payments for years ending 31 March – participants with SDA supports

Year	2022	2023	2024	% increase (per annum)
Active participants with SDA funding	17,693	22,680	22,022	12%
Total SDA supports (\$m)	248	353	452	35%
Average SDA supports (\$)	14,040	15,583	20,509	21%
Total SDA payments (\$m)	166	228	290	32%
Average SDA payments (\$)	9,872	11,282	12,994	15%

The total number of enrolled SDA dwellings as at 31 March 2024 was 8,886, up by 14% annually over the last 2 years, and up by 1,166 dwellings (15%), compared to 31 March 2023. This annual increase was observed across most design categories. The largest increase was for dwellings of the Robust category (38%, 241 dwellings) and the High Physical Support design category (34%, 858 dwellings). All states and territories, besides the Australian Capital Territory and Tasmania, noted an increase in the number of enrolled SDA dwellings over the last quarter.

70 The number of participants who aren't using their SDA funding has reduced over the last 2 quarters, while the number of participants using their SDA funding has remained stable.

71 To deal with an accumulated backlog of payments, the NDIA has made off-system payments to providers directly. The \$228 million total SDA payments made in the year ending on 31 March 2023 includes off-system payments of \$10.5 million made in June 2022.

72 The average SDA payments figure is calculated by using the number of participants with SDA funding. There is a gap between the number of participants with SDA payments (i.e. utilising SDA supports) and the number of participants with SDA funding. For participants utilising SDA, the average SDA payments would be higher than the figure reported.

As at 31 March 2024, there were 7,934 active participants with SDA funding who do not have evidence<sup>73</sup> of SDA funding in use. Reasons why participants may not have SDA funding in use include:

- SDA is newly included in their plan
- A participant is not yet ready to move from their current accommodation
- A participant is still exploring options or awaiting to move when a vacancy becomes available
- A participant may be awaiting the completion of an (identified) new build SDA dwelling
- A participant is yet to locate a suitable SDA dwelling – by location or SDA type/category.

### 4.6 Market stewardship activities

The NDIA continues to support the developing NDIS market including developing home and living options and partnering with the sector to improve quality and outcomes of support coordination.<sup>74</sup>

#### SDA Pricing Review

The NDIA continues to prioritise adjustments to SDA funding in eligible participants' NDIS plans to reflect the outcomes of the SDA Pricing Review 2022–23.

The new SDA prices came into effect on 1 July 2023 and the NDIA has been implementing these new prices in stages. To further facilitate this process, the NDIA has formally requested that all SDA providers make available specific information about the SDA support they provide to NDIS participants. The NDIA is using this information to review and validate data to ensure implementation of the correct new SDA prices where this is still to occur. This will also enable automated CPI indexing of unspent SDA support funding amounts from 1 July 2024 and provide a foundation for the census of SDA, as recommended by the SDA Pricing Review 2022–23.

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<sup>73</sup> Evidence of SDA funding in use is estimated based on SDA payments, SDA service bookings and address matching to an enrolled SDA dwelling. Future enhancements to the new computer system will allow for better tracking and an ability to better understand why participants may not be using SDA funding.

<sup>74</sup> <https://dataresearch.ndis.gov.au/reports-and-analyses/market-monitoring#specialist-disability-accommodation-sda-quarterly-report>

## 4.7 NDIS pricing

Work on the 2023–24 Annual Pricing Review (APR) is underway.

This year's APR consultation saw publication of two consultation papers (a provider consultation paper and a participant consultation paper), inviting submissions from providers, community, and government stakeholders and, for the first time, also inviting submissions from participants. The 2023–24 APR consultation commenced on 25 January 2024 and closed on 10 March 2024 for providers and 17 March 2024 for participants.

The NDIA received 912 unique submissions in response to the consultation papers. Of these, the vast majority came from participants, with 546 unique participant submissions received via the survey option alone. 353 submissions were in response to the provider consultation paper.

In producing the APR we consider the outcomes of the consultation process and also undertake a range of statistical and economic analyses. This includes consideration of current economic conditions for the healthcare and disability sectors, a deep dive into Scheme statistics, business dynamism, which considers new entrances and exits, as well as general market dynamics. Extensive benchmarking against other government schemes and the private sector.

The consultation findings and final recommendations will be published in the APR report in the coming months following the Fair Work Commission's decision on minimum wage in mid-late June 2024.



### Scarlett all abuzz with work options

With 2 casual jobs, volunteer work and co-hosting a radio program about disability, Scarlett has little time for rest.

Diagnosed with an intellectual disability at the age of 10, Scarlett, now 20, is thriving in her recent transition from school to working life.

By the age of 6, Scarlett, from Clyde North in Melbourne's south-east, began to show signs of intellectual disability, and her mother, Vanessa, started accessing early intervention therapies for her child before she became an NDIS participant.

'We could only do speech therapy for a limited time because we couldn't afford it,' Vanessa said. 'I was able to access supports but paying for it was tricky. We wish the NDIS had been around when Scarlett was younger.'

Scarlett joined the Scheme in 2019. Her plan covers the cost of speech and occupational therapies. Scarlett's provider, Umbrella Support, was pivotal in helping her find work, as well as exposing her to social, health and well-being programs.

Umbrella founder and support worker Cindy Warren supported Scarlett in work placements.

'She has an outgoing personality. When faced with a challenge, she will seek guidance and move forward. Scarlett is proof the NDIS does assist those living with disability to strive for their goals,' Cindy said.

Scarlett works 2 shifts a week under the guidance of qualified chefs at L'Arte Central Social Enterprise Café, Florist and Art Space in Cranbourne, and 2 shifts a week at nearby Amstel Club. There she splits her time between the bistro and its Every1 café, run by people with disability.

'I was really surprised and excited about the opportunity at Amstel Club,' Scarlett said. 'I've been here almost one year and it's been amazing.'

Scarlett also volunteers weekly at her local Salvation Army store. 'I work on the cash register, with support from staff,' Scarlett said. 'I serve customers and price donations. They've been fantastic for giving me an opportunity to develop my skills.'

