

ndis

Q2
2022-23

NDIS Quarterly report to disability ministers

31 December 2022





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Introduction

This quarter, the key highlights and focus areas for the National Disability Insurance Agency (NDIA) have been:

1. Participant and family/carer outcomes



2. Scheme financial experience since 30 June 2022



3. Co-design and engagement



4. Improving the experience of participants



On 18 October 2022, the Minister for the National Disability Insurance Scheme (NDIS) announced the Independent Review into the NDIS (NDIS Review) to improve the wellbeing of Australians with disability and ensure the Scheme's sustainability so that future generations receive the benefit of the NDIS.

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

1

Participant and family/carer outcomes



The NDIA released the annual Outcomes Reports for participants and their families/carers, which highlight the positive effect the Scheme is having on participants and their families/carers.

On 6 January 2023, the NDIA released the Outcomes Reports for NDIS participants and their families and carers based on data as at 30 June 2022, showing how NDIS participants, their families and carers have progressed since entering the Scheme. The reports show the value and benefit of the NDIS in helping participants achieve their goals. Results also show that the NDIS continues to have a positive impact on participants, their families and carers, the longer they have been in the Scheme.

Participant outcomes report

The report is based on the Outcomes Framework which takes a lifespan approach to measuring participant outcomes across four age-based cohorts: birth to starting school, school to 14 years, 15 to 24 years and 25 years and over. The Outcomes Framework survey, which informs the report, assesses participant outcomes at Scheme entry (baseline) and each year thereafter as a participant in the Scheme undertakes their plan reassessment¹. Refer to the [Outcomes Reports](#)² for more information about the framework.

The new data gives valuable insights on how the NDIS is improving the lives of participants in multiple key areas. The report shows significant positive changes since entering the Scheme in areas such as health and wellbeing, choice and control, relationships, and home and community participation.

- For young participants aged 0 to starting school age:
 - **68%** of parents/carers say their child can make friends outside of the family compared to 51% at baseline, a **33%** relative improvement.
 - **84%** of children who participate in community activities feel welcomed or actively included at these activities, a **13%** relative increase over four years compared to 74% at baseline.
 - **67%** of parents/carers of younger children reported improvements in the ability to do everyday tasks, a **27%** relative increase over three years. compared to 53% at baseline.
 - **96%** of parents/carers said that their child used specialist services, a **44%** relative increase compared to 67% at baseline and **99%** said that these services helped their child to gain everyday life skills after five years in the Scheme, a **7%** relative increase compared to 92% at baseline.

¹ Plan Reviews are now referred to as Plan Reassessments in line with the amendments to the NDIA legislation which came into effect on 1 July 2022.

² <https://data.ndis.gov.au/reports-and-analyses/outcomes-and-goals/participant-families-and-carer-outcomes-reports>

- For participants aged 0 to 14 years:
 - **88%** of parents say their child fits better into everyday family life after five years, a **19%** relative increase compared to 75% at baseline.
- For participants aged 15 years and over:
 - **62%** felt satisfied with their life, a **42%** relative improvement compared to 43% at baseline.
 - **78%** reported being able to choose how to spend their spare time, a **34%** relative increase compared to 58% at baseline.
 - **94%** reported having their own doctor who they see regularly, a relative improvement of **10%** over five years compared to 85% at baseline. **75%** had no difficulty accessing health services, an **8%** relative improvement over five years compared to 70% at baseline.

Overall, the results show that participants are experiencing significant increases in community participation, which is central to one of the Scheme's aims to build community inclusion of people with disability.

Families/carers outcomes report

The NDIA also released the [NDIS family and carer outcomes report](#)³ based on data as at 30 June 2022, which helps to understand how the Scheme is making a difference to families and carers.

For families and carers, improvements were found in the areas of employment, feeling supported, access to services, rights and advocacy, and health and wellbeing. For families and carers:

- **55%** of families/carers are in paid employment, a **21%** relative increase when compared to 46% at baseline. **87%** of those in a paid job are working 15 hours or more – approaching the Australian population benchmark of **88%**.
- **75%** of families and carers feel more confident about the future of their family member with disability under the NDIS, a relative increase of **80%** compared to 41% at baseline.
- **81%** of families and carers agree the NDIS has helped them better care for their family member with disability, a three-fold relative increase compared to baseline (**27%**).

Additional positive results highlighted in the family/carer report indicate that families and carers of younger participants receive support to enable them to help their child develop and learn, and become more independent, while parents and carers of older participants receive support for succession planning. Further, the percentage of parents and carers in paid employment increases with time in the Scheme.

³ <https://data.ndis.gov.au/reports-and-analyses/outcomes-and-goals/participant-families-and-carer-outcomes-reports>

2

Scheme financial experience since 30 June 2022



Since 30 June 2022, payments for participant supports, budgets and participant numbers are above AFSR expectations.

Scheme experience is monitored against expectations based on the 2021–22 Annual Financial Sustainability Report (AFSR)⁴ projections which were published by the Agency in November 2022. Since 30 June 2022, payments for participant supports, average plan payments, budgets and participant numbers have each continued to increase and are above AFSR expectations for the first half of 2022–23.

Total Scheme expenses for the 6 months to 31 December 2022 were \$16.8bn (on an accrual basis) or 1.8 per cent higher than the estimate from the 2021–22 AFSR of \$16.5bn. The key drivers of this variance is that there are more participants than expected in the Scheme, and the average payment per participant is also higher than expected.

Increases in payment levels are closely linked to changes in plan budgets over time. For the 6 months to 31 December 2022, total plan inflation for participants already in the Scheme was 20.5 per cent per annum, made up of 8.9 per cent per annum due to inflation at plan reassessment and 11.6 per cent per annum due to inflation within plans between reassessments. About 6.9 per cent per annum of the total can be attributed to the combined effects of indexation in July 2022 following the 2021–22 Annual Pricing Review and pricing impacts at the point of plan reassessment, leaving inflation of 13.6 per cent per annum over and above indexation and pricing impacts.

Since June 2022, the number of participants with Supported Independent Living (SIL) has increased from 26,950 to 29,812 or by 2,862, much higher than the AFSR expectations of approximately 700. On average, participants with SIL have high plan budgets and payments for supports compared with other participants, and so this shift of participants into SIL arrangements has a material impact on Scheme expenses.

The total number of Scheme participants at 31 December 2022 is 573,342 which is approximately 9,500 higher than the AFSR expectations. This is driven by additional numbers of children with developmental delay and autism entering the Scheme since June compared with expected. The short-term impact on total Scheme expenses is low because children with development delay or with autism have relatively small plan budgets and payment levels compared with other participants. However, if a large proportion of these children remain in the Scheme into adulthood, the additional expenses in the longer term compared with expectations are significant.

The Agency is examining the emerging experience to understand the drivers of variances from expectations.

⁴ <https://www.ndis.gov.au/about-us/publications/annual-financial-sustainability-reports>

3

Co-design and engagement



The NDIA believes the people who are impacted by the NDIA's decisions and processes have a right to be involved in designing, implementing, and evaluating those decisions and processes.

The NDIA understands that listening to and learning from participants and the disability community is fundamental to improving the NDIS. This quarter, the NDIA continued to work together with the disability community to build co-design and engagement capability. The NDIA is also taking a collaborative approach to aligning cross government engagement priorities and initiatives.

Co-design Advisory Group

The Co-design Advisory Group, comprising of Independent Advisory Council (IAC), Disability Representative and Carer Organisations (DRCO) and Government representatives, provides strategic oversight and guidance for the NDIA co-design program. This quarter, the Co-design Advisory Group endorsed the Co-design Evaluation Framework which will support the NDIA to strengthen engagement, improve the relationship between the NDIA and disability community and deliver better outcomes for NDIS participants.

DRCO Forum

The DRCO Forum met on 18 November 2022. In this meeting, NDIA CEO Rebecca Falkingham spent several hours in dialogue with attendees exploring issues of importance to the disability community. Members were also provided with an update on the:

- First Nations Strategy and Culturally and Linguistically Diverse (CALD) Strategy Refresh Strategy co-design projects.
- New Independent External Review (IER) program led by people with disability.
- New Information and Communication Technology (ICT) system, including details of the test being undertaken in Tasmania.

Priority co-design projects

The NDIA continues to work closely with people with disability and the broader disability community on six priority co-design projects:

- Information Gathering for Access and Planning
- Home and Living
- Participant Safeguarding
- Supported Decision Making
- CALD Strategy
- First Nations Strategy

Further information on the NDIA's co-design approach, including details on each of the priority co-design projects is included in section 6.2 of this report.

4 Improving the experience of participants



The NDIA is continuing to focus on improving the experience of participants.

Outcomes are improving for many NDIS participants and their families and carers. The NDIA recognises there is more to do and is focused on improving the experience of participants in the following key areas:

Improving employment opportunities for participants

The NDIA is committed to improving participant employment outcomes and is currently reviewing the Participant Employment Strategy and priorities for 2023. To achieve this, consultation with key stakeholders has already commenced in developing an Action Plan for 2023, with a focus on building participant's employment aspirations and improving employment outcomes under the changed employment landscape.

The NDIA will continue to focus on supporting participants to set work goals, improving pathways to work, market development and building the confidence of employers to employ NDIS participants. There has been a focus on partnering with the State and Territory education departments, parents and education professionals to assist understanding of the NDIS and mainstream supports available to help young people to successfully transition from school to work. Further information about the NDIA's Participant Employment Strategy can be found in Section 2 of this report.

Assisting participants leave hospital who are ready to be discharged

The Australian Government and the NDIA are committed to improving the safe and timely discharge of NDIS participants from hospital. It is our firm commitment that once medically ready, NDIS participants should be supported to discharge safely as soon as possible. The NDIA has already implemented a range of operational improvements to reduce discharge delays.

Improvements completed⁵

In October 2022, the NDIA shared with Disability Ministers that all the immediate improvements outlined in its Hospital Discharge Operational Plan are complete.

This has delivered streamlined processes and faster decision-making. Participants in hospital now have access to specialised hospital discharge planners with greater decision-making authority, enabling plans to be approved at a local level. These planners work with participants throughout their hospital journey. There are also more Health Liaison Officers (HLOs) working within hospitals to ensure NDIA processes run smoothly and information is shared.

⁵ <https://ministers.dss.gov.au/media-releases/9471>

Performance against targets

Disability Ministers agreed on two key targets for the NDIA to report on. These targets, and the resulting performance from when these new targets commenced are:

- **NDIA Target: Contacting NDIS participants within 4 days of the NDIA being notified of a hospital admission**
 - **85%** of participants met this metric in the period from September 2022 to December 2022.
- **NDIA Target: Ensuring an NDIS plan for discharge is in place within 30 days of the NDIA being notified**
 - **29%** of participants met this metric in the period from September 2022 to November 2022.
 - Additionally, at the end of December 2022, a plan was in place for **61%** of participants who were ready for discharge and for **69%** of participants who were due to discharge within the next 7 days.

Figure 1 : Hospital discharge performance from September 2022

Metric	Sep 22 to Dec 22
NDIA target: Participant contact within 4 days of notification	85%
NDIA target: NDIS discharge plans approved within 30 days	29% ⁶
% Participants due to discharge within 7 days where a plan is in place	69%
% Participants ready for discharge - with a plan	61%

For the majority of participants in hospital, NDIA planning processes are not the key barrier preventing discharge. Improving plan approval timelines is a key focus moving forward and requires cooperation between State and Territory health systems and the NDIA to ensure the best outcomes for participants.

The NDIA is considering further medium to long term policy and operational changes, including a project focusing on participants with a psychosocial disability and their experiences discharging from hospital. The NDIA is also working with hospitals to hear first-hand the issues impacting hospital discharge, so we can work together with hospitals to resolve these issues.⁷

⁶ Data for this metric has a one month lag and is as at November 2022

⁷ <https://www.pm.gov.au/media/meeting-national-cabinet-1>

COVID-19 support for participants

On 1 October 2022, the NDIA expanded the COVID-19 flexible low-cost assistive technology (AT) for continuity of supports policy, enabling eligible participants to purchase a personal portable air purifier or other ventilation device such as a portable extraction fan or pedestal fan. Ventilation remains an important consideration when optimising safe access to NDIS funded supports and COVID-19 management in disability settings. The NDIA is working with the Department of Social Services (DSS) to increase the promotion of key information about this measure.

The NDIA also continues to deliver existing COVID-19 response supports for eligible participants, including:

- Rapid Antigen Tests (RATs) with NDIS plan funding from their core budget.
- Personal Protective Equipment (PPE).
- Meal preparation and delivery support.
- One-off deep clean where a support worker has attended their home and later tests positive to COVID-19.

This report

This report is a summary of the performance and operations of the NDIA for the three months from 1 October 2022 to 31 December 2022, as required by Section 174 of the NDIS Act 2013.

Analysis and key insights are presented in this report, with detailed supplementary tables included in the appendices. The national results are contained in Appendix E, followed by individual appendices for each State and Territory (Appendices F–M). Also included in the appendices are:

- A list of key definitions of the terms used in this report (Appendix A).
- A comparison of key metrics across each State and Territory (Appendix N).
- The number of active participants, the participation rates by age group, the annual average plan budget, and average payment per participant, in each service district (Appendix O).
- The number of active participants in each service district receiving Specialist Disability Accommodation (SDA) and SIL, along with data on the number and types of dwellings in each statistical geographical area. Data on the demand for SDA within the NDIS is also included (Appendix P).

The NDIA is considering how to best publish and deliver data to ensure the data is published in a format that is as useful as possible. The full range of tables that were available in the report for Appendices E through N will now be published as a supplementary file to the corresponding appendix for this report. This report includes a streamlined selection of content. The following two appendices will be released separately on the [NDIS website](https://www.ndis.gov.au/about-us/publications/quarterly-reports)⁸:

- A comparison of utilisation by service district (Appendix Q).
- Waiting times for access decisions and plan approvals by State/Territory (Appendix R).

⁸ <https://www.ndis.gov.au/about-us/publications/quarterly-reports>



Krystal thrives in leadership role for a housing provider with a difference



People have often made the mistake of underestimating **Krystal**, 37. Born with cerebral palsy, Krystal and her family saw no limits for her. But others did.

In high school, a teacher urged Krystal, who uses a wheelchair, not to take part in a childcare activity because she ‘would never become a mother’.

In the workplace, with a degree in Social Work under her belt, Krystal found employers reluctant to take her on. “I’ve had to deal with a lot of people who had preconceived notions of who I was and what I was capable of, purely on the basis that I was in a wheelchair,” Krystal says.

But Krystal hasn’t let other people’s low expectations slow her down.

With support from the NDIS, both at work and at home, Krystal is thriving in her chosen profession while balancing the demands of full-time work, parenting, and having a disability.

After a decade working as a social worker with Housing SA, Krystal, recently moved into the leadership role of South Australia State Manager for not-for-profit SDA provider, DEC Housing (DEC).

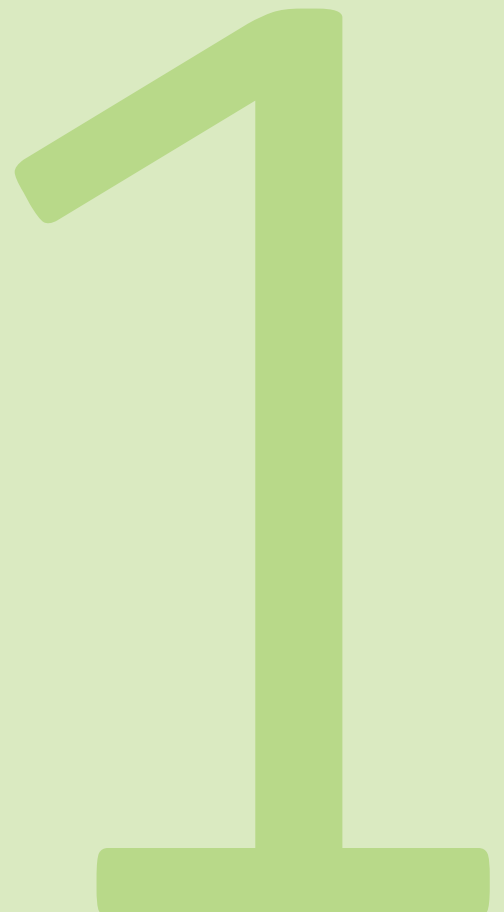
In addition to her new management role, Krystal is also SA Associate Director for national people with disability advocacy body, Physical Disability Australia, and advocates for a more inclusive society.

Krystal works full time and is a busy mum to daughters, 3-year-old Zara and 14-year-old Natalie.

Krystal says she couldn’t manage all her roles without the support of the NDIS. “I don’t think I would have been able to progress into a leadership role without the support of the NDIS,” she says.

Section one:

Participants and their plans





More than 570,000 participants are receiving support from the NDIS.

1.1 Number of participants in the Scheme

At 31 December 2022, 573,342 participants had an NDIS plan, and 20,477 participants entered the Scheme during the quarter.

At 31 December 2022, 573,342 participants had approved plans.⁹ This represents a four per cent increase from last quarter (an increase of 20,477 participants since September).

Figure 2 : Active participants with approved plans and percentage increase over time

	2013 -14	2014 -15	2015 -16	2016 -17	2017 -18	2018 -19	2019 -20	2020 -21	2021 -22	2022-23 to date
Active participants	7,285	17,155	29,719	89,610	172,333	286,015	391,999	466,619	534,655	573,342
Yearly increase ¹⁰		9,870	12,564	59,891	82,723	113,682	105,984	74,620	68,036	38,687
% increase in active participants		135%	73%	202%	92%	66%	37%	19%	15%	7%

⁹ 35,878 participants with approved plans have left the NDIS in the period between 1 July 2013 and 31 December 2022.

¹⁰ 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 Children in the NDIS (younger than 7)

At 31 December 2022, there were 92,368 children younger than 7 with a NDIS plan, and a further 12,175 accessing early connections.

Of the 573,342 participants with an approved plan at 31 December 2022, 92,368 were children younger than 7 (16 per cent), and of the 20,477 new participants with an approved plan this quarter, 9,813 were children younger than 7 (48 per cent).

In addition to the 92,368 children younger than 7 with an approved plan:

- **3,935** children had met the access criteria under Section 24 of the NDIS Act (Permanent Disability) or Section 25 of the NDIS Act (Early Intervention) and were waiting for an approved plan.
- **4,106** were awaiting an access decision from the NDIA (of which **2,739 (67%)** were accessing early connections from the early childhood approach).
- **12,490** children were supported by the early childhood approach (of which **12,175 (97%)** were accessing early connections). Not all children need to make an access request to the NDIA because some will receive early connections, along with support from mainstream and community services.

Throughout the quarter, the Agency continued to focus on improving access to supports for children and families in remote and very remote areas. This effort contributed to 151 children meeting access criteria to join the NDIS, of which 88 identified as First Nations families. Of the 92,368 children aged younger than 7 with an approved plan as at 31 December 2022, 1,267 were children in remote and very remote areas.

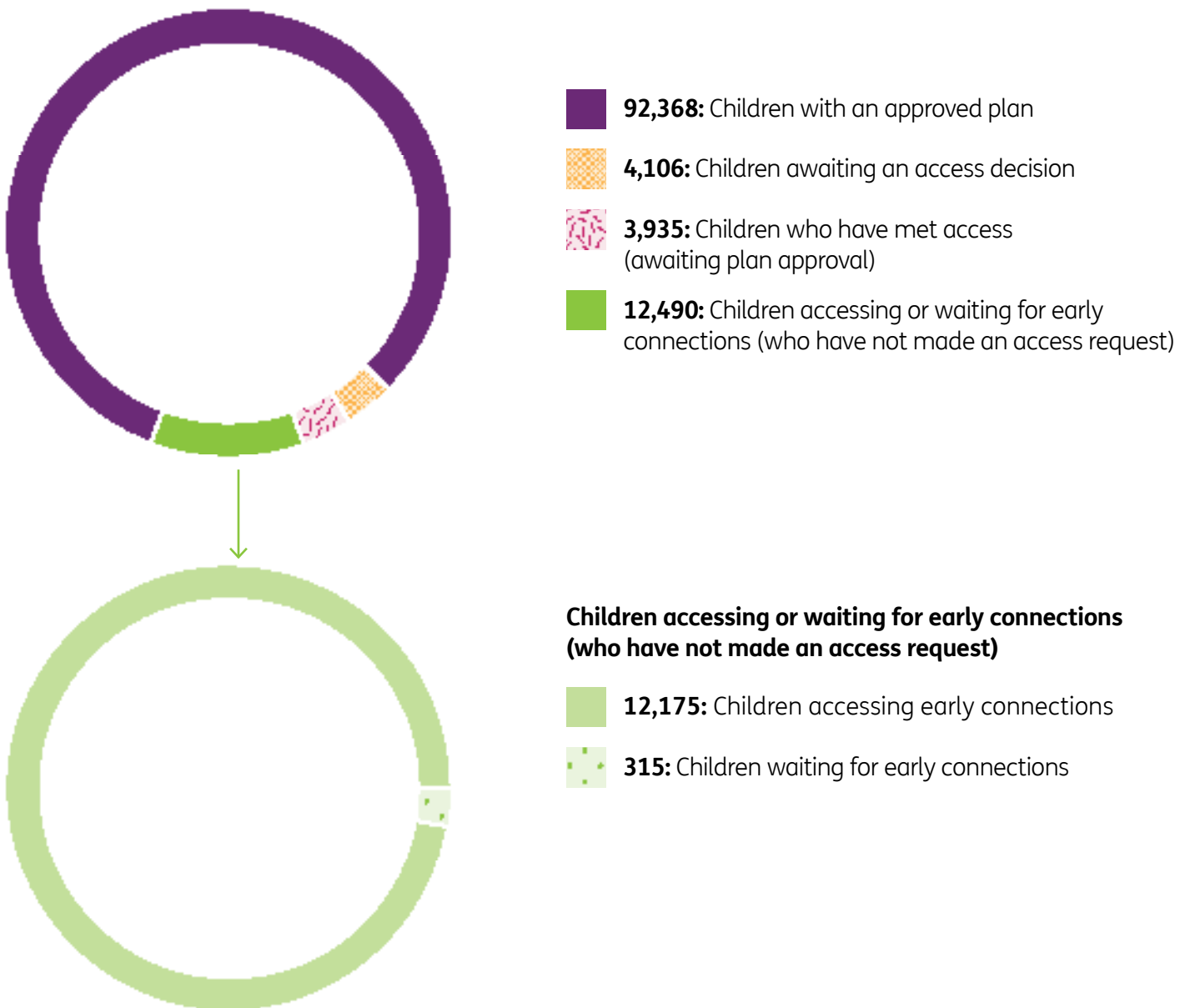
The NDIA continues to build on the existing national early childhood approach to ensure the delivery of a model that provides evidence-based, high quality and timely supports to young children and families that are embedded in an integrated and collaborative early childhood ecosystem.

The NDIA is making progress on implementing the Early Childhood Early Intervention (ECEI) Reset recommendations. Outcomes achieved include:

- A greater focus on the delivery of Early Support programs by the early childhood partners with increased practice support and resource development.
- Improved transparency of information about leaving the NDIS.
- Provider uptake and positive feedback on the revised Provider Report Form and new Guidance Tool.
- Consistency in how the application of the developmental delay criteria is being applied by early childhood partners and increased support for understanding the developmental delay pathway in remote and very remote areas.
- Strengthened relationships across governments in collaborative work to improve inclusion in mainstream early childhood services.

- Collaborative relationships developing with health, educational services and First Nations Peoples' community organisations through the remote and very remote early childhood consultation.
- Commenced a trial of distinct early childhood delegate workforce to ensure reasonable and necessary decision making is more consistent with the age, development and life stage of the child and their family.

Figure 3: Children in the NDIS



1.3 Participation rates

The number of NDIS participants as a proportion of the Australian population peaks between the ages of 5 and 7, with approximately ten per cent of 5 to 7 year old males and four per cent 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 age zero, peaking at roughly seven per cent between the ages of 5 and 7.

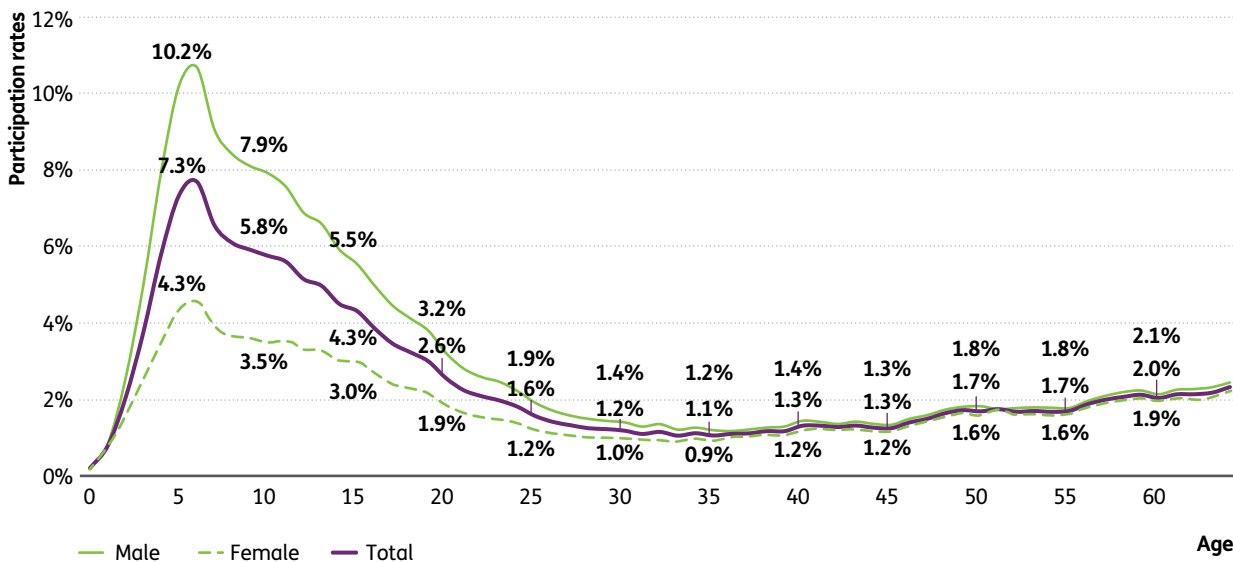
The rate then declines steadily to around one per cent at age 35, before rising gradually to two per cent by age 64. The shape of these participation rates reflects the age and disability profile of participants in the Scheme, with over half of all NDIS participants aged 18 or under.

Participation rates for males and females differ considerably at younger ages. At the peak, between the ages of 5 and 7, the participation rate for males (ten per cent) is more than double that of females (four per cent). Between ages 3 and 14, participation rates average eight per cent for males and four per cent for females.

Much of the difference in participation rates by gender can be explained by disability type. For NDIS participants aged 18 or under, the most prevalent disability types are autism (54 per cent) and developmental delay (20 per cent). Both of these disability types have higher prevalence in males than females.

These results are similar to the results presented last quarter, noting that the prevalence rates have increased by between 0.1 to 0.2 percentage points for each age shown.

Figure 4: Participation rates¹¹



The participation rates by age and gender in each service district are shown in Appendix O.

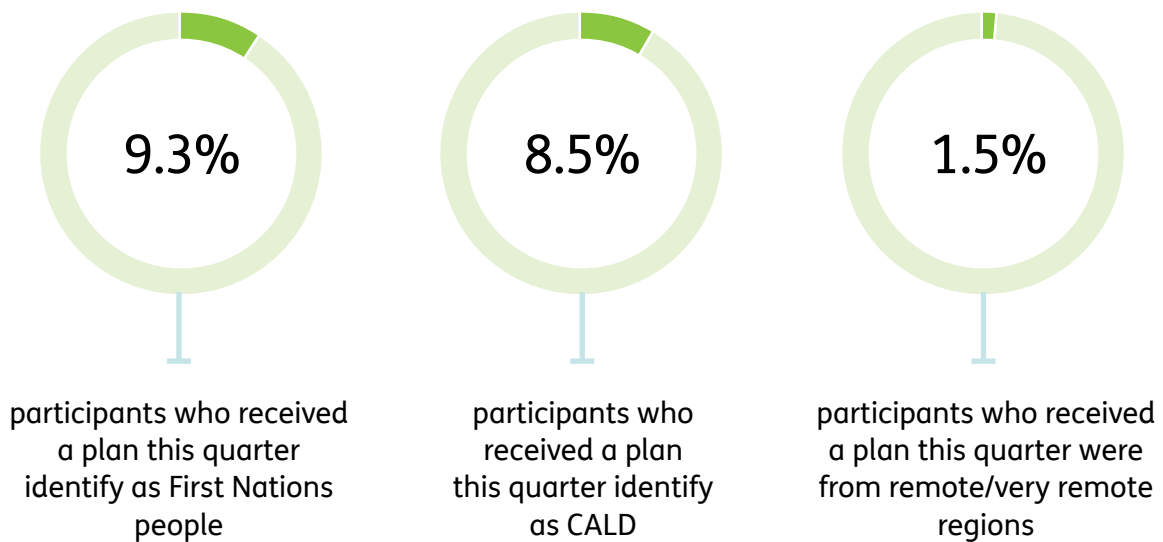
¹¹ There were 6,771 participants aged 0 to 64 years with a gender of 'Other' at 31 December 2022. The participation rates for this group are included within the total rates.

1.4 Participant characteristics

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

Of the 20,477 participants entering and receiving a plan in the quarter:

- **9.3%** were **First Nations people**¹²
- **8.5%** were **CALD**¹³
- **1.5%** were from **remote and very remote areas**¹⁴



The NDIA is continuing to co-design and develop the CALD Strategy refresh and a new First Nations Strategy.¹⁵ An update on each of these co-design projects is included in section 6.2 of this report.

The NDIA is also undertaking a review of the Remote and Very Remote Strategy with the aim of further enhancing the NDIS experience and outcomes for people with disability living in remote Australia. Work is underway to develop a current state snapshot focused on better understanding existing remote and very remote activities, priorities and challenges. The NDIA will focus on delivering short to medium-term improvements based on the gaps and challenges identified.

¹² This compares to 8 per cent of the Australian population identifying as First Nations Peoples who have a need for assistance.

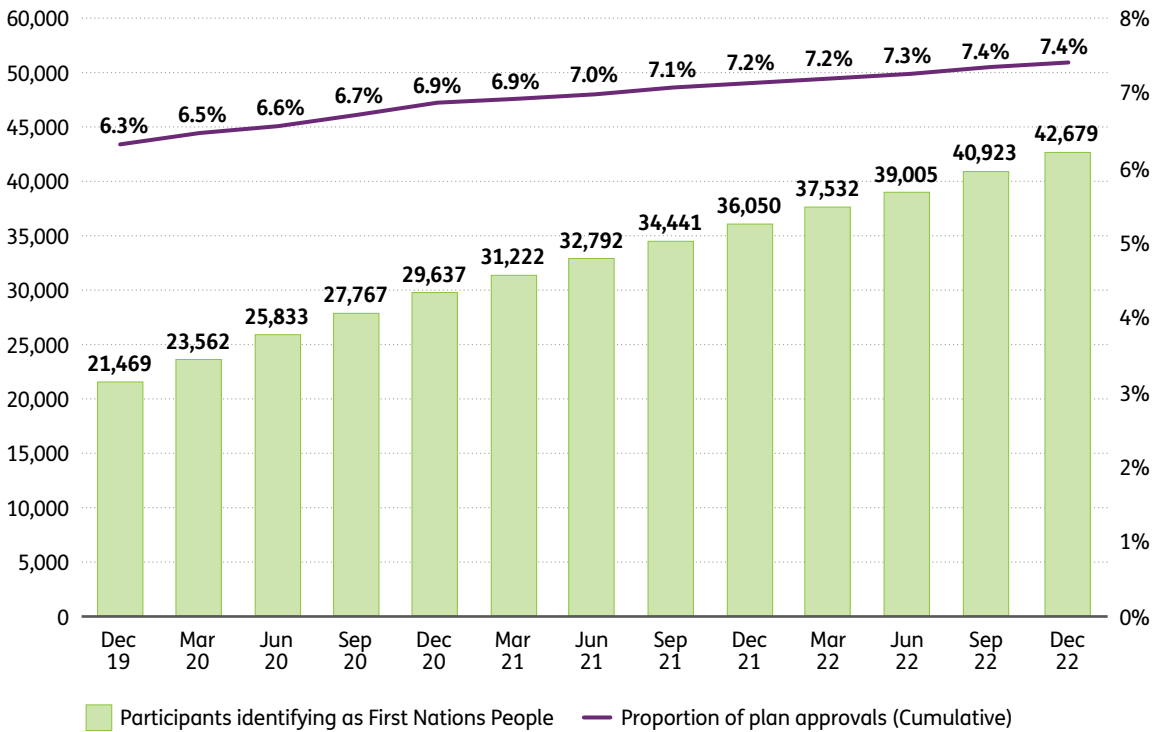
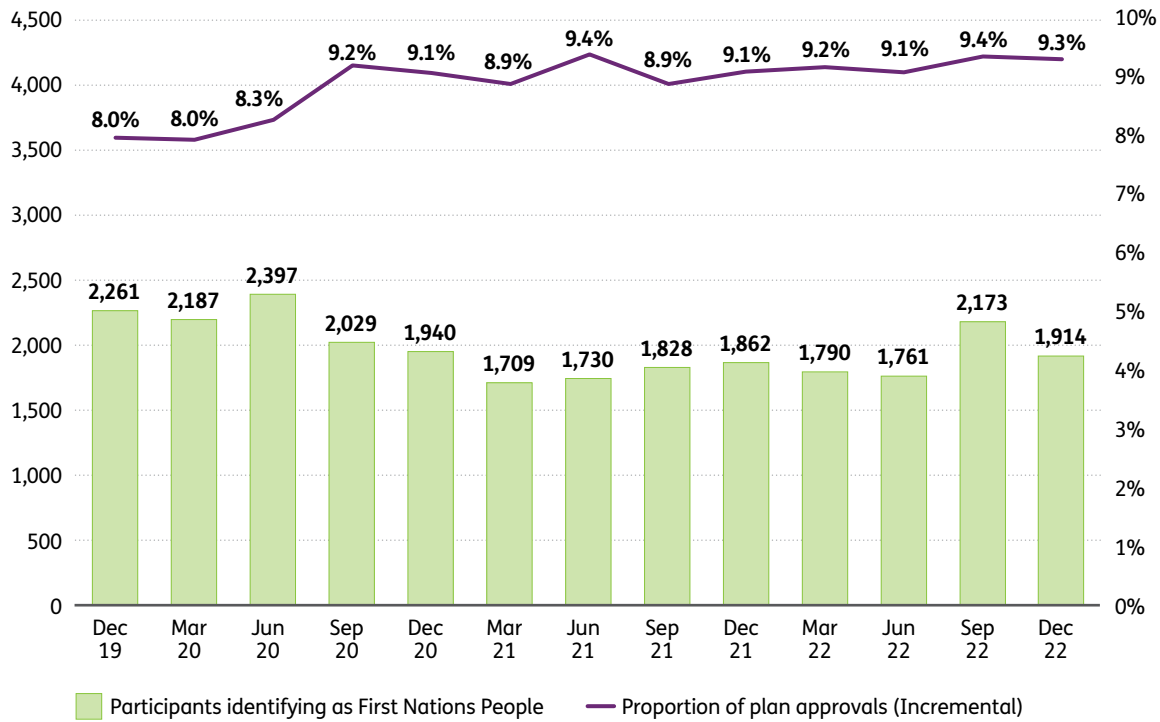
Source: Census of Population and Housing 2016 ("Need for Assistance" variable), Persons Place of Usual Residence, by Indigenous Status.

¹³ The percentage of CALD participants excludes participants who identify as First Nations Peoples. Further, the NDIA published extra analysis on CALD participants in the September 2021 quarterly report (<https://www.ndis.gov.au/about-us/publications/quarterly-reports>). The analysis indicated that it is likely that CALD participants are joining the NDIS but have not been identified as CALD in the data collected, rather than a large number of CALD people with a disability not currently being in the NDIS. With the introduction of the new ICT system, the opportunity to collect improved data on participants should allow better identification of CALD participants.

¹⁴ This compares to 2 per cent of the Australian population living in remote or very remote areas. Source: Census of Population and Housing 2016, Persons Place of Usual Residence, by Remoteness Area.

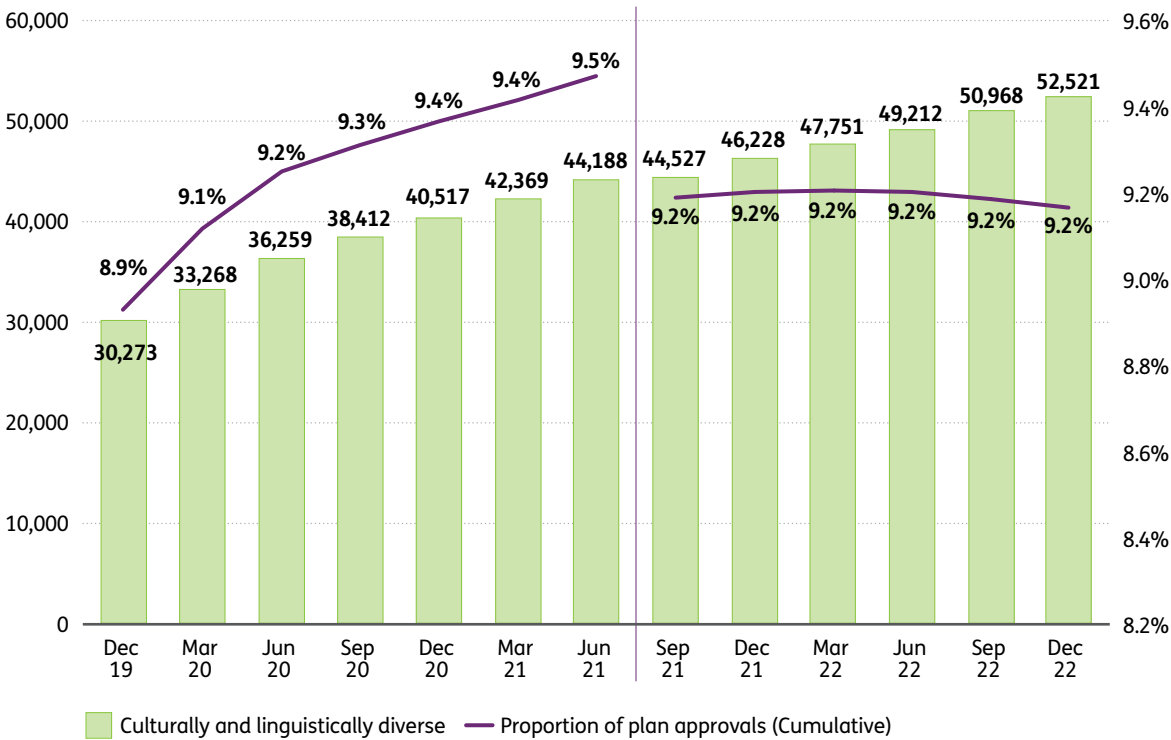
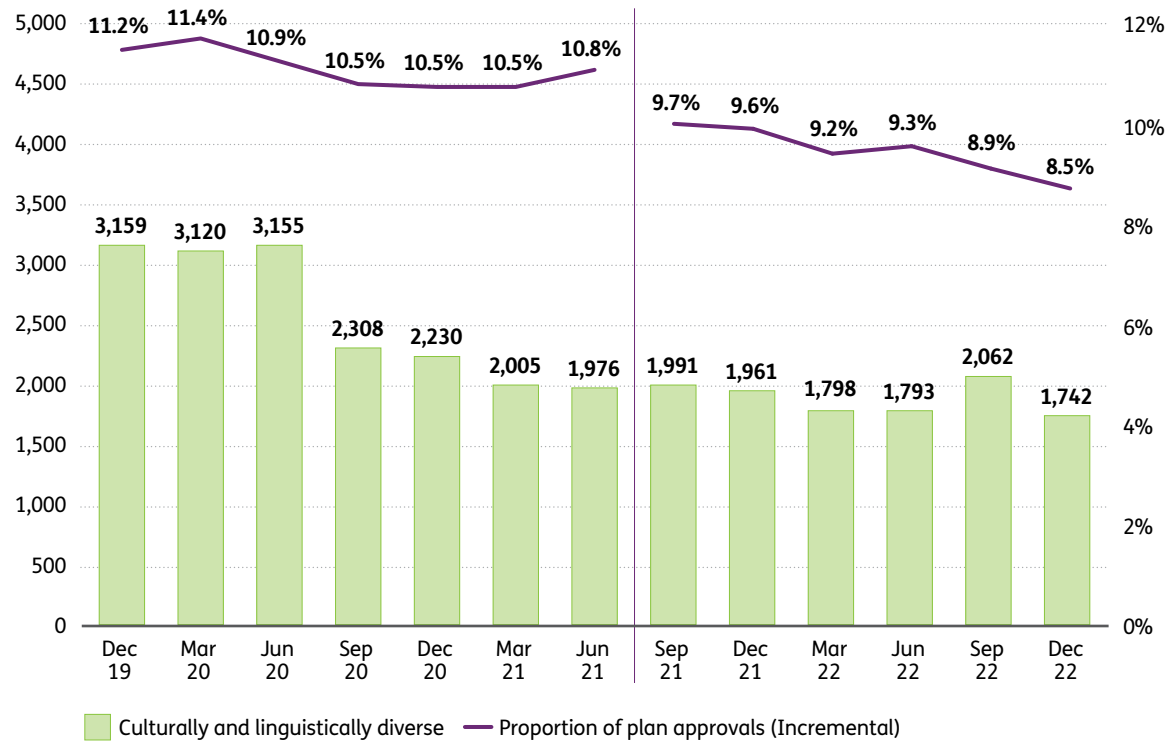
¹⁵ Further information on these strategies can be found here: <https://www.ndis.gov.au/about-us/strategies/first-nations-strategy> and <https://www.ndis.gov.au/about-us/strategies/cultural-and-linguistic-diversity-strategy>

Figure 5: Number and proportion of First Nations participants over time incrementally (top) and cumulatively (bottom)¹⁶



¹⁶ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Quarterly results are reported based on a rolling 3 year period.

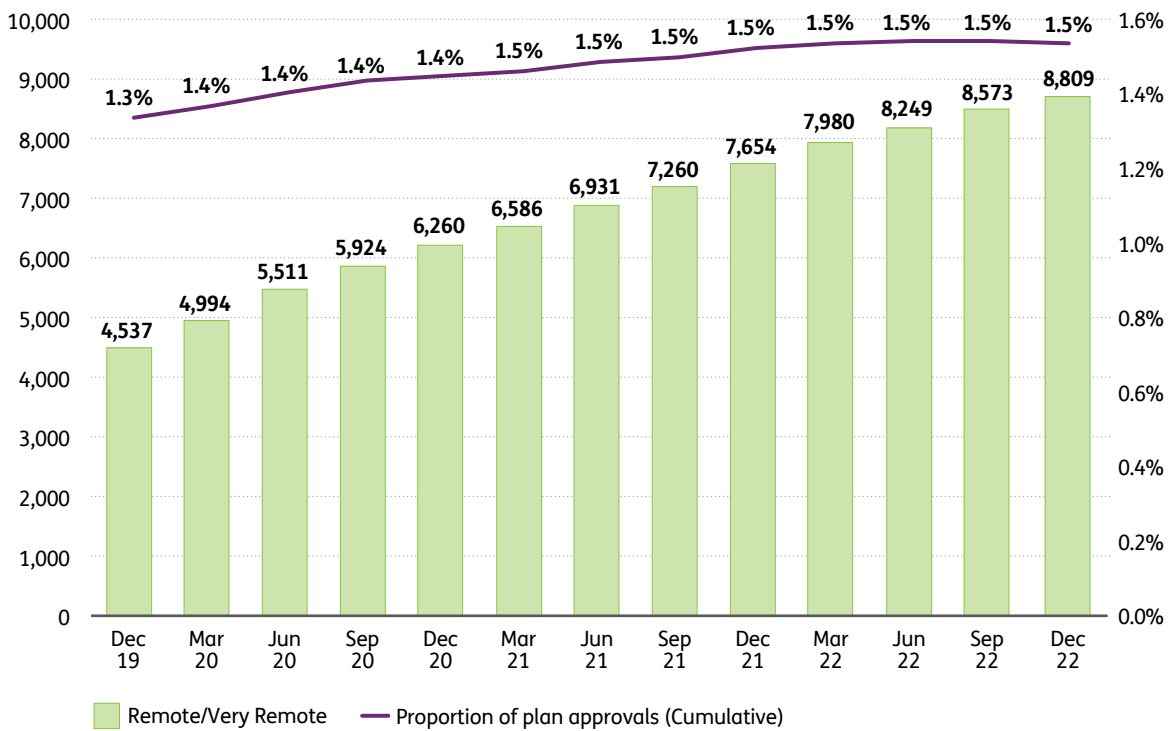
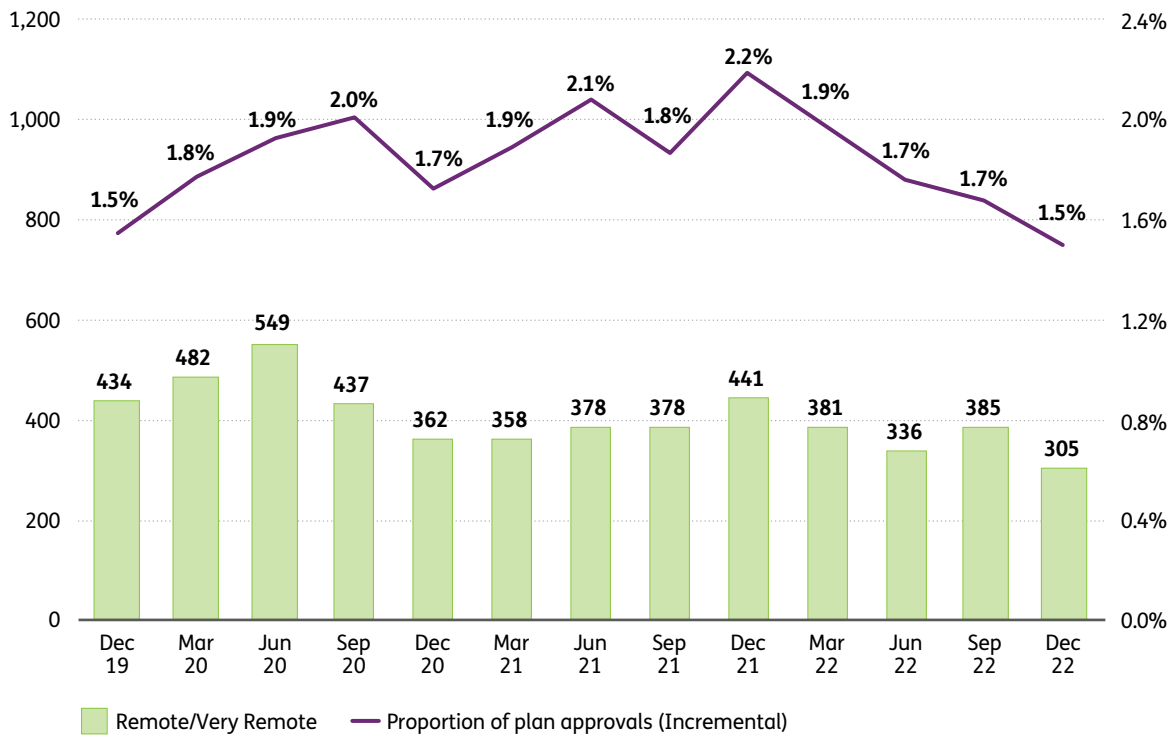
Figure 6: Number and proportion of CALD participants over time incrementally (top) and cumulatively (bottom)^{17,18}



17 The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Quarterly results are reported based on a rolling 3 year period.

18 The number of CALD participants from the September 2021 quarter onwards excludes participants who identify as First Nations Peoples. In previous reports, First Nations Peoples participants were included if their main language spoken at home was not English. This has resulted in a “break” in the time series, meaning the results prior to the September 2021 quarter are not directly comparable to the results since.

Figure 7: Number and proportion of remote/very remote participants over time incrementally (top) and cumulatively (bottom)¹⁹



¹⁹ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Age and disability

The breakdown of participants by **age** and **disability** this quarter indicates:

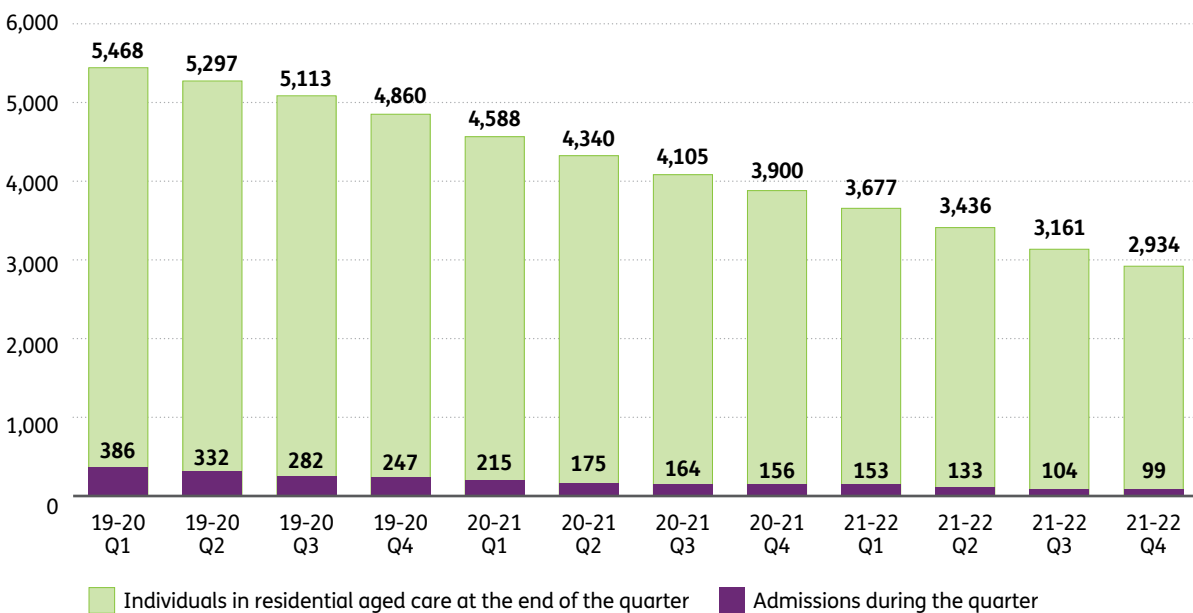
- Continuation of a high proportion of children aged 0 to 6 years entering the Scheme (**47.9%** this quarter and **49.9%** in the September 2022 quarter). It is also worth noting that the number of children in the Scheme **aged less than 18 years** was **45.7%** at 31 December 2019 and **48.9%** at 31 December 2022.²⁰
- Consistent with the high numbers of children, a relatively higher proportion of participants with **Developmental Delay** entered the Scheme again this quarter (**34.3%** this quarter and **35.6%** in the September 2022 quarter).
- A consistent proportion of participants entering the Scheme this quarter for the remaining disability types, including **Autism (29.5%)**, **Psychosocial disability (8.3%)** and **Intellectual disability²¹ (5.8%)**.²²

Younger People in Residential Aged Care (YPIRAC)

The number of people in residential aged care under the age of 65 years, including those who are not participants of the Scheme, has decreased in recent quarters from 5,468 at 30 September 2019 to 2,934 at 30 June 2022 (a 46 per cent decrease).

Also, fewer people under the age of 65 years are entering residential aged care – 386 people under the age of 65 years entered in the September 2019 quarter, compared with 99 in the June 2022 quarter (a 74 per cent decrease).

Figure 8: Number of individuals in residential aged care and admissions to residential aged care (aged under 65 years), by quarter²³



²⁰ There is further information on the changing mix of participants in the Scheme on page 118. The chart shows the proportion of children in the Scheme has increased over the last four years. Also, Appendix E of this report contains charts showing the distribution of participants by age group over time.

²¹ Intellectual disability includes Down syndrome.

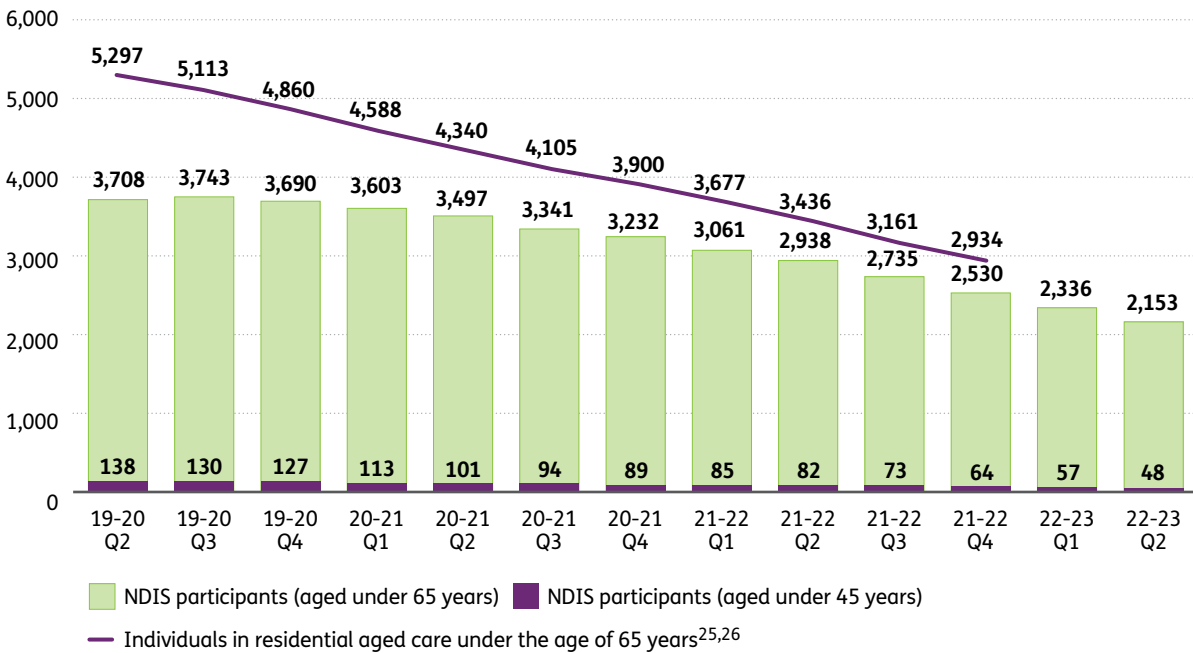
²² Appendix E contains charts showing the change in participant profile by disability group over time.

²³ This data is current as at 30 June 2022. As at the time of writing, more current data is not available for publication due to changes to Services Australia's residential care payment systems.

At 31 December 2022, there were 2,153 participants aged under 65 years in residential aged care with an NDIS approved plan, including 48 who were aged under 45 years (2.2 per cent).

In addition to fewer participants entering residential aged care, since 1 July 2016, 919 participants have left residential aged care and are now in a more appropriate accommodation setting.

Figure 9: Number of NDIS participants in residential aged care (under 65 and under 45), and total number of individuals under age 65 in residential aged care²⁴



²⁴ Represents the number of NDIS participants in residential aged care as per data available on respective quarter-ends.

²⁵ Data provided by the Department of Health and Aged Care as at 30 June 2022.

²⁶ This data is current as at 30 June 2022. As at the time of writing, more current data is not available for publication due to changes to Services Australia's residential care payment systems.

The YPIRAC Targets

The Australian Government is committed to achieving the YPIRAC targets which seek to ensure that, apart from where there are exceptional circumstances, there are no people under the age of 65 living in residential aged care by 2025.

The Joint Agency Taskforce (JATF) between DSS, Department of Health and Aged Care (DoHAC) and the NDIA, continues to work towards achieving the YPIRAC Targets in partnership with the Stakeholder Reference Group (consisting of sector representatives), State and Territory governments, and younger people and their families. JATF efforts focus on younger people under the age of 65 living in, or at risk of entering residential aged care, including providing choice to First Nations Australians between 50 and 64 years of age who are eligible for the aged care system.

The NDIA continues to support younger participants at risk of entering residential aged care, and those already living in residential aged care, to move into more age-appropriate accommodation where they have a goal to do so.

From 1 January 2022 to 31 December 2022, 194 participants have transitioned from residential aged care into age-appropriate settings. This includes 17 who have left to their own home (rented or owned), 62 who have exited to SDA, two who have left to medium term accommodation, one who moved into an Individualised Living Option (ILO), and 105 who have left to other shared living arrangements using SIL funding or to other group residential settings.²⁷

Supporting younger people living in residential aged care

The NDIA's specialist YPIRAC Planners and Accommodation teams continue to provide intensive, proactive, and individualised support to source age-appropriate accommodation and services for NDIS participants under the age of 65 who are currently living in, or at risk of entering, residential aged care.

As at 31 December 2022, 556 younger people in residential aged care have a goal to leave residential aged care, including 22 under the age of 45.

The NDIA also continues to engage with NDIS participants who do not have a current goal to leave residential aged care to make sure they are aware of the home and living options available to them. The NDIA is collaborating with DoHAC-funded System Coordinators to prioritise discussions about alternative accommodation options with NDIS participants under the age of 45 who do not currently have a goal to move but who wish to know more about the options available to them.

As at 31 December 2022, there were 1,597 NDIS participants under the age of 65 without a current goal to leave residential aged care. Some of the reasons younger people give about why they choose to remain in residential aged care include that the location of the facility is close to family and informal supports, the younger person has developed valued and trusted relationships with staff and co-residents, the younger person's support needs and requirements are currently met, the younger person feels secure and happy in their environment and their preferred accommodation type or location may not be available in an area they wish to live. The NDIA is working intensively to better understand the complexities surrounding a younger person's desire to remain in residential aged care where they do not have a goal to move.

The NDIA continues to work closely with DSS, DoHAC and the disability community and sector representatives to achieve the YPIRAC Targets and ensure no younger person enters or lives in residential aged care unless there are exceptional circumstances.

²⁷ There are a further 7 participants in other accommodation settings.



Smart cookie Fritz is a legend in the baking



A growing demand for his cookies has baker **Fritz**, 26, excited about one day opening his own café.

Fritz lives with an intellectual disability, and since joining the NDIS, Fritz has found his dream job baking cookies at Blue Tongue Bakery on the Gold Coast.

As part of provider Tea-cup Cottage's Blue Tongue Adventure program, Fritz became an instant hit baking treats for its hospitality workshop and Blue Tongue were so impressed that they offered Fritz a job at their commercial kitchen on the Gold Coast.

There he bakes their best-selling cookie with Smarties, but Fritz's favourite comes with white chocolate chips. "I like mixing the ingredients the best, and cleaning up afterwards," he said.

Fritz says his interest in cooking comes from his Filipino heritage and watching his dad prepare family meals. "I want to be like my dad," he said. "Cooking helps me to improve myself."

With help from his support worker, Fritz now has the skills and confidence to be able to work extra hours.

"Ever since joining Blue Tongue Adventure's programs, Fritz has shown a love of all areas of hospitality.

"We were delighted to offer him this role in our commercial bakery – it's just one of many employment avenues for participants of our programs."

With his NDIS supports in place, Fritz has a goal of becoming a waiter while also continuing his work in the kitchen. He hopes to use these all-round hospitality skills to open his own café in the future.

"If I work hard, anything is possible," Fritz said.

Section two:

Participant and family/carer outcomes





The NDIS is having a positive impact on the lives of participants, and their families and carers.

2.1 Participant outcomes summary

The 30 June 2022 annual outcomes reports highlighted some common themes have emerged on areas where outcomes are improving for participants of different ages (and their families/carers), as well as areas where more work is required.

The NDIA recently released the 30 June 2022 [participant outcomes](#)²⁸ and [family/carer outcomes](#)²⁹ reports, the fifth in an annual series of such reports. From these reports, some common themes have emerged on areas where outcomes are improving for participants of different ages (and their families/carers), as well as areas where more work is required. A brief overview of these findings is provided below.

Participants aged 0 to 14

For participants aged from birth to before starting school, there were improvements in the following areas:

- **Specialist services:** an increasing percentage of parents/carers of young children said that their child used specialist services, and that these services helped their child to gain everyday life skills and helped them to assist their child. After five years in the Scheme, 96% used specialist services (a 30 percentage point increase from baseline) and 99% said these services helped their child.
- **Gaining skills to participate in everyday life:** parents/carers are increasingly saying their child is able to do everyday tasks at home and in the community. For example, 67% of those who have been in the Scheme for three years are able to do everyday tasks, a 14 percentage point improvement from baseline.
- **Being welcomed:** children who participate in community activities are increasingly likely to feel welcomed or actively included. This age group also saw strong improvements in making friends with people outside the family.

Improvements for participants aged from starting school to 14 were seen in relation to:

- **Independence:** parents/carers increasingly say their child is becoming more independent (an 11 percentage point increase from 42% at baseline to 53% at fifth reassessment).
- **School:** understanding of children's goals at school shows an increasing trend with time in Scheme.

In addition, children aged 0 to 14 are increasingly likely to fit into family life, particularly those who have recently started school.

²⁸ <https://data.ndis.gov.au/reports-and-analyses/outcomes-and-goals/participant-families-and-carer-outcomes-reports>

²⁹ Ibid

On the other hand, results suggest further work is needed to improve outcomes for participants aged 0 to 14 in relation to:

- **Developmental concerns (participants from birth to before starting school):** an increasing percentage of parents/carers report concerns in six or more areas of development, particularly in relation to social interaction, cognitive development, fine motor skills, self-care, and sensory processing. At the same time, as noted above there has been an increasing use of specialist services, and increasing recognition that these services help. Taken together, these results may reflect an increasing awareness of the impacts of their child's disability and the need for, and value of, specialist services.
- **Mainstream schooling:** the percentage of children in a mainstream class at school decreased over time, and children who have been in the Scheme for longer as well as older participants are in general less likely to have attended school in a mainstream class.

Participants aged 15 and over

There have been significant positive changes for participants aged 15 and over since entering the Scheme in the areas of lifelong learning, choice and control, relationships, home, social/community participation and health and wellbeing. For example:

- Participants are increasingly getting opportunities to learn new things, and completing year 12.
- An increasing percentage made more decisions than they did two years ago, and felt able to have a say with their support services. More chose how to spend their free time (a 20-percentage point increase from 58% at baseline to 78% at fifth reassessment).
- Participants report getting more opportunities to see friends and be more satisfied with their relationship with staff.
- Growing percentages of participants chose where they lived and who they lived with.
- Higher proportions of participants spent their free time doing activities that interest them, were involved in community groups and leisure activities in the last 12 months, got to know people in the community, and had opportunities to try new things and have new experiences. They also felt safer walking alone in their local area after dark, and had a greater say in the community.
- There have been improvements in some health and wellbeing indicators. Participants are more likely to have a doctor they see regularly (9 percentage point increase from 85% at baseline to 94% at fifth reassessment), less likely to have difficulty accessing health services, less likely to have attended hospital in the last 12 months, and more likely to be vaccinated against the flu.

There are a few areas where there has been a deteriorating trend over time for the older age cohorts – particularly in relation to advocacy, employment and self-rated health:

- Participants have become less likely to feel able to advocate for themselves over time in the Scheme. Younger adults are less likely than older adults to feel able to advocate for themselves. Participants continue to express an increasing desire for more choice and control.
- Overall, for participants aged 15 and over there has been little change in the percentage in a paid job over time in the Scheme. However, the results vary considerably by age group, with younger participants showing strong increases in this employment outcome.
- Self-rated health has deteriorated over time, across all age groups and duration cohorts. Older participants are typically less likely to rate their health as “Excellent”, “Very Good” or “Good”. There has also been a decline in dentist visits.
- Participants express an increasing desire to see friends and family more often.

Families and carers

Improvements were observed in the areas of employment, feeling supported, access to services, rights and advocacy, and health and wellbeing. Families/carers of younger participants help their child develop and learn, and become more independent. Families/carers of older participants get support for succession planning. For example:

- **Employment:** improvements in employment outcomes (having a paid job, working 15 or more hours per week, and being employed in a permanent position) have been observed for families and carers of participants aged 0 to 14, and to a slightly lesser extent, those aged 15 to 24.
- **Access to services:** increasingly families/carers across all participant age groups are reporting that services used are listening to them and are meeting their needs.
- **Health and wellbeing:** increasing percentages of families and carers feel that services and supports have helped them to better care for their family member with disability. Respondents are more confident about the future of their family member with disability under the NDIS.

On the other hand, areas where further work is needed to improve outcomes include:

- Family/carer self-rated health has declined over time.
- There are some poorer outcomes over time relating to families feeling supported, particularly: having friends they can see as often as they would like, having people they can ask for practical help as often as they need, and having people they can ask for childcare as often as they need.
- For families and carers of participants aged 0 to 14 there has been deterioration in social and community involvement.

The remainder of this section contains more detail on outcomes as at 31 December 2022, including:

- Longitudinal results for the four NDIA corporate plan metrics:
 - Participant employment
 - Participant social, community and civic participation
 - Participant choice and control
 - Family/carer employment
- Perceptions of whether the NDIS has helped

2.2 Measuring outcomes

Reports on annual outcomes and specific outcome areas such as employment are publicly available.

Outcomes framework questionnaires

The results shown in this section are based on responses provided by participants and their families and carers to the outcomes framework questionnaires. These questionnaires collect information on how participants and their families and carers are progressing in different areas (domains) of their lives. Responses are collected at Scheme entry (“baseline”) and at subsequent plan reassessments, allowing progress to be tracked over a participant’s time in the Scheme. Responses are also used to monitor Scheme progress, and to compare outcomes for participants with those for the wider population.

In developing the questionnaires, the NDIA talked to many people, including participants and their families and carers, the IAC, disability groups and researchers. Using research done for the IAC about reasonable and necessary supports across the lifespan, four different participant questionnaires, and three different family/carer questionnaires were developed, depending on the age of the participant.

Reporting on outcomes

Information collected from the current outcomes framework questionnaires is used to contribute to a range of publicly available reports, in addition to these Quarterly Reports to Disability Ministers. These reports include:

- Annual outcomes reports ([Participant outcomes report | NDIS³⁰](#), [Family and carer outcomes report | NDIS³¹](#))
- Analysis focussing on specific outcome areas, such as employment ([Employment outcomes - participants, their families and carers | NDIS³²](#)) and health and wellbeing ([Health and wellbeing of NDIS participants and their families and carers | NDIS³³](#)).

In addition, quarterly data cubes are produced containing baseline and longitudinal results for key indicators ([Data downloads | NDIS³⁴](#)).

30 <https://data.ndis.gov.au/reports-and-analyses/outcomes-and-goals/participant-outcomes-report>.

31 <https://data.ndis.gov.au/reports-and-analyses/outcomes-and-goals/family-and-carer-outcomes-report>.

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

33 <https://data.ndis.gov.au/reports-and-analyses/outcomes-and-goals/health-and-wellbeing-ndis-participants-and-their-families-and-carers>.

34 <https://data.ndis.gov.au/data-downloads>.

2.3 Participation in work and community and social activities

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

Participation in community and social activities

For participants who have been in the Scheme for at least two years, their community and social participation has increased since they first entered.³⁵ Specifically, comparing responses at the most recent plan reassessment (between two to six years after entry) with responses at Scheme entry^{36,37}:

- **six** percentage point increase from **34%** to **40%** for participants aged 15 to 24 years.
- **ten** percentage point increase from **36%** to **46%** for participants aged 25 to 34 years.
- **eight** percentage point increase from **36%** to **44%** for participants aged 35 to 44 years.
- **seven** percentage point increase from **36%** to **43%** for participants aged 45 to 54 years.
- **six** percentage point increase from **35%** to **41%** for participants aged 55 to 64 years.
- **six** percentage point increase from **36%** to **42%** for participants aged 65 years and older.
- **seven percentage point increase from 35% to 42% for participants aged 15 years and older.**

The overall result of 42 per cent compares to a 2022–23 target of 46 per cent.

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

³⁵ 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.

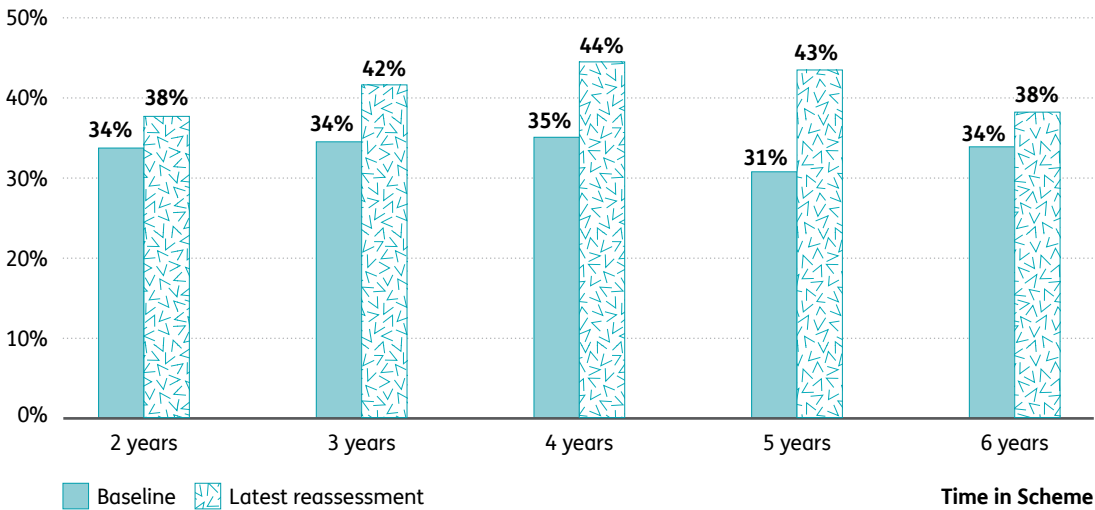
³⁶ Figures have been rounded to the nearest whole percentage.

³⁷ The participant age reported in this section is as per their latest plan reassessment.

For participants aged 15 to 24, the increase was 34 per cent to 38 per cent for those who have been in the Scheme for two years, compared with 31 per cent to 43 per cent for those who have been in the Scheme for five years. However for this age group the increase for those who have been in the Scheme for six years was the same as for those who have been in the Scheme for two years (from 34 per cent to 38 per cent), noting that the number of participants in this group is low and the observed participation rate can be volatile.

Figure 10: Change in the percentage of participants participating in social activities who have been in the Scheme for 2, 3, 4, 5 or 6 years

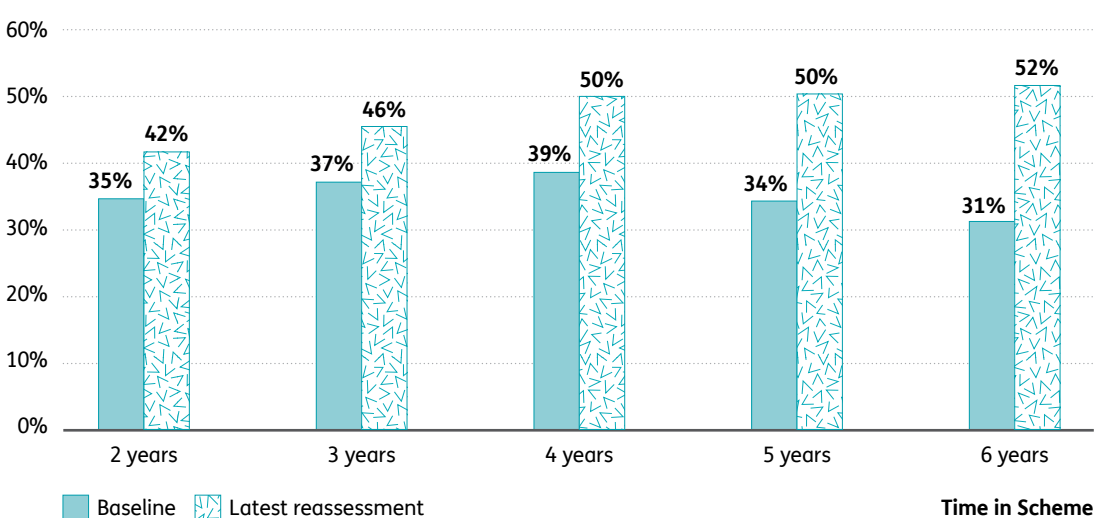
Participants aged 15 to 24 years



For participants aged 25 to 34, the increase was 35 per cent to 42 per cent for those who have been in the Scheme for two years, compared with 31 per cent to 52 per cent for those who have been in the Scheme for six years.

Figure 11: Change in the percentage of participants participating in social activities who have been in the Scheme for 2, 3, 4, 5 or 6 years

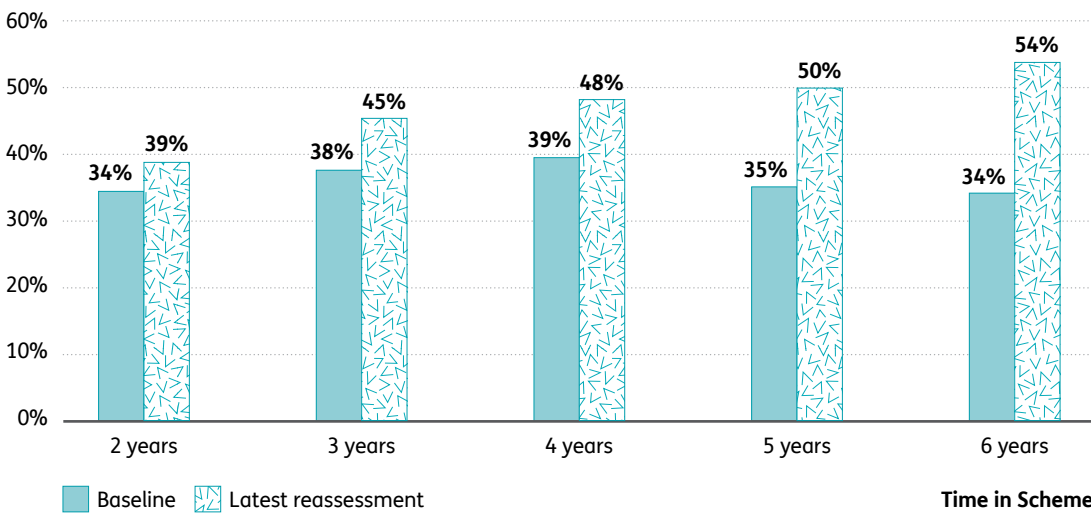
Participants aged 25 to 34 years



For participants aged 35 to 44, the increase was 34 per cent to 39 per cent for those who have been in the Scheme for two years, compared with 34 per cent to 54 per cent for those who have been in the Scheme for six years.

Figure 12: Change in the percentage of participants participating in social activities who have been in the Scheme for 2, 3, 4, 5 or 6 years

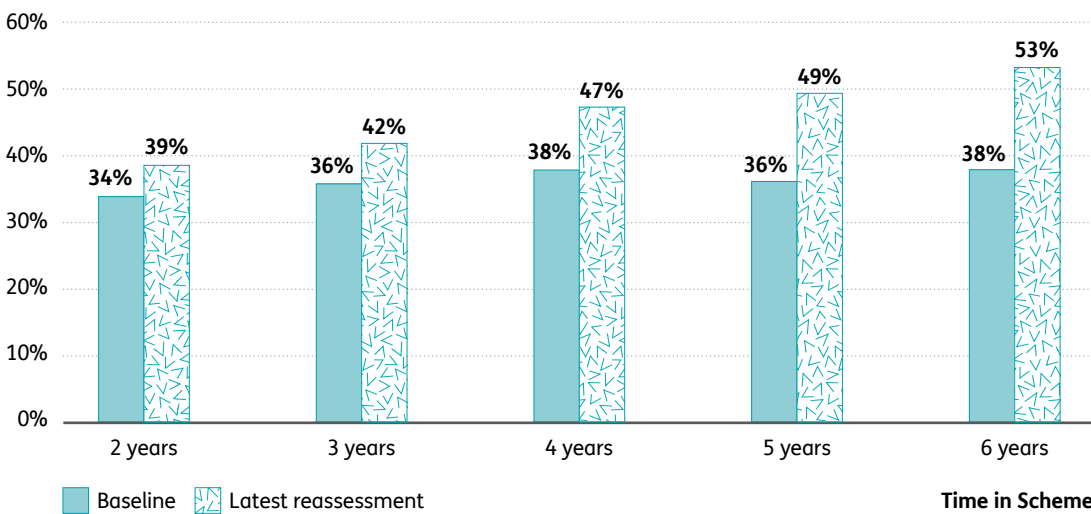
Participants aged 35 to 44 years



For participants aged 45 to 54, the increase was 34 per cent to 39 per cent for those who have been in the Scheme for two years, compared with 38 per cent to 53 per cent for those who have been in the Scheme for six years.

Figure 13: Change in the percentage of participants participating in social activities who have been in the Scheme for 2, 3, 4, 5 or 6 years

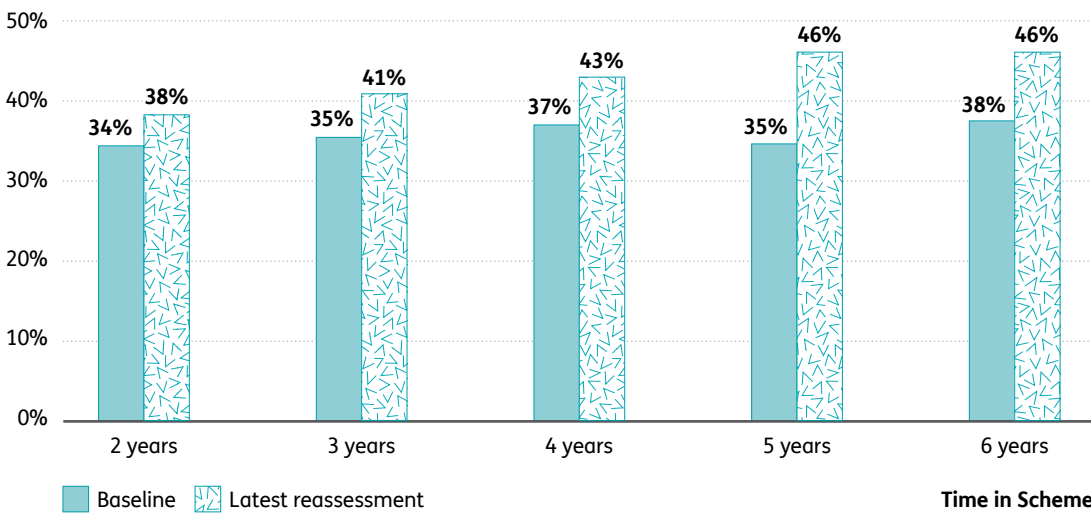
Participants aged 45 to 54 years



For participants aged 55 to 64, the increase was 34 per cent to 38 per cent for those who have been in the Scheme for two years, compared with 38 per cent to 46 per cent for those who have been in the Scheme for six years.

Figure 14: Change in the percentage of participants participating in social activities who have been in the Scheme for 2, 3, 4, 5 or 6 years

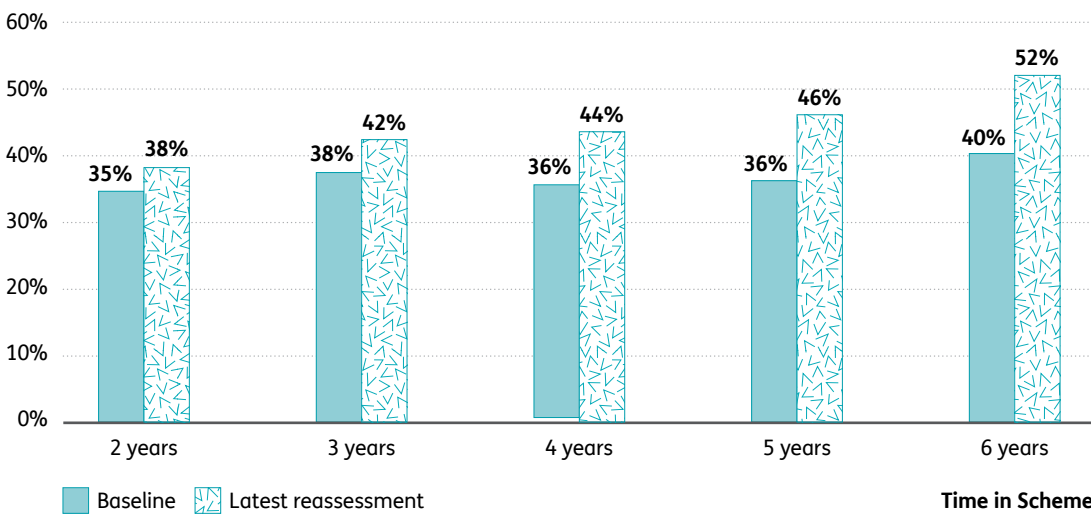
Participants aged 55 to 64 years



For participants aged 65 and over, the increase was 35 per cent to 38 per cent for those who have been in the Scheme for two years, compared with 40 per cent to 52 per cent for those who have been in the Scheme for six years.

Figure 15: Change in the percentage of participants participating in social activities who have been in the Scheme for 2, 3, 4, 5 or 6 years

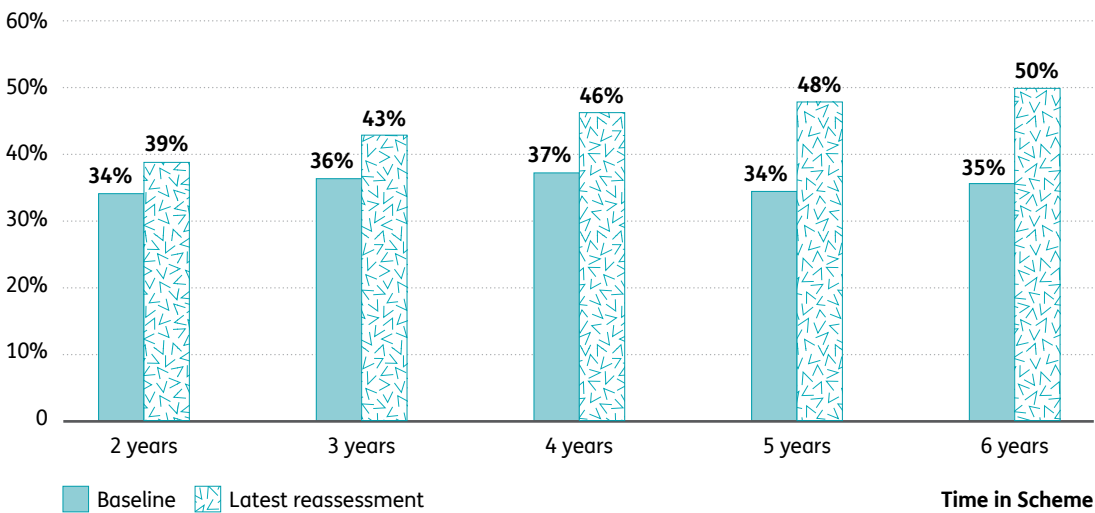
Participants aged 65 years and over



Combining all age groups, the increase for participants who have been in the Scheme for two years was five percentage points (from 34 per cent to 39 per cent), and the increase for participants who have been in the Scheme for six years is 15 percentage points (from 35 per cent to 50 per cent).

Figure 16: Change in the percentage of participants participating in social activities who have been in the Scheme for 2, 3, 4, 5 or 6 years

Participants aged 15 years and over



Participation in work (percentage in a paid job)

The percentage in a paid job for those in the Scheme for at least two years continues to be relatively stable overall. However, the percentage and the change over time 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 two to six years after entry) with responses at Scheme entry³⁸:

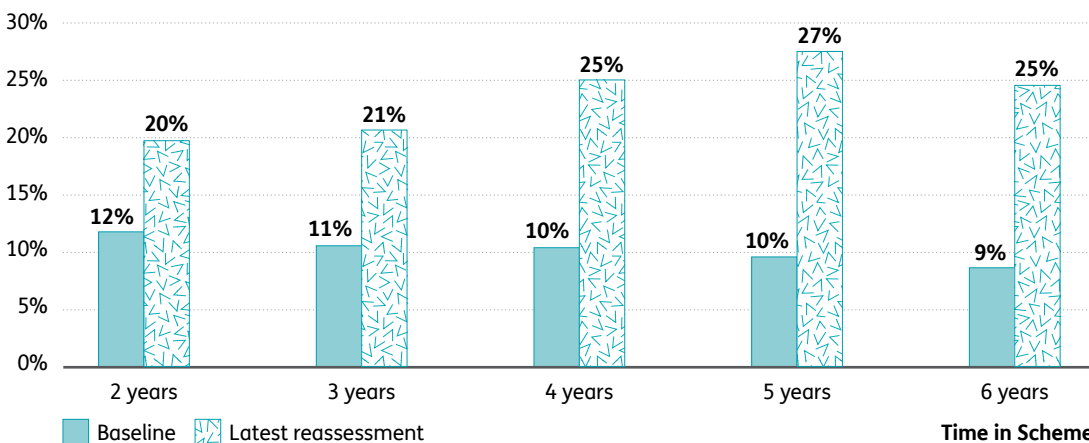
- **eleven** percentage point increase from **11%** to **22%** for participants aged 15 to 24 years.³⁹
- **one** percentage point increase from **28%** to **29%** for participants aged 25 to 34 years.
- **one** percentage point decrease from **28%** to **27%** for participants aged 35 to 44 years.
- **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.⁴⁰
- **four** percentage point decrease from **13%** to **9%** for participants aged 65 years and older.⁴¹
- **one** percentage point increase from **21%** to **23%** for participants aged 15–65 years.

The overall result of 23 per cent compares to a 2022–23 target of 26 per cent.

The increase in participation in work for participants aged 15 to 24 years and who have been in the Scheme for two to five years has improved the longer participants have been in the Scheme. For participants in the Scheme for two years, the increase was from 12 per cent to 20 per cent, compared with participants who have been in the Scheme for five years, where the increase was from 10 per cent to 27 per cent. There was also an increase for those in the Scheme for six years, from 9 per cent to 25 per cent (so a slightly lower increase than for those in the Scheme for five years, although there is more volatility for the six year cohort due to the lower number of responses).

Figure 17: Change in the percentage of participants in work who have been in the Scheme for 2, 3, 4, 5 or 6 years

Participants aged 15 to 24 years



³⁸ Figures have been rounded to the nearest whole percentage.

³⁹ 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.