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**'The Scheme has been life changing for us. Our goal is for Scarlett to be an independent and productive member of society. With help from the NDIS, she's well on her way,' said Vanessa.**

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## Section 5: Financial sustainability



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

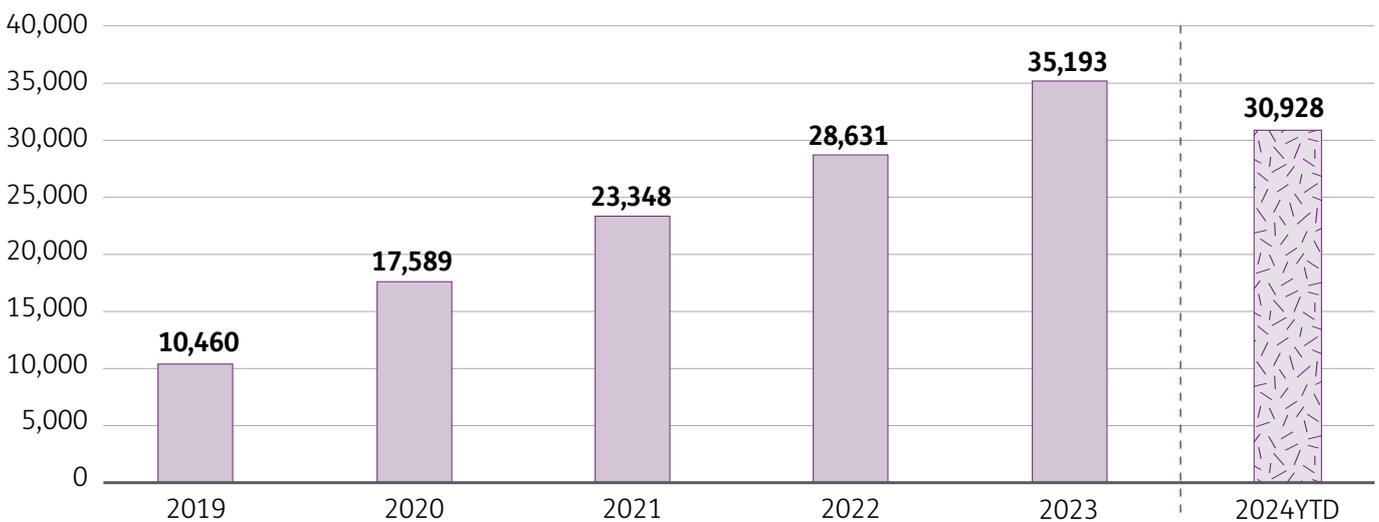
### 5.1 Total payments

Total Scheme payments<sup>75</sup> continue to increase due to both increased participant numbers and higher average cost per participant.

Total payments in the year to 30 June 2023 were \$35.2 billion, while the payments in the 9 months to 31 March 2024 were \$30.9 billion.<sup>76</sup>

The increasing number of participants benefitting from the Scheme contributes to the increase in payments.

Figure 35: Total payments (\$m) for financial years ending 30 June



<sup>75</sup> 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.

<sup>76</sup> This compares to \$25.7 billion in the 9 months to 31 March 2023.

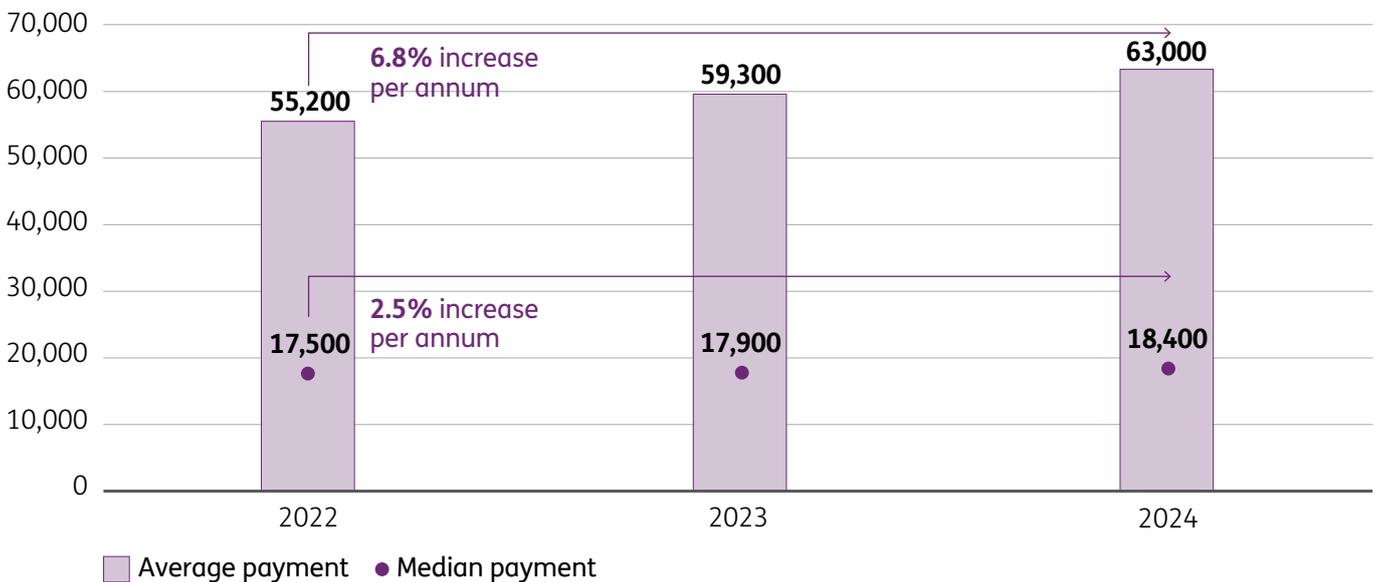
## 5.2 Average and median payment trends

Average and median payments per participant have increased by 6.8% and 2.5% per annum respectively over the last 2 years.

Both the average (mean) payment per participant and the median payment per participant provide useful information. In the NDIS, the average payment is much higher than the median payment because there is a skewed distribution with a small number of participants receiving very high cost supports, and a large number receiving low cost supports.

Trends in average and median payments per participant between 1 April 2022 and 31 March 2024 indicate that average payments have increased by 6.8% per annum, and median payments have increased by 2.5% per annum.

Figure 36: Average and median payments for years ending 31 March



Trends in average and median payments can be affected by changes in the profile of participants in the Scheme over time. Specifically, average payments are much higher for participants in SIL than those not in SIL, by a factor of 9 times. Average payments are also higher for adults compared with children, by a factor of almost 4 times. Over the past 2 years the proportion of participants in SIL increased from 5.2% to 5.3%, but the impact on the overall average and median payment was offset by a reduction in the proportion of adults, with participants older than 14 reducing from 59% to 57%.