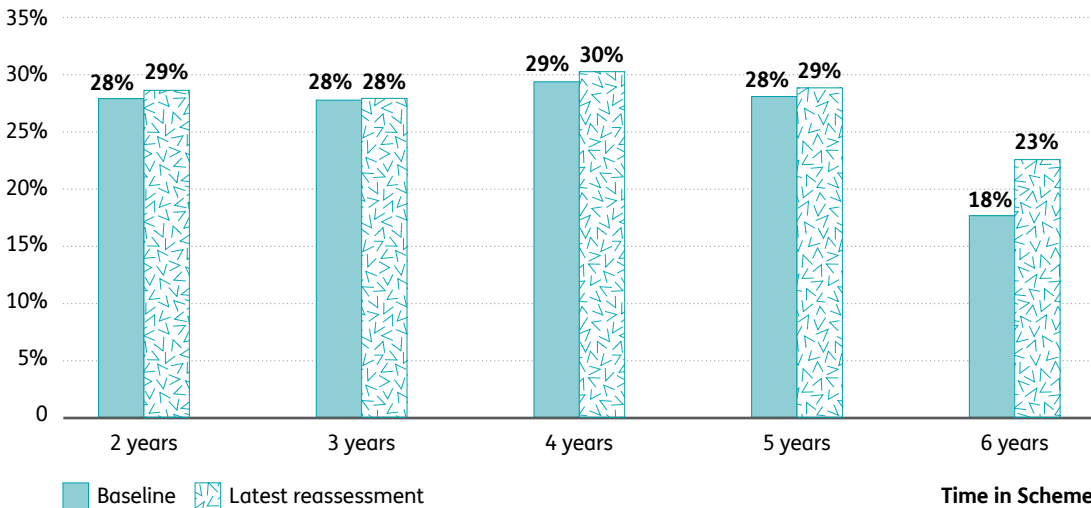
⁴⁰ Some of the decrease for older age groups is due to participants retiring from the workforce.

⁴¹ Ibid.

The percentage in work for participants aged 25 to 34 has not changed materially for participants who have been in the Scheme for two to five years. For those in the Scheme for two years, the percentage increased from 28 per cent to 29 per cent. However, for participants who have been in the Scheme for six years, the percentage increased from 18 per cent to 23 per cent, noting that the number of observations in this group is low relative to other cohorts and the observations may be volatile as a result.

Figure 18: Change in the percentage of participants in work who have been in the Scheme for 2, 3, 4, 5 or 6 years

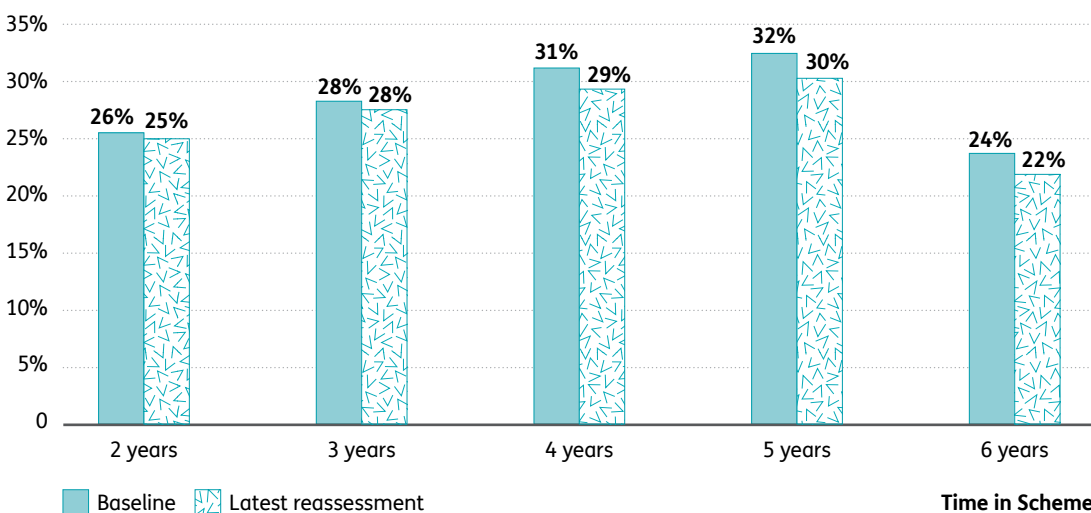
Participants aged 25 to 34 years



For participants aged 35 to 44, the percentage in work has decreased for all durations by one to two percentage points. For participants in the Scheme for two years, the decrease was 26 per cent to 25 per cent, compared with participants who have been in the Scheme for six years, where the decrease was 24 per cent to 22 per cent.

Figure 19: Change in the percentage of participants in work who have been in the Scheme for 2, 3, 4, 5 or 6 years

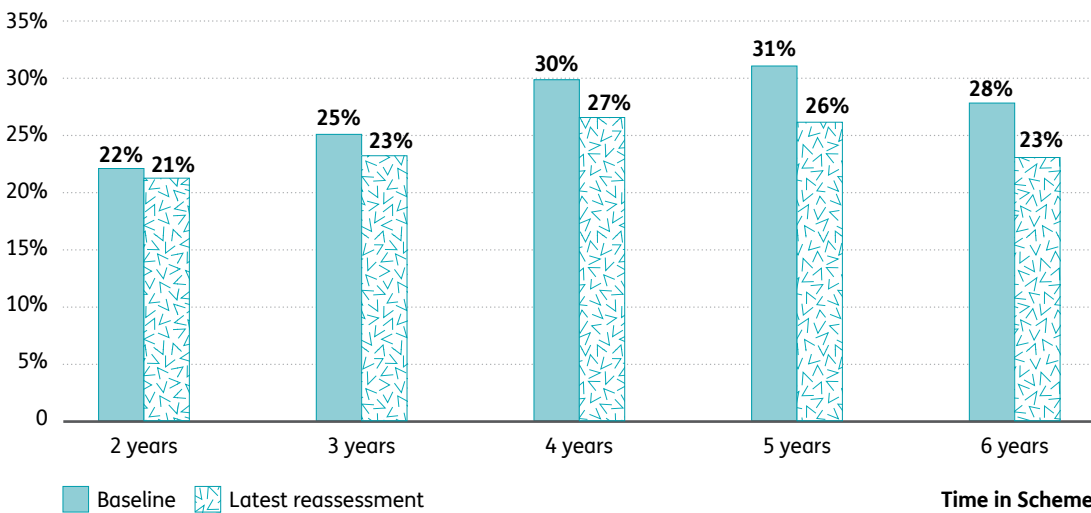
Participants aged 35 to 44 years



For participants aged 45 to 54, the percentage in work has decreased for all durations by one to five percentage points. For participants in the Scheme for two years, the decrease was 22 per cent to 21 per cent, compared with participants who have been in the Scheme for six years, where the decrease was 28 per cent to 23 per cent.

Figure 20: Change in the percentage of participants in work who have been in the Scheme for 2, 3, 4, 5 or 6 years

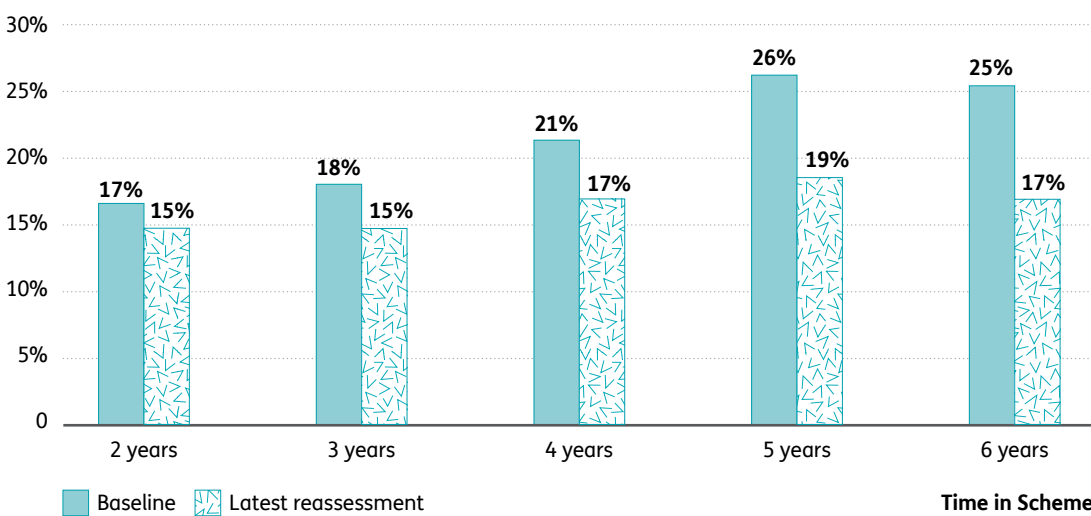
Participants aged 45 to 54 years



For participants aged 55 to 64, some of whom may have retired, the percentage in work has decreased for all durations by two to eight percentage points. For participants in the Scheme for two years, the decrease was 17 per cent to 15 per cent, compared with participants who have been in the Scheme for six years, where the decrease was 25 per cent to 17 per cent.

Figure 21: Change in the percentage of participants in work who have been in the Scheme for 2, 3, 4, 5 or 6 years

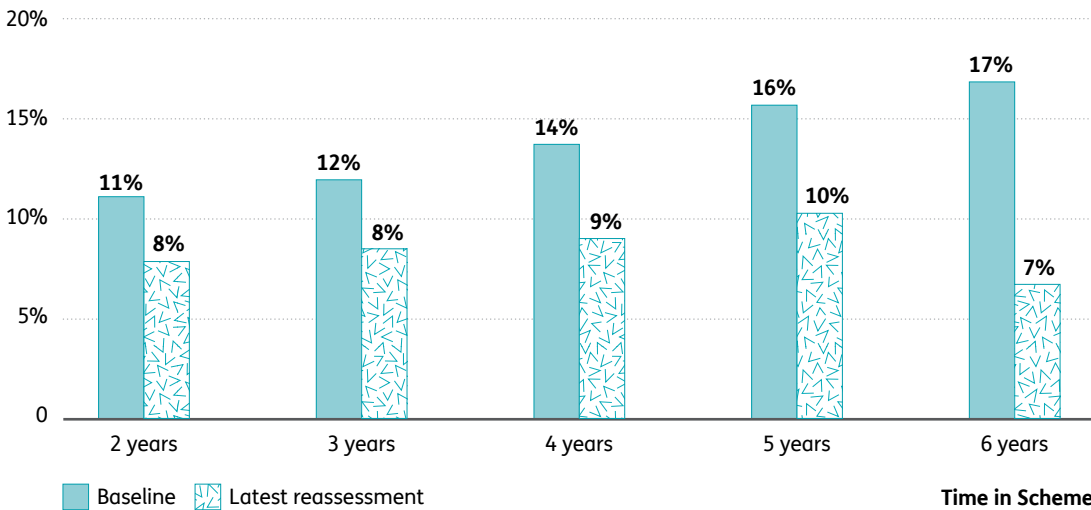
Participants aged 55 to 64 years



For participants aged 65 and over, many of whom may have retired, the percentage in work has decreased for all durations by three to ten percentage points. For participants in the Scheme for two years, the decrease was 11 per cent to eight per cent, compared with participants who have been in the Scheme for six years, where the decrease was 17 per cent to seven per cent.

Figure 22: Change in the percentage of participants in work who have been in the Scheme for 2, 3, 4, 5 or 6 years

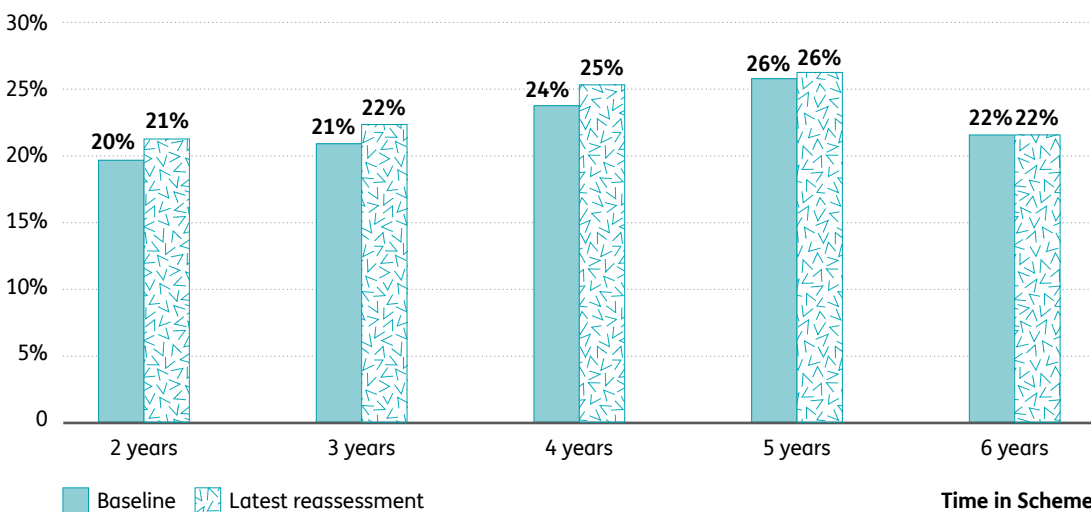
Participants aged 65 years and over



Looking at all participants who are of working age (15 to 64), the percentage of participants in work has increased slightly from 20 per cent to 21 per cent for those who have been in the Scheme for two years. For participants who have been in the Scheme for six years, the percentage of participants in work has been stable, remaining at 22 per cent.

Figure 23: Change in the percentage of participants in work who have been in the Scheme for 2, 3, 4, 5 or 6 years

Participants aged 15 to 64 years



Family/carer employment rate

As for participants, it should be noted that the global COVID-19 pandemic that took hold from early 2020 has had an impact on family/carer employment (and other indicators).

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

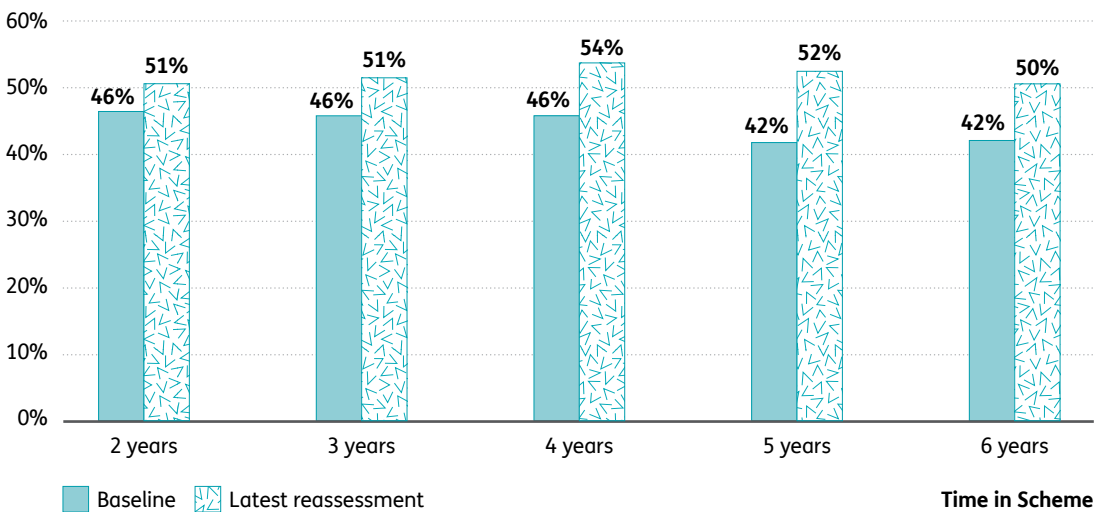
- **five** percentage point increase from **46%** to **51%** for parents/carers of participants aged 0 to 14 years
- **one** percentage point increase from **47%** to **48%** for parents/carers of participants aged 15 years and over.

Overall, for parents/carers of all participants, there has been a four percentage point increase, from 46 per cent to 50 per cent. This compares to a 2022–23 target of 50 per cent.

For families and carers of participants aged 0 to 14, the percentage in work tends to improve more the longer the participant has been in the Scheme. For those in the Scheme for two years, the families and carers employment rate increased from 46 per cent to 50 per cent, compared to 42 per cent to 52 per cent for those who have been in the Scheme for five years, and 42 per cent to 50 per cent for those in the Scheme for six years.

Figure 24: Change in the percentage of families and carers of participants in work who have been in the Scheme for 2, 3, 4, 5 or 6 years

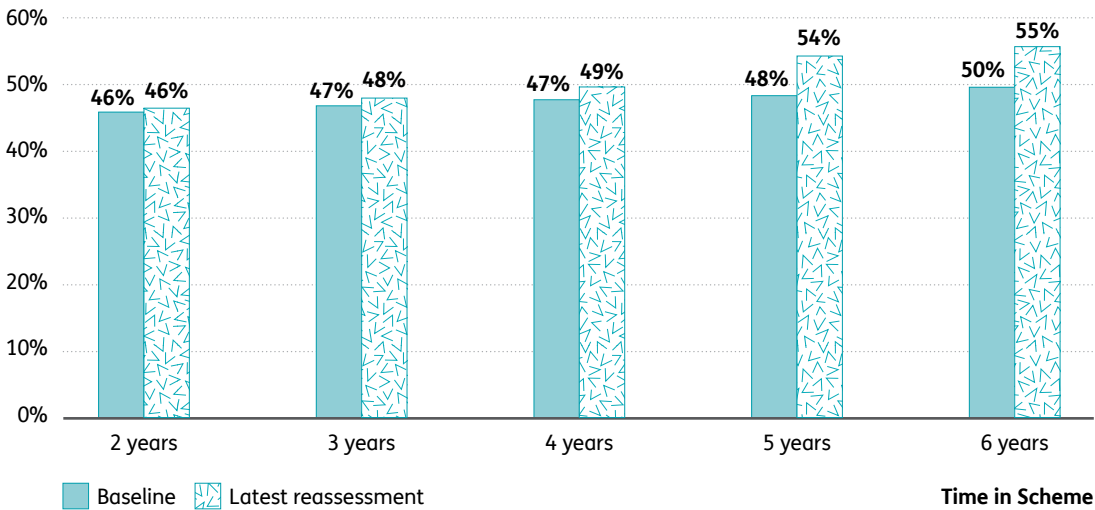
Families and carers of participants aged 0 to 14



For families and carers of participants aged 15 and over who have been in the Scheme for two to four years, the percentage in work increased marginally (by one to two percentage points) from baseline to latest reassessment. Improvements for those in the Scheme for five or six years were larger, at six percentage points.

Figure 25: Change in the percentage of families and carers of participants in work who have been in the Scheme for 2, 3, 4, 5 or 6 years

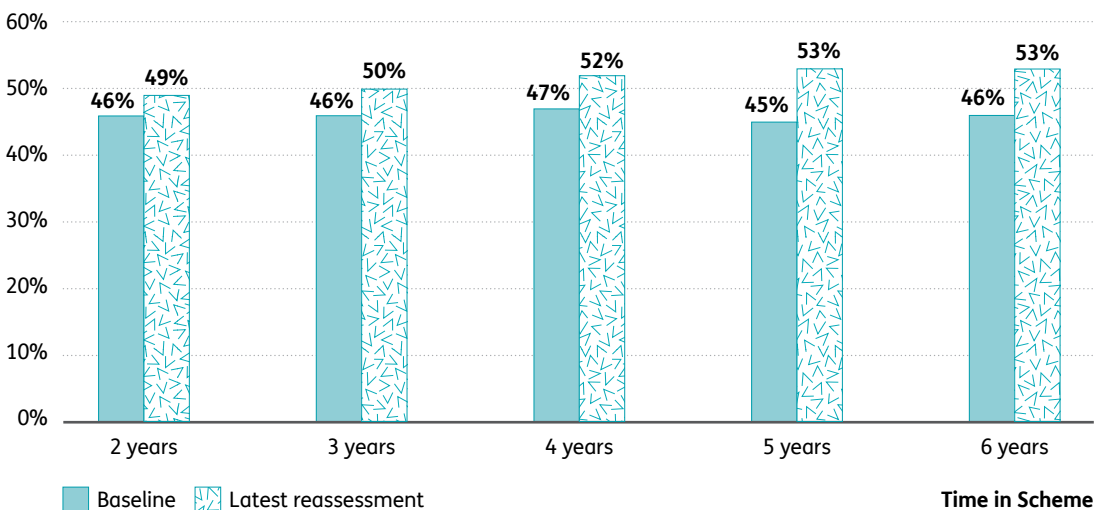
Families and carers of participants aged 15 and over



Considering all families and carers of participants in the Scheme for at least two years, larger improvements in the percentage in work are seen where the participant has been in the Scheme for longer. For instance, 46 per cent of those who have been in the Scheme for two years were in work at baseline, compared to 49 per cent at second reassessment. Those in the Scheme for five years improved from 45 per cent at baseline to 53 per cent at latest reassessment, and those in in the Scheme for six years improved from 46 per cent to 53 per cent.

Figure 26: Change in the percentage of families and carers of participants in work who have been in the Scheme for 2, 3, 4, 5 or 6 years

Families and carers of participants of all ages



NDIS Participant Employment Strategy

The NDIS Participant Employment Strategy and 2021–22 Participant Employment Action Plan concluded in December 2022. In setting priorities for 2023 and beyond, the Agency will:

- Review the outcomes over the last three years to assess progress.
- Confirm the Agency’s commitment to improving employment outcomes for participants and responding to the changed employment landscape.
- Develop an Action Plan for 2023, to maintain our focus on employment outcomes.

Consultation with key stakeholders including the NDIA Participant Reference Group has commenced and further consultation on the development of the Action Plan for 2023 is planned for early 2023. The Action Plan will be underpinned by greater alignment with the Australian Disability Strategy and the Department of Social Services Employ My Ability – Disability Employment Strategy, both released in 2021.

Building aspiration for employment and achieving outcomes remains a key focus for the NDIA. There has been an increase in employment goals in participant’s plans to 37 per cent by 30 June 2022. For participants aged 19 to 24 years, employment goals in participant’s plans have increased to 59 per cent by 30 June 2022. The participant employment rate has increased to 23 per cent for people who have been in the Scheme for two or more years.

Sharing key insights on employment supports for young participants

In October 2022, the Agency published the School Leaver Participants Employment Survey Outcomes Report detailing the experience of participants who received school leaver employment supports in 2018 and/or 2019. The report is based on the results of a survey to understand participant’s experience of these supports, the outcomes they achieved and how they think supports could be improved.

The first Provider Quarterly Report – School Leaver Employment was also published in October 2022 and contains the aggregated data received from Providers from January to December 2021. The Provider Quarterly Report will be released on a regular basis to provide valuable insights on participants experience and outcomes achieved and the factors that contributed towards positive employment outcomes.

Improving pathways from school to work

The Agency’s Codesign and Engagement teams have worked in partnership with State and Territory education departments to deliver 33 Pathways to Post School Life information sessions across the country. These sessions assist students with disability, their parents and carers and education professionals to understand the NDIS and mainstream supports available to help young people to successfully transition from school to work. They also facilitate connections with Local Area Coordinator partners to ensure people can navigate and connect to appropriate supports.

2.4 Perceptions of whether the NDIS has helped

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

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

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. Specifically, the percentage who think that the NDIS has helped them have more choices and more control over their life showed:

- **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 **78%** for participants aged 35 to 44 years
- **ten** percentage point increase from **69%** to **79%** for participants aged 45 to 54 years
- **ten** percentage point increase from **71%** to **81%** for participants aged 55 to 64 years
- **eleven percentage point increase from 71% to 82% for participants aged 65 years and older.**

Overall, for participants aged 15 and over, there has been a ten percentage point increase, from 66 per cent to 77 per cent. This compares to a 2022–23 target of 75 per cent.

Other “Has the NDIS helped?” questions

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

Figure 27 shows the percentages responding positively at first review and at latest review, as well as the change between the two time points.

Figure 27: “Has the NDIS helped?” – participants aged from birth to before starting school⁴²

Domain	First review %	Latest review %	Percentage point change
Daily living: child’s development	91	94	+3
Daily living: access to specialist services	91	95	+3
Choice and control (child’s ability to communicate what they want)	83	86	+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.

Figure 28 shows the percentages responding positively at first review and at latest review, as well as the change between the two time points.

Figure 28: “Has the NDIS helped?” – participants from starting school to age 14

Domain	First review %	Latest review %	Percentage point change
Daily living (independence)	61	73	+12
Lifelong learning (access to education)	41	50	+9
Relationships (with family and friends)	50	60	+10
Social, community and civic participation (social and recreational life)	45	53	+8

For young adults aged 15 to 24 years, Figure 29 shows the percentages responding positively at first review and at latest review, as well as the change between the two time points.

⁴² Figures in this section have been rounded to the nearest whole percentage.

Figure 29: “Has the NDIS helped?” – participants aged 15 to 24

Domain	First review %	Latest review %	Percentage point change
Choice and control	61	70	+9
Daily living	60	72	+12
Relationships	50	54	+4
Home	22	21	-1
Health and wellbeing	43	50	+7
Lifelong learning	36	37	+1
Work	18	17	-1
Social, community and civic participation	55	62	+7

From Figure 29, the largest improvement over time in the Scheme has been observed for the daily living domain (+12 percentage point change). Strong improvements have also been observed for choice and control (+9), relationships (+4), health and wellbeing (+7) and social, community and civic participation (+7). Lifelong learning showed a marginal increase (+1), and there were slight declines for home and work⁴³.

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 30 shows the percentages responding positively at first review and at latest review, as well as the change between the two time points.

Figure 30: “Has the NDIS helped?” – participants aged 25 and over

Domain	First review %	Latest review %	Percentage point change
Choice and control	69	79	+10
Daily living	72	84	+12
Relationships	52	62	+10
Home	30	35	+5
Health and wellbeing	51	61	+10
Lifelong learning	30	32	+2
Work	19	19	0
Social, community and civic participation	59	69	+10

From Figure 30, the largest improvements over time in the Scheme have been observed for daily living (+10 percentage point change), and choice and control (+12). Strong improvements have also been observed for relationships (+10), health and wellbeing (+10) and social, community and civic participation (+10). By contrast with the younger adult group, there was an improvement for the home domain (+5). Similar to the younger adult group, lifelong learning showed a marginal increase (+2), and there was no material change for work.⁴⁴

⁴³ Figures in this section have been rounded to the nearest whole percentage.

⁴⁴ Noting that the education and housing systems have a major role to play in the lifelong learning and home domains.

Results continue to improve with time in Scheme

Responses tend to become more positive the longer a participant has been in the Scheme. Highlights, for participants who have been in the Scheme for at least two years, include:

Figure 31: Has the NDIS improved how your child fits into community life?⁴⁵

For children aged 0 to before starting school

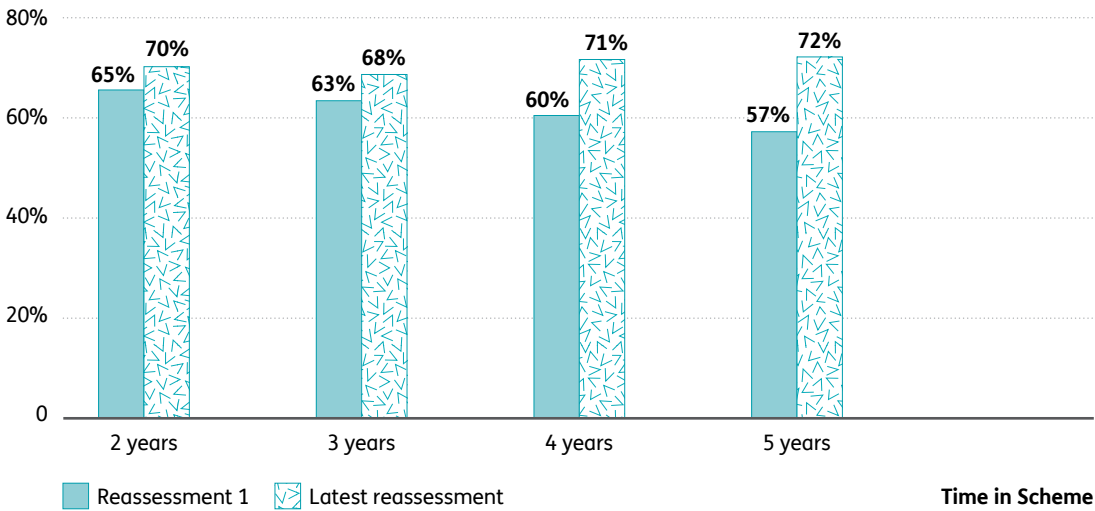
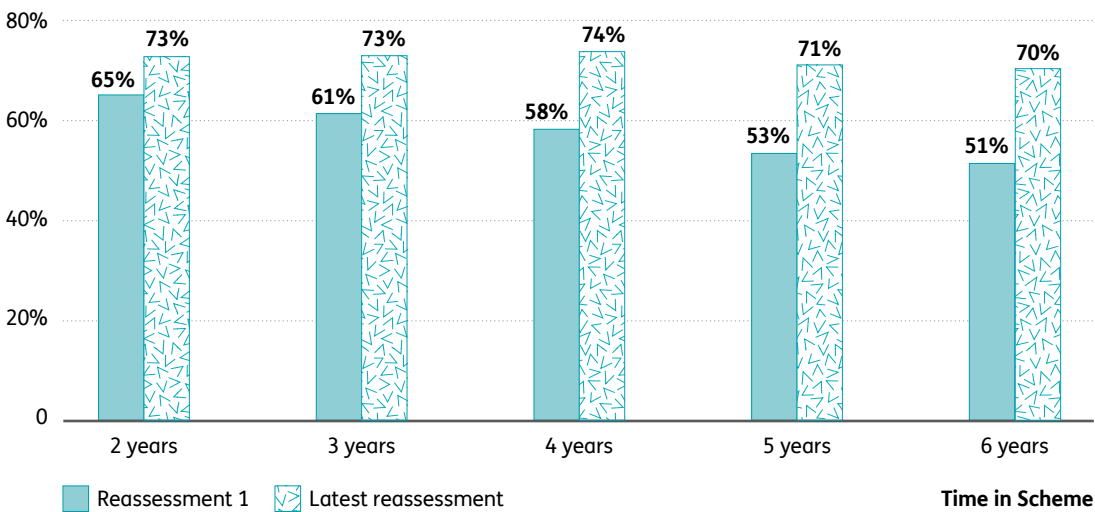


Figure 32: Has the NDIS helped your child to become more independent?

For children starting school to 14 years



⁴⁵ There were not enough participants in the Scheme for 6 years for the result to be shown.

Figure 33: Has the NDIS helped you with daily living activities?

For young adults aged 15 to 24 years

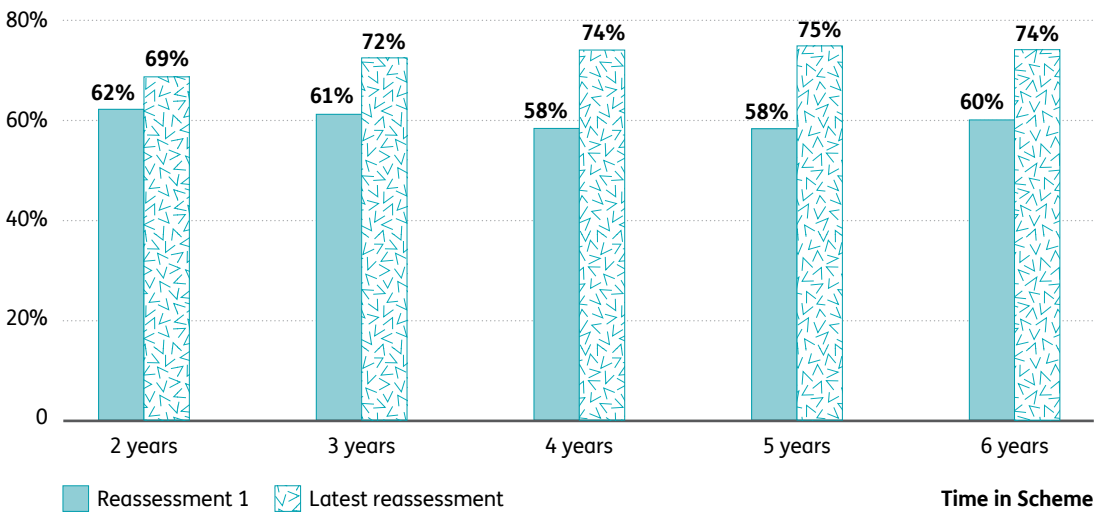
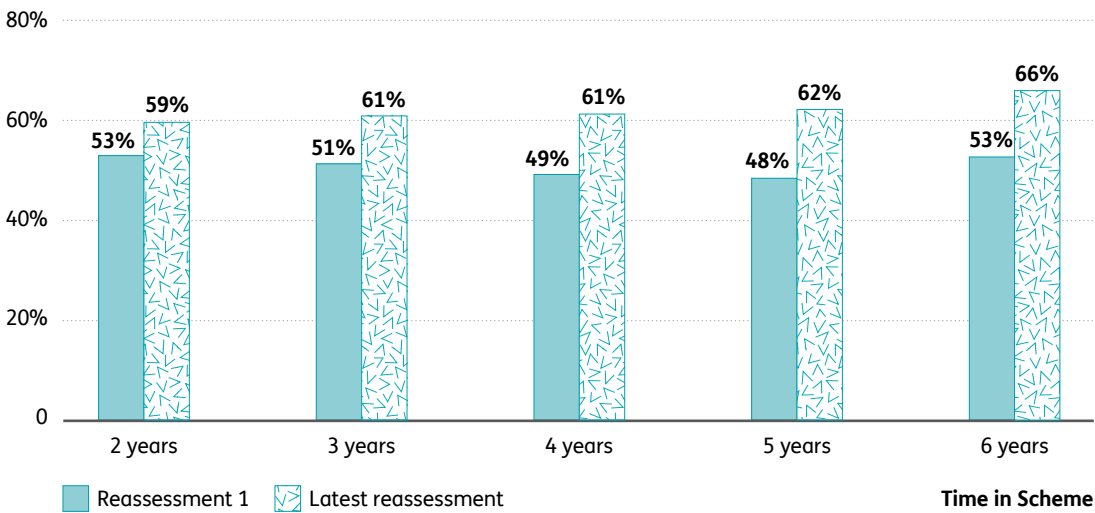


Figure 34: Has your involvement with the NDIS improved your health and wellbeing?

For adults aged 25 years and over



While the above results are encouraging, the analysis also indicates that there are areas where outcomes could be improved. For example, after at least two years in the Scheme, only 17 per cent of participants aged 15 to 24 at their most recent plan reassessment agreed that being in the NDIS had helped them find a suitable job, compared to 18 per cent at their first plan reassessment. Similarly, for participants aged 25 and over, after at least two years in the Scheme, only 19 per cent agreed that being in the NDIS had helped them find a suitable job, almost unchanged from their first plan reassessment.

The NDIA is actively working to improve participation in work, as discussed earlier in this section.



Justin's paid employment role provides strong sense of purpose



Nearly 6 years after **Justin**, 24, first started working at the Glenwood Public School, he continues to be a valued employee and an important member of the school community.

“Justin is a very positive presence in our school. He lifts people’s spirits and is part of our school community,” Glenwood Public School Principal Jay McInney says.

Justin, who lives with a moderate intellectual disability and autism, began working at Glenwood Public School in 2016 after he set himself the goal of finding a job after leaving school.

With School Leaver Employment Support funded through the NDIS, Justin connected with local employment provider JobSupport.

The provider worked with Justin to help build his skills and confidence before supporting Justin to secure an ongoing position at the school.

Today, Justin is a well-known and much-loved member of school staff who is passionate about his work and has built solid connections with other staff.

“I love working at the school,” Justin says. “Everyone is nice. I have a staff uniform and a name badge. I like doing different jobs like laminating and organising the books. It makes me happy.”

Justin’s employment continues to be supported through his NDIS plan, which also provides funding for support workers and transport assistance to and from work.

Justin’s mother Carmen says her son’s work provides him with a daily routine and strong sense of purpose he might otherwise not have.

“He feels important that he’s working because he feels that he’s doing something good, which makes him very happy,” Carmen says.

Section three:

Participant experience





The NDIA is committed to improving service for NDIS participants. That is why the NDIA introduced a **Participant Service Charter** to explain what participants can expect when they deal with the NDIA, and the **Participant Service Improvement Plan** that outlines all the improvements the NDIA will make.

The NDIA Participant Service Charter sets out what participants can expect from the NDIA and Partners in the Community (PiTC) organisations. It provides overall principles for interactions with participants, and clear service standards and timeframes. These are included in the **Participant Service Guarantee (PSG)**.

The Participant Service Charter is also underpinned by the specific tangible actions listed in the Participant Service Improvement Plan.

This section provides an update on progress against the Participant Service Improvement Plan and the Participant Service Guarantee.

3.1 Participant Service Improvement Plan

Progress is being made against the Participant Service Improvement Plan deliverables.

The NDIA’s Service Improvement Plan is the key to making real the promises in the Participant Service Charter and Participant Service Guarantee. It sets out what the NDIA and partners are going to do to deliver a NDIS that meets expectations.⁴⁶ The NDIA updated the Service Improvement Plan in 2022 to better reflect the activities underway to deliver on the Participant Service Guarantee.

The **Participant Service Charter** is based on five principles for engagement with participants.

Engagement principle	What you can expect
Transparent	We will make it easy to access and understand our information and decisions.
Responsive	We will respond to individual needs and circumstances.
Respectful	We will recognise your individual experience and acknowledge you are an expert in your own life.
Empowering	We will make it easy to access information and be supported by the NDIS to lead your life.
Connected	We will support you to access the services and supports you need.

The tables in this section outline the activities underway as part of the Service Improvement Plan. These activities are aligned to each of the ‘what you can expect’ statements in the Participant Service Charter. Whilst the list is not exhaustive, the NDIA is continually looking for opportunities to improve our participant service in line with the engagement principles.

Highlights for this quarter include:

Participant Service Improvement Plan Commitment	What have we delivered?
We will have new systems to make sure providers are paid promptly and accurately, so your support is not interrupted	The NDIA have enhanced controls and processes as part of the claims and payments build of the new ICT system. This quarter, the controls for core budget claims have been implemented, and there have been some improvements to payment issues associated with service bookings in the ICT system. The NDIA will continue to provide ongoing enhancements to ensure support is uninterrupted for participants.

⁴⁶ Work is currently underway to develop a qualitative measurement framework and dashboard to report on the NDIA’s performance against the engagement principles (and associated ‘we will’ commitments), as set out in the Participant Service Charter.

Participant Service Improvement Plan – commitments and progress

The NDIA introduced a refreshed Participant Service Improvement Plan 2022–23 to ensure the Service Improvement Plan closely reflected improvements that participants want to see. The Service Improvement Plan sets out what the NDIA will do over the next two years to deliver a Scheme that meets participant expectations.

The NDIA and partners will work to deliver on 51 commitments over the next two years. The refreshed Service Improvement Plan includes new and refined commitments, representing the NDIA’s ongoing commitment to participants, their families and carers and the disability community. The NDIA remains committed to making improvements that are important to participants.

Communicating with us

The NDIA remains committed to an improved digital experience by delivering more options for participants to access forms and services that supports decision making and access to disability supports. The commitments to enable participants to use online forms and to track applications online will be progressed alongside the national roll-out of the new ICT system due for delivery in 2024.

The NDIA is working with participants to improve the online experience of using the myNDIS participant portal. The new participant portal pilot will be completed throughout 2023. The valuable feedback received will be used to guide the direction of building a more accessible and user-friendly portal.

Participant Service Improvement Plan Commitment	Expected completion
We will put the name of a real person on our letters to you	✓
You will have a current contact name for all your interactions with us	✓
The National Contact Centre (NCC) will give the right information the first time where possible	✓
You will be able to use online forms and services where you want to	Jun 24
You will be able to track where your application or inquiry is up to online	Jun 24
The website and portal will be clearer and easier to use	Jun 24

Getting information from us

The NDIA is committed to ensuring transparency and clarity when making decisions about participant access and plans. Therefore, decision letters have been updated to plain English, and the new letter system is currently undergoing testing in the new ICT system test in Tasmania to improve the ability for staff to communicate reasons for these decisions. Feedback from the Tasmanian test will improve the decision letters and the participant experience overall. Once the national roll-out of the new ICT system commences, all decision letters will have an explanation of decisions made.

Participant booklets and web content have been reviewed and updated to reflect the changes to the National Disability Insurance Scheme Act 2013 (NDIS Act) in July 2022. Improved letters, booklets and fact sheets with clear information and next steps are being evaluated from November 2022 as part of the Tasmania test of our new ICT system. Feedback received from this test will be considered as part of any updates in time for a national roll out planned for mid-2023.

This quarter, more than 30 operational guidelines were published. These guides aim to remove outdated procedures and ensure there is consistency in how the NDIA makes decisions. Furthermore, all operational guidelines have been reviewed and refreshed in plain English, with examples to ensure they are simple, clear, and easy to use. Only a few guidelines remain to be updated and they will be added as they are developed and released in logical groupings.

Participant Service Improvement Plan Commitment	Expected completion
You will be able to access your personal data and plan details without having to ask through a Freedom of Information (FOI) request	✓
Our documents will use consistent terms and definitions with less jargon	✓
Our guidelines will come with plain English descriptions and more examples	✓
We will be clearer on what reasonable and necessary supports means, with case studies and examples	✓
Our decision letters will have reasons for why we have decided something in plain English	Jun 23
We will improve access to information about how our processes work, what to expect and what participants need to do at any stage	Jun 23
We will have better guidelines and procedures so there is consistency in how we make decisions; and we will make more of these public	Jun 23

Gaining access to the NDIS

Work to design new online access request forms continues apace and is due to be released in conjunction with NDIA’s new ICT system. This is part of a broader program of work due for completion in 2023.

The NDIA is committed to improving ways to connect people with a disability to the supports they require, including mainstream and community supports. This quarter, the NDIA continues to improve and implement the new Community Connectors process using the new ICT system. This system will be rolled out to the broader population outside the test in the middle of 2023, connecting children with a disability to an early connections plan and adults with a disability to a community connections plan in the pre access to NDIA phase. These plans will drive discussions on opportunities for greater connections to local community and mainstream services.

People with a disability who are not granted access to the NDIS are still connected to a community partner who can facilitate connection to mainstream and community services. This will mean that all participants who ultimately do not gain access to the Scheme are still offered and provided with opportunities to link them to community supports.

Participant Service Improvement Plan Commitment	Expected completion
You will be able to apply to the NDIS in the way you want, including using an online access request form	Jun 23
We will make sure you are connected to other mainstream, and community supports and services as well, even if you do not gain access to the NDIS	Jun 23

Making your plan

The NDIA is on track to delivering ICT system enhancements to improve the way participants’ statements and goals are recorded in the new ICT system.

In addition, the NDIA has designed and built a process for participants to meet face-to-face with the person who makes decisions about their plan supports and funding. These system enhancements are currently being tested and will roll out with other broader system changes in the middle of 2023.

The NDIA is building more do-it-yourself online plan tools, including developing a digital resource to enable participants to find relevant information to help them use their NDIS plan more effectively, which includes useful tools and calculators.

Work is also underway to support videoconferencing as an option for planning meetings.

Participant Service Improvement Plan Commitment	Expected completion
If you want, you will be able to have a face-to-face meeting with the person who makes a decision about your plan supports and funding ⁴⁷	Jun 23
We will support you, if you want, to build goals in your plan that are clearly defined, realistic and attainable	Jun 23
We’re working to build more do-it-yourself online plan tools	Jun 23
We will support more video-conference planning meetings	Dec 23

⁴⁷ Noting face-to-face meetings with LACs can already be requested.

Using your plan

The NDIA is committed to providing accessible information for self-managed participants with ongoing work to create resources, guides, and training materials.

Through ongoing efforts to improving thin markets and engaging in market interventions in collaboration with stakeholders, the NDIA has supported the development of healthier markets in 25 remote and very remote communities. The NDIA have completed 4 market interventions, and a further 21 projects are underway in remote and very remote markets in Western Australia, Northern Territory, Queensland, South Australia, and New South Wales.

In October 2022, the Commonwealth, State and Territory disability ministers discussed the need to address barriers to NDIS access and service delivery in thin markets, including for particular support types, First Nations and culturally diverse communities, and regional and remote Australia. The ministers agreed to continue to engage with communities, and State and Territory governments to use more flexible approaches to address thin markets.

These projects have commenced evaluation, with an Evaluation Report to be released in 2023. The findings of the evaluation and the NDIS Review will inform our approach to delivering better NDIS services in remote and very remote communities.

In the 2022-2023 financial year, the NDIA will establish a dedicated National Remote Services Branch to support the delivery of improved end-to-end pathway options for participants living in remote and very remote areas. In the delivery of thin market projects, the Agency will continue to drive a place-based approach, collaborating with key stakeholders in the community to achieve better integration and availability of disability support services.

Participant Service Improvement Plan Commitment	Expected completion
Your plan will be longer and ongoing . It will be reviewed when you or we request it – for example, if your circumstances change or something significant happens in your life	✓
There will be a simple and quick process when you need to make minor changes to your plan – it won't require a full "review"	✓
We will give you more support for using your plan , for finding both disability services and mainstream supports	✓
We will check-in with you on how the plan is going, and whether an update or review is needed	✓
You will be able to manage your plan more easily, using a new NDIS mobile app	✓
We will work with communities in remote and very remote areas , and other areas lacking services, to trial new ways of organising services so you can more easily use your support funding	Jun 23
We will make it easier to self-manage your plan, with appropriate data sharing, support and controls in place; and to move easily between self-managing your plan and using a plan manager	Jun 23
We will be clearer on what support coordination services we fund, and how it should be separate from other service providers	Jun 23

Payments from your plan

The NDIA is on track to deliver enhancements to the NDIA payment system by implementing a Claims at Point of Support (C-POS) solution to enhance efficiency and ensure a quality experience for participants. A dedicated team has commenced pilot consultation with a small group of participants to refine the approach before consultation with a wider group of participants, providers, and the sector. This consultation will support design work with Commonwealth Bank of Australia (CBA) to ensure the C-POS system delivered suits the needs of the Scheme. The consultation work is due to commence early 2023 with the aim of allowing participants to claim directly from their plan.

Furthermore, the NDIA have enhanced controls and processes as part of the claims and payments build of the new system. This quarter, the controls for core budget claims have been implemented, and there have been some improvements to payment issues associated with service bookings in the new ICT system. The NDIA will continue to provide ongoing enhancements to ensure support is uninterrupted for participants.

The NDIA has started rolling out improvements in functionality to the myNDIS participant portal in Tasmania, with similar improvements due to be rolled out in the myNDIS app in early 2023. Furthermore, simplification and improvements to language on these platforms are underway.

Participant Service Improvement Plan Commitment	Expected completion
We will have new systems to make sure providers are paid promptly and accurately, so your support is not interrupted	✓
Payments will be able to be made simply and directly for registered and non-registered providers of services – no more paying first from your own cash and claiming it back	Sep 23
We will make it easier for you to understand how you make a successful claim from your plan	Jun 24

Parts of your plan

The NDIA has provided clearer information on ILOs to support participants choose where and how they live, and support participants to access the reasonable and necessary supports they need to meet their home and living goals. The ILO product continues to be refined through incremental changes and releases within the ILO improvement pathway, promoting uptake and growth of individualised living options for participants as an alternative to less contemporary shared living environments.

Participant Service Improvement Plan Commitment	Expected completion
We will increase the flexibility in living options if you are eligible for SDA	✓
There will be a national SDA-matching website showing all available properties	✓
We will issue new easy-to-understand guidelines for complex home modifications	✓
There will be a standard form and application process for SDA	✓
We will process applications for all supports associated with housing and accommodation issues together and more quickly	✓
You will be able to quickly access AT and home modifications with less red tape. This includes a simpler process for requesting complex and non-standard AT or home modifications	✓
We will encourage ILOs as an alternative to traditional group homes	✓
We will focus on your plan and goals supporting you to gain employment if that is what you want	✓

Support for engaging with us

The NDIS aims to improve how support is provided for participants with complex support needs and require critical supports. Design work is currently underway to develop a new Support Coordination Model with the aim of providing more focused and quality support coordination to address complex support needs in a timely manner.

Furthermore, the NDIS is committed to ensuring all participants in aged care are informed about their options to find age-appropriate accommodation through planning conversation and regular check-ins. The NDIA has established new processes focusing on ensuring participants who enter aged care have exhausted all available options to identify suitable housing options before proceeding to aged care accommodation. A new Accommodation Project Team has been established to support the diversion of pathways from aged care.

The NDIS will ensure that participants will have regular engagement with a consistent NDIS contact, and a single NDIS contact for households with more than one NDIS participant. The process for ensuring participants have regular and consistent contacts has been deployed in the new ICT system in Tasmania in November 2022.

Participant Service Improvement Plan Commitment	Expected completion
We will fund specialist community connectors (in First Nations, CALD, and remote communities) to deeply understand how you want to engage with us	✓
Liaison Officers , for Health and Justice especially, will help participants interact with the NDIS in each State and Territory	✓
We will have an NDIS carer connect network for ageing parents of people with a disability	✓
We will pro-actively check-in with you, especially if you may be in a vulnerable situation	✓
Our front-line teams will have improved cultural and disability awareness	✓
We want to support and promote children and young people’s voice in their own plans; while also working closely with parents and carers	✓
We will fund early intervention supports for children more flexibly (including before they enter the Scheme)	✓
We will improve the way we provide you support for independent decision-making	Mar 23
We will improve our direct support for you if you have complex needs and require critical supports , or are otherwise potentially vulnerable	Jun 23
Where possible, your household will have the same NDIS contact	Jun 24
We will support you if you are a Young Person in Residential Aged Care to live elsewhere	Jun 24

3.2 Participant Service Guarantee

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

Performance against the service standards – December 2022

The NDIA commenced measuring performance against the Participant Service Guarantee metrics prior to passing the Participant Service Charter and Guarantee legislation, and these results have been published in prior quarterly reports. On 30 March 2022, the NDIS Amendment (Participant Service Guarantee and Other Measures) Bill 2021 passed in both houses of Parliament and received Royal Assent on 1 April 2022. The legislation focuses on improving participant experience and builds on the recommendations of the 2019 Tune Review. It legislates the Participant Service Guarantee (from 1 July 2022) and introduces changes that provide greater flexibility for participants and the NDIA to vary plans.

The NDIA has made notable improvements in meeting targets this quarter across the planning, plan reassessments and reviewable decisions pathways. It is recognised however that there is still ongoing work to do to ensure all decisions are made on a timely basis for all participants.

PSG	Service type	Description of the service being guaranteed	Service Guarantee	Performance in the December 2022 quarter	Comparison to target of 95%	Change from last quarter
1	General	Explain a previous decision, after a request for explanation is received	28 days	99%	●	↔
2	Access	Make an access decision, or request for more information, after an access request has been received	21 days	100%	●	↔
3	Access	Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	97%	●	↔
4	Access	Make an access decision, after more information has been provided.	14 days	99%	●	↔
5	Planning	Commence facilitating the preparation of a plan, after an access decision has been made	21 days	96%	●	↔
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	95%	▲	↔
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	As soon as reasonably practical ⁴⁸	Reporting will commence in the second half of 2023		

Comparison to target of 95% ● 95% and over ▲ 85%-95% ■ Less than 85%

Change from last quarter ↑ More than 3 percentage points higher ↔ Within 3 percentage points ↓ More than 3 percentage points lower

⁴⁸ The average (mean) timeframe for this Participant Service Guarantee metric is 19 days and the median is 3 days.

Section three: Participant experience

PSG	Service type	Description of the service being guaranteed	Service Guarantee	Performance in the December 2022 quarter	Comparison to target of 95%	Change from last quarter
9	Implementation	If the participant accepts the offer, hold a plan implementation meeting	28 days	100%	●	↔
10	Implementation	Provide a copy of the plan to a participant, after the plan is approved	7 days	Reporting will commence in the second half of 2023		
11	Plan reassessment	Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date	56 days	77%*	■	↓
12	Plan reassessment	Decide whether to undertake a Participant Requested Plan reassessment, after the request is received	21 days	81%	■	↓
13	Plan reassessment	Complete a reassessment, after the decision to accept the request was made	28 days	71%	■	↑
14	Plan variations	Amend a plan, after the receipt of information that triggers the plan amendment process	28 days	94%	▲	↔
15	Plan variations	Amend a plan, after receipt of information relating to a complex quote that triggers a plan amendment process	50 days	97%	●	↑
16	Plan variations	Provide a copy of the plan to a participant, after the plan is amended	7 days	Reporting will commence in the second half of 2023		
17	Reviewable decisions	Complete an internal Review of a Reviewable Decision, after a request is received	60 days	95%	●	↔
18	Reviewable decisions	Implement an AAT decision to amend a plan, after the AAT decision is made	28 days	97%	●	↔
19	Nominee	Cancel participant requested nominee	14 days	100%	●	↔
20	Nominee	Cancel CEO initiated nominee	14 days	100%	●	↔

* Note: The NDIA's new 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.

Comparison to target of 95% ● 95% and over ▲ 85%-95% ■ Less than 85%

Change from last quarter ↑ More than 3 percentage points higher ↔ Within 3 percentage points ↓ More than 3 percentage points lower

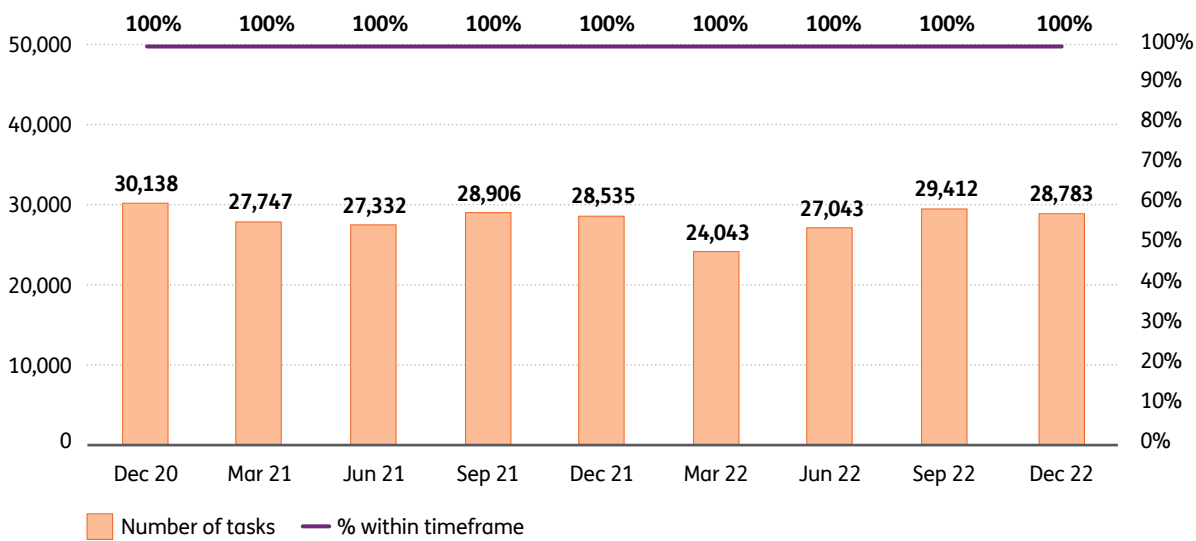
Key trends in Participant Service Guarantee metrics

The NDIA has consistently been meeting Participant Service Guarantee timeframes for access decisions and first plan approvals (for those aged 0–6 years) over the last few quarters, and there has been marked improvement compared to 2020. In the latest quarter, there have been further improvements in meeting the target timeframes for planning, plan reassessments and reviewable decisions.

Access decisions

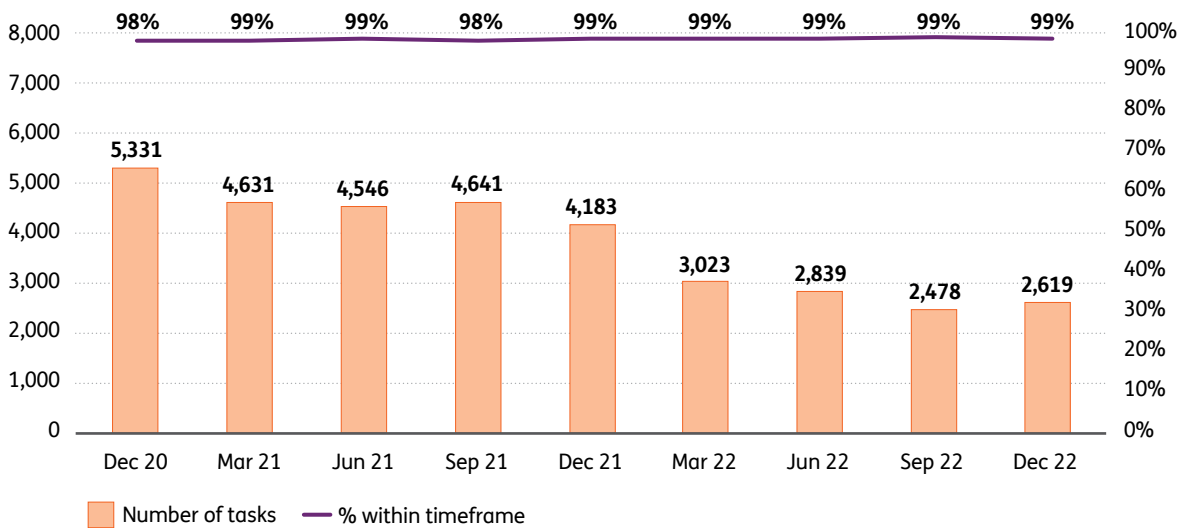
The NDIA has consistently met the 21-day timeframe in respect of access decisions over the last nine quarters.

Figure 35: PSG 2 - Access decision made, or further information requested, after receiving access request



The NDIA has also consistently met the 14-day timeframe in respect to making an access decision after the final information has been provided.

Figure 36: PSG 4 - Make an access decision, after the final information has been provided



Planning

Plan approval timeframes for participants aged 0-6 have improved over the last year, with 98 per cent approved within the timeframe of 90 days in the December 2022 quarter. The target timeframe for plan approvals for those aged 7 and above was reduced from 70 days to 56 days from the March 2021 quarter and there was a consequent reduction in service level met. However, service levels have improved notably since the March 2022 quarter reaching levels prior to the change in target timeframe. There was further improvement in the December 2022 quarter with 95 per cent of plans for those aged 7 and above approved in 56 days.

Figure 37: PSG 5 - Commence facilitating the preparation of a plan, after an access decision has been made⁴⁹

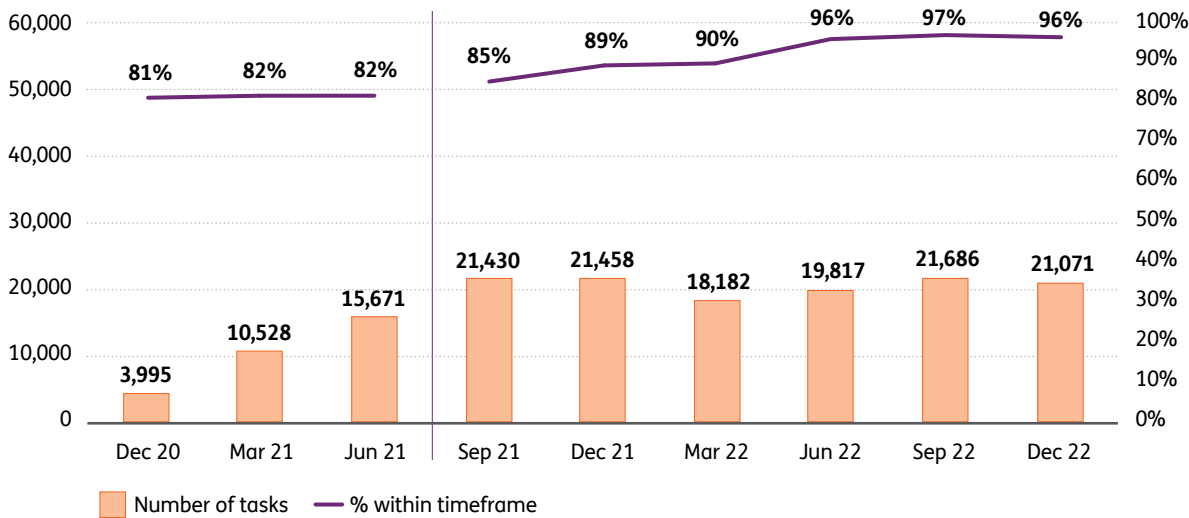
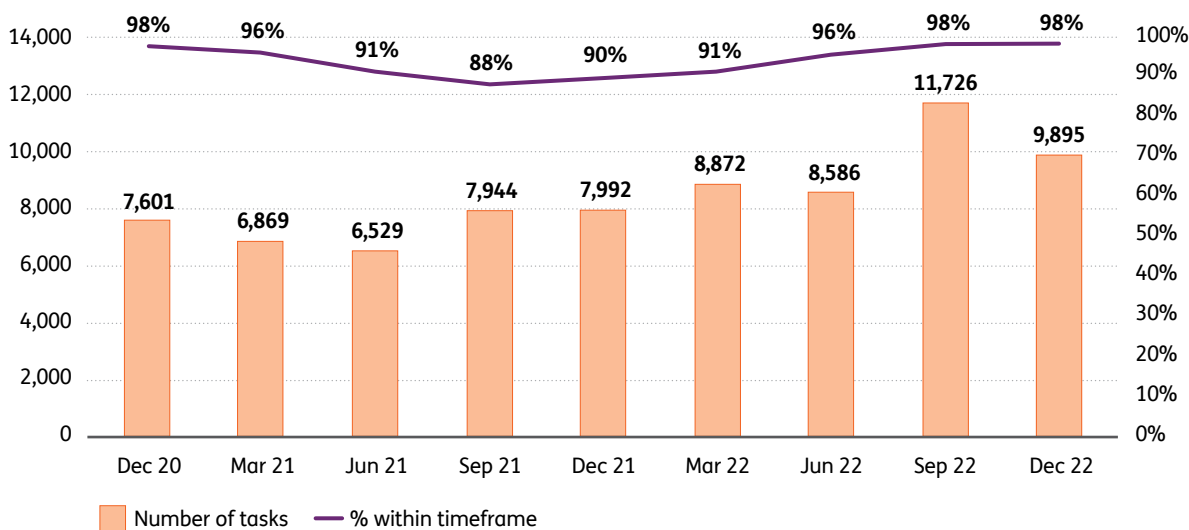
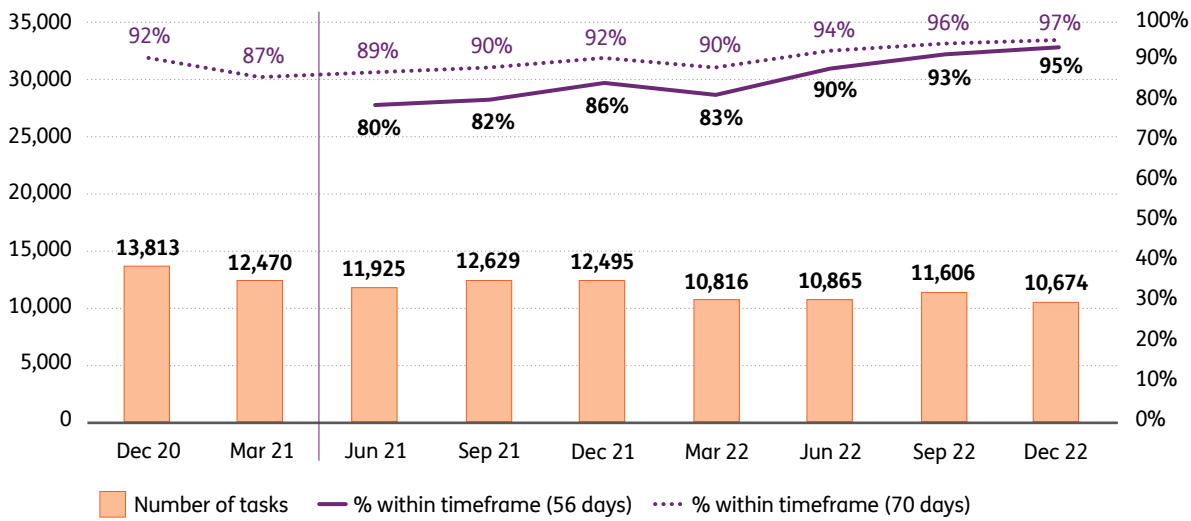


Figure 38: PSG 7 - First plan approved after access decision has been made, 0–6 years



⁴⁹ New business processes have been implemented from July 2021.

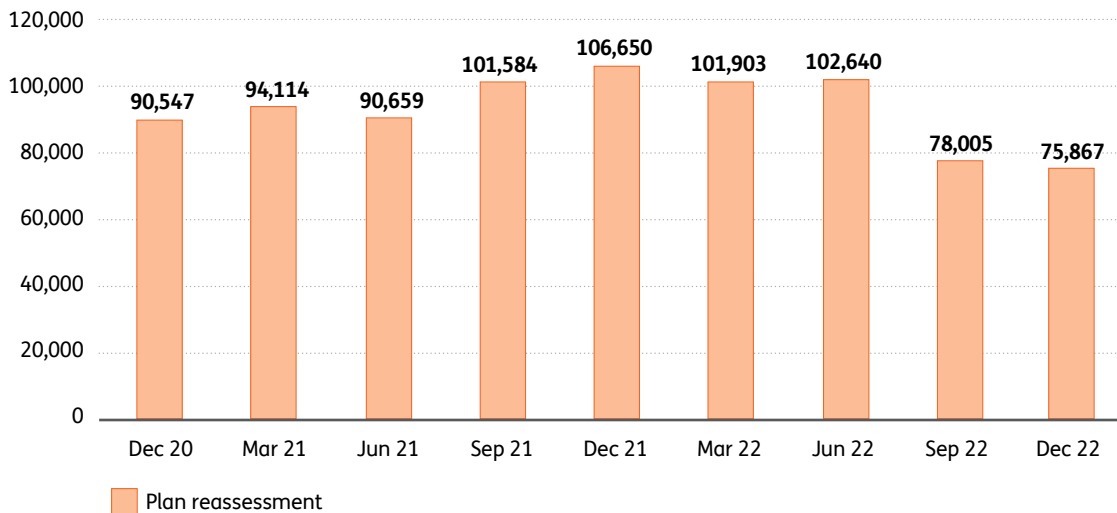
Figure 39: PSG 6 - First plan approved after access decision has been made, 7+ years⁵⁰



Plan reassessment⁵¹

There were 75,867 plan reassessments conducted in the December 2022 quarter. There has been a reduction of plan reassessments from the September 2022 quarter compared to the preceding four quarters due to a plan continuation strategy which involves communicating with the participant to ensure there have been no significant changes in circumstance and that the participant is in agreement with this approach. This has led to a lower volume of plan reassessments in the quarter. Of the 75,867 plan reassessments conducted in the December 2022 quarter, 52,669 (69 per cent) were initiated by the Agency and 23,198 (31 per cent) were requested by participants. AIPRs occur as plans are due to expire, and a new plan is required.

Figure 40: Number of plan reassessments by quarter⁵²



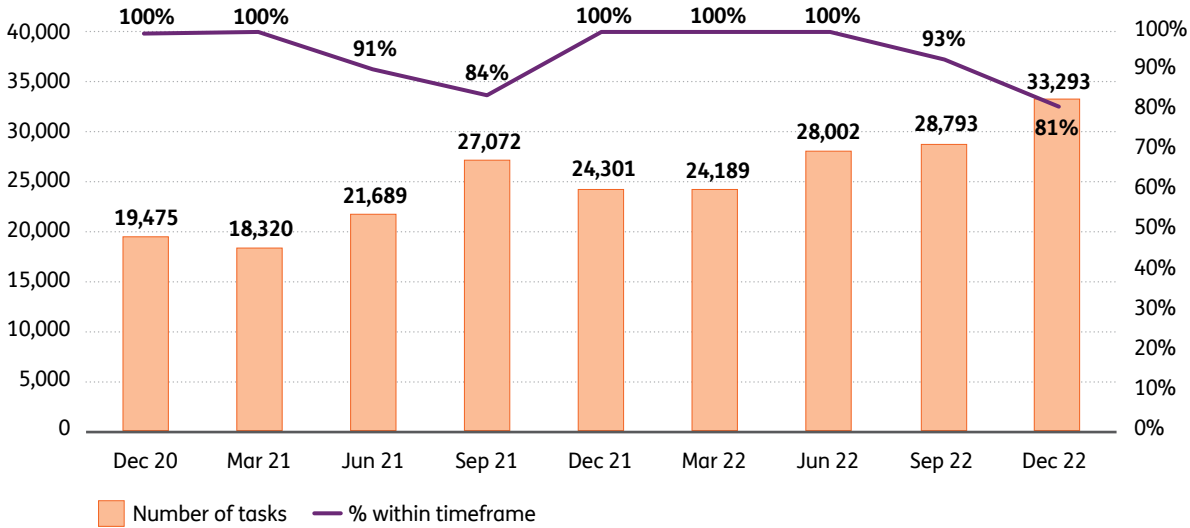
⁵⁰ The target timeframe for this metric has been reduced from 70 to 56 days in early 2021.

⁵¹ Plan Reviews are now referred to as Plan Reassessments in line with the amendments to the NDIA legislation which came into effect on 1 July 2022.

⁵² Short plans (plans with duration less than or equal 30 days) have been excluded. The number of plan reassessments in historical periods have been updated with retrospective data changes.

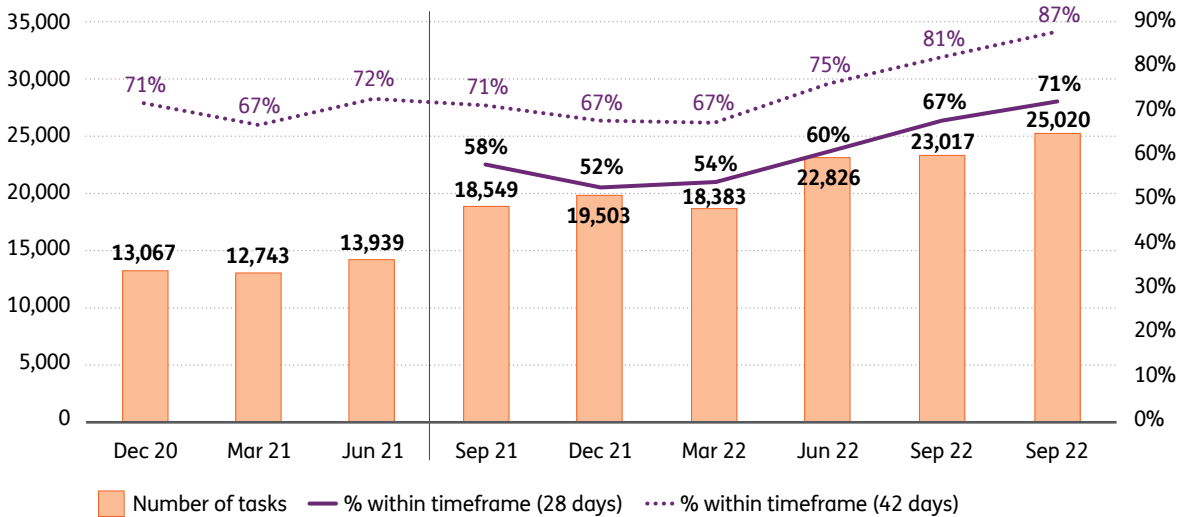
Decisions about whether or not to conduct a Participant Reassessment Request (PRR) were made within 21 days, 81 per cent of the time in the December 2022 quarter.

Figure 41: PSG 12 - Decision made to undertake PRR after request is received



The target PRR timeframe was reduced from 42 days to 28 days from the September 2021 quarter and there has been a consequent reduction in service level met. The PRR timeframes have increased since the March 2022 quarter and have reached 71 per cent as at December 2022 based on the 28-day target timeframe, and 87 per cent based on the 42-day target timeframe.

Figure 42: PSG 13 - PRR completed after decision made to undertake reassessment⁵³

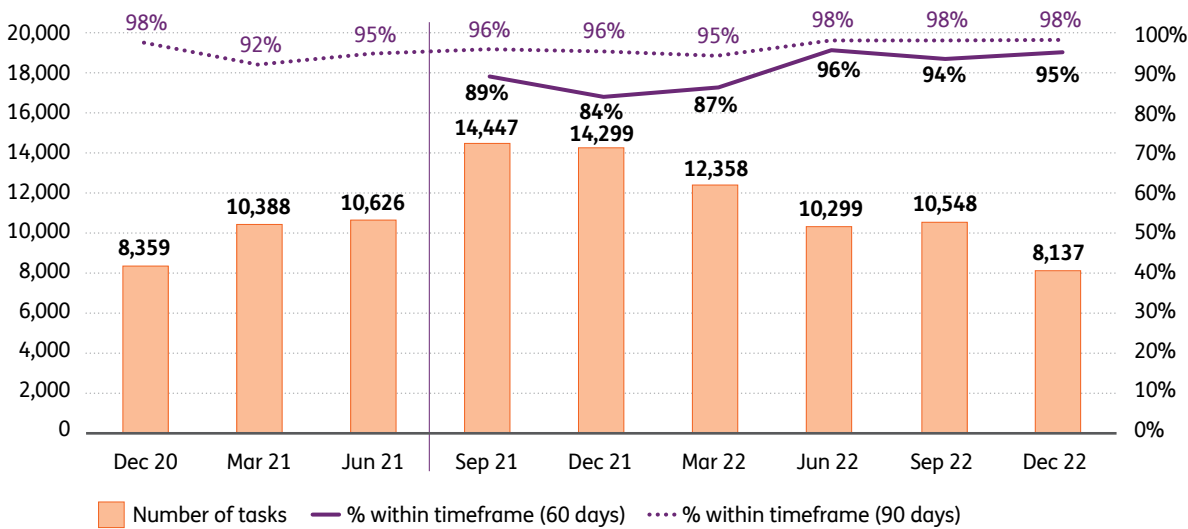


⁵³ In most cases, the results from September 2021 onwards are based on a 28-day timeframe but the results prior to September 2021 are based on a 42-day timeframe.

Reviewable decisions

The target timeframe for completing a Review of a Reviewable Decision (RoRD) was reduced from 90 days to 60 days from the September 2021 quarter and there has been a consequent reduction in service level met. However, there has been a notable improvement since the December 2021 quarter. The December 2022 quarter has 95 per cent of RoRDs within the target timeframe of 60 days, on par with levels based on the 90-day timeframe.

Figure 43: PSG 17 - Complete RoRDs after request is received⁵⁴



Service standards for the National Contact Centre

Service type	Description of the service being guaranteed	Performance
General	Our NCC will answer 80% of calls within 60 seconds.	60% on average throughout the December 2022 quarter (Section 3.4 in this report discusses this further).

Service standards for complaints

Service type	Description of the service being guaranteed	Performance
Complaints	Resolve 90% of complaints within 21 days after we receive it. More complex complaints may take longer to address.	88% in the December 2022 quarter.

⁵⁴ In most cases, the results from September 2021 onwards are based on a 60-day timeframe but the results prior to September 2021 are based on a 90-day timeframe.

Home and Living decisions

The end-to-end process duration for Home and Living applications tracks the time taken from receipt of Home and Living application form through to plan implementation.⁵⁵

- In the December 2022 quarter, **7,512** Home and Living applications were closed or implemented⁵⁶ and **72%** were finalised within 90 days. This compares with 8,620 applications closed or implemented in the September 2022 quarter.
- At 31 December 2022, **3,188** applications remained in-progress, a net decrease of **251** applications compared with September 2022. **2,614** in progress applications were waiting for a decision from a Home and Living delegate,⁵⁷ while a further **574**⁵⁸ were waiting for supports to be implemented in a plan.
- Approximately **4%** of the open applications have been in progress for 90 days or more, a decrease from 5% as at 30 September 2022. The number of in-progress applications awaiting plan implementation for 90 days or more has increased from 116 applications in September 2022 to **141** applications as at 31 December 2022.
- At 31 December 2022, **56%** or **1,792** open applications have been flagged as relating to PRR or RoRD requests.

Figure 44: Number of Home and Living Applications by stage in the Plan Implementation process

Cohort	Last period number	New requests in period	Closed in period	On-hold end of period ⁵⁹	Open end of period number		Total
					Awaiting delegate decision	Awaiting Plan Implementation	
H&L Applications	3,092	7,691	7,512	83	2,614	574	3,188 ⁶⁰

Figure 45: Number of Home and Living applications by time taken from application to Plan Implementation

Days	Duration of closed applications in period							Duration of open applications in period						
	no data ⁶¹	<14 days	15 to 30 days	31 to 60 days	61 to 90 days	90+ days	Total	no data	<14 days	15 to 30 days	31 to 60 days	61 to 90 days	90+ days	Total
H&L Applications	1,812	1,175	1,269	2,285	687	284	7,512	-	870	1,148	785	244	141	3,188
%	24%	16%	17%	30%	9%	4%	100%	0%	27%	36%	25%	8%	4%	100%

55 The time taken for Participants to respond to requests for further information (RFI) has been removed from the duration.

56 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.

57 83 out of the 2,614 applications the NDIA is waiting on additional information from participants.

58 The Operations and Support Division are continuing to investigate open applications to ensure next steps are underway for Participants as part of an ongoing process.

59 Applications where implementation will only occur at a later date or may not occur. Includes Participants in the CSN / Complex pathway, Participants awaiting a Hospital Discharge, YPIRAC / Aged Care, Voluntary Out of Home Care (VOOHC), Justice Involvement, AAT cases and unresolved s100 / s48 cases.

60 There are 3,188 open home and living applications relating to 2,753 unique participants.

61 Due to system limitations it is not possible to accurately capture timeframes for all closed applications. This limitation predominantly affects timeframes of cancelled applications.

Figure 46: Number of open Home and Living applications by source and time taken from application to Plan Implementation

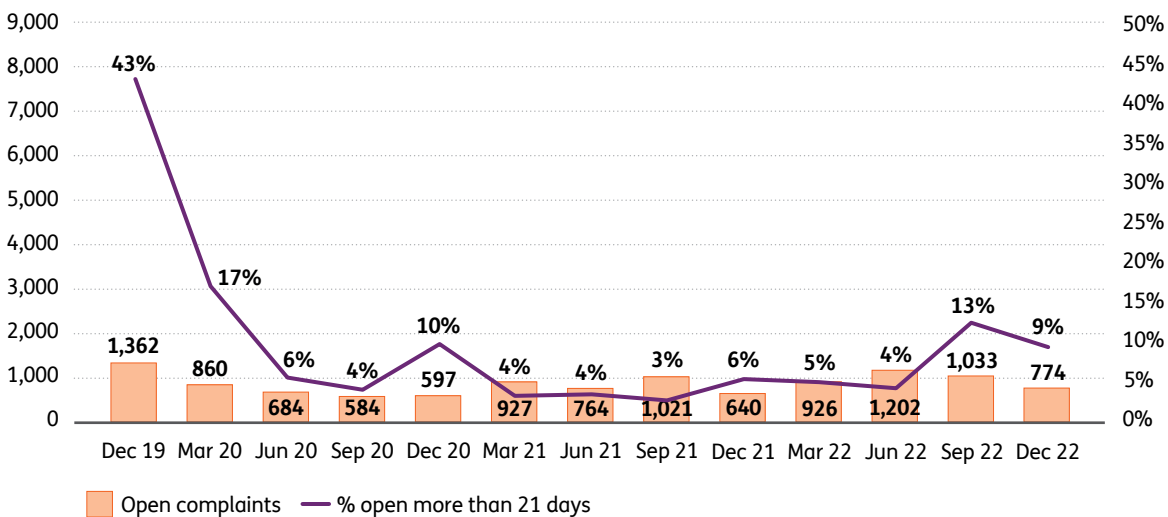
Application source	Duration of open applications in period					Total	%
	<14 days	<30 days	<60 days	<90 days	90+ days		
PRR	303	626	273	52	27	1,281	40%
RoRD	113	142	175	40	41	511	16%
AIPR	327	134	92	27	25	605	19%
Scheduled Plan Review (SPR)	127	246	241	120	35	769	24%
Missing	0	0	4	5	13	22	1%
Total	870	1,148	785	244	141	3,188	100%

The NDIS is committed to making significant improvements to this metric in the next quarter, including reducing the number of outstanding 90+ day Home and Living requests to be in line with the performance target of all other Participant Service Guarantee metrics. This includes increasing the number of delegates to make Home and Living decisions and the number of staff to process the requests. The NDIA is also continuing to streamline the end- to-end process with the intent of minimising the number of hand-offs which will result in an improvement in the overall timeframe.

Key trends in complaints, RoRDs, and Administrative Appeals Tribunal (AAT) cases

Over recent quarters, the percentage of total complaints that have been open for more than 21 days has increased in the last two quarters compared to recent prior quarters with 9 per cent in the December 2022 quarter still open after 21 days.

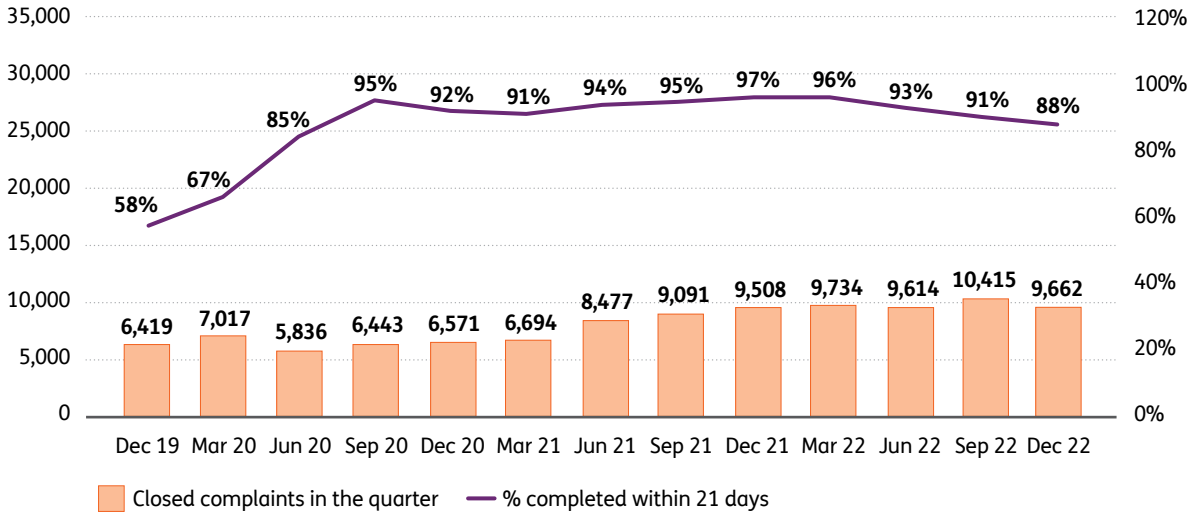
Figure 47: Open complaints and percentage that have been open for more than 21 days⁶²



⁶² The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

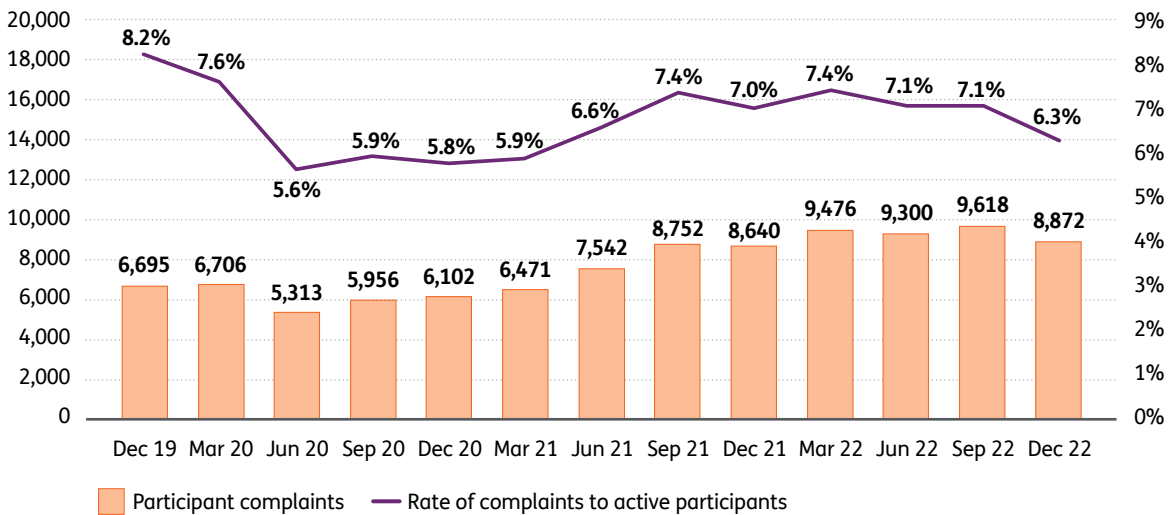
Around 92 per cent of complaints have been closed within 21 days in the past four quarters. However, this proportion has declined from levels seen in 2021.

Figure 48: Closed complaints and percentage completed within 21-day timeframe



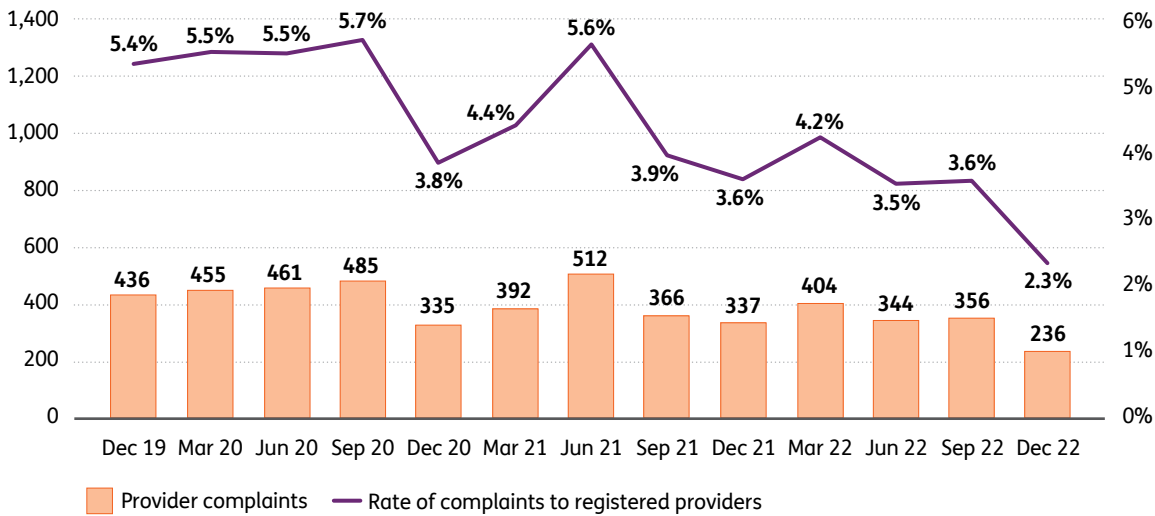
There was a significant decline in participant complaints as a proportion of active participants between March 2020 and June 2020. Over the last five quarters, the number of complaints has increased as a proportion of active participants (6.3 per cent in the December 2022 quarter). The number of complaints received from providers decreased during the quarter (Figure 49) with 236 complaints received, which is equivalent to 2.3 per cent of registered providers making a complaint.

Figure 49: Number and proportion of participant complaints over time⁶³



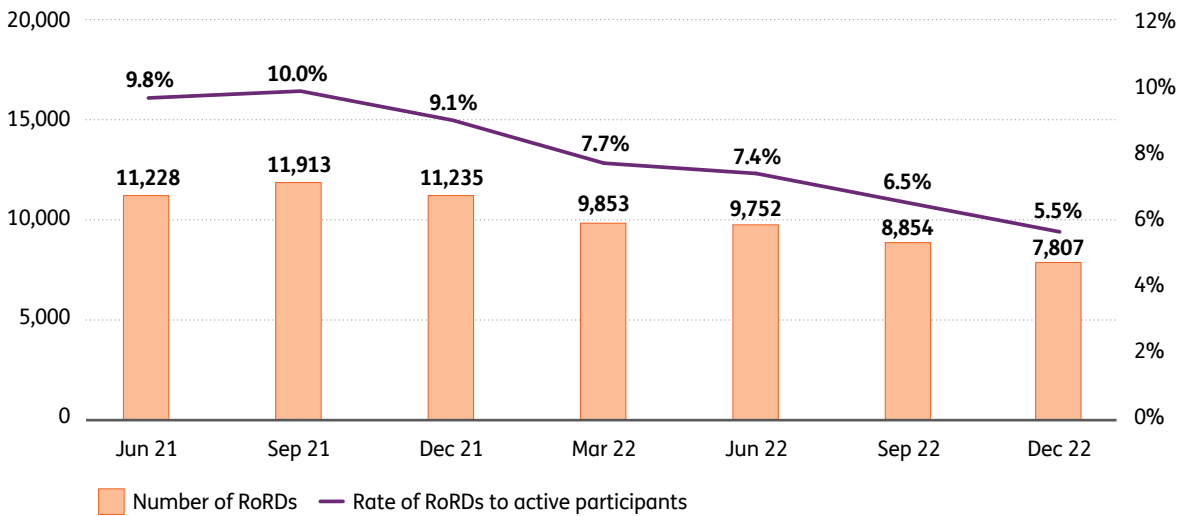
⁶³ In the 'My Customer Requests' tile launched in October 2019, it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. Previously, the single source was often recorded as a participant regardless of whether a provider was associated with the complaint.

Figure 50: Number and proportion of provider complaints over time⁶⁴



The number of RoRDs as a percentage of active participants has decreased from 10.0 per cent in the September 2021 quarter to 5.5 per cent in the December 2022 quarter.

Figure 51: Requests for a RoRD – quarterly trend⁶⁵



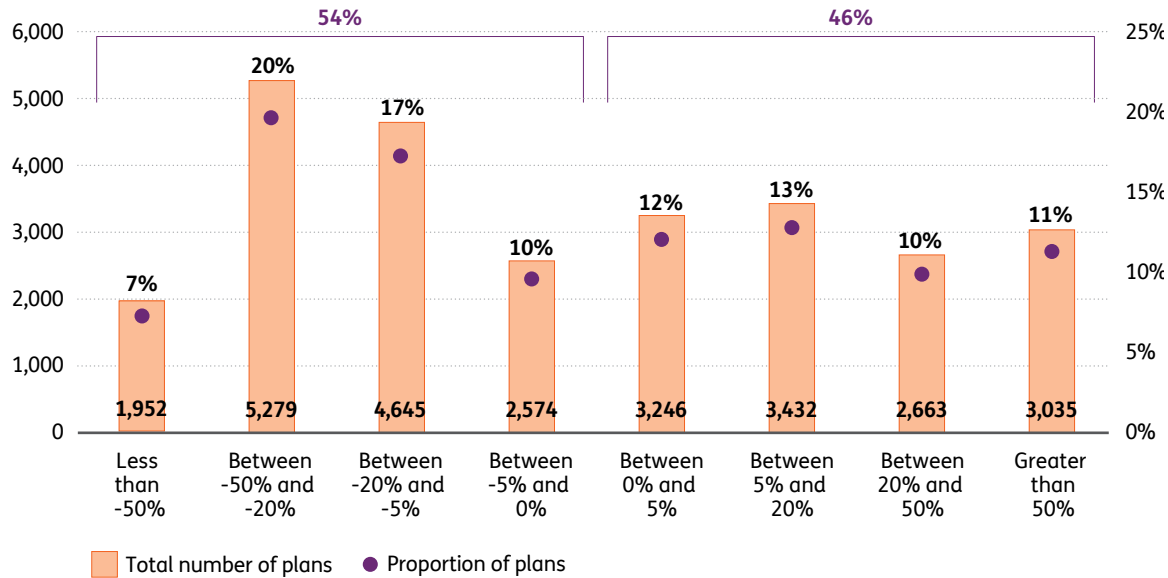
⁶⁴ In the 'My Customer Requests' tile launched in October 2019, it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. Previously, the single source was often recorded as a participant regardless of whether a provider was associated with the complaint. As a result of using the 'My Customer Requests' tile, the number and rate of provider complaints increased in 2019-20 Q2.

⁶⁵ The number of RoRDs have changed compared with the previous report. This is due to additional records which have been retrospectively added/removed from the underlying data. Work to include records entered in the off-system database as well as requests that have been recorded in the ICT system continues.

Section three: Participant experience

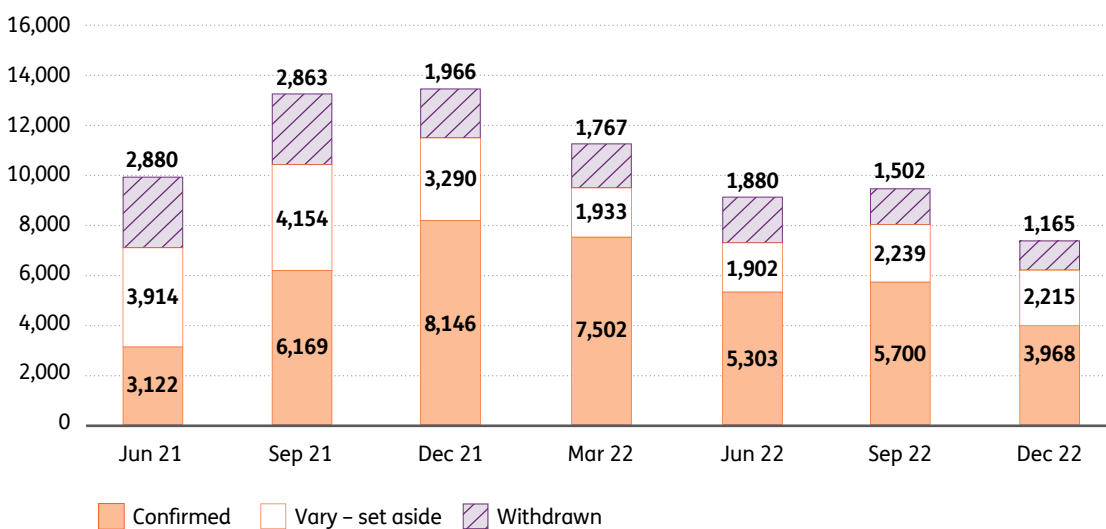
Of the 36,266 RoRDs received over the last year, 26,826 (74 per cent) related to plan reassessment decisions, with the remaining relating to first plan approvals and access decisions. In considering changes in the plan budgets for these plans resulting in a RoRD, 54 per cent had a decrease in plan budgets and 46 per cent had an increase prior to the RoRD request.

Figure 52: Change in plan budgets for plans resulting in RoRDs received (1 January 2022 to 31 December 2022)



There were 7,348 RoRDs closed in the December 2022 quarter with 1,165 requests withdrawn.⁶⁶ Of the remaining closed RoRDs, 3,968 confirmed the Agency's decision, meaning there was no change from the Agency's decision. Further, there were 2,215 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 53: Closed RoRDs by outcome – quarterly trend



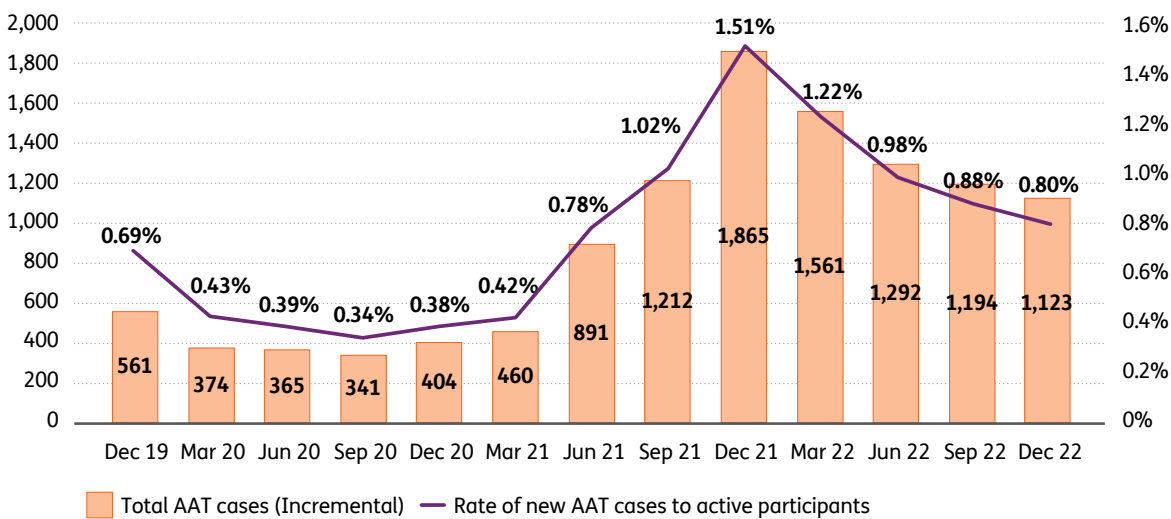
⁶⁶ The number of closed RoRDs have changed compared with the previous report. This is due to additional records which have been retrospectively added/removed from the underlying data. The data on RoRDs will be enhanced with the implementation of the new ICT system, and will improve reporting on Internal RoRDs in future reports.

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, and in doing so works with applicants and their legal representatives to resolve their matters as early as possible in the AAT process.^{67,68}

There were 1,123 new AAT cases in the December 2022 quarter, relating to 1,105 participants. The number of new AAT cases (as a proportion of active participants) has decreased steadily over the last four quarters after a significant increase in the year to 31 December 2021. In the December 2022 quarter the rate decreased to 0.8 per cent and has decreased since the December 2021 peak of 1.51 per cent.

While taking into consideration that each decision made in the AAT is merit-based (i.e. specific to the individual facts and circumstances of the particular case leading to a decision before the Tribunal), and thus not a legal precedent, the NDIA is constantly monitoring the issues emerging from its AAT decisions to further develop its policies in supporting a consistent and equitable approach to its funding packages under s34 of the Act and reasonable and necessary supports.

Figure 54: Number and proportion of new AAT cases over time

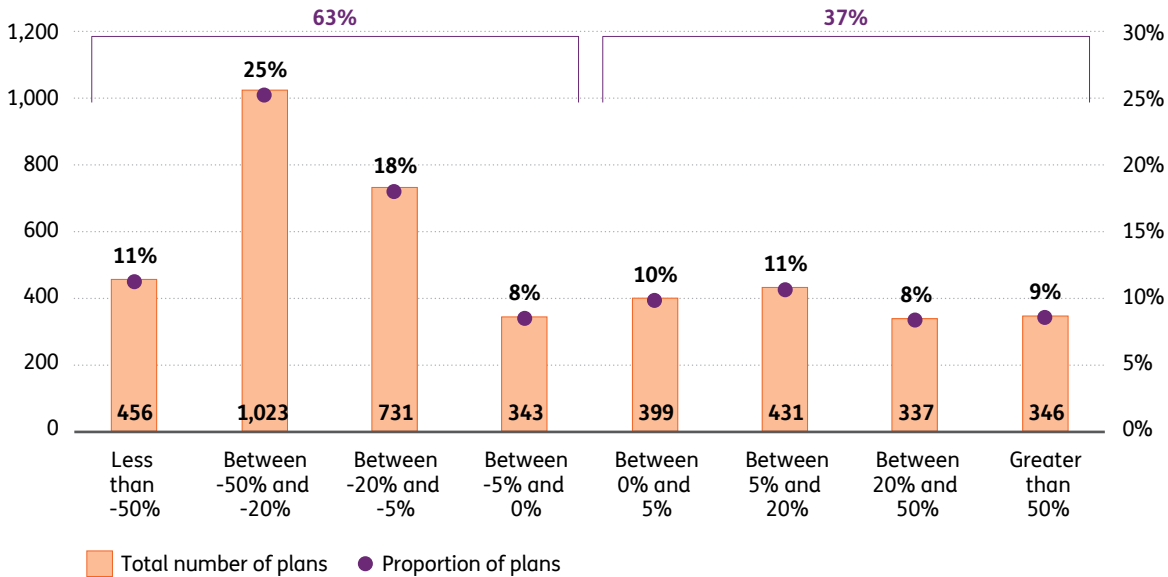


67 As part of the AAT process, it is not uncommon for new requests to be made and for new evidence to be provided by applicants while their matters are in progress. This contributes to NDIS decisions being varied in the AAT.

68 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>

There were 4,066 plan reassessments that led to an AAT case in the last year. In considering changes in the plan budgets for these plans resulting in an AAT case, 63 per cent had a decrease in plan budgets prior to applying to the AAT and 37 per cent had an increase.

Figure 55: Change in plan budgets for plans resulting in an AAT case received in this calendar year (1 January 2022 to 31 December 2022)



There have been 10,621 AAT cases closed since the commencement of the NDIS. Of those cases, 10,370 were resolved before a hearing, with the remaining 251 progressing to a substantive hearing and receiving a decision on a substantive legal issue.

Figure 56: AAT cases by open/closed and decision

	Number of cases	Number of unique active participants ⁶⁹
AAT Cases	14,312	13,086
Open AAT Cases	3,691	3,657
Closed AAT Cases	10,621	9,756
Resolved before hearing	10,370	9,535
Gone to hearing and received a substantive decision	251	221

Of the cases no longer before the AAT, approximately 64 per cent were resolved by agreement, 31 per cent were withdrawn by the applicant or dismissed by the AAT and two per cent proceeded to a (substantive) hearing.⁷⁰

⁶⁹ As participants may have both open and closed cases, the unique active participants will not sum to the total.

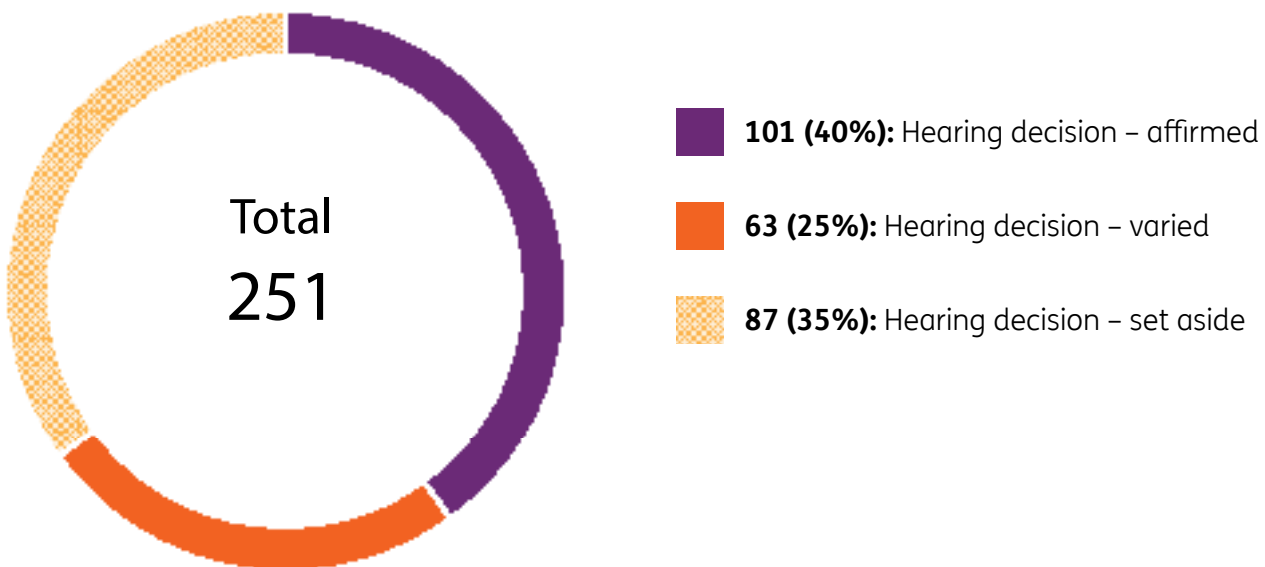
⁷⁰ Less than 4 per cent of cases were related to applications for an extension of time which were declined by AAT or were not opposed by the Agency, matters over which AAT has no jurisdiction and reasons that were unspecified

Of the cases that went to (substantive) hearing, the NDIA's original decision was:

- **Affirmed in 101 cases (40%).** This means the NDIA's original decision was not changed.
- **Varied in 63 cases (25%).** This means the original decision was changed or altered in some way. As above, where changes to the plan were made by the AAT, this did not necessarily relate to the whole plan. In many cases it was only part of the plan.
- **Set aside in 87 cases (35%).** This means the AAT agreed or partially agreed that the original decision was incorrect. The AAT either replaced the NDIA's original decision to some extent or sent the matter back to the Agency to make a new decision in accordance with specific instructions or recommendations. Where changes to the plan were made by the AAT, this did not necessarily relate to the whole plan. In many cases it was only part of the plan.

The NDIA is seeing an increasing number of cases proceeding to a (substantive) hearing in most recent quarters, which is consistent with the rising complexity in the multitude of supports being requested for review by applicants.

Figure 57: AAT cases that have gone to hearing and received a substantive decision⁷¹



⁷¹ The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision or send the case back to the NDIA with considerations to be taken when making a new decision.

Pathway from plan reassessments and first or short plans to RoRDs and AATs

A participant may request a RoRD and then further appeal to the AAT. The following two figures show the pathway from plan reassessments and first or short plans to RoRDs and AAT cases between 1 April 2021 and 30 June 2022.

The proportion of RoRDs, arising from both plan re-assessments and first or short plans, has been reducing in recent quarters.

- Plan reassessment related RoRDs have declined from a peak of **9.1%** (**8,282** RoRDs) in the June 2021 quarter to **6.5%** (**6,636** RoRDs) in the June 2022 quarter
- First or short plan related RoRDs have declined from a peak of **5.5%** (**1,208** RoRDs) in the June 2021 quarter to **4.3%** (**1,046** RoRDs) in the June 2022 quarter

The proportion of AATs arising from RoRDs, for both plan re-assessments and first or short plans, has been reducing in recent quarters.

- Plan reassessment related AATs have declined from a peak of **15.9%** (**1,161** AATs) in the December 2021 quarter to **13.7%** (**907** AATs) in the June 2022 quarter
- First or short plan related AATs have declined from a peak of **8.3%** (**106** AATs) in the September 2021 quarter to **5.3%** (**55** AATs) in the June 2022 quarter.

Figure 58: Pathway from plan reassessment to RoRDs and AAT between 1 April 2021 and 30 June 2022 at 31 December 2022

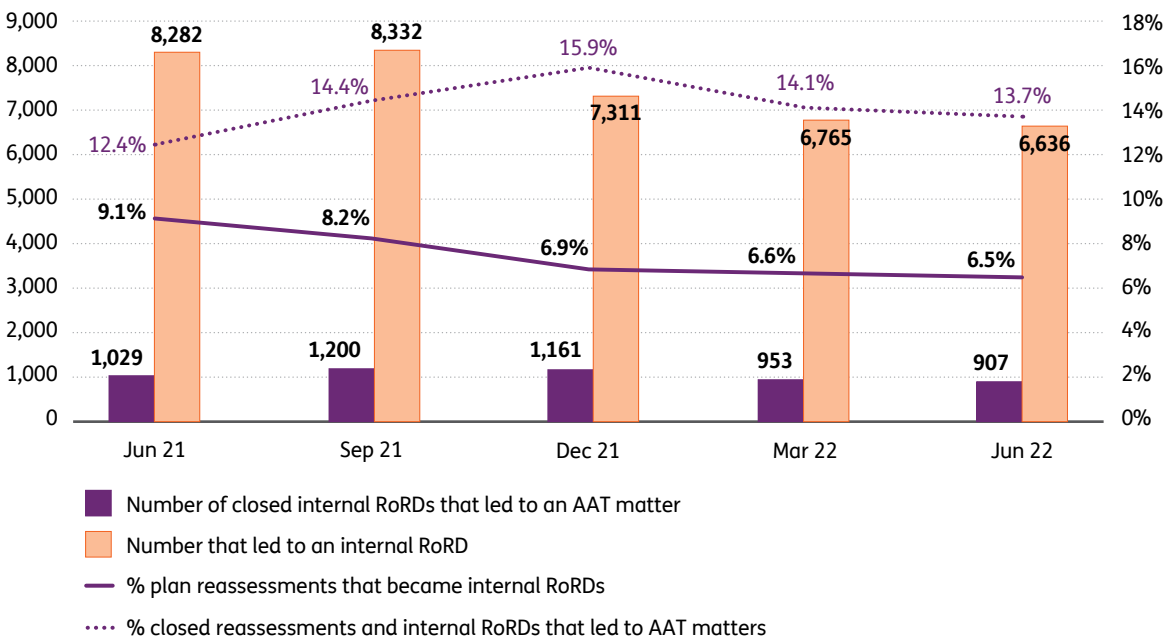
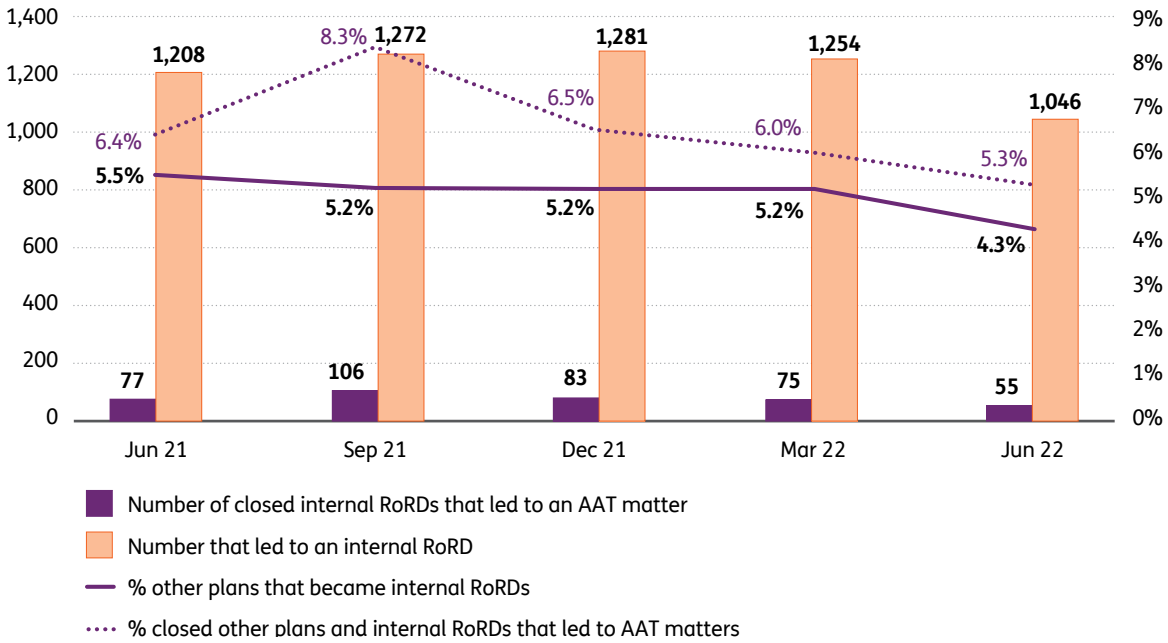


Figure 59: Pathway from first or short plans to RoRDs and AAT between 1 April 2021 and 30 June 2022 at 31 December 2022



3.3 Participant satisfaction

Participant satisfaction has remained in line with satisfaction over previous quarters.

In September 2018, the NDIA expanded on the original participant satisfaction survey (conducted since the start of trial) to allow for a comprehensive understanding of the participant experience at each stage in the pathway. The NDIA gathers responses at the four primary stages of the participant pathway – access, pre- planning, planning and plan reassessment.

In the December 2020 quarter, the NDIA transferred the administration of the survey away from the NCC to another third party supplier, Australian Healthcare Associates. This was in response to the Tune review, which recommended the survey be undertaken as independently as possible from the NDIA. This change in administrator has resulted in a “break” in the time series, meaning quarterly results up to and including the September 2020 quarter, do not compare with quarterly results from December 2020 and onwards.

Also in line with the Tune review, the NDIA worked with the IAC to build on this survey to develop a more comprehensive picture of participant satisfaction. This included input regarding the current approach, and suggested improvements to current questions. The NDIA engaged the Council for Intellectual Disability to undertake consultation on making the surveys more accessible, including for people with complex communication needs.

This quarter, 87 per cent of participants rated the Planning process as either good or very good, with a further eight per cent rating the experience as neutral. Eighty-one per cent of the participants in the quarter rated the Access process as either good or very good, 82 per cent rated the Pre-Planning process as either good or very good, and 68 per cent of participants rated the Plan Reassessment process as either good or very good. These results are based on 1,075 surveys at Access, 914 at Pre-Planning, 4,565 at Planning and 10,080 at Reassessment, which is 16,634 in total.

Satisfaction with the Plan Reassessment process has started to trend down very slightly, with a one percentage point decrease in the two most recent quarters, after stabilising in the 2021–22 year.

Figure 60: Rating of experience with the NDIS (1 October 2022 to 31 December 2022)

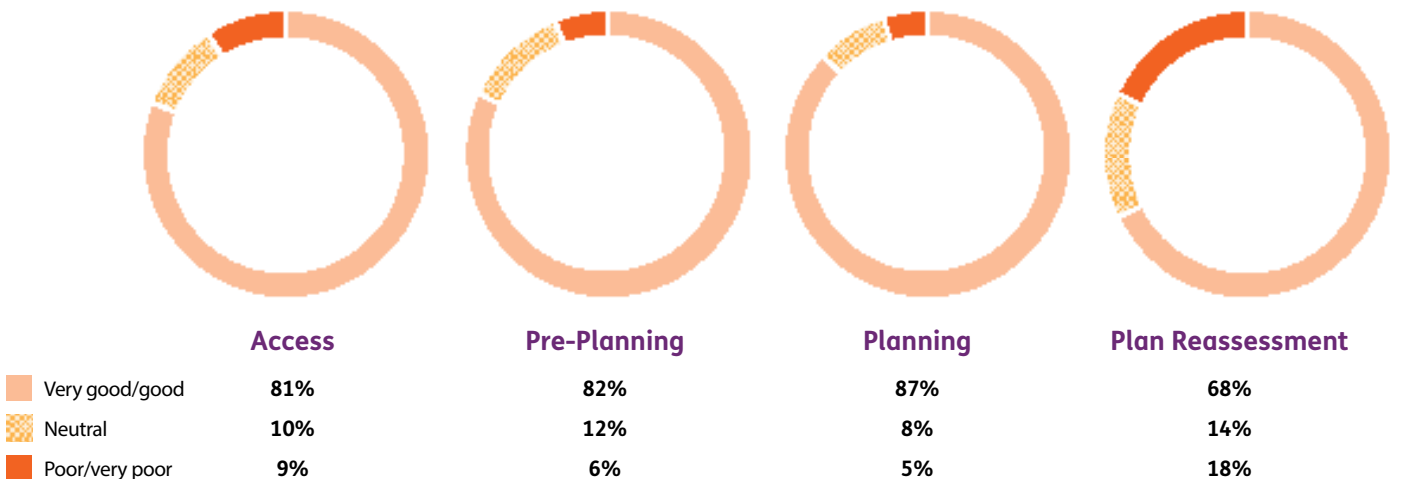
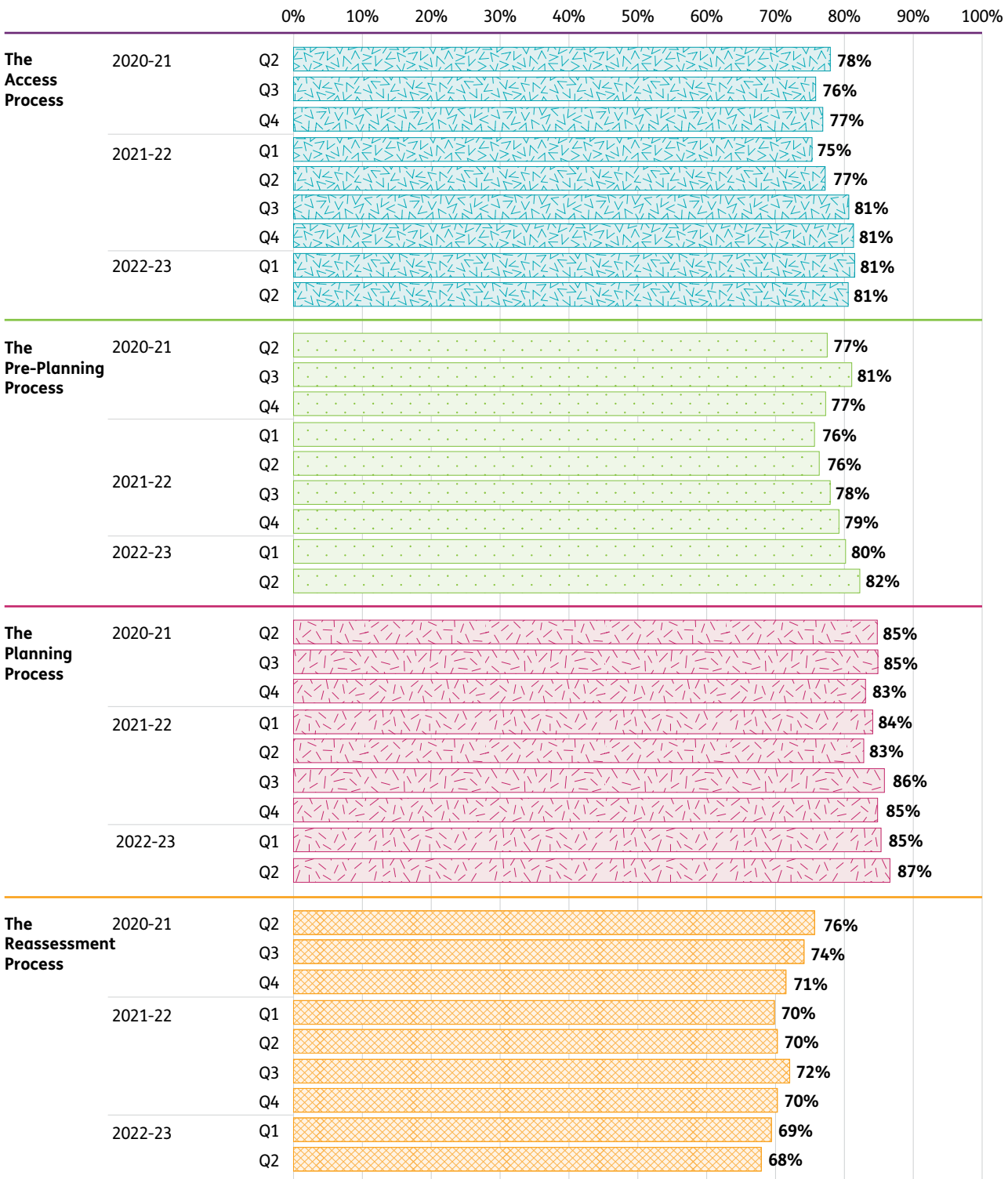


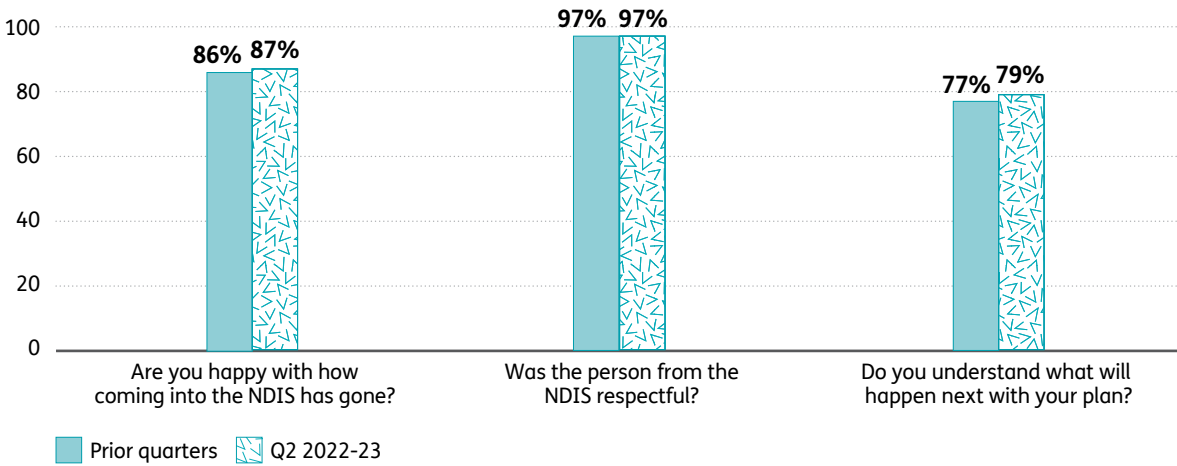
Figure 61: Trend of satisfaction across the pathway (% very good/good)⁷²



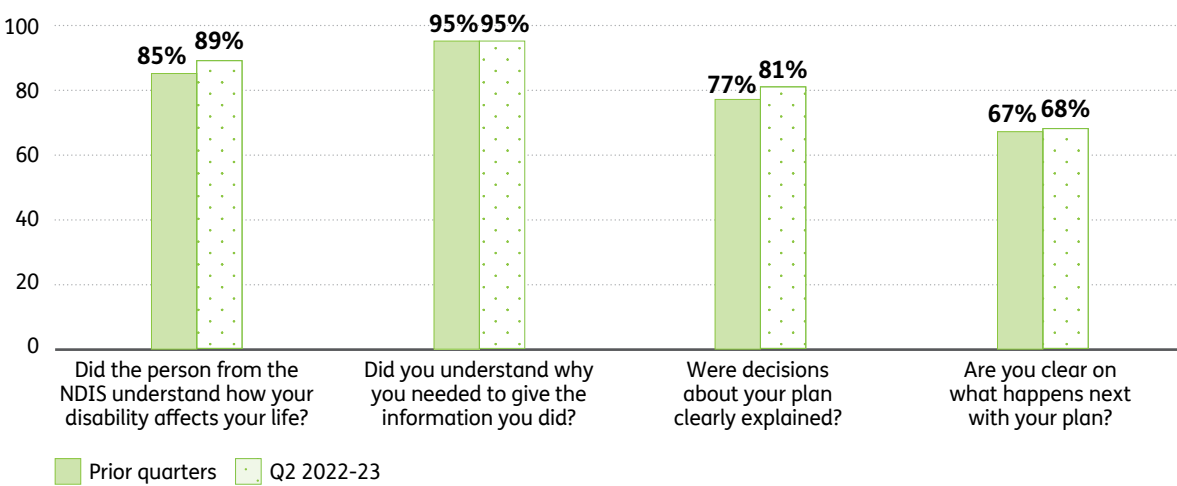
⁷² Participant satisfaction results for prior quarters have been restated using data as at 31 December 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

Figure 62: Satisfaction across the four stages of the pathway⁷³

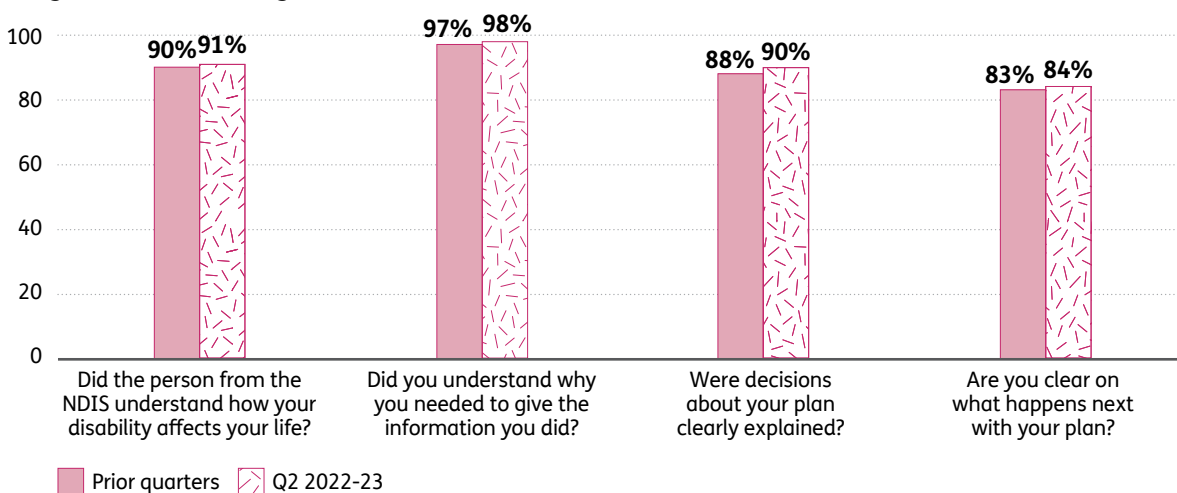
Stage One: Access



Stage Two: Pre-Planning



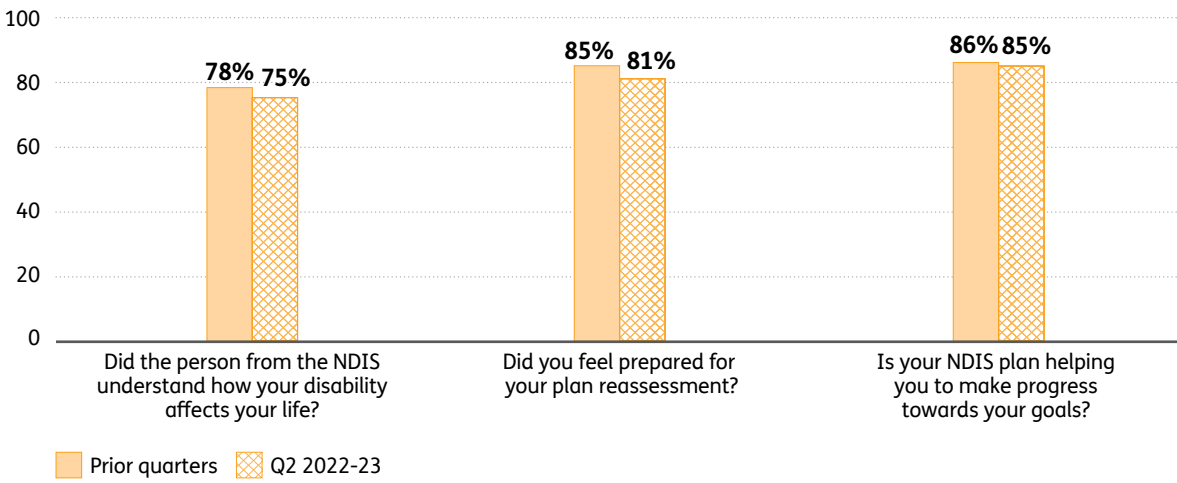
Stage Three: Planning



⁷³ Prior quarters include responses from 1 October 2020.

Figure 62: Satisfaction across the four stages of the pathway⁷⁴ cont.

Stage Four: Plan Reassessment



The surveys also include questions that provide further insights at each stage of the pathway.

The results (Figure 62) indicate that satisfaction for the December 2022 quarter is slightly more favourable than for prior quarters for most questions about the first three pathway stages, although satisfaction declined slightly in relation to Plan Reassessment.

For this quarter and historically, the percentage who have a clear understanding of what happens next with their plan in the first three steps of the participant pathway has been lower than the positive response rate for other questions. For example, at planning, 84 per cent were clear on what happens next with their plan (one percentage point higher than for prior quarters), lower than the 90–98 per cent responding positively to other questions about planning.

Participants surveyed responded very positively to questions on whether the person from the NDIS was respectful, and to understanding why they needed to provide the information they did.

⁷⁴ Prior quarters include responses from 1 October 2020.

3.4 The NDIS National Contact Centre (NCC)

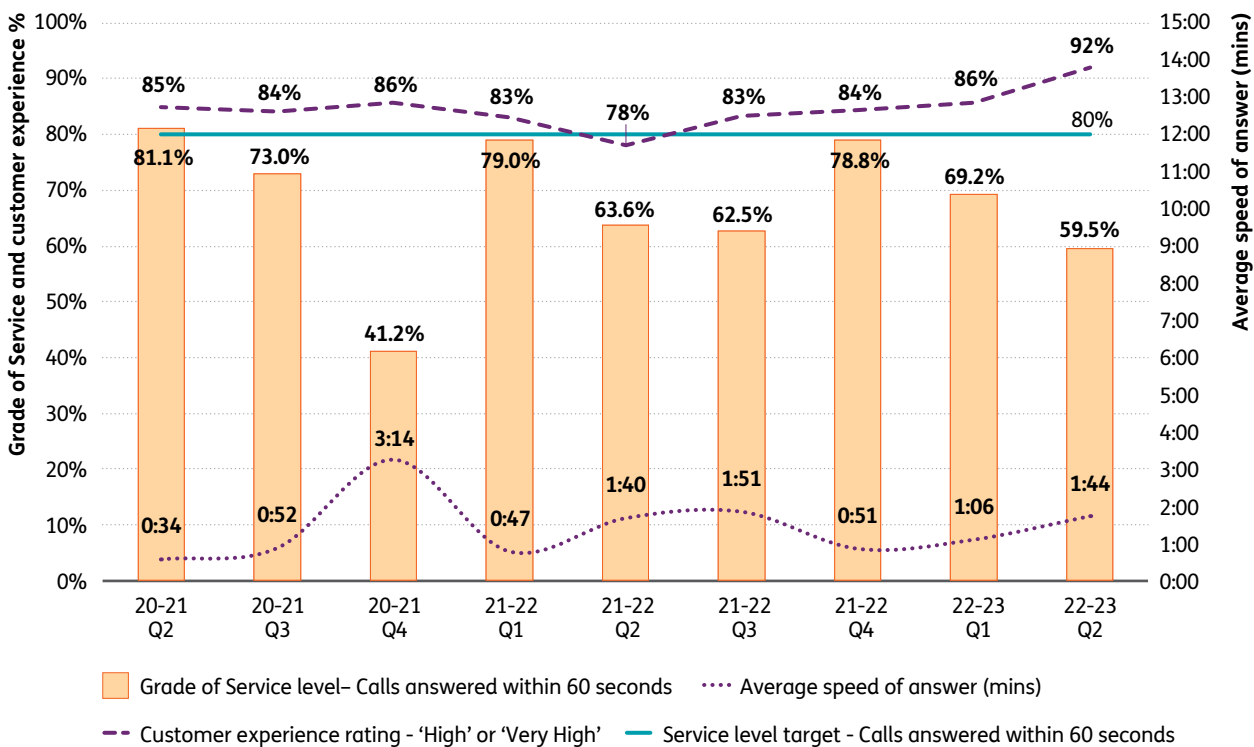
This quarter saw the NCC commence transition to the new ICT system requiring officers to deliver frontline services for participants in two different systems. Customer satisfaction and first contact resolution results continue to remain high.

The NDIS NCC provides personal and high-quality services and information about the NDIS for people with disability, their family and carers, and service providers. Serco Citizen Services (Serco) have been delivering the NCC service since June 2018, operating from Dandenong and Newborough in Victoria.

During the quarter, the NCC commenced transition to the new ICT system. The new system will enable the NCC to continue to improve service quality and customer experience. First call resolution improved to 85.7 per cent from the prior quarter’s result of 79.4 per cent. Customer experience also improved across the quarter, with 91.9 per cent of post call survey respondents scoring their experience with the NCC as ‘High’ or ‘Very High’, up from 85.8 per cent in the prior quarter.

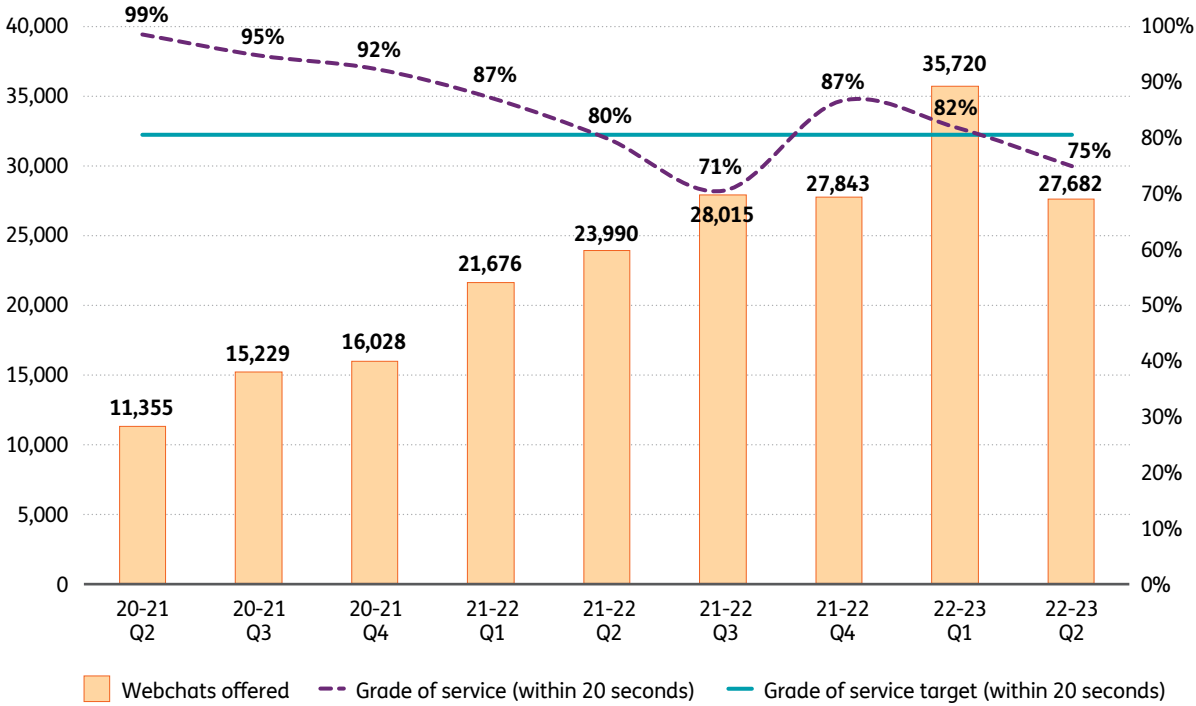
NCC services were impacted by increased COVID-19 cases through the NCC workforce and technical issues from the new ICT system migration impacting email processing. These challenges contributed to a reduction in telephony grade of service performance with 59.5 per cent of calls being answered within 60 seconds, reduced from the previous quarter (69.2 per cent). The average speed of answer was 1 minute and 44 seconds, which was longer than the previous quarter result of 1 minute and 6 seconds, however still within expected levels. A small backlog of emails resulting from operational challenges has been cleared.

Figure 63: Quarterly telephony grade of service, average speed of answer and customer experience results



The NCC’s webchat channel continues to see significant growth across the financial year to date, with 27,682 webchats offered for the quarter. Of the webchats received during the quarter, 75 per cent were answered within 20 seconds, slightly below the target of 80 per cent.

Figure 64: Quarterly webchat grade of service and offered chat volume





Jackie is a proud role model to other First Nations peoples



Something magical happened for contemporary First Nations artist **Jackie**, 32, when the global pandemic forced her indoors.

“During COVID I was just doodling in my journal and I liked it, so I thought I would try it on canvas, and I developed a new style,” Jackie says.

Jackie’s doodlings turned into some of her most creative and powerful works yet. The proud Ngarrindjeri and Wirangu woman won the 2020 Dawn Slade-Faull Award which supported her first solo exhibition, showcasing her new ‘big, bright and bold’ large-scale works. Within hours of opening her first solo exhibition, *Salt & Sand*, she’d sold several of her new pieces.

Since then, Jackie has been busy taking part in group exhibitions and collaborating with other emerging and established South Australian artists.

“Other people love my art, I’ve had a lot of compliments. A lot of people look up to me and I want to be a role model because I do good things in my life,” she says.

Jackie, lives with Fetal Alcohol Spectrum Disorder (FASD) and her disability impacts her in many ways, including learning, communication and memory difficulties, anxiety, social problems, and distressing mood swings.

Jackie is supported in her career as an artist by the NDIS. She attends a funded Visual Arts program with registered NDIS provider Tutti Arts, which helps her with professional career development.

“Life has improved because I’m getting the supports I need through the NDIS,” Jackie says. “I’m a role model to young Indigenous people and I want to keep that going to show them if you put your mind to it, you can achieve your dreams.”

Section four:

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.

\$31.0bn in support has been provided in the 12 months to 31 December 2022.⁷⁵ The largest support categories are core daily activities (54 per cent of total payments), core social and community participation (20 per cent of total payments), and capacity building daily activities (therapy services) (13 per cent of total payments). Core daily activities includes participants in SIL. \$7.7bn of the \$16.7bn payments on core daily activities in the 12 months to 31 December 2022 was for payments for participants in SIL.

Figure 65: Total payments from 1 January 2022 to 31 December 2022

Support Category	Total payments (in \$m)	% of total payments
Core - daily activities	16,691	53.9%
Core - community	6,144	19.8%
Core - consumables & transport	1,321	4.3%
Capacity building - daily activities ⁷⁶	3,888	12.6%
Capacity building - other	1,975	6.4%
Capital	933	3.0%
Total⁷⁷	30,959	100.0%

⁷⁵ This represents total payments on a cash basis (including payments made under in-kind arrangements). On an accrual basis, total payments were \$32.1 billion.

⁷⁶ Includes therapy services.

⁷⁷ Total includes \$7m of payments with no support category.

Over the last two years, payments have grown by 54 per cent (from \$5.5bn in the December 2020 quarter to \$8.4bn in the December 2022 quarter). Payments have grown substantially across the support categories, most notably for core social and community participation (growing by 92 per cent over the period).

This is consistent with one of the main goals of the Scheme to increase social and community participation. The percentage breakdown by support category has remained relatively stable, noting that core daily activities has decreased from 55 per cent to 53 per cent, while core social and community participation has increased from 17 per cent to 21 per cent.

Figure 66: Total payments (in \$m and %) per quarter - all participants

Support category	Dec 20	Mar 21	Jun 21	Sep 21	Dec 21	Mar 22	Jun 22	Sep 22	Dec 22
Core - daily activities	3,022	3,267	3,733	3,506	3,627	3,884	4,066	4,285	4,455
Core - community	934	1,028	1,177	1,163	1,246	1,266	1,447	1,639	1,792
Core - consumables & transport	255	291	293	319	304	309	331	343	338
Capacity building - daily activities	683	678	829	854	873	805	968	1,050	1,065
Capacity building - other	363	368	418	443	447	434	490	523	528
Capital	209	186	183	200	208	190	238	256	249
Total	5,467	5,818	6,634	6,488	6,707	6,890	7,542	8,097	8,430

Support category	Dec 20	Mar 21	Jun 21	Sep 21	Dec 21	Mar 22	Jun 22	Sep 22	Dec 22
Core - daily activities	55%	56%	56%	54%	54%	56%	54%	53%	53%
Core - community	17%	18%	18%	18%	19%	18%	19%	20%	21%
Core - consumables & transport	5%	5%	4%	5%	5%	4%	4%	4%	4%
Capacity building - daily activities	12%	12%	12%	13%	13%	12%	13%	13%	13%
Capacity building - other	7%	6%	6%	7%	7%	6%	7%	6%	6%
Capital	4%	3%	3%	3%	3%	3%	3%	3%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Payments for participants receiving SIL supports have also grown over the last two years from \$1.9bn in the December 2020 quarter to \$2.7bn in the December 2022 quarter. The SIL component (core daily activities) of the plan represents approximately 77 per cent of total payments.

Figure 67: Total payments (in \$m and %) per quarter – participants in SIL

Support Category	Dec 20	Mar 21	Jun 21	Sep 21	Dec 21	Mar 22	Jun 22	Sep 22	Dec 22
Core - daily activities	1,513	1,633	1,632	1,649	1,634	1,813	1,824	1,944	2,107
Core - community	205	222	257	245	262	264	304	341	378
Core - consumables & transport	22	24	24	27	26	27	28	32	33
Capacity building - daily activities	35	37	43	44	47	43	51	56	61
Capacity building - other	57	55	64	67	67	66	78	85	91
Capital	45	45	45	45	53	50	56	65	64
Total	1,879	2,017	2,066	2,080	2,090	2,264	2,342	2,526	2,737

Support Category	Dec 20	Mar 21	Jun 21	Sep 21	Dec 21	Mar 22	Jun 22	Sep 22	Dec 22
Core - daily activities	81%	81%	79%	79%	78%	80%	78%	77%	77%
Core - community	11%	11%	12%	12%	13%	12%	13%	14%	14%
Core - consumables & transport	1%	1%	1%	1%	1%	1%	1%	1%	1%
Capacity building - daily activities	2%	2%	2%	2%	2%	2%	2%	2%	2%
Capacity building - other	3%	3%	3%	3%	3%	3%	3%	3%	3%
Capital	2%	2%	2%	2%	3%	2%	2%	3%	2%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

4.2 Plan management types

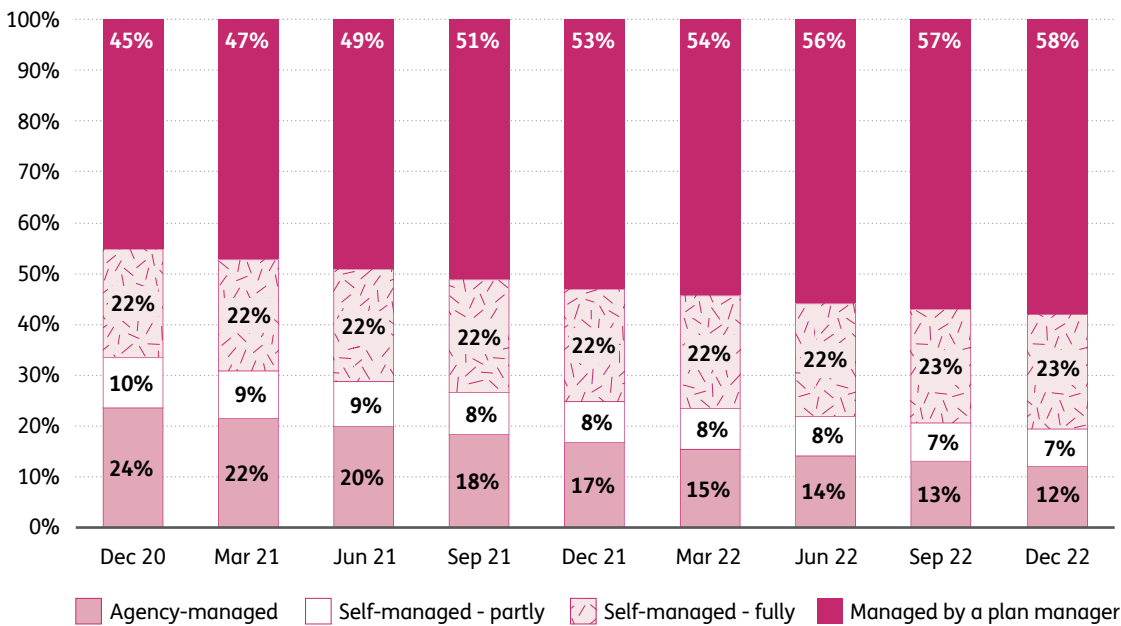
There has been a significant shift in plan management, with an increasing number of participants choosing to use a plan manager rather than have the Agency manage their plan.

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

- **Self-manage all or part of** their plan has been stable at about **30%**
- Use a **plan manager** has increased from **45%** to **58%**
- Have an **Agency-managed** plan has decreased from **24%** to **12%**.

Many participants who have entered the Scheme in more recent years have chosen to use a plan manager for most or some of their supports compared with participants who joined the Scheme earlier. This is a key driver of the increase in the number of participants with plan managers.

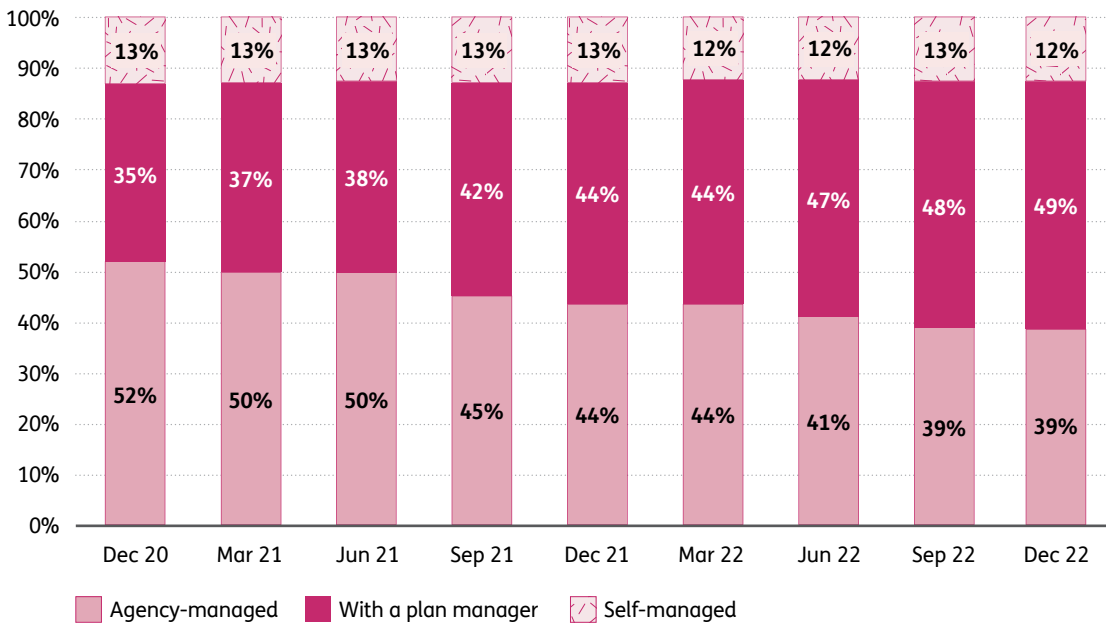
Figure 68: Distribution of active participants by method of financial plan management over time cumulatively – all participants



Out of 151,629 active providers in the second quarter of 2022–23, 9,118⁷⁸ providers provided support to Agency-managed participants and 150,812⁷⁹ providers provided support to plan-managed participants.⁸⁰ There have also been changes in payments over the past two years across these three plan management types:

- **Self-management** has remained between **12%** and **13%**
- Payments managed by a **plan manager** have increased from **35%** to **49%**
- **Agency-managed** payments decreased from **52%** to **39%**.

Figure 69: Distribution of incremental payments by method of financial plan management over time – all participants



⁷⁸ The number does not include plan managers who received only payment for plan management fees.

⁷⁹ The number includes plan managers who are providing Agency-managed supports.

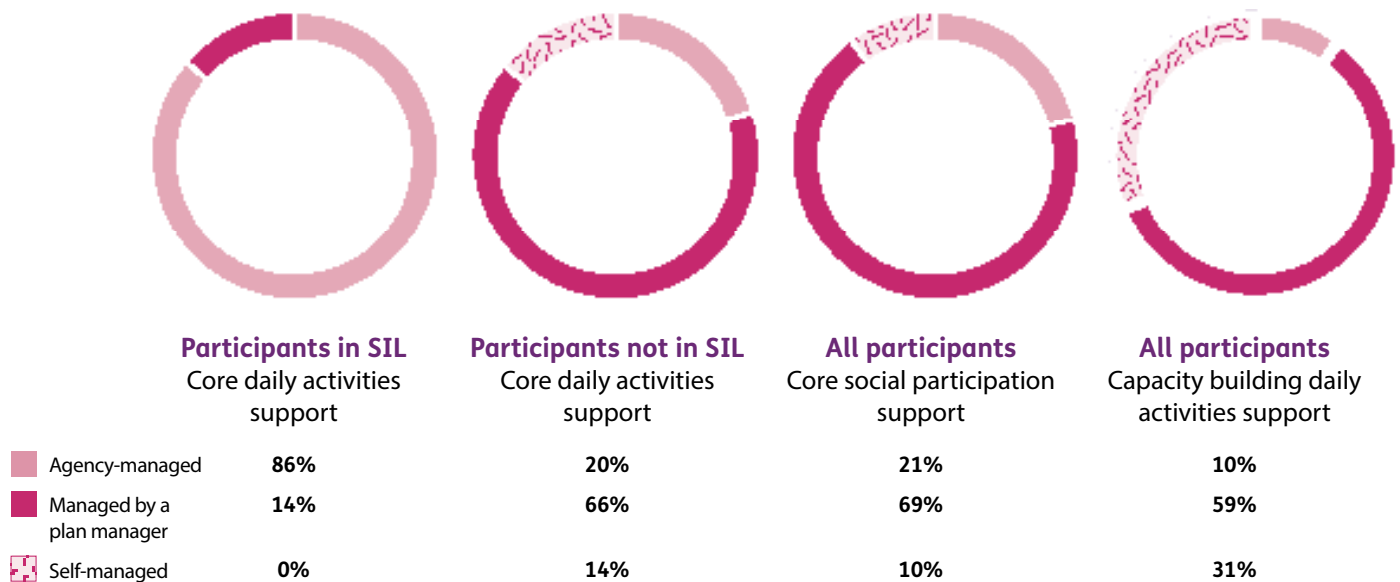
⁸⁰ A plan manager may provide support to both Agency-managed and plan-managed participants. Therefore, there is an overlap of 8,301 providers between these categories and the number of active providers by plan management type add up to more than 100 per cent.

In the second quarter of 2022–23, of the \$8.4bn in payments, \$1.0bn was self-managed (12 per cent), \$4.1bn was managed by a plan manager (49 per cent), and \$3.2bn was Agency-managed (39 per cent).⁸¹

The proportion of payments self-managed, managed by a plan manager, and Agency-managed differs by support category. In the second quarter of 2022–23:

- Payments for **participants in SIL receiving core daily activities support** were **\$2.1bn**. Of this, \$1m was self-managed (**less than 1%**), \$293m was managed by a plan manager (**14%**), and \$1.8bn was Agency-managed (**86%**).
- Payments for **participants not in SIL receiving core daily activities support** were **\$2.3bn**. Of this, \$334m was self-managed (**14%**), \$1.5bn was managed by a plan manager (**66%**), and \$468m was Agency-managed (**20%**).
- Payments for **participants receiving core social participation support** were **\$1.8bn**. Of this, \$175m was self-managed (**10%**), \$1.2bn was managed by a plan manager (**69%**), and \$381m was Agency-managed (**21%**).
- Payments for **participants receiving capacity building daily activities support (therapy supports)** were **\$1.1bn**. Of this, \$330m was self-managed (**31%**), \$629m was managed by a plan manager (**59%**), and \$107m was Agency-managed (**10%**).

Figure 70: Payments for the largest support categories by plan management type for Q2 2022–23



⁸¹ Includes cash and in-kind payments.

Figure 71: Total payments in Q2 2022–23 by plan management type (\$m)

	Agency-managed	With a plan manager	Self-managed	Total
Core support				
Daily activities - SIL	1,813	293	1	2,107
Daily activities - non-SIL	468	1,546	334	2,348
Social & community participation	381	1,235	175	1,792
Consumables	14	92	46	153
Transport	90	6	90	185
Total core support	2,766	3,173	647	6,586
Capacity building				
Daily activities	107	629	330	1,065
Support coordination	154	72	4	230
Other capacity building support	107	167	24	298
Total capacity building support	367	868	358	1,594
Capital				
Specialist disability accommodation	53	1	0	54
Assistive technology	49	84	32	165
Home modifications	9	16	5	30
Total capital	110	101	37	249
Total	3,246	4,143	1,042	8,430

Figure 72: Total payments in Q2 2022–23 by plan management type (%)

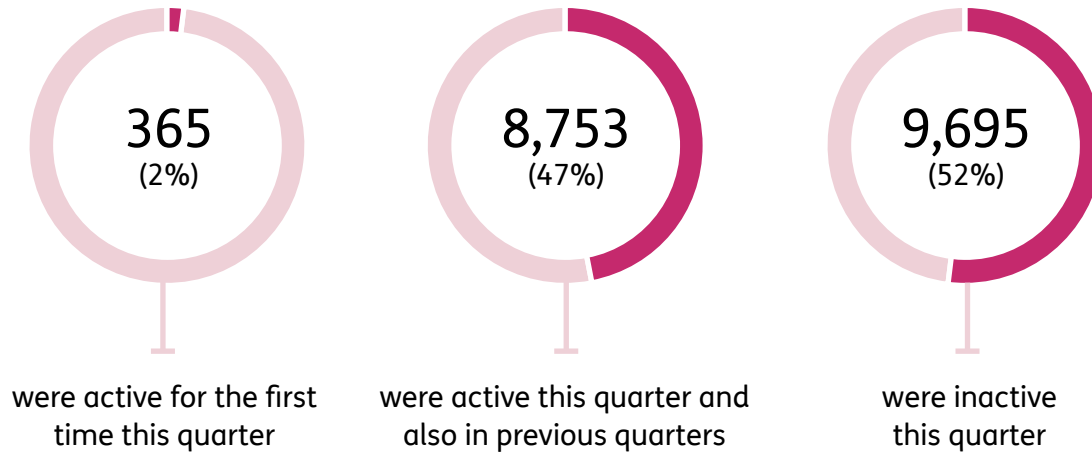
	Agency-managed	With a plan manager	Self-managed	Total
Core support				
Daily activities - SIL	86%	14%	0%	100%
Daily activities - non-SIL	20%	66%	14%	100%
Social & community participation	21%	69%	10%	100%
Consumables	9%	60%	30%	100%
Transport ⁸²	48%	3%	48%	100%
Total core support	42%	48%	10%	100%
Capacity building				
Daily activities	10%	59%	31%	100%
Support coordination	67%	31%	2%	100%
Other capacity building support	36%	56%	8%	100%
Total capacity building support	23%	54%	22%	100%
Capital				
Specialist disability accommodation	98%	2%	0%	100%
Assistive technology	30%	51%	19%	100%
Home modifications	29%	54%	18%	100%
Total capital	44%	41%	15%	100%
Total	39%	49%	12%	100%

⁸² The proportion of plan-managed Transport payments of 3% is lower than other support categories because the fortnightly cash transport payments are paid directly to participants' bank accounts, irrespective of their management type, and are therefore considered a self-managed payment.

4.3 Providers supporting Agency-managed participants

While there has been a shift to participants using plan managers, there has also been an increase in the number of providers supporting Agency-managed participants.

Since the start of the Scheme, 18,813 providers have supported Agency-managed participants.^{83,84} Of these:



The largest ten providers supporting Agency-managed participants received \$415m in the December 2022 quarter, which was 13 per cent of the total payments to providers supporting Agency-managed participants. These providers also received \$91m in the December 2022 quarter from plan managers (for participants with a plan manager). Additional payments may have also been received by these providers from self-managed participants.

Figure 73: Largest ten providers by total payments in Q2 2022–23 (Agency-managed)

ABN	Legal name	Total payment amount (\$m)	Total payments received from Plan Managers for plan managed supports (\$m)	Total payments (\$m)
73628264460 ⁸⁵	Home@Scope Pty Ltd / Scope (Aust) Ltd / Disability Services Australia Limited	82	18	100
15101252171	Life Without Barriers	78	13	92
31001813403 ⁸⁶	Aruma Services / Aruma Services Victoria / Aruma Foundation / House With No Steps	72	11	83
80009670704	Endeavour Foundation	32	10	42
87302064152	The Northcott Society	31	7	37
45000062288	Cerebral Palsy Alliance	29	6	35
27009942269	CPL – Choice, Passion, Life	25	10	34
49133306902	Achieve Australia Limited	23	3	26
85097999347	Lifestyle Solutions (Aust) Ltd	22	4	26
29001260153	The Disability Trust	22	9	31
Total for largest 10 providers		415	91	506

83 Self-managed participants and participants with a plan manager can use unregistered providers, and hence the total number of providers supporting participants will be higher than 18,813. Further, some of the 9,695 inactive providers in the quarter will be supporting participants with a plan manager or who self-manage.
 84 The total excludes 487 providers who received only plan management fees. These 487 providers are included in the tables in appendices as they received payments directly from the Agency.
 85 In addition, the following additional ABN for this provider are also included in this analysis - 63004280871 and 35002507655.
 86 In addition, the following additional ABNs for this provider are also included in this analysis - 59032986751 and 86628265387.

4.4 Plan managers

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

Provider types

Participants supported by plan managers can use registered or unregistered providers. Unregistered providers are used for more "general" support items which are not necessarily disability specific and can be considered more readily available. For the 12 months to 31 December 2022:

- An unregistered provider was used less frequently and has a higher proportion of one-off payments (i.e. the unregistered provider is only used). On average the frequency of one-off payments was five times lower for registered providers.
- An unregistered provider has a lower average payment amount where the average amount received was approximately two and a half times less than a registered provider.

Payment characteristics

In the second quarter of 2022–23, 150,812 providers have supported plan-managed participants out of which 13,638 were registered at some point during the quarter.⁸⁷

Payments to plan managers were \$4.1bn in the December 2022 quarter. Of this \$4.1bn, \$114m was for the plan management services, and the remainder of \$4.0bn was for plan managers to pay service providers on behalf of participants.

Participants supported by plan managers can use registered or unregistered providers. Across all plan managers, 58 per cent of the \$4.1bn total plan managed payments in the December 2022 quarter (not including plan management fees) were paid to registered providers, 41 per cent of plan-managed payments were paid to unregistered providers and one per cent of plan-managed payments were paid to providers with unknown registration. The percentages differ by support category:

- Of the **\$293 million** in payments for **daily activities for participants in SIL**, **75%** went to registered providers, **25%** went to unregistered providers and **less than 1%** went to providers with unknown registration.
- Of the **\$1.5 billion** in payments for **daily activities for participants not in SIL**, **49%** went to registered providers, **49%** went to unregistered providers and **1%** went to providers with unknown registration.
- Of the **\$1.2 billion** in payments for **social and community participation**, **62%** went to registered providers, **38%** went to unregistered providers and **less than 1%** went to providers with unknown registration.
- Of the **\$629 million** in payments for **capacity building daily activities (therapy services)**, **60%** went to registered providers, **39%** went to unregistered providers and **1%** went to providers with unknown registration.

⁸⁷ Registration status of a provider may move between registered and unregistered over the quarter.

Figure 74: Split of payments by support category and provider registration in Q2 2022–23 – plan managers (\$m)⁸⁸

	Payments to registered providers (\$m)	Payments to unregistered providers (\$m)	Payments to providers with unknown registration (\$m)	Total (\$m)
Core support				
Daily activities - SIL	218	74	1	293
Daily activities - non-SIL	764	765	17	1,546
Social and community participation	763	468	5	1,235
Consumables and transport	65	25	9	98
Total core support	1,811	1,331	31	3,173
Capacity building				
Daily activities	378	245	5	629
Support coordination	45	28	0	72
Other capacity building support	34	19	1	54
Total capacity building support	456	292	6	755
Capacity supports				
Specialist disability accommodation	1	0	0	1
Assistive technology	76	7	1	84
Home modifications	8	8	0	16
Total capital supports	85	15	1	101
Total	2,352	1,638	38	4,029

Figure 75: Split of payments by support category and provider registration in Q2 2022–23 – plan managers (%)

	Payments to registered providers (%)	Payments to unregistered providers (%)	Payments to providers with unknown registration (%)	Total (%)
Core support				
Daily activities - SIL	75%	25%	0%	100%
Daily activities - non-SIL	49%	49%	1%	100%
Social and community participation	62%	38%	0%	100%
Consumables and transport	66%	25%	9%	100%
Total core support	57%	42%	1%	100%
Capacity building				
Daily activities	60%	39%	1%	100%
Support coordination	61%	38%	0%	100%
Other capacity building support	63%	36%	1%	100%
Total capacity building support	60%	39%	1%	100%
Capacity supports				
Specialist disability accommodation	100%	0%	0%	100%
Assistive technology	91%	8%	1%	100%
Home modifications	47%	50%	2%	100%
Total capital supports	84%	15%	1%	100%
Total	58%	41%	1%	100%

⁸⁸ Excludes \$114m paid to plan managers for plan management services.

Although only 41 per cent of plan-managed payments went to unregistered providers, the market of unregistered providers is large, which means there are many providers receiving smaller total payments. Although only nine per cent of providers paid through plan managers are NDIS registered providers, they represent 59 per cent of total payments in the quarter. Further, 28 per cent of NDIS registered providers received over \$100k in NDIS funding for the quarter, compared to only two per cent of unregistered providers receiving over \$100k in funding.

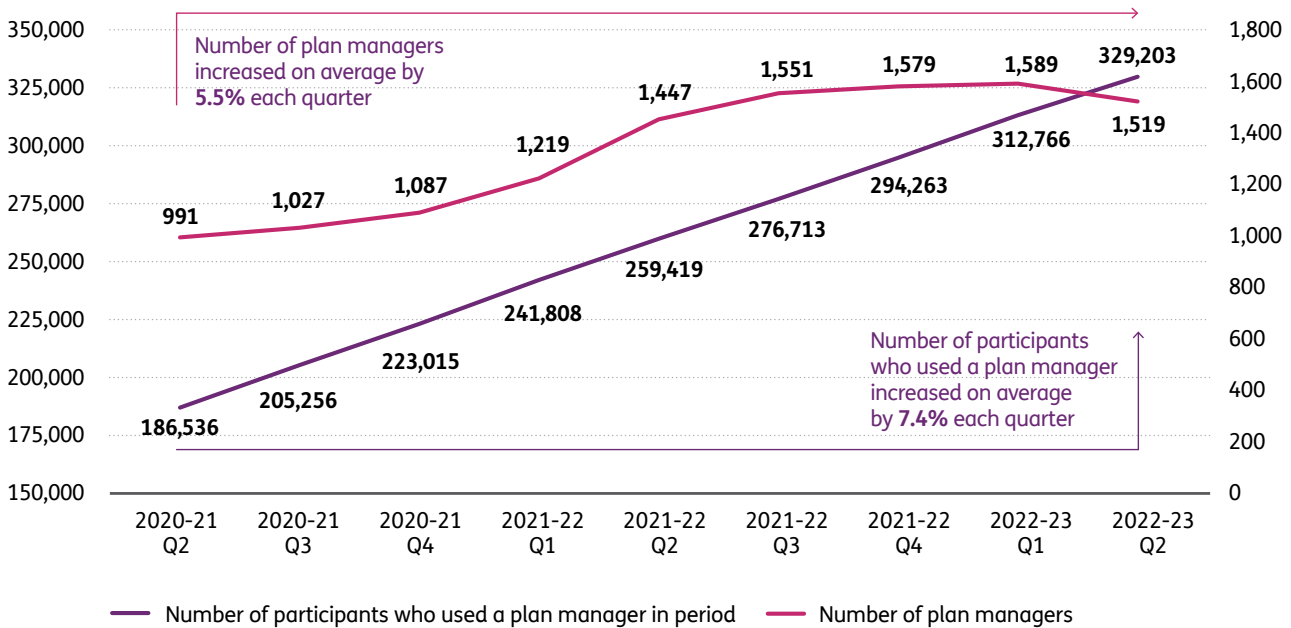
Figure 76: Number of providers servicing participants through a plan manager in Q2 2022–23

Payment band in quarter	Number of providers - plan-managed		Proportion of total payments in quarter	
	NDIS registered ⁸⁹	Unregistered ⁹⁰	NDIS registered ⁸⁹	Not registered ⁹⁰
1. Less than \$1k	1,039	44,107	0%	1%
2. \$1k to \$10k	3,549	60,380	1%	14%
3. \$10k to \$100k	5,265	30,754	8%	48%
4. \$100k to \$1m	3,290	2,108	44%	31%
5. More than \$1m	495	50	47%	6%
Total	13,638	137,399	\$2,352m	\$1,638m
Percentage	9%	91%	59%	41%

Over the past nine quarters, the number of plan managers has increased from 991 at 2020-21 Q2 to 1,589 at 2022-23 Q1 before reducing over the last quarter to 1,519, an overall quarterly average increase of 5.5 per cent. Over the same time period, the number of participants being supported by plan managers has increased from 186,536 to 329,203 – a quarterly average increase of 7.4 per cent. This indicates that while new plan managers are entering the market and increasing the number of plan managers from which participants can choose from, many plan managers are also expanding as the ratio of participants to providers has increased.

89 Registration status is determined as at posting date of payment. Some providers may be counted more than once if they changed registration status during the quarter.
 90 \$38m of payments made to providers with “unknown” registration status have not been included in this table.

Figure 77: Participants and providers with a plan manager by quarter – all participants



The largest ten plan managers received \$1.6bn payments in the December 2022 quarter, which is 38 per cent of total plan managed payments in the quarter. The split between registered and unregistered providers is largely consistent between the largest providers.

Figure 78: Payments by provider registration for the largest ten plan managers by payments in Q2 2022–23 (% and \$m)

ABN	Provider name	Payments to registered providers	Payments to unregistered providers	Payments to providers with unknown registration	Payments to plan managers	Total Payment amount (\$m)
52617963676	My Plan Manager.com.au Pty Ltd	57%	40%	1%	2%	396
54609868993	Plan Management Partners Pty Ltd	56%	40%	2%	3%	271
24619787692	National Disability Support Partners Pty	61%	36%	0%	3%	199
62149233634	Integrated Care Pty Ltd	56%	39%	1%	4%	125
16621969337	Peak Plan Management Pty Ltd	61%	35%	0%	3%	123
92622499898	Leap In! Australia Ltd	49%	48%	0%	3%	110
69624874219	Maple Plan Pty Ltd	54%	43%	0%	3%	100
22729829472	Moira Limited	61%	36%	1%	2%	93
18620281209	Instacare Pty Ltd	52%	43%	2%	3%	87
73624994565	Connect Plan Management Pty Ltd	54%	44%	1%	2%	76
Total largest 10 plan managers						1,581

4.5 Supported Independent Living (SIL)

\$2.7 billion of SIL supports was provided in the second quarter of 2022–23.

Total payments to participants in SIL have increased by 22 per cent annually over the last three years, from \$5.5bn to \$9.9bn. The number of participants has also increased from 22,277 at 31 December 2019 to 29,812 at 31 December 2022. This in part reflects phasing from the State/Territory programs into the NDIS.

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 seven per cent annually over the last three years.

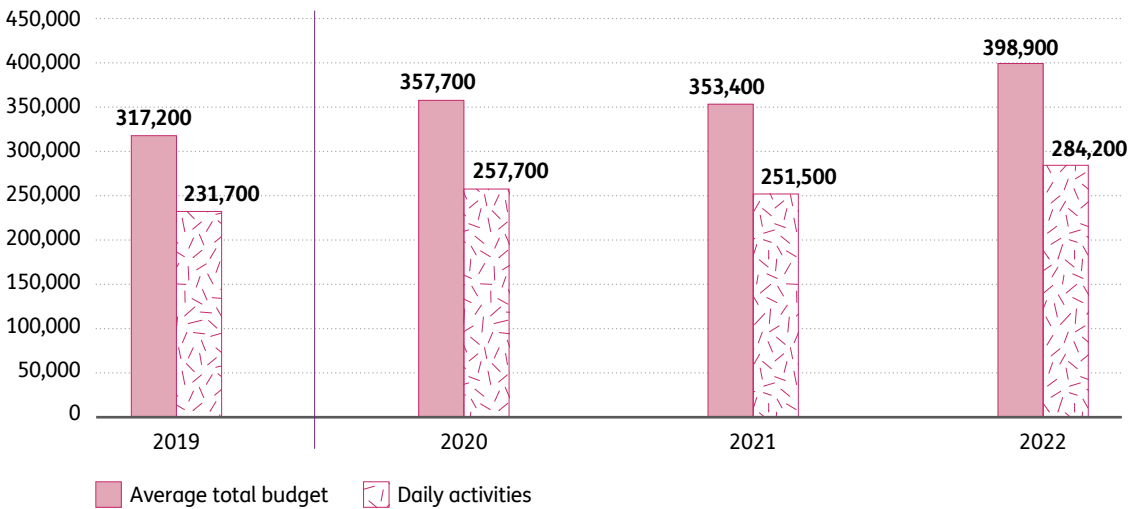
Figure 79: Number of participants and payments for years ending 31 December - participants in SIL⁹¹

Year	2018	2019	2020	2021	2022	% increase (per annum)
Active participants	16,880	22,277	23,853	25,433	29,812	10%
Total payments (\$m)		5,469	7,426	8,253	9,869	22%
Average payment (\$)		279,400	322,000	334,900	357,300	9%
Total payments – core daily activities (\$m)		4,445	6,032	6,548	7,688	20%
Average payment – core daily activities (\$)		227,000	261,500	265,700	278,300	7%

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 a 26 per cent increase in average plan budgets, and 23 per cent increase in the average daily activities component of the plan budgets over the three years to 31 December 2022.

⁹¹ Due to operational changes since July 2020, there has been an issue with identifying SIL in plans as they are being completed. A temporary and manual solution was implemented to estimate the number of active participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. From May 2022, an automated and more accurate method has been applied in identifying participants in SIL leading to a restatement in the number of participants in SIL from July 2020 to April 2022. Given the basis for identifying participants in SIL has changed since July 2020, the comparison between 2020 and 2019 is not entirely on a like for like basis.

Figure 80: Average plan budgets over time for years ending 31 December – participants in SIL (\$)



The top ten providers of participants identified as receiving SIL (by payment volumes) are listed in the table below along with the total payments received for SIL supports in the last three years⁹², noting that these providers receive payments for other supports in addition to SIL.

Figure 81: Largest ten providers and core daily activities payments in years ending 31 December – participants in SIL⁹³

Provider ABN*	Provider name	Core daily activities payments (\$m)		
		2020	2021	2022
73628264460 ⁹⁴	Home@Scope Pty Ltd / Scope (Aust) Ltd / Disability Services Australia Limited	120	207	333
15101252171	Life Without Barriers	214	252	290
31001813403 ⁹⁵	Aruma Services / Aruma Services Victoria / Aruma Foundation / House With No Steps	233	249	265
87302064152	The Northcott Society	127	125	115
45000062288	Cerebral Palsy Alliance	107	120	110
80009670704	Endeavour Foundation	102	91	90
27009942269	CPL - Choice, Passion, Life	68	71	76
29001260153	The Disability Trust	72	70	74
14005304432	Yooralla	60	64	73
37020000711 ⁹⁶	Minda Incorporated / Minda Housing Limited	75	72	72
Total largest 10 providers		1,178	1,322	1,499

*Although these large providers have been identified based on an individual ABN, where it is known that they form part of a related group of entities, the statistics have been modified to include the entirety of those entities.

The top three providers listed in particular have had growth in participants that relate to former Victorian in-kind participants. These arrangements were “cashed out” in 2020–21 and hence these transferred to non-government providers.

92 Includes plan-managed participants where the data is available identifying the support provider rather than payee (i.e. the plan manager for plan-managed payments). This data is complete for the 2022 year, but is not complete for earlier years. This may mean payments to these providers are understated in earlier years where payments received via another payee are not traced to this provider.

93 This analysis does not include in-kind payments. However, analysis of in-kind shows that two State governments have received in-kind offsets in the 2021-22 year that are comparable to the top 10 cash providers as follows: (1) Queensland \$146m and (2) South Australia \$128m.

94 In addition, the following additional ABN for this provider is included in this analysis - 63004280871 and 35002507655.

95 In addition, the following additional ABNs for this provider are also included in this analysis - 59032986751 and 86628265387.

96 In addition, the following additional ABN for this provider is included in this analysis - 49622248908.

4.6 Specialist Disability Accommodation (SDA)

The total number of enrolled SDA dwellings continues to increase.

The number of active participants with SDA supports has increased by 17 per cent annually over the last three years, reaching 22,069 as at 31 December 2022. The average plan budgets for SDA supports have also increased by around 12 per cent per annum, leading to an increase in total SDA supports in participant plans by around 31 per cent per annum, from \$148 million as at 31 December 2019 to \$334 million as at 31 December 2022.

Total SDA payments have increased by 41 per cent annually over the last three years, from \$76 million to \$214 million.⁹⁷ The average SDA payments per participant have also increased, by 19 per cent per annum.

Figure 82: Number of participants, plan budgets and payments for years ending 31 December – participants with SDA supports

Year	2019	2020	2021	2022	% increase (per annum)
Active participants	13,683	15,667	16,972	22,069	17%
Total SDA supports (\$m)	148	198	231	334	31%
Average SDA supports (\$)	10,848	12,666	13,617	15,120	12%
Total SDA payments (\$m)	76	124	158	214	41%
Average SDA payments (\$)	6,574	8,429	9,688	10,953	19%

⁹⁷ SDA provider payments have not been handled in a timely fashion due to issues with service bookings. This has resulted in a large backlog of payments. To address the problem, the NDIA has introduced a new SDA line item from 1 July 2022 to ensure providers have an easier way to claim for services delivered to participants. The NDIA has also addressed historic outstanding SDA payments by making off-system payments to providers directly. The \$214m total SDA payments made in the year ending on 31 December 2022 includes off-system payments of \$10.5 million made in June 2022.

The top 10 providers of participants identified as receiving SDA (by payment volumes) are listed in the table below along with the total payments received for SDA supports in the last three years.

Figure 83: Largest ten providers and SDA payments for SDA support item claiming in year ending 31 December – participants in SDA^{98,99}

Provider ABN*	Provider name	2020 (\$m)	2021 (\$m)	2022 (\$m)
64617052383 ¹⁰⁰	Home4life Limited / Compass Housing Services Co Ltd	9	13	16
97824335975 ¹⁰¹	The Trustee for Summer Housing SDA Trust / The Trustee for Summer Housing Pavilions SDA Trust / The Trustee for Summer Housing Impact SDA Trust / Summer Foundation Ltd	2	11	14
85236978396	The Trustee for The Disability Housing Trust of South Australia	3	6	5
69118571547	Disability Housing Limited	2	4	5
33931811019	Julia Farr Housing Association Inc	3	3	5
65152013913	Ability SDA Pty Ltd	2	4	4
70630278527	Enliven Housing Pty Ltd	0	1	3
66647041988	Hume Community Housing Association Co Ltd	3	3	3
49616736059	Disability Housing Solutions Pty Ltd	0	2	3
40007008853	Singleton Equity Housing Ltd	0	2	2
Total largest 10 providers		25	49	60

*Although these large providers have been identified based on an individual ABN, where it is known that they form part of a related group of entities, the statistics have been modified to include the entirety of those entities.