### 5.3 Average plan budget trends

Average plan budgets have also increased over time for all participants. A bigger increase was observed for participants in SIL.

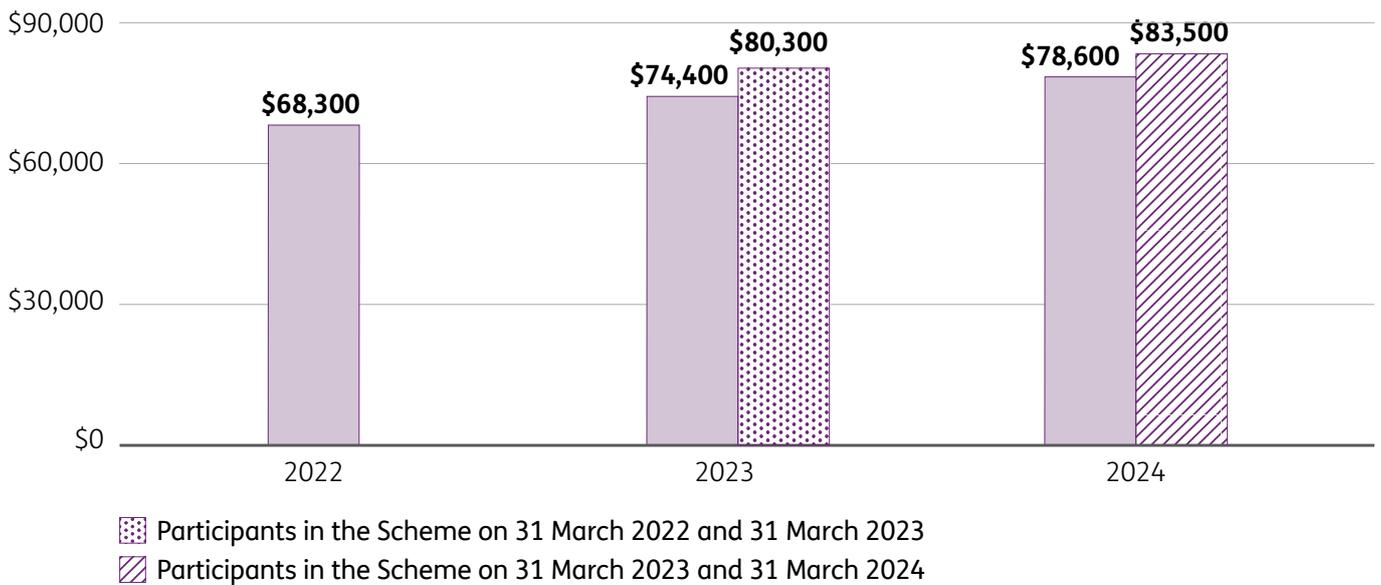
In addition to average payments increasing over time, average plan budgets have also increased over time, for both participants in SIL and not in SIL.

Specifically, over the 2 year period to 31 March 2024:

- Average plan budgets have increased by **7.3%** per annum for all participants
- Average plan budgets have increased by **12.3%** per annum for participants in SIL
- Average plan budgets have increased by **4.6%** per annum for participants not in SIL.

Average plan budgets of participants continuing in the Scheme are higher than the overall average. For example, for these existing participants who were in the Scheme at 31 March 2022 and at 31 March 2023, the average plan budget increased from \$68,300 to \$80,300 (17.6%).

Figure 37: Average annualised plan budgets for years ending 31 March

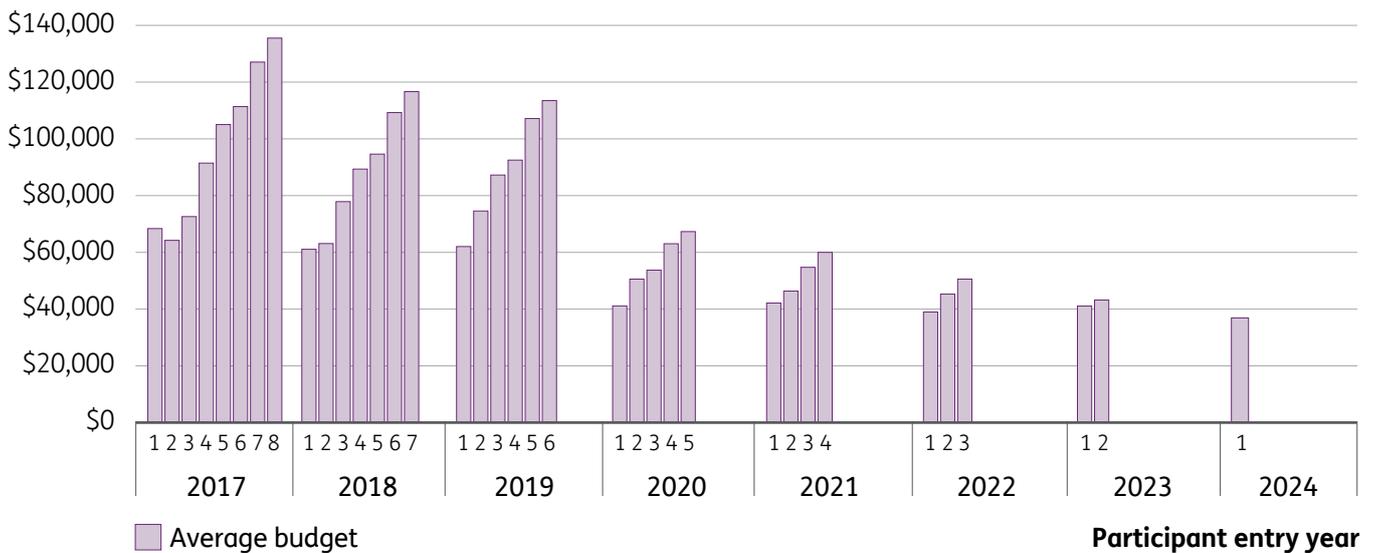


As the mix of participants (across various characteristics) has changed over time, understanding trends in average plan budgets for the same group of participants over time is important.

Figure 38 groups participants into cohorts based on the year participants entered the Scheme and shows the trend in average plan budgets based on the number of years they have been in the Scheme. For example, average plan budgets for participants who have entered the Scheme in the year ending 30 June 2018, increased from \$61,700 for their first year to \$117,100 for participants who have been in the Scheme for 7 years.

Average plan budgets for participants entering the Scheme in the year ending 30 June 2020 or later are lower relative to those entering the Scheme in earlier years. For example, those who entered the Scheme in year ending 30 June 2020, had an average plan budget of \$41,700 for their first year, compared to a first-year budget of \$68,300 for participants who entered in the year ending 30 June 2017. This reflects a changing mix of participants over time with the earlier years prioritising the transition of participants from existing Commonwealth, State and Territory government schemes into the NDIS. Conversely, in recent years there has been a growing proportion of younger participants entering the Scheme with disabilities such as developmental delay. Children, on average, have lower plan budgets than adults.

Figure 38: Average plan budgets by years of entry ending 30 June, and number of years in Scheme



### Plan reassessments and plan budgets variations

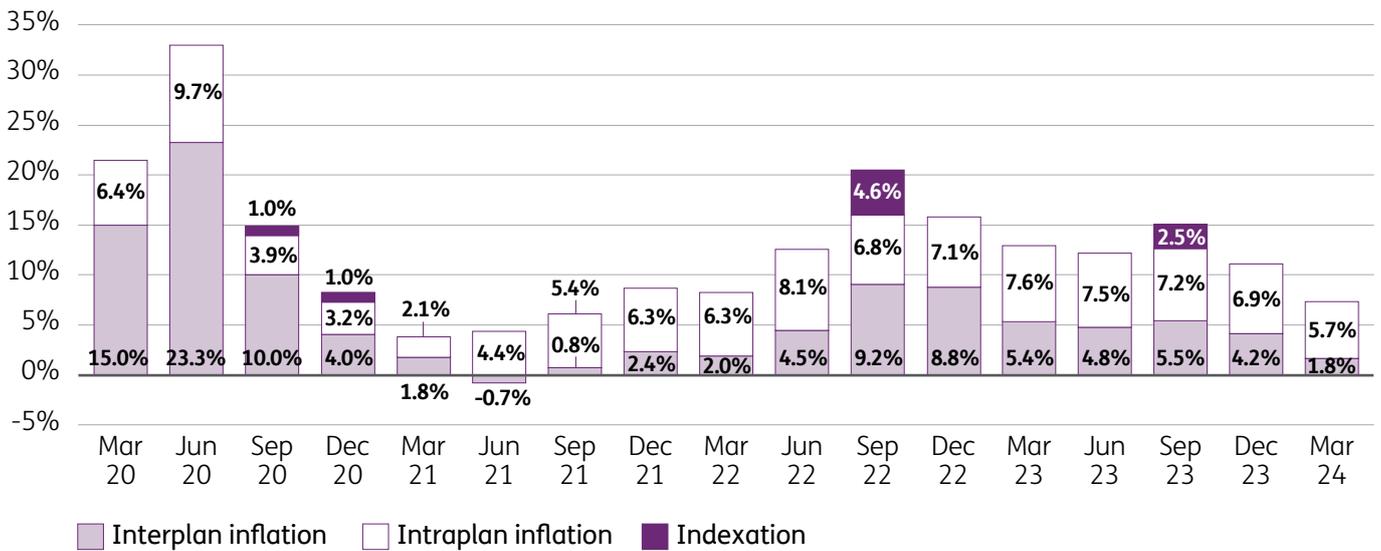
Plan reassessments result in plan budgets varying for a variety of reasons – for example, one-off Capital items in one plan and not the next. Another example is investment in Capacity Building (such as behavioural supports) resulting in less need for Core support over time. The NDIA has published an [operational guideline on plan reassessments](#)<sup>77</sup> that details the reasons a new plan could be different to a current plan.

### Plan inflation

In the March 2024 quarter, total plan inflation was 1.8% (7.5% per annum). Of the 7.5% per annum total plan inflation in the quarter, 1.8% was due to changes at plan reassessment, and 5.7% was due to changes occurring within a plan between reassessments.

The plan inflation of 7.5% per annum in March 2024 compares with plan inflation of 11.2% per annum in December 2023 and 15.1% per annum in September 2023 (12.7% excluding indexation)<sup>78,79</sup>. Inflation occurring at plan reassessment (interplan inflation) was 1.8% per annum, which compares with 4.2% per annum in December 2023, and 5.5% per annum in September 2023. Inflation occurring within a plan, between reassessments, (intraplan inflation) was 5.7% per annum, which compares with inflation of 6.9% per annum in December 2023, and 7.2% per annum in September 2023 (excluding indexation).

Figure 39: Annualised percentage change in plan budgets for active participants<sup>80</sup>



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

78 The annualised calculation of inflation excludes the impact of plan indexation in July following the Annual Pricing Review. The impact of this indexation is then explicitly added to the annualised calculation which is a 2.5% one-off increase.

79 The Annual Pricing Review saw price limit increases from 1 July 2023. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2023.

80 There has been minor retrospective change between interplan and intraplan inflation due to improved identification of plan amendments.

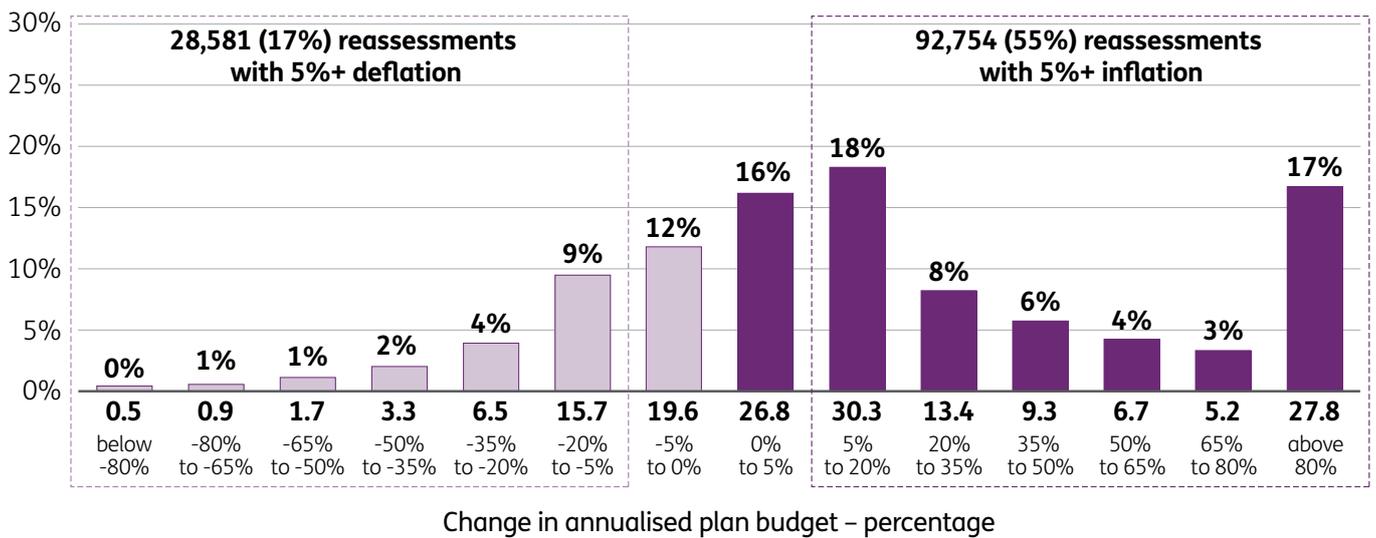
At the individual level, plan budgets can vary significantly. When looking at experience from 1 July 2023 to 31 March 2024, taking account of total plan inflation, plans were more likely to increase rather than decrease.