The total number of enrolled SDA dwellings at 31 December 2022 was 7,451¹⁰², up by 24 per cent annually over the last three years, and by 687 dwellings (10 per cent), compared to a year ago at 31 December 2021. This increase was observed across all design categories, except for Basic stock which saw a four per cent reduction (95 dwellings). The largest relative increase was for dwellings of the High Physical Support category (33 per cent, 566 dwellings) and the Robust design category (33 per cent, 146 dwellings). All states and territories excluding Western Australia, Tasmania and Northern Territory saw increases in enrolled dwellings.

98 The analysis does not include in-kind payments, but does account for \$10.5m in off-system SDA payments made in June 2022.

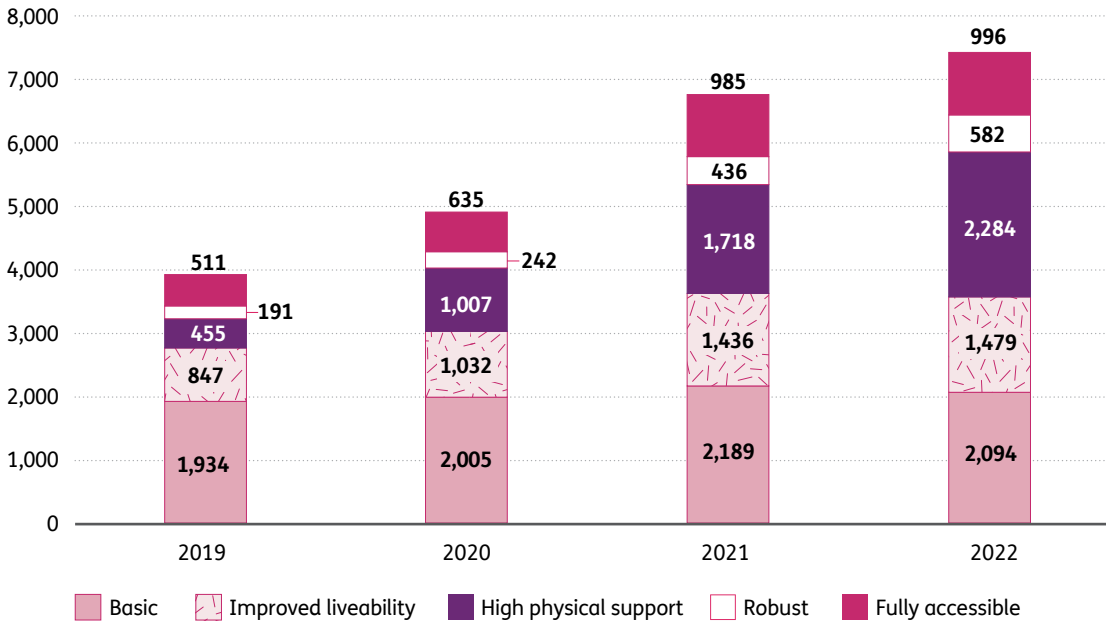
99 The analysis excludes government owned providers. In particular, the Department of Health and Human Services (Victoria) claimed \$24m in cash in the 2021-22 year.

100 In addition, the following additional ABN for this provider is included in this analysis – 84002862213.

101 In addition, the following additional ABNs for this provider are also included in this analysis – 21684858548, 75699253279 and 90117719516.

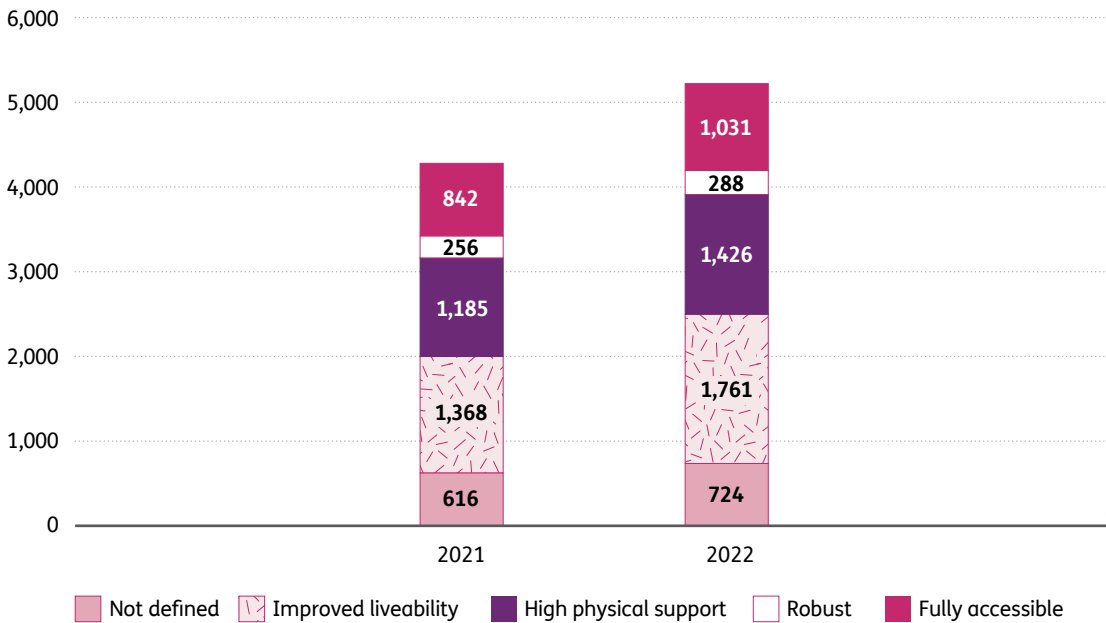
102 This includes dwellings funded via “cash” arrangements only. An additional 203 dwellings are funded under in-kind arrangements, bringing the total number of SDA dwellings to 7,654 at 31 December 2022.

Figure 84: Enrolled SDA dwellings (excluding in-kind) by design category for years ending 31 December¹⁰³



As at 31 December 2022, there were 3,848 participants in an SDA dwelling seeking an alternative dwelling and an additional 1,382 participants who were not in an SDA dwelling seeking a vacancy. Of the combined 5,230 participants seeking SDA dwellings, 1,761 (34 per cent) were for the Improved Liveability design category and 1,426 (27 per cent) were for High Physical Support.

Figure 85: Number of participants seeking SDA dwelling by design category for years ending 31 December



¹⁰³ Due to low volumes, 'Multiple Design Category' (16 in 2022, 0 in prior years) has not been shown.

4.7 Choice and control, utilisation and market concentration

Comprehensive data on market effectiveness is being used to improve participant outcomes across all regions through identifying thin markets.

Three key indicators outlined in the NDIA Corporate Plan aspiration of a “Competitive market with innovative supports” are:

- **Choice and control**
- **Utilisation**
- **Market concentration**

Understanding the extent of variation in performance in these indicators across geographical regions assists with identifying “hot spots”.

Between December 2021 and December 2022, the market concentration performance metric has improved and choice and control performance metric has remained stable.

Choice and control

The NDIS outcomes framework questionnaires ask participants “Do you choose who supports you?”. The percentage who indicated that they choose who supports them was compared across geographical regions to identify the regions comparatively better and worse than others.

The ‘benchmark’ in this analysis is the national average after adjusting for the proportion of participants in SIL in each service district and the length of time participants have been in the Scheme.

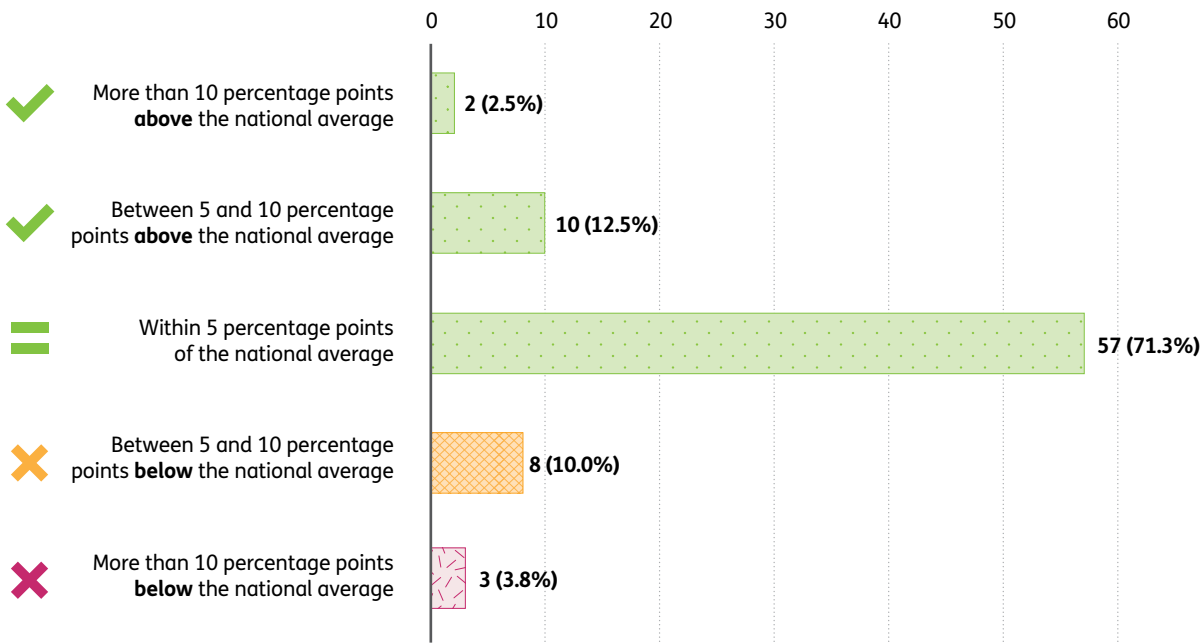
Overall, 57 of the 80 service districts (71 per cent) in the analysis were within five percentage points of the national average, two service districts (three per cent) was more than ten percentage points above the national average, and three service districts (four per cent) were more than ten percentage points below the national average.

The two service districts more than ten percentage points above the national average were Fleurieu and Kangaroo Island in South Australia and Barkly in the Northern Territory. The three service districts more than ten percentage points below the national average were Darwin Remote and East Arnhem in the Northern Territory, and Goldfields-Esperance in Western Australia.

At 31 December 2022:

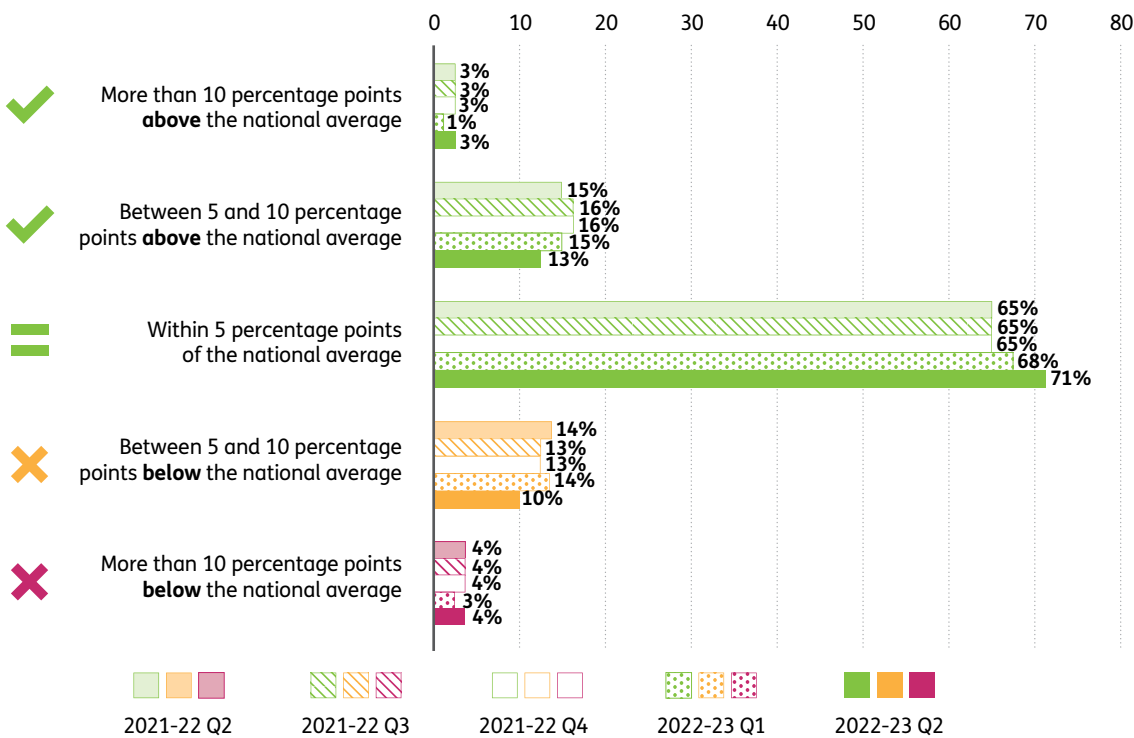
- **Darwin Remote** had **467** active participants and plan budgets totalling **\$32 million**
- **East Arnhem** had **222** active participants and plan budgets totalling **\$23 million**
- **Goldfields-Esperance** had **793** active participants and plan budgets totalling **\$64 million**

Figure 86: Choice and control – number of service districts – gap to benchmark



Over the last year the percentage of service districts more than 10 percentage points below the national average has stayed consistently between three and four per cent. The number of service districts within 5 per cent of the national average has increased from 65 per cent to 71 per cent.

Figure 87: Choice and control – number of service districts – gap to benchmark – trend



Utilisation

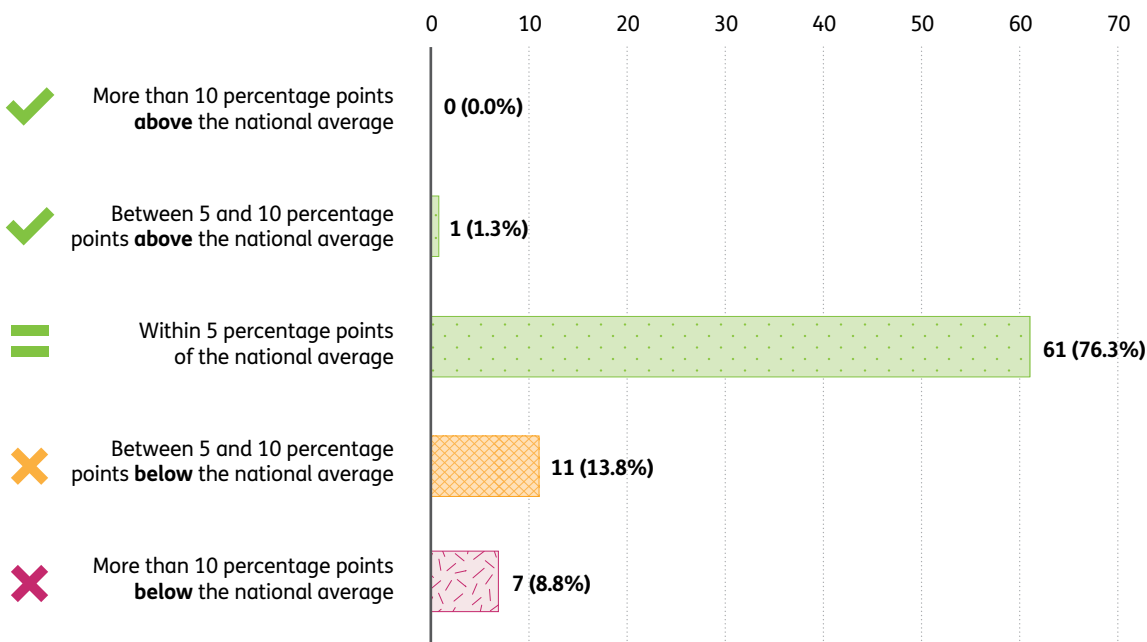
The average payment per participant has increased by 6.4 per cent per annum over the three years from 31 December 2019 to 31 December 2022, and the average plan budget has increased by 3.9 per cent per annum over the same three years. Participants are getting more support over time so understanding differences between plan budgets and payments (utilisation) across geographical regions is important in identifying “hot spots” where participants are getting relatively less support compared with other geographical regions.

Overall, 61 of the 80 service districts (76 per cent) in the analysis are within five percentage points of the national average¹⁰⁴, no service districts were more than ten percentage points above the national average, and seven service districts (nine per cent) were more than ten percentage points below the national average.

The number of service districts more than ten percentage points below the national average has increased from six at 30 September 2022 to seven this quarter. The seven service districts this quarter are Eyre and Western and Far North (SA) in South Australia, Darwin Remote and East Arnhem in the Northern Territory and Kimberly-Pilbara, Wheat Belt and Midwest-Gascoyne in Western Australia.

There are 11 service districts between five and ten percentage points below the national average – these are also mainly in regional and remote areas.

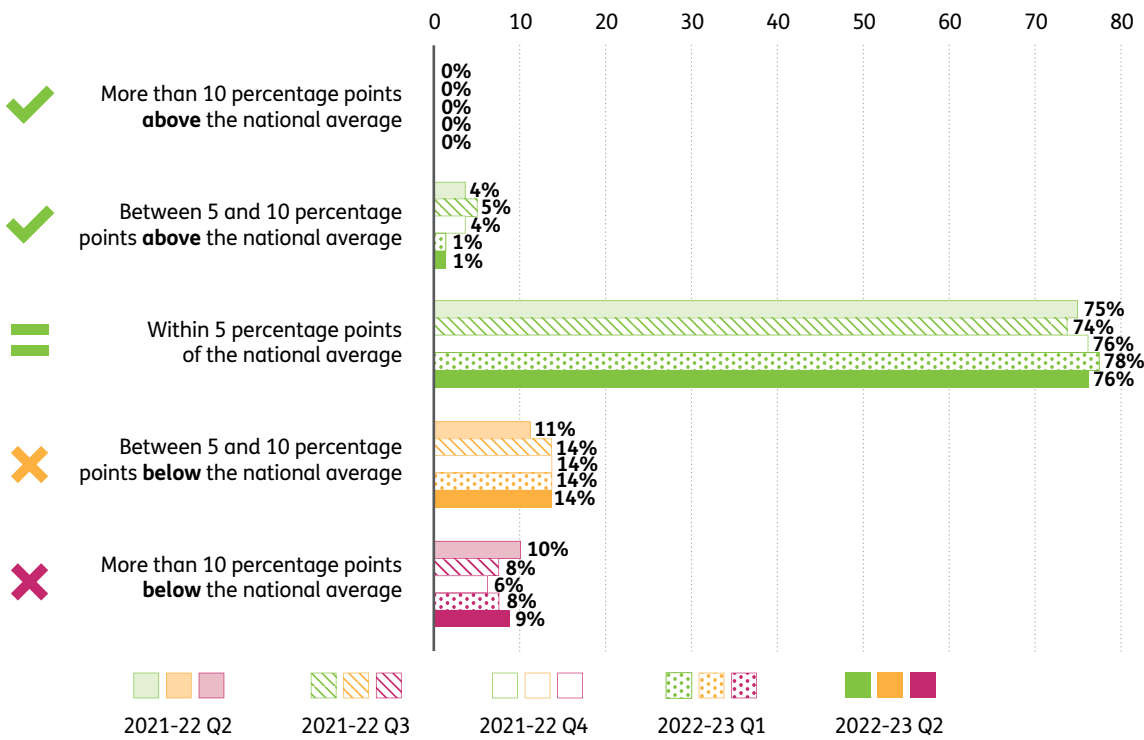
Figure 88: Utilisation – number of service districts – gap to benchmark



¹⁰⁴ Utilisation has been adjusted to account for the differences in the proportion of participants in each service district receiving SIL, along with the time participants have been in the Scheme.

Over the last year, the number of service districts more than ten percentage points below the national average has decreased from eight (ten per cent) to seven (nine per cent). The number of service districts within five percentage points of the national average has increased from 60 (75 per cent) to 61 (76 per cent). The number of service districts between five and ten percentage points below the national average has increased from 9 (11 per cent) to 11 (14 per cent) over the last year.

Figure 89: Utilisation – number of service districts – gap to benchmark – trend



Market concentration

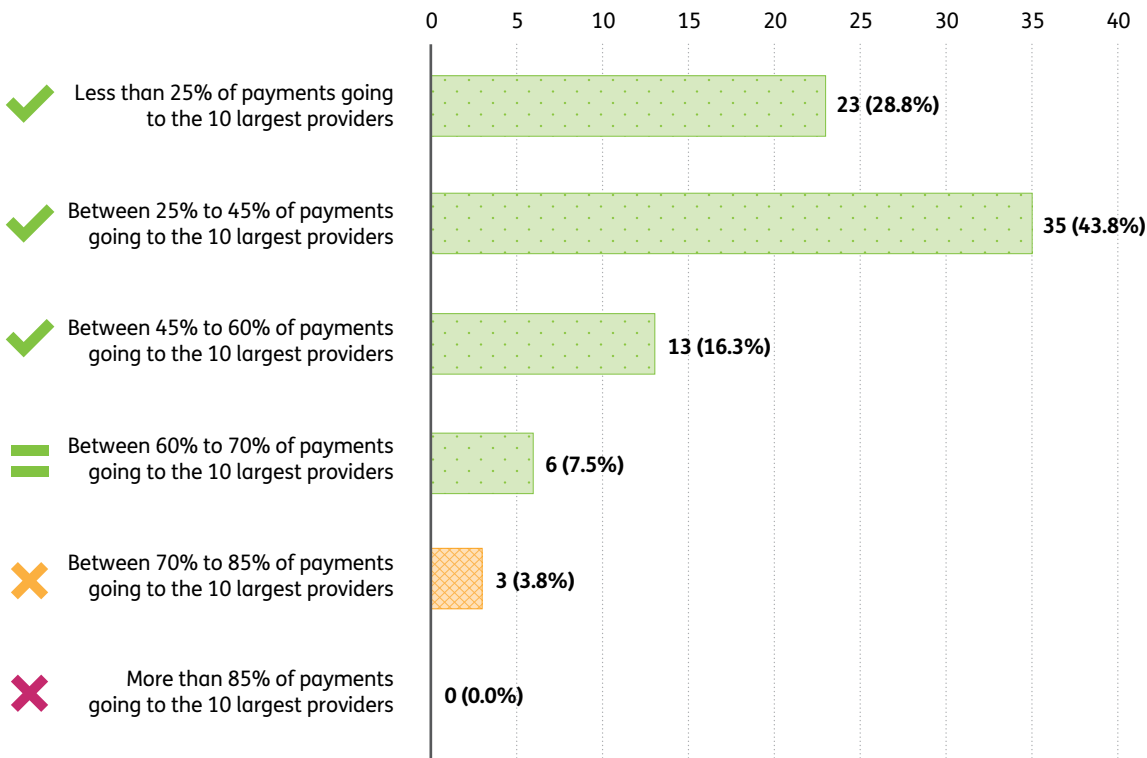
Understanding the distribution of payments to service providers in a service district can indicate whether a small number of providers receive most of the payments from the NDIA, or whether a large number of providers are receiving the payments. Where only a small number of providers are receiving a large amount of the payments, the market is considered to be more concentrated and this could mean that there is less competition in the area.

Over the past two years the proportion of participants using plan managers has increased. In many service districts plan managers are some of the largest NDIS providers when measured by the value of payments received. In the previous quarterly report, the market concentration metric has been updated to reflect the proportion of payments going to the ten largest service providers, with plan managers not included. Payments made to plan managers are reflected in the revenues of the providers ultimately receiving the funds.

As at 31 December 2022, for the six month period to 30 September 2022, seven per cent of NDIS payments across Australia were paid to the largest ten service providers, excluding providers paid through self-managed payments.

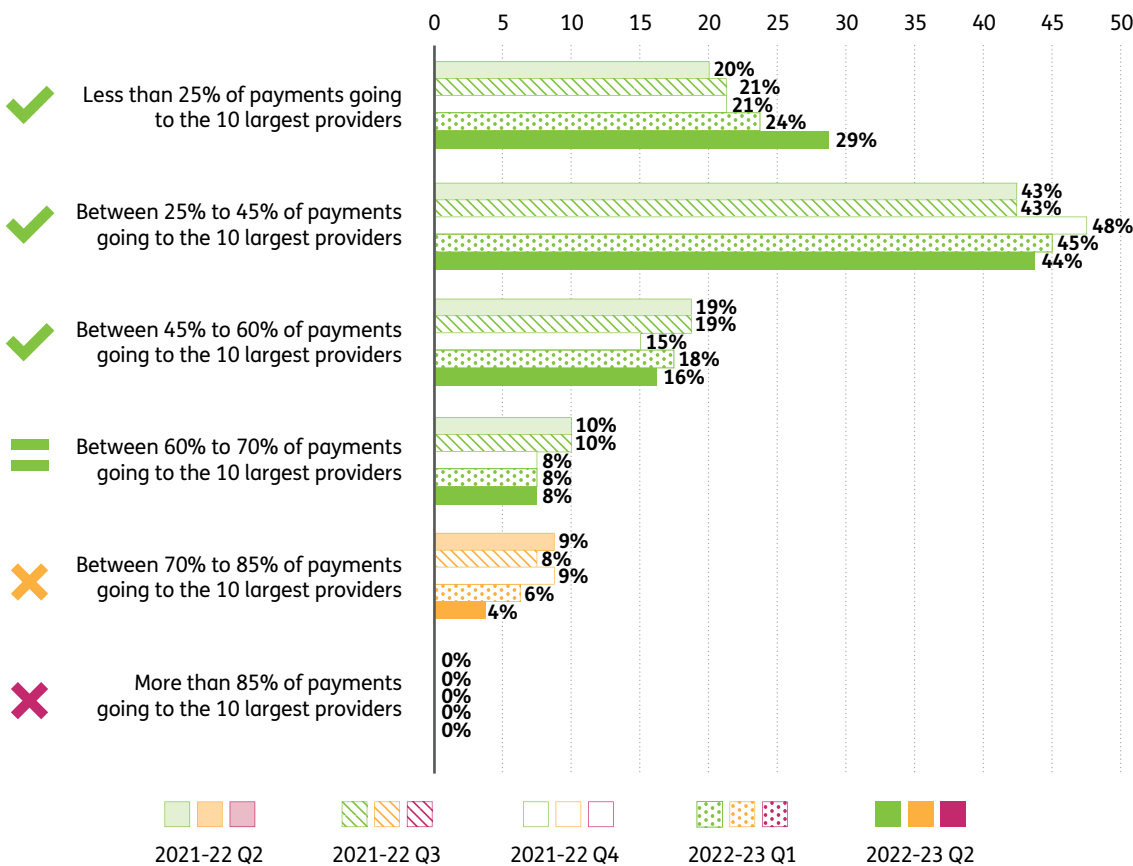
The analysis below considers payments to providers in the six month period to 30 September 2022. There are three service districts where 70 per cent or more of payments go to the largest ten providers (four per cent) and 58 service districts where less than 45 per cent of payments went to the ten largest providers (73 per cent).

Figure 90: Market concentration – number of service districts by percentage of payments going to the 10 largest providers



The number of service districts where 60 per cent or more of payments go to the largest ten service providers has decreased and where less than 45 per cent of payments went to the ten largest providers has increased over the past year. This reflects the shift away from Agency management towards plan management which allows participants to access both registered and unregistered providers. The number of service districts where between 60 to 85 per cent of payments go to the ten largest providers has decreased from 15 (19 per cent) to nine (11 per cent). Further, in the December 2022 quarter, there were no service districts where the ten largest providers received more than 85 per cent of payments. This is the fifth quarter where this has been the case.

Figure 91: Market concentration – number of service districts by percentage of payments going to the 10 largest providers – trend



4.8 COVID-19 Assistance

COVID-19 support for providers continues.

The ongoing pandemic means that there still exists challenges for disability service providers to manage COVID-19 outbreaks, whilst continuing to provide essential services. The NDIA extended current measures to ensure continuity of essential supports for participants.

The NDIA continues to support providers to manage the impact of the COVID-19 pandemic. The NDIA maintains regular communication with providers, sharing information about NDIS supports, disability and health related advice from a range of peak bodies including DoHAC, DSS, NQSC and National Disability Services (NDS), increasing emergency response awareness and building future capability.

The SIL Additional Support payments measure continues, allowing providers to claim \$1,200 per household. This support recognises that providers of SIL will sometimes incur additional costs in providing supports to participants when they are required to self-isolate or quarantine in accordance with relevant COVID-19 health advice, and to ensure their personal safety and wellbeing.

Where additional cleaning and associated costs are incurred due to participant related COVID-19 infections, providers can continue to access payments for deep cleaning services.

National Workforce Support measures continued throughout Q2 2022–23, however, there have been no requests for support since September 2022. Feedback has indicated providers are managing well, despite fluctuating COVID-19 infection rates seen across the country.

Webinars conducted between July and August 2022 have been published for providers to access to support ongoing training and knowledge transfer.

The NDIA continues to monitor and review COVID-19 measures to ensure they remain fit for purpose and responsive to changing COVID-19 conditions. The [NDIS website](#)¹⁰⁵ provides links to a range of useful resources to help participants, their families and support providers/workers to develop emergency response plans to manage the impacts of critical events, including COVID-19.

4.9 Market Stewardship activities

The NDIA continues to support the developing NDIS market such as developing home and living options and partnering with the sector to improve quality and outcomes of support coordination.¹⁰⁶

Home modifications

Home modifications is an important support funded under the NDIS. It enables participants to remain in their current home safely and to realise improved social and economic participation.

Analysis of NDIA data indicates most participants needing home modification require relatively standard solutions generally costing less than \$20,000.

As at 30 June 2022, \$141 million of home modification support was approved in 14,928 participant plans. This is an increase from the previous 12 months. Further, 6,781 participants received a payment for a home modification with a total value of \$91.3 million in the 12 months to 30 June 2022. This reflects utilisation of approximately 64% which indicates that delays in access to supply of approved home modifications remains a barrier for a significant proportion of participants.

¹⁰⁵ <https://www.ndis.gov.au/coronavirus>

¹⁰⁶ <https://data.ndis.gov.au/reports-and-analyses/market-monitoring#specialist-disability-accommodation-sda-quarterly-report>

As a result the Agency is releasing a new approach to how approvals and funding for home modifications are included in plans. From the end of September, eligible NDIS participants will no longer need to provide a builder's quote when submitting their requests for non-structural modifications that cost under \$20,000, ensuring faster access to people needing minor works to their home. The Agency will continue working with participants and others in the home modification sector to also deliver better and quicker outcomes for those with more complex home modification needs in the future.

SDA Pricing Review

The Specialist Disability Accommodation Pricing Review 2022–23 that examines the way the Agency sets limits for pricing SDA is progressing and on schedule for completion by June 2023.

A procurement process for a supplier of technical advice and analysis services resulted in the appointment of Ernst & Young on 25 October 2022.

The first tranche of SDA Pricing Review engagement involving key SDA and sector stakeholders has concluded with more than 100 organisations and individuals consulted via a series of workshops and other sessions. In parallel to this sector engagement, the SDA Pricing Review Consultation Paper was released triggering the commencement of a public submissions process that concluded on 9 December 2022. The submissions are currently being reviewed and will inform the final SDA Pricing Review report recommendations.

As required under the SDA Pricing Framework, a panel of independent experts has been established with six individuals with expertise in their fields. A key role of the SDA Pricing Review Panel is to ensure the Review process is comprehensive and transparent. In addition, Disability Ministers nominated representatives from each State and Territory jurisdiction to participate on the SDA Pricing Review Government Reference Group. The introductory meeting for this group occurred on 6 December 2022, with further engagement to continue in January 2023.

Home and Living demonstration projects

The NDIA is testing and evaluating alternative models of contemporary home and living supports through the establishment of Home and Living Demonstration Projects. Selected Round 1 Demonstration Projects are being used to identify and develop new ways of delivering and funding SIL supports to support improved outcomes for participants. These projects will focus on trialling bundled funding to improve service design/delivery alignment, flexibility and outcome accountability, service model change and family/participant governance models.

Round 1 Demonstration Projects are being progressively implemented in accordance with provider and participant readiness, level of complexity and degree of deviation from standard practice. The NDIA Research and Evaluation Branch are evaluating the projects over a two year period, supported by an Evaluation Framework with targeted outcomes for providers, participants, and the NDIS.

To support the work, the NDIA has established a Community of Practice with project providers to share learnings on better practice and flexible service models to promote greater participant choice and control and service design. The Community of Practice supports the expansion of knowledge of innovative practice within home and living options, fosters collaboration and sharing of information and learnings.

The NDIA has committed to further rounds of demonstration projects and is preparing for the release of Round 2 opportunities in early 2023.

4.10 Thin markets

Market development projects continue to support participants across Australia.

To date, over 40 placed-based market interventions have been undertaken in communities across Australia to enable participant access to timely and quality supports. Twenty-five of the market interventions have been delivered in remote or very remote locations, with 21 now complete. Four of the remote projects remain active. These include one in the Kimberley, one on the Anangu Pitjantjatjara Yankunytjatjara (APY) Lands and two in Western NSW. In all but one of the 21 completed projects the average payments per participant have increased. This indicates an uptake of services by participants in the project locations. Participants in these markets have been supported to connect with new services through a mix of Coordinated Funding Proposals (CFP), direct commissioning, and facilitation activities. The remaining 15 market intervention projects are spread across metropolitan, regional, and remote Australia.

The NDIA will release its Thin Market evaluation report in 2023. The report focused on the Thin Market trials undertaken in the locations identified by the Disability Reform Council and the effectiveness of the market intervention tools used in the projects. The evaluation identified some positive outcomes, and the Agency is committed to refining the tools and scaling up intervention work.

Participants, their families, and support networks will benefit with the public release of the CFP toolkit in Q2 2022–23. The toolkit includes templates and guidance to support participants to pool their funds and attract providers into underservices locations. The NDIA will deliver “CFP 101” training sessions in 2023 for participants, their support networks, and providers.

During quarter two, the collaborative approach to market facilitation has continued with the NDIA and the Boosting the Local Care Workforce (BLWC) holding two forums. The sessions were well attended and feedback from attendees provided valuable local context to market challenges. Further forums are planned to be held in 2023.

4.11 NDIS pricing

The NDIA has continued to implement the Annual Pricing Review recommendations.

The NDIA released an updated NDIS Pricing Arrangements and Price Limits 2022–23 on 1 October 2022 after the conclusion of the Annual Pricing Review 2021–22. More information about NDIS pricing arrangements can be found on the [NDIS website](https://www.ndis.gov.au/providers/pricing-arrangements)¹⁰⁷.

The NDIA regularly reviews and makes changes to pricing arrangements to ensure the NDIA’s approach:

- Better meets the needs of participants, their families, carers, and providers
- Remains affordable and in place for future generations of Australians.

The NDIS Pricing Arrangements Reference Group (formerly known as the Pricing Reference Group) will be meeting in early 2023 to discuss 2022–23 NDIS pricing activities acknowledging the heightened cost of living pressures and the recent NDIA Scheme projections.

¹⁰⁷ <https://www.ndis.gov.au/providers/pricing-arrangements>



Now and forever with guitar in hand



Life for singer-songwriter **Steve**, 48, changed forever when he received a Christmas present from his parents as an wide-eyed 10-year-old.

“For Christmas in 1984, my parents bought me my first guitar,” the 48-year-old from Brisbane’s bayside said. “Music has always played a major part in my life.”

Steve, who was born blind after contracting Norrie disease, knew what he wanted out of life the moment he picked up that guitar.

“Before the guitar, I had some keyboards, which I was really bad at,” Steve said. “The keyboards were a chore. But when I got the guitar, that changed everything. It was never practice – it became an obsession.

Still in school, Steve formed a duo, The Sparrows, with sister Michelle. They performed at country music festivals both here and abroad before Steve went solo in the 1990s.

When he’s not performing in pubs, clubs and festivals around southeast Queensland, Steve works with other artists at Sparrow Sound Studio, his home recording rooms.

He also works as a producer for Reading Radio, a not-for-profit organisation servicing southeast Queensland’s vision-impaired and blind communities.

Steve is in the throes of finishing a new album called Now and Forever. It should be available early in the new year.

An NDIS participant since 2019, Steve uses assistive technology such as a screen reader and has help with transportation as well as domestic duties around the family home.

“My quality of life has improved in many ways since joining the NDIS,” the father of one said. “It’s a helping hand that can make a world of difference.”

Section five:

Financial sustainability





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

5.1 Participants and cost projections

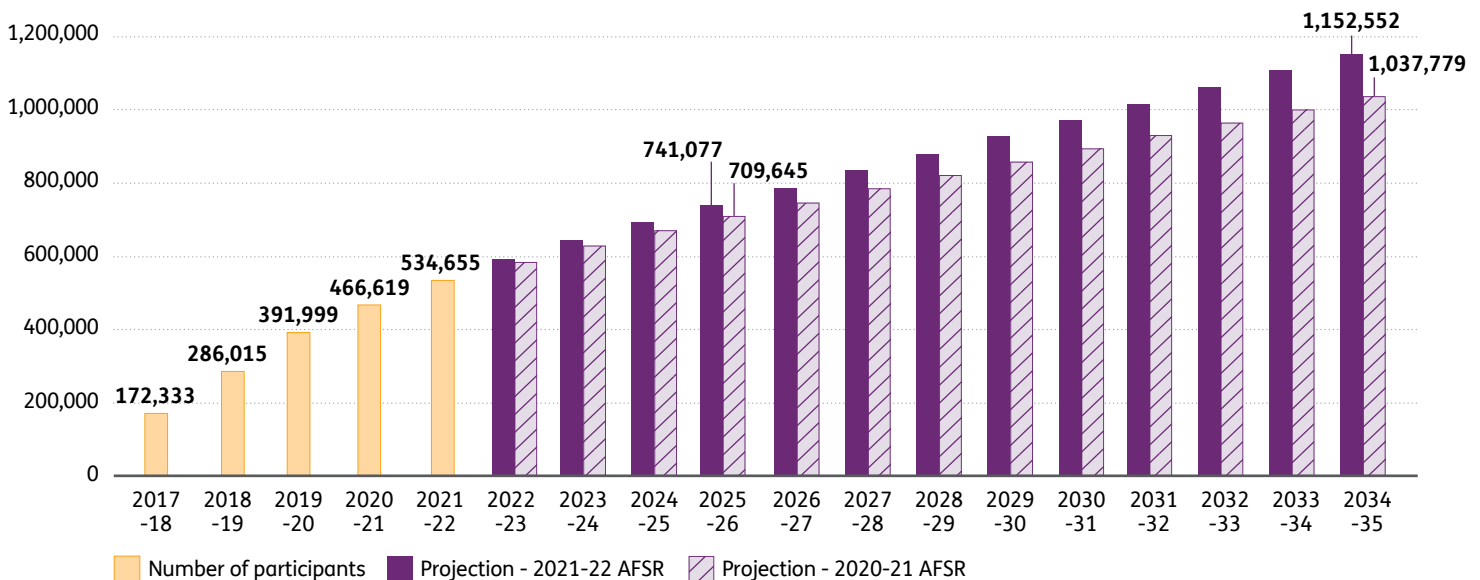
On 4 November 2022, the NDIA Board released both the AFSR, and the Peer Review Report.

The NDIA Board released the 30 June 2022 AFSR on 4 November 2022. The AFSR is prepared by the Scheme Actuary, and provides an assessment of the financial sustainability of the NDIS, as is required under the NDIS Act (Section 180B). It is produced using data at 30 June each year and a summary of each year’s AFSR is included in the NDIA Annual Report. The AFSR was independently peer reviewed by the Australian Government Actuary.¹⁰⁸ A copy of this report was also released on 4 November 2022.

The AFSR projects that:

- There will be 741,077 participants in the Scheme at the end of June 2026 (of which 697,469 are under the age of 65 years), and 1,017,522 at the end of June 2032 (of which 942,226 are under the age of 65 years). The current projections indicate a higher rate of growth in projected participant numbers, compared to the 2020-2021 AFSR projections.

Figure 92: Actual and projected participants (2021–22 AFSR and 2020–2021 AFSR)



108 The Australian Government Actuary currently is the Peer Review Actuary as per the NDIS Act (Section 180D).

- Total Scheme expenses are estimated to be \$34.0 billion in 2022-23, growing to \$50.3 billion in 2025-26, and \$89.4 billion in 2031-32 (on an accrual basis).

Figure 93: Projected Scheme expenses

Scheme expenses (\$m)	2022-23	2023-24	2024-25	2025-26	2031-32
Scheme expenses (aged 0 to 64 years)	31,394	34,874	39,955	45,187	77,843
Scheme expenses (aged 65 years and over)	2,582	3,259	4,160	5,157	11,559
Total Scheme expenses	33,976	38,133	44,116	50,344	89,403
Total Scheme expenses (% of GDP)	1.48%	1.61%	1.77%	1.93%	2.55%

More detail is available in the reports located on the NDIS website:

[Annual Financial Sustainability Report¹⁰⁹](#) – published 4 November 2022

[Independent Actuary Peer Review Report¹¹⁰](#) – published 4 November 2022

It is important to recognise that the projected Scheme expenses are shown in nominal terms, i.e. that future dollars of estimated Scheme expenses include the effects of inflation over time. This impact of inflation increases over the longer term and so is particularly significant for the result in 2031-32. Expressing Scheme expenses as a proportion of GDP is a way of removing the impacts of economic inflation. Scheme expenses are estimated to be 1.48 per cent of GDP in 2022-23, increasing to 2.55 per cent in 2031-32. In considering longer-term projections of Scheme costs it is recommended that users refer to costs as a percentage of GDP rather than nominal dollar figures as these provide a more meaningful measure of Scheme expenses.

¹⁰⁹ <https://www.ndis.gov.au/about-us/publications/annual-financial-sustainability-reports>

¹¹⁰ Ibid.

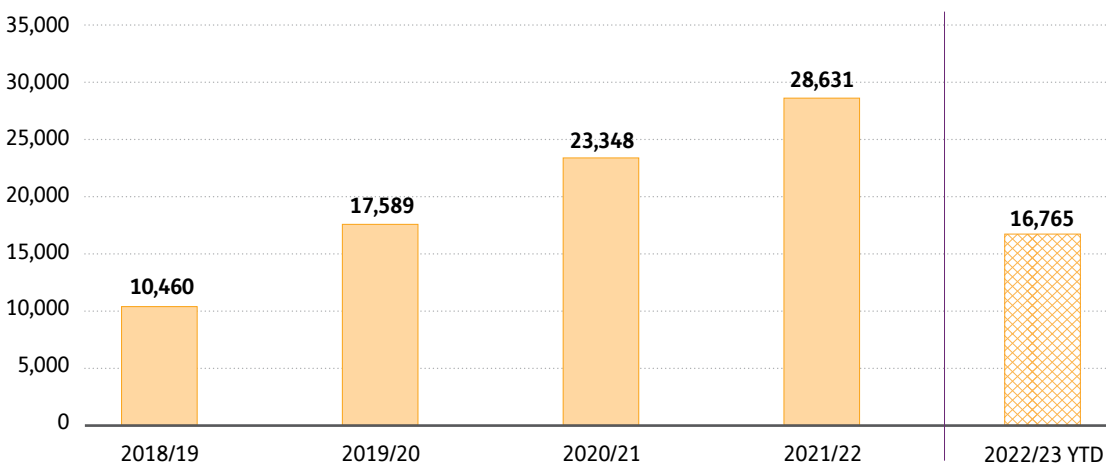
5.2 Total payments

Total payments have grown significantly over the last three years in line with a growing Scheme.

Total payments have increased over the last three years, from \$10.5 billion in the year to 30 June 2019 to \$28.6 billion in the year to 30 June 2022. The payments in the 6 months to 31 December 2022 were \$16.8 billion.¹¹¹

This is in line with a growing Scheme, with an increasing number of participants benefitting from the Scheme. The rate of increase has slowed in recent years, reflecting a relatively steadier rate of new entrants to the Scheme since it became available across Australia.

Figure 94: Total payments (\$m) for financial years ending 30 June and the six months to 31 December 2022¹¹²



¹¹¹ This compares to \$13.2 billion in the 6 months to 31 December 2021.

¹¹² Total payments are based on an accrual basis, sourced from the NDIA Annual Reports.

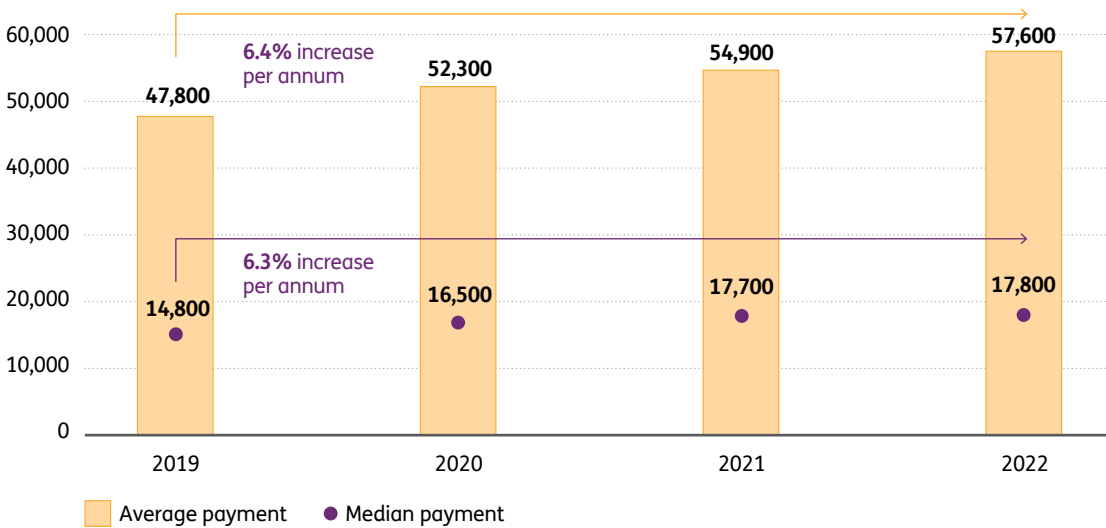
5.3 Average and median payment trends

Average and median payments per participant have increased by 6.4 per cent and 6.3 per cent respectively over the last three 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 January 2019 and 31 December 2022 indicate that average payments have increased by 6.4 per cent per annum, and median payments have increased by 6.3 per cent per annum.

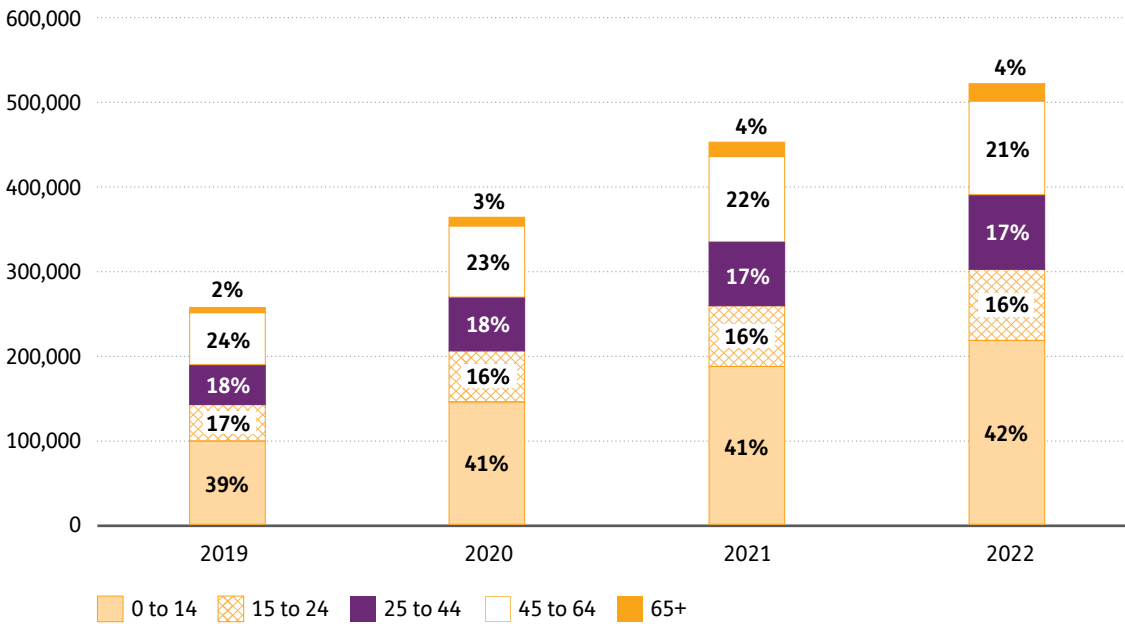
Figure 95: Average and median payments for years ending 31 December - all participants



Trends in average and median payments are 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 (\$357,300 versus \$41,000 respectively, in the year to 31 December 2022). Average payments are also higher for adults compared with children (\$64,400 for participants not in SIL aged 25 to 64 versus \$18,900 for those aged 0 to 14 years, in the year to 31 December 2022). Over the past four years, as the Scheme has rolled out across the country, the proportion of children in the Scheme has increased, and the proportion of participants in SIL in the Scheme has decreased.

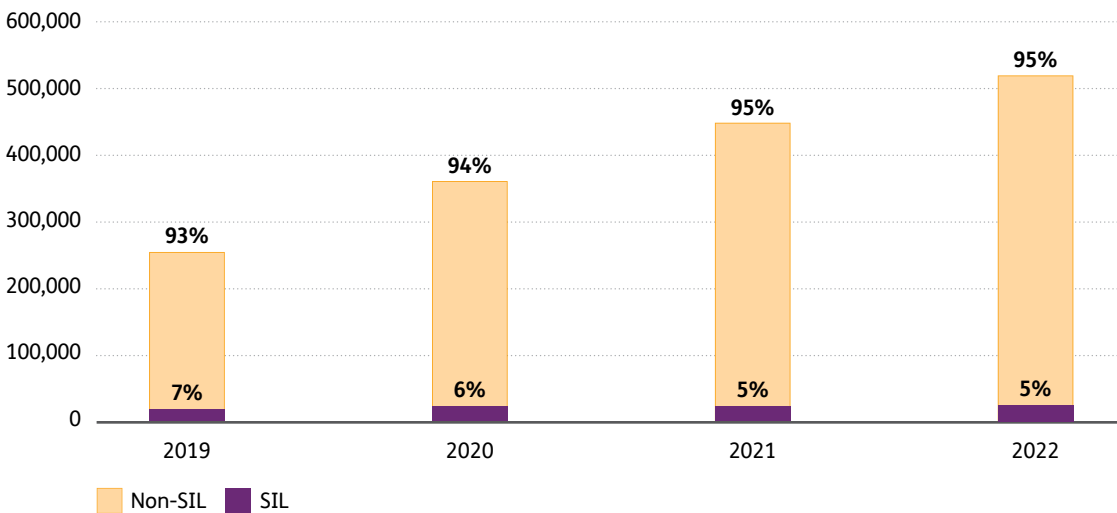
Specifically, the proportion of children in the Scheme aged 0 to 14 years has increased from 39 per cent at 31 December 2019 to 42 per cent at 31 December 2022. As mentioned above, older participants on average have higher average plan budgets and higher average payments so the impact of this changing mix is significant.

Figure 96: Average proportion of participants by age band for years ending 31 December (%) – all participants¹¹³



Additionally, average plan budgets and average payments for participants in SIL are significantly higher than those not living in SIL. The changing mix of participants living in SIL has changed in the three years to 31 December 2022, reducing from seven per cent of participants at 31 December 2019 to five per cent of participants at 31 December 2022, so the impact of this changing mix is also significant.

Figure 97: Average proportion of participants in and not in SIL for years ending 31 December (%) – all participants



This report presents both average payments trends and average plan budget trends split by participants in SIL and participants not in SIL, and also by age group.

¹¹³ Figure contains the average number of participants at 1 January and 31 December of each year.

Participants in SIL and not in SIL

Analysing the change in average and median payment over time by whether or not participants are in SIL, indicates that the average annual increase in average and median payments has been consistently high across both participant groups. Specifically, the average payment has increased for participants in SIL by 8.5 per cent, and the average payment has increased for participants not in SIL by 10.1 per cent per year. These averages are higher than the overall average (of 6.4 per cent), as the proportion of participants in SIL has decreased over the period (as discussed earlier).

Also, the median payment has increased for participants in SIL by 5.7 per cent, and the median payment has increased for participants not in SIL by 7.7 per cent per year.

Figure 98: Average and median payments for years ending 31 December - participants in SIL

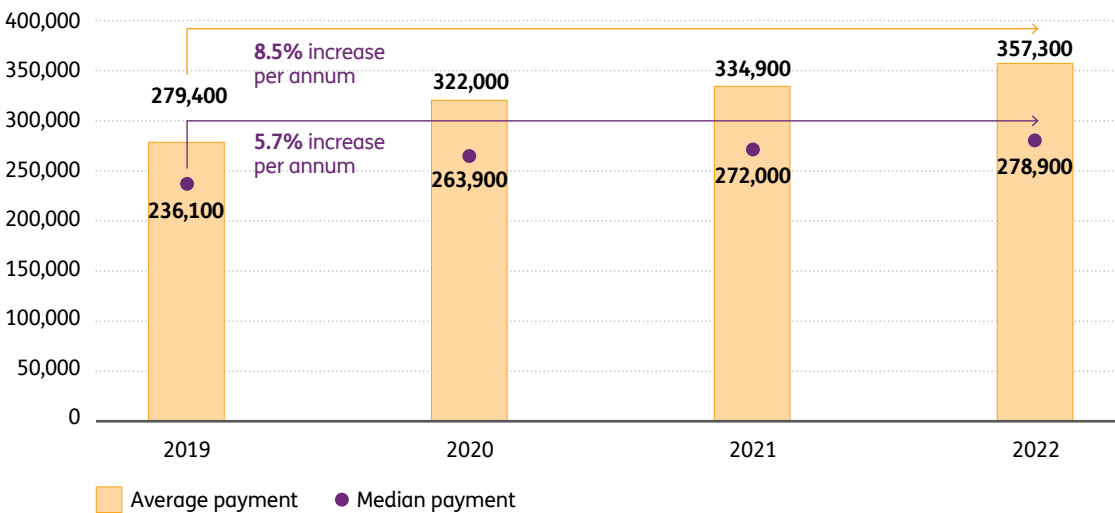
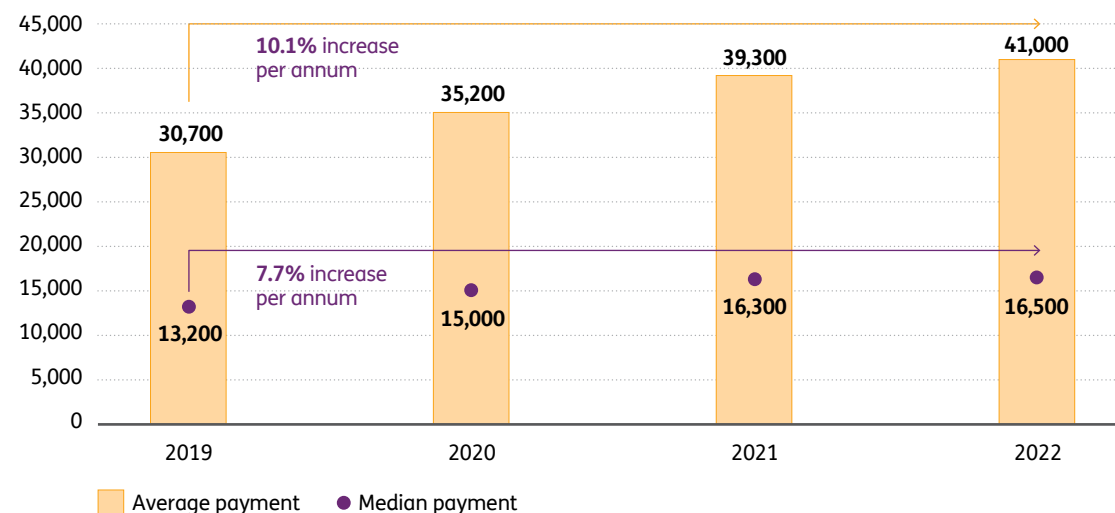


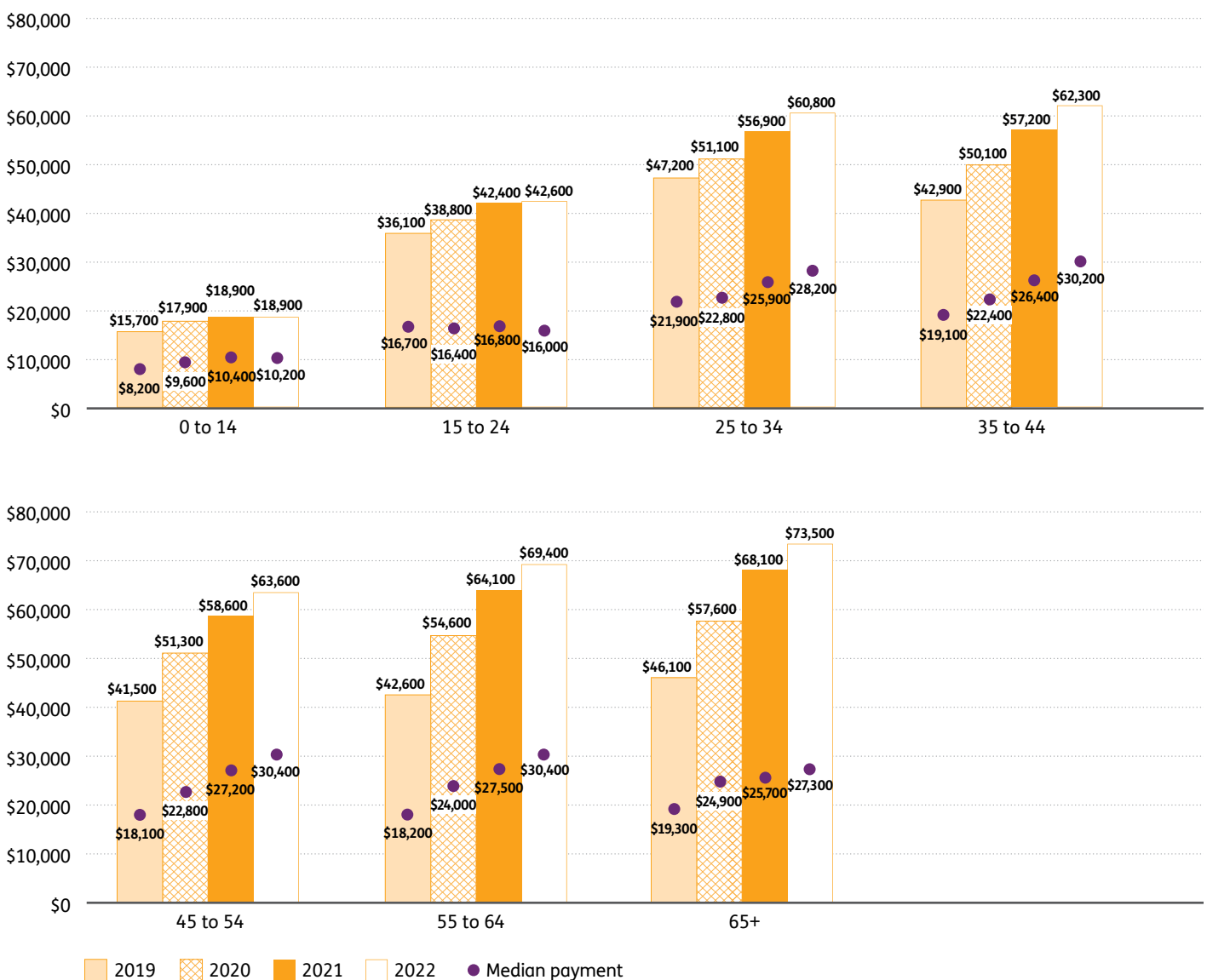
Figure 99: Average and median payments for years ending 31 December - participants not in SIL



For participants not in SIL, average payments have increased at a faster rate for adults (particularly those aged over 35) and reflects a material increase in the hours of attendant care support these participants are receiving over time. Large increases are also evident in the median payment.

Notably, although average and median payments have increased for all age groups, younger participants have significantly lower payments compared to older participants. For example, for participants not in SIL, those aged 0 to 14 years had average payments of \$18,900 in the year to 31 December 2022, compared to \$42,600 for those aged 15 to 24 years and \$63,600 for those aged 45 to 54 years. With more younger participants entering the Scheme over time, the overall average and median payments will therefore be lower, partly offsetting the increases otherwise observed. Generally increases were largest between 2019 and 2020, compared with more recent years.

Figure 100: Average and median payments for years ending 31 December by age group - participants not in SIL

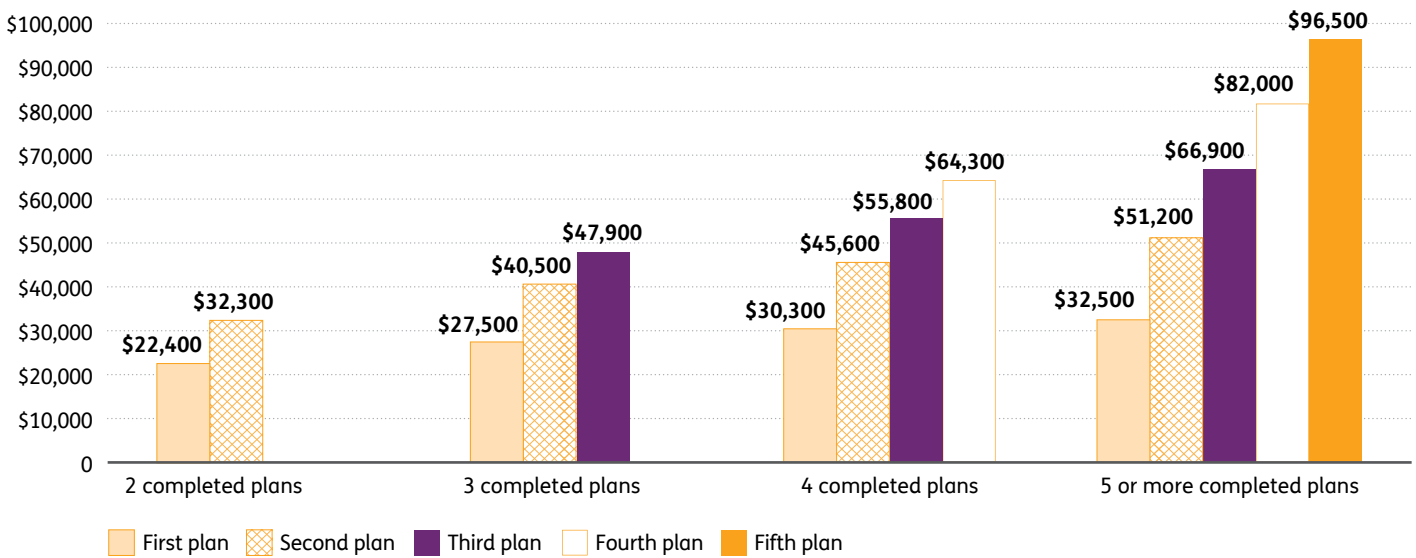


As previously noted, the mix of participants in the Scheme has changed, with proportionally more children in the Scheme, and proportionally less participants in SIL. It is therefore important to understand trends in average payments for the same cohort of participants over time.

Figure 101 shows average payments per participant over time for participants who have had two completed plans, three completed plans, four completed plans and five or more completed plans, since joining the Scheme.

Notably, average payments per participant have increased over time for all participant cohorts having different number of plans since joining the Scheme. For example, for participants who have had three completed plans, average payments increased from \$27,500 for the first plan to \$47,900 for the third plan (32 per cent per plan). Noting however, the rate of increase in average payments to participants is the greatest between the first and second plans, with the rate decreasing over time. For example, for participants with five or more completed plans, the rate of increase between the first and second plans is 58 per cent, compared to 18 per cent between the fourth and fifth plans.

Figure 101: Average payments per participant over time



5.4 Average plan budget trends

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

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 three year period to 31 December 2022:

- Average plan budgets have increased by **3.9%** per annum for all participants
- Average plan budgets have increased by **7.9%** per annum for participants in SIL
- Average plan budgets have increased by **5.1%** per annum for participants not in SIL.

The slight decreases in the year ending 31 December 2021 is due to new participants that entered the Scheme between 1 January 2021 and 31 December 2021 having, on average, lower plan budgets. This was driven by high proportions of participants entering the Scheme who were under the age of 18 (as children have lower plan budgets on average than adults), and participants having lower support needs on average, as participants from the State/Territory disability systems with higher support needs (such as those in SIL) transferred into the Scheme earlier.

Importantly, there was no reduction in the average plan budgets of participants continuing in the Scheme. For example, for these existing participants who were in the Scheme at 31 December 2020 and at 31 December 2021, the average plan budget **increased** from \$71,200 to \$74,200 (4.2 per cent). Similarly, for participants who were in the Scheme at 31 December 2021 and at 31 December 2022, the average plan budget **increased** from \$68,500 to \$79,800 (16.5 per cent).

Figure 102: Average annualised plan budgets for years ending 31 December – all participants



Figure 103: Average annualised plan budgets for years ending 31 December – participants in SIL

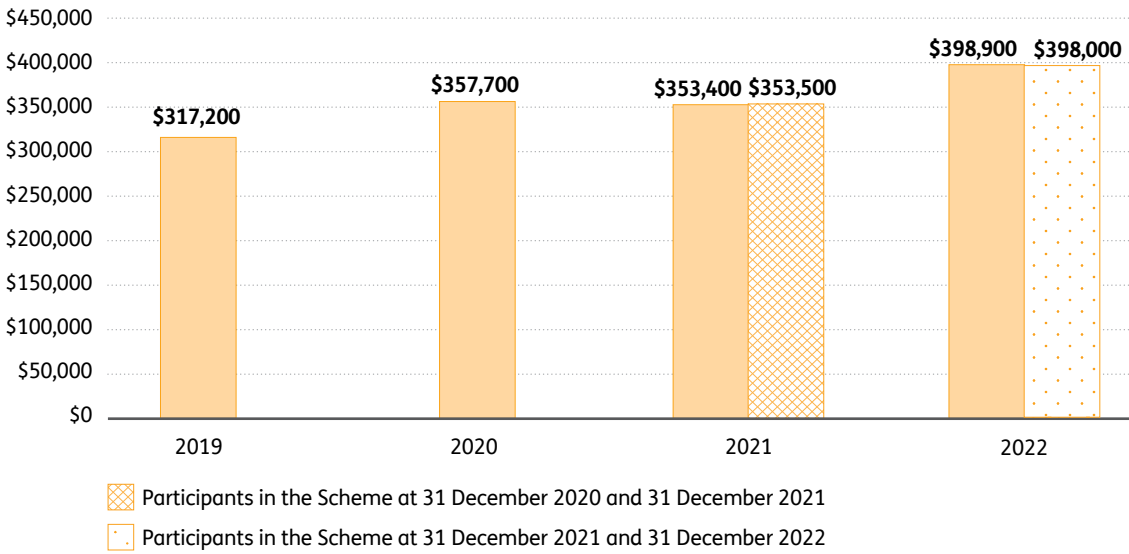
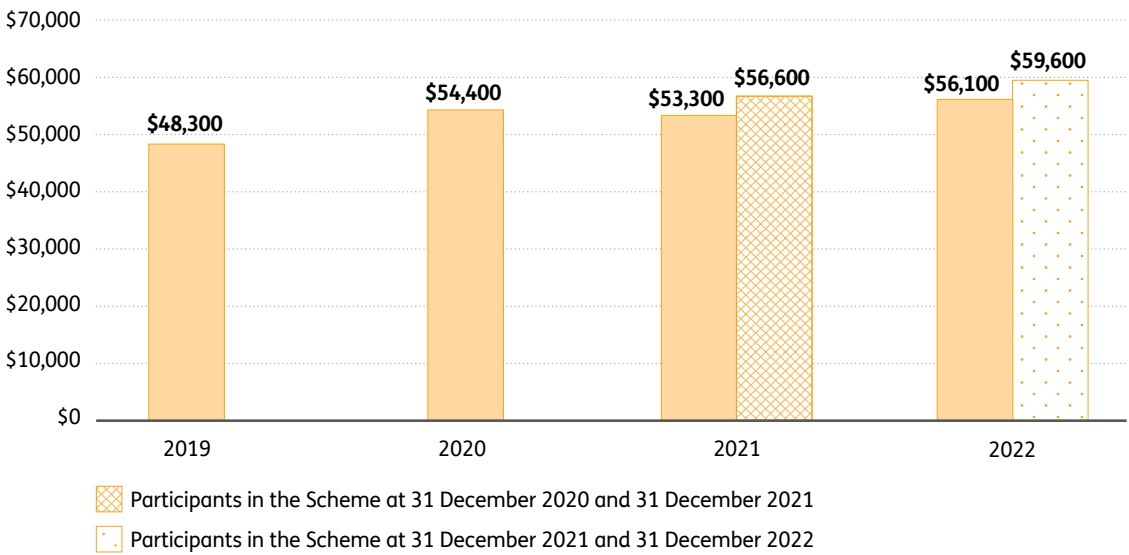
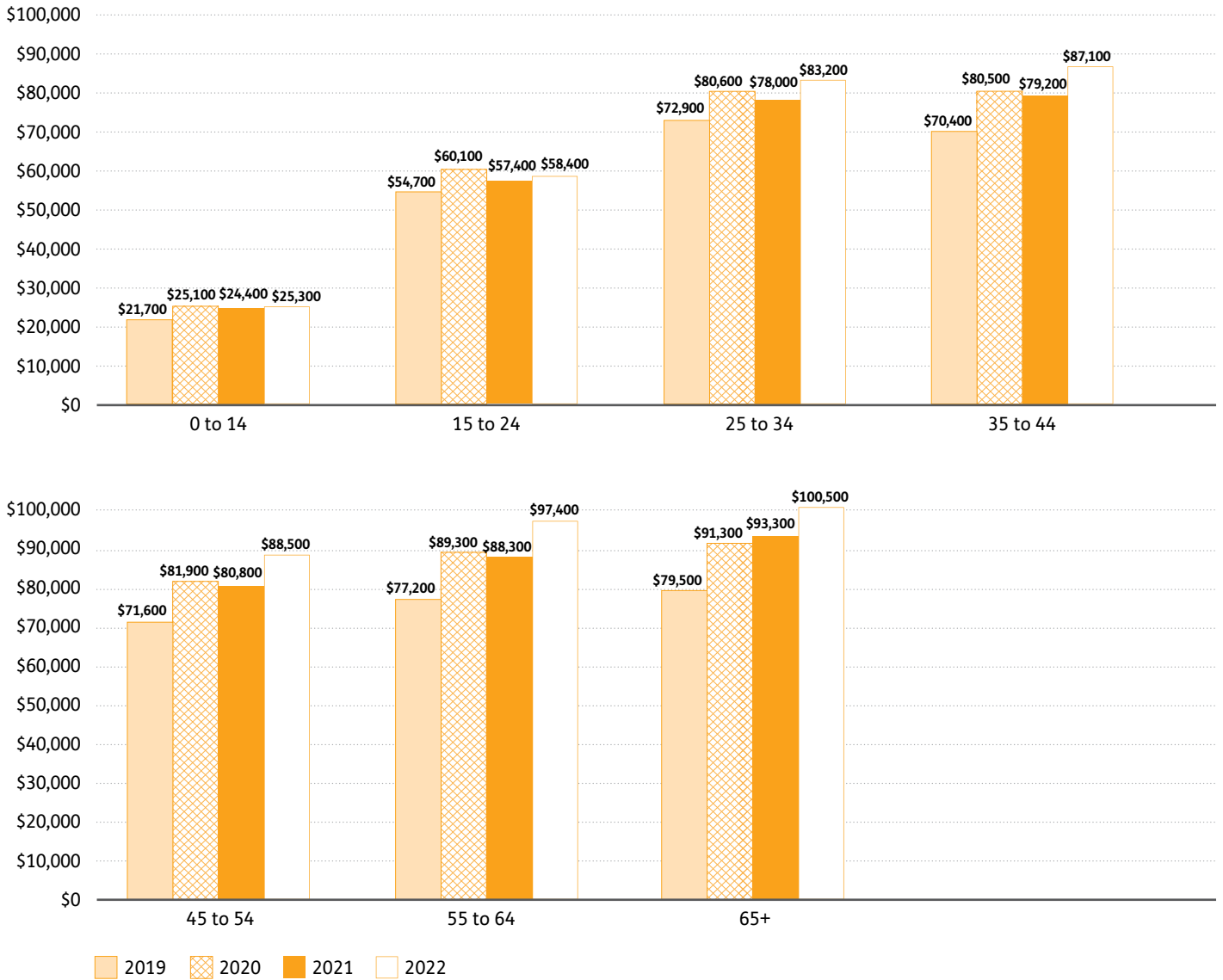


Figure 104: Average annualised plan budgets for years ending 31 December – participants not in SIL



For participants not in SIL, average plan budgets have increased over time for all age groups. The rates of increase were highest for participants aged 65 years and older at eight per cent per annum, and lowest for participants aged 15 to 34 years at around two to five per cent per annum, with the rates of increase for the remaining age groups being around seven to eight per cent per annum. As previously described, the rates of increase were higher between 2019 and 2020 compared to the last two years, due to new participants entering the Scheme having lower average plan budgets.

Figure 105: Average annualised plan budgets for years ending 31 December by age group – participants not in SIL

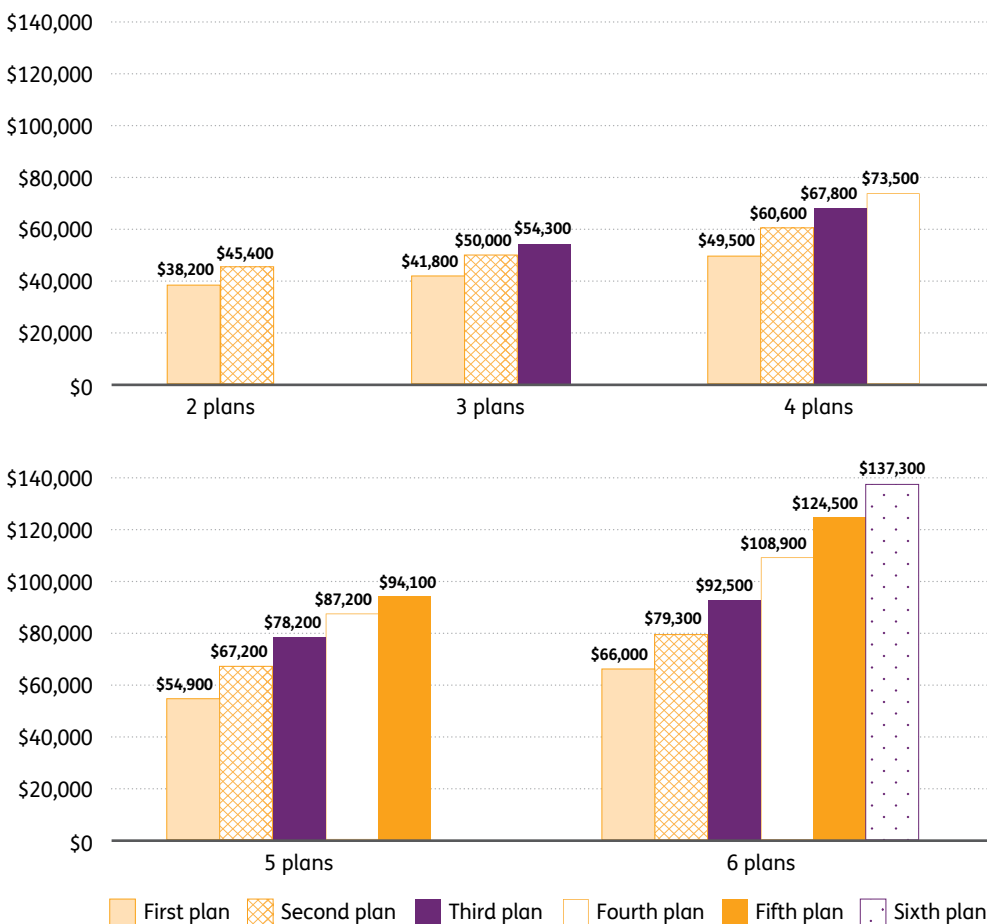


As the mix of participants has changed over time, understanding trends in average plan budgets for the same group of participants over time is important.

In considering participants by the number of plans they have had since joining the Scheme, and tracking the average plan budgets for the same cohort of participants over time, it is evident that the average plan budgets have increased for all participant cohorts per plan. For example, for participants who have had three plans, average plan budgets increased from \$41,800 for the first plan to \$54,300 for the third plan (14 per cent per plan). Noting however, the rate of increase over the latest plan is lower compared to the rates seen for the earlier plans for all participant cohorts. For example, for participants with six or more plans, the rate of increase between the first and second plans is 20 per cent, compared to ten per cent between the fifth and sixth plans.

On the other hand, the average plan budgets for new participants joining the Scheme have decreased over time, with participants who have had two plans having an average plan budget of \$38,200 for the first plan, compared to \$41,800 for participants who have had three plans. This reflects the change in the profile of participants in the Scheme over time, with a higher proportion of lower cost participants, especially children and fewer new participants in SIL.

Figure 106: Average annualised plan budgets for participants over time



Plan reassessments and plan budgets variations

Plan reassessments result in plan budgets varying from plan to plan 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](#)¹¹⁴ which details the reasons why a new plan could be different to a current plan.

When a plan reassessment is conducted, information about a participant's goals, situation and support needs are considered. A participant's needs and situation may change over time, which means their NDIS funding is likely to change over that time. Some supports may no longer be required, while for others, disability support needs might increase and the NDIA might consider funding more supports.

Access to capacity building supports early in a participants' journey is considered an early investment, and is intended to increase independence, and reduce reliance on NDIS funding over time. If overall funding goes down from one plan to the next, it may be because the same amount of supports are no longer required. Also, if the capacity building investment has been successful at building independence, support needs may also decrease, for example core supports.

As mentioned above, plan budgets can change at plan reassessment for a number of reasons. Many of the reasons discussed above can also occur before a plan is due to be renewed, and often the plan may be ended early and a new plan put in place because of these reasons – both of these factors contribute to the percentage changes in plan budgets in a quarter.

Plan inflation

In the December 2022 quarter, total plan inflation was 3.8 per cent (15.9 per cent per annum). Of the 15.9 per cent per annum total plan inflation in the quarter, 8.7 per cent was due to changes at plan reassessment, and 7.2 per cent was due to changes occurring within a plan between reassessments.

The plan inflation of 15.9 per cent per annum in December 2022 compares with plan inflation of 20.5¹¹⁵ per cent per annum (15.9 per cent excluding indexation) in September 2022, and 12.7 per cent per annum in June 2022.

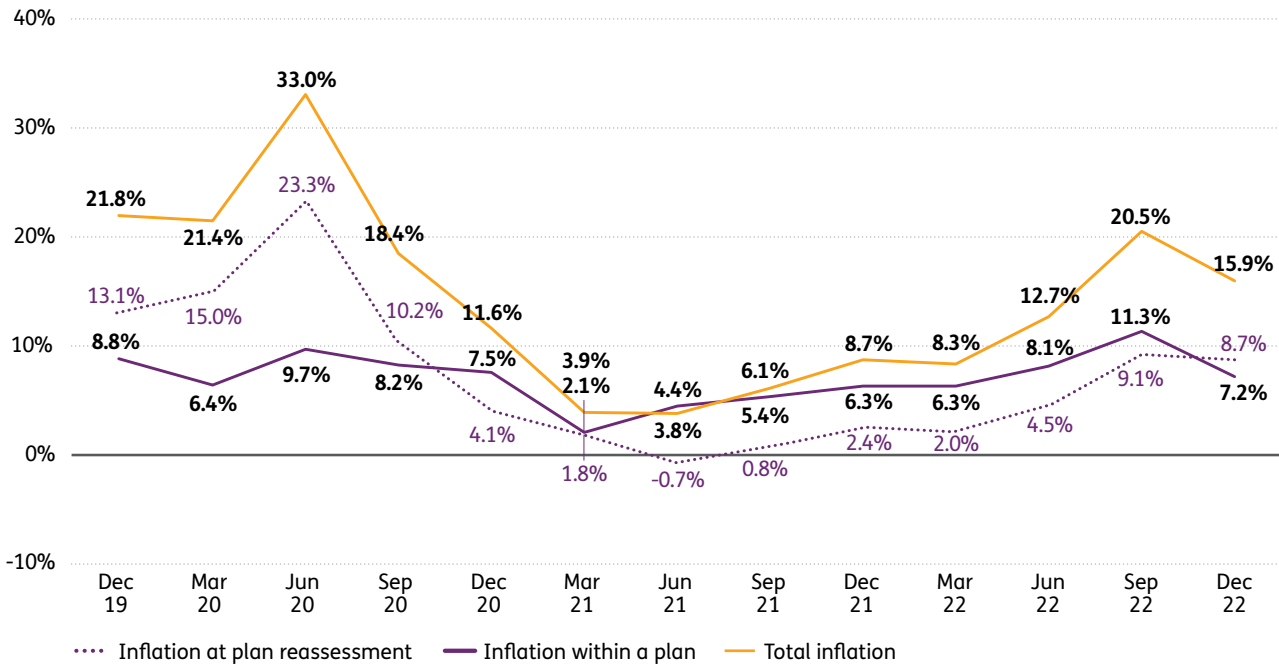
Inflation occurring at plan reassessment was 8.7 per cent per annum which compares with 9.1 per cent per annum in September 2022, and 4.5 per cent per annum in June 2022. Inflation occurring within a plan, between reassessments was 7.2 per cent per annum which compares with inflation of 11.3 per cent per annum in September 2022, the 11.3 per cent is inclusive of a 4.6 per cent one-off impact of the indexation of plans in July following the Annual Pricing Review¹¹⁶, and 8.1 per cent per annum in June 2022.

¹¹⁴ <https://ourguidelines.ndis.gov.au/your-plan-menu/changing-your-plan>

¹¹⁵ The annualisation 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 being a 4.6% one-off increase.

¹¹⁶ The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July 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 of 4.6% each.

Figure 107: Annualised percentage change in plan budgets for active participants^{117,118}



At the individual level, plan budgets can vary significantly. Plans increasing and decreasing is consistent with an early investment insurance approach. When looking at experience in this financial year (from 1 July 2022 to 31 December 2022), taking account of total plan inflation, plans were more likely to increase rather than decrease.

Specifically:

- **52%** of plans increased at reassessment by more than 5%
- **19%** decreased by more than 5%
- **30%** remained within 5%

For participants in SIL:

- **60%** increased by more than 5%
- **7%** decreased by more than 5%
- **33%** remained within 5%

For participants not in SIL:

- **51%** increased by more than 5%
- **20%** decreased by more than 5%
- **29%** remained within 5%

117 The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July 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 of 4.6% each.
 118 Rescaling adjustments have been applied to how the total inflation is split into inflation at plan reassessment and inflation within a plan. This has resulted in small one-off changes in historical values, the overall total inflation has not changed.

Figure 108: Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 December 2022) – all participants¹¹⁹

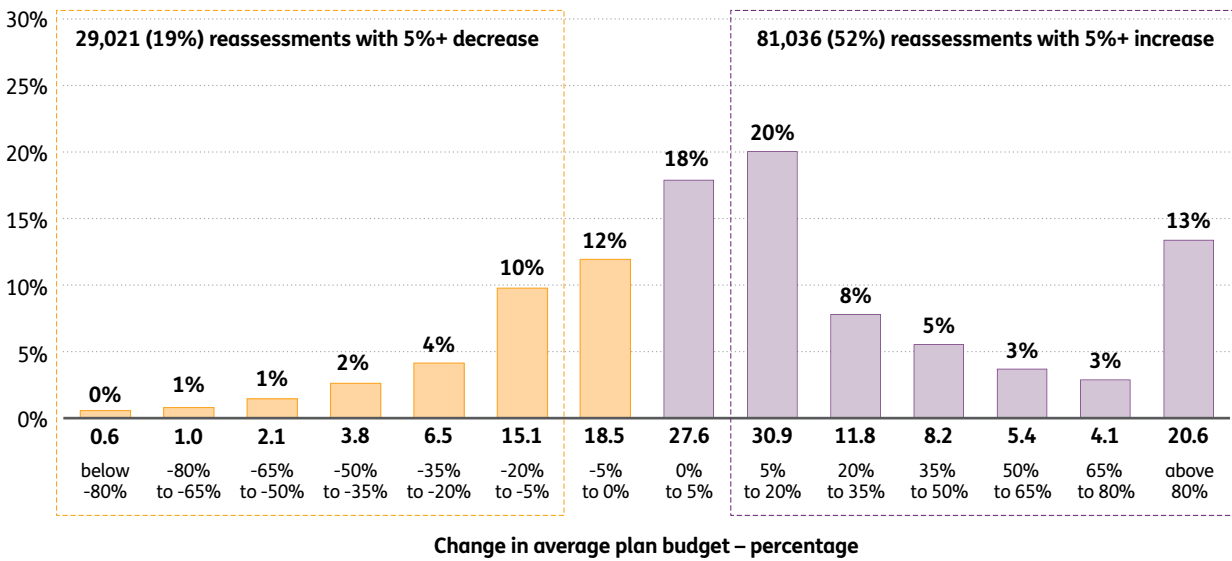
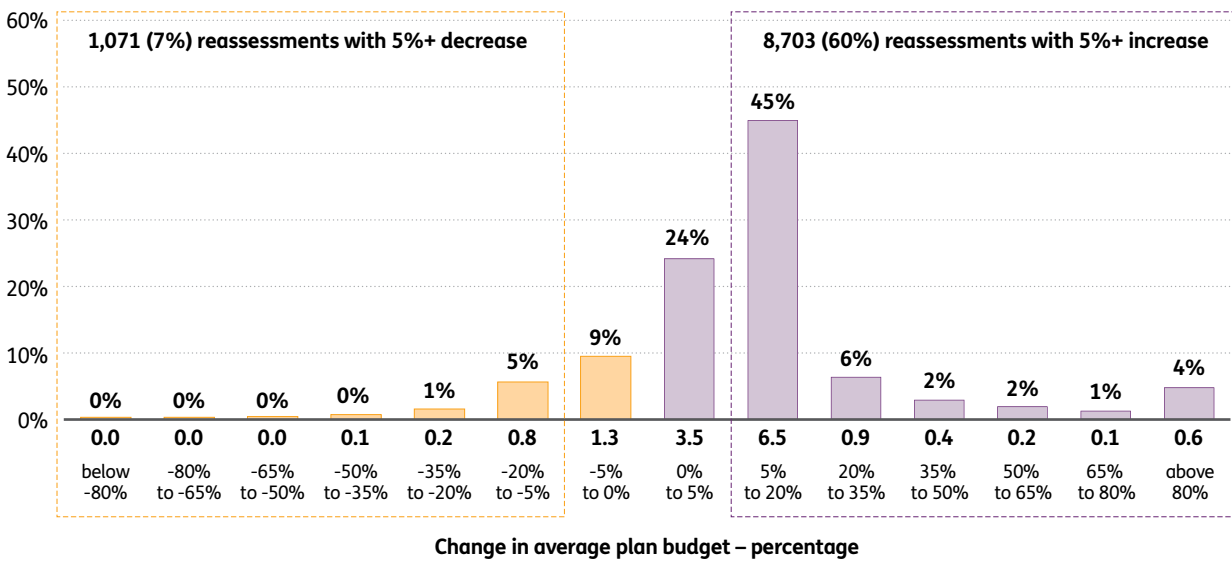


Figure 109: Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 December 2022) – participants in SIL^{120,121}

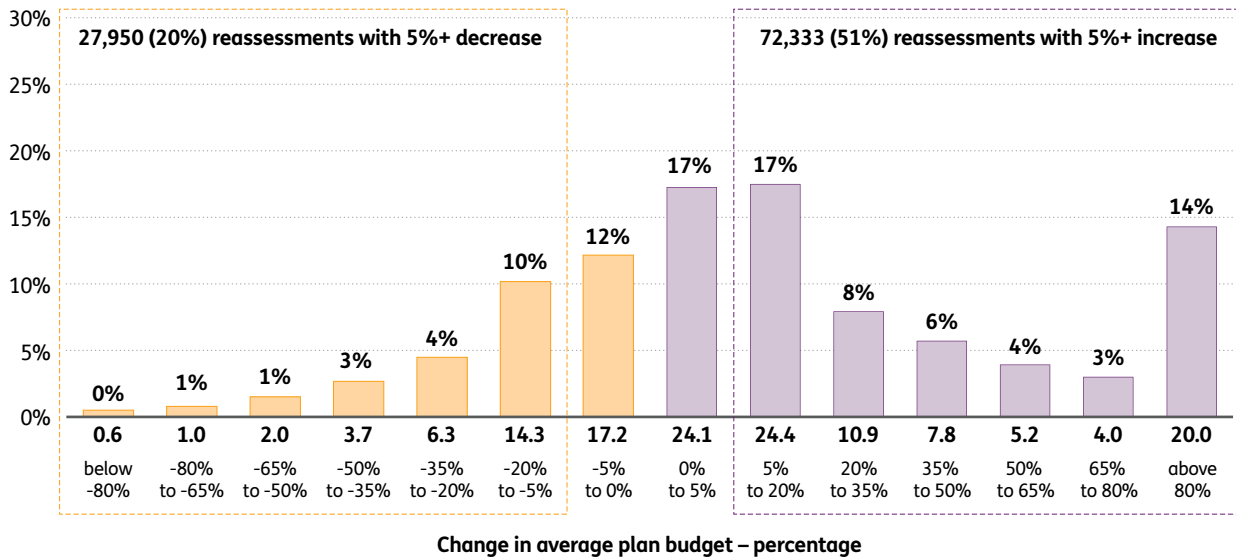


119 The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

120 Ibid.

121 Due to operational changes since July 2020, there has been an issue with identifying SIL in plans as they are being completed. A temporary and manual solution was implemented to estimate the number of active participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. From May 2022, an automated and more accurate method has been applied in identifying SIL participants leading to a restatement in the number of SIL participants from July 2020 to April 2022. This has resulted in a one-off change in the historical SIL and non-SIL inflation rates.