During the 9 month period to 31 March 2024, **24%** of active participants had a plan reassessment. Of the plans reassessed:<sup>81</sup>

- **55%** of plans increased at reassessment by more than 5% (compared to **57%** in the year to 31 December 2023)
- **17%** decreased by more than 5% (compared to **17%** in the year to 31 December 2023)
- **28%** remained within 5% (compared to **27%** in the year to 31 December 2023).

Similar to the previous quarter, **17%** of the plans reassessed during these 9 months had their plan budget increased by more than 80%.

Figure 40: Distribution of the percentage change in annualised plan budgets for plans reassessed between 1 July 2023 and 31 March 2024<sup>82</sup>



81 Numbers may add to more than 100% due to rounding.

82 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.

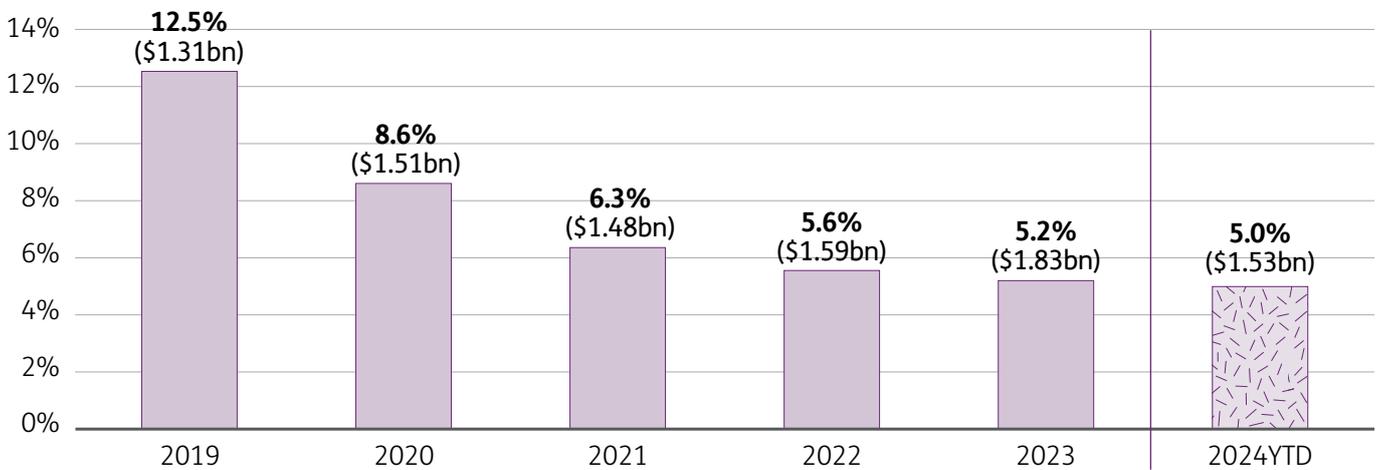
## 5.4 Operating expenses

Operating expenses per participant have reduced over the last 4 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 for the year ending 30 June 2023 was \$1.83 billion, and \$1.53 billion in the 9 months to 31 March 2024.<sup>83</sup>

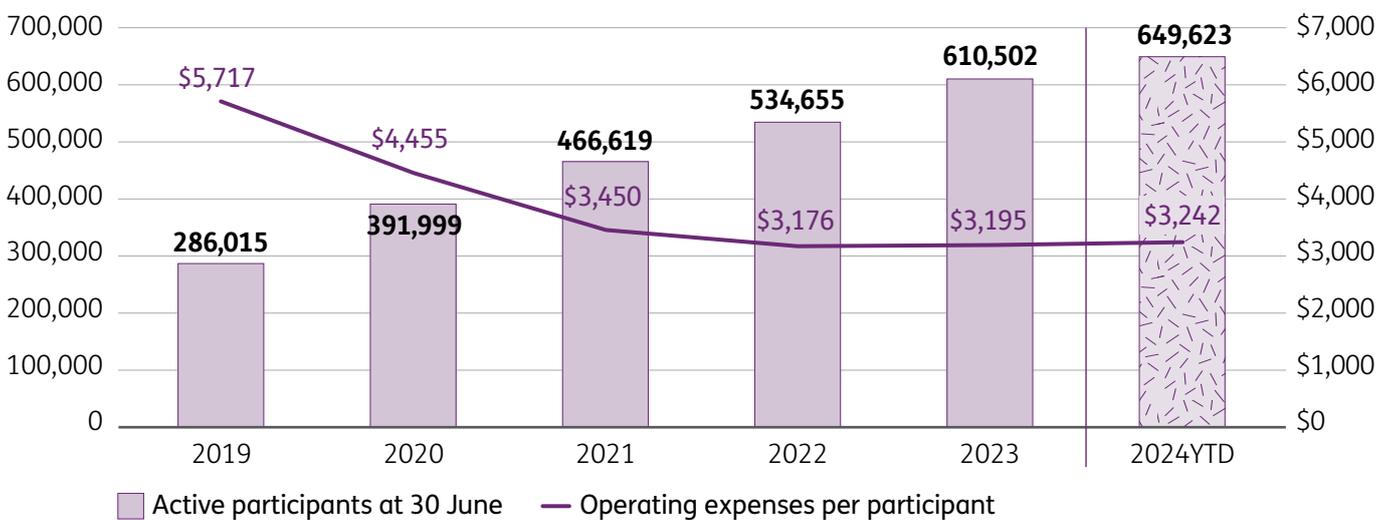
As a percentage of participant expenditure, operating expenses have decreased from 5.6% in 2021–22 to 5.2% in 2022–23. For the 9 months to 31 March 2024 the expense percentage decreased slightly to 5.0%. The Productivity Commission in their 2017 Study report<sup>84</sup> suggest a range of 7% to 10% as an appropriate benchmark for NDIA operating costs.

Figure 41: Operating expenses as a percentage of participant costs for years ending 30 June



The annualised operating cost per participant has increased by 0.6% from \$3,176 in 2021–22 to \$3,195 in 2022–23. Annualised operating cost per participant for the 9 months to 31 March 2024 is slightly higher at \$3,242.

Figure 42: Operating expense per participant for years ending 30 June<sup>85, 86</sup>



83 Total operating expenses are based on an accrual basis.

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

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

86 The average number of participants is a simple average of the 2 periods (opening and closing) on active participants. Cost per participant uses these average participant numbers as the denominator.



### Roz makes every moment count with family, friends, and doing the work she loves

About 18 months ago, tests showed Roz had motor neurone disease (MND) – and her world came tumbling down. ‘The diagnosis was a shock and my partner and I spent 2 or 3 weeks in total fight or flight mode just dealing with that and having to tell our friends and family and my beautiful kids,’ Roz, 58, said.

‘But then I quite quickly decided, knowing I had a short period left, that I could sit in a corner and cry, or I could just seize the day. And that’s what I decided to do. I do something special every day because I know that every day – every moment – is a gift.’

MND is a rare neurological condition with no cure that causes nerve cells known as neurons to die. For Roz, it means it’s getting harder to move, walk, and make it through the day.

Roz joined the Scheme and began receiving supports within a few months of her MND diagnosis in late 2022. She has physiotherapy, neuro physiotherapy, podiatry, and psychology support.

‘It’s having access to the most wonderful therapists, people who really understand the condition, that has been so important for me,’ Roz said. ‘They can watch over me... and I can work on things physically to keep doing as much as I can for as long as I can.’

Roz’s working and creative life has always revolved around ‘making and moving’, and she danced internationally early in her career and later moved into directing and producing.

Now creative producer for award-winning inclusive dance theatre company Restless Dance, Roz has helped guide the company to global success alongside artistic director Michelle Ryan.

Roz says working with Michelle, who has Multiple Sclerosis, and several dancers who have Down syndrome, has helped her to adjust to her own disability. ‘Michelle and everyone at Restless have been amazing, and so supportive. And the benefit of working there was I could really appreciate how wonderful the NDIS could be,’ Roz said.

She says joining the NDIS has made all the difference to staying as active and as positive as she can.

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**‘The NDIS has been amazing, that support has just been next level in terms of helping me through this’, Roz said. ‘I don’t think I would still be working if it weren’t for that support.’**

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## Section 6: Staff and the NDIS community



The Agency's diverse workforce and commitment to public data sharing enhances the engagement with participants and the sector.

### 6.1 Workforce diversity, inclusion and engagement

The NDIA is continuing work to enhance the inclusion, diversity and engagement of its workforce.

In January 2024, a specialist branch reporting directly to the Chief Operating Officer was created, the Office of Agency Accessibility and Inclusion. This branch is dedicated to working collaboratively across the Agency to provide specialist advice, strategic support and operational support to drive a culture of accessibility and inclusion.

The Office of Agency Accessibility and Inclusion will improve the accessibility and inclusivity of the Agency's systems, processes and supports for staff by:

- Supporting staff with disability and managers to understand and access the support and tools they need to work at the Agency
- Advancing accessible technology and systems through inclusive design, training and standards for Agency accountability
- Championing a culture of inclusion and diversity for all staff through strategic engagement, evaluation, and empowerment of diversity groups within the Agency
- Driving disability inclusion, employment, and engagement through strategic planning, governance and network initiatives.

As at 31 March 2024, the total NDIS workforce was 15,350 including 7,174 Australian Public Service (APS) employees and 2,029 labour hire workers and contractors. A further 6,147 people are employed by NDIS Partners in the Community and National Contact Centre partners.

In April 2024, Adjunct Professor Janine Mohamed was appointed as NDIS DCEO First Nations. This followed the February 2024 appointment of Tanya Malthouse as the Branch Manager of the newly formed First Nations Branch. The First Nations Branch is committed to creating inclusive and culturally safe workplaces for our staff and supporting First Nations Peoples with disability to achieve outcomes on an equal basis with the broader population.

In March 2024 the Agency celebrated Harmony Week and announced the appointment of Deputy CEO Integrity Transformation and Fraud Fusion Taskforce John Dardo as the NDIA's Culturally and Linguistically Diverse (CALD) Champion. This appointment aligns with the CALD Inclusion plan and is part of the NDIA's commitment to inclusivity.

Work has continued for the NDIA to be assessed and attain bronze level accreditation in the Australian Workplace Equality Index. This is an organisational benchmarking tool that assists workplaces to assess their inclusive practices and policies with regards to LGBTIQ+ inclusion. This benchmarking tool is administered by Pride in Diversity, an LGBTIQ+ peak advocacy body.

This focus on inclusion, diversity and engagement with the NDIA workforce demonstrates the NDIA's strong commitment to better support both staff and participants by ensuring its workforce embraces culture and diversity. This will help the NDIA reflect the communities it serves and create a more inclusive and welcoming Agency for participants.

### 6.2 Public data sharing and the latest release of information

The NDIA continues to release timely data and analysis to stakeholders.

Data about the Scheme is shared publicly on the [NDIS website](#) each quarter through interactive tools, downloadable files, reports and analyses.

In this quarter the following updated data files were released:

- the [accompanying data supplements](#)<sup>87</sup> to the second quarter 2023–24 Quarterly Report to Disability Ministers
- [datasets](#)<sup>88</sup> containing detailed data updates across participant, provider and market categories
- the latest [participant dashboards data](#)<sup>89</sup>.

On 14 March 2024, [explore data](#)<sup>90</sup>, an interactive visualisation tool was updated with second quarter data on participant, provider and market demographics.

The latest [employment outcomes reports](#)<sup>91</sup> were released on 21 March 2024. The reports show employment outcomes, for both participants and their families and carers, from when participants first enter the NDIS, as well as how employment experiences change during their time in the Scheme.