Figure 110: Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 December 2022) – participants not in SIL¹²²



In the financial years 2019–20, 2020–21 and 2021–22, plans were also more likely to increase rather than decrease.

In 2021–22:

- 39% of plans increased at reassessment by more than 5%
- 25% decreased by more than 5%
- 36% remained within 5%

In 2020–21:

- 42% of plans increased at reassessment by more than 5%
- 29% decreased by more than 5%
- 29% remained within 5%

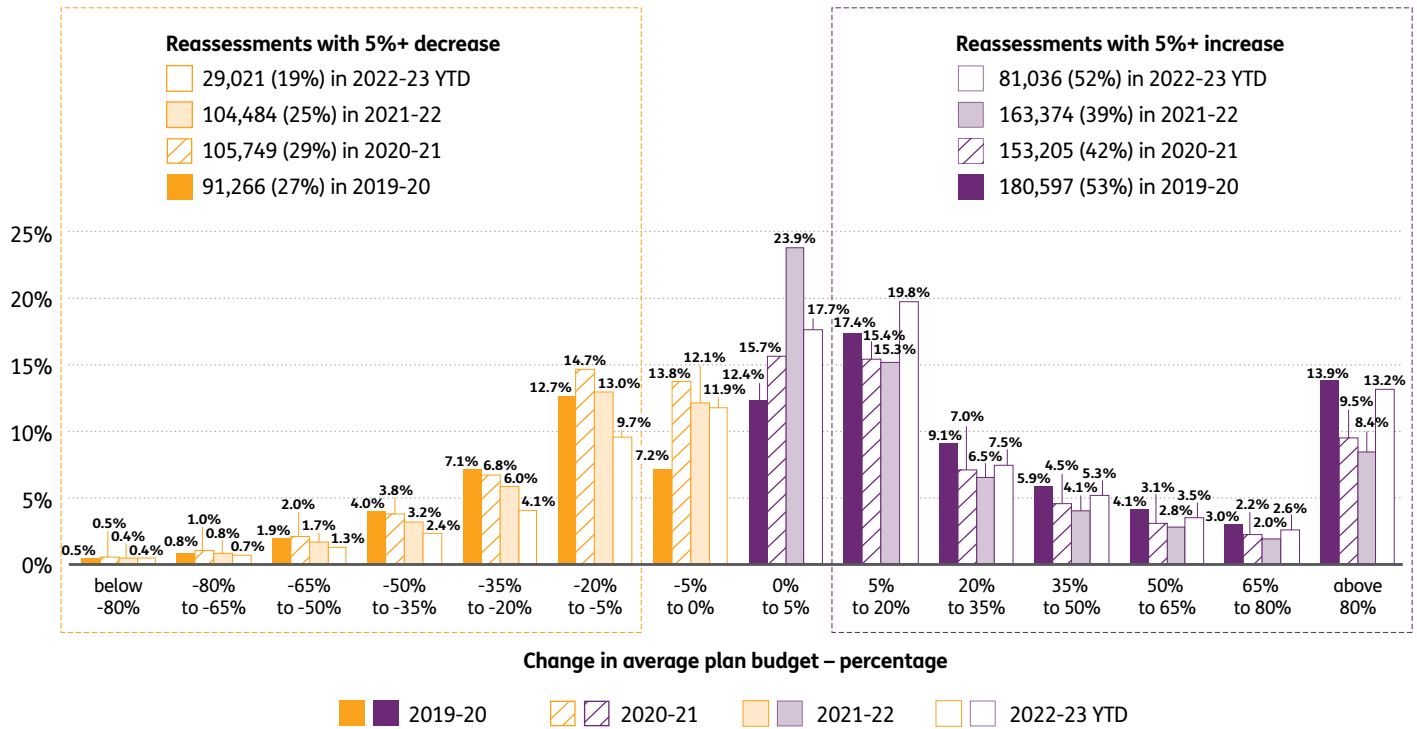
In 2019–20:

- 53% of plans increased at reassessment by more than 5%
- 27% decreased by more than 5%
- 20% remained within 5%

¹²² 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.

The following chart shows the distribution of the percentage change in plan budgets for plans reassessed over the three years and two quarters to 31 December 2022, taking account of total plan inflation.

Figure 111: Distribution of the percentage change in plan budgets for plans reassessed over the three years and one quarter to 31 December 2022 – all participants¹²³



123 There is a one-off change in historical values due to the removal of rounding in the calculations.

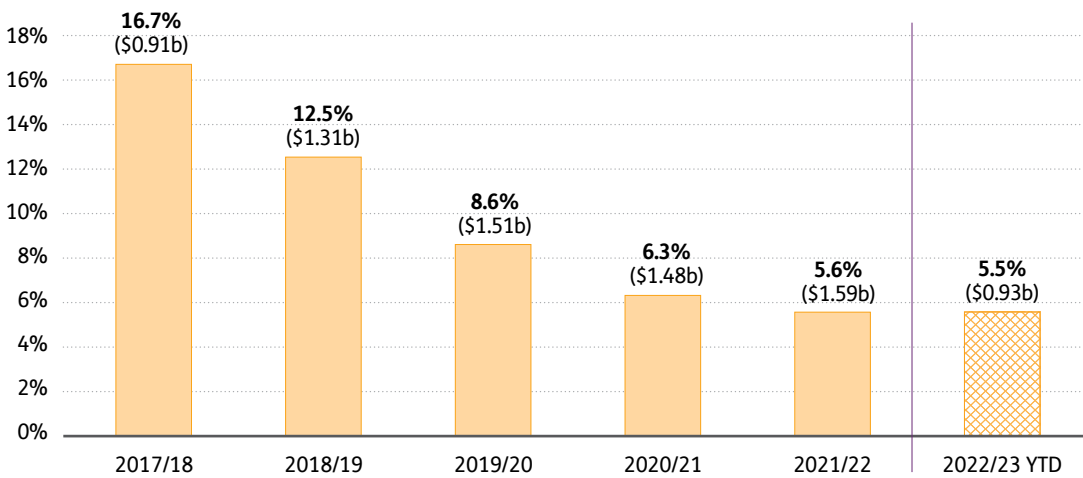
5.5 Operating expenses

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

In addition to the money spent through participant plans on supports for participants, the NDIA receives money to run the NDIA, including paying staff wages. This is referred to as the NDIA’s operating expenses. NDIA operating expenses have increased from \$906 million in 2017–18 to \$1,590 million in 2021–22.

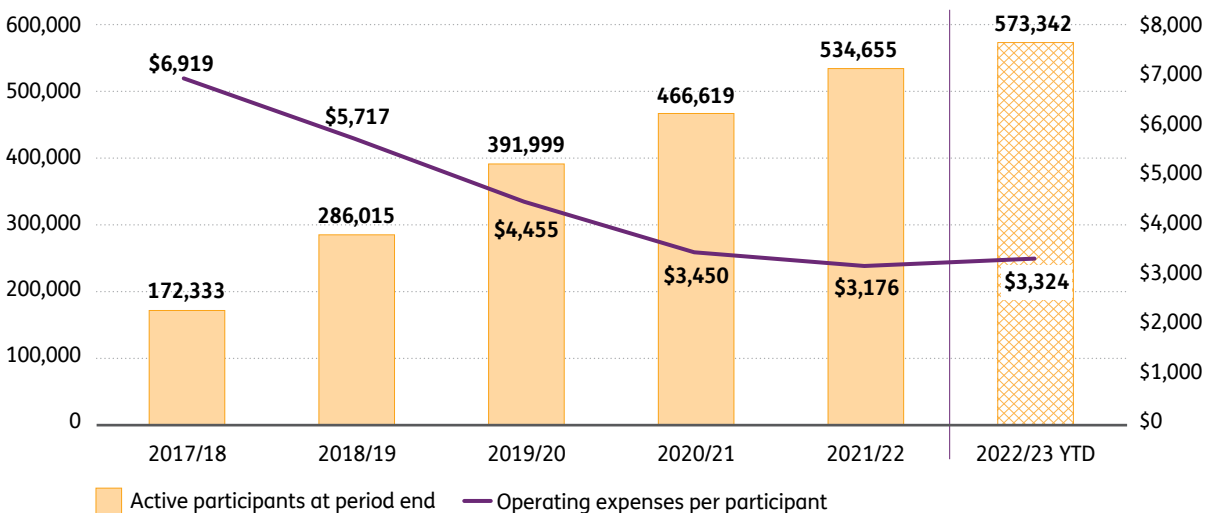
As a percentage of the dollars spent on participants, operating expenses have decreased from 16.7 per cent in 2017–18 to 5.6 per cent in 2021–22. For the six months to 31 December 2022 the expense percentage has decreased slightly to 5.5 per cent. The Productivity Commission in their 2017 Study report¹²⁴ suggests a range of seven to ten per cent as an appropriate amount for NDIA operating costs.

Figure 112: Operating expenses as a percentage of participant costs



Over time, the NDIA has increased efficiency. The annualised operating cost per participant has reduced by 52 per cent since 2017–18, from \$6,919 to \$3,176 in 2021–22. There is an increase in annualised operating cost per participant to \$3,324 for the six months to 31 December 2022, however this is expected to drop over 2022–23 as there exists some seasonality in operating expenses.¹²⁵

Figure 113: Operating expense per participant¹²⁶



¹²⁴ <https://www.pc.gov.au/inquiries/completed/ndis-costs#report>

¹²⁵ The annualised operating cost per participant is expected to drop given the seasonality in operating expenses.

¹²⁶ Average number of participants is taking a simple average of the two periods (opening and closing) on active participants. Cost per participant uses these average participant numbers divided by Total Operating Expenses for the 2022–23 Budget.



Planting and nurturing help Lewis to grow his life skills



Coconut Island local, **Lewis**, 36, is in his happy place, planting and watching his garden grow fresh produce for him, his family, and his Torres Strait Islander community to cook and eat.

Lewis uses his funding to engage with a culturally appropriate Indigenous support worker, Ivy from My Pathway, in March 2022. Together they have grown Lewis' skills, not only in the garden but doing other activities – cooking, meal preparation, arts and craft, cleaning, and other general household duties.

“I’m helping Lewis work towards reaching his NDIS goals,” Ivy said. “He wants a job on the Island and to become independent enough to move into his own place on the mainland. Working one-on-one with him is really helping to help build his life skills and confidence.”

With Lewis’s love of gardening, Ivy has supported him to harvest his produce. She is also teaching him how to make a wide variety of dishes for himself and his family.

“Lewis loves cooking,” Ivy said. “He’s even made a recipe scrapbook. It’s good to see him making healthy meals for himself and his family and to see how proud it makes him feel.”

Ivy said Lewis is in his garden every day, watering and weeding to keep it at its best.

“The garden is not only helping Lewis to grow healthy produce, but it’s also supporting him to build social skills and to connect more to his community,” she said.

With newfound confidence and renewed growth, Ivy said she can see Lewis’ confidence, communication skills and independence growing day-by-day.

“I have no doubt in the near future Lewis will become independent enough to achieve his goals.”

Section six:

Staff advisory groups and the NDIS community





Participant and sector engagement activities continue to be a focus.

Section 6.2 of this report highlights the engagement activities being undertaken by the NDIA, including the Information Gathering for Access and Planning (IGAP) project, Home and Living, Participant Safeguarding, Supported Decision Making, CALD Strategy and First Nations Strategy.

On 18 October 2022, the Minister for the NDIS announced the Independent Review into the NDIS (NDIS Review) to improve the wellbeing of Australians with disability and ensure the Scheme's sustainability so that future generations receive the benefit of the NDIS.

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

6.1 A high performing NDIA

Workforce diversity, inclusion and engagement.

As of 31 December 2022, the total NDIS workforce was 12,993, including 5,272 Australian Public Service (APS) employees, 1,977 labour hire workers and contractors, and 5,744 people employed by the NDIS PiTC and NCC partners.

Recruitment has continued to build the service delivery workforce in this quarter. Volume recruitment activities have been completed at the APS4, APS5 and APS6 level that will result in 152 new starters in this quarter and 93 expected in the next quarter. The increase in service delivery workforce will result in an uplift to the Agency's operational performance and meet our participant service guarantee measures.

During November, the Agency held the Annual Light Up Awards. The awards are NDIA's top tier of recognition and acknowledge exceptional contributions made by individuals, groups or teams who demonstrate a clear contribution to the Agency through living the values and going over and above the expectations of their role.

Census Action Plans were finalised across the Agency in this quarter. Key themes from local action plans include immediate supervisors' skills in effective communication and building trust, the strong connection and pride staff have for the Agency, appropriate wellbeing supports in place and an inclusive workplace culture.

Actions under the Agency's Disability Inclusion Plan (DIP) progressed in this quarter. The Agency held the first Employees with Disability Workplace Experience Deep Dive, which saw a total of 41 listening sessions held with staff and leaders across the Agency with additional written responses received. Findings of the Deep Dive will inform prioritisation of further actions under the DIP and other employee experience improvement projects.

In November 2022, the Agency supported 50 First Nations staff attend the First Nations Employee Network (FNEN) annual conference. The theme of the conference was: Healing, Connecting, Empowering, and sought to increase engagement with First Nations staff. During the conference the attendees actively worked to progress several action items contained in the NDIA First Nations Employment and Inclusion Plan

2022–25, as well as attending sessions focussed on career development and advancement, and wellbeing. The highlight of the conference was the attendance of guest speaker Senator the Hon Malarndirri McCarthy, Assistant Minister for Indigenous Australians, and Assistant Minister for Indigenous Health, who shared with attendees her personal journey with disability and the important role the NDIS plays in supporting individuals with disability.

In October 2022, the Agency welcomed the latest cohort of participants in the Indigenous Australian Government Development Program (IAGDP). The Agency participates in the IAGDP, and the Indigenous Apprenticeship Program (IAP) annually, with the 2022 cohort across both programs increasing the number of First Nations staff by nine. Participation in these programs provides entry level career pathways for First Nations peoples, and the NDIA is proud of its continued engagement with these programs

6.2 Co-design and engagement

Co-design projects which are strengthening the NDIA's engagement process.

Refining and embedding our approach to co-design

The NDIA understands the best way to improve the NDIS is to listen to people with lived experience of disability and first-hand experience of the NDIS.

This quarter, the NDIA continued to work together with the disability community to build co-design and engagement capability. The NDIA is also taking a collaborative approach to aligning cross government engagement priorities and initiatives.

The NDIA acknowledges and thanks the members of the Co-design Advisory Group for their ongoing contribution, advice and leadership as we 'learn by doing' with co-design.

Co-design Advisory Group

The Co-design Advisory Group met twice during the December quarter (11 October and 12 December).¹²⁷

In October 2022, the Group welcomed the Minister for the NDIS, the Hon Bill Shorten to their meeting. Minister Shorten held a closed discussion with external members of the Co-design Advisory Group, responded to the IAC and DRCO members' queries and sought feedback regarding the NDIS Review.

Over this quarter, the Group have endorsed the Co-design Evaluation Framework which will support the NDIA to build trust, strengthen engagement, improve the relationship between the NDIA and disability community and deliver better outcomes for NDIS participants. A pilot evaluation phase will commence shortly.

After each meeting a communique from the meeting is published on the [NDIS website](https://www.ndis.gov.au)¹²⁸.

In the December communique the Co-design Advisory Group extended their deepest thanks and gratitude to the hundreds of people involved in co-design throughout 2022 as well as acknowledging the work of NDIA staff and partners to deliver the co-design projects and their commitment to 'learn by doing' in partnership with the disability community. IAC and DRCO members of the Co-design Advisory Group also expressed the view that this year has been the best year in terms of working together constructively to create a positive future for the NDIS.

¹²⁷ More information about the Co-design Advisory Group, including regular updates on their discussions, can be found here: <https://www.ndis.gov.au/co-design-advisory-group>

¹²⁸ <https://www.ndis.gov.au/co-design-advisory-group>

DRCO Forum

The DRCO Forum met once during this quarter on 18 November 2022. In this meeting, NDIA CEO Rebecca Falkingham spent several hours in dialogue with attendees exploring issues of importance to the disability community. Members were also provided with an update on the:

- First Nations Strategy and CALD Refresh Strategy co-design projects.
- New Independent External Review (IER) program led by people with disability.
- New ICT system, including details of the testing being undertaken in Tasmania.

The membership of the DRCO Forum comprises:

Agency Representatives:

- The CEO or delegate
- Deputy CEO, Markets, Government and Engagement
- General Manager, Communications and Engagement
- Branch Manager Co-design and Engagement

External Members are invited from key national disability organisations at the request of the Chair. These organisations currently include:

- A4 Autism Aspergers Advocacy Australia
- Australian Autism Alliance
- Australian Federation of Disability Organisations
- Blind Citizens Australia
- Brain Injury Australia
- Carers Australia
- Children and Young People with Disability Australia
- Community Mental Health Australia
- Deaf Australia
- Deafblind Australia
- Deafness Forum of Australia
- Disability Advocacy Network Australia
- Down Syndrome Australia
- First Peoples Disability Network
- Inclusion Australia
- JFA Purple Orange
- Mental Health Australia
- National Disability and Carers Alliance / Every Australian Counts

- National Ethnic Disability Alliance
- National Mental Health Consumer Carer Forum
- People with Disability Australia
- Physical Disability Australia
- ReImagine Australia
- Self Advocacy Resource Unit
- Women with Disabilities Australia
- Young People in Nursing Homes National Alliance

Membership is at the CEO level only.

Stakeholder Engagement themed workshops

This quarter, the NDIA held a number of sessions to the sector on nominated topics of interest:

- NDIS App Session 1 (12 October 2022) and Session 2 (16 November 2022). The myNDIS app was created because participants and their families told the Agency that the myplace participant portal was confusing and difficult to navigate. The presentations covered the following:
 - How the app was co-designed
 - Some of the features and accessibility improvements the Agency have added since the release of the app
 - To discuss plans for the app and seek feedback about how to get more participants to utilise it

Information Gathering for Access and Planning

The Information Gathering for Access and Planning (IGAP) project will deliver a new person-centred model of information gathering that delivers consistency and equity in access and planning outcomes.

Since October 2022, the NDIA has:

- Finalised a summary report that provides an overview of the first phase of co-design and engagement with the disability community. The report details peoples' experiences with current access and planning information gathering processes. The engagement approach included targeted engagement through focus groups, and broad engagement through an online survey.
- Completed two research projects to build an evidence base and shared understanding of the information gathering requirements that arise from the NDIS Act, and the NDIA's clinical advisory function.
- Engaged with medical colleges and peak allied health bodies, to understand their perspectives on the challenges with NDIS access and planning processes.
- Held a planning workshop with the IGAP Steering Committee to commence the development of a forward workplan to progress short and medium term improvements through the IGAP project in 2023, alongside the work of the NDIS Review.

Home and Living

The NDIA is co-designing a Framework to inform the way the Scheme supports participants to pursue their home and living goals. The aim is to give participants more choice and control over where they live, who they live with and how they are supported.

The co-designed Framework will deliver:

- A new way to support participants, their families and carers with information, assistance and connections to understand home and living options.
- A new way of gathering information to determine reasonable and necessary home and living funding.
- Flexible budgets that give more choice and control to participants.
- A new home and living approach for participants who need a high level of home and living support.

Since October 2022, the NDIA has:

- Worked with the sector to complete testing of the policy solutions with diverse cohorts, including First Nations people, people from CALD communities, people with intellectual disability and complex communication and access supports needs, people from rural and remote areas and people living in crisis settings.
- Undertaken further engagement on the Framework with the:
 - Home and Living Policy Steering Committee
 - IAC
 - Intellectual Disability Reference Group
 - Home and Living Reference Group
 - DRCO CEO Forum
 - Industry Chief Executive Forum
- Commenced development of an implementation plan to support the Framework.

Participant Safeguarding

The NDIA is co-designing an overarching policy and implementation plan on participant safeguarding to guide the work of the NDIA in supporting participants to think about their own safety. In developing this policy, consideration is being given to existing frameworks and evidence-based research, as well as advice provided by the IAC.

To help create this policy, since October 2022 the NDIA has:

- Completed various engagement activities, including virtual workshops with key target groups including participants, families and carers, providers and NDIA staff and partners.
- Completed tailored engagement with key population and diverse cohorts including First Nations people, LGBTQIA+, people from CALD communities and people with complex needs.
- Completed a scoping review to identify evidence for strategies to safeguard people with a disability against abuse, neglect and exploitation.
- Undertaken further engagement on the draft policy with the:
 - Participant Safeguarding Steering Committee, consisting of participant and carer representatives, DRCO representatives, NDIA representatives, States and Territories, the NDIS Quality and Safeguards Commission, and DSS
 - IAC
 - National Mental Health Sector Reference Group
 - Participant Reference Group
 - DRCO Forum

Supported Decision Making

The NDIA is co-designing a policy and implementation plan to guide how the NDIA supports NDIS participants to make decisions. The Supported Decision Making policy will aim to:

- Increase the opportunity for participants to be actively involved in making decisions about their lives and to exercise real choice and control.
- Support development of participants' capability in making decisions (and helping participants to explore and make those decisions).
- Build the capacity of decision supporters, Agency staff and partners to recognise and enable the will and preference of participants.
- Strengthen a support for decision making approach in the appointment of nominees.

To help develop this policy, since October 2022 the NDIA has:

- Completed all planned co-design engagement activities. These engagements were undertaken in partnership with Inclusion Australia.
- Undertaken further engagement on the draft policy with the:
 - Supported Decision Making Steering Committee
 - IAC
 - Intellectual Disability Reference Group
 - Academics, public advocates and Disabled Peoples' Organisations
 - DRCO Forum

Culturally and Linguistically Diverse Strategy

In 2021, the NDIA commenced working alongside CALD participants, nominees, families, carers, providers and sector stakeholders to commence the co-design of the new CALD Strategy 2023–2027. The new CALD Strategy will enable the NDIA to have a clear strategic approach to supporting CALD participants, families and carers. It also supports people with disability from CALD backgrounds to have the same opportunity to access the NDIS and use their plan as the broader population. In co-designing the new CALD Strategy, the NDIS is committed to a broad national engagement approach which allows for deep engagement with key CALD stakeholders at a national, state and territory and local level.

The NDIA has established a CALD External Advisory Group to provide strategic advice, governance and oversight for the co-design and development of the new CALD Strategy. The CALD External Advisory Group is responsible for ensuring that the voices of CALD people with disability are heard through the co-design process, and for reviewing and endorsing the new CALD Strategy.

Since September 2022, the NDIA has:

- Delivered a range of focus group sessions to listen to the challenges that impact CALD participants and to co-design potential solutions and actions that will inform the new CALD Strategy.
- Coordinated additional community conversations with stakeholders at a local level. Community conversations provide an opportunity to engage with participants from communities and backgrounds that are unlikely to contribute through more formal settings (i.e. online focus group sessions), and provides them with an opportunity to contribute towards the development of the new CALD Strategy.
- Commenced activities to deliver the CALD Strategy Summit in February 2023. This event will bring together members of the Advisory Group and will provide an opportunity for the NDIA to share learnings and hear from CALD communities about the issues that are important to them. This event will also provide an opportunity for the NDIA to test proposed actions with that will inform the new CALD Strategy with the Advisory Group for feedback.

First Nations Strategy

At the end of 2021, the NDIA began the process of developing a new First Nations Strategy, to replace the 2017 Aboriginal and Torres Strait Islander Strategy.

The NDIA has publicly committed to working with First Nations people with disability, participants, the broader First Nations disability community, families, carers, and sector stakeholders to co-design a new First Nations Strategy to close the gap between NDIS outcomes for First Nations people and the broader population.

The NDIA has developed a Current State Snapshot report, identifying preliminary issue and priority areas for First Nations people with disability. The report will be used as a starting point to guide the broader consultation and co-design process to develop the First Nations Strategy.

Since September 2022, the NDIA has:

- Signed a partnership agreement with First Peoples Disability Network (FPDN) to work together on the First Nations Strategy, as well as short-term priorities and opportunity areas for the NDIA to support First Nations people with disability.
- Progressed the establishment of a First Nations Advisory Council, to provide strategic advice to inform actions, programs and initiatives that the Agency is delivering. The First Nations Advisory Council will ensure the Agency's actions to support and improve outcomes for First Nations people with disability are guided by First Nations peoples and sector representatives.
- Commenced recruitment for a First Nations Strategic Advisor to 'walk alongside' the project team to develop the First Nations Strategy.
- Commenced planning for a broader public engagement consultation and co-design phase, to be undertaken with First Nations people with disability, participants, communities, representative organisations and service providers.

6.3 Valued input from the Independent Advisory Council

The IAC continues to provide valued advice to the NDIA Board and management.

The IAC continues to work closely with NDIA management and the NDIA Board. This quarter, Council welcomed the co-Chairs of the NDIS Review, Professor Bruce Bonyhady AM and Ms Lisa Paul AO PSM, to its November meeting. Council looks forward to working with and receiving regular updates from the NDIS Review panel.

Council progressed work on the drafting of advice ‘Improving the NDIS for children and young people: the importance of being guided by their voice’ and the draft statement for ‘Operationalising Intersectionality’. The ‘Improving Equity in the NDIS’ advice will progress to the NDIA Board in Quarter 3.

Council’s Intellectual Disability and Equity and Inclusion Reference Groups held their first official meetings for 2022–23. The Home and Living Reference Group held their second meeting during this quarter 2022–23.

Council continues to actively collaborate with the NDIA on a variety of Corporate Plan and co-design priorities and the Council’s own plan of work, including:

- Home and Living Framework
- Supported Decision Making Policy
- Participant Safeguarding Policy
- Development of new First Nations and CALD strategies

Council released its Work Plan in this quarter, which discusses its priorities for the year ahead. Council’s Annual Report for 2021–22 is scheduled for release in the next quarter. The workplan can be found [NEWS — Independent Advisory Council](https://www.ndis-iac.com.au/news)¹²⁹.

129 <https://www.ndis-iac.com.au/news>

6.4 Public data sharing and the latest release of information

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

On 4 November 2022, the [Annual Financial Sustainability Report \(AFSR\)](#)¹³⁰ for 2021–22 was publicly released, providing an assessment of the financial sustainability of the NDIS using data to 30 June 2022. This was preceded by the [release of AFSRs and peer review reports](#)¹³¹ from previous years commencing from 2013–14 to the current financial year.

On 15 November 2022, the Agency released first quarter NDIS data, refreshing [downloadable data](#)¹³² on data.ndis.gov.au with information up to 30 September 2022.

An updated version of [explore data](#)¹³³, an online interactive tool that allows the public to download open access Agency data, was released on 24 November 2022. The updated tool includes more datasets and improved functionality, including being able to compare multiple financial quarters of data.

Following a technical issue, the tool was removed to make some necessary data adjustments and reinstated in early January 2023.

On 22 December 2022, a new series of reports on the 13 primary disability types in the Scheme were publicly released. The [participant dashboard series](#)¹³⁴ contain key insights about demographics, supports, outcomes, and providers data for NDIS participants within each of the 13 primary disability types.

Several “deep dive” reports and analyses have also been released in previous quarters:

Figure 114: List of reports and analyses released and available at data.ndis.gov.au

Participant dashboards	Data ‘as at’ date
Acquired Brain Injury	30 September 2022
Autism	
Cerebral Palsy	
Developmental Delay	
Down Syndrome	
Global Developmental Delay	
Hearing	
Intellectual disability	
Multiple sclerosis	
Psychosocial	
Spinal Cord Injury	
Stroke	
Visual impairment	

¹³⁰ <https://ndis.gov.au/about-us/publications/annual-financial-sustainability-reports>

¹³¹ <https://data.ndis.gov.au/reports-and-analyses/previous-annual-financial-sustainability-reports>

¹³² <https://data.ndis.gov.au/data-downloads>

¹³³ <https://data.ndis.gov.au/explore-data>

¹³⁴ <https://data.ndis.gov.au/reports-and-analyses/participant-dashboards>

Participant reports and analyses	Data 'as at' date
Participants with autism spectrum disorder (ASD)	31 March 2018
Participants with a psychosocial disability in the NDIS	30 June 2019
Participants with an intellectual disability in the NDIS	31 December 2019
Participants with acquired brain injury, cerebral palsy or spinal cord injury in the NDIS	31 December 2020
Participants with a neurodegenerative condition in the NDIS	31 March 2021
Participants with sensory disabilities in the NDIS	31 March 2021
Aboriginal and Torres Strait Islander participants	30 June 2019
CALD participants	30 June 2019
Analysis of participants by gender	31 December 2019
Young adults in the NDIS aged 15 to 24 years	30 June 2021
Young people in the NDIS aged 0 to 14 years old	30 June 2020
Participants by remoteness classification	30 June 2020

Outcomes and goals	Data 'as at' date
Outcomes report: dashboards and datasets for LGAs and NDIS service districts for participant and an outcomes report for families/carers	30 June 2021, 30 June 2020 30 June 2019, 30 June 2018
Health and wellbeing of NDIS participants and their families and carers	30 June 2021
Employment outcomes for NDIS participants	31 December 2021
Employment outcomes for families and carers of NDIS participants	31 December 2020
Employment outcomes	30 June 2018
People with disability and their NDIS goals	31 December 2019
COVID-19 impact on participants and family/carer outcomes	30 June 2020

The NDIS Market Reports	Data 'as at' date
The NDIS Market (Market Monitoring)	31 December 2021, 30 June 2021
Dashboards with market summaries, datasets for LGAs and NDIS service districts ^{135,136}	31 December 2020, 30 June 2020 31 December 2019, 30 June 2019

135 <https://data.ndis.gov.au/data-downloads>

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

6.5 Cyber Security

NDIA Cyber Security continues to proactively identify the most likely and significant threats to enable the informed implementation of risk mitigation.

The NDIA continues to be directly and indirectly impacted by cyber threats from internal and external sources. Additionally, the NDIA is part of a broader ecosystem, interacting with community partners, service providers, and other government departments, which raises the level of cyber risk to the NDIA.

The NDIA, in conjunction with other cyber security conscious partner organisations, manages against risk and continues to be targeted by social activists, criminal enterprises, state actors and other parties with various motivations. These threats to the NDIA manifest themselves through the use of malware, ransomware, phishing, and social engineering to extort funds, expose sensitive information and deny people of online services. NDIA internal threats present themselves through the misuse of access and information with the intent of causing political and social embarrassment or supporting criminal enterprise.

The NDIA has now established an Insider Threat Team to understand and counter the threats from trusted insiders. This capability is beginning its uplift with a roadmap to enhance the Agency's ability to detect, deter, respond, and disrupt adverse activity from trusted insiders.

The NDIA has embarked on a multi-year technology change agenda which incorporates a significant uplift of cyber threat detection and prevention capabilities, as well as improving the understanding and management of ICT Risk in NDIA. The NDIA is improving its ability to detect and respond to threats to NDIA systems and data through the Security Operations Centre utilising sophisticated tool sets. The NDIA Cyber Risk management program seeks to implement improved ICT practices to reduce the risk of ICT platforms within the NDIA, whilst maintaining the accessibility of services required for staff, participants, and the disability sector.

The NDIA conducts regular internal communication and training with staff and partners to maintain awareness of cyber threats, which is reviewed regularly to ensure the training and messaging is effective.

6.6 Fraud and Compliance

The NDIA continues to identify and respond to compliance risks.

The federal government delivered the Federal Budget on 25 October 2022. The Budget set aside \$126m over four years to establish a Fraud Fusion Taskforce to target fraud and serious non-compliance. The taskforce will bring together the NDIA, Services Australia, law enforcement agencies and regulators, to better enable intelligence sharing, identification and response to fraud perpetrated by serious organised crime entities and others seeking to exploit the Government's system of social supports.

The NDIA continues to identify and respond to compliance risks. Since the establishment of the Compliance Response Team in July 2021, the NDIA has significantly increased its targeted compliance activity. The NDIA regularly monitors and responds to incorrect or unusual claims made by registered providers.

A key element of the NDIA's compliance approach is to collaborate with registered providers to raise awareness of their responsibilities and to educate them on how to be compliant when claiming. This quarter, there was a significant focus on proactive compliance engagements with over 1,700 registered providers contacted and asked to review claims for payment where participants may have been overcharged. This included discussions with several providers to encourage them to review their claiming processes and business drivers that may contribute to non-compliant claiming.

Quarter 2 continued to see an increase in the number of tip-offs received by the Agency via the Fraud Reporting and Scams Helpline. The NDIA received 3,792 tip-offs in this quarter as compared to 2,422 for the same period in 2021–22. A total of 7,125 tip offs have been received this financial year, when compared with 4,742 from the same period last financial year. This represents an 55% increase in the volume of tip-offs in 2022–23. A specialist compliance officer assesses all tip-offs, to determine the most appropriate action to be taken to address the concerns reported.

As of 31 December 2022, there were thirty-nine fraud matters under investigation and an additional ten matters under preliminary evaluation for investigation. Of these, thirteen matters are before the courts under prosecution, with a total alleged fraud value of \$13.4 million. Key investigation activities or outcomes in this quarter included:

- A Western Australian woman was charged with two counts of dealing in the proceeds of crime, and two counts of obtaining a financial advantage by deception, related to alleged fraud against the Scheme of \$247,484. Further charges are anticipated, with subsequent enquiries uncovering a total of \$1.175m in confirmed fraud.
- An additional five offenders have been referred to the CDPP in relation to Operation Pyxis. Offences include conspiracy to commit fraud, obtaining financial advantage by deception and dealing in the proceeds of crime. Total established fraud: \$2.1m.
- \$2m in assets were identified and restrained by AFP's Criminal Assets Confiscation Team in relation to Operation Pyxis.
- A Newcastle woman was found guilty of defrauding the Scheme of \$556,328 and sentenced to five years, 4 months' imprisonment.

- In October, a Melbourne man was sentenced to a term of imprisonment for unrelated fraud offences committed in Queensland. On his release on 5 July 2023, he will be sentenced for NDIA fraud totalling \$169,438 committed in Victoria.
- Two warrants were executed simultaneously in Western Australia and New South Wales with evidence seized. Analysis of seized devices is underway.
- One investigation has been referred into the newly formed Fraud Fusion Intelligence Centre.
- The NQSC, working in close collaboration with NDIA Fraud Investigations issued a total of ten banning orders on individuals and Provider organisations the subject of NDIA investigations.

6.7 NDIA's new Information and Communication Technology (ICT) system

Real time testing of the new ICT system in Tasmania.

The NDIA started real-time testing of our new ICT system and improved processes in Tasmania in November 2022. From 14 November, new NDIS participants approaching and joining the Scheme experienced the new ICT system and processes, existing NDIS participants started to use the new system from 28 November 2022.

Our new ICT system has been informed by ongoing extensive consultation with participants, NDIA staff, NDIS partners and providers. A key design principle of the system has been to minimise any changes for external stakeholders. Collaborating with our stakeholders has helped us understand what they want and need and how the features of new system can help us provide a better experience for participants.

The Tasmania real-time test involves people with disability, people applying to access the Scheme, new and existing participants, NDIA staff, Tasmanian Partners in the Community (local area coordinators and early childhood partners), providers, and the disability community. Results of this initial test will help inform a larger national rollout expected to begin in 2023.

Real-time testing involves participants and providers being supported by NDIA staff and our Tasmanian Partners in the Community through every step of their journey.

The test means the NDIA will be able to update and improve the system based on the experience and feedback received. It will also make sure that system works as designed, the training and support is appropriate, and the new system delivers an improved participant experience.

It has also allowed us to fully test the end-to-end access, planning and implementation process with Tasmanian participants plus increased early support and community connections from our Partners in the Community.

Throughout the test in Tasmania, the NDIA will gradually release new features and test additional improvements to the new ICT system.

The NDIA are capturing feedback, data and insights that will contribute to an evaluation of the test in Tasmania. The NDIA expects to release a summary of the evaluation in April 2023.

Test milestones

As of 31 December 2022:

- The NDIA have worked with eighty-eight children, families and people approaching the NDIS to provide early support and community connections
- More than thirty access decisions have been made, and
- Over 160 plan reassessments (formerly called plan reviews) have been undertaken as well as twenty-one first plans for new participants.

The NDIA now have providers and participants registered and starting to use the new my NDIS participant and provider portals. Participants submit claims through a new accessible and easy to use portal while providers continued to manage all payments through the existing myplace provider portal.

Features of the new my NDIS provider portal such as request for service for support coordination and viewing parts of a participant's plan with a participant's consent are also being tested. Feedback from providers has been received and further improvements will be added in early 2023.

It's expected that more existing Tasmanian NDIS participants will begin using the new ICT system as their current NDIS plan ends and they go through a plan reassessment.

External Engagement Activity

From August to December 2022, the NDIA held over 150 external engagement activities relating to the new ICT system and improved NDIS processes.

Current engagement activities have told us that external stakeholders want:

- A focus on Plain English language and accessible communication.
- More information about how Partners in the Community support community connections and connecting with mainstream and other government services.
- Assurance on claims and payments with the removal of service bookings.

Future engagement activities will continue in 2023 and include a strong emphasis on listening and making improvements based on feedback.

The [NDIS website](https://www.ndis.gov.au/improvements)¹³⁷ has further information about the Tasmania test, including animations and easy read materials explaining why and what the NDIA are testing in Tasmania and how the new ICT system will help us deliver a better participant experience.

¹³⁷ <https://www.ndis.gov.au/improvements>



National Disability Insurance Agency



Telephone 1800 800 110



Webchat [ndis.gov.au](https://www.ndis.gov.au)

Follow us on our social channels



For people who need help with English



TIS: 131 450

For people who are deaf or hard of hearing



TTY: 1800 555 677



Speak and Listen: 1800 555 727

Appendix A:

Key Definitions

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

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

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

Active provider: An approved person or provider of supports who have received payment for supporting Agency-managed participants.

Administrative Appeals Tribunal (AAT): An independent body that conducts reviews of administrative decisions made under Commonwealth laws.

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

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

Average payments: Total payments paid in a period divided by the average number of active participants in that period. The average number of active participants is the average of the active participants at the start and the end of the period.

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

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

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

Claiming provider: A provider that has directly claimed payments for supports. For plan managed payments, this will be passed on to the support provider.

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

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

Early Childhood Approach (ECA): An approach which supports children younger than 7 who have developmental delay or disability and their families/carers. Depending on individual circumstances a child may move through the ECA program to become an NDIS participant on either an s.24 Permanent Disability (PD) or s.25 Early Intervention (EI) participant.

First Nations Peoples: Identified as Aboriginal but not Torres Strait Islander; or Australian Aboriginal; or Torres Strait Islander.

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

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

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

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

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

National Disability Insurance Agency (NDIA): The Commonwealth government organisation administering the NDIS. In this report the NDIA is also referred to as 'the Agency'.

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

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

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

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

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

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

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

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

Provider: A provider of services and/or supports (registered or unregistered) to participants.

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

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

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

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

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

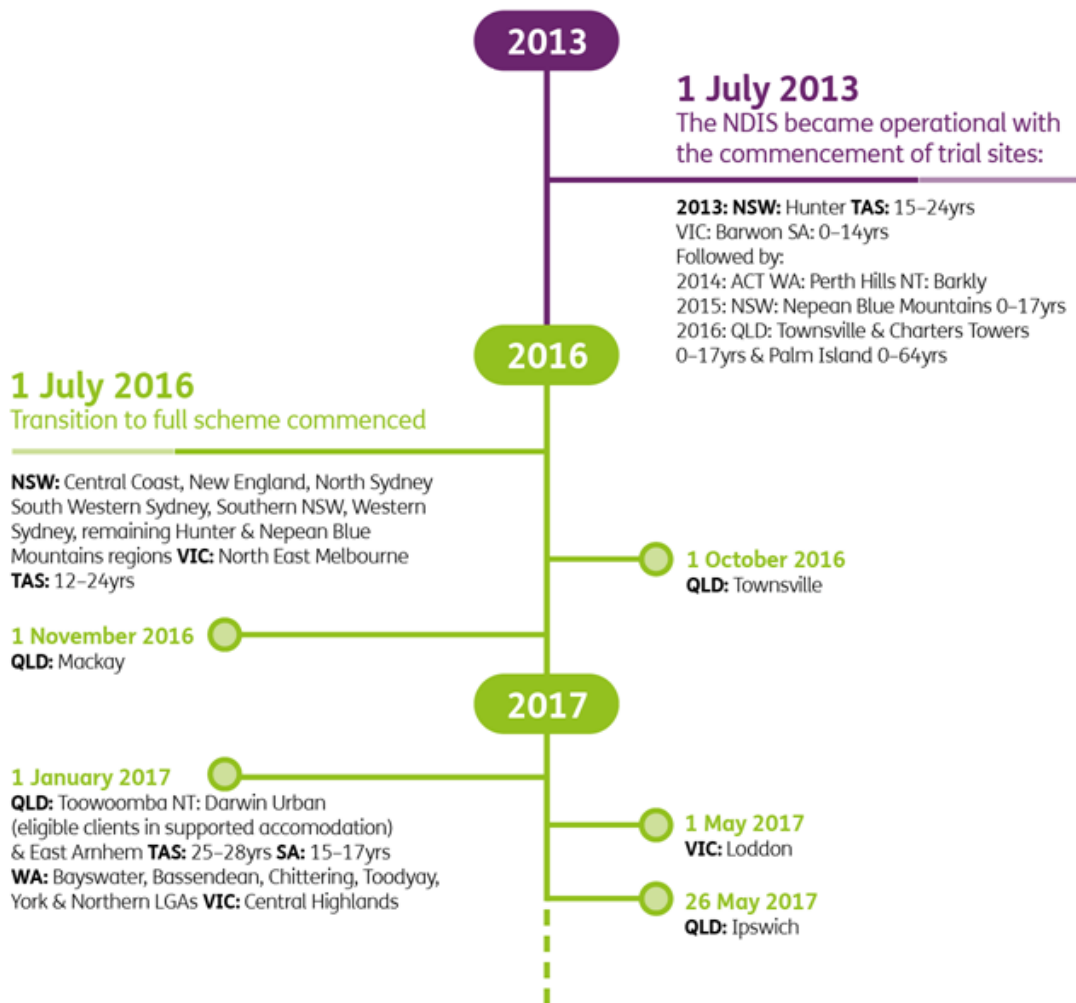
Unregistered provider: A provider of supports that has not registered as a provider with the NDIS Quality and Safeguards Commission. An unregistered provider can support participants that are plan managed or self managed.

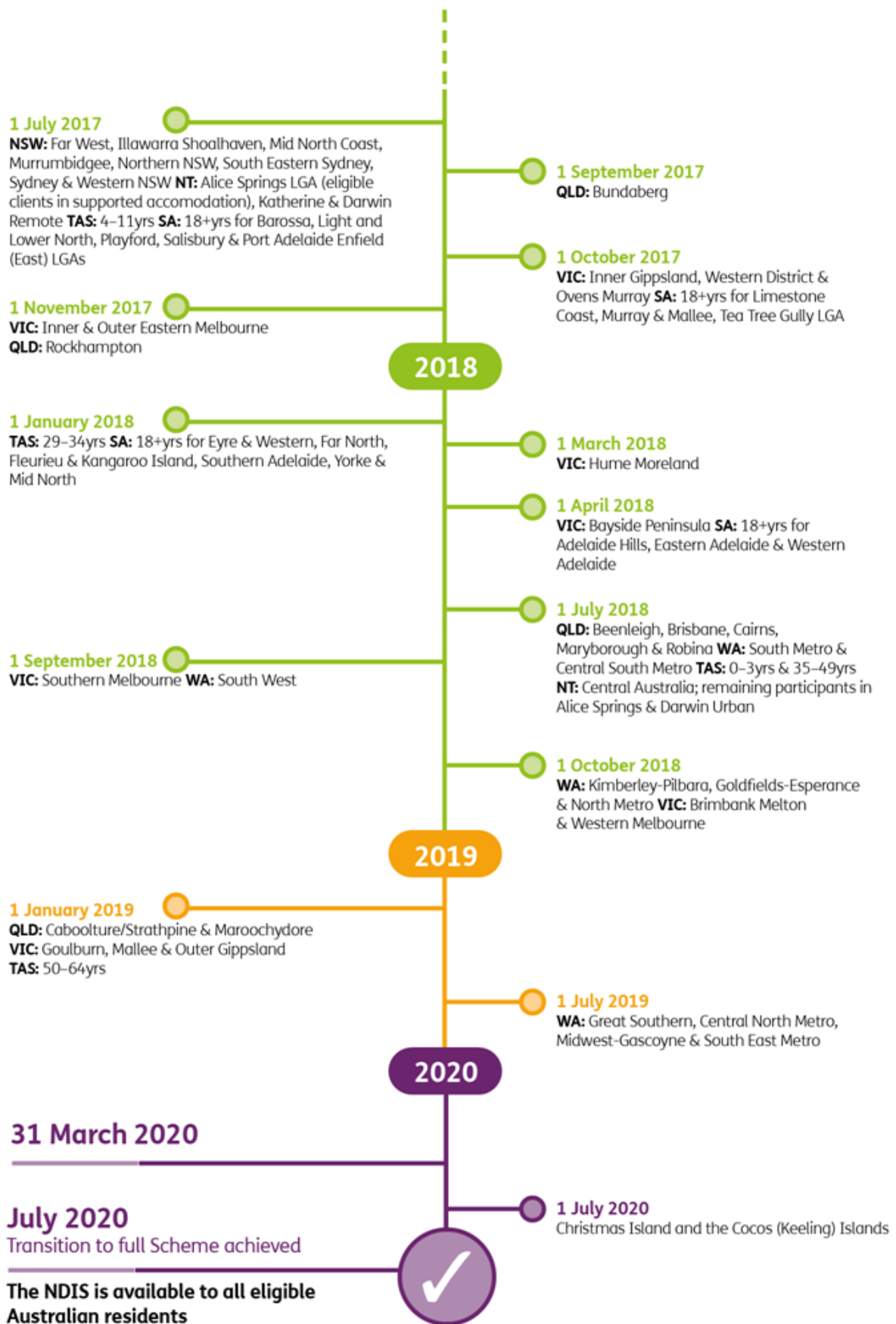
Appendix B:

Scheme roll-out: Timing and locations

Figure B.1 outlines the timeline and roll-out of the NDIS.

Figure B.1 NDIS roll-out schedule





Appendix C:

Approved plans and children accessing early connections

Table C.1 compares plan approvals (including children accessing early connections) with bilateral estimates.

The scheme to date bilateral estimates for WA are as at 31 December 2022, for NT are as at 30 June 2020, and for all other States/Territories are unchanged from 30 June 2019.

A detailed summary of children younger than 7 in the Scheme by State/Territory is also included in Table C.2, including children accessing early connections.

Table C.1 Plan approvals to date (including children accessing early connections) compared to bilateral estimates ^{1 2 3 4 5}

State/Territory	All plans approved (excl. children accessing early connections)	Children accessing early connections	All plans approved (incl. children accessing early connections)	Total bilateral estimates	Comparison for all plan approvals (incl. children accessing early connections) with bilateral estimates
NSW	186,772	5,047	191,819	141,957	135%
VIC	163,508	3,177	166,685	105,324	158%
QLD	123,892	4,259	128,151	91,217	140%
WA	50,929	974	51,903	43,946	118%
SA	53,227	977	54,204	32,284	133%
TAS	13,381	183	13,564	10,587	128%
ACT	11,702	199	11,901	5,075	235%
NT	5,809	98	5,907	6,545	90%
Total	609,220	14,914	624,134	436,935	143%

¹ All plans approved includes participants who have exited the Scheme since receiving an initial plan, in line with the measurement of progress against bilateral estimates.

² State/Territory in this table is defined by the address of first plan approval of the participant, in line with the method used to measure progress against bilateral estimates. Under this original definition of jurisdiction, there are no participants recorded under Other Territories.

³ The definition used to report on Early Childhood Approach is the number of children accessing early connections. These include any early childhood therapy supports and/or mainstream referrals.

⁴ These results do not differentiate between approved plans for participants who met Section 25 of the NDIS Act for access (Early Intervention), compared with plans for those who met Section 24 of the NDIS Act for access (Permanent Disability). Table E.5 shows numbers of active participants split into these Early Intervention and Permanent Disability categories.

⁵ There are no children accessing early connections at 31 December 2022 with Missing jurisdiction information.

Table C.2 Summary of children younger than 7 who have approached the Scheme for support by jurisdiction and status ^{6 7}

State/ Territory	Active approved plans (children younger than 7 as at 31 December 2022)	Access met but yet to have an approved plan (children younger than 7 as at 31 December 2022)	Access request (no decision) - Children accessing early connections	Access request (no decision) - Children waiting for early connections	Access request (no decision) - Neither accessing nor waiting for connections	Others accessing or waiting on early connections - Accessing early connections	Others accessing or waiting on early connections - Waiting for early connections	Total
NSW	28,436	795	850	<11	391	4,197	36	34,708
VIC	26,820	1,219	791	16	284	2,386	157	31,673
QLD	20,177	1,189	671	<11	348	3,588	32	26,011
SA	7,007	216	151	<11	83	826	66	8,351
WA	5,978	384	185	<11	48	789	17	7,405
TAS	1,713	32	17	<11	132	166	<11	2,066
ACT	1,255	32	43	<11	<11	156	<11	1,496
NT	980	68	31	<11	39	67	<11	1,187
OT	<11	<11	<11	<11	<11	<11	<11	<11
Total	92,368	3,935	2,739	32	1,335	12,175	315	112,899

⁶ This table includes 287 children aged over 6 accessing early connections as at 31 December 2022, and a further 20 children aged over 6 who are waiting for early connections.

⁷ Early connections include any early childhood therapy supports and/or mainstream referrals.

Appendix D:

Outcomes Framework Questionnaires

About the outcomes framework questionnaires

The NDIS outcomes framework questionnaires measure the medium and long-term benefits of the Scheme to participants. These questionnaires are one way the NDIA is measuring Scheme outcomes. The questionnaires collect baseline measures when participants enter the Scheme, and track future outcomes against baseline measures to assess progress. Baseline measures were collected from 99% of participants who received their initial plan since 1 July 2016.

The information collected from participants and their families and carers (for participants aged 14 or under) tracks how participants are progressing across eight life domains:

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

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

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

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

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

Home: Relates to participants' satisfaction in their home now and in five years' time, and whether they feel safe.

Lifelong Learning: Includes educational, training and learning experiences.

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

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

Appendix E:

National

The new Information and Communications Technology (ICT) system test commenced in Tasmania in the December 2022 quarter. This is the first Quarterly Report to the Disability Minister that combines data from the current and new ICT systems. This may lead to some minor restatements of information in this and future reports.

Part One: Participants and their plans

Table E.1 Active participants by quarter of entry, plan and entry type – National ⁸

Participant breakdown	Prior Quarters	2022-23 Q2	Total
Access decisions	709,992	27,534	737,526
Active Eligible - Total	562,624	21,317	583,941
<i>Active Eligible - New</i>	341,226	20,695	361,921
<i>Active Eligible - States</i>	179,856	381	180,237
<i>Active Eligible - Commonwealth</i>	41,542	241	41,783
Active Participant Plans (excl ECA) - Total	552,865	20,477	573,342
<i>Active Participant Plans (excl ECA) - New</i>	333,246	19,885	353,131
<i>Active Participant Plans (excl ECA) - State</i>	178,316	366	178,682
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	41,303	226	41,529
Active Participant Plans - Total	567,349	35,391	588,256
<i>Active Participant Plans - Early Intervention (s25)</i>	156,063	11,627	167,690
<i>Active Participant Plans - Permanent Disability (s24)</i>	396,802	8,850	405,652
<i>Active Participant Plans - ECA</i>	14,484	14,914	14,914

Table E.2 People have left the Scheme since 1 July 2013 as at 31 December 2022 – National

People leaving the Scheme	Total
Number of people who have left the Scheme	35,878
<i>Early Intervention participants</i>	10,006
<i>Permanent disability participants</i>	25,872

⁸ The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

Table E.3 Assessment of access by age group and gender – National

Age Group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
0 to 6	133,147	98%	55,436	98%	1,810	96%	190,393	98%
7 to 14	79,558	89%	38,369	89%	1,762	83%	119,689	89%
15 to 18	24,897	91%	14,546	88%	749	87%	40,192	90%
19 to 24	20,631	91%	13,281	85%	542	81%	34,454	88%
25 to 34	25,917	88%	20,110	81%	665	78%	46,692	85%
35 to 44	26,393	85%	23,052	76%	541	70%	49,986	81%
45 to 54	32,883	82%	30,579	71%	697	64%	64,159	76%
55 to 64	41,041	75%	37,493	64%	819	56%	79,353	69%
65+	2,466	62%	2,113	52%	62	53%	4,641	57%
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
Total	386,934	89%	234,981	80%	7,648	78%	629,563	85%

Table E.4 Assessment of access by primary disability group and gender – National ⁹

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	13,124	93%	6,620	92%	165	85%	19,909	92%
Autism	144,381	97%	56,467	97%	3,449	94%	204,297	97%
Cerebral palsy	10,058	97%	8,099	96%	140	92%	18,297	97%
Developmental delay	48,124	98%	19,937	98%	603	97%	68,664	98%
Global developmental delay	10,443	99%	4,343	99%	118	97%	14,904	99%
Hearing impairment	12,902	90%	13,598	87%	363	86%	26,863	88%
Intellectual disability	59,218	96%	44,935	95%	803	90%	104,956	95%
Multiple sclerosis	2,692	90%	7,807	89%	100	75%	10,599	89%
Psychosocial disability	33,002	75%	31,090	67%	815	58%	64,907	71%
Spinal cord injury	4,447	95%	1,827	92%	84	92%	6,358	94%
Stroke	5,647	86%	4,181	84%	97	79%	9,925	85%
Visual impairment	5,500	88%	5,211	87%	102	76%	10,813	87%
Other neurological	14,997	81%	12,271	79%	264	71%	27,532	80%
Other physical	11,989	51%	11,908	38%	285	31%	24,182	43%
Other sensory/speech	2,680	50%	1,041	44%	29	27%	3,750	48%
Other	5,154	46%	3,560	31%	123	32%	8,837	38%
Missing	2,576	94%	2,086	94%	108	98%	4,770	94%
Total	386,934	89%	234,981	80%	7,648	78%	629,563	85%

⁹ Down syndrome is included in intellectual disability.

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred percent.

Table E.5 Participant profile per quarter by participants identifying as First Nations Peoples – National

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
First Nations Participants	40,765	7%	1,914	9%	42,679	7%
Non-First Nations Participants	420,059	76%	16,275	79%	436,334	76%
Not Stated	92,041	17%	2,288	11%	94,329	16%
Total	552,865	100%	20,477	100%	573,342	100%

Table E.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – National ¹⁰

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	50,779	9%	1,742	9%	52,521	9%
Not culturally and linguistically diverse	496,812	90%	18,701	91%	515,513	90%
Not stated	5,274	1%	34	0%	5,308	1%
Total	552,865	100%	20,477	100%	573,342	100%

¹⁰ The number of CALD participants excludes participants who identify as First Nations Peoples from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

Table E.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2022 – National ¹¹

Age group	Total number of active participants
Under 45	48
45 to 54	313
55 to 64	1,792
Total YPIRAC (under 65)	2,153

Table E.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – National ¹²

Participants in residential aged care (under 65)	Incremental	Cumulative
Dec-19	113	3,708
Mar-20	35	3,743
Jun-20	-53	3,690
Sep-20	-87	3,603
Dec-20	-106	3,497
Mar-21	-156	3,341
Jun-21	-109	3,232
Sep-21	-171	3,061
Dec-21	-123	2,938
Mar-22	-203	2,735
Jun-22	-205	2,530
Sep-22	-194	2,336
Dec-22	-183	2,153

Table E.9 Participant profile per quarter by remoteness – National ^{13 14}

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Major cities	376,842	68%	14,267	70%	391,109	68%
Population > 50,000	59,936	11%	2,212	11%	62,148	11%
Population between 15,000 and 50,000	46,330	8%	1,537	8%	47,867	8%
Population between 5,000 and 15,000	25,427	5%	843	4%	26,270	5%
Population less than 5,000	35,795	6%	1,310	6%	37,105	6%
Remote	5,143	1%	160	1%	5,303	1%
Very Remote	3,361	1%	145	1%	3,506	1%
Missing	31	n/a	<11	n/a	34	n/a
Total	552,865	100%	20,477	100%	573,342	100%

¹¹ There are a further 2,029 active participants aged 65 years or over who are currently in residential aged care.

¹² The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

¹³ The distributions are calculated excluding active participants with a missing remoteness classification.

¹⁴ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

Table E.10 Participant profile per quarter by primary disability group – National ^{15 16}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	193,328	35%	6,039	29%	199,367	35%
Intellectual disability	97,618	18%	1,189	6%	98,807	17%
Psychosocial disability	57,820	10%	1,692	8%	59,512	10%
Developmental delay	49,796	9%	7,015	34%	56,811	10%
Hearing impairment	25,035	5%	580	3%	25,615	4%
Other neurological	21,161	4%	650	3%	21,811	4%
Other physical	19,268	3%	365	2%	19,633	3%
Cerebral palsy	17,335	3%	133	1%	17,468	3%
Acquired brain injury	16,955	3%	430	2%	17,385	3%
Global developmental delay	12,208	2%	1,104	5%	13,312	2%
Visual impairment	9,696	2%	181	1%	9,877	2%
Multiple sclerosis	9,703	2%	235	1%	9,938	2%
Stroke	8,287	1%	305	1%	8,592	1%
Spinal cord injury	5,614	1%	83	0%	5,697	1%
Other	6,899	1%	464	2%	7,363	1%
Other sensory/speech	2,142	0%	12	0%	2,154	0%
Total	552,865	100%	20,477	100%	573,342	100%

Table E.11 Participant profile per quarter (participants in SIL) by primary disability group – National ^{17 18}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	3,398	11%	<11	n/a	3,398	11%
Intellectual disability	14,406	48%	<11	n/a	14,409	48%
Psychosocial disability	3,290	11%	<11	n/a	3,299	11%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	12	0%	<11	n/a	12	0%
Other neurological	1,689	6%	<11	n/a	1,695	6%
Other physical	281	1%	<11	n/a	282	1%
Cerebral palsy	2,555	9%	<11	n/a	2,555	9%
Acquired brain injury	2,415	8%	<11	n/a	2,424	8%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	101	0%	<11	n/a	102	0%
Multiple sclerosis	353	1%	<11	n/a	354	1%
Stroke	708	2%	<11	n/a	717	2%
Spinal cord injury	224	1%	<11	n/a	226	1%
Other	326	1%	<11	n/a	335	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	29,762	100%	50	100%	29,812	100%

¹⁵ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

¹⁶ Down syndrome is included in intellectual disability, representing 2% of all Scheme participants (11,595).

¹⁷ The results for the current quarter only include participants with Supported Independent Living (SIL) supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into Supported Independent Living (SIL) during the latest quarter are included in the prior quarters results.

¹⁸ Down syndrome is included in intellectual disability, representing 7% of participants in SIL (2,095).

Table E.12 Participant profile per quarter (participants not in SIL) by primary disability group – National ¹⁹

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	189,930	36%	6,039	30%	195,969	36%
Intellectual disability	83,212	16%	1,186	6%	84,398	16%
Psychosocial disability	54,530	10%	1,683	8%	56,213	10%
Developmental delay	49,796	10%	7,015	34%	56,811	10%
Hearing impairment	25,023	5%	580	3%	25,603	5%
Other neurological	19,472	4%	644	3%	20,116	4%
Other physical	18,987	4%	364	2%	19,351	4%
Cerebral palsy	14,780	3%	133	1%	14,913	3%
Acquired brain injury	14,540	3%	421	2%	14,961	3%
Global developmental delay	12,207	2%	1,104	5%	13,311	2%
Visual impairment	9,595	2%	180	1%	9,775	2%
Multiple sclerosis	9,350	2%	234	1%	9,584	2%
Stroke	7,579	1%	296	1%	7,875	1%
Spinal cord injury	5,390	1%	81	0%	5,471	1%
Other	6,573	1%	455	2%	7,028	1%
Other sensory/speech	2,139	0%	12	0%	2,151	0%
Total	523,103	100%	20,427	100%	543,530	100%

Table E.13 Participant profile per quarter by reported level of function – National ²⁰

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
1 (High Function)	56,905	10%	5,966	29%	62,871	11%
2 (High Function)	1,113	0%	62	0%	1,175	0%
3 (High Function)	27,532	5%	1,592	8%	29,124	5%
4 (High Function)	34,848	6%	980	5%	35,828	6%
5 (High Function)	37,440	7%	1,691	8%	39,131	7%
6 (Moderate Function)	130,193	24%	4,900	24%	135,093	24%
7 (Moderate Function)	30,041	5%	812	4%	30,853	5%
8 (Moderate Function)	33,709	6%	846	4%	34,555	6%
9 (Moderate Function)	2,901	1%	84	0%	2,985	1%
10 (Moderate Function)	57,471	10%	1,245	6%	58,716	10%
11 (Low Function)	17,400	3%	156	1%	17,556	3%
12 (Low Function)	75,549	14%	1,435	7%	76,984	13%
13 (Low Function)	37,957	7%	571	3%	38,528	7%
14 (Low Function)	9,314	2%	43	0%	9,357	2%
15 (Low Function)	162	0%	<11	n/a	164	0%
Missing	330	n/a	92	n/a	422	n/a
Total	552,865	100%	20,477	100%	573,342	100%

¹⁹ Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (9,500).

²⁰ The distributions are calculated excluding participants with a missing reported level of function.

Table E.14 Participant profile per quarter by age group – National

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
0 to 6	82,555	15%	9,813	48%	92,368	16%
7 to 14	146,175	26%	3,559	17%	149,734	26%
15 to 18	47,085	9%	1,053	5%	48,138	8%
19 to 24	46,303	8%	645	3%	46,948	8%
25 to 34	49,095	9%	962	5%	50,057	9%
35 to 44	43,954	8%	1,102	5%	45,056	8%
45 to 54	51,834	9%	1,321	6%	53,155	9%
55 to 64	61,210	11%	1,864	9%	63,074	11%
65+	24,654	4%	158	1%	24,812	4%
Total	552,865	100%	20,477	100%	573,342	100%

Table E.15 Number and proportion of active participants by gender and age group at 31 December 2022 – National

Age Group	Male - Count	Male - Percentage of Total	Female - Count	Female - Percentage of Total	Other - Count	Other - Percentage of Total	Total - Count	Total - Percentage of Total	Male to Female ratio
0 to 6	63,666	11%	27,927	5%	775	0%	92,368	16%	2.3
7 to 14	102,763	18%	44,868	8%	2,103	0%	149,734	26%	2.3
15 to 18	31,249	5%	16,074	3%	815	0%	48,138	8%	1.9
19 to 24	29,682	5%	16,568	3%	698	0%	46,948	8%	1.8
25 to 34	29,147	5%	20,231	4%	679	0%	50,057	9%	1.4
35 to 44	24,023	4%	20,512	4%	521	0%	45,056	8%	1.2
45 to 54	27,222	5%	25,372	4%	561	0%	53,155	9%	1.1
55 to 64	32,040	6%	30,415	5%	619	0%	63,074	11%	1.1
65+	12,604	2%	11,985	2%	223	0%	24,812	4%	1.1
Total	352,396	61%	213,952	37%	6,994	1%	573,342	100%	1.6

Table E.16 Number and proportion of active participants by gender and primary disability group at 31 December 2022 – National

Primary disability group	Male - Count	Male - Percentage of Total	Female - Count	Female - Percentage of Total	Other - Count	Other - Percentage of Total	Total - Count	Total - Percentage of Total	Male to Female ratio
Autism	141,071	25%	54,979	10%	3,317	1%	199,367	35%	2.6
Intellectual disability	55,738	10%	42,325	7%	744	0%	98,807	17%	1.3
Psychosocial disability	29,922	5%	28,823	5%	767	0%	59,512	10%	1.0
Developmental delay	39,706	7%	16,572	3%	533	0%	56,811	10%	2.4
Hearing impairment	12,259	2%	13,006	2%	350	0%	25,615	4%	0.9
Other neurological	11,748	2%	9,859	2%	204	0%	21,811	4%	1.2
Other physical	9,572	2%	9,831	2%	230	0%	19,633	3%	1.0
Cerebral palsy	9,585	2%	7,749	1%	134	0%	17,468	3%	1.2
Acquired brain injury	11,417	2%	5,831	1%	137	0%	17,385	3%	2.0
Global developmental delay	9,270	2%	3,934	1%	108	0%	13,312	2%	2.4
Visual impairment	4,984	1%	4,797	1%	96	0%	9,877	2%	1.0
Multiple sclerosis	2,479	0%	7,364	1%	95	0%	9,938	2%	0.3
Stroke	4,839	1%	3,679	1%	74	0%	8,592	1%	1.3
Spinal cord injury	3,982	1%	1,638	0%	77	0%	5,697	1%	2.4
Other	4,297	1%	2,960	1%	104	0%	7,361	1%	1.5
Other sensory/speech	1,527	0%	605	0%	24	0%	2,156	0%	2.5
Total	352,396	61%	213,952	37%	6,994	1%	573,342	100%	1.6

Table E.17 Participation rates by age group and gender at 31 December 2022 – National ²¹

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	5.4%	2.5%	4.0%
7 to 14	7.5%	3.5%	5.6%
15 to 18	4.8%	2.6%	3.8%
19 to 24	2.8%	1.7%	2.3%
25 to 44	1.4%	1.1%	1.2%
45 to 64	1.9%	1.7%	1.8%
Total (aged 0 to 64)	3.0%	1.8%	2.5%

²¹ Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

Part Two: Participant and family/carer outcomes

Note: In Tables E.18 to E.22 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5 and R6 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment and sixth reassessment respectively.

Table E.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=50,149), 'participant social and community engagement rate' (n=50,436), 'parent and carer employment rate' (n=46,786) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=34,565) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 December 2020 - National²²

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	12%	15%	20%	26%
Participant employment rate - Aged 25 to 34 years	28%	27%	29%	26%
Participant employment rate - Aged 35 to 44 years	26%	25%	25%	26%
Participant employment rate - Aged 45 to 54 years	22%	22%	21%	26%
Participant employment rate - Aged 55 to 64 years	17%	16%	15%	26%
Participant employment rate - Aged 65+ years	11%	9%	8%	26%
Participant employment rate - Aged 25 to 64 years	22%	22%	22%	26%
Participant employment rate - Aged 15 to 64 years	20%	20%	21%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	37%	38%	46%
Participant social and community engagement rate - Aged 25 to 34 years	35%	41%	42%	46%
Participant social and community engagement rate - Aged 35 to 44 years	34%	39%	39%	46%
Participant social and community engagement rate - Aged 45 to 54 years	34%	38%	39%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	38%	38%	46%
Participant social and community engagement rate - Aged 65+ years	35%	38%	38%	46%
Participant social and community engagement rate - Aged 25+ years	34%	39%	39%	46%
Participant social and community engagement rate - Aged 15+ years	34%	38%	39%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	49%	51%	50%
Parent and carer employment rate - Aged 15+ years	46%	47%	46%	50%
Parent and carer employment rate - All ages	46%	48%	49%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	62%	68%	75%
Participant Choice and Control - Aged 25+ years	n/a	70%	78%	75%
Participant Choice and Control - Aged 15+ years	n/a	68%	75%	75%

²² Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2020 and have had a second plan reassessment to date.

Table E.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=39,853), 'participant social and community engagement rate' (n=40,148), 'parent and carer employment rate' (n=27,150) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=31,153) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 December 2019 - National²³

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	11%	14%	16%	21%	26%
Participant employment rate - Aged 25 to 34 years	28%	28%	24%	28%	26%
Participant employment rate - Aged 35 to 44 years	28%	29%	25%	28%	26%
Participant employment rate - Aged 45 to 54 years	25%	26%	21%	23%	26%
Participant employment rate - Aged 55 to 64 years	18%	18%	15%	15%	26%
Participant employment rate - Aged 65+ years	12%	11%	9%	8%	26%
Participant employment rate - Aged 25 to 64 years	24%	25%	21%	23%	26%
Participant employment rate - Aged 15 to 64 years	21%	22%	19%	22%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	39%	41%	42%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	43%	45%	46%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	42%	45%	45%	46%
Participant social and community engagement rate - Aged 45 to 54 years	36%	40%	41%	42%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	39%	40%	41%	46%
Participant social and community engagement rate - Aged 65+ years	38%	41%	42%	42%	46%
Participant social and community engagement rate - Aged 25+ years	37%	41%	42%	43%	46%
Participant social and community engagement rate - Aged 15+ years	36%	41%	42%	43%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	48%	49%	51%	50%
Parent and carer employment rate - Aged 15+ years	47%	50%	51%	48%	50%
Parent and carer employment rate - All ages	46%	49%	50%	50%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	67%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	69%	75%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	67%	73%	77%	75%

²³ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a third plan reassessment to date.

Table E.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=25,209), 'participant social and community engagement rate' (n=25,398), 'parent and carer employment rate' (n=13,344) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=21,305) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 December 2018 - National²⁴

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	10%	14%	18%	21%	25%	26%
Participant employment rate - Aged 25 to 34 years	29%	30%	30%	26%	30%	26%
Participant employment rate - Aged 35 to 44 years	31%	32%	31%	28%	29%	26%
Participant employment rate - Aged 45 to 54 years	30%	30%	29%	23%	27%	26%
Participant employment rate - Aged 55 to 64 years	21%	21%	19%	17%	17%	26%
Participant employment rate - Aged 65+ years	14%	13%	11%	9%	9%	26%
Participant employment rate - Aged 25 to 64 years	28%	28%	27%	23%	25%	26%
Participant employment rate - Aged 15 to 64 years	24%	25%	25%	22%	25%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	41%	44%	45%	44%	46%
Participant social and community engagement rate - Aged 25 to 34 years	39%	45%	50%	50%	50%	46%
Participant social and community engagement rate - Aged 35 to 44 years	39%	43%	46%	47%	48%	46%
Participant social and community engagement rate - Aged 45 to 54 years	38%	42%	45%	48%	47%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	41%	42%	43%	43%	46%
Participant social and community engagement rate - Aged 65+ years	36%	40%	41%	43%	44%	46%
Participant social and community engagement rate - Aged 25+ years	38%	43%	45%	46%	47%	46%
Participant social and community engagement rate - Aged 15+ years	37%	42%	45%	46%	46%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	49%	50%	52%	54%	50%
Parent and carer employment rate - Aged 15+ years	47%	50%	52%	52%	49%	50%
Parent and carer employment rate - All ages	47%	50%	51%	52%	52%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	66%	68%	71%	75%
Participant Choice and Control - Aged 25+ years	n/a	67%	74%	77%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	64%	71%	74%	78%	75%

²⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a fourth plan reassessment to date.

Table E.21 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=11,889), 'participant social and community engagement rate' (n=12,110), 'parent and carer employment rate' (n=4,628) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=10,147) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 December 2017 - National²⁵

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	10%	14%	17%	22%	24%	27%	26%
Participant employment rate - Aged 25 to 34 years	28%	30%	30%	31%	26%	29%	26%
Participant employment rate - Aged 35 to 44 years	32%	33%	31%	30%	27%	30%	26%
Participant employment rate - Aged 45 to 54 years	31%	32%	28%	32%	27%	26%	26%
Participant employment rate - Aged 55 to 64 years	26%	25%	21%	20%	17%	19%	26%
Participant employment rate - Aged 65+ years	16%	15%	12%	12%	9%	10%	26%
Participant employment rate - Aged 25 to 64 years	29%	30%	27%	28%	24%	26%	26%
Participant employment rate - Aged 15 to 64 years	26%	27%	25%	27%	24%	26%	26%
Participant social and community engagement rate - Aged 15 to 24 years	31%	37%	42%	44%	45%	43%	46%
Participant social and community engagement rate - Aged 25 to 34 years	34%	43%	48%	51%	51%	50%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	42%	48%	49%	47%	50%	46%
Participant social and community engagement rate - Aged 45 to 54 years	36%	44%	46%	49%	49%	49%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	39%	43%	45%	45%	46%	46%
Participant social and community engagement rate - Aged 65+ years	36%	39%	45%	45%	42%	46%	46%
Participant social and community engagement rate - Aged 25+ years	35%	42%	46%	48%	47%	49%	46%
Participant social and community engagement rate - Aged 15+ years	34%	41%	45%	48%	47%	48%	46%
Parent and carer employment rate - Aged 0 to 14 years	42%	45%	47%	50%	49%	52%	50%
Parent and carer employment rate - Aged 15+ years	48%	52%	54%	56%	54%	54%	50%
Parent and carer employment rate - All ages	45%	48%	50%	53%	51%	53%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	63%	67%	68%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	66%	73%	77%	79%	81%	75%
Participant Choice and Control - Aged 15+ years	n/a	64%	69%	73%	74%	77%	75%

²⁵ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a fifth plan reassessment to date.

Table E.22 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=2,404), 'participant social and community engagement rate' (n=2,505), 'parent and carer employment rate' (n=716) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=1,859) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 31 December 2016 - National²⁶

Age group	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Participant employment rate - Aged 15 to 24 years	9%	14%	14%	22%	19%	14%	25%	26%
Participant employment rate - Aged 25 to 34 years	18%	20%	20%	19%	22%	23%	23%	26%
Participant employment rate - Aged 35 to 44 years	24%	25%	23%	24%	22%	23%	22%	26%
Participant employment rate - Aged 45 to 54 years	28%	28%	27%	25%	23%	23%	23%	26%
Participant employment rate - Aged 55 to 64 years	25%	23%	20%	17%	14%	16%	17%	26%
Participant employment rate - Aged 65+ years	17%	17%	11%	9%	7%	7%	7%	26%
Participant employment rate - Aged 25 to 64 years	23%	24%	22%	21%	20%	22%	21%	26%
Participant employment rate - Aged 15 to 64 years	22%	22%	21%	22%	20%	21%	22%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	36%	39%	45%	44%	43%	38%	46%
Participant social and community engagement rate - Aged 25 to 34 years	31%	37%	48%	50%	56%	52%	52%	46%
Participant social and community engagement rate - Aged 35 to 44 years	34%	39%	46%	50%	52%	50%	54%	46%
Participant social and community engagement rate - Aged 45 to 54 years	38%	40%	47%	50%	49%	59%	53%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	37%	41%	38%	38%	49%	46%	46%
Participant social and community engagement rate - Aged 65+ years	40%	48%	52%	52%	45%	49%	52%	46%
Participant social and community engagement rate - Aged 25+ years	36%	39%	46%	48%	49%	52%	51%	46%
Participant social and community engagement rate - Aged 15+ years	35%	39%	46%	48%	48%	51%	50%	46%
Parent and carer employment rate - Aged 0 to 14 years	42%	45%	47%	51%	46%	49%	50%	50%
Parent and carer employment rate - Aged 15+ years	50%	52%	52%	55%	63%	58%	55%	50%
Parent and carer employment rate - All ages	46%	49%	50%	54%	57%	55%	53%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	65%	63%	66%	68%	71%	75%
Participant Choice and Control - Aged 25+ years	n/a	69%	74%	78%	81%	80%	82%	75%
Participant Choice and Control - Aged 15+ years	n/a	66%	71%	73%	75%	75%	78%	75%

²⁶ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a sixth plan reassessment to date.

Part Three: Participant experience

Table E.23 PSG 1: Explanation of a previous decision, after a request for explanation is received, and proportion achieved within 28 day timeframe by quarter – National

PSG 1	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Number of tasks	249	315	199	252	250	354	314	350
Within timeframe	216	220	197	250	246	352	311	347
Percentage within timeframe	87%	70%	99%	99%	98%	99%	99%	99%

Table E.24 PSG 2: Make an access decision, or request for more information, after an access request has been received, and proportion achieved within 21 day timeframe by quarter – National ²⁷

PSG 2	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Number of tasks	30,138	27,747	27,332	28,906	28,535	24,043	27,043	29,412	28,783
Within timeframe	30,134	27,745	27,330	28,903	28,529	24,035	27,001	29,395	28,768
Percentage within timeframe	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table E.25 PSG 3: Allow sufficient time for prospective participants to provide information, after NDIA has requested further information, and proportion achieved within 90 day timeframe by quarter – National ²⁸

PSG 3	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Number of tasks	1,316	38	1,471	3,143	694	336	159
Within timeframe	1,313	38	1,467	3,120	687	336	155
Percentage within timeframe	100%	100%	100%	99%	99%	100%	97%

Table E.26 PSG 4: Make an access decision, after more information has been provided, and proportion achieved within 14 day timeframe by quarter – National ²⁹

PSG 4	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Number of tasks	5,331	4,631	4,546	4,641	4,183	3,023	2,839	2,478	2,619
Within timeframe	5,237	4,565	4,492	4,564	4,133	2,989	2,808	2,458	2,585
Percentage within timeframe	98%	99%	99%	98%	99%	99%	99%	99%	99%

Table E.27 PSG 5: Commence facilitating the preparation of a plan, after an access decision has been made within 21 day timeframe by quarter – National ³⁰

PSG 5	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Number of tasks	3,995	10,528	15,671	21,430	21,458	18,182	19,817	21,686	21,071
Within timeframe	3,244	8,589	12,818	18,288	19,128	16,304	18,992	21,040	20,325
Percentage within timeframe	81%	82%	82%	85%	89%	90%	96%	97%	96%

Table E.28 PSG 6: Approve a participant's plan, after an access decision has been made (excludes those ECA that have received initial supports), and proportion achieved within timeframe by quarter – National ³¹

PSG 6	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Number of tasks	13,813	12,470	11,925	12,629	12,495	10,816	10,865	11,606	10,674
Within timeframe	12,740	10,868	9,599	10,364	10,750	8,986	9,783	10,812	10,102
Percentage within timeframe (70 days)	92%	87%	89%	90%	92%	90%	94%	96%	97%
Percentage within timeframe (56 days)	n/a	n/a	80%	82%	86%	83%	90%	93%	95%

²⁷ The results for prior quarters have been restated using data as at 31 December 2022 due to a change in the way this metric is measured.

²⁸ Ibid.

²⁹ Ibid.

³⁰ A new business process has been used to measure this metric since July 2021.

³¹ The target timeframe for this metric has been reduced from 70 to 56 days in early 2021.

Table E.29 PSG 7: Approve a plan for ECA participants, after an access decision has been made, and proportion achieved within 90 day timeframe by quarter – National

PSG 7	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Number of tasks	7,601	6,869	6,529	7,944	7,992	8,872	8,586	11,726	9,895
Within timeframe	7,420	6,612	5,970	7,003	7,199	8,095	8,233	11,505	9,701
Percentage within timeframe	98%	96%	91%	88%	90%	91%	96%	98%	98%

Table E.30 PSG 9: If the participant accepts the offer, hold a plan implementation meeting, and proportion achieved within 28 day timeframe by quarter – National

PSG 9	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Number of tasks	62,544	63,045	60,367	69,849	69,028	70,316	70,442	60,918	57,978
Within timeframe	62,544	63,011	60,325	69,795	68,967	70,209	70,298	60,826	57,878
Percentage within timeframe	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table E.31 PSG 11: Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date, and proportion achieved within 56 day timeframe by quarter – National ³²

PSG 11	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Number of tasks	75,077	100,057	86,482	85,942	80,866	74,623	63,105	65,031	37,839
Within timeframe	39,144	3,103	8,676	27,380	28,553	20,808	36,970	54,954	29,163
Percentage within timeframe	52%	3%	10%	32%	35%	28%	59%	85%	77%

Table E.32 PSG 12: Decide whether to undertake a Participant Requested Plan reassessment, after the request is received, and proportion achieved within 21 day timeframe by quarter – National ³³

PSG 12	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Number of tasks	19,475	18,320	21,689	27,072	24,301	24,189	28,002	28,793	33,293
Within timeframe	19,427	18,283	19,673	22,850	24,301	24,185	28,002	26,825	27,111
Percentage within timeframe	100%	100%	91%	84%	100%	100%	100%	93%	81%

Table E.33 PSG 13: Complete a reassessment, after the decision to accept the request was made, and proportion achieved by quarter – National ³⁴

PSG 13	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Number of tasks	13,067	12,743	13,939	18,549	19,503	18,383	22,826	23,017	25,020
Within timeframe	9,311	8,493	10,095	10,674	10,224	9,881	13,773	15,529	17,863
Percentage within timeframe (42 days)	71%	67%	72%	71%	67%	67%	75%	81%	87%
Percentage within timeframe (28 days)	n/a	n/a	n/a	58%	52%	54%	60%	67%	71%

Table E.34 PSG 14: Amend a plan, after the receipt of information that triggers the plan amendment process, and proportion achieved within 28 day timeframe by quarter – National

PSG 14	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Number of tasks	16,810	15,386	15,162	15,572	16,093	15,691	20,854	19,942	18,171
Within timeframe	15,468	14,344	14,178	14,536	14,769	14,627	19,179	18,608	17,056
Percentage within timeframe	92%	93%	94%	93%	92%	93%	92%	93%	94%

Table E.35 PSG 15: Amend a plan, after receipt of information relating to a complex quote that triggers a plan amendment process, and proportion achieved within 50 day timeframe by quarter – National

PSG 15	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Number of tasks	34	22	34	43	47	40	28	26	29
Within timeframe	30	20	32	40	43	37	27	24	28
Percentage within timeframe	88%	91%	94%	93%	91%	93%	96%	92%	97%

³² Note that plans are extended automatically if they have not been reassessed before expiry so participants have continuity of support.

³³ Where a Participant Reassessment Request has been closed and then reopened, the timeframe is measured each time the task is closed in this table.

³⁴ The target timeframe for this metric has been reduced from 42 to 28 days from 1 July 2021.

Table E.36 PSG 17: Complete an internal Review of a Reviewable Decision, after a request is received, and proportion achieved by quarter – National ³⁵

PSG 17	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Number of tasks	8,359	10,388	10,626	14,447	14,299	12,358	10,299	10,548	8,137
Within timeframe	8,166	9,576	10,070	12,923	11,995	10,695	9,888	9,915	7,763
Percentage within timeframe (90 days)	98%	92%	95%	96%	96%	95%	98%	98%	98%
Percentage within timeframe (60 days)	n/a	n/a	n/a	89%	84%	87%	96%	94%	95%

Table E.37 PSG 18: Implement an AAT decision to amend a plan, after the AAT decision is made, and proportion achieved within 28 day timeframe by quarter – National

PSG 18	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Number of tasks	83	162	377	592	685	1,042	1,469	1,451
Within timeframe	80	156	365	574	661	1,004	1,444	1,414
Percentage within timeframe	96%	96%	97%	97%	96%	96%	98%	97%

Table E.38 PSG 19: Cancel participant requested nominee, and proportion achieved within 14 day timeframe by quarter – National

PSG 19	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Number of tasks	132	135	147	172	121	193	266	216	232
Within timeframe	126	113	127	168	121	186	264	216	232
Percentage within timeframe	95%	84%	86%	98%	100%	96%	99%	100%	100%

Table E.39 PSG 20: Cancel CEO initiated nominee, and proportion achieved within 14 day timeframe by quarter' – National

PSG 20	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Number of tasks	20	26	21	18	12	8	23	22	25
Within timeframe	20	24	21	17	12	8	21	22	25
Percentage within timeframe	100%	92%	100%	94%	100%	100%	91%	100%	100%

³⁵ The target timeframe for this metric has been reduced from 90 to 60 days from 1 July 2021.