Several deep dive reports and analyses have also been released in previous quarters and are available on the [NDIS website](#).

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87 <https://dataresearch.ndis.gov.au/reports-and-analyses/quarterly-report-supplements>

88 <https://dataresearch.ndis.gov.au/datasets>

89 <https://dataresearch.ndis.gov.au/reports-and-analyses/participant-dashboards>

90 <https://dataresearch.ndis.gov.au/explore-data>

91 <https://dataresearch.ndis.gov.au/reports-and-analyses/outcomes-and-goals/employment-outcomes-participants-their-families-and-carers>

## 6.3 Integrity of the Scheme

The NDIA is committed to detecting, preventing and reducing fraud and non-compliance.

### **Fraud Fusion Taskforce and Crack Down on Fraud program**

The NDIA, as part of the multi-agency Fraud Fusion Taskforce (FFT), continues to mature its ability to identify and respond to fraud and compliance risks to improve the integrity of the NDIS.

As one of the lead agencies in the FFT, the NDIA is working with 15 other Commonwealth regulatory and law enforcement agencies to develop a scalable and repeatable assurance and prevention model. The model will facilitate increased payment integrity across government services.

Since being established on 1 November 2022, the FFT has investigated over 100 cases involving over \$1 billion of NDIS funding. The capabilities being developed by the FFT are being leveraged in a broad range of cases.

This work has been further supported by the February 2024, \$83.9 million investment made by the Federal Government to the Crack Down on Fraud (CDoF) program.

The CDoF program focuses on implementing a new strategic capability within the NDIA – making it easier to get it right, harder to get it wrong. This capability will:

- Uplift information and communications technology (ICT) systems and business processes to detect and prevent fraud
- Encourage engagement, correct participation and quality outcomes, while also having a preventative effect on non-compliance and fraud.

The NDIA will use the funding for a number of ICT systems and activities, including:

- Improving the systems that assess, process and pay over 400,000 NDIS claims per day
- Improving identity proofing systems to increase safety and privacy
- Improving the NDIS mobile app and online interfaces
- Building new ICT systems to connect with other agencies, providers and banks so that transactions can be actioned faster with reduced errors
- Building a new fraud case management system that will interact with other enforcement agencies.

The CDoF program will complement the work of the FFT, strengthening prevention, detection and response. The solutions are designed to respond to areas of vulnerability identified through the operation of the FFT.

### Integrity initiatives program

A quarterly integrity initiatives program has been established to implement measures to address emerging and high-risk integrity issues. This work program may change quickly to address changing priorities. From January to March 2024 the following were delivered:

- **Piloting myGov in front of the NDIS app** – we are aligning with the whole of government approach that uses the myGov service to access online government systems. This will create a familiar, consistent, and secure experience for participants and nominees and help us make sure we are talking to the right people about their services and supports.
- **Implementation of a payment delay** – we have updated the timing of payments to participants and providers to align with published payment standards. This means we have more time to assess claims prior to payment and to prevent individuals and groups who are colluding with the intent of defrauding the NDIS.
- **Monitoring claims against expired plans** – we have enhanced our comprehensive review process for claims received after a plan has expired.
- **Increased pre-payment checks on cash reimbursements** – claims for cash reimbursements require evidence and are reviewed before they are paid. This enhanced evidence and review process provides confidence that cash reimbursements are being paid for legitimate expenses.
- **A campaign focused on participants that are unable to be contacted** – we are trialing a new approach to re-establishing contact with participants who we have been unable to engage with through existing channels. This approach is considering both participant welfare and the financial integrity risks arising from being unable to contact participants.

These responses are designed to prevent future losses to the NDIS, recover funds and build integrity in the system.

### Fraud investigation outcomes

Key fraud investigation outcomes in this quarter were:

- Receiving 5,721 tip-offs, compared to 4,658 for the same quarter in 2022–23.
- Prosecuting 20 cases, with an estimated fraud value of \$33.5 million.
- In February 2024, an offender was sentenced to 4 years plus a further 2 years to be served concurrently for perpetrating fraud offences against the NDIS, totaling over \$430,000. This person has been permanently banned by the NDIS Quality and Safeguards Commission.
- In March 2024, an offender was sentenced to 3 years and 6 months imprisonment for perpetrating fraud offences against the NDIS totalling over \$75,000. This person has been banned by the NDIS Quality and Safeguards Commission.

# Endnotes

- 1 <https://dataresearch.ndis.gov.au/reports-and-analyses/quarterly-report-supplements>
- 2 51,689 participants with approved plans have left the NDIS in the period between 1 July 2013 and 31 March 2024.
- 3 This is the net increase in the number of active participants in the NDIS each period noting some participants have left the NDIS.
- 4 There were 9,622 participants aged 0 to 64 years with a gender of “Other” at 31 March 2024. The participation rates for this group are included within the total rates.
- 5 This compares to 8% 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.
- 6 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 computer system, the opportunity to collect improved data on participants should allow better identification of CALD participants in the near future.
- 7 This compares to 2% 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.
- 8 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>
- 9 <https://dataresearch.ndis.gov.au/explore-data> has detail on numbers of CALD participants and remote and very remote participants.
- 10 The number of children supported by the early childhood approach who are not receiving early connections in this figure does not include data from the new computer system.
- 11 An overstatement in last quarter’s figure for the number of children accessing early connections was identified. As a result, the figure reported this quarter is not comparable to the figure reported last quarter
- 12 The results are based on responses provided to the outcomes framework questionnaires. Responses are collected at Scheme entry (baseline) and at subsequent plan reassessments.
- 13 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.
- 14 The participant age reported in this section is as per their latest plan reassessment.
- 15 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 16 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 17 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 18 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.
- 19 Some of the decrease for older age groups is due to participants retiring from the workforce.
- 20 Some of the decrease for older age groups is due to participants retiring from the workforce.
- 21 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 22 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 23 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 24 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 25 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 26 Figures have been rounded to the nearest 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.
- 28 <https://www.ndis.gov.au/about-us/policies/service-charter>
- 29 The measures are being built in the new computer system, and the results may change.
- 30 For the March 2024 quarter, performance is measured from available data on processes and dates on the new computer system. Milestones being built into the new computer system will improve the capture of performance data.
- 31 Exclude reassessments initiated prior to migrating service processes to the new computer system.
- 32 Exclude reassessments initiated prior to migrating service processes to the new computer system.
- 33 The time taken for participants to respond to requests for further information (RFI) has been removed from the duration.
- 34 An application is considered closed if an application is cancelled or rejected, a participant is declined all home and living supports, or an application won’t progress to implementation (e.g. deceased, participant chooses not to proceed etc.). An application is considered implemented once a participant has a new approved plan.