Table E.40 Proportion of participants who agreed with statements about 'Access' (n = 8,868 in Prior Quarters, n = 1,075 in 2022-23 Q2), 'Pre-planning' (n = 7,617 in Prior Quarters, n = 914 in 2022-23 Q2), 'Planning' (n = 35,994 in Prior Quarters, n = 4,565 in 2022-23 Q2) and 'Plan reassessment' (n = 92,627 in Prior Quarters, n = 10,080 in 2022-23 Q2) of NDIS journey in 2022-23 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – National³⁶

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2022-23 Q2
Access - Are you happy with how coming into the NDIS has gone?	86%	87%
Access - Was the person from the NDIS respectful?	97%	97%
Access - Do you understand what will happen next with your plan?	77%	79%
Access - Percentage of participants rating their overall experience as Very Good or Good.	78%	81%
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	85%	89%
Pre-planning - Did you understand why you needed to give the information you did?	95%	95%
Pre-planning - Were decisions about your plan clearly explained?	77%	81%
Pre-planning - Are you clear on what happens next with your plan?	67%	68%
Pre-planning - Do you know where to go for more help with your plan?	71%	75%
Pre-planning - Percentage of participants rating their overall experience as Very Good or Good.	78%	82%
Planning - Did the person from the NDIS understand how your disability affects your life?	90%	91%
Planning - Did you understand why you needed to give the information you did?	97%	98%
Planning - Were decisions about your plan clearly explained?	88%	90%
Planning - Are you clear on what happens next with your plan?	83%	84%
Planning - Do you know where to go for more help with your plan?	88%	90%
Planning - Percentage of participants rating their overall experience as Very Good or Good.	84%	87%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	78%	75%
Plan reassessment - Did you feel prepared for your plan reassessment?	85%	81%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	86%	85%
Plan reassessment - Percentage of participants rating their overall experience as Very Good or Good.	72%	68%

³⁶ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2022, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from the surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure E.1 Trend of satisfaction across the pathway (% Very Good/Good) – National ³⁷

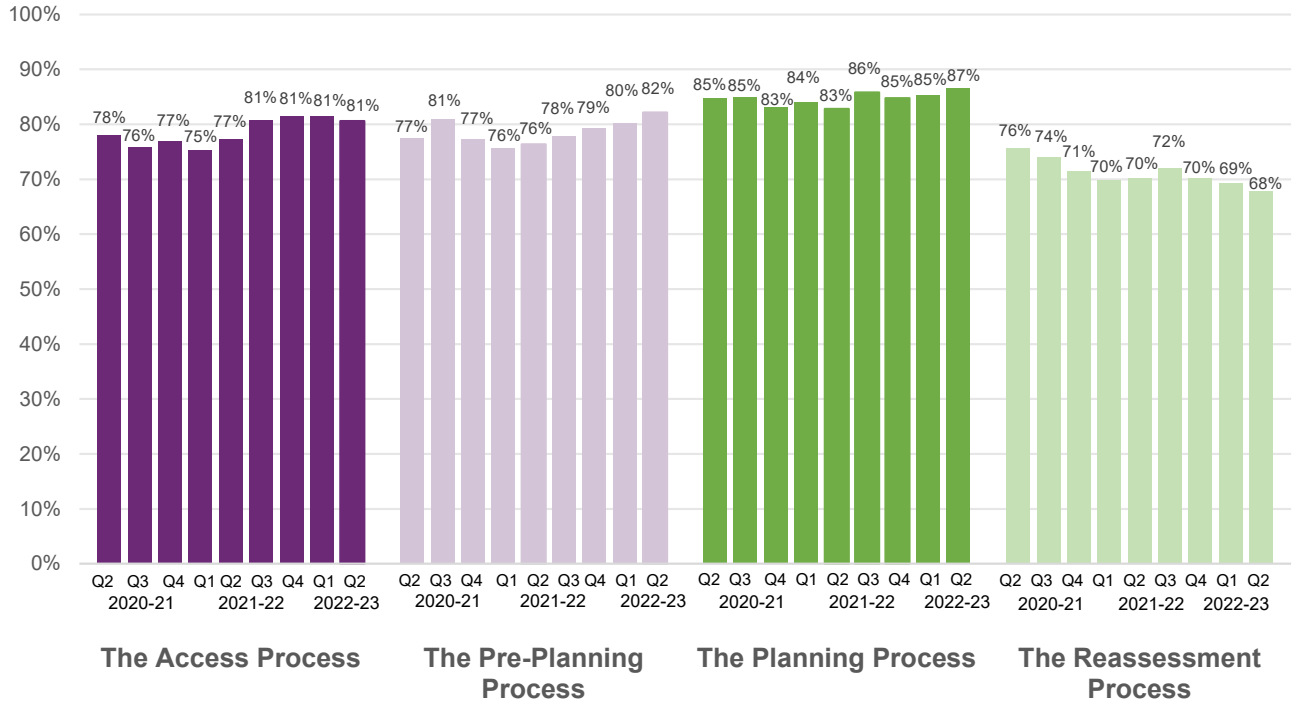
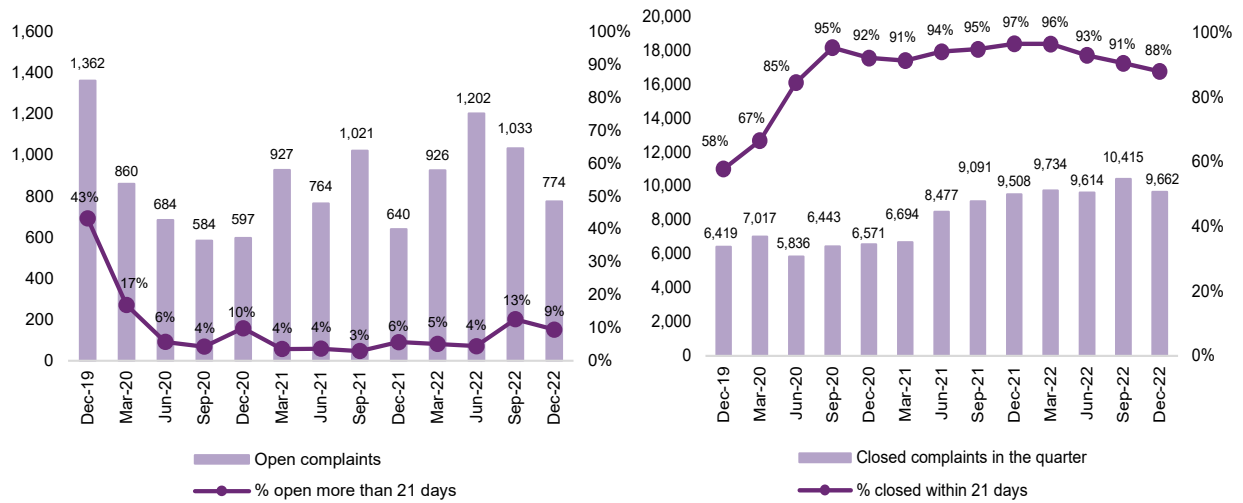


Figure E.2 Open (left) and closed (right) complaints over time – National



³⁷ Participant satisfaction results for prior quarters have been restated using data as at 31 December 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q2. The charts show trends in complaints based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table E.41 shows the number of complaints in 2022-23 Q2 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile 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. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Tables E.42 to Table E.45 show the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

Table E.41 Complaints by quarter – National ^{38 39 40}

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q2	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	566	21	587	544
People who have submitted an access request: Complaints about LAC Partner	2,763	233	2,996	2,745
People who have submitted an access request: Complaints about service providers	8,713	539	9,252	7,645
People who have submitted an access request: Complaints about the Agency	110,156	5,857	116,013	64,965
People who have submitted an access request: Critical/ Reportable Incident	15,276	2,221	17,497	13,199
People who have submitted an access request: Unclassified	3,319	<11	3,320	2,986
People who have submitted an access request: Total	140,793	8,872	149,665	81,721
<i>Percentage of the number of active participants</i>	7.7%	6.3%	7.6%	n/a
Providers who have submitted a registration request: Complaints about ECA Partner	<5	<5	<5	<5
Providers who have submitted a registration request: Complaints about LAC Partner	68	<5	71	66
Providers who have submitted a registration request: Complaints about service providers	808	36	844	726
Providers who have submitted a registration request: Complaints about the Agency	7,027	192	7,219	5,418
Providers who have submitted a registration request: Critical/ Reportable Incident	44	5	49	48
Providers who have submitted a registration request: Unclassified	240	<5	240	222
Providers who have submitted a registration request: Total	8,190	236	8,426	6,125
<i>Percentage of all registration requests</i>	4.8%	2.3%	4.6%	n/a
Other: Complaints about ECA Partner	22	<11	24	24
Other: Complaints about LAC Partner	71	<11	75	74
Other: Complaints about service providers	971	99	1,070	1,070
Other: Complaints about the Agency	4,384	286	4,670	4,658
Other: Critical/ Reportable Incident	154	<11	158	158
Other: Unclassified	115	<11	116	116
Other: Total	5,717	396	6,113	6,097
Total	151,184	9,403	160,587	93,943

³⁸ Note that 69% of all complainants made only one complaint, 16% made two complaints and 15% made three or more complaints.

³⁹ Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

⁴⁰ % of all registration requests is calculated as the number of complaints made by registered providers divided by the number of registered providers. The number of registered providers used in the calculation considers the length of time since the providers have submitted a registration request for the Scheme.

Figure E.3 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – National

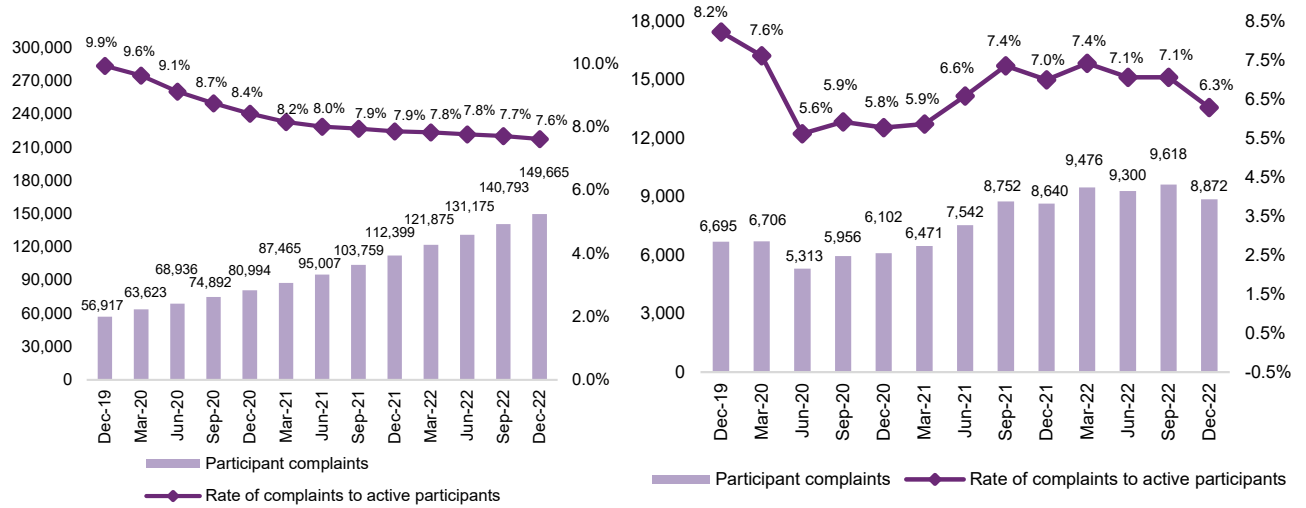
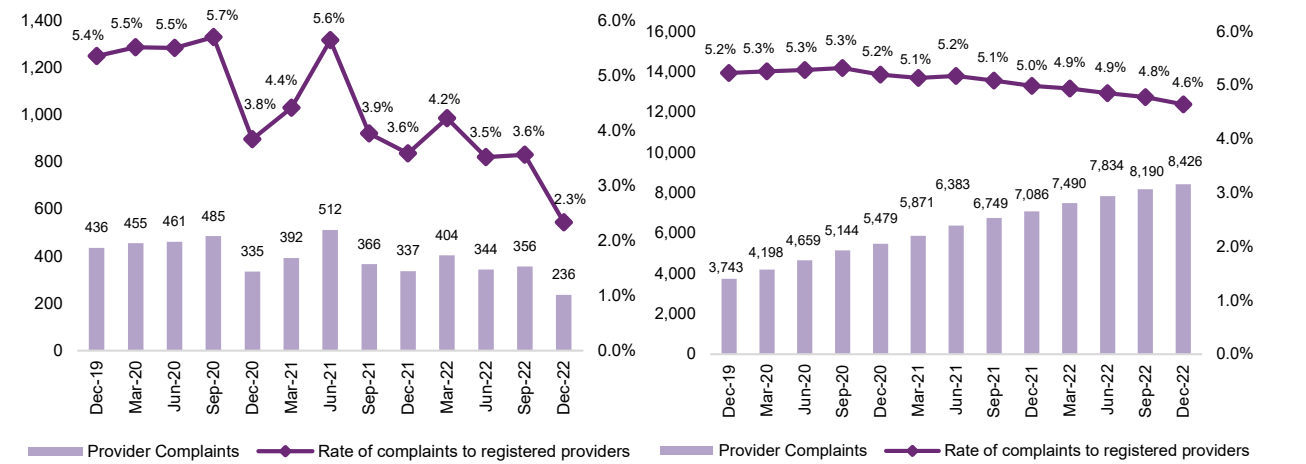


Figure E.4 Number and proportion of provider complaints over time incrementally (left) and cumulatively (right) – National ⁴¹



⁴¹ 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. As a result of using the 'My Customer Requests' tile, the number and rate of provider complaints increased in 2019-20 Q2.

Table E.42 Participant complaints by type. Complaints with a related party who has submitted an access request – National ⁴²

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Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	5,364	5%	<11	n/a	5,365	5%
Complaints about the Agency - Information unclear	2,028	2%	<11	n/a	2,037	2%
Complaints about the Agency - NDIA Access	2,475	2%	242	4%	2,717	2%
Complaints about the Agency - NDIA Engagement	106	0%	11	0%	117	0%
Complaints about the Agency - NDIA Finance	6,379	6%	474	8%	6,853	6%
Complaints about the Agency - NDIA Fraud and Compliance	390	0%	61	1%	451	0%
Complaints about the Agency - NDIA Plan	21,581	20%	2,351	40%	23,932	21%
Complaints about the Agency - NDIA Process	7,601	7%	784	13%	8,385	7%
Complaints about the Agency - NDIA Resources	804	1%	71	1%	875	1%
Complaints about the Agency - NDIA Staff	5,479	5%	645	11%	6,124	5%
Complaints about the Agency - NDIA Timeliness	16,659	15%	1,095	19%	17,754	15%
Complaints about the Agency - Participation, engagement and inclusion	464	0%	<11	n/a	466	0%
Complaints about the Agency - Provider Portal	156	0%	<11	n/a	156	0%
Complaints about the Agency - Quality & Safeguards Commission	64	0%	<11	n/a	72	0%
Complaints about the Agency - Reasonable and necessary supports	6,262	6%	<11	n/a	6,264	5%
Complaints about the Agency - Staff conduct - Agency	1,737	2%	<11	n/a	1,741	2%
Complaints about the Agency - The way the NDIA carried out its decision making	3,122	3%	26	0%	3,148	3%
Complaints about the Agency - Timeliness	16,626	15%	12	0%	16,638	14%
Complaints about the Agency - Other	12,859	12%	59	1%	12,918	11%
Complaints about the Agency - Total	110,156	100%	5,857	100%	116,013	100%
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	68	12%	<11	n/a	71	12%
Complaints about ECA Partner - ECA Process	68	12%	<11	n/a	70	12%
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	242	43%	13	62%	255	43%
Complaints about ECA Partner - ECA Timeliness	182	32%	<11	n/a	184	31%
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	566	100%	21	100%	587	100%
Complaints about LAC Partner - LAC Engagement	11	0%	<11	n/a	11	0%
Complaints about LAC Partner - LAC Fraud and Compliance	26	1%	<11	n/a	30	1%
Complaints about LAC Partner - LAC Plan	482	17%	34	15%	516	17%
Complaints about LAC Partner - LAC Process	326	12%	21	9%	347	12%
Complaints about LAC Partner - LAC Resources	17	1%	<11	n/a	18	1%
Complaints about LAC Partner - LAC Staff	1,564	57%	153	66%	1,717	57%
Complaints about LAC Partner - LAC Timeliness	337	12%	20	9%	357	12%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	2,763	100%	233	100%	2,996	100%

⁴² 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 complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories.

⁴³ There are 140,793 total participant complaints in Prior Quarters, 8,872 total participant complaints in 2022-23 Q2, and 149,665 total participant complaints as at 31 December 2022 (which includes 3,320 unclassified participant complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider costs	334	4%	<11	n/a	338	4%
Complaints about service providers - Provider Finance	405	5%	57	11%	462	5%
Complaints about service providers - Provider Fraud and Compliance	672	8%	76	14%	748	8%
Complaints about service providers - Provider process	384	4%	<11	n/a	387	4%
Complaints about service providers - Provider Service	2,758	32%	258	48%	3,016	33%
Complaints about service providers - Provider Staff	1,404	16%	124	23%	1,528	17%
Complaints about service providers - Service Delivery	574	7%	<11	n/a	575	6%
Complaints about service providers - Staff conduct	546	6%	<11	n/a	555	6%
Complaints about service providers - Supports being provided	622	7%	<11	n/a	624	7%
Complaints about service providers - Other	1,014	12%	<11	n/a	1,019	11%
Complaints about service providers - Total	8,713	100%	539	100%	9,252	100%
Critical/ Reportable Incident - Allegations against a provider	4,242	28%	597	27%	4,839	28%
Critical/ Reportable Incident - Allegations against Informal Supports	1,860	12%	347	16%	2,207	13%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	19	0%	<11	n/a	19	0%
Critical/ Reportable Incident - Participant threat	2,697	18%	385	17%	3,082	18%
Critical/ Reportable Incident - Provider reporting	6,458	42%	892	40%	7,350	42%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Total	15,276	100%	2,221	100%	17,497	100%

Table E.43 Provider complaints by type. Complaints with a related party who has submitted a provider registration request – National ⁴⁴

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	348	5%	<11	n/a	348	5%
Complaints about the Agency - Information unclear	227	3%	<11	n/a	227	3%
Complaints about the Agency - NDIA Access	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Engagement	<11	n/a	<11	n/a	11	0%
Complaints about the Agency - NDIA Finance	1,615	23%	80	42%	1,695	23%
Complaints about the Agency - NDIA Fraud and Compliance	36	1%	<11	n/a	38	1%
Complaints about the Agency - NDIA Plan	484	7%	11	6%	495	7%
Complaints about the Agency - NDIA Process	444	6%	21	11%	465	6%
Complaints about the Agency - NDIA Resources	503	7%	31	16%	534	7%
Complaints about the Agency - NDIA Staff	263	4%	19	10%	282	4%
Complaints about the Agency - NDIA Timeliness	436	6%	15	8%	451	6%
Complaints about the Agency - Participation, engagement and inclusion	48	1%	<11	n/a	48	1%
Complaints about the Agency - Provider Portal	423	6%	<11	n/a	424	6%
Complaints about the Agency - Quality & Safeguards Commission	44	1%	<11	n/a	49	1%
Complaints about the Agency - Reasonable and necessary supports	117	2%	<11	n/a	117	2%
Complaints about the Agency - Staff conduct - Agency	125	2%	<11	n/a	125	2%
Complaints about the Agency - The way the NDIA carried out its decision making	73	1%	<11	n/a	73	1%
Complaints about the Agency - Timeliness	819	12%	<11	n/a	819	11%
Complaints about the Agency - Other	1,007	14%	<11	n/a	1,012	14%
Complaints about the Agency - Total	7,027	100%	192	100%	7,219	100%
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Process	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	12	18%	<11	n/a	12	17%
Complaints about LAC Partner - LAC Process	<11	n/a	<11	n/a	11	15%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	37	54%	<11	n/a	39	55%
Complaints about LAC Partner - LAC Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	68	100%	<11	n/a	71	100%
Complaints about service providers - Provider costs.	14	2%	<11	n/a	15	2%
Complaints about service providers - Provider Finance	64	8%	<11	n/a	67	8%

⁴⁴ There are 8,190 total provider complaints in Prior Quarters, 236 total provider complaints in 2022-23 Q2, and 8,426 total provider complaints as at 31 December 2022 (which includes 240 unclassified provider complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Fraud and Compliance	104	13%	<11	n/a	108	13%
Complaints about service providers - Provider process	30	4%	<11	n/a	30	4%
Complaints about service providers - Provider Service	213	26%	18	50%	231	27%
Complaints about service providers - Provider Staff	175	22%	<11	n/a	183	22%
Complaints about service providers - Service Delivery	33	4%	<11	n/a	34	4%
Complaints about service providers - Staff conduct	26	3%	<11	n/a	27	3%
Complaints about service providers - Supports being provided	32	4%	<11	n/a	32	4%
Complaints about service providers - Other	117	14%	<11	n/a	117	14%
Complaints about service providers - Total	808	100%	36	100%	844	100%
Critical/ Reportable Incident - Allegations against a provider	13	30%	<11	n/a	15	31%
Critical/ Reportable Incident - Allegations against Informal Supports	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	<11	n/a	<11	n/a	11	22%
Critical/ Reportable Incident - Provider reporting	<11	n/a	<11	n/a	11	22%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Total	44	100%	<11	n/a	49	100%

Table E.44 Other complaints by type – National ⁴⁵

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	379	9%	<11	n/a	379	8%
Complaints about the Agency - Information unclear	171	4%	<11	n/a	171	4%
Complaints about the Agency - NDIA Access	180	4%	27	9%	207	4%
Complaints about the Agency - NDIA Engagement	42	1%	<11	n/a	44	1%
Complaints about the Agency - NDIA Finance	215	5%	14	5%	229	5%
Complaints about the Agency - NDIA Fraud and Compliance	115	3%	14	5%	129	3%
Complaints about the Agency - NDIA Plan	585	13%	66	23%	651	14%
Complaints about the Agency - NDIA Process	542	12%	46	16%	588	13%
Complaints about the Agency - NDIA Resources	275	6%	18	6%	293	6%
Complaints about the Agency - NDIA Staff	307	7%	29	10%	336	7%
Complaints about the Agency - NDIA Timeliness	356	8%	60	21%	416	9%
Complaints about the Agency - Participation, engagement and inclusion	76	2%	<11	n/a	76	2%
Complaints about the Agency - Provider Portal	14	0%	<11	n/a	14	0%
Complaints about the Agency - Quality & Safeguards Commission	60	1%	<11	n/a	67	1%
Complaints about the Agency - Reasonable and necessary supports	87	2%	<11	n/a	87	2%
Complaints about the Agency - Staff conduct - Agency	68	2%	<11	n/a	68	1%
Complaints about the Agency - The way the NDIA carried out its decision making	48	1%	<11	n/a	48	1%
Complaints about the Agency - Timeliness	329	8%	<11	n/a	329	7%
Complaints about the Agency - Other	535	12%	<11	n/a	538	12%
Complaints about the Agency - Total	4,384	100%	286	100%	4,670	100%
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Process	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	22	100%	<11	n/a	24	100%
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Process	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	48	68%	<11	n/a	51	68%
Complaints about LAC Partner - LAC Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	71	100%	<11	n/a	75	100%
Complaints about service providers - Provider costs	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider Finance	44	5%	<11	n/a	51	5%

⁴⁵ There are 5,717 total other complaints in Prior Quarters, 396 total other complaints in 2022-23 Q2, and 6,113 total other complaints as at 31 December 2022 (which includes 116 unclassified other complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Fraud and Compliance	135	14%	14	14%	149	14%
Complaints about service providers - Provider process	11	1%	<11	n/a	11	1%
Complaints about service providers - Provider Service	361	37%	47	47%	408	38%
Complaints about service providers - Provider Staff	233	24%	31	31%	264	25%
Complaints about service providers - Service Delivery	29	3%	<11	n/a	29	3%
Complaints about service providers - Staff conduct	41	4%	<11	n/a	41	4%
Complaints about service providers - Supports being provided	27	3%	<11	n/a	27	3%
Complaints about service providers - Other	81	8%	<11	n/a	81	8%
Complaints about service providers - Total	971	100%	99	100%	1,070	100%
Critical/ Reportable Incident - Allegations against a provider	47	31%	<11	n/a	48	30%
Critical/ Reportable Incident - Allegations against Informal Supports	53	34%	<11	n/a	53	34%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	26	17%	<11	n/a	28	18%
Critical/ Reportable Incident - Provider reporting	21	14%	<11	n/a	22	14%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Total	154	100%	<11	n/a	158	100%

Table E.45 Unique complaints by type – National ^{46 47 48}

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	6,091	5%	<11	n/a	6,092	5%
Complaints about the Agency - Information unclear	2,426	2%	<11	n/a	2,435	2%
Complaints about the Agency - NDIA Access	2,607	2%	269	4%	2,876	2%
Complaints about the Agency - NDIA Engagement	152	0%	15	0%	167	0%
Complaints about the Agency - NDIA Finance	7,511	6%	553	9%	8,064	6%
Complaints about the Agency - NDIA Fraud and Compliance	523	0%	75	1%	598	0%
Complaints about the Agency - NDIA Plan	21,983	19%	2,406	38%	24,389	20%
Complaints about the Agency - NDIA Process	8,279	7%	841	13%	9,120	7%
Complaints about the Agency - NDIA Resources	1,544	1%	117	2%	1,661	1%
Complaints about the Agency - NDIA Staff	5,779	5%	681	11%	6,460	5%
Complaints about the Agency - NDIA Timeliness	16,681	14%	1,158	19%	17,839	14%
Complaints about the Agency - Participation, engagement and inclusion	588	0%	<11	n/a	590	0%
Complaints about the Agency - Provider Portal	593	0%	<11	n/a	594	0%
Complaints about the Agency - Quality & Safeguards Commission	166	0%	20	0%	186	0%
Complaints about the Agency - Reasonable and necessary supports	6,466	5%	<11	n/a	6,468	5%
Complaints about the Agency - Staff conduct - Agency	1,930	2%	<11	n/a	1,934	2%
Complaints about the Agency - The way the NDIA carried out its decision making	3,243	3%	26	0%	3,269	3%
Complaints about the Agency - Timeliness	17,774	15%	12	0%	17,786	14%
Complaints about the Agency - Other	14,401	12%	67	1%	14,468	12%
Complaints about the Agency - Total	118,737	100%	6,259	100%	124,996	100%
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	66	12%	<11	n/a	69	12%
Complaints about ECA Partner - ECA Process	68	12%	<11	n/a	70	12%
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	230	42%	14	64%	244	43%
Complaints about ECA Partner - ECA Timeliness	178	32%	<11	n/a	180	31%
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	550	100%	22	100%	572	100%
Complaints about LAC Partner - LAC Engagement	12	0%	<11	n/a	12	0%
Complaints about LAC Partner - LAC Fraud and Compliance	29	1%	<11	n/a	34	1%
Complaints about LAC Partner - LAC Plan	472	17%	34	14%	506	17%
Complaints about LAC Partner - LAC Process	320	12%	22	9%	342	12%
Complaints about LAC Partner - LAC Resources	17	1%	<11	n/a	18	1%
Complaints about LAC Partner - LAC Staff	1,543	57%	155	65%	1,698	58%
Complaints about LAC Partner - LAC Timeliness	317	12%	20	8%	337	11%
Complaints about LAC Partner - Other	0	0%	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	2,710	100%	237	100%	2,947	100%

⁴⁶ Complaints linked to multiple related parties have been treated as one complaint in order to show the total number of unique complaints. This total will not be equal to the sum of participant, provider and other complaints.

⁴⁷ The results shown in this table are the numbers of unique complaints. This is a change from the June 2021 quarterly report where unique complainants numbers were reported. Therefore, the results in this table are not comparable with those in Table E.57 in June 2021 quarterly report.

⁴⁸ There are 151,184 total unique complaints in Prior Quarters, 9,403 total unique complaints in 2022-23 Q2, and 160,587 total unique complaints as at 31 December 2022 (which includes 3,676 unclassified unique complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider costs	357	4%	<11	n/a	362	3%
Complaints about service providers - Provider Finance	470	5%	67	10%	537	5%
Complaints about service providers - Provider Fraud and Compliance	843	8%	93	14%	936	9%
Complaints about service providers - Provider process	425	4%	<11	n/a	428	4%
Complaints about service providers - Provider Service	3,146	31%	311	47%	3,457	32%
Complaints about service providers - Provider Staff	1,692	17%	158	24%	1,850	17%
Complaints about service providers - Service Delivery	636	6%	<11	n/a	638	6%
Complaints about service providers - Staff conduct	613	6%	<11	n/a	623	6%
Complaints about service providers - Supports being provided	681	7%	<11	n/a	683	6%
Complaints about service providers - Other	1,212	12%	<11	n/a	1,217	11%
Complaints about service providers - Total	10,075	100%	656	100%	10,731	100%
Critical/ Reportable Incident - Allegations against a provider	4,296	28%	599	27%	4,895	28%
Critical/ Reportable Incident - Allegations against Informal Supports	1,912	12%	347	16%	2,259	13%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	27	0%	<11	n/a	27	0%
Critical/ Reportable Incident - Participant threat	2,724	18%	387	17%	3,111	18%
Critical/ Reportable Incident - Provider reporting	6,479	42%	894	40%	7,373	42%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Total	15,438	100%	2,227	100%	17,665	100%

Table E.46 AAT Cases by category at 31 December 2022 – National

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Access	2,682	20%	178	16%	2,860	20%
Plan	9,385	71%	838	75%	10,223	71%
Plan Reassessment	434	3%	18	2%	452	3%
Other	688	5%	89	8%	777	5%
Total cases	13,189	100%	1,123	100%	14,312	100%
Percentage of the number of active participants	0.72%	n/a	0.80%	n/a	0.73%	n/a

Figure E.5 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – National

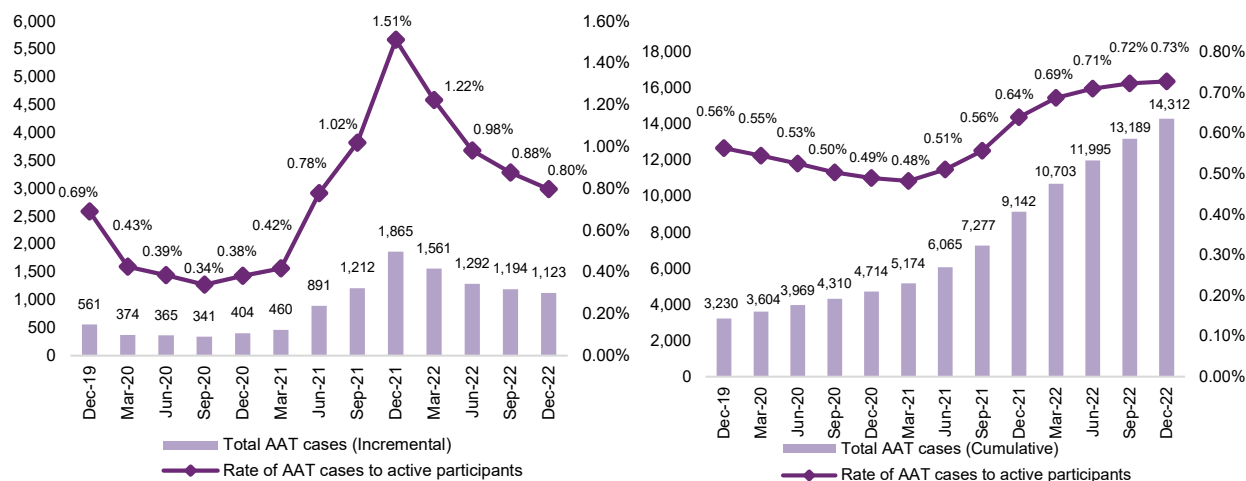


Table E.47 AAT cases by open/closed and decision – National ^{49 50}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	14,312	13,086
Open AAT Cases	3,691	3,657
Closed AAT Cases	10,621	9,756
<i>Resolved before hearing</i>	<i>10,370</i>	<i>9,535</i>
<i>Gone to hearing and received a substantive decision</i>	<i>251</i>	<i>221</i>

⁴⁹ Of the 251 cases which went to hearing and received a substantive decision: 101 affirmed the Agency’s decision, 63 varied the Agency’s decision and 87 set aside the Agency’s decision.

⁵⁰ The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency’s decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency’s decision, or send the case back to the Agency with considerations to be taken when making a new decision.

Part Four: Providers and the growing market

Table E.48 Key markets indicators by quarter – National ^{51 52}

Market indicators	Previous Quarter	2022-23 Q2
Average number of active providers per active participant	1.17	1.15
Number of providers delivering new types of supports	1,653	1,470
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	88%	87%
Share of payments - top 25%: Therapeutic Supports (Percentage)	96%	96%
Share of payments - top 25%: Participate Community (Percentage)	92%	92%
Share of payments - top 25%: Early Childhood Supports (Percentage)	91%	91%
Share of payments - top 25%: Assist Personal Activities (Percentage)	93%	93%

Table E.49 Cumulative number of providers that have been ever active as at 31 December 2022 by quarter of activity – National ⁵³

Activity	Number of providers
Active for the first time in 2022-23 Q2	387
Active in 2022-23 Q2 and also in previous quarters	9,273
Active in 2022-23 Q2	9,660
Inactive in 2022-23 Q2	9,640
Active ever	19,300

Table E.50 Distribution of active providers in 2022-23 Q2 by their status in 2022-23 Q1 and payment band in 2022-23 Q2 – National ⁵⁴

Amount paid in 2022-23 Q2	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	1,087	188	127	1,402
\$2,001-\$10,000	1,716	115	125	1,956
\$10,001-\$100,000	2,973	53	105	3,131
\$100,001-\$250,000	1,018	<5	20	1,041
\$250,000+	2,118	<5	10	2,130
Total	8,912	361	387	9,660

Table E.51 Proportion of active participants with approved plans accessing mainstream supports – National ⁵⁵

Mainstream service	Prior Quarters	2022-23 Q2	Total
Daily Activities	14%	15%	14%
Health & Wellbeing	66%	69%	67%
Lifelong Learning	27%	26%	27%
Other	21%	23%	21%
Non-categorised	15%	13%	15%
Any mainstream service	96%	96%	96%

⁵¹ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁵² Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁵³ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

⁵⁴ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

⁵⁵ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Note: In Figures E.6 to E.14 and Table E.52, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2022. Average payments are derived from total payments paid over the 12 months to 31 December 2022, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Table E.52 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q2 – National

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	2.1%	2.2%
\$5,001-\$10,000	6.3%	6.7%
\$10,001-\$15,000	11.3%	11.9%
\$15,001-\$20,000	13.4%	14.1%
\$20,001-\$25,000	10.8%	11.4%
\$25,001-\$30,000	5.3%	5.6%
\$30,001-\$50,000	14.4%	15.2%
\$50,001-\$100,000	17.1%	18.0%
\$100,001-\$150,000	6.6%	6.9%
\$150,001-\$200,000	3.3%	3.3%
\$200,001-\$250,000	2.0%	1.6%
\$250,001+	7.0%	2.7%

Figure E.6 Average annualised committed supports and average payments by age group as at 31 December 2022 – National

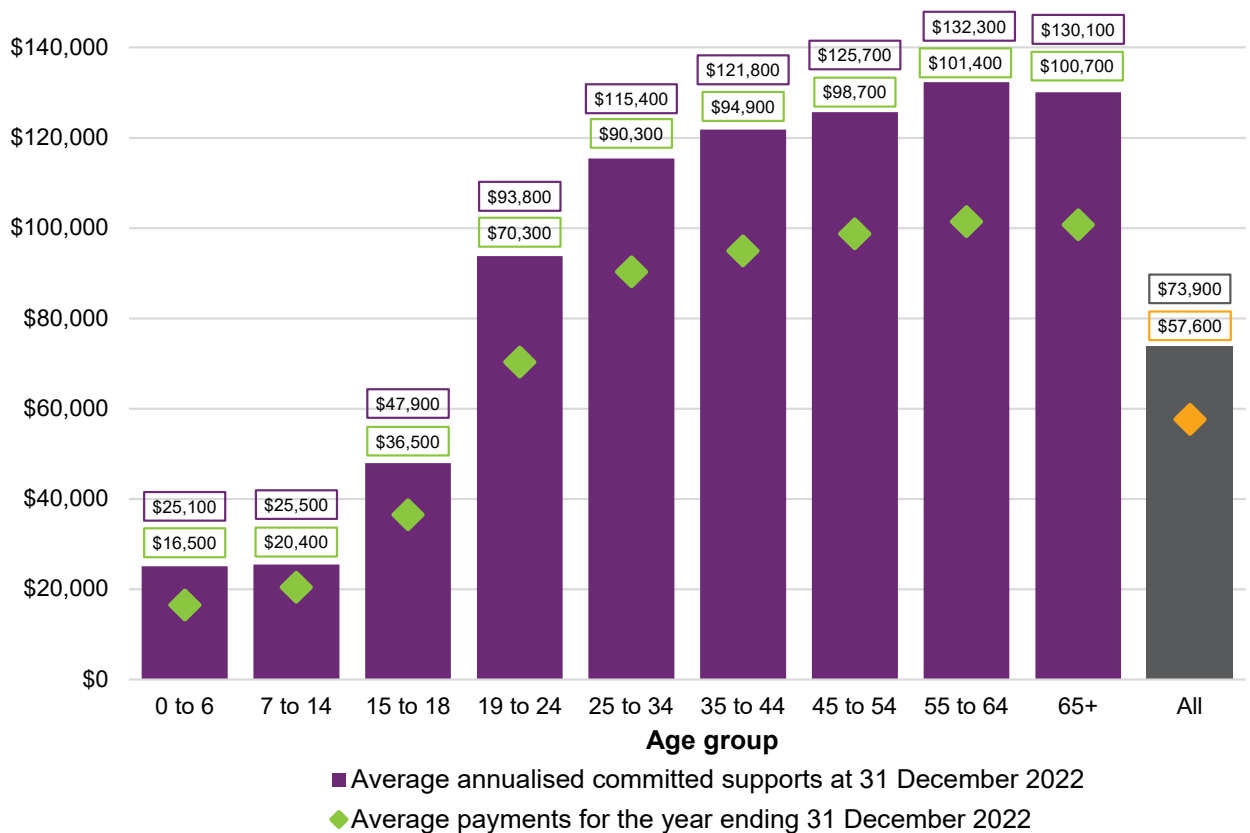


Figure E.7 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2022 – National

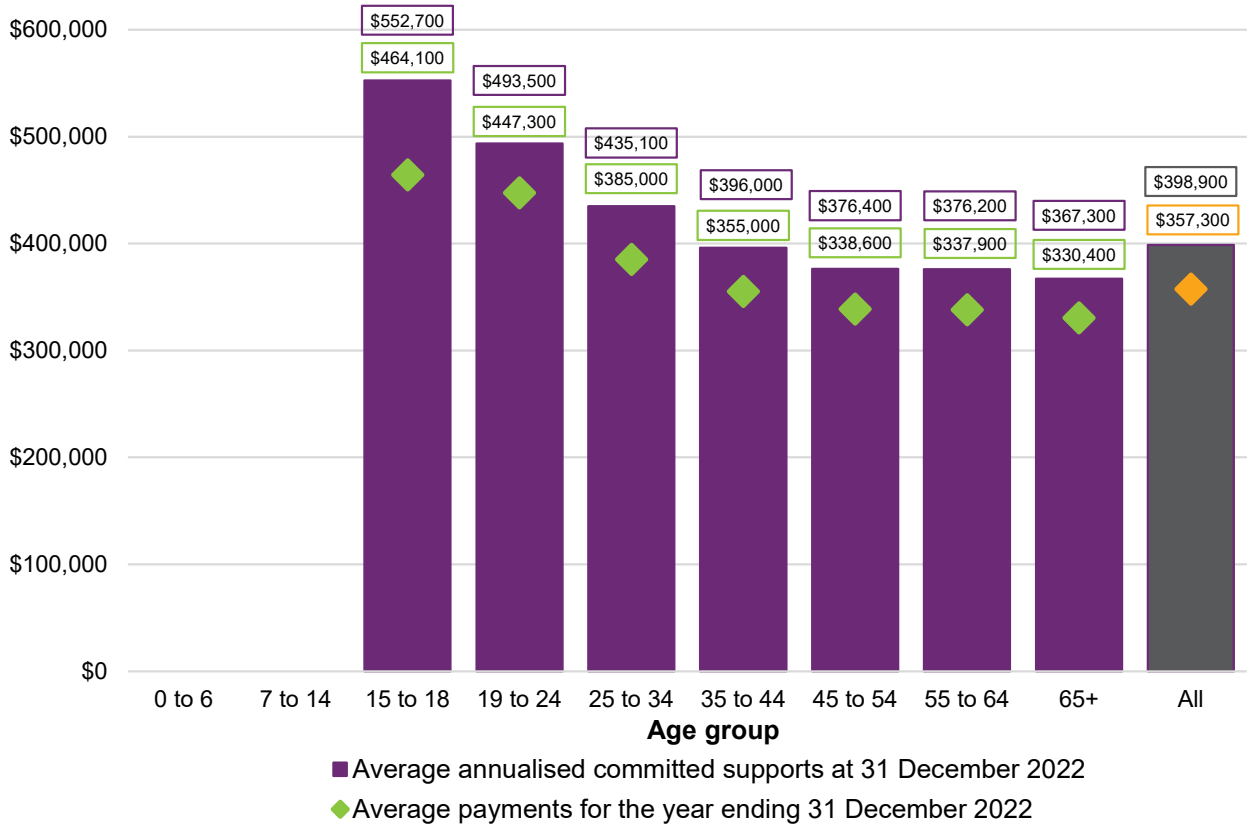


Figure E.8 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2022 – National

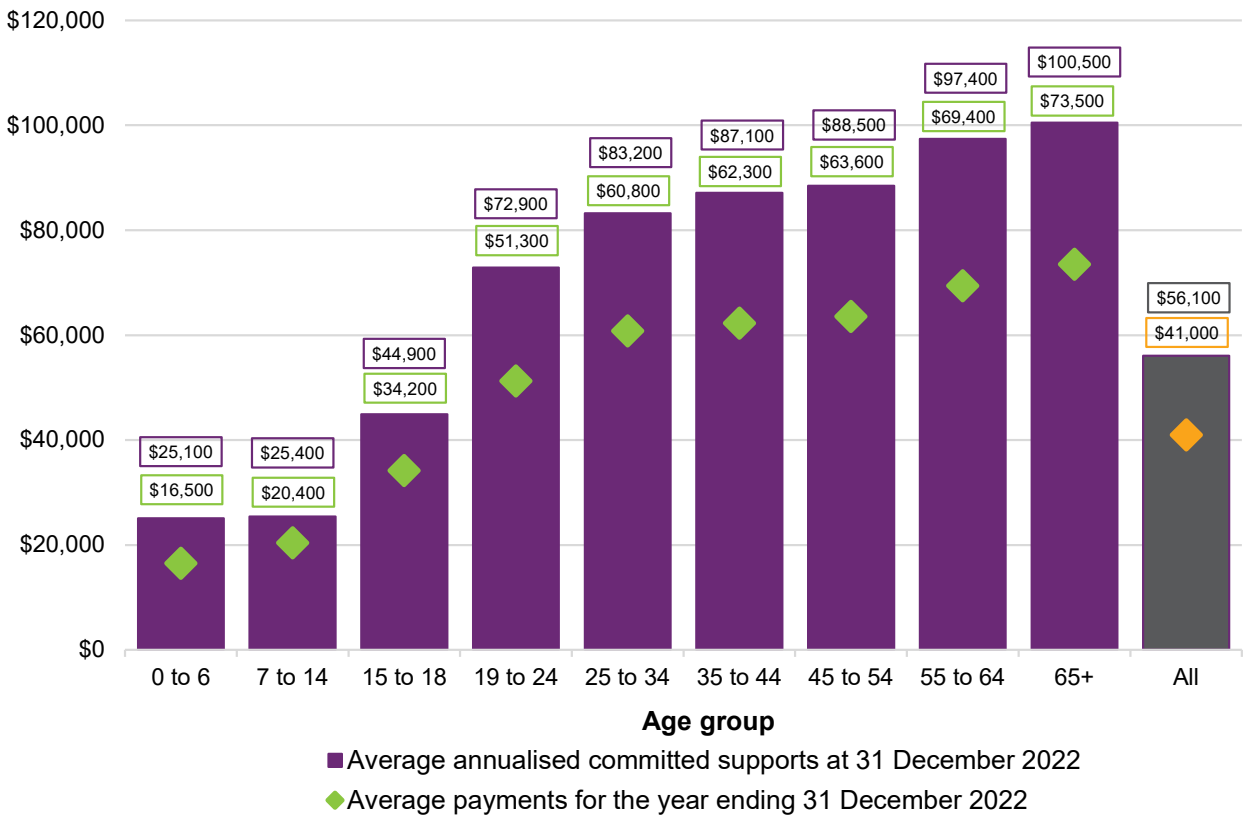


Figure E.9 Average annualised committed supports and average payments by primary disability group as at 31 December 2022 – National

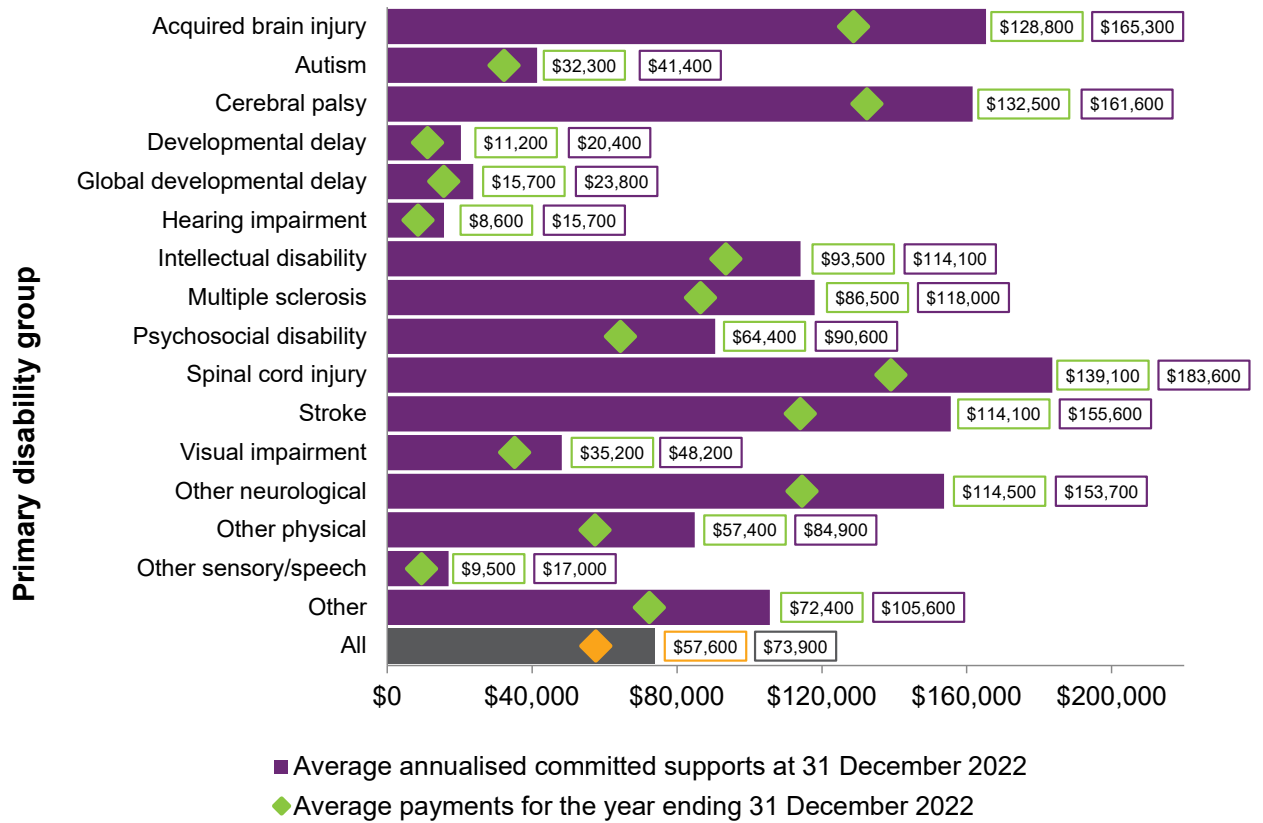


Figure E.10 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 December 2022 – National

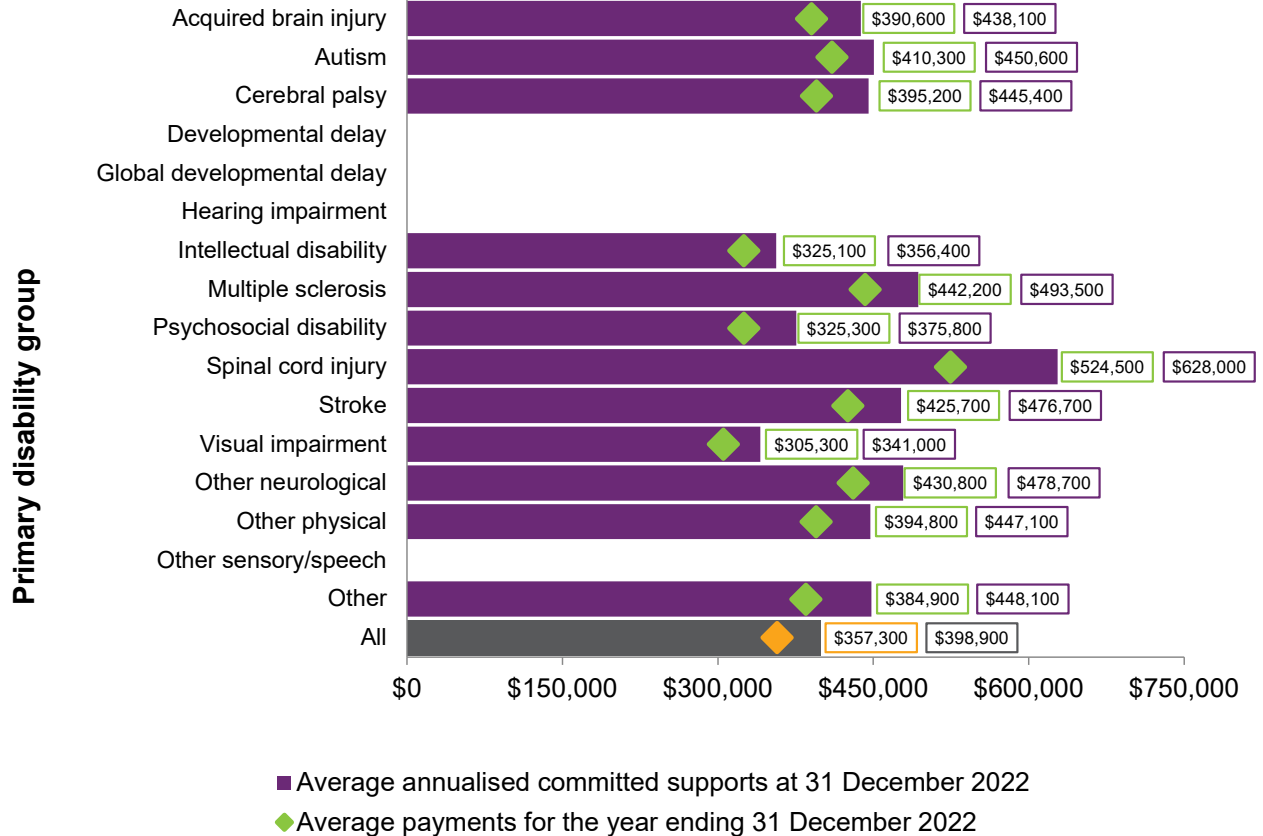


Figure E.11 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 December 2022 – National

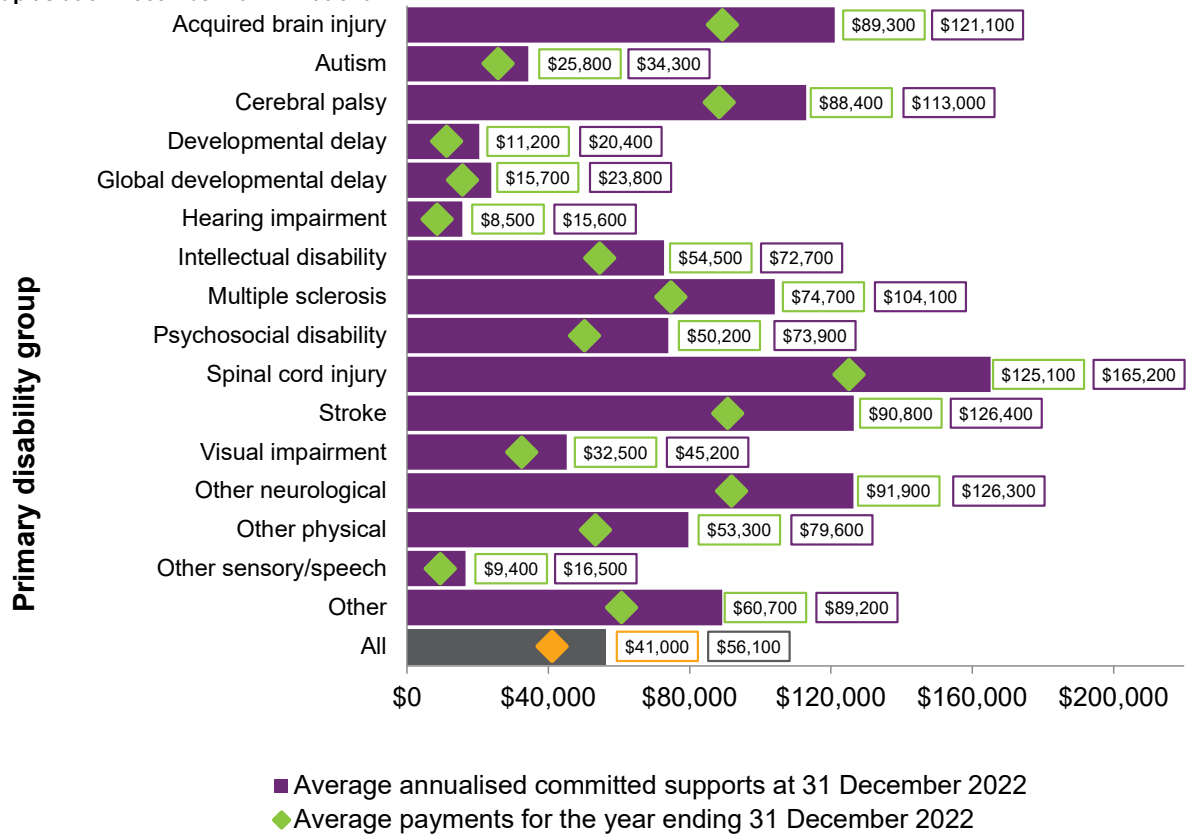


Figure E.12 Average annualised committed supports and average payments by reported level of function as at 31 December 2022 – National

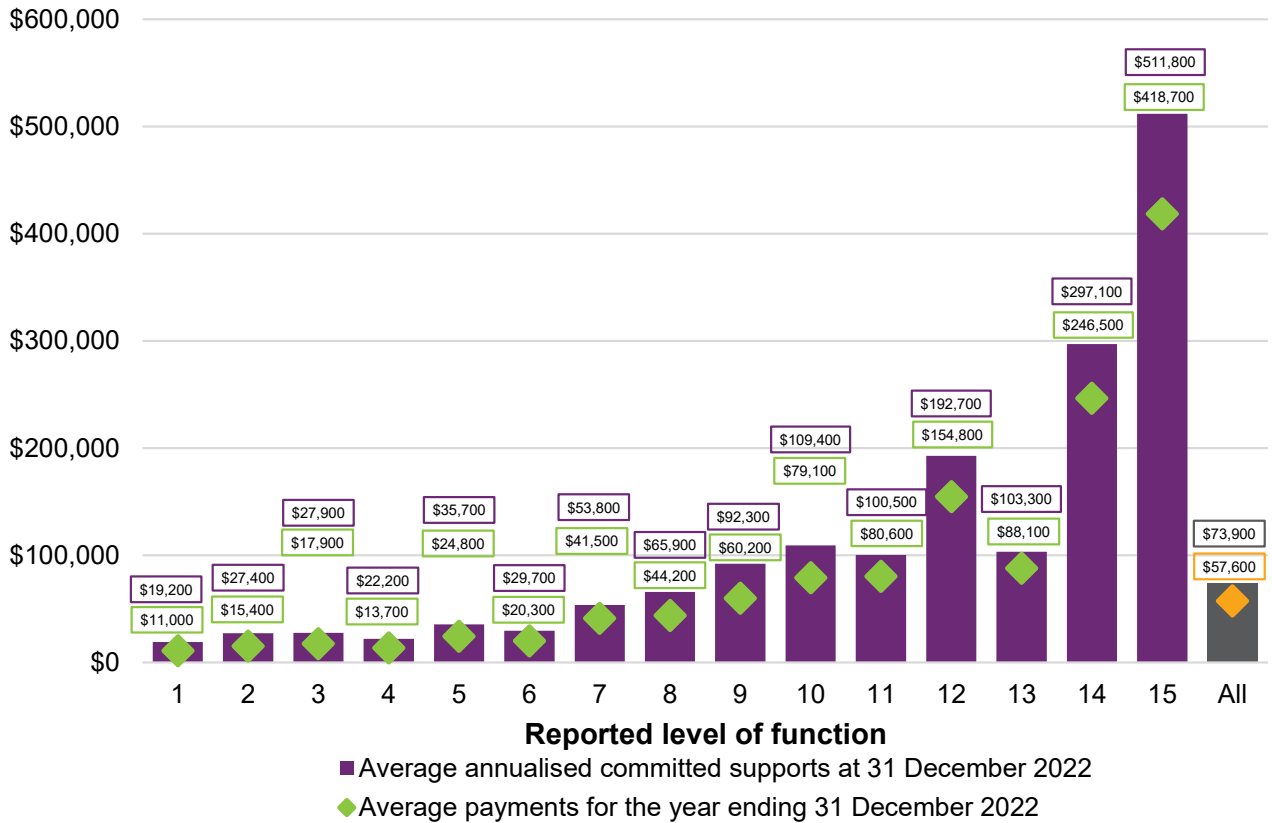


Figure E.13 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2022 – National

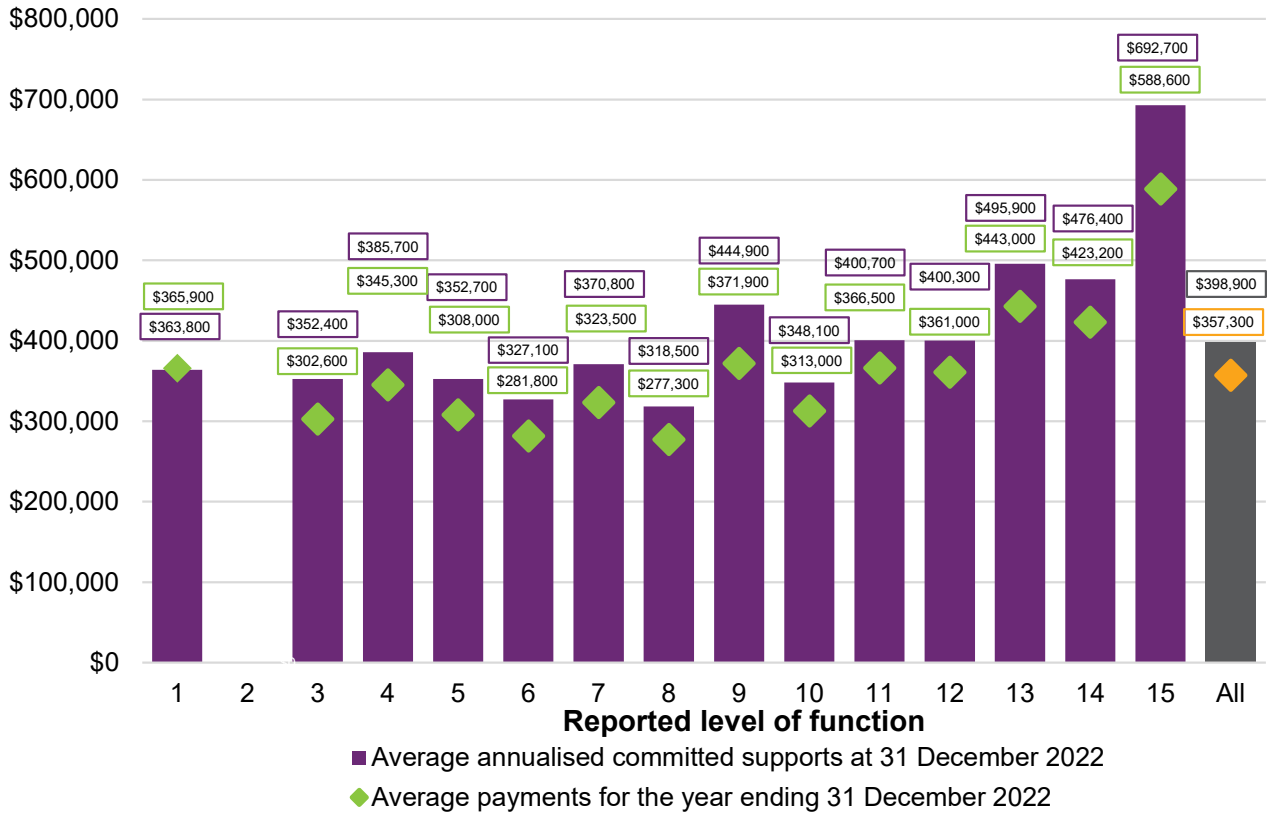


Figure E.14 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2022 – National

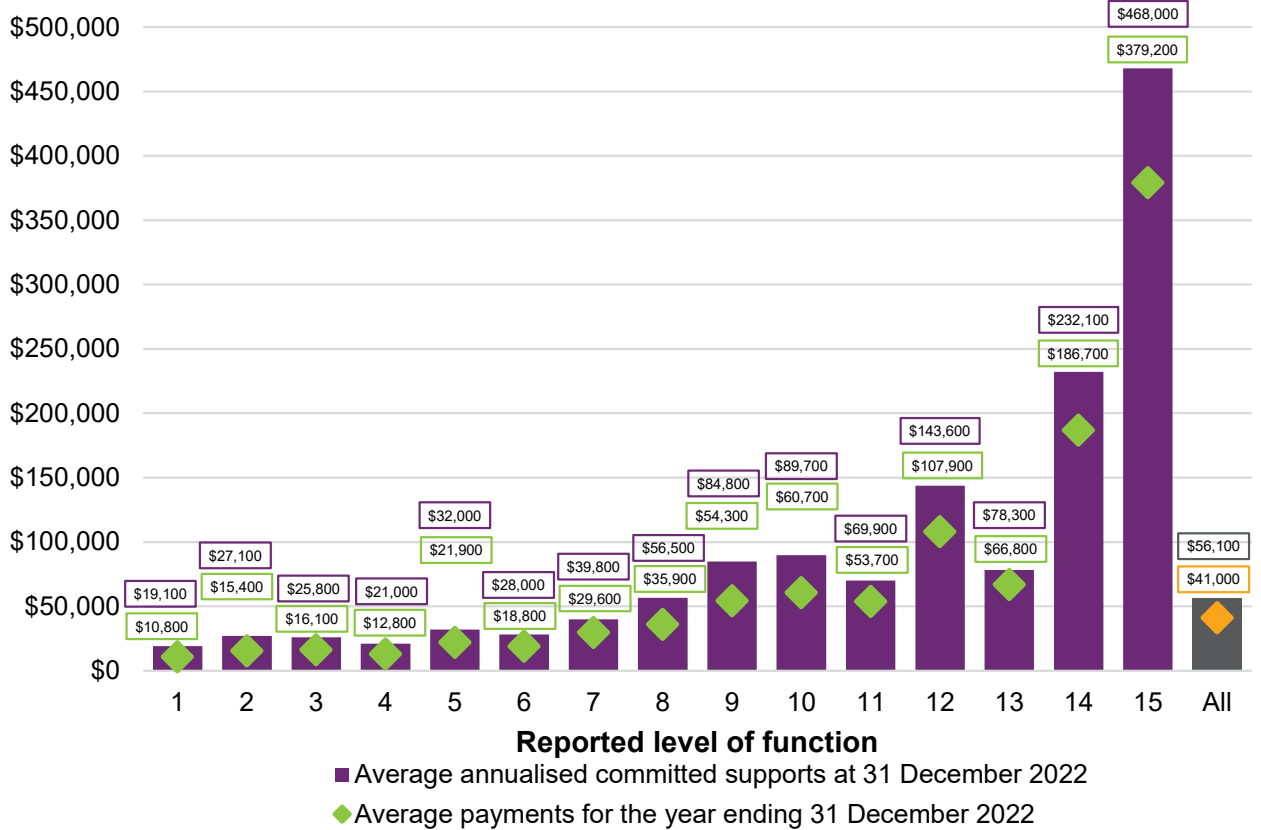


Table E.53 Total annualised committed supports and total payments by support category as at 31 December 2022 (\$m) – National ^{56 57}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$16,690.6	\$19,865.8
Core: Consumables	\$556.9	\$814.8
Core: Social and Civic	\$6,144.1	\$9,212.8
Core: Transport	\$764.0	\$491.1
Capacity Building: Choice and Control	\$447.6	\$503.8
Capacity Building: Daily Activities	\$3,887.6	\$6,877.4
Capacity Building: Employment	\$97.2	\$273.7
Capacity Building: Health and Wellbeing	\$39.5	\$80.1
Capacity Building: Home Living	\$0.9	\$4.5
Capacity Building: Lifelong learning	\$0.1	\$0.5
Capacity Building: Relationships	\$393.0	\$806.9
Capacity Building: Social and Civic	\$135.1	\$371.2
Capacity Building: Support Coordination	\$861.9	\$1,179.5
Capital: Assistive Technology	\$627.9	\$1,374.9
Capital: Home Modifications	\$305.0	\$502.3
All	\$30,958.7	\$42,361.0

⁵⁶ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022. A small quantity of payments and committed supports have missing support category and are included in totals.

⁵⁷ Total payments for home modifications were \$305.0m. Of which, \$203.3m (67%) has been paid for specialised disability accommodation (SDA) supports, and \$101.7m (33%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$10.5m processed off-system in June 2022. Total annualised committed supports for home modifications were \$502.3m. Of which, \$329.6m (66%) has been allocated for specialised disability accommodation (SDA) supports, and \$172.7m (34%) has been allocated for non-SDA supports.

Table E.54 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2022 (\$m) – National ^{58 59}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$7,687.8	\$8,473.1
Core: Consumables	\$65.8	\$98.2
Core: Social and Civic	\$1,287.6	\$1,976.8
Core: Transport	\$53.9	\$75.0
Capacity Building: Choice and Control	\$25.9	\$29.1
Capacity Building: Daily Activities	\$211.5	\$355.1
Capacity Building: Employment	\$2.3	\$7.6
Capacity Building: Health and Wellbeing	\$4.0	\$8.6
Capacity Building: Home Living	\$0.00	\$0.03
Capacity Building: Lifelong learning	\$0.00	\$0.07
Capacity Building: Relationships	\$151.2	\$276.3
Capacity Building: Social and Civic	\$2.9	\$7.0
Capacity Building: Support Coordination	\$133.5	\$171.4
Capital: Assistive Technology	\$73.7	\$164.0
Capital: Home Modifications	\$162.8	\$249.2
All	\$9,869.1	\$11,891.8

⁵⁸ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

⁵⁹ Total payments for home modifications were \$162.8m. Of which, \$162.1m (99.5%) has been paid for specialised disability accommodation (SDA) supports, and \$0.8m (0.5%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$9.6m processed off-system in June 2022. Total annualised committed supports for home modifications were \$249.2m. Of which, \$245.0m (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$4.2m (2%) has been allocated for non-SDA supports.

Table E.55 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2022 (\$m) – National ^{60 61}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$8,847.8	\$11,392.8
Core: Consumables	\$491.1	\$716.5
Core: Social and Civic	\$4,856.7	\$7,236.0
Core: Transport	\$710.1	\$416.1
Capacity Building: Choice and Control	\$421.7	\$474.7
Capacity Building: Daily Activities	\$3,676.2	\$6,522.3
Capacity Building: Employment	\$94.9	\$266.1
Capacity Building: Health and Wellbeing	\$35.5	\$71.6
Capacity Building: Home Living	\$0.9	\$4.5
Capacity Building: Lifelong learning	\$0.1	\$0.4
Capacity Building: Relationships	\$241.8	\$530.6
Capacity Building: Social and Civic	\$132.2	\$364.2
Capacity Building: Support Coordination	\$728.4	\$1,008.1
Capital: Assistive Technology	\$554.2	\$1,210.9
Capital: Home Modifications	\$142.2	\$253.1
All	\$20,935.0	\$30,469.2

Table E.56 Payments by financial year in which support was provided, compared to committed supports (\$m) – National ⁶²

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	134.0	497.2	940.6	3,243.6	7,773.4	14,565.4	24,376.0	32,358.8	36,906.5	21,383.6
Total Paid	85.8	370.9	704.3	2,186.9	5,443.3	10,405.9	17,316.5	23,531.7	28,355.7	15,110.7
% utilised to date	64%	75%	75%	67%	70%	71%	71%	73%	77%	71%

Table E.57 Percentage change in plan budgets for active participants - National ^{63 64}

Inflation type	Dec-19	Mar-20	Jun-20	Sep-20	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Intraplan Inflation	8.8%	6.4%	9.7%	8.2%	7.5%	2.1%	4.4%	5.4%	6.3%	6.3%	8.1%	11.3%	7.2%
Interplan Inflation	13.1%	15.0%	23.3%	10.2%	4.1%	1.8%	-0.7%	0.8%	2.4%	2.0%	4.5%	9.1%	8.7%
Total Inflation	21.8%	21.4%	33.0%	18.4%	11.6%	3.9%	3.8%	6.1%	8.7%	8.3%	12.7%	20.5%	15.9%

⁶⁰ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

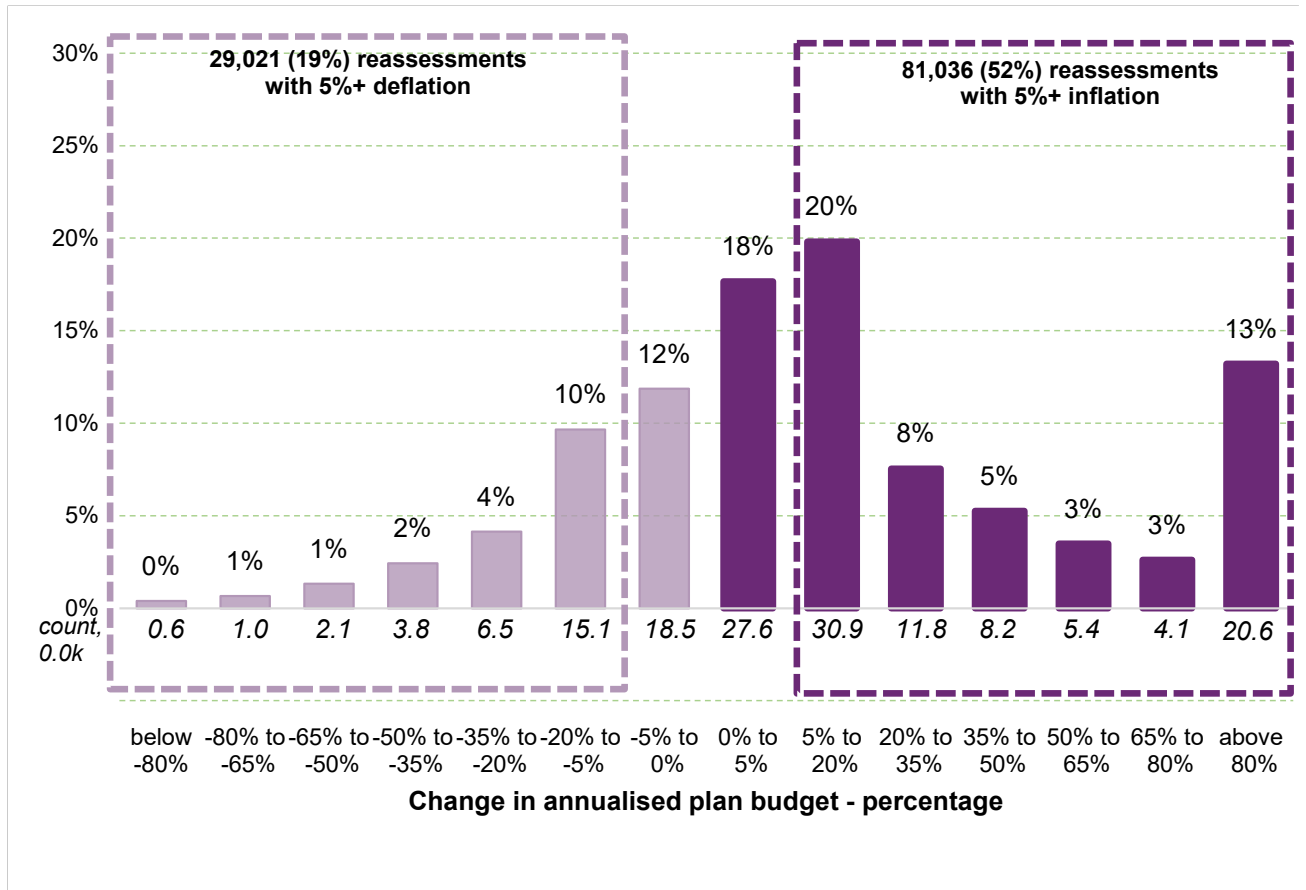
⁶¹ Total payments for home modifications were \$142.2m. Of which, \$41.2m (29%) has been paid for specialised disability accommodation (SDA) supports, and \$100.9m (71%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.9m processed off-system in June 2022. Total annualised committed supports for home modifications were \$253.1m. Of which, \$84.6m (33%) has been allocated for specialised disability accommodation (SDA) supports, and \$168.5m (67%) has been allocated for non-SDA supports.

⁶² The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

⁶³ The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July to maintain the purchasing power of remaining plans. Due to this, there has been a one off increase in intraplan and total inflation of 4.6% during the month of July 2022, which impacts the September 2022 quarter.

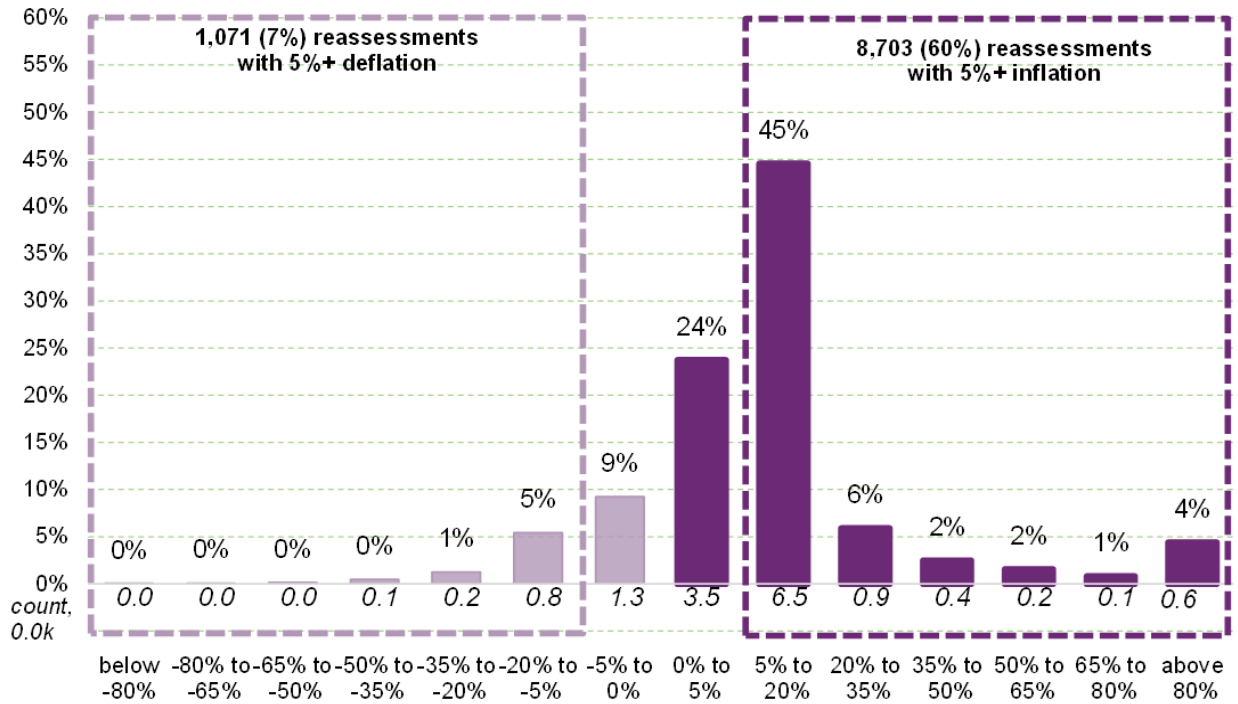
⁶⁴ Rescaling adjustments have been applied to how the total inflation is split into inflation at plan reassessment and inflation within a plan. This has resulted in small one-off changes in historical values, the overall total inflation has not changed.

Figure E.15 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 December 2022) - all participants – National ⁶⁵



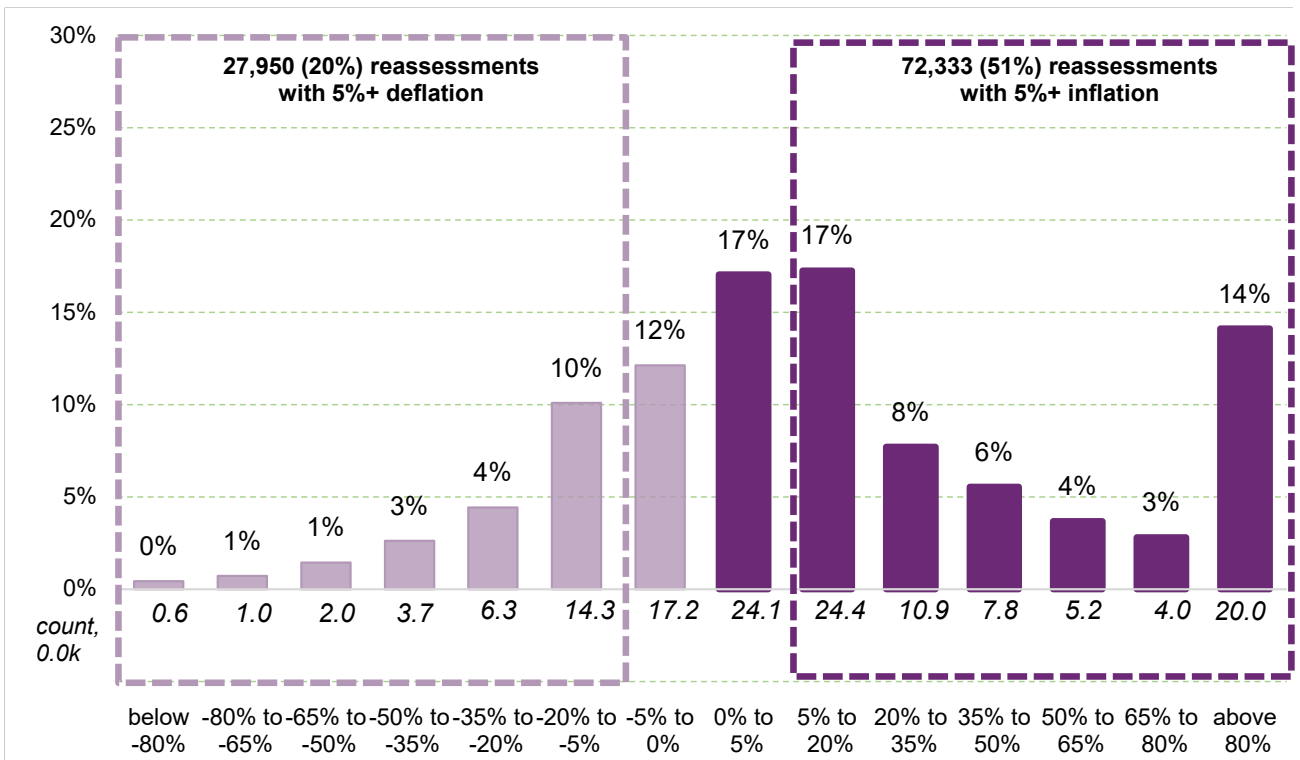
⁶⁵ The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

Figure E.16 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 December 2022) - participants in SIL – National ⁶⁶



Change in annualised plan budget - percentage

Figure E.17 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 December 2022) - participants not in SIL– National ⁶⁷



Change in annualised plan budget - percentage

⁶⁶ Ibid.

⁶⁷ Ibid.

Appendix F:

New South Wales

Part One: Participants and their plans

Table F.1 Active participants by quarter of entry, plan and entry type – New South Wales ⁶⁸

Participant breakdown	Prior Quarters	2022-23 Q2	Total
Access decisions	218,235	8,115	226,350
Active Eligible - Total	168,635	6,182	174,817
<i>Active Eligible - New</i>	103,605	6,031	109,636
<i>Active Eligible - State</i>	51,384	88	51,472
<i>Active Eligible - Commonwealth</i>	13,646	63	13,709
Active Participant Plans (excl ECA) - Total	166,247	5,943	172,190
<i>Active Participant Plans (excl ECA) - New</i>	101,751	5,813	107,564
<i>Active Participant Plans (excl ECA) - State</i>	50,920	75	50,995
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	13,576	55	13,631
Active Participant Plans - Total	171,173	10,990	177,237
<i>Active Participant Plans - Early Intervention (s25)</i>	48,268	3,502	51,770
<i>Active Participant Plans - Permanent Disability (s24)</i>	117,979	2,441	120,420
<i>Active Participant Plans - ECA</i>	4,926	5,047	5,047

Table F.2 People have left the Scheme since 1 July 2013 as at 31 December 2022 – New South Wales

People leaving the Scheme	Total
Number of people who have left the Scheme	12,220
<i>Early Intervention participants</i>	2,977
<i>Permanent disability participants</i>	9,243

Table F.3 Assessment of access by age group and gender – New South Wales

Age Group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
0 to 6	42,285	97%	16,988	97%	538	95%	59,811	97%
7 to 14	22,339	86%	10,183	85%	505	78%	33,027	85%
15 to 18	8,106	89%	4,566	87%	192	82%	12,864	88%
19 to 24	6,412	91%	3,956	85%	124	78%	10,492	88%
25 to 34	7,643	88%	5,690	80%	145	75%	13,478	84%
35 to 44	8,076	84%	6,548	75%	163	65%	14,787	80%
45 to 54	10,243	81%	8,760	69%	193	57%	19,196	75%
55 to 64	13,362	75%	11,571	62%	246	55%	25,179	68%
65+	788	58%	619	46%	12	36%	1,419	52%
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
Total	119,254	88%	68,882	78%	2,119	74%	190,255	84%

⁶⁸ The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

Table F.4 Assessment of access by primary disability group and gender – New South Wales⁶⁹

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	3,696	93%	1,812	91%	34	74%	5,542	92%
Autism	43,984	97%	15,173	97%	969	94%	60,126	97%
Cerebral palsy	3,243	97%	2,595	97%	35	97%	5,873	97%
Developmental delay	12,892	97%	5,408	97%	98	94%	18,398	97%
Global developmental delay	3,769	99%	1,481	99%	40	98%	5,290	99%
Hearing impairment	4,091	89%	4,156	85%	126	85%	8,373	87%
Intellectual disability	18,932	95%	14,283	95%	213	86%	33,428	95%
Multiple sclerosis	808	90%	2,099	88%	25	61%	2,932	88%
Psychosocial disability	10,418	73%	8,596	62%	233	53%	19,247	68%
Spinal cord injury	1,454	95%	564	91%	25	93%	2,043	94%
Stroke	2,032	88%	1,435	84%	31	84%	3,498	86%
Visual impairment	1,782	87%	1,635	86%	36	69%	3,453	86%
Other neurological	4,948	78%	3,895	77%	89	70%	8,932	78%
Other physical	3,788	50%	3,552	35%	87	28%	7,427	41%
Other sensory/speech	946	49%	391	46%	13	26%	1,350	48%
Other	1,655	45%	1,107	32%	32	29%	2,794	38%
Missing	816	91%	700	93%	33	97%	1,549	92%
Total	119,254	88%	68,882	78%	2,119	74%	190,255	84%

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred percent.

Table F.5 Participant profile per quarter by participants identifying as First Nations Peoples – New South Wales

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
First Nations Participants	13,654	8%	672	11%	14,326	8%
Non-First Nations Participants	114,482	69%	4,702	79%	119,184	69%
Not Stated	38,111	23%	569	10%	38,680	22%
Total	166,247	100%	5,943	100%	172,190	100%

Table F.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – New South Wales⁷⁰

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	18,115	11%	678	11%	18,793	11%
Not culturally and linguistically diverse	147,931	89%	5,265	89%	153,196	89%
Not stated	201	0%	<11	0%	201	0%
Total	166,247	100%	5,943	100%	172,190	100%

⁶⁹ Down syndrome is included in intellectual disability.

⁷⁰ The number of CALD participants excludes participants who identify as First Nations Peoples from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

Table F.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2022 – New South Wales ⁷¹

Age group	Total number of active participants
Under 45	14
45 to 54	99
55 to 64	574
Total YPIRAC (under 65)	687

Table F.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – New South Wales ⁷²

Participants in residential aged care (under 65)	Incremental	Cumulative
Dec-19	9	1,466
Mar-20	-45	1,421
Jun-20	-70	1,351
Sep-20	-74	1,277
Dec-20	-68	1,209
Mar-21	-88	1,121
Jun-21	-53	1,068
Sep-21	-66	1,002
Dec-21	-48	954
Mar-22	-69	885
Jun-22	-68	817
Sep-22	-70	747
Dec-22	-60	687

Table F.9 Participant profile per quarter by remoteness – New South Wales ^{73 74}

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Major cities	116,406	70%	4,197	71%	120,603	70%
Population > 50,000	4,842	3%	197	3%	5,039	3%
Population between 15,000 and 50,000	22,608	14%	744	13%	23,352	14%
Population between 5,000 and 15,000	10,074	6%	346	6%	10,420	6%
Population less than 5,000	11,603	7%	434	7%	12,037	7%
Remote	624	0%	20	0%	644	0%
Very Remote	85	0%	<11	0%	89	0%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	166,247	100%	5,943	100%	172,190	100%

⁷¹ There are a further 745 active participants aged 65 years or over who are currently in residential aged care.