## Endnotes

- 35 975 of the 4,902 applications that were closed or implemented had no data on the closure date and were excluded from the percentage of applications closed or implemented within 90 days.
- 36 Applications that have been closed or implemented with no data on the closure date have been excluded from the percentages of applications closed or implemented within 90 days.
- 37 The NDIA is waiting on additional information from participants for 582 out of the 1,335 applications awaiting a decision at the end of December.
- 38 Applications on hold are excluded from the in-progress applications.
- 39 In the 'My Customer Requests' tile launched in October 2019, it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. Previously, the single source was often recorded as a participant regardless of whether a provider was associated with the complaint.
- 40 The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection.
- 41 Numbers may change as complaints reporting in the new computer system is refined including identifying complaints lodged via multiple channels.
- 42 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 QRDM onwards, see later in the section for further details.
- 43 The number of PCIs in the current quarter may change in the future as the method of identifying PCIs in the new computer system is enhanced further. The numbers of participant critical incidents reported for the last six months may still increase as there is a lag in data collection.
- 44 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.
- 45 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>
- 46 Short plans (plans with a duration less than or equal to 30 days) have been excluded. The numbers of plan reassessments in historical periods have been updated with retrospective data changes.
- 47 Underlying total response numbers may differ across different questions in each moment due to the exclusion of "Prefer not to say" and "Not applicable" responses. The count is the count of total unique respondents in each moment.
- 48 The 2023–24 Q3 results contains results from the December 2023 month.
- 49 These results are based on 208 surveys at Early Supports, 2,885 surveys at Community Connections, 2,029 at Apply for NDIS, 3,717 at Plan Approval, 2,476 at Plan Implementation and 10,377 at Plan Reassessment, which is 21,692 in total.
- 50 From Q2 2023–24, the volume of webchats offered have been estimated as a result of reporting issues with the Agency's new webchat functionality that was implemented in November 2023. The Agency has identified instances where a webchat was offered but not connected to a contactor or no contact was received from the requestor. These instances were removed to estimate the webchat volume.
- 51 This represents total payments on a cash basis (including payments made under in-kind arrangements). On an accrual basis, total payments were \$40.5 billion.
- 52 Includes therapy services.
- 53 Total includes \$8 million of payments with no support category.
- 54 This figure excludes participants that have opted to have part of their plan self-managed.  
<https://www.ndis.gov.au/participants/using-your-plan/self-management#guide-to-self-management>
- 56 Includes cash and in-kind payments.
- 57 Active providers refer to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with an invalid Australian Business Number (ABN).
- 58 Includes cash and in-kind payments.
- 59 Plan management fees, which are Agency-managed payments, are reclassified as a plan-managed payment 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.
- 60 Plan management fees, which are Agency-managed payments, are reclassified as a plan-managed payment 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.
- 61 The number is understated as provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16% of all self-managed payment transactions.
- 62 Active providers refer to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with an invalid Australian business number (ABN).
- 63 Registration status of a provider may change between registered and unregistered during the quarter.
- 64 Active providers refer to those who have received payment in the quarter for supporting NDIS participants.

- The count of active providers excludes providers with an invalid ABN.
- 65 \$46 million of payments made to providers with “unknown” registration status have not been included in this chart.
- 66 Registration status is determined as at the posting date of payment. Some providers may be counted more than once if they changed registration status during the quarter.
- 67 The historical number of plan managers does not take into account any revisions in their registration status.
- 68 The historical number of plan managers does not take into account any revisions in their registration status.
- 69 Refinement to the logic of identifying participants in SIL was applied in the September 2023 quarter.
- 70 The number of participants who aren’t using their SDA funding has reduced over the last 2 quarters, while the number of participants using their SDA funding has remained stable.
- 71 To deal with an accumulated backlog of payments, the NDIA has made off-system payments to providers directly. The \$228 million total SDA payments made in the year ending on 31 March 2023 includes off-system payments of \$10.5 million made in June 2022.
- 72 The average SDA payments figure is calculated by using the number of participants with SDA funding. There is a gap between the number of participants with SDA payments (i.e. utilising SDA supports) and the number of participants with SDA funding. For participants utilising SDA, the average SDA payments would be higher than the figure reported.
- 73 Evidence of SDA funding in use is estimated based on SDA payments, SDA service bookings and address matching to an enrolled SDA dwelling. Future enhancements to the new computer system will allow for better tracking and an ability to better understand why participants may not be using SDA funding.
- 74 <https://dataresearch.ndis.gov.au/reports-and-analyses/market-monitoring#specialist-disability-accommodation-sda-quarterly-report>
- 75 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.
- 76 This compares to \$25.7billion in the 9 months to 31 March 2023.
- 77 <https://ourguidelines.ndis.gov.au/your-plan-menu/changing-your-plan>
- 78 The annualised calculation of inflation excludes the impact of plan indexation in July following the Annual Pricing Review. The impact of this indexation is then explicitly added to the annualised calculation which is a 2.5% one-off increase
- 79 The Annual Pricing Review saw price limit increases from 1 July 2023. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2023
- 80 There has been minor retrospective change between interplan and intraplan inflation due to improved identification of plan amendments.
- 81 Numbers may add to more than 100% due to rounding.
- 82 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.
- 83 Total operating expenses are based on an accrual basis.
- 84 <https://www.pc.gov.au/inquiries/completed/ndis-costs#report>
- 85 The annualised operating cost per participant for 2024YTD is expected to drop given the seasonality in operating expenses
- 86 The average number of participants is a simple average of the 2 periods (opening and closing) on active participants. Cost per participant uses these average participant numbers as the denominator
- 87 <https://dataresearch.ndis.gov.au/reports-and-analyses/quarterly-report-supplements>
- 88 <https://dataresearch.ndis.gov.au/datasets>
- 89 <https://dataresearch.ndis.gov.au/reports-and-analyses/participant-dashboards>
- 90 <https://dataresearch.ndis.gov.au/explore-data>
- 91 <https://dataresearch.ndis.gov.au/reports-and-analyses/outcomes-and-goals/employment-outcomes-participants-their-families-and-carers>

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