⁷² The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

⁷³ The distributions are calculated excluding active participants with a missing remoteness classification.

⁷⁴ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

Table F.10 Participant profile per quarter by primary disability group – New South Wales ^{75 76 77}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	57,017	34%	1,599	27%	58,616	34%
Intellectual disability	30,829	19%	312	5%	31,141	18%
Psychosocial disability	17,024	10%	547	9%	17,571	10%
Developmental delay	13,311	8%	1,964	33%	15,275	9%
Hearing impairment	7,807	5%	171	3%	7,978	5%
Other neurological	6,673	4%	206	3%	6,879	4%
Other physical	5,633	3%	108	2%	5,741	3%
Cerebral palsy	5,555	3%	39	1%	5,594	3%
Acquired brain injury	4,722	3%	96	2%	4,818	3%
Global developmental delay	4,325	3%	495	8%	4,820	3%
Visual impairment	3,064	2%	59	1%	3,123	2%
Multiple sclerosis	2,661	2%	60	1%	2,721	2%
Stroke	2,876	2%	118	2%	2,994	2%
Spinal cord injury	1,793	1%	20	0%	1,813	1%
Other	2,144	1%	143	2%	2,287	1%
Other sensory/speech	813	0%	<11	0%	819	0%
Total	166,247	100%	5,943	100%	172,190	100%

Table F.11 Participant profile per quarter (participants in SIL) by primary disability group – New South Wales ^{78 79}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	1,098	11%	<11	0%	1,098	11%
Intellectual disability	4,897	48%	<11	6%	4,898	48%
Psychosocial disability	1,579	15%	<11	24%	1,583	15%
Developmental delay	<11	0%	<11	0%	<11	0%
Hearing impairment	<11	0%	<11	0%	<11	0%
Other neurological	537	5%	<11	18%	540	5%
Other physical	79	1%	<11	0%	79	1%
Cerebral palsy	805	8%	<11	0%	805	8%
Acquired brain injury	701	7%	<11	12%	703	7%
Global developmental delay	<11	0%	<11	0%	<11	0%
Visual impairment	29	0%	<11	0%	29	0%
Multiple sclerosis	77	1%	<11	0%	77	1%
Stroke	246	2%	<11	18%	249	2%
Spinal cord injury	62	1%	<11	6%	63	1%
Other	124	1%	<11	18%	127	1%
Other sensory/speech	<11	0%	<11	0%	<11	0%
Total	10,238	100%	17	100%	10,255	100%

⁷⁵ Table order based on national proportions in Table E.10 (highest to lowest).

⁷⁶ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

⁷⁷ Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in New South Wales (3,768).

⁷⁸ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

⁷⁹ Down syndrome is included in intellectual disability, representing 6% of participants in SIL (659).

Table F.12 Participant profile per quarter (participants not in SIL) by primary disability group – New South Wales ⁸⁰

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	55,919	36%	1,599	27%	57,518	36%
Intellectual disability	25,932	17%	311	5%	26,243	16%
Psychosocial disability	15,445	10%	543	9%	15,988	10%
Developmental delay	13,311	9%	1,964	33%	15,275	9%
Hearing impairment	7,804	5%	171	3%	7,975	5%
Other neurological	6,136	4%	203	3%	6,339	4%
Other physical	5,554	4%	108	2%	5,662	3%
Cerebral palsy	4,750	3%	39	1%	4,789	3%
Acquired brain injury	4,021	3%	94	2%	4,115	3%
Global developmental delay	4,325	3%	495	8%	4,820	3%
Visual impairment	3,035	2%	59	1%	3,094	2%
Multiple sclerosis	2,584	2%	60	1%	2,644	2%
Stroke	2,630	2%	115	2%	2,745	2%
Spinal cord injury	1,731	1%	19	0%	1,750	1%
Other	2,020	1%	140	2%	2,160	1%
Other sensory/speech	812	1%	<11	0%	818	1%
Total	156,009	100%	5,926	100%	161,935	100%

Table F.13 Participant profile per quarter by reported level of function – New South Wales ⁸¹

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
1 (High Function)	16,582	10%	1,808	30%	18,390	11%
2 (High Function)	285	0%	18	0%	303	0%
3 (High Function)	8,071	5%	447	8%	8,518	5%
4 (High Function)	12,807	8%	314	5%	13,121	8%
5 (High Function)	11,685	7%	522	9%	12,207	7%
6 (Moderate Function)	37,180	22%	1,230	21%	38,410	22%
7 (Moderate Function)	10,208	6%	267	4%	10,475	6%
8 (Moderate Function)	9,082	5%	247	4%	9,329	5%
9 (Moderate Function)	858	1%	22	0%	880	1%
10 (Moderate Function)	16,281	10%	399	7%	16,680	10%
11 (Low Function)	5,426	3%	58	1%	5,484	3%
12 (Low Function)	23,271	14%	431	7%	23,702	14%
13 (Low Function)	11,379	7%	169	3%	11,548	7%
14 (Low Function)	3,031	2%	<11	0%	3,041	2%
15 (Low Function)	48	0%	<11	0%	49	0%
Missing	53	n/a	<11	n/a	53	n/a
Total	166,247	100%	5,943	100%	172,190	100%

⁸⁰ Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (3,109).

⁸¹ The distributions are calculated excluding participants with a missing reported level of function.

Table F.14 Participant profile per quarter by age group – New South Wales

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
0 to 6	25,303	15%	3,133	53%	28,436	17%
7 to 14	42,883	26%	844	14%	43,727	25%
15 to 18	13,522	8%	268	5%	13,790	8%
19 to 24	14,763	9%	138	2%	14,901	9%
25 to 34	15,018	9%	255	4%	15,273	9%
35 to 44	12,715	8%	283	5%	12,998	8%
45 to 54	15,239	9%	375	6%	15,614	9%
55 to 64	18,548	11%	610	10%	19,158	11%
65+	8,256	5%	37	1%	8,293	5%
Total	166,247	100%	5,943	100%	172,190	100%

Table F.15 Participation rates by age group and gender at 31 December 2022 – New South Wales ⁸²

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	5.3%	2.4%	3.9%
7 to 14	7.1%	3.1%	5.3%
15 to 18	4.5%	2.3%	3.5%
19 to 24	2.9%	1.7%	2.3%
25 to 44	1.3%	1.0%	1.2%
45 to 64	1.9%	1.6%	1.7%
Total (aged 0 to 64)	2.9%	1.7%	2.3%

⁸² Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

Part Two: Participant and family/carer outcomes

Note: In Tables F.16 to F.20 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5 and R6 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment and sixth reassessment respectively.

Table F.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=13,513), 'participant social and community engagement rate' (n=13,635), 'parent and carer employment rate' (n=15,269) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=9,758) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 December 2020 - New South Wales⁸³

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	10%	14%	19%	26%
Participant employment rate - Aged 25 to 34 years	30%	30%	32%	26%
Participant employment rate - Aged 35 to 44 years	29%	29%	28%	26%
Participant employment rate - Aged 45 to 54 years	24%	25%	23%	26%
Participant employment rate - Aged 55 to 64 years	17%	17%	15%	26%
Participant employment rate - Aged 65+ years	13%	12%	10%	26%
Participant employment rate - Aged 25 to 64 years	24%	24%	23%	26%
Participant employment rate - Aged 15 to 64 years	20%	21%	22%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	36%	39%	46%
Participant social and community engagement rate - Aged 25 to 34 years	31%	41%	43%	46%
Participant social and community engagement rate - Aged 35 to 44 years	31%	37%	38%	46%
Participant social and community engagement rate - Aged 45 to 54 years	31%	38%	39%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	39%	40%	46%
Participant social and community engagement rate - Aged 65+ years	34%	36%	39%	46%
Participant social and community engagement rate - Aged 25+ years	32%	38%	40%	46%
Participant social and community engagement rate - Aged 15+ years	33%	38%	40%	46%
Parent and carer employment rate - Aged 0 to 14 years	49%	51%	54%	50%
Parent and carer employment rate - Aged 15+ years	47%	49%	48%	50%
Parent and carer employment rate - All ages	48%	50%	52%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	62%	67%	75%
Participant Choice and Control - Aged 25+ years	n/a	69%	76%	75%
Participant Choice and Control - Aged 15+ years	n/a	67%	74%	75%

⁸³ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2020 and have had a second plan reassessment to date.

Table F.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=12,618), 'participant social and community engagement rate' (n=12,758), 'parent and carer employment rate' (n=10,063) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=9,927) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 December 2019 - New South Wales ⁸⁴

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	9%	13%	15%	20%	26%
Participant employment rate - Aged 25 to 34 years	32%	33%	27%	31%	26%
Participant employment rate - Aged 35 to 44 years	31%	33%	29%	32%	26%
Participant employment rate - Aged 45 to 54 years	28%	29%	24%	27%	26%
Participant employment rate - Aged 55 to 64 years	19%	19%	15%	16%	26%
Participant employment rate - Aged 65+ years	13%	12%	9%	10%	26%
Participant employment rate - Aged 25 to 64 years	27%	28%	23%	26%	26%
Participant employment rate - Aged 15 to 64 years	22%	23%	20%	24%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	40%	42%	43%	46%
Participant social and community engagement rate - Aged 25 to 34 years	34%	43%	46%	48%	46%
Participant social and community engagement rate - Aged 35 to 44 years	36%	42%	47%	48%	46%
Participant social and community engagement rate - Aged 45 to 54 years	34%	40%	44%	45%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	38%	40%	43%	46%
Participant social and community engagement rate - Aged 65+ years	36%	38%	42%	42%	46%
Participant social and community engagement rate - Aged 25+ years	34%	40%	44%	45%	46%
Participant social and community engagement rate - Aged 15+ years	34%	40%	43%	45%	46%
Parent and carer employment rate - Aged 0 to 14 years	48%	49%	51%	53%	50%
Parent and carer employment rate - Aged 15+ years	50%	53%	53%	52%	50%
Parent and carer employment rate - All ages	48%	50%	52%	53%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	66%	69%	75%
Participant Choice and Control - Aged 25+ years	n/a	69%	75%	79%	75%
Participant Choice and Control - Aged 15+ years	n/a	66%	72%	76%	75%

⁸⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a third plan reassessment to date.

Table F.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=11,187), 'participant social and community engagement rate' (n=11,323), 'parent and carer employment rate' (n=6,115) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=9,577) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 December 2018 - New South Wales⁸⁵

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	10%	13%	18%	22%	26%	26%
Participant employment rate - Aged 25 to 34 years	32%	33%	32%	29%	33%	26%
Participant employment rate - Aged 35 to 44 years	35%	36%	33%	31%	32%	26%
Participant employment rate - Aged 45 to 54 years	35%	34%	34%	28%	31%	26%
Participant employment rate - Aged 55 to 64 years	24%	24%	21%	19%	20%	26%
Participant employment rate - Aged 65+ years	15%	15%	12%	10%	10%	26%
Participant employment rate - Aged 25 to 64 years	31%	31%	30%	26%	29%	26%
Participant employment rate - Aged 15 to 64 years	26%	27%	27%	25%	28%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	41%	47%	49%	47%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	46%	53%	52%	54%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	42%	47%	48%	50%	46%
Participant social and community engagement rate - Aged 45 to 54 years	37%	43%	47%	52%	50%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	40%	44%	43%	45%	46%
Participant social and community engagement rate - Aged 65+ years	35%	40%	41%	43%	44%	46%
Participant social and community engagement rate - Aged 25+ years	36%	42%	47%	48%	49%	46%
Participant social and community engagement rate - Aged 15+ years	36%	42%	47%	48%	49%	46%
Parent and carer employment rate - Aged 0 to 14 years	49%	52%	52%	54%	56%	50%
Parent and carer employment rate - Aged 15+ years	50%	53%	55%	55%	53%	50%
Parent and carer employment rate - All ages	50%	52%	53%	54%	55%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	66%	69%	71%	75%
Participant Choice and Control - Aged 25+ years	n/a	66%	74%	76%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	64%	71%	73%	77%	75%

⁸⁵ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a fourth plan reassessment to date.

Table F.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=7,325), 'participant social and community engagement rate' (n=7,490), 'parent and carer employment rate' (n=2,483) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=6,236) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 December 2017 - New South Wales ⁸⁶

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	9%	14%	18%	24%	26%	30%	26%
Participant employment rate - Aged 25 to 34 years	30%	33%	31%	32%	29%	31%	26%
Participant employment rate - Aged 35 to 44 years	36%	38%	34%	34%	32%	34%	26%
Participant employment rate - Aged 45 to 54 years	34%	35%	30%	34%	26%	28%	26%
Participant employment rate - Aged 55 to 64 years	28%	28%	24%	23%	19%	20%	26%
Participant employment rate - Aged 65+ years	19%	18%	14%	13%	10%	11%	26%
Participant employment rate - Aged 25 to 64 years	32%	33%	30%	30%	26%	28%	26%
Participant employment rate - Aged 15 to 64 years	28%	29%	27%	29%	26%	28%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	39%	44%	47%	47%	48%	46%
Participant social and community engagement rate - Aged 25 to 34 years	34%	43%	49%	53%	52%	54%	46%
Participant social and community engagement rate - Aged 35 to 44 years	33%	41%	47%	50%	47%	52%	46%
Participant social and community engagement rate - Aged 45 to 54 years	35%	43%	47%	49%	50%	51%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	38%	43%	46%	47%	48%	46%
Participant social and community engagement rate - Aged 65+ years	36%	38%	44%	44%	44%	47%	46%
Participant social and community engagement rate - Aged 25+ years	35%	41%	47%	49%	49%	51%	46%
Participant social and community engagement rate - Aged 15+ years	34%	41%	46%	49%	48%	51%	46%
Parent and carer employment rate - Aged 0 to 14 years	43%	46%	48%	49%	52%	53%	50%
Parent and carer employment rate - Aged 15+ years	50%	53%	55%	57%	60%	56%	50%
Parent and carer employment rate - All ages	46%	49%	51%	53%	56%	55%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	63%	68%	69%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	66%	73%	77%	78%	82%	75%
Participant Choice and Control - Aged 15+ years	n/a	64%	69%	73%	74%	78%	75%

⁸⁶ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a fifth plan reassessment to date.

Table F.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,630), 'participant social and community engagement rate' (n=1,706), 'parent and carer employment rate' (n=367) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=1,210) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 31 December 2016 - New South Wales ⁸⁷

Age group	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Participant employment rate - Aged 15 to 24 years	10%	14%	13%	18%	25%	14%	25%	26%
Participant employment rate - Aged 25 to 34 years	17%	18%	18%	18%	23%	23%	22%	26%
Participant employment rate - Aged 35 to 44 years	25%	24%	23%	22%	21%	23%	22%	26%
Participant employment rate - Aged 45 to 54 years	31%	32%	29%	28%	24%	28%	26%	26%
Participant employment rate - Aged 55 to 64 years	27%	24%	20%	18%	14%	20%	17%	26%
Participant employment rate - Aged 65+ years	19%	20%	11%	11%	10%	8%	8%	26%
Participant employment rate - Aged 25 to 64 years	25%	24%	22%	21%	21%	24%	22%	26%
Participant employment rate - Aged 15 to 64 years	23%	23%	21%	21%	22%	23%	22%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	34%	39%	47%	48%	45%	43%	46%
Participant social and community engagement rate - Aged 25 to 34 years	29%	35%	49%	52%	58%	54%	56%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	41%	46%	50%	50%	56%	56%	46%
Participant social and community engagement rate - Aged 45 to 54 years	36%	37%	47%	56%	54%	63%	57%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	36%	43%	39%	41%	51%	50%	46%
Participant social and community engagement rate - Aged 65+ years	42%	49%	54%	54%	46%	50%	54%	46%
Participant social and community engagement rate - Aged 25+ years	35%	38%	47%	50%	51%	55%	54%	46%
Participant social and community engagement rate - Aged 15+ years	35%	38%	46%	50%	51%	54%	53%	46%
Parent and carer employment rate - Aged 0 to 14 years	43%	47%	51%	54%	44%	60%	47%	50%
Parent and carer employment rate - Aged 15+ years	46%	50%	49%	53%	61%	59%	53%	50%
Parent and carer employment rate - All ages	45%	49%	49%	54%	56%	59%	51%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	58%	65%	62%	66%	67%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	68%	75%	79%	80%	79%	82%	75%
Participant Choice and Control - Aged 15+ years	n/a	65%	71%	73%	74%	74%	78%	75%

⁸⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a sixth plan reassessment to date.

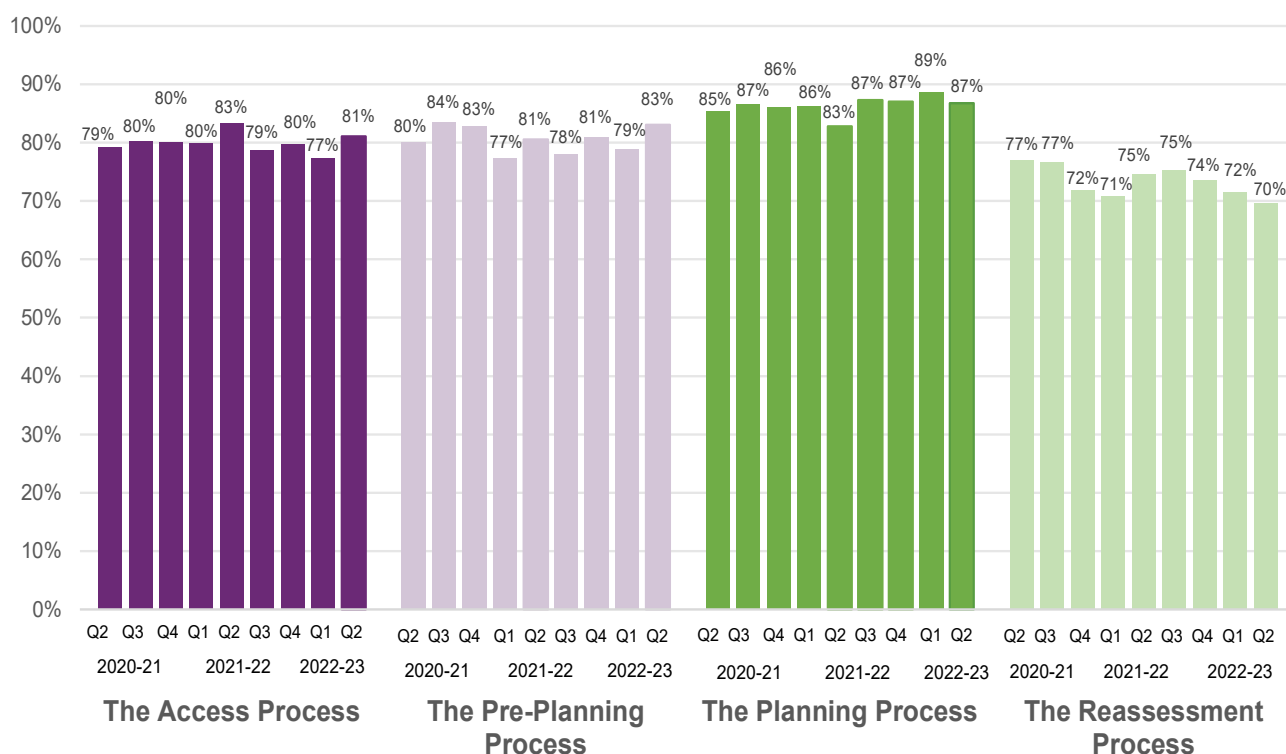
Part Three: Participant experience

Table F.21 Proportion of participants who agreed with statements about 'Access' (n = 2,146 in Prior Quarters, n = 264 in 2022-23 Q2), 'Pre-planning' (n = 1,958 in Prior Quarters, n = 254 in 2022-23 Q2), 'Planning' (n = 9,818 in Prior Quarters, n = 1,323 in 2022-23 Q2) and 'Plan reassessment' (n = 28,706 in Prior Quarters, n = 2,598 in 2022-23 Q2) of NDIS journey in 2022-23 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – New South Wales⁸⁸

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2022-23 Q2
Access - Are you happy with how coming into the NDIS has gone?	86%	87%
Access - Was the person from the NDIS respectful?	98%	97%
Access - Do you understand what will happen next with your plan?	80%	81%
Access - % of participants rating their overall experience as Very Good or Good.	80%	81%
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	87%	90%
Pre-planning - Did you understand why you needed to give the information you did?	96%	97%
Pre-planning - Were decisions about your plan clearly explained?	81%	85%
Pre-planning - Are you clear on what happens next with your plan?	70%	69%
Pre-planning - Do you know where to go for more help with your plan?	75%	80%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	80%	83%
Planning - Did the person from the NDIS understand how your disability affects your life?	92%	93%
Planning - Did you understand why you needed to give the information you did?	98%	97%
Planning - Were decisions about your plan clearly explained?	89%	92%
Planning - Are you clear on what happens next with your plan?	85%	85%
Planning - Do you know where to go for more help with your plan?	89%	91%
Planning - % of participants rating their overall experience as Very Good or Good.	86%	87%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	80%	76%
Plan reassessment - Did you feel prepared for your plan reassessment?	87%	85%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	88%	86%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	74%	70%

⁸⁸ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure F.1 Trend of satisfaction across the pathway (% Very Good/Good) – New South Wales ⁸⁹



The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q2. The charts show trends in complaints based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table F.22 shows the number of complaints in 2022-23 Q2 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile 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. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Tables F.23 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

⁸⁹ Participant satisfaction results for prior quarters have been restated using data as at 31 December 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

Table F.22 Complaints by quarter – New South Wales ^{90 91}

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q2	Total	Number of unique complainants
People who have submitted an access request: Complaints about ECA Partner	70	<11	76	67
People who have submitted an access request: Complaints about LAC Partner	522	54	576	515
People who have submitted an access request: Complaints about service providers	2,463	143	2,606	2,058
People who have submitted an access request: Complaints about the Agency	33,984	1,543	35,527	18,864
People who have submitted an access request: Critical/ Reportable Incident	3,753	585	4,338	3,335
People who have submitted an access request: Unclassified	1,522	<11	1,522	1,331
People who have submitted an access request: Total	42,314	2,331	44,645	22,909
<i>Percentage of the number of active participants</i>	<i>6.8%</i>	<i>5.5%</i>	<i>6.7%</i>	<i>n/a</i>

Figure F.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – New South Wales

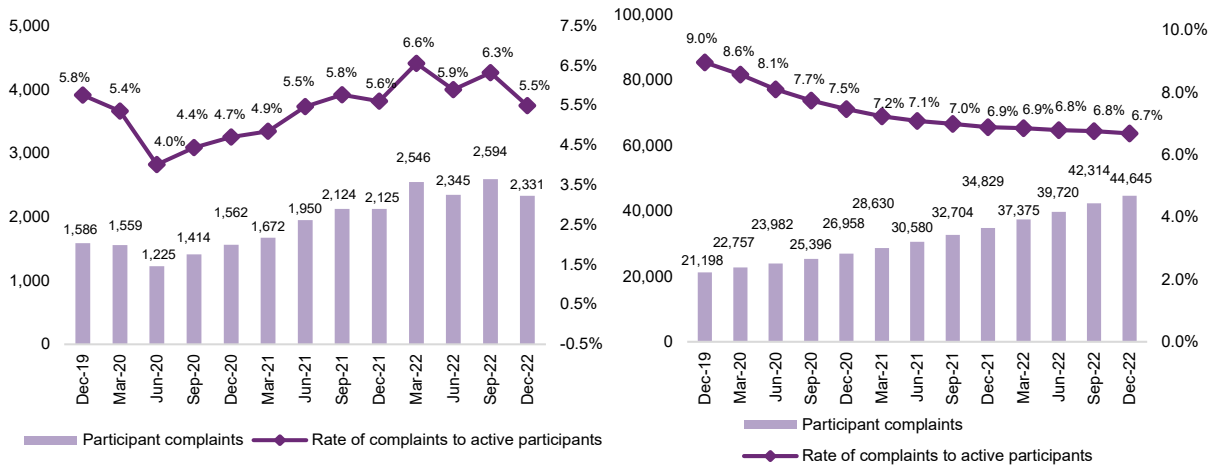
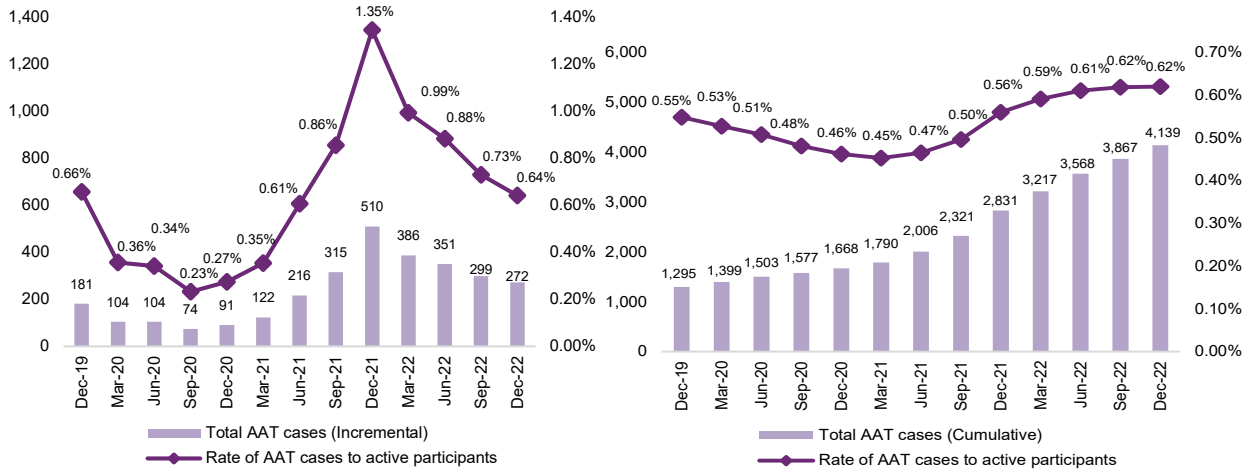


Figure F.3 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – New South Wales



⁹⁰ Note that 61% of all complainants made only one complaint, 20% made two complaints and 19% made three or more complaints.

⁹¹ Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

Table F.23 Participant complaints by type. Complaints with a related party who has submitted an access request – New South Wales ⁹²

Type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	<11	n/a	<11	n/a	2,384	7%
Complaints about the Agency - Information unclear	742	2%	<11	n/a	744	2%
Complaints about the Agency - NDIA Access	587	2%	70	5%	657	2%
Complaints about the Agency - NDIA Engagement	27	0%	<11	n/a	33	0%
Complaints about the Agency - NDIA Finance	1,686	5%	129	8%	1,815	5%
Complaints about the Agency - NDIA Fraud and Compliance	93	0%	22	1%	115	0%
Complaints about the Agency - NDIA Plan	5,972	18%	603	39%	6,575	19%
Complaints about the Agency - NDIA Process	1,828	5%	214	14%	2,042	6%
Complaints about the Agency - NDIA Resources	185	1%	18	1%	203	1%
Complaints about the Agency - NDIA Staff	1,237	4%	155	10%	1,392	4%
Complaints about the Agency - NDIA Timeliness	4,183	12%	292	19%	4,475	13%
Complaints about the Agency - Participation, engagement and inclusion	178	1%	<11	n/a	180	1%
Complaints about the Agency - Provider Portal	44	0%	<11	n/a	44	0%
Complaints about the Agency - Quality & Safeguards Commission	13	0%	<11	n/a	15	0%
Complaints about the Agency - Reasonable and necessary supports	2,277	7%	<11	n/a	2,278	6%
Complaints about the Agency - Staff conduct - Agency	682	2%	<11	n/a	682	2%
Complaints about the Agency - The way the NDIA carried out its decision making	1,255	4%	<11	n/a	1,265	4%
Complaints about the Agency - Timeliness	5,952	18%	<11	n/a	5,955	17%
Complaints about the Agency - Other	4,660	14%	13	1%	4,673	13%
Complaints about the Agency - Total	33,984	100%	1,543	100%	35,527	100%
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Process	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	38	54%	<11	n/a	43	57%
Complaints about ECA Partner - ECA Timeliness	15	21%	<11	n/a	15	20%
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	70	100%	<11	n/a	76	100%
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	103	20%	<11	n/a	108	19%
Complaints about LAC Partner - LAC Process	56	11%	<11	n/a	65	11%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	309	59%	35	65%	344	60%
Complaints about LAC Partner - LAC Timeliness	44	8%	<11	n/a	49	9%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	522	100%	54	100%	576	100%

⁹² There are 42,314 total participant complaints in Prior Quarters, 2,331 total participant complaints in 2022-23 Q2, and 44,645 total participant complaints as at 31 December 2022, including 1,522 unclassified participant complaints as at 31 December 2022.

Type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider costs	144	6%	<11	n/a	146	6%
Complaints about service providers - Provider Finance	113	5%	17	12%	130	5%
Complaints about service providers - Provider Fraud and Compliance	136	6%	23	16%	159	6%
Complaints about service providers - Provider process	136	6%	<11	n/a	138	5%
Complaints about service providers - Provider Service	596	24%	59	41%	655	25%
Complaints about service providers - Provider Staff	255	10%	36	25%	291	11%
Complaints about service providers - Service Delivery	233	9%	<11	n/a	233	9%
Complaints about service providers - Staff conduct	212	9%	<11	n/a	214	8%
Complaints about service providers - Supports being provided	253	10%	<11	n/a	253	10%
Complaints about service providers - Other	385	16%	<11	n/a	387	15%
Complaints about service providers - Total	2,463	100%	143	100%	2,606	100%
Critical/ Reportable Incident - Allegations against a provider	1,168	31%	160	27%	1,328	31%
Critical/ Reportable Incident - Allegations against Informal Supports	495	13%	108	18%	603	14%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	573	15%	90	15%	663	15%
Critical/ Reportable Incident - Provider reporting	1,514	40%	227	39%	1,741	40%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Total	3,753	100%	585	100%	4,338	100%

Table F.24 AAT Cases by category at 31 December 2022 – New South Wales

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Access	882	23%	42	15%	924	22%
Plan	2,626	68%	205	75%	2,831	68%
Plan Reassessment	178	5%	<11	2%	183	4%
Other	181	5%	20	7%	201	5%
Total cases	3,867	100%	272	100%	4,139	100%
Percentage of the number of active participants	0.62%	n/a	0.64%	n/a	0.62%	n/a

Table F.25 AAT cases by open/closed and decision – New South Wales^{93 94}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	4,139	3,756
Open AAT Cases	859	852
Closed AAT Cases	3,280	2,984
<i>Resolved before hearing</i>	3,183	2,896
<i>Gone to hearing and received a substantive decision</i>	97	88

⁹³ Of the 97 cases which went to hearing and received a substantive decision: 41 affirmed the Agency's decision, 23 varied the Agency's decision and 33 set aside the Agency's decision.

⁹⁴ The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

Part Four: Providers and the growing market

Table F.26 Key markets indicators by quarter – New South Wales ^{95 96}

Market indicators	Previous Quarter	2022-23 Q2
Average number of active providers per active participant	1.29	1.26
Number of providers delivering new types of supports	799	707
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	89%	89%
Share of payments - top 25%: Therapeutic Supports (Percentage)	92%	92%
Share of payments - top 25%: Participate Community (Percentage)	90%	90%
Share of payments - top 25%: Early Childhood Supports (Percentage)	90%	89%
Share of payments - top 25%: Assist Personal Activities (Percentage)	91%	90%

Table F.27 Cumulative number of providers that have been ever active as at 31 December 2022 by quarter of activity – New South Wales ⁹⁷

Activity	Number of providers
Active for the first time in 2022-23 Q2	200
Active in 2022-23 Q2 and also in previous quarters	4,194
Active in 2022-23 Q2	4,394
Inactive in 2022-23 Q2	5,564
Active ever	9,958

Table F.28 Distribution of active providers in 2022-23 Q2 by their status in 2022-23 Q1 and payment band in 2022-23 Q2 – New South Wales ⁹⁸

Amount paid in 2022-23 Q2	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	557	101	77	735
\$2,001-\$10,000	832	56	67	955
\$10,001-\$100,000	1,357	28	45	1,430
\$100,001-\$250,000	413	<5	7	420
\$250,000+	848	<5	<5	854
Total	4,007	187	387	4,394

Table F.29 Proportion of active participants with approved plans accessing mainstream supports – New South Wales ⁹⁹

Mainstream service	Prior Quarters	2022-23 Q2	Total
Daily Activities	12%	12%	12%
Health & Wellbeing	74%	76%	74%
Lifelong Learning	31%	27%	30%
Other	22%	26%	22%
Non-categorised	11%	9%	11%
Any mainstream service	97%	96%	97%

⁹⁵ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁹⁶ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁹⁷ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

⁹⁸ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

⁹⁹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Note: In Table F.30 and Figures F.4 to F.12, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2022. Average payments are derived from total payments paid over the 12 months to 31 December 2022, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Table F.30 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q2 – New South Wales

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	2.6%	2.8%
\$5,001-\$10,000	6.7%	7.2%
\$10,001-\$15,000	11.6%	12.3%
\$15,001-\$20,000	14.0%	14.9%
\$20,001-\$25,000	10.3%	11.0%
\$25,001-\$30,000	4.5%	4.8%
\$30,001-\$50,000	13.2%	14.0%
\$50,001-\$100,000	16.8%	17.8%
\$100,001-\$150,000	6.5%	6.8%
\$150,001-\$200,000	3.3%	3.4%
\$200,001-\$250,000	2.1%	1.7%
\$250,001+	7.7%	2.6%

Figure F.4 Average annualised committed supports and average payments by age group as at 31 December 2022 – New South Wales

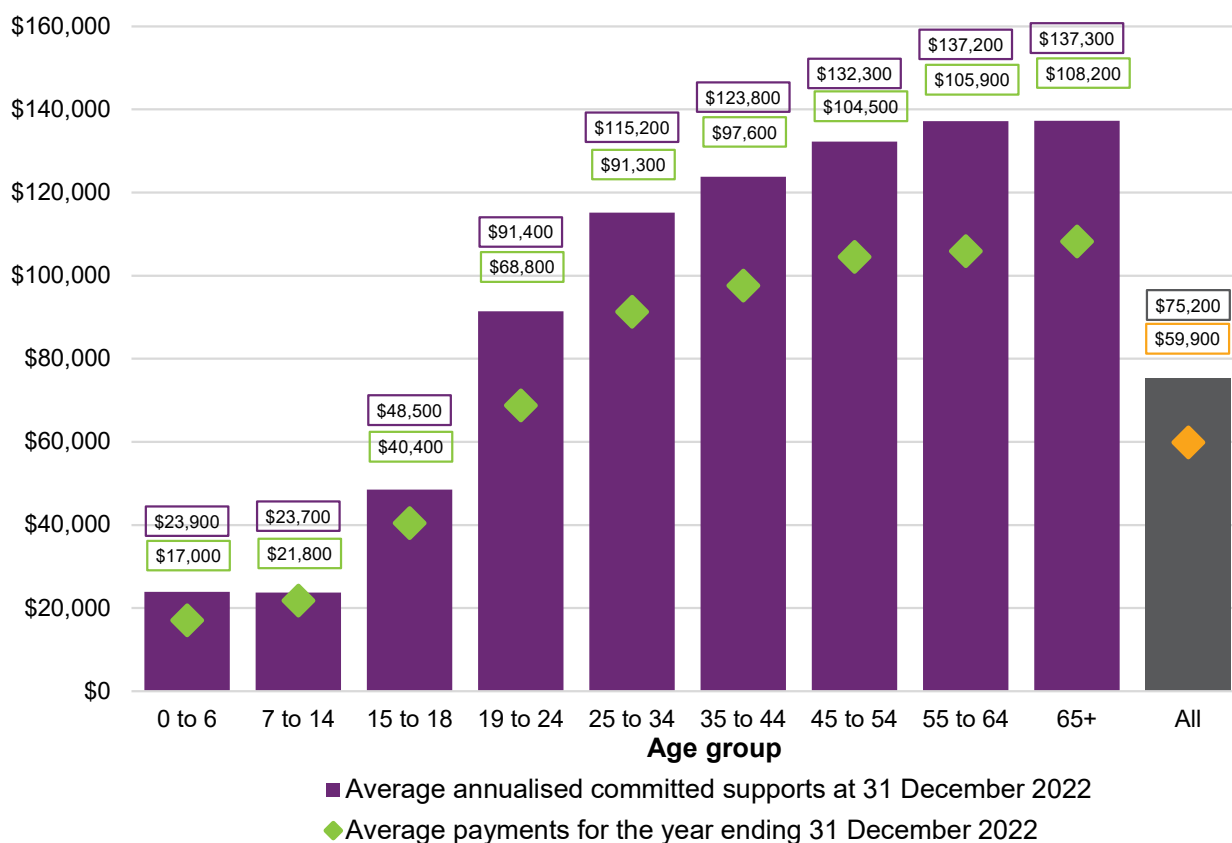


Figure F.5 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2022 – New South Wales

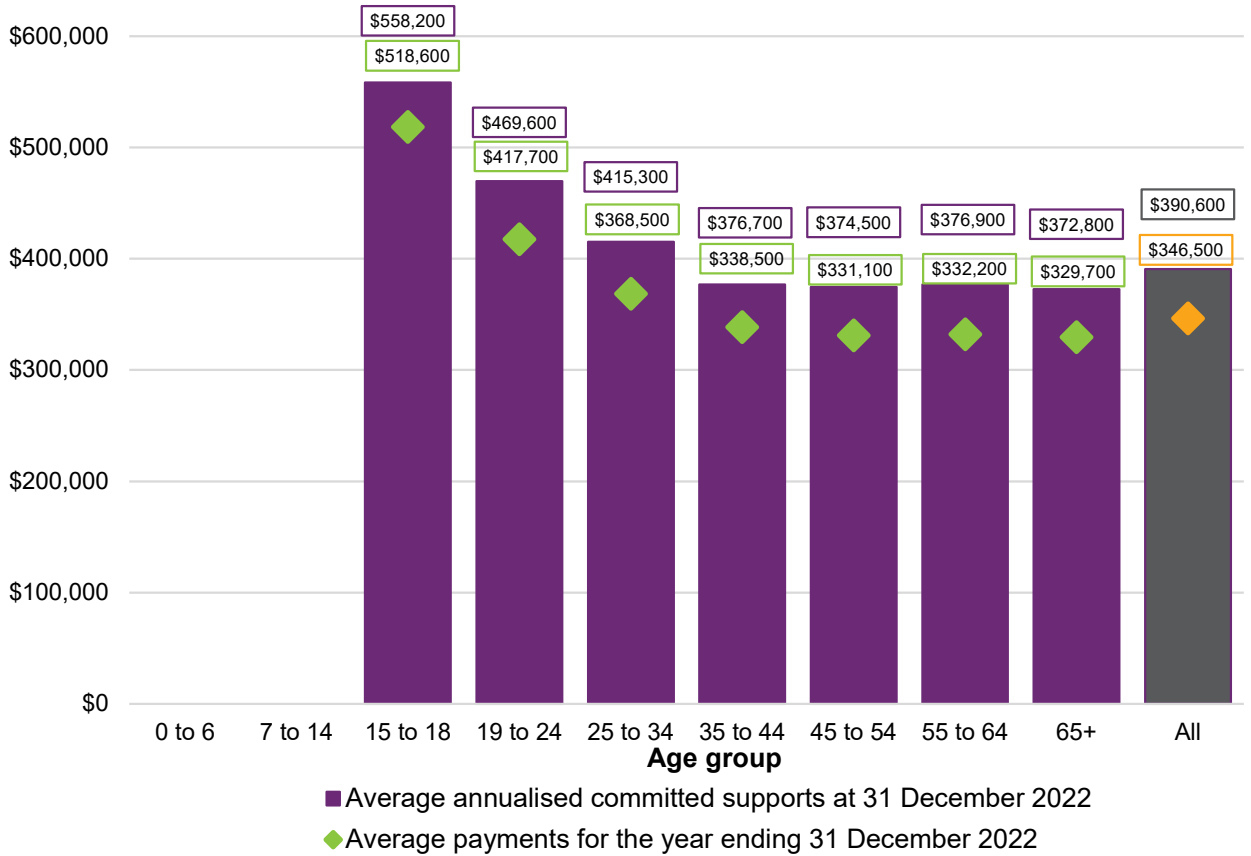


Figure F.6 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2022 – New South Wales

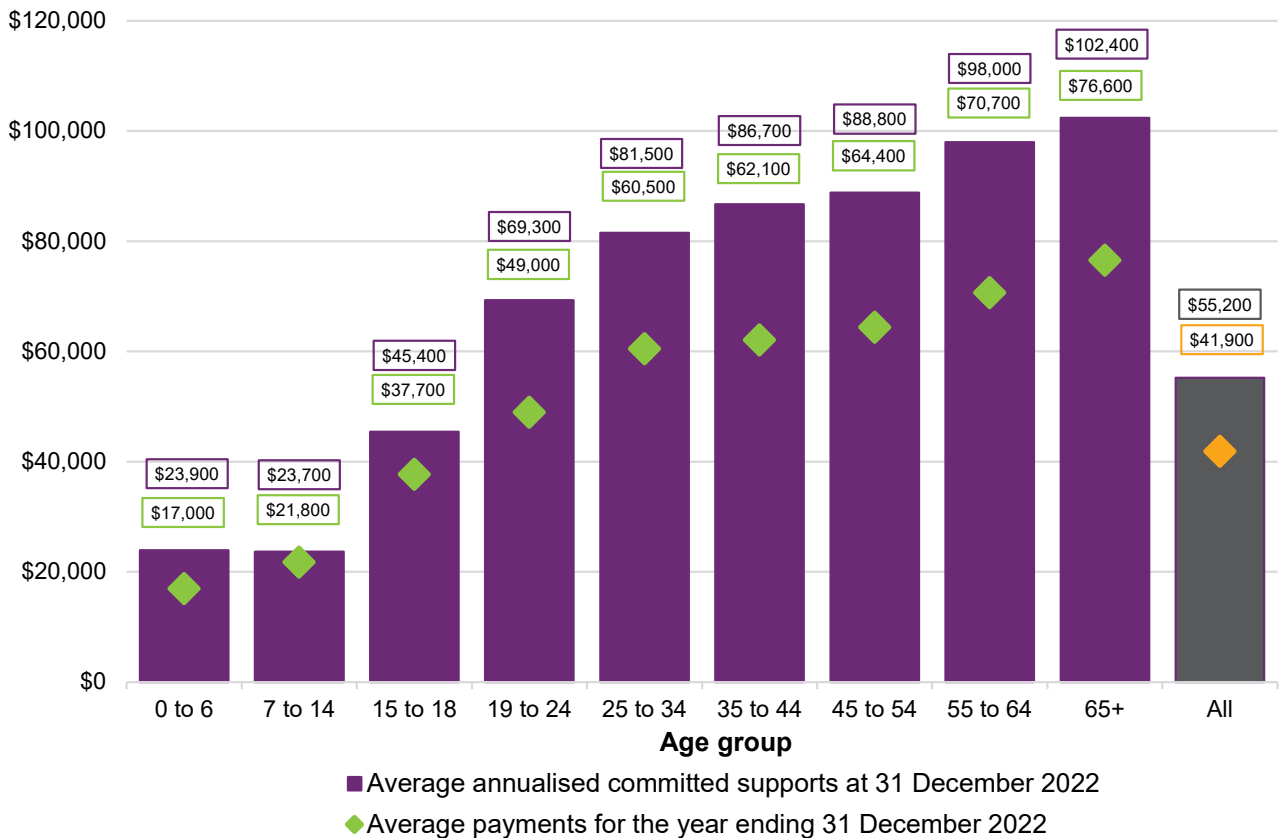


Figure F.7 Average annualised committed supports and average payments by primary disability group as at 31 December 2022 – New South Wales

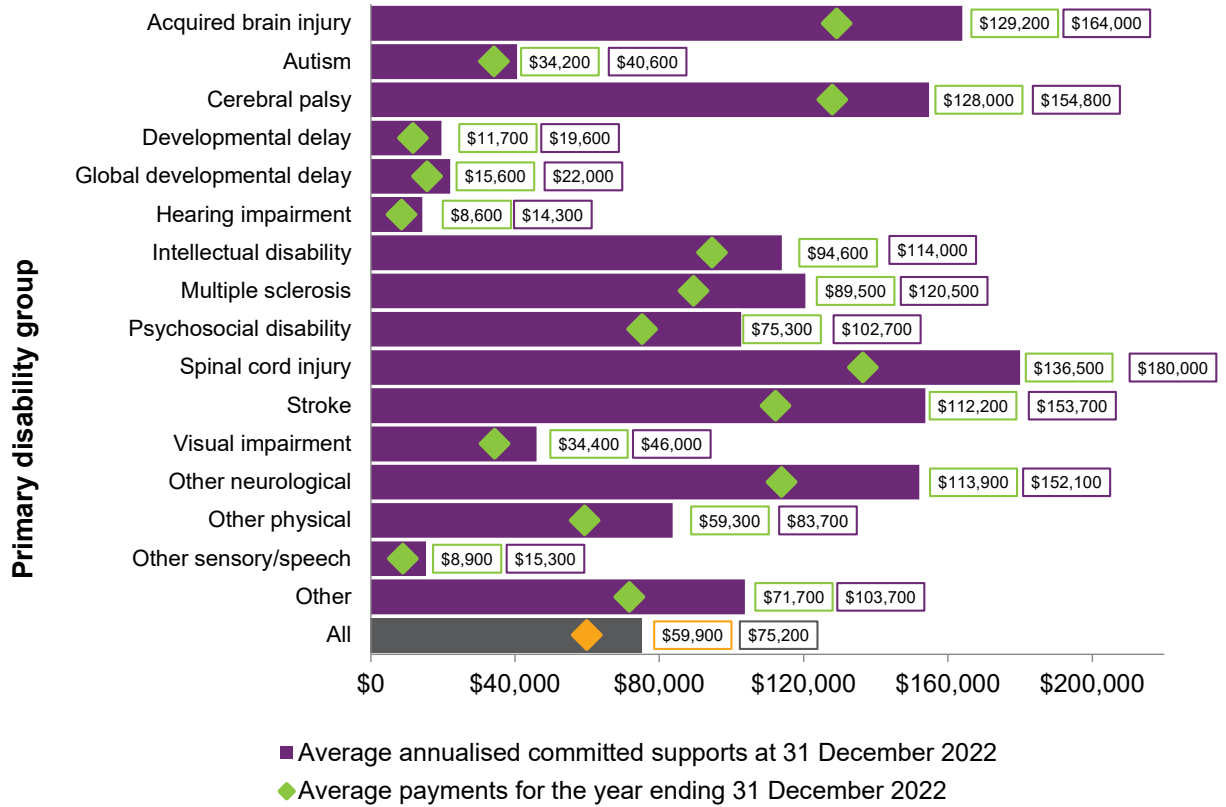


Figure F.8 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 December 2022 – New South Wales

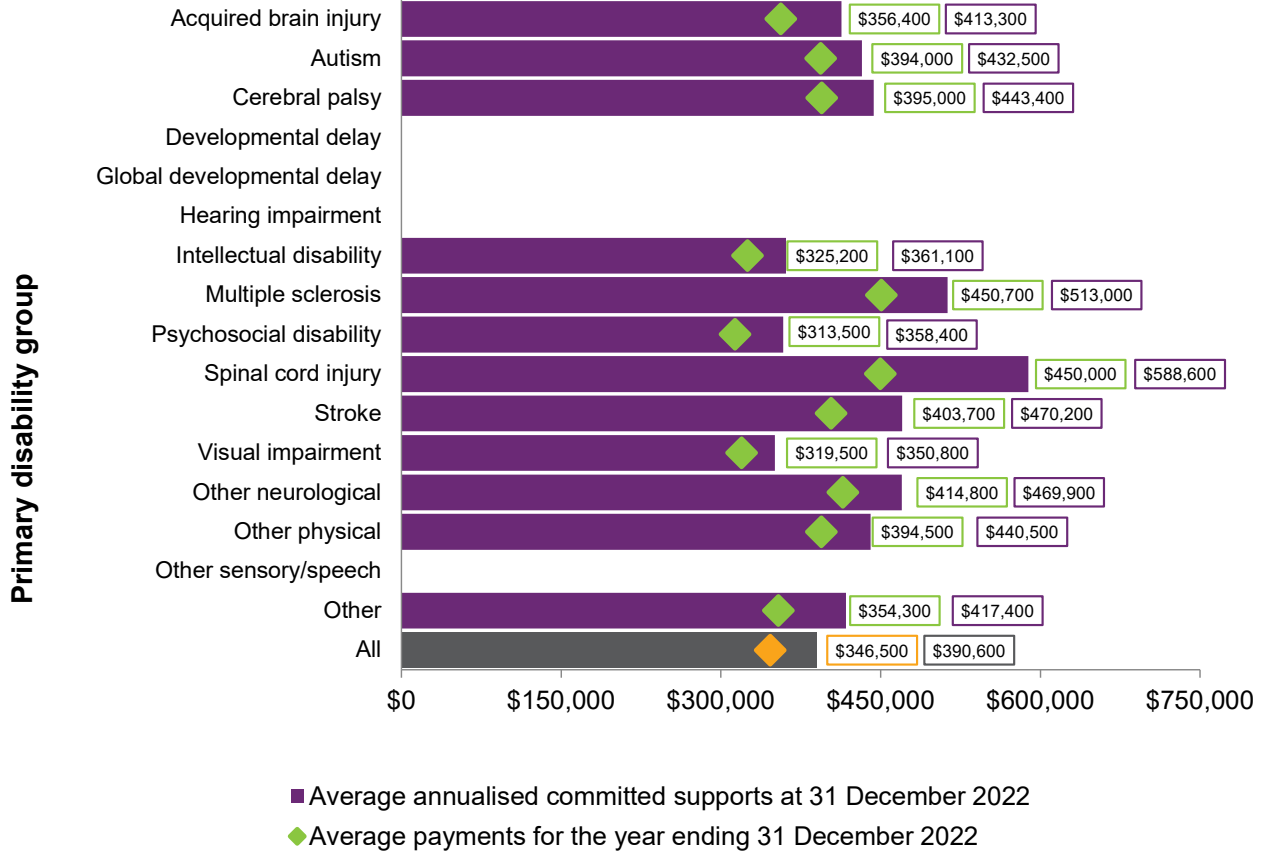


Figure F.9 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 December 2022 – New South Wales

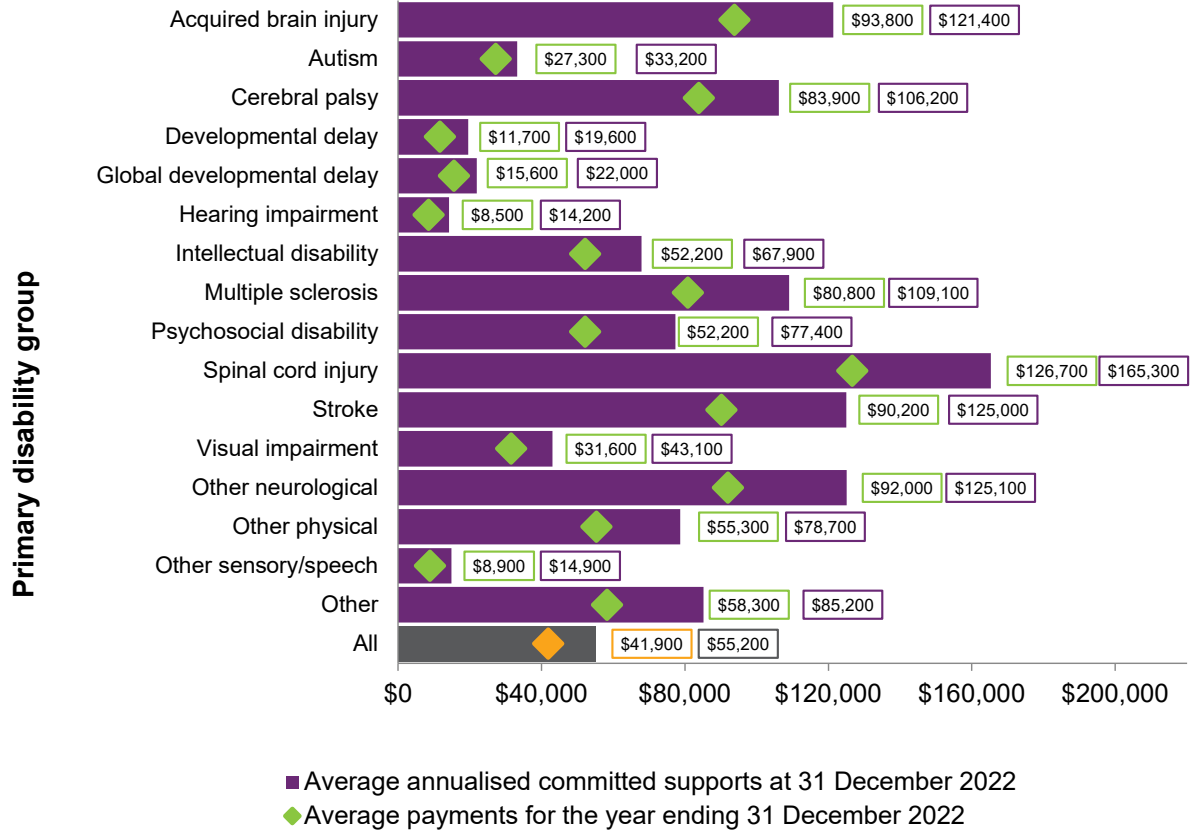


Figure F.10 Average annualised committed supports and average payments by reported level of function as at 31 December 2022 – New South Wales

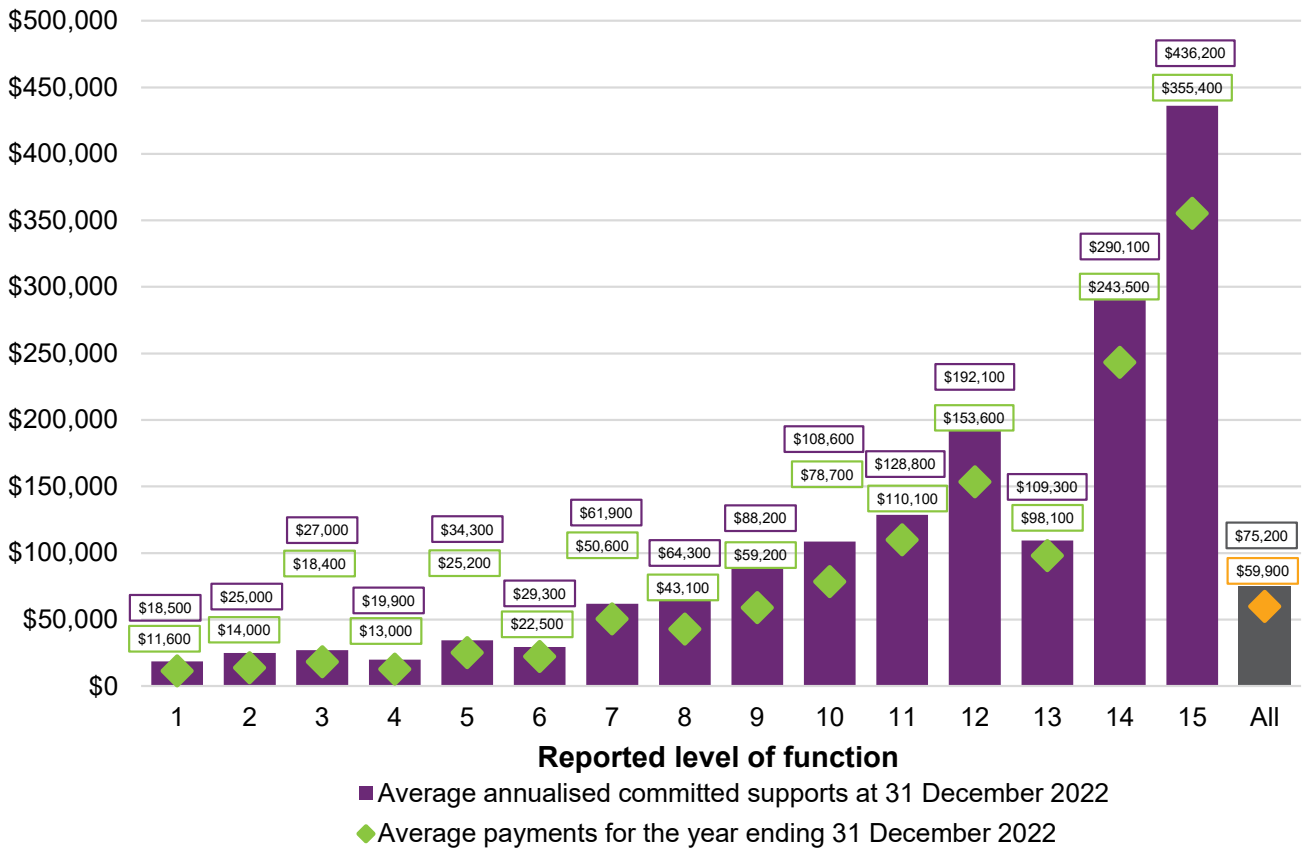


Figure F.11 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2022 – New South Wales

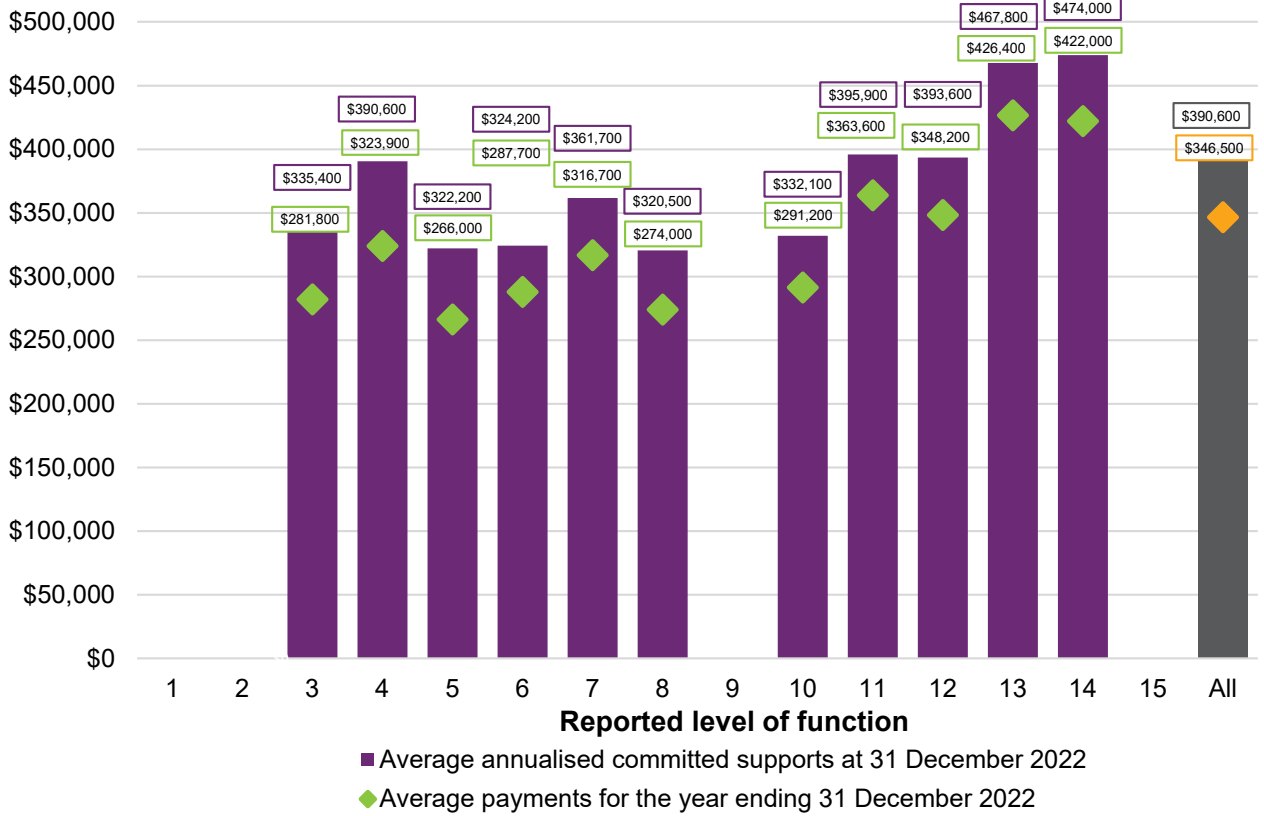


Figure F.12 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2022 – New South Wales

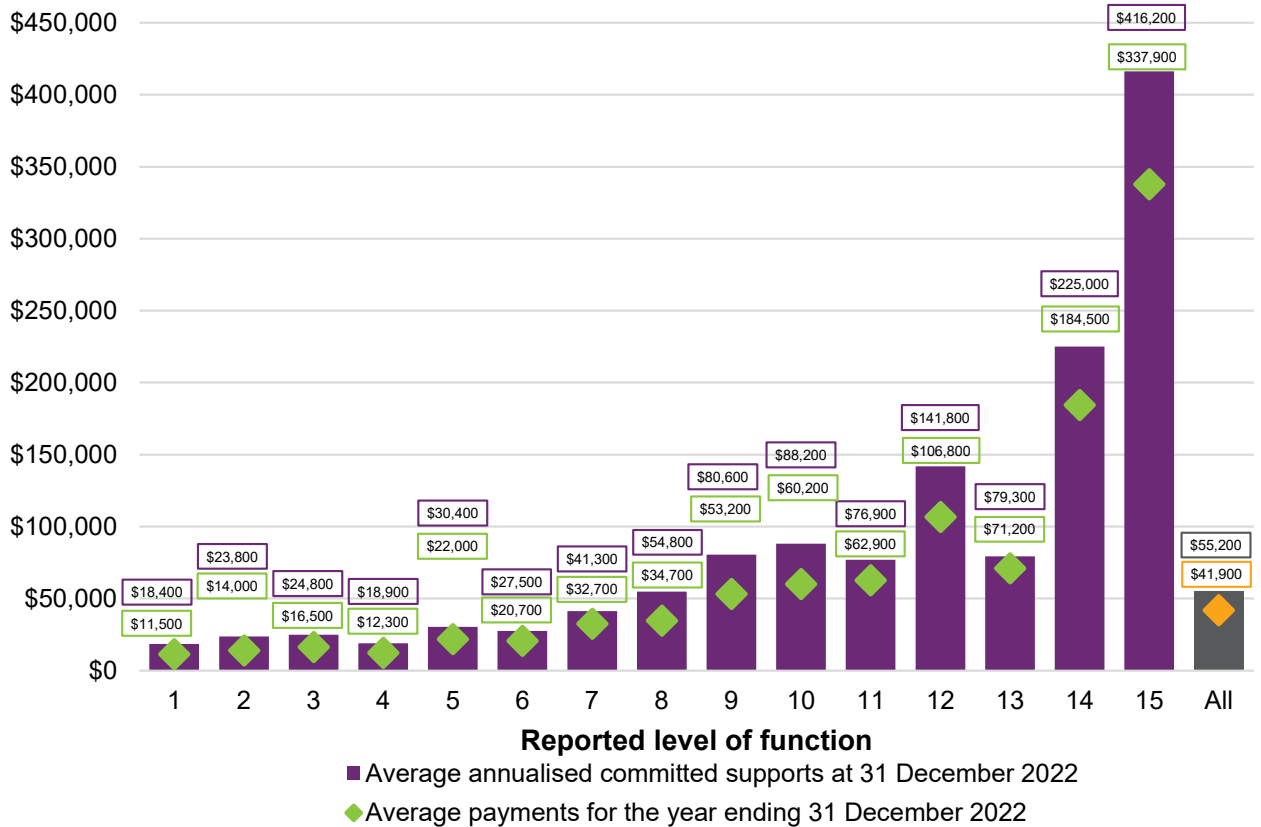


Table F.31 Total annualised committed supports and total payments by support category as at 31 December 2022 (\$m) – New South Wales ^{100 101}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$5,282.1	\$6,217.3
Core: Consumables	\$159.5	\$222.5
Core: Social and Civic	\$1,966.6	\$2,843.0
Core: Transport	\$317.9	\$153.5
Capacity Building: Choice and Control	\$120.1	\$136.9
Capacity Building: Daily Activities	\$1,150.8	\$1,998.4
Capacity Building: Employment	\$36.5	\$92.4
Capacity Building: Health and Wellbeing	\$18.1	\$32.8
Capacity Building: Home Living	\$0.1	\$0.8
Capacity Building: Lifelong learning	\$0.00	\$0.06
Capacity Building: Relationships	\$138.0	\$270.1
Capacity Building: Social and Civic	\$42.3	\$114.7
Capacity Building: Support Coordination	\$234.5	\$313.7
Capital: Assistive Technology	\$191.8	\$396.2
Capital: Home Modifications	\$103.8	\$156.1
All	\$9,762.1	\$12,948.5

Table F.32 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2022 (\$m) – New South Wales ^{102 103}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$2,615.6	\$2,915.3
Core: Consumables	\$21.1	\$30.5
Core: Social and Civic	\$420.9	\$626.7
Core: Transport	\$21.3	\$25.4
Capacity Building: Choice and Control	\$7.1	\$8.3
Capacity Building: Daily Activities	\$62.4	\$106.3
Capacity Building: Employment	\$0.9	\$2.8
Capacity Building: Health and Wellbeing	\$2.4	\$4.3
Capacity Building: Home Living	\$0.001	\$0.008
Capacity Building: Lifelong learning	\$0.0	\$0.0
Capacity Building: Relationships	\$57.1	\$97.7
Capacity Building: Social and Civic	\$1.0	\$2.5
Capacity Building: Support Coordination	\$41.9	\$53.1
Capital: Assistive Technology	\$23.3	\$48.6
Capital: Home Modifications	\$60.9	\$84.1
All	\$3,335.9	\$4,005.3

¹⁰⁰ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

¹⁰¹ Total payments for home modifications in New South Wales were \$103.8m. Of which, \$75.3m (73%) has been paid for specialised disability accommodation (SDA) supports, and \$28.5m (27%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$3.5m processed off-system in June 2022. Total annualised committed supports for home modifications in New South Wales were \$156.1m. Of which, \$109.2m (70%) has been allocated for specialised disability accommodation (SDA) supports, and \$46.9m (30%) has been allocated for non-SDA supports.

¹⁰² Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

¹⁰³ Total payments for home modifications in New South Wales were \$60.9m. Of which, \$60.8m (99.8%) has been paid for specialised disability accommodation (SDA) supports, and \$0.1m (0.2%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$3.2m processed off-system in June 2022. Total annualised committed supports for home modifications in New South Wales were \$84.1m. Of which, \$83.1m (98.9%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.0m (1.1%) has been allocated for non-SDA supports.

Table F.33 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2022 (\$m) – New South Wales ^{104 105}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$2,666.5	\$3,302.1
Core: Consumables	\$138.4	\$192.0
Core: Social and Civic	\$1,545.7	\$2,216.3
Core: Transport	\$296.7	\$128.1
Capacity Building: Choice and Control	\$113.0	\$128.6
Capacity Building: Daily Activities	\$1,088.4	\$1,892.2
Capacity Building: Employment	\$35.7	\$89.6
Capacity Building: Health and Wellbeing	\$15.7	\$28.6
Capacity Building: Home Living	\$0.1	\$0.8
Capacity Building: Lifelong learning	\$0.00	\$0.06
Capacity Building: Relationships	\$80.8	\$172.4
Capacity Building: Social and Civic	\$41.3	\$112.2
Capacity Building: Support Coordination	\$192.5	\$260.6
Capital: Assistive Technology	\$168.4	\$347.6
Capital: Home Modifications	\$42.9	\$72.1
All	\$6,426.3	\$8,943.2

Table F.34 Payments by financial year in which support was provided, compared to committed supports (\$m) – New South Wales ¹⁰⁶

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	50.5	185.0	352.5	1,771.7	4,284.5	5,919.0	8,061.4	10,215.1	11,452.3	6,573.7
Total Paid	37.4	141.8	260.1	1,211.7	3,110.6	4,488.2	6,006.5	7,743.5	8,948.4	4,758.3
% utilised to date	74%	77%	74%	68%	73%	76%	75%	76%	78%	72%

Table F.35 Percentage change in plan budgets for active participants- New South Wales ^{107 108}

Inflation type	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Intraplan Inflation	2.7%	3.7%	4.9%	5.8%	4.9%	7.2%	10.4%	6.5%
Interplan Inflation	2.3%	-1.1%	1.0%	3.9%	2.1%	4.8%	9.7%	9.9%
Total Inflation	5.0%	2.7%	6.0%	9.7%	6.9%	12.1%	20.1%	16.4%

¹⁰⁴ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

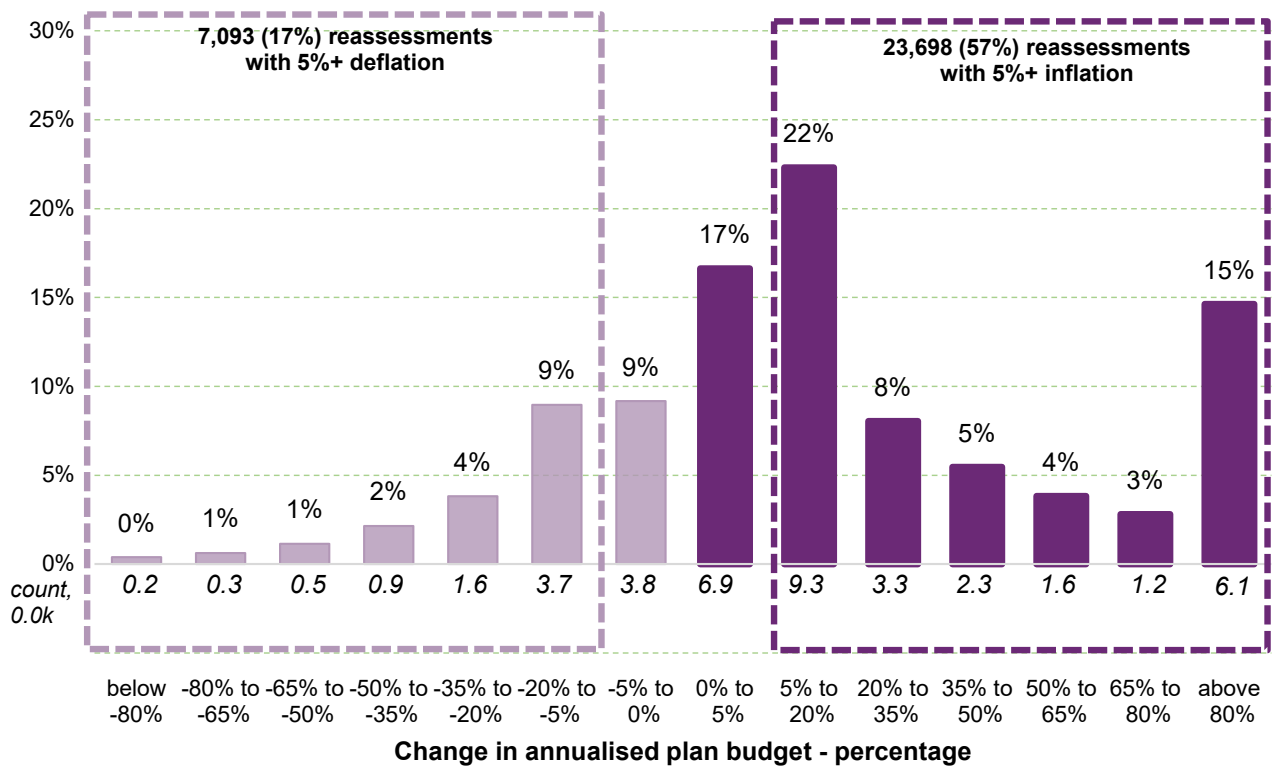
¹⁰⁵ Total payments for home modifications in New South Wales were \$42.9m. Of which, \$14.6m (34%) has been paid for specialised disability accommodation (SDA) supports, and \$28.3m (66%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.3m processed off-system in June 2022. Total annualised committed supports for home modifications in New South Wales were \$72.1m. Of which, \$26.1m (36%) has been allocated for specialised disability accommodation (SDA) supports, and \$46.0m (64%) has been allocated for non-SDA supports.

¹⁰⁶ The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

¹⁰⁷ The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July 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 2022, which impacts the September 2022 quarter.

¹⁰⁸ Rescaling adjustments have been applied to how the total inflation is split into inflation at plan reassessment and inflation within a plan. This has resulted in small one-off changes in historical values, the overall total inflation has not changed.

Figure F.13 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 December 2022) - all participants – New South Wales ¹⁰⁹



¹⁰⁹ 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.

Appendix G:

Victoria

Part One: Participants and their plans

Table G.1 Active participants by quarter of entry, plan and entry type – Victoria ¹¹⁰

Participant breakdown	Prior Quarters	2022-23 Q2	Total
Access decisions	187,457	7,656	195,113
Active Eligible - Total	150,460	5,969	156,429
<i>Active Eligible - New</i>	81,422	5,749	87,171
<i>Active Eligible - State</i>	59,008	159	59,167
<i>Active Eligible - Commonwealth</i>	10,030	61	10,091
Active Participant Plans (excl ECA) - Total	147,458	5,740	153,198
<i>Active Participant Plans (excl ECA) - New</i>	79,269	5,508	84,777
<i>Active Participant Plans (excl ECA) - State</i>	58,218	171	58,389
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	9,971	61	10,032
Active Participant Plans - Total	150,596	8,917	156,375
<i>Active Participant Plans - Early Intervention (s25)</i>	41,666	3,430	45,096
<i>Active Participant Plans - Permanent Disability (s24)</i>	105,792	2,310	108,102
<i>Active Participant Plans - ECA</i>	3,138	3,177	3,177

Table G.2 People have left the Scheme since 1 July 2013 as at 31 December 2022 – Victoria

People leaving the Scheme	Total
Number of people who have left the Scheme	9,336
<i>Early Intervention participants</i>	2,084
<i>Permanent disability participants</i>	7,252

Table G.3 Assessment of access by age group and gender – Victoria

Age Group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
0 to 6	37,283	98%	15,684	98%	797	97%	53,764	98%
7 to 14	19,651	90%	9,869	91%	508	85%	30,028	90%
15 to 18	5,887	92%	3,488	89%	183	86%	9,558	91%
19 to 24	5,189	90%	3,572	85%	127	76%	8,888	88%
25 to 34	7,033	89%	5,736	81%	182	76%	12,951	85%
35 to 44	7,147	86%	6,841	78%	136	71%	14,124	82%
45 to 54	8,641	82%	8,997	74%	164	64%	17,802	77%
55 to 64	10,046	76%	9,962	66%	161	53%	20,169	70%
65+	650	64%	548	52%	<11	n/a	1,206	58%
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
Total	101,527	90%	64,697	82%	2,266	81%	168,490	86%

¹¹⁰ The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

Table G.4 Assessment of access by primary disability group and gender – Victoria ¹¹¹

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	3,400	92%	1,695	91%	44	94%	5,139	92%
Autism	35,152	97%	14,624	97%	1,022	94%	50,798	97%
Cerebral palsy	2,365	97%	1,957	96%	41	91%	4,363	97%
Developmental delay	16,343	98%	6,729	98%	368	98%	23,440	98%
Global developmental delay	2,027	99%	848	99%	32	91%	2,907	99%
Hearing impairment	3,248	90%	3,482	88%	104	87%	6,834	89%
Intellectual disability	16,396	96%	11,630	95%	158	92%	28,184	96%
Multiple sclerosis	810	91%	2,450	90%	27	77%	3,287	90%
Psychosocial disability	9,839	78%	11,014	72%	235	59%	21,088	75%
Spinal cord injury	733	94%	349	91%	20	95%	1,102	93%
Stroke	1,271	85%	902	83%	19	73%	2,192	84%
Visual impairment	1,603	91%	1,561	90%	28	82%	3,192	90%
Other neurological	3,551	83%	3,112	81%	67	69%	6,730	82%
Other physical	2,493	47%	2,862	37%	57	31%	5,412	41%
Other sensory/speech	500	54%	206	47%	<11	n/a	712	52%
Other	1,117	43%	737	28%	32	33%	1,886	35%
Missing	679	99%	539	98%	<11	n/a	1,224	98%
Total	101,527	90%	64,697	82%	2,266	81%	168,490	86%

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred percent.

Table G.5 Participant profile per quarter by participants identifying as First Nations Peoples – Victoria

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
First Nations Participants	4,732	3%	265	5%	4,997	3%
Non-First Nations Participants	117,565	80%	4,740	83%	122,305	80%
Not Stated	25,161	17%	735	13%	25,896	17%
Total	147,458	100%	5,740	100%	153,198	100%

Table G.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Victoria ¹¹²

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	17,339	12%	593	10%	17,932	12%
Not culturally and linguistically diverse	130,080	88%	5,147	90%	135,227	88%
Not stated	39	0%	<11	n/a	39	0%
Total	147,458	100%	5,740	100%	153,198	100%

¹¹¹ Down syndrome is included in intellectual disability.

¹¹² The number of CALD participants excludes participants who identify as First Nations Peoples from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

Table G.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2022 – Victoria ¹¹³

Age group	Total number of active participants
Under 45	24
45 to 54	120
55 to 64	592
Total YPIRAC (under 65)	736

Table G.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Victoria ¹¹⁴

Participants in residential aged care (under 65)	Incremental	Cumulative
Dec-19	37	1,002
Mar-20	38	1,040
Jun-20	28	1,068
Sep-20	-27	1,041
Dec-20	-31	1,010
Mar-21	-7	1,003
Jun-21	-19	984
Sep-21	-30	954
Dec-21	-25	929
Mar-22	-60	869
Jun-22	-62	807
Sep-22	-38	769
Dec-22	-33	736

Table G.9 Participant profile per quarter by remoteness – Victoria ^{115 116}

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Major cities	107,092	73%	4,231	74%	111,323	73%
Population > 50,000	13,775	9%	557	10%	14,332	9%
Population between 15,000 and 50,000	9,688	7%	369	6%	10,057	7%
Population between 5,000 and 15,000	8,175	6%	245	4%	8,420	5%
Population less than 5,000	8,665	6%	335	6%	9,000	6%
Remote	58	0%	<11	n/a	61	0%
Very Remote	<11	n/a	<11	n/a	<11	n/a
Missing	<11	n/a	<11	n/a	<11	n/a
Total	147,458	100%	5,740	100%	153,198	100%

¹¹³ There are a further 531 active participants aged 65 years or over who are currently in residential aged care.

¹¹⁴ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

¹¹⁵ The distributions are calculated excluding active participants with a missing remoteness classification.

¹¹⁶ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

Table G.10 Participant profile per quarter by primary disability group – Victoria ^{117 118 119}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	48,137	33%	1,567	27%	49,704	32%
Intellectual disability	26,199	18%	366	6%	26,565	17%
Psychosocial disability	18,678	13%	462	8%	19,140	12%
Developmental delay	17,281	12%	2,280	40%	19,561	13%
Hearing impairment	6,349	4%	177	3%	6,526	4%
Other neurological	5,126	3%	174	3%	5,300	3%
Other physical	4,319	3%	96	2%	4,415	3%
Cerebral palsy	4,128	3%	26	0%	4,154	3%
Acquired brain injury	4,341	3%	115	2%	4,456	3%
Global developmental delay	2,329	2%	179	3%	2,508	2%
Visual impairment	2,824	2%	48	1%	2,872	2%
Multiple sclerosis	2,999	2%	72	1%	3,071	2%
Stroke	1,827	1%	60	1%	1,887	1%
Spinal cord injury	959	1%	19	0%	978	1%
Other	1,499	1%	95	2%	1,594	1%
Other sensory/speech	463	0%	<11	n/a	467	0%
Total	147,458	100%	5,740	100%	153,198	100%

Table G.11 Participant profile per quarter (participants in SIL) by primary disability group – Victoria ^{120 121}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	711	11%	<11	n/a	711	11%
Intellectual disability	3,395	55%	<11	n/a	3,396	55%
Psychosocial disability	423	7%	<11	n/a	425	7%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	252	4%	<11	n/a	253	4%
Other physical	57	1%	<11	n/a	57	1%
Cerebral palsy	625	10%	<11	n/a	625	10%
Acquired brain injury	452	7%	<11	n/a	453	7%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	20	0%	<11	n/a	20	0%
Multiple sclerosis	112	2%	<11	n/a	112	2%
Stroke	92	1%	<11	n/a	92	1%
Spinal cord injury	40	1%	<11	n/a	41	1%
Other	33	1%	<11	n/a	34	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	6,218	100%	<11	n/a	6,225	100%

¹¹⁷ Table order based on national proportions in Table E.10 (highest to lowest).

¹¹⁸ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

¹¹⁹ Down syndrome is included in intellectual disability, representing 2% (2,828) of all Scheme participants in Victoria.

¹²⁰ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

¹²¹ Down syndrome is included in intellectual disability, representing 8% (526) of participants in SIL.

Table G.12 Participant profile per quarter (participants not in SIL) by primary disability group – Victoria ¹²²

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	47,426	34%	1,567	27%	48,993	33%
Intellectual disability	22,804	16%	365	6%	23,169	16%
Psychosocial disability	18,255	13%	460	8%	18,715	13%
Developmental delay	17,281	12%	2,280	40%	19,561	13%
Hearing impairment	6,344	4%	177	3%	6,521	4%
Other neurological	4,874	3%	173	3%	5,047	3%
Other physical	4,262	3%	96	2%	4,358	3%
Cerebral palsy	3,503	2%	26	0%	3,529	2%
Acquired brain injury	3,889	3%	114	2%	4,003	3%
Global developmental delay	2,328	2%	179	3%	2,507	2%
Visual impairment	2,804	2%	48	1%	2,852	2%
Multiple sclerosis	2,887	2%	72	1%	2,959	2%
Stroke	1,735	1%	60	1%	1,795	1%
Spinal cord injury	919	1%	18	0%	937	1%
Other	1,466	1%	94	2%	1,560	1%
Other sensory/speech	463	0%	<11	n/a	467	0%
Total	141,240	100%	5,733	100%	146,973	100%

Table G.13 Participant profile per quarter by reported level of function – Victoria ¹²³

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
1 (High Function)	16,073	11%	1,728	30%	17,801	12%
2 (High Function)	382	0%	27	0%	409	0%
3 (High Function)	7,525	5%	488	9%	8,013	5%
4 (High Function)	8,051	5%	256	4%	8,307	5%
5 (High Function)	11,713	8%	541	9%	12,254	8%
6 (Moderate Function)	31,740	22%	1,304	23%	33,044	22%
7 (Moderate Function)	8,380	6%	242	4%	8,622	6%
8 (Moderate Function)	8,545	6%	197	3%	8,742	6%
9 (Moderate Function)	706	0%	20	0%	726	0%
10 (Moderate Function)	15,596	11%	333	6%	15,929	10%
11 (Low Function)	4,549	3%	47	1%	4,596	3%
12 (Low Function)	22,594	15%	423	7%	23,017	15%
13 (Low Function)	9,328	6%	129	2%	9,457	6%
14 (Low Function)	2,166	1%	<11	n/a	2,171	1%
15 (Low Function)	48	0%	<11	n/a	48	0%
Missing	62	n/a	<11	n/a	62	n/a
Total	147,458	100%	5,740	100%	153,198	100%

¹²² Down syndrome is included in intellectual disability, representing 2%(2,302) of participants not in SIL.

¹²³ The distributions are calculated excluding participants with a missing reported level of function.

Table G.14 Participant profile per quarter by age group – Victoria

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
0 to 6	24,057	16%	2,763	48%	26,820	18%
7 to 14	39,087	27%	1,031	18%	40,118	26%
15 to 18	11,370	8%	294	5%	11,664	8%
19 to 24	10,968	7%	173	3%	11,141	7%
25 to 34	12,806	9%	291	5%	13,097	9%
35 to 44	12,254	8%	309	5%	12,563	8%
45 to 54	14,431	10%	377	7%	14,808	10%
55 to 64	16,298	11%	459	8%	16,757	11%
65+	6,187	4%	43	1%	6,230	4%
Total	147,458	100%	5,740	100%	153,198	100%

Table G.15 Participation rates by age group and gender at 31 December 2022 – Victoria ¹²⁴

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	5.9%	2.8%	4.5%
7 to 14	7.8%	3.7%	5.9%
15 to 18	4.5%	2.6%	3.6%
19 to 24	2.4%	1.5%	2.0%
25 to 44	1.3%	1.1%	1.2%
45 to 64	1.9%	1.9%	1.9%
Total (aged 0-64)	3.0%	1.9%	2.5%

¹²⁴ Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

Part Two: Participant and family/carer outcomes

Note: In Tables G.16 to G.20 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5 and R6 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment and sixth reassessment respectively.

Table G.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=14,974), 'participant social and community engagement rate' (n=15,021), 'parent and carer employment rate' (n=14,089) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=10,927) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 December 2020 - Victoria ¹²⁵

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	11%	13%	19%	26%
Participant employment rate - Aged 25 to 34 years	25%	22%	26%	26%
Participant employment rate - Aged 35 to 44 years	23%	21%	23%	26%
Participant employment rate - Aged 45 to 54 years	20%	19%	19%	26%
Participant employment rate - Aged 55 to 64 years	15%	14%	13%	26%
Participant employment rate - Aged 65+ years	9%	7%	6%	26%
Participant employment rate - Aged 25 to 64 years	20%	19%	20%	26%
Participant employment rate - Aged 15 to 64 years	18%	17%	20%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	35%	36%	46%
Participant social and community engagement rate - Aged 25 to 34 years	32%	37%	38%	46%
Participant social and community engagement rate - Aged 35 to 44 years	33%	35%	36%	46%
Participant social and community engagement rate - Aged 45 to 54 years	32%	36%	36%	46%
Participant social and community engagement rate - Aged 55 to 64 years	33%	36%	37%	46%
Participant social and community engagement rate - Aged 65+ years	38%	40%	38%	46%
Participant social and community engagement rate - Aged 25+ years	33%	36%	37%	46%
Participant social and community engagement rate - Aged 15+ years	33%	36%	37%	46%
Parent and carer employment rate - Aged 0 to 14 years	45%	47%	49%	50%
Parent and carer employment rate - Aged 15+ years	45%	46%	46%	50%
Parent and carer employment rate - All ages	45%	47%	48%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	68%	75%
Participant Choice and Control - Aged 25+ years	n/a	67%	76%	75%
Participant Choice and Control - Aged 15+ years	n/a	65%	74%	75%

¹²⁵ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2020 and have had a second plan reassessment to date.

Table G.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=11,768), 'participant social and community engagement rate' (n=11,844), 'parent and carer employment rate' (n=8,051) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=9,849) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 December 2019 - Victoria ¹²⁶

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	10%	13%	16%	19%	26%	10%	13%
Participant employment rate - Aged 25 to 34 years	25%	25%	22%	26%	26%	25%	25%
Participant employment rate - Aged 35 to 44 years	27%	27%	22%	26%	26%	27%	27%
Participant employment rate - Aged 45 to 54 years	24%	24%	20%	22%	26%	24%	24%
Participant employment rate - Aged 55 to 64 years	18%	18%	15%	15%	26%	18%	18%
Participant employment rate - Aged 65+ years	11%	11%	10%	8%	26%	11%	11%
Participant employment rate - Aged 25 to 64 years	23%	23%	20%	22%	26%	23%	23%
Participant employment rate - Aged 15 to 64 years	20%	21%	19%	21%	26%	20%	21%
Participant social and community engagement rate - Aged 15 to 24 years	33%	37%	39%	39%	46%	33%	37%
Participant social and community engagement rate - Aged 25 to 34 years	35%	41%	44%	43%	46%	35%	41%
Participant social and community engagement rate - Aged 35 to 44 years	38%	42%	44%	43%	46%	38%	42%
Participant social and community engagement rate - Aged 45 to 54 years	33%	37%	37%	37%	46%	33%	37%
Participant social and community engagement rate - Aged 55 to 64 years	36%	39%	40%	40%	46%	36%	39%
Participant social and community engagement rate - Aged 65+ years	38%	45%	43%	45%	46%	38%	45%
Participant social and community engagement rate - Aged 25+ years	36%	40%	41%	41%	46%	36%	40%
Participant social and community engagement rate - Aged 15+ years	35%	39%	41%	41%	46%	35%	39%
Parent and carer employment rate - Aged 0 to 14 years	45%	48%	49%	52%	50%	45%	48%
Parent and carer employment rate - Aged 15+ years	47%	49%	50%	48%	50%	47%	49%
Parent and carer employment rate - All ages	46%	48%	49%	50%	50%	46%	48%
Participant Choice and Control - Aged 15 to 24 years	n/a	58%	65%	70%	75%	n/a	58%
Participant Choice and Control - Aged 25+ years	n/a	65%	73%	78%	75%	n/a	65%
Participant Choice and Control - Aged 15+ years	n/a	63%	71%	76%	75%	n/a	63%

¹²⁶ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a third plan reassessment to date.

Table G.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=6,132), 'participant social and community engagement rate' (n=6,158), 'parent and carer employment rate' (n=3,299) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=5,310) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 December 2018 - Victoria ¹²⁷

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	10%	14%	15%	18%	21%	26%
Participant employment rate - Aged 25 to 34 years	25%	26%	27%	22%	27%	26%
Participant employment rate - Aged 35 to 44 years	28%	27%	31%	24%	28%	26%
Participant employment rate - Aged 45 to 54 years	27%	28%	25%	20%	24%	26%
Participant employment rate - Aged 55 to 64 years	20%	19%	17%	15%	14%	26%
Participant employment rate - Aged 65+ years	12%	13%	11%	12%	9%	26%
Participant employment rate - Aged 25 to 64 years	25%	25%	25%	20%	23%	26%
Participant employment rate - Aged 15 to 64 years	22%	23%	23%	19%	23%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	38%	42%	41%	43%	46%
Participant social and community engagement rate - Aged 25 to 34 years	38%	43%	45%	47%	45%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	40%	43%	43%	45%	46%
Participant social and community engagement rate - Aged 45 to 54 years	36%	37%	40%	39%	42%	46%
Participant social and community engagement rate - Aged 55 to 64 years	39%	41%	42%	44%	41%	46%
Participant social and community engagement rate - Aged 65+ years	38%	43%	47%	49%	47%	46%
Participant social and community engagement rate - Aged 25+ years	38%	41%	43%	44%	43%	46%
Participant social and community engagement rate - Aged 15+ years	37%	40%	43%	43%	43%	46%
Parent and carer employment rate - Aged 0 to 14 years	43%	48%	48%	50%	52%	50%
Parent and carer employment rate - Aged 15+ years	46%	49%	49%	49%	48%	50%
Parent and carer employment rate - All ages	44%	49%	48%	50%	50%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	55%	64%	66%	71%	75%
Participant Choice and Control - Aged 25+ years	n/a	63%	72%	76%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	61%	69%	72%	77%	75%

¹²⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a fourth plan reassessment to date.

Table G.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=2,102), 'participant social and community engagement rate' (n=2,133), 'parent and carer employment rate' (n=890) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=1,762) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 December 2017 - Victoria ¹²⁸

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	11%	13%	17%	19%	18%	22%	26%
Participant employment rate - Aged 25 to 34 years	20%	25%	25%	31%	22%	26%	26%
Participant employment rate - Aged 35 to 44 years	29%	27%	28%	27%	20%	27%	26%
Participant employment rate - Aged 45 to 54 years	26%	28%	26%	28%	29%	23%	26%
Participant employment rate - Aged 55 to 64 years	25%	22%	19%	18%	18%	17%	26%
Participant employment rate - Aged 65+ years	13%	12%	11%	12%	9%	12%	26%
Participant employment rate - Aged 25 to 64 years	25%	26%	24%	26%	22%	23%	26%
Participant employment rate - Aged 15 to 64 years	23%	24%	23%	25%	22%	23%	26%
Participant social and community engagement rate - Aged 15 to 24 years	30%	36%	42%	40%	40%	37%	46%
Participant social and community engagement rate - Aged 25 to 34 years	30%	38%	41%	48%	42%	39%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	42%	43%	43%	44%	42%	46%
Participant social and community engagement rate - Aged 45 to 54 years	34%	41%	40%	46%	44%	43%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	38%	41%	43%	39%	42%	46%
Participant social and community engagement rate - Aged 65+ years	40%	43%	50%	44%	39%	44%	46%
Participant social and community engagement rate - Aged 25+ years	34%	40%	42%	45%	42%	42%	46%
Participant social and community engagement rate - Aged 15+ years	33%	39%	42%	44%	42%	41%	46%
Parent and carer employment rate - Aged 0 to 14 years	41%	42%	44%	53%	42%	49%	50%
Parent and carer employment rate - Aged 15+ years	43%	47%	49%	47%	38%	47%	50%
Parent and carer employment rate - All ages	41%	44%	46%	51%	40%	48%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	54%	62%	66%	64%	69%	75%
Participant Choice and Control - Aged 25+ years	n/a	63%	70%	73%	80%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	61%	67%	71%	74%	77%	75%

¹²⁸ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a fifth plan reassessment to date.

Table G.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=269), 'participant social and community engagement rate' (n=281), 'parent and carer employment rate' (n=107) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=195) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 31 December 2016 - Victoria ¹²⁹

Age group	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	15%	20%	14%	14%	18%	13%	14%	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	14%	16%	13%	12%	13%	11%	13%	26%
Participant employment rate - Aged 15 to 64 years	13%	15%	13%	15%	11%	10%	13%	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	42%	42%	42%	31%	40%	46%	49%	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	33%	35%	36%	30%	23%	38%	36%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	40%	39%	50%	35%	45%	43%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	38%	40%	43%	40%	37%	44%	45%	46%
Participant social and community engagement rate - Aged 15+ years	38%	40%	40%	39%	38%	43%	44%	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	42%	48%	46%	55%	61%	50%	50%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	70%	59%	57%	57%	70%	73%	75%
Participant Choice and Control - Aged 25+ years	n/a	67%	71%	78%	81%	78%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	68%	68%	70%	71%	75%	78%	75%

¹²⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a sixth plan reassessment to date.

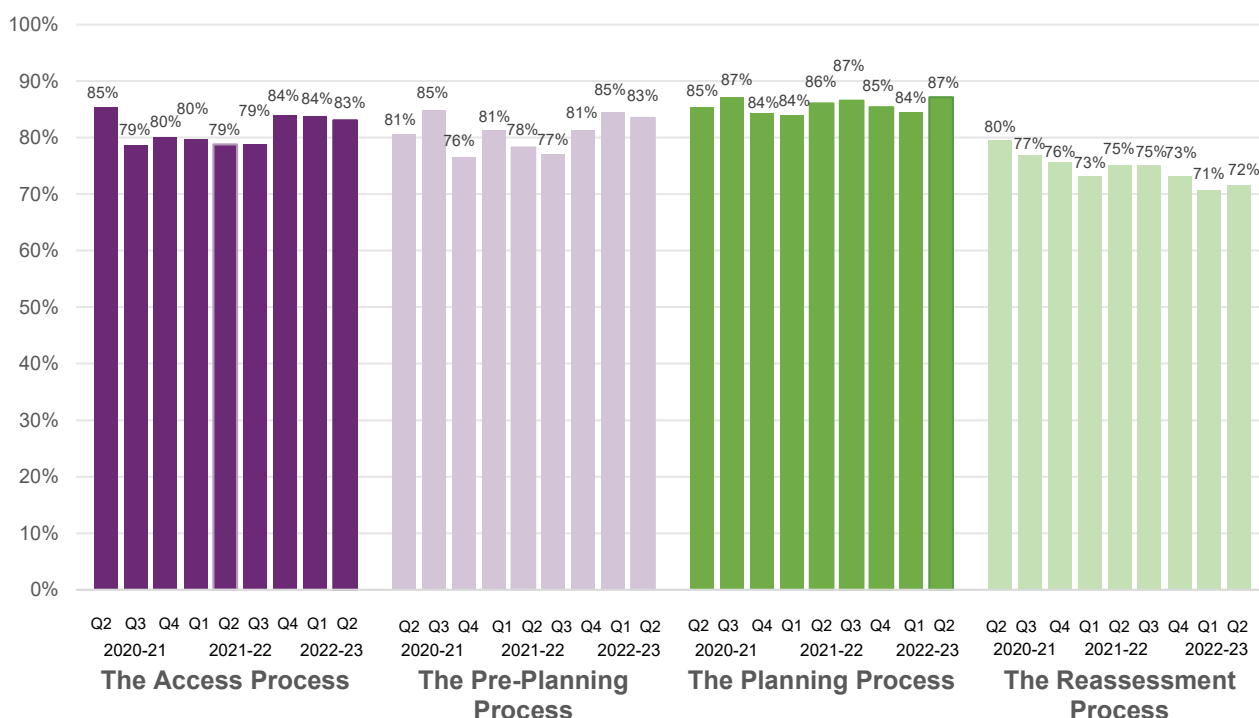
Part Three: Participant experience

Table G.21 Proportion of participants who agreed with statements about 'Access' (n = 2,094 in Prior Quarters, n = 272 in 2022-23 Q2), 'Pre-planning' (n = 1,935 in Prior Quarters, n = 236 in 2022-23 Q2), 'Planning' (n = 8,866 in Prior Quarters, n = 1,214 in 2022-23 Q2) and 'Plan reassessment' (n = 20,288 in Prior Quarters, n = 2,085 in 2022-23 Q2) of NDIS journey in 2022-23 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Victoria ¹³⁰

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2022-23 Q2
Access - Are you happy with how coming into the NDIS has gone?	87%	88%
Access - Was the person from the NDIS respectful?	97%	97%
Access - Do you understand what will happen next with your plan?	77%	80%
Access - % of participants rating their overall experience as Very Good or Good.	81%	83%
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	87%	89%
Pre-planning - Did you understand why you needed to give the information you did?	95%	94%
Pre-planning - Were decisions about your plan clearly explained?	80%	80%
Pre-planning - Are you clear on what happens next with your plan?	69%	66%
Pre-planning - Do you know where to go for more help with your plan?	74%	76%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	81%	83%
Planning - Did the person from the NDIS understand how your disability affects your life?	92%	92%
Planning - Did you understand why you needed to give the information you did?	97%	98%
Planning - Were decisions about your plan clearly explained?	89%	90%
Planning - Are you clear on what happens next with your plan?	84%	83%
Planning - Do you know where to go for more help with your plan?	89%	90%
Planning - % of participants rating their overall experience as Very Good or Good.	85%	87%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	81%	78%
Plan reassessment - Did you feel prepared for your plan reassessment?	86%	84%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	88%	86%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	75%	72%

¹³⁰ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure G.1 Trend of satisfaction across the pathway (% Very Good/Good) – Victoria ¹³¹



The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q2. The charts show trends in complaints based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table G.22 shows the number of complaints in 2022-23 Q2 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile 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. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

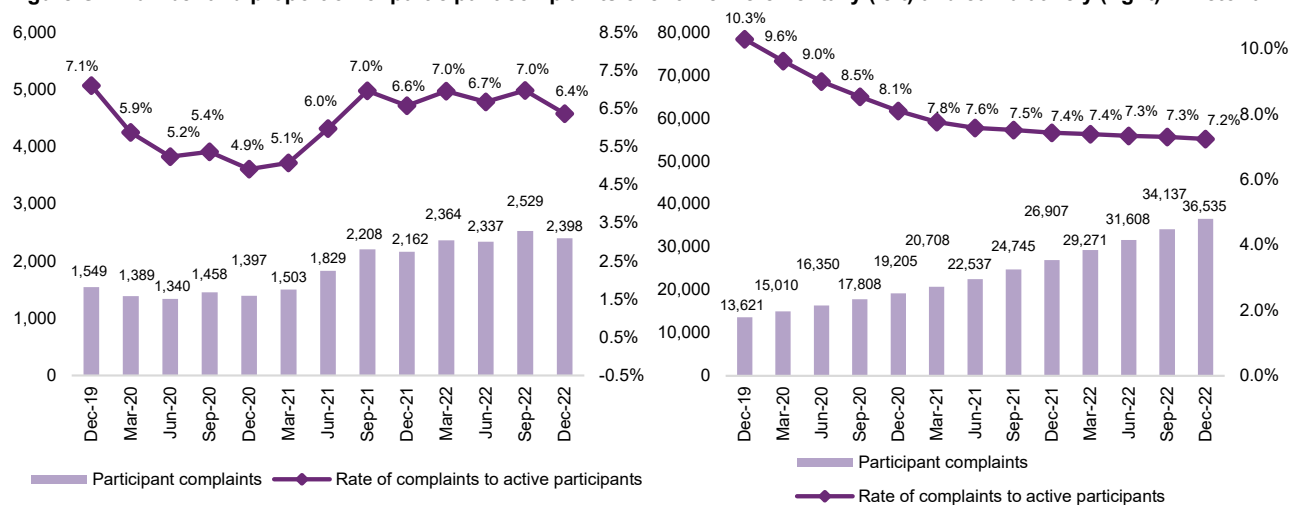
Table G.23 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

¹³¹ Participant satisfaction results for prior quarters have been restated using data as at 31 December 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

Table G.22 Complaints by quarter – Victoria ^{132 133}

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q2	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	125	<11	128	119
People who have submitted an access request: Complaint about LAC Partner	466	42	508	464
People who have submitted an access request: Complaints about service providers	1,877	142	2,019	1,625
People who have submitted an access request: Complaints about the Agency	27,077	1,561	28,638	15,153
People who have submitted an access request: Critical/ Reportable Incident	3,954	650	4,604	3,501
People who have submitted an access request: Unclassified	638	<11	638	591
People who have submitted an access request: Total	34,137	2,398	36,535	18,913
<i>Percentage of the number of active participants</i>	<i>7.3%</i>	<i>6.4%</i>	<i>7.2%</i>	<i>n/a</i>

Figure G.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Victoria



¹³² Note that 62% of all complainants made only one complaint, 19% made two complaints and 19% made three or more complaints.

¹³³ Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

Table G.23 Participant complaints by type. Complaints with a related party who has submitted an access request – Victoria ¹³⁴

Type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	1,127	4%	<11	n/a	1,127	4%
Complaints about the Agency - Information unclear	476	2%	<11	n/a	480	2%
Complaints about the Agency - NDIA Access	597	2%	65	4%	662	2%
Complaints about the Agency - NDIA Engagement	24	0%	<11	n/a	25	0%
Complaints about the Agency - NDIA Finance	1,691	6%	138	9%	1,829	6%
Complaints about the Agency - NDIA Fraud and Compliance	93	0%	13	1%	106	0%
Complaints about the Agency - NDIA Plan	5,285	20%	639	41%	5,924	21%
Complaints about the Agency - NDIA Process	1,709	6%	193	12%	1,902	7%
Complaints about the Agency - NDIA Resources	168	1%	17	1%	185	1%
Complaints about the Agency - NDIA Staff	1,230	5%	153	10%	1,383	5%
Complaints about the Agency - NDIA Timeliness	4,154	15%	308	20%	4,462	16%
Complaints about the Agency - Participation, engagement and inclusion	99	0%	<11	n/a	99	0%
Complaints about the Agency - Provider Portal	28	0%	<11	n/a	28	0%
Complaints about the Agency - Quality & Safeguards Commission	18	0%	<11	n/a	20	0%
Complaints about the Agency - Reasonable and necessary supports	1,562	6%	<11	n/a	1,562	5%
Complaints about the Agency - Staff conduct - Agency	441	2%	<11	n/a	444	2%
Complaints about the Agency - The way the NDIA carried out its decision making	757	3%	<11	n/a	763	3%
Complaints about the Agency - Timeliness	4,476	17%	<11	n/a	4,481	16%
Complaints about the Agency - Other	3,142	12%	14	1%	3,156	11%
Complaints about the Agency - Total	27,077	100%	1,561	100%	28,638	100%
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	13	10%	<11	n/a	14	11%
Complaints about ECA Partner - ECA Process	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	32	26%	<11	n/a	33	26%
Complaints about ECA Partner - ECA Timeliness	69	55%	<11	n/a	69	54%
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	125	100%	<11	n/a	128	100%
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	77	17%	<11	n/a	84	17%
Complaints about LAC Partner - LAC Process	55	12%	<11	n/a	56	11%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	286	61%	29	69%	315	62%
Complaints about LAC Partner - LAC Timeliness	43	9%	<11	n/a	48	9%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	466	100%	42	100%	508	100%

¹³⁴ There are 34,137 total participant complaints in Prior Quarters, 2,398 total participant complaints in 2022-23 Q2, and 36,535 total participant complaints as at 31 December 2022, including 638 unclassified participant complaints as at 31 December 2022.

Type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider costs	50	3%	<11	n/a	50	2%
Complaints about service providers - Provider Finance	86	5%	<11	n/a	95	5%
Complaints about service providers - Provider Fraud and Compliance	145	8%	17	12%	162	8%
Complaints about service providers - Provider process	89	5%	<11	n/a	89	4%
Complaints about service providers - Provider Service	662	35%	78	55%	740	37%
Complaints about service providers - Provider Staff	270	14%	35	25%	305	15%
Complaints about service providers - Service Delivery	119	6%	<11	n/a	119	6%
Complaints about service providers - Staff conduct	114	6%	<11	n/a	116	6%
Complaints about service providers - Supports being provided	131	7%	<11	n/a	132	7%
Complaints about service providers - Other	211	11%	<11	n/a	211	10%
Complaints about service providers - Total	1,877	100%	142	100%	2,019	100%
Critical/ Reportable Incident - Allegations against a provider	1,043	26%	152	23%	1,195	26%
Critical/ Reportable Incident - Allegations against Informal Supports	394	10%	95	15%	489	11%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	798	20%	135	21%	933	20%
Critical/ Reportable Incident - Provider reporting	1,713	43%	268	41%	1,981	43%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Total	3,954	100%	650	100%	4,604	100%

Table G.24 AAT Cases by category at 31 December 2022 – Victoria

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Access	648	20%	63	20%	711	20%
Plan	2,299	70%	224	71%	2,523	70%
Plan Reassessment	91	3%	<11	n/a	95	3%
Other	227	7%	25	8%	252	7%
Total cases	3,265	100%	316	100%	3,581	100%
Percentage of the number of active participants	0.70%	n/a	0.84%	n/a	0.71%	n/a

Figure G.3 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Victoria

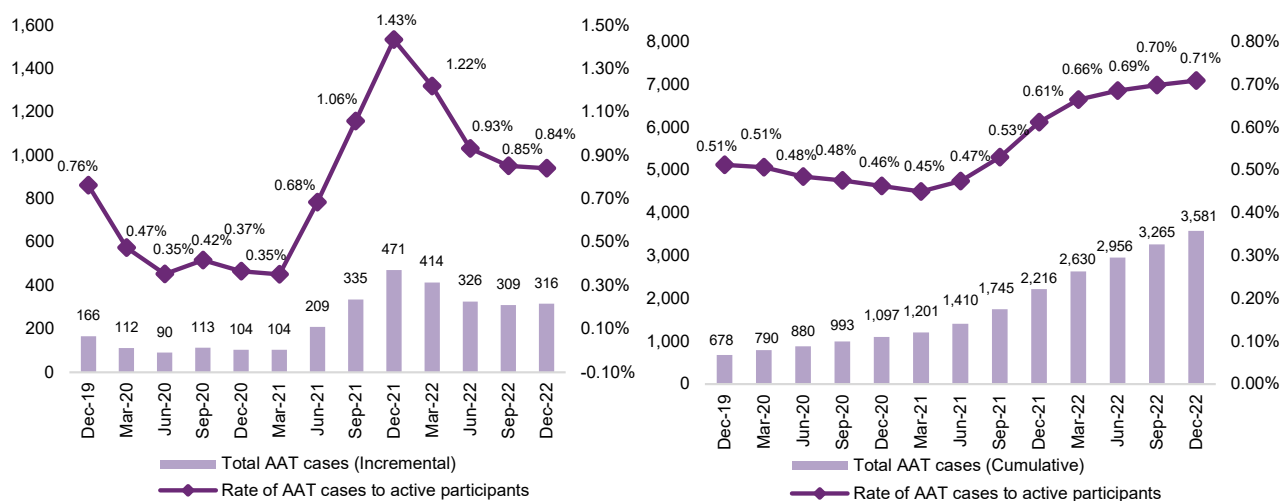


Table G.25 AAT cases by open/closed and decision – Victoria ¹³⁵ ¹³⁶

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	3,581	3,239
Open AAT Cases	929	917
Closed AAT Cases	2,652	2,424
<i>Resolved before hearing</i>	<i>2,586</i>	<i>2,368</i>
<i>Gone to hearing and received a substantive decision</i>	<i>66</i>	<i>56</i>

¹³⁵ Of the 66 cases which went to hearing and received a substantive decision: 20 affirmed the Agency's decision, 14 varied the Agency's decision and 32 set aside the Agency's decision.

¹³⁶ The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

Part Four: Providers and the growing market

Table G.26 Key markets indicators by quarter – Victoria ^{137 138}

Market indicators	Previous Quarter	2022-23 Q2
Average number of active providers per active participant	1.09	1.07
Number of providers delivering new types of supports	558	497
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	91%	91%
Share of payments - top 25%: Therapeutic Supports (Percentage)	97%	97%
Share of payments - top 25%: Participate Community (Percentage)	95%	95%
Share of payments - top 25%: Early Childhood Supports (Percentage)	92%	92%
Share of payments - top 25%: Assist Personal Activities (Percentage)	95%	95%

Table G.27 Cumulative number of providers that have been ever active as at 31 December 2022 by quarter of activity – Victoria ¹³⁹

Activity	Number of providers
Active for the first time in 2022-23 Q2	135
Active in 2022-23 Q2 and also in previous quarters	2,659
Active in 2022-23 Q2	2,794
Inactive in 2022-23 Q2	4,445
Active ever	7,239

Table G.28 Distribution of active providers in 2022-23 Q2 by their status in 2022-23 Q1 and payment band in 2022-23 Q2 – Victoria ¹⁴⁰

Amount paid in 2022-23 Q2	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	428	93	49	570
\$2,001-\$10,000	522	46	49	617
\$10,001-\$100,000	819	16	30	865
\$100,001-\$250,000	276	<5	<5	283
\$250,000+	454	<5	<5	459
Total	2,499	160	387	2,794

Table G.29 Proportion of active participants with approved plans accessing mainstream supports – Victoria ¹⁴¹

Mainstream service	Prior Quarters	2022-23 Q2	Total
Daily Activities	15%	18%	15%
Health & Wellbeing	61%	62%	61%
Lifelong Learning	25%	24%	25%
Other	19%	21%	20%
Non-categorised	19%	17%	18%
Any mainstream service	96%	96%	96%

¹³⁷ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

¹³⁸ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

¹³⁹ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

¹⁴⁰ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

¹⁴¹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Note: In Table G.30 and Figures G.4 to G.12, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2022. Average payments are derived from total payments paid over the 12 months to 31 December 2022, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Table G.30 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q2 – Victoria

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	1.8%	1.8%
\$5,001-\$10,000	5.2%	5.4%
\$10,001-\$15,000	10.5%	11.0%
\$15,001-\$20,000	13.9%	14.5%
\$20,001-\$25,000	11.9%	12.4%
\$25,001-\$30,000	5.7%	5.9%
\$30,001-\$50,000	15.7%	16.4%
\$50,001-\$100,000	18.1%	18.9%
\$100,001-\$150,000	6.1%	6.3%
\$150,001-\$200,000	2.9%	2.9%
\$200,001-\$250,000	1.7%	1.5%
\$250,001+	6.1%	2.6%

Figure G.4 Average annualised committed supports and average payments by age group as at 31 December 2022 – Victoria

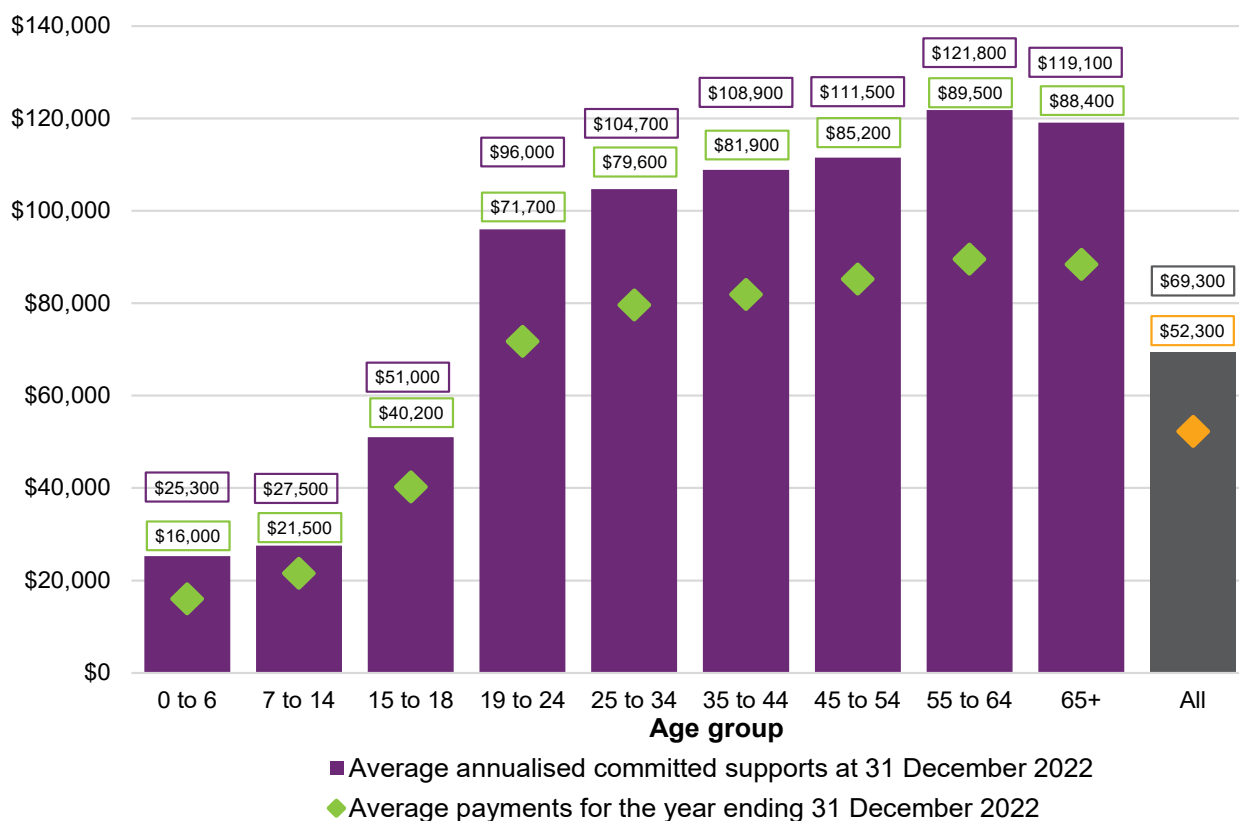


Figure G.5 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2022 – Victoria

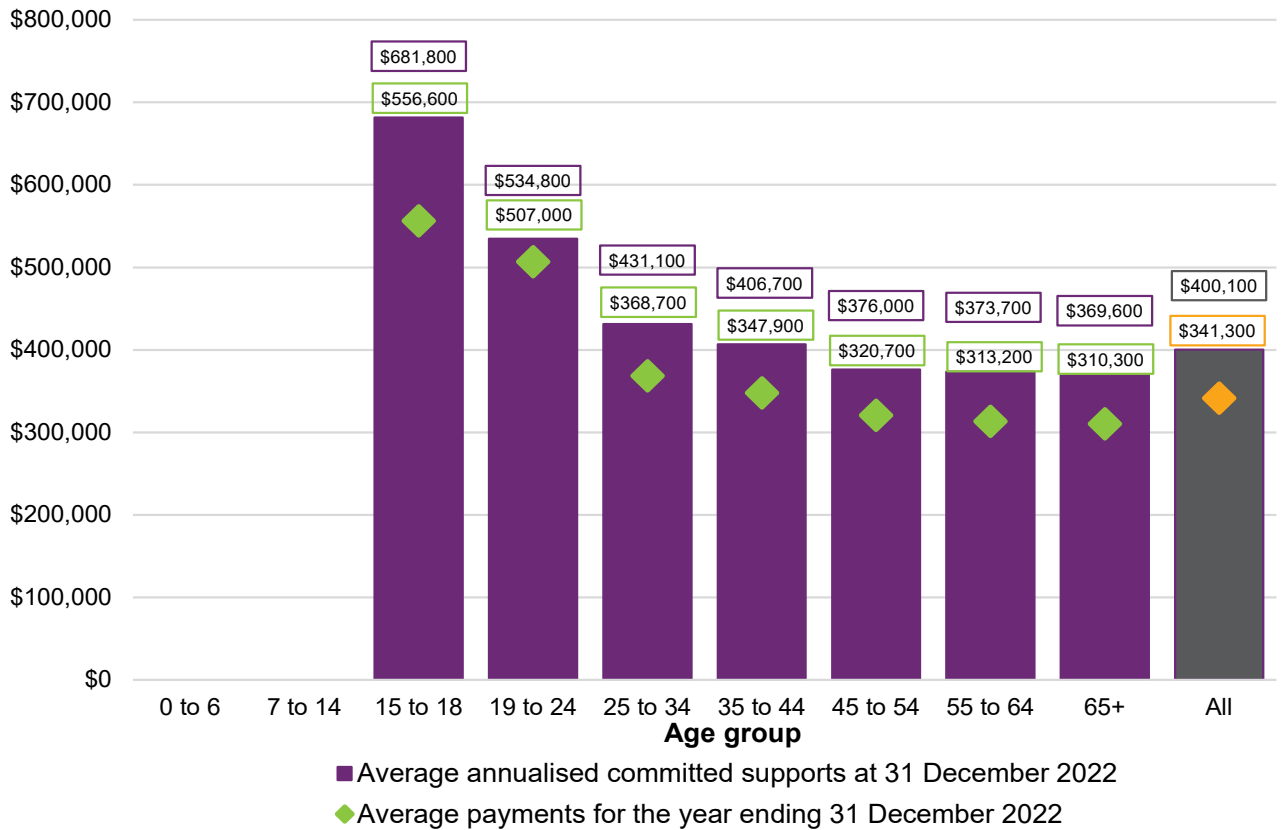


Figure G.6 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2022 – Victoria

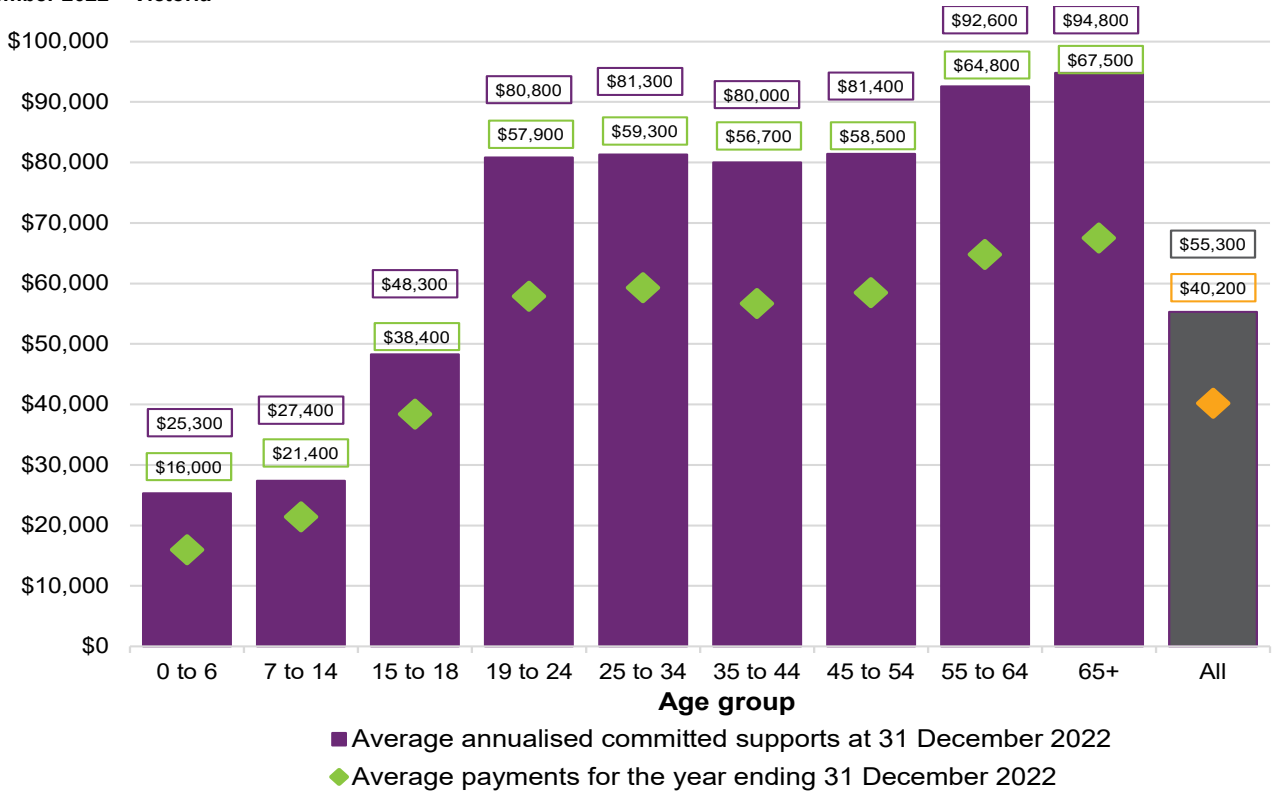


Figure G.7 Average annualised committed supports and average payments by primary disability group as at 31 December 2022 – Victoria

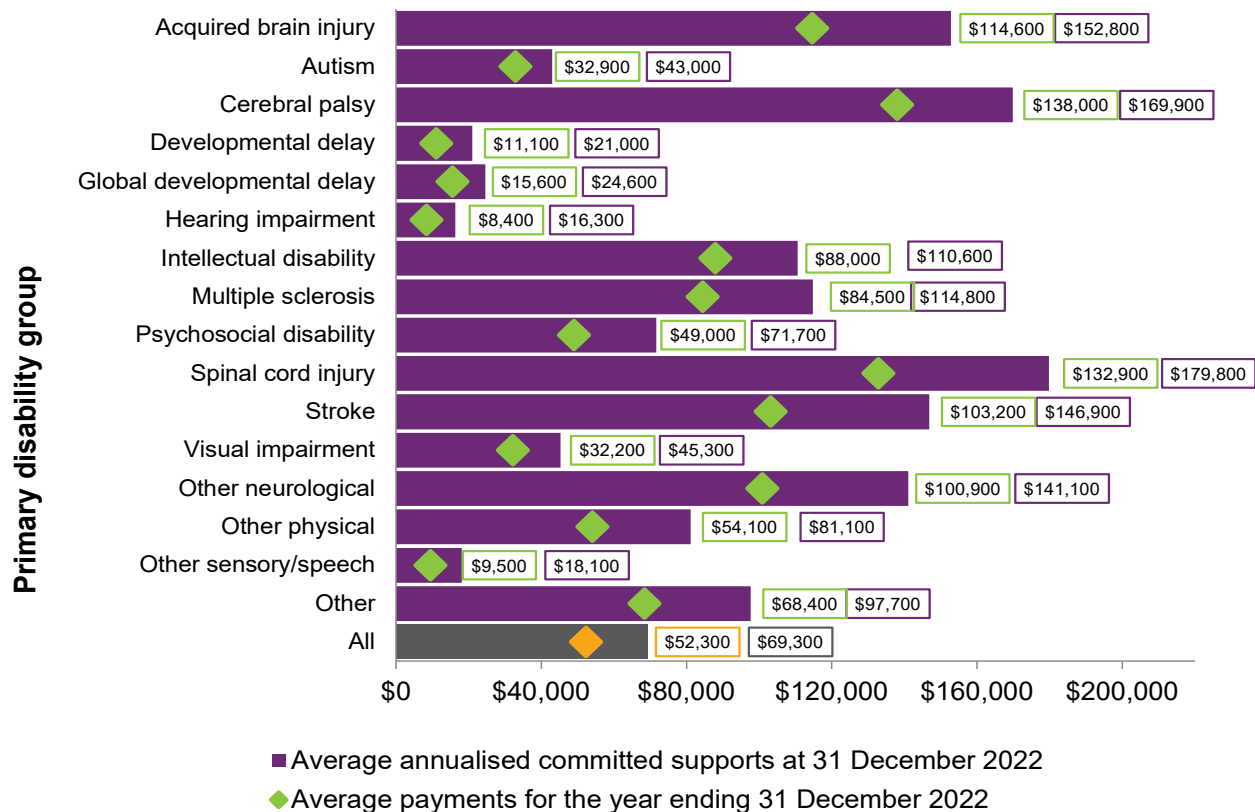


Figure G.8 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 December 2022 – Victoria

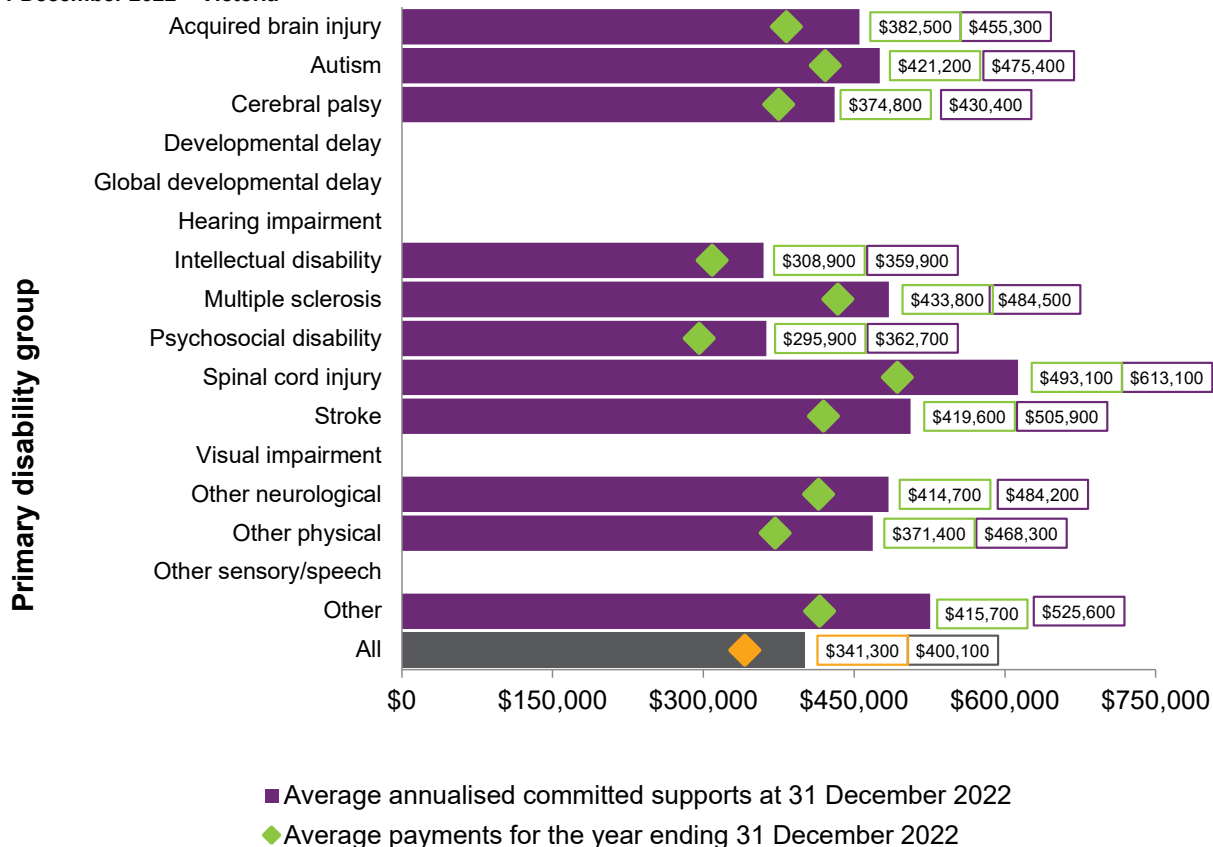


Figure G.9 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 December 2022 – Victoria

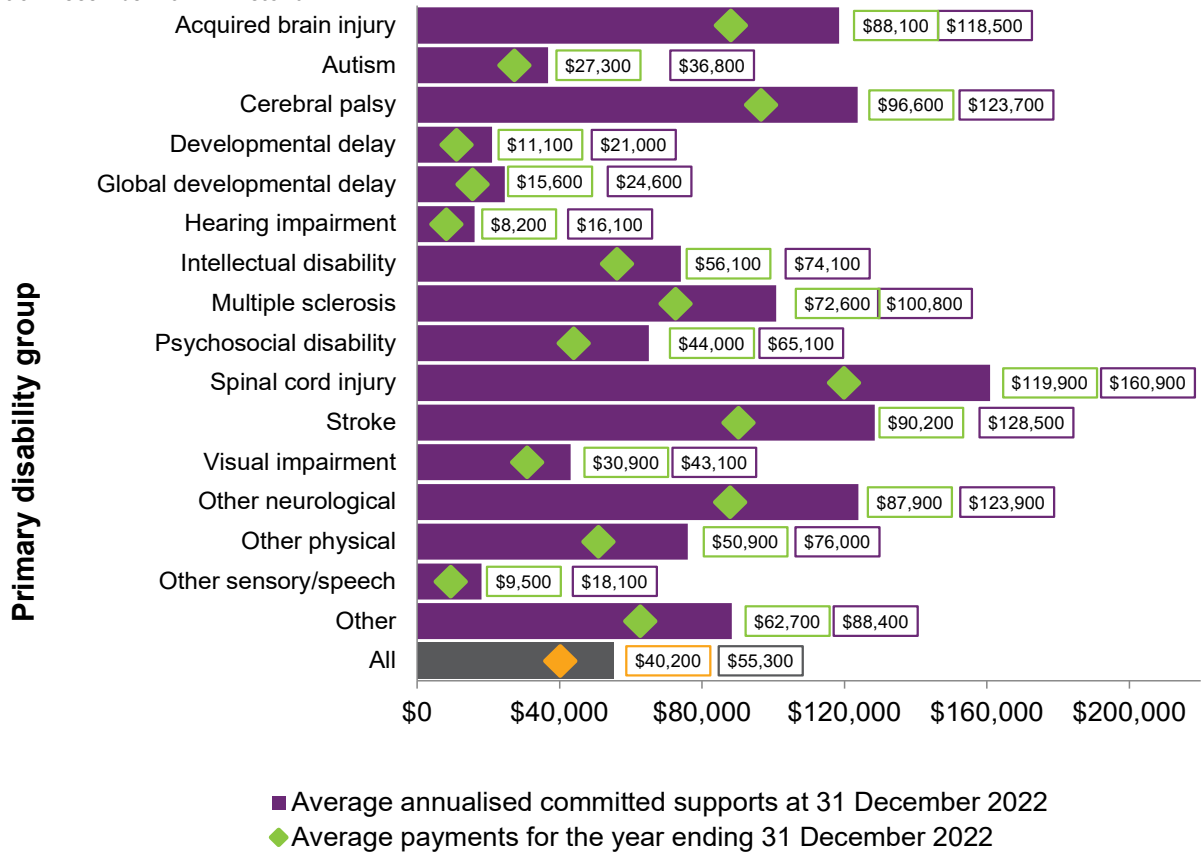


Figure G.10 Average annualised committed supports and average payments by reported level of function as at 31 December 2022 – Victoria

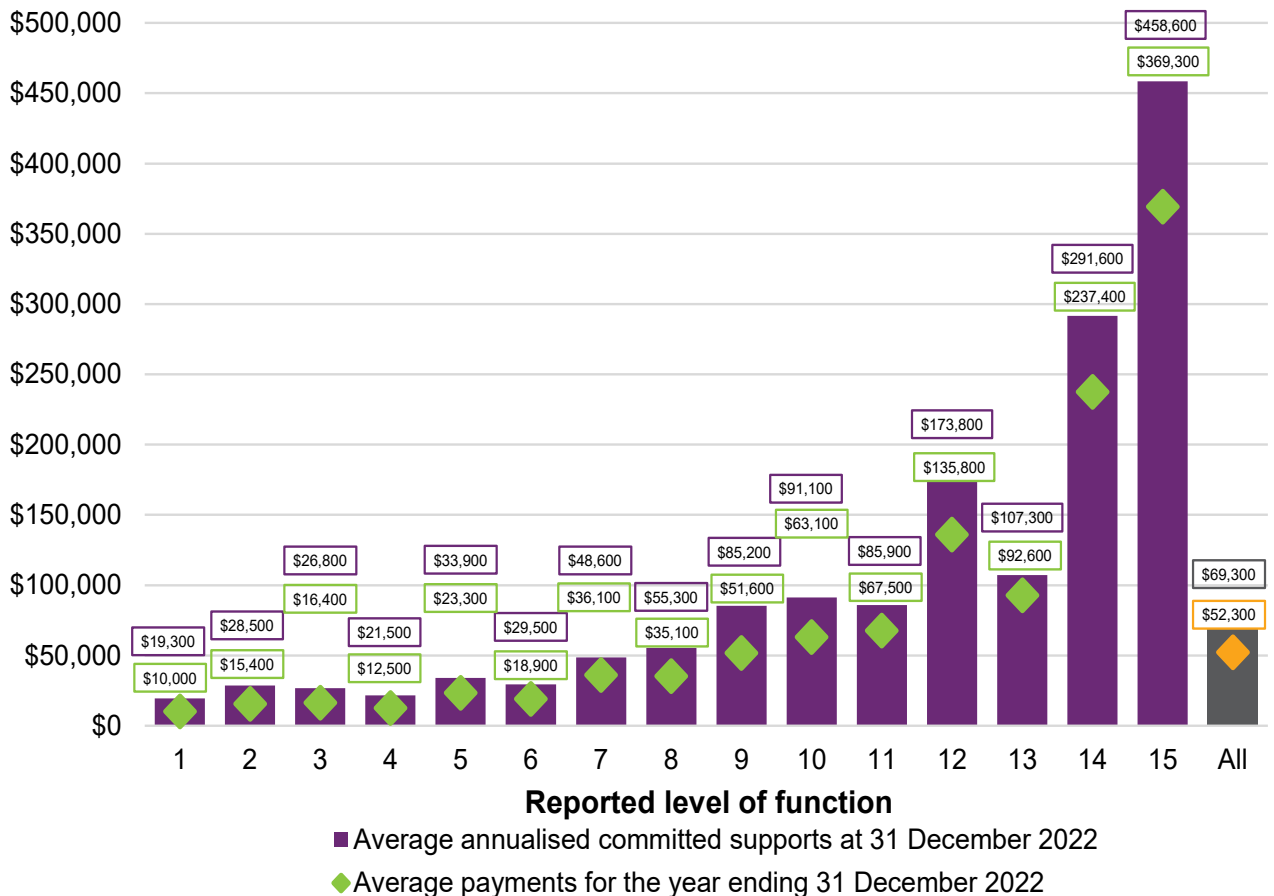


Figure G.11 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2022 – Victoria

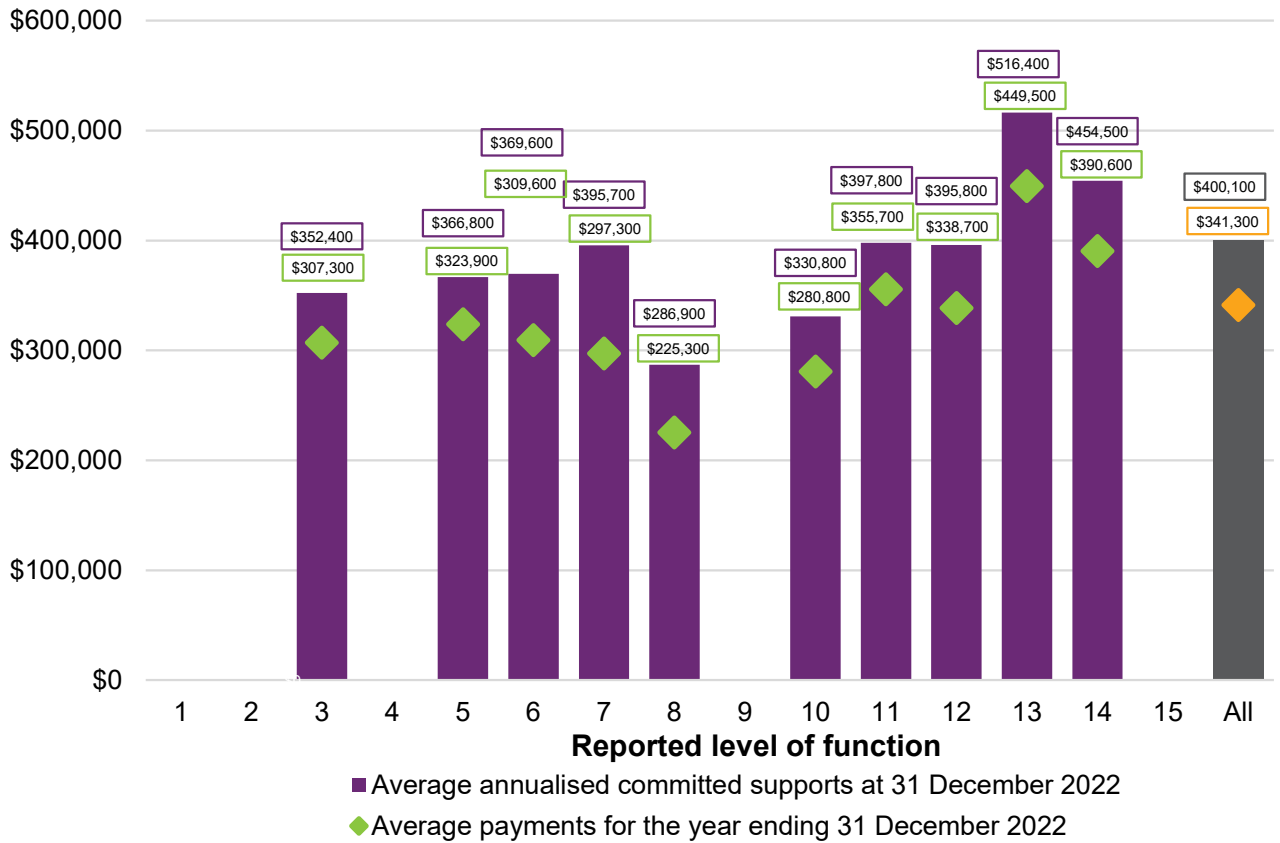


Figure G.12 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2022 – Victoria

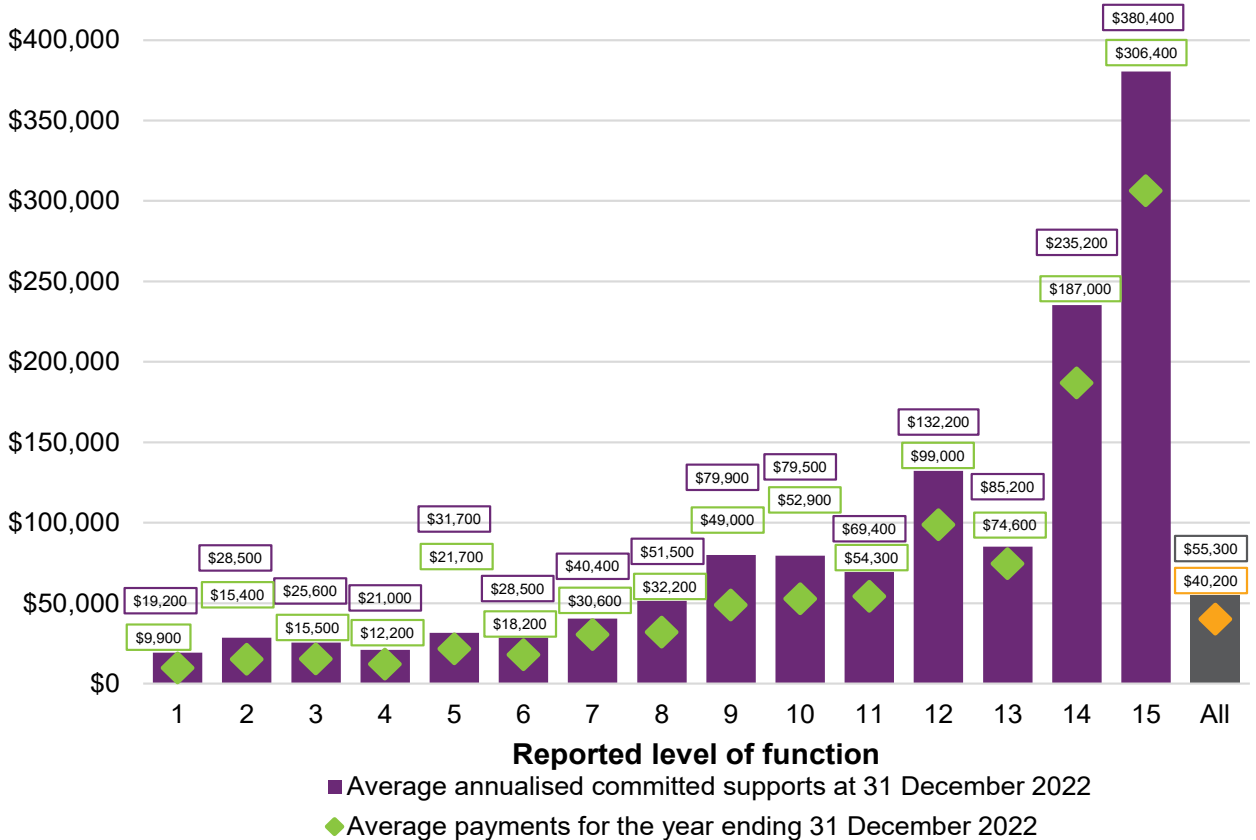


Table G.31 Total annualised committed supports and total payments by support category as at 31 December 2022 (\$m) – Victoria ^{142 143}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$3,756.1	\$4,485.3
Core: Consumables	\$142.2	\$215.4
Core: Social and Civic	\$1,567.2	\$2,524.2
Core: Transport	\$207.6	\$136.9
Capacity Building: Choice and Control	\$125.7	\$138.1
Capacity Building: Daily Activities	\$1,044.0	\$1,924.7
Capacity Building: Employment	\$24.2	\$59.1
Capacity Building: Health and Wellbeing	\$7.7	\$17.7
Capacity Building: Home Living	\$0.6	\$2.4
Capacity Building: Lifelong learning	\$0.03	\$0.2
Capacity Building: Relationships	\$97.8	\$206.5
Capacity Building: Social and Civic	\$32.2	\$371.2
Capacity Building: Support Coordination	\$265.2	\$358.7
Capital: Assistive Technology	\$142.7	\$316.5
Capital: Home Modifications	\$88.5	\$137.5
All	\$7,501.8	\$10,620.9

Table G.32 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2022 (\$m) – Victoria ^{144 145}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$1,451.7	\$1,670.2
Core: Consumables	\$12.7	\$20.5
Core: Social and Civic	\$301.7	\$479.5
Core: Transport	\$13.3	\$18.0
Capacity Building: Choice and Control	\$7.3	\$7.7
Capacity Building: Daily Activities	\$50.7	\$90.5
Capacity Building: Employment	\$0.4	\$1.0
Capacity Building: Health and Wellbeing	\$0.4	\$1.3
Capacity Building: Home Living	\$0.001	\$0.01
Capacity Building: Lifelong learning	\$0.0	\$0.027
Capacity Building: Relationships	\$29.8	\$58.7
Capacity Building: Social and Civic	\$0.3	\$1.1
Capacity Building: Support Coordination	\$31.1	\$40.1
Capital: Assistive Technology	\$15.9	\$34.3
Capital: Home Modifications	\$51.4	\$67.7
All	\$1,966.6	\$2,490.8

¹⁴² Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

¹⁴³ Total payments for home modifications in Victoria were \$88.5m. Of which, \$60.6m (68%) has been paid for specialised disability accommodation (SDA) supports, and \$28.0m (32%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$2.7m processed off-system in June 2022. Total annualised committed supports for home modifications in Victoria were \$137.5m. Of which, \$88.7m (64%) has been allocated for specialised disability accommodation (SDA) supports, and \$48.8m (36%) has been allocated for non-SDA supports.

¹⁴⁴ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

¹⁴⁵ Total payments for home modifications in Victoria were \$51.4m. Of which, \$51.2m (99.6%) has been paid for specialised disability accommodation (SDA) supports, and \$0.2m (0.4%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$2.6m processed off-system in June 2022. Total annualised committed supports for home modifications in Victoria were \$67.7m. Of which, \$66.8m (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.9m (1%) has been allocated for non-SDA supports.

Table G.33 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2022 (\$m) – Victoria ^{146 147}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$2,304.4	\$2,815.2
Core: Consumables	\$129.5	\$194.9
Core: Social and Civic	\$1,265.5	\$2,044.7
Core: Transport	\$194.2	\$118.9
Capacity Building: Choice and Control	\$118.4	\$130.4
Capacity Building: Daily Activities	\$993.4	\$1,834.2
Capacity Building: Employment	\$23.9	\$58.1
Capacity Building: Health and Wellbeing	\$7.3	\$16.3
Capacity Building: Home Living	\$0.6	\$2.4
Capacity Building: Lifelong learning	\$0.03	\$0.2
Capacity Building: Relationships	\$68.0	\$147.8
Capacity Building: Social and Civic	\$31.9	\$96.5
Capacity Building: Support Coordination	\$234.1	\$318.6
Capital: Assistive Technology	\$126.8	\$282.1
Capital: Home Modifications	\$37.1	\$69.8
All	\$5,535.1	\$8,130.1

Table G.34 Payments by financial year in which support was provided, compared to committed supports (\$m) – Victoria ¹⁴⁸

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	53.8	162.4	204.6	498.0	1,439.7	3,456.9	6,020.1	7,925.9	9,192.6	5,347.7
Total Paid	32.3	127.8	161.3	338.9	956.7	2,369.1	4,130.3	5,456.5	6,788.8	3,674.7
% utilised to date	60%	79%	79%	68%	66%	69%	69%	69%	74%	69%

Table G.35 Percentage change in plan budgets for active participants ^{149 150}

Inflation type	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Intraplan Inflation	-1.1%	4.4%	5.7%	6.5%	7.0%	9.3%	13.0%	8.4%
Interplan Inflation	5.4%	2.8%	3.1%	2.8%	2.0%	3.4%	6.4%	6.8%
Total Inflation	4.3%	7.2%	8.9%	9.3%	9.0%	12.7%	19.4%	15.1%

¹⁴⁶ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

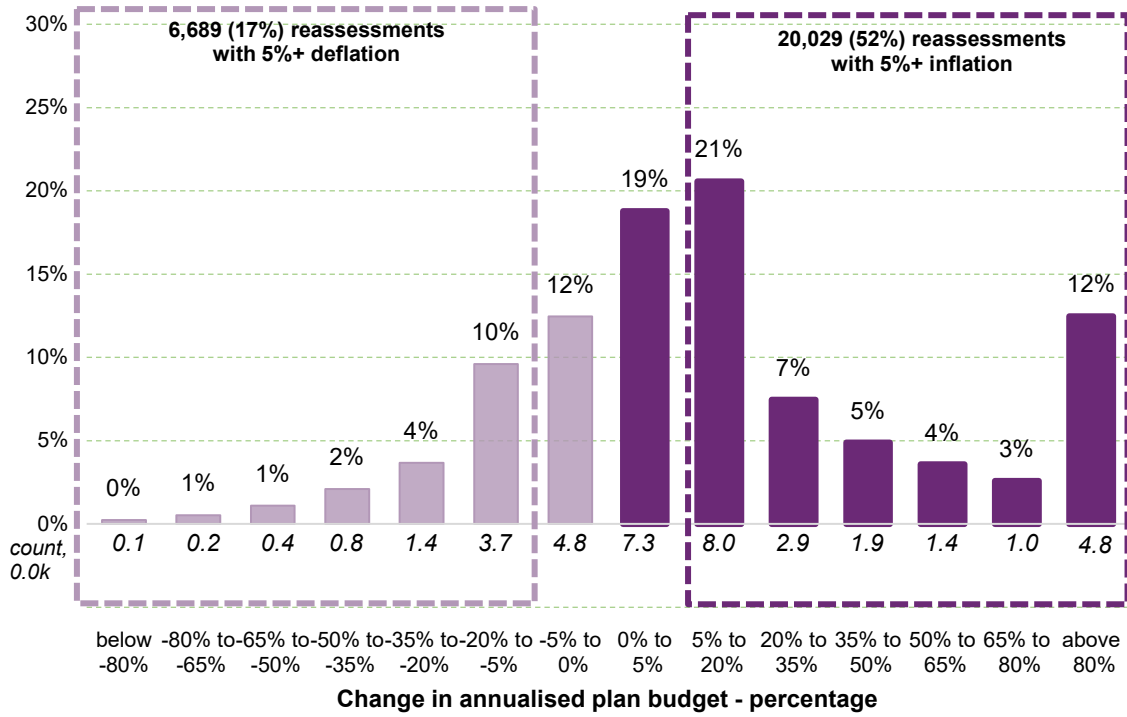
¹⁴⁷ Total payments for home modifications in Victoria were \$37.1m. Of which, \$9.4m (25%) has been paid for specialised disability accommodation (SDA) supports, and \$27.7m (75%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.2m processed off-system in June 2022. Total annualised committed supports for home modifications in Victoria were \$69.8m. Of which, \$21.9m (31%) has been allocated for specialised disability accommodation (SDA) supports, and \$47.9m (69%) has been allocated for non-SDA supports.

¹⁴⁸ The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

¹⁴⁹ The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July 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 2022, which impacts the September 2022 quarter.

¹⁵⁰ Rescaling adjustments have been applied to how the total inflation is split into inflation at plan reassessment and inflation within a plan. This has resulted in small one-off changes in historical values, the overall total inflation has not changed.

Figure G.13 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 December 2022) - all participants – Victoria ¹⁵¹



¹⁵¹ 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.

Appendix H: Queensland

Part One: Participants and their plans

Table H.1 Active participants by quarter of entry, plan and entry type – Queensland ¹⁵²

Participant breakdown	Prior Quarters	2022-23 Q2	Total
Access decisions	148,359	6,308	154,667
Active Eligible - Total	118,452	4,982	123,434
Active Eligible - New	74,821	4,823	79,644
Active Eligible - State	33,606	93	33,699
Active Eligible - Commonwealth	10,025	66	10,091
Active Participant Plans (excl ECA) - Total	116,303	4,595	120,898
Active Participant Plans (excl ECA) - New	72,832	4,458	77,290
Active Participant Plans (excl ECA) - State	33,505	75	33,580
Active Participant Plans (excl ECA) - Commonwealth	9,966	62	10,028
Active Participant Plans - Total	120,376	8,854	125,157
Active Participant Plans - Early Intervention (s25)	33,295	2,527	35,822
Active Participant Plans - Permanent Disability (s24)	83,008	2,068	85,076
Active Participant Plans - ECA	4,073	4,259	4,259

Table H.2 People who have left the Scheme since 1 July 2013 as at 31 December 2022 – Queensland

People leaving the Scheme	Total
Number of people who have left the Scheme	6,384
Early Intervention participants	2,035
Permanent disability participants	4,349

Table H.3 Assessment of access by age group and gender – Queensland

Age Group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
0 to 6	26,414	98%	11,656	98%	188	95%	38,258	98%
7 to 14	17,984	90%	9,037	90%	306	83%	27,327	90%
15 to 18	5,364	91%	3,233	90%	171	89%	8,768	91%
19 to 24	4,313	90%	2,785	86%	102	78%	7,200	89%
25 to 34	5,267	89%	4,166	81%	138	76%	9,571	85%
35 to 44	5,353	84%	4,685	76%	77	60%	10,115	80%
45 to 54	6,706	80%	6,235	70%	112	60%	13,053	75%
55 to 64	8,586	73%	7,693	61%	138	46%	16,417	67%
65+	506	63%	446	52%	<11	n/a	958	57%
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
Total	80,493	89%	49,936	80%	1,238	73%	131,667	85%

¹⁵² The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

Table H.4 Assessment of access by primary disability group and gender – Queensland ¹⁵³

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	2,870	93%	1,477	92%	24	83%	4,371	92%
Autism	31,470	97%	13,287	97%	619	93%	45,376	97%
Cerebral palsy	2,191	96%	1,698	95%	14	78%	3,903	96%
Developmental delay	10,690	98%	4,572	98%	66	97%	15,328	98%
Global developmental delay	1,852	99%	859	99%	19	100%	2,730	99%
Hearing impairment	2,997	90%	3,187	89%	58	81%	6,242	89%
Intellectual disability	10,436	95%	8,730	95%	78	78%	19,244	95%
Multiple sclerosis	418	90%	1,329	88%	12	86%	1,759	89%
Psychosocial disability	6,130	75%	5,858	66%	185	60%	12,173	70%
Spinal cord injury	1,186	94%	462	91%	12	80%	1,660	93%
Stroke	1,201	85%	950	84%	15	65%	2,166	85%
Visual impairment	990	85%	921	83%	<11	n/a	1,917	84%
Other neurological	3,132	81%	2,524	76%	45	64%	5,701	79%
Other physical	2,922	52%	2,633	38%	54	27%	5,609	44%
Other sensory/speech	270	38%	91	31%	<11	n/a	363	36%
Other	1,115	46%	858	33%	21	28%	1,994	39%
Missing	623	99%	500	99%	<11	n/a	1,131	99%
Total	80,493	89%	49,936	80%	1,238	73%	131,667	85%

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred percent.

Table H.5 Participant profile per quarter by participants identifying as First Nations Peoples – Queensland

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
First Nations Participants	11,557	10%	516	11%	12,073	10%
Non-First Nations Participants	91,822	79%	3,737	81%	95,559	79%
Not Stated	12,924	11%	342	7%	13,266	11%
Total	116,303	100%	4,595	100%	120,898	100%

Table H.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Queensland ¹⁵⁴

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	6,270	5%	205	4%	6,475	5%
Not culturally and linguistically diverse	110,003	95%	4,390	96%	114,393	95%
Not stated	30	0%	<11	n/a	30	0%
Total	116,303	100%	4,595	100%	120,898	100%

¹⁵³ Down syndrome is included in intellectual disability.

¹⁵⁴ The number of CALD participants excludes participants who identify as First Nations Peoples from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

Table H.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2022 – Queensland ¹⁵⁵

Age group	Total number of active participants
Under 45	<11
45 to 54	54
55 to 64	296
Total YPIRAC (under 65)	355

Table H.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Queensland ¹⁵⁶

Participants in residential aged care (under 65)	Incremental	Cumulative
Dec-19	15	756
Mar-20	-1	755
Jun-20	-35	720
Sep-20	-32	688
Dec-20	-26	662
Mar-21	-40	622
Jun-21	-30	592
Sep-21	-37	555
Dec-21	-31	524
Mar-22	-40	484
Jun-22	-36	448
Sep-22	-44	404
Dec-22	-49	355

Table H.9 Participant profile per quarter by remoteness – Queensland ^{157 158}

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Major cities	70,046	60%	2,932	64%	72,978	60%
Population > 50,000	27,011	23%	978	21%	27,989	23%
Population between 15,000 and 50,000	4,484	4%	161	4%	4,645	4%
Population between 5,000 and 15,000	4,925	4%	176	4%	5,101	4%
Population less than 5,000	7,761	7%	275	6%	8,036	7%
Remote	1,086	1%	31	1%	1,117	1%
Very Remote	986	1%	42	1%	1,028	1%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	116,303	100%	4,595	100%	120,898	100%

¹⁵⁵ There are a further 404 active participants aged 65 years or over who are currently in residential aged care.

¹⁵⁶ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

¹⁵⁷ The distributions are calculated excluding active participants with a missing remoteness classification.

¹⁵⁸ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

Table H.10 Participant profile per quarter by primary disability group – Queensland ^{159 160 161}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	42,714	37%	1,541	34%	44,255	37%
Intellectual disability	18,072	16%	247	5%	18,319	15%
Psychosocial disability	10,983	9%	346	8%	11,329	9%
Developmental delay	11,160	10%	1,543	34%	12,703	11%
Hearing impairment	5,868	5%	104	2%	5,972	5%
Other neurological	4,526	4%	120	3%	4,646	4%
Other physical	4,662	4%	80	2%	4,742	4%
Cerebral palsy	3,710	3%	30	1%	3,740	3%
Acquired brain injury	3,788	3%	105	2%	3,893	3%
Global developmental delay	2,310	2%	205	4%	2,515	2%
Visual impairment	1,741	1%	40	1%	1,781	1%
Multiple sclerosis	1,644	1%	28	1%	1,672	1%
Stroke	1,836	2%	65	1%	1,901	2%
Spinal cord injury	1,489	1%	24	1%	1,513	1%
Other	1,562	1%	116	3%	1,678	1%
Other sensory/speech	238	0%	<11	n/a	239	0%
Total	116,303	100%	4,595	100%	120,898	100%

Table H.11 Participant profile per quarter (participants in SIL) by primary disability group – Queensland ^{162 163}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	652	11%	<11	n/a	652	11%
Intellectual disability	2,729	46%	<11	n/a	2,729	46%
Psychosocial disability	569	10%	<11	n/a	570	10%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	428	7%	<11	n/a	429	7%
Other physical	72	1%	<11	n/a	72	1%
Cerebral palsy	505	9%	<11	n/a	505	9%
Acquired brain injury	545	9%	<11	n/a	548	9%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	21	0%	<11	n/a	21	0%
Multiple sclerosis	63	1%	<11	n/a	63	1%
Stroke	183	3%	<11	n/a	185	3%
Spinal cord injury	44	1%	<11	n/a	44	1%
Other	87	1%	<11	n/a	91	2%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	5,903	100%	11	100%	5,914	100%

¹⁵⁹ Table order based on national proportions in Table E.10 (highest to lowest).

¹⁶⁰ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

¹⁶¹ Down syndrome is included in intellectual disability, representing 2% (2,447) of all Scheme participants in Queensland.

¹⁶² The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

¹⁶³ Down syndrome is included in intellectual disability, representing 7% (421) of participants in SIL.

Table H.12 Participant profile per quarter (participants not in SIL) by primary disability group – Queensland ¹⁶⁴

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	42,062	38%	1,541	34%	43,603	38%
Intellectual disability	15,343	14%	247	5%	15,590	14%
Psychosocial disability	10,414	9%	345	8%	10,759	9%
Developmental delay	11,160	10%	1,543	34%	12,703	11%
Hearing impairment	5,864	5%	104	2%	5,968	5%
Other neurological	4,098	4%	119	3%	4,217	4%
Other physical	4,590	4%	80	2%	4,670	4%
Cerebral palsy	3,205	3%	30	1%	3,235	3%
Acquired brain injury	3,243	3%	102	2%	3,345	3%
Global developmental delay	2,310	2%	205	4%	2,515	2%
Visual impairment	1,720	2%	40	1%	1,760	2%
Multiple sclerosis	1,581	1%	28	1%	1,609	1%
Stroke	1,653	1%	63	1%	1,716	1%
Spinal cord injury	1,445	1%	24	1%	1,469	1%
Other	1,475	1%	112	2%	1,587	1%
Other sensory/speech	237	0%	<11	n/a	238	0%
Total	110,400	100%	4,584	100%	114,984	100%

Table H.13 Participant profile per quarter by reported level of function – Queensland ¹⁶⁵

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
1 (High Function)	13,589	12%	1,407	31%	14,996	12%
2 (High Function)	139	0%	<11	n/a	142	0%
3 (High Function)	5,761	5%	344	7%	6,105	5%
4 (High Function)	7,429	6%	243	5%	7,672	6%
5 (High Function)	6,581	6%	307	7%	6,888	6%
6 (Moderate Function)	31,229	27%	1,264	28%	32,493	27%
7 (Moderate Function)	5,220	4%	133	3%	5,353	4%
8 (Moderate Function)	7,836	7%	198	4%	8,034	7%
9 (Moderate Function)	674	1%	22	0%	696	1%
10 (Moderate Function)	12,726	11%	258	6%	12,984	11%
11 (Low Function)	3,176	3%	30	1%	3,206	3%
12 (Low Function)	12,613	11%	282	6%	12,895	11%
13 (Low Function)	7,088	6%	93	2%	7,181	6%
14 (Low Function)	2,198	2%	<11	n/a	2,208	2%
15 (Low Function)	38	0%	<11	n/a	39	0%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	116,303	100%	4,595	100%	120,898	100%

¹⁶⁴ Down syndrome is included in intellectual disability, representing 2% (2,026) of participants not in SIL.

¹⁶⁵ The distributions are calculated excluding participants with a missing reported level of function.

Table H.14 Participant profile per quarter by age group – Queensland

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
0 to 6	18,084	16%	2,093	46%	20,177	17%
7 to 14	31,731	27%	911	20%	32,642	27%
15 to 18	10,263	9%	280	6%	10,543	9%
19 to 24	9,156	8%	163	4%	9,319	8%
25 to 34	9,884	8%	211	5%	10,095	8%
35 to 44	9,008	8%	236	5%	9,244	8%
45 to 54	10,700	9%	282	6%	10,982	9%
55 to 64	12,726	11%	381	8%	13,107	11%
65+	4,751	4%	38	1%	4,789	4%
Total	116,303	100%	4,595	100%	120,898	100%

Table H.15 Participation rates by age group and gender at 31 December 2022 – Queensland ¹⁶⁶

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	5.7%	2.8%	4.3%
7 to 14	7.7%	3.7%	5.8%
15 to 18	4.7%	2.8%	3.8%
19 to 24	2.8%	1.7%	2.3%
25 to 44	1.5%	1.1%	1.3%
45 to 64	1.9%	1.7%	1.9%
Total (aged 0 to 64)	3.2%	1.9%	2.6%

¹⁶⁶ Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

Part Two: Participant and family/carer outcomes

Note: In Tables H.16 to H.20 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5 and R6 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment and sixth reassessment respectively.

Table H.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=10,257), 'participant social and community engagement rate' (n=10,327), 'parent and carer employment rate' (n=8,911) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=7,109) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 December 2020 - Queensland ¹⁶⁷

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	12%	16%	18%	26%
Participant employment rate - Aged 25 to 34 years	22%	21%	23%	26%
Participant employment rate - Aged 35 to 44 years	22%	24%	21%	26%
Participant employment rate - Aged 45 to 54 years	19%	18%	17%	26%
Participant employment rate - Aged 55 to 64 years	14%	14%	13%	26%
Participant employment rate - Aged 65+ years	10%	8%	6%	26%
Participant employment rate - Aged 25 to 64 years	19%	19%	18%	26%
Participant employment rate - Aged 15 to 64 years	17%	18%	18%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	41%	41%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	44%	44%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	46%	45%	46%
Participant social and community engagement rate - Aged 45 to 54 years	36%	43%	42%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	39%	38%	46%
Participant social and community engagement rate - Aged 65+ years	32%	37%	37%	46%
Participant social and community engagement rate - Aged 25+ years	36%	42%	42%	46%
Participant social and community engagement rate - Aged 15+ years	36%	42%	41%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	47%	47%	50%
Parent and carer employment rate - Aged 15+ years	45%	46%	44%	50%
Parent and carer employment rate - All ages	44%	47%	46%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	68%	74%	75%
Participant Choice and Control - Aged 25+ years	n/a	76%	83%	75%
Participant Choice and Control - Aged 15+ years	n/a	74%	80%	75%

¹⁶⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2020 and have had a second plan reassessment to date.

Table H.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=7,816), 'participant social and community engagement rate' (n=7,874), 'parent and carer employment rate' (n=4,356) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=6,122) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 December 2019 - Queensland ¹⁶⁸

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	12%	17%	16%	21%	26%
Participant employment rate - Aged 25 to 34 years	22%	23%	19%	21%	26%
Participant employment rate - Aged 35 to 44 years	22%	21%	19%	21%	26%
Participant employment rate - Aged 45 to 54 years	19%	19%	15%	17%	26%
Participant employment rate - Aged 55 to 64 years	15%	14%	11%	12%	26%
Participant employment rate - Aged 65+ years	10%	10%	7%	6%	26%
Participant employment rate - Aged 25 to 64 years	19%	19%	16%	18%	26%
Participant employment rate - Aged 15 to 64 years	17%	19%	16%	18%	26%
Participant social and community engagement rate - Aged 15 to 24 years	38%	43%	46%	45%	46%
Participant social and community engagement rate - Aged 25 to 34 years	42%	49%	47%	47%	46%
Participant social and community engagement rate - Aged 35 to 44 years	39%	46%	43%	47%	46%
Participant social and community engagement rate - Aged 45 to 54 years	39%	44%	44%	45%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	42%	41%	42%	46%
Participant social and community engagement rate - Aged 65+ years	40%	43%	42%	41%	46%
Participant social and community engagement rate - Aged 25+ years	39%	45%	43%	45%	46%
Participant social and community engagement rate - Aged 15+ years	39%	44%	44%	45%	46%
Parent and carer employment rate - Aged 0 to 14 years	41%	43%	45%	48%	50%
Parent and carer employment rate - Aged 15+ years	41%	43%	43%	42%	50%
Parent and carer employment rate - All ages	41%	43%	44%	46%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	67%	71%	75%	75%
Participant Choice and Control - Aged 25+ years	n/a	75%	80%	84%	75%
Participant Choice and Control - Aged 15+ years	n/a	73%	77%	81%	75%

¹⁶⁸ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a third plan reassessment to date.

Table H.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=4,167), 'participant social and community engagement rate' (n=4,189), 'parent and carer employment rate' (n=1,881) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=3,626) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 December 2018 - Queensland ¹⁶⁹

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	13%	17%	19%	20%	24%	26%
Participant employment rate - Aged 25 to 34 years	25%	25%	24%	18%	25%	26%
Participant employment rate - Aged 35 to 44 years	26%	28%	25%	21%	24%	26%
Participant employment rate - Aged 45 to 54 years	21%	22%	19%	15%	19%	26%
Participant employment rate - Aged 55 to 64 years	17%	16%	15%	13%	14%	26%
Participant employment rate - Aged 65+ years	10%	9%	6%	3%	4%	26%
Participant employment rate - Aged 25 to 64 years	22%	23%	20%	17%	20%	26%
Participant employment rate - Aged 15 to 64 years	20%	22%	20%	18%	21%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	44%	44%	44%	46%	46%
Participant social and community engagement rate - Aged 25 to 34 years	42%	50%	51%	49%	50%	46%
Participant social and community engagement rate - Aged 35 to 44 years	44%	52%	52%	48%	52%	46%
Participant social and community engagement rate - Aged 45 to 54 years	41%	46%	51%	56%	51%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	40%	40%	43%	43%	46%
Participant social and community engagement rate - Aged 65+ years	36%	41%	45%	42%	44%	46%
Participant social and community engagement rate - Aged 25+ years	40%	46%	48%	48%	48%	46%
Participant social and community engagement rate - Aged 15+ years	39%	46%	47%	47%	48%	46%
Parent and carer employment rate - Aged 0 to 14 years	40%	44%	44%	43%	47%	50%
Parent and carer employment rate - Aged 15+ years	43%	45%	50%	48%	46%	50%
Parent and carer employment rate - All ages	41%	44%	46%	45%	47%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	69%	70%	70%	77%	75%
Participant Choice and Control - Aged 25+ years	n/a	73%	81%	82%	85%	75%
Participant Choice and Control - Aged 15+ years	n/a	72%	77%	78%	83%	75%

¹⁶⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a fourth plan reassessment to date.

Table H.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,408), 'participant social and community engagement rate' (n=1,422), 'parent and carer employment rate' (n=458) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=1,214) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 December 2017 - Queensland ¹⁷⁰

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	15%	18%	19%	19%	19%	18%	26%
Participant employment rate - Aged 25 to 34 years	26%	25%	26%	28%	19%	23%	26%
Participant employment rate - Aged 35 to 44 years	23%	23%	20%	18%	20%	20%	26%
Participant employment rate - Aged 45 to 54 years	27%	28%	24%	31%	23%	22%	26%
Participant employment rate - Aged 55 to 64 years	21%	20%	16%	13%	11%	17%	26%
Participant employment rate - Aged 65+ years	7%	7%	4%	7%	5%	6%	26%
Participant employment rate - Aged 25 to 64 years	25%	24%	22%	22%	18%	21%	26%
Participant employment rate - Aged 15 to 64 years	23%	23%	21%	22%	18%	20%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	38%	41%	46%	47%	43%	46%
Participant social and community engagement rate - Aged 25 to 34 years	39%	46%	54%	51%	57%	49%	46%
Participant social and community engagement rate - Aged 35 to 44 years	41%	48%	62%	50%	48%	54%	46%
Participant social and community engagement rate - Aged 45 to 54 years	44%	53%	52%	57%	53%	56%	46%
Participant social and community engagement rate - Aged 55 to 64 years	33%	42%	47%	45%	45%	44%	46%
Participant social and community engagement rate - Aged 65+ years	28%	38%	42%	51%	42%	42%	46%
Participant social and community engagement rate - Aged 25+ years	38%	46%	52%	50%	50%	49%	46%
Participant social and community engagement rate - Aged 15+ years	37%	45%	50%	50%	49%	48%	46%
Parent and carer employment rate - Aged 0 to 14 years	35%	35%	39%	48%	56%	48%	50%
Parent and carer employment rate - Aged 15+ years	43%	49%	50%	47%	50%	53%	50%
Parent and carer employment rate - All ages	39%	42%	44%	48%	53%	50%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	67%	68%	69%	73%	74%	75%
Participant Choice and Control - Aged 25+ years	n/a	69%	76%	81%	84%	84%	75%
Participant Choice and Control - Aged 15+ years	n/a	69%	73%	77%	80%	81%	75%

¹⁷⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a fifth plan reassessment to date.

Table H.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=269), 'participant social and community engagement rate' (n=277), 'parent and carer employment rate' (n=66) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=240) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 31 December 2016 - Queensland ¹⁷¹

Age group	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	17%	25%	28%	20%	15%	23%	23%	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	19%	23%	25%	20%	18%	18%	19%	26%
Participant employment rate - Aged 15 to 64 years	19%	23%	26%	21%	18%	19%	20%	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	38%	43%	47%	48%	48%	50%	44%	46%
Participant social and community engagement rate - Aged 15+ years	39%	44%	48%	49%	48%	51%	43%	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	73%	73%	72%	77%	79%	75%
Participant Choice and Control - Aged 25+ years	n/a	73%	78%	80%	85%	82%	86%	75%
Participant Choice and Control - Aged 15+ years	n/a	68%	76%	77%	80%	81%	84%	75%

¹⁷¹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a sixth plan reassessment to date.

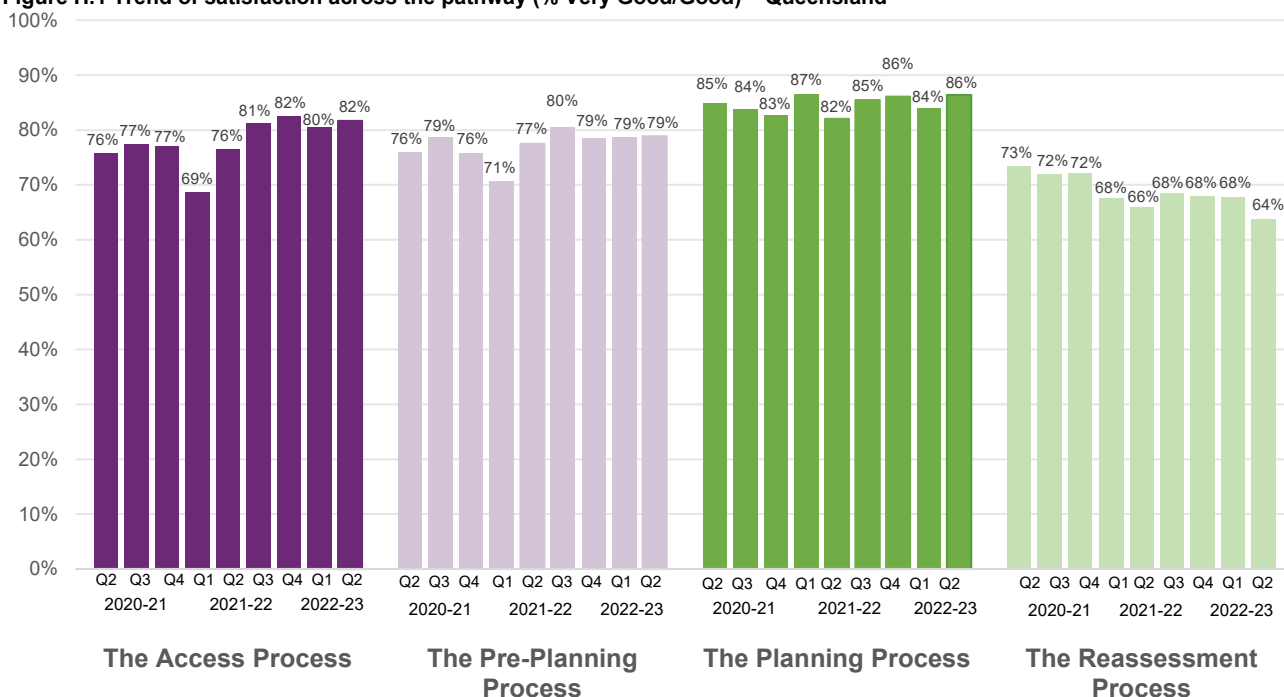
Part Three: Participant experience

Table H.21 Proportion of participants who agreed with statements about 'Access' (n = 2,098 in Prior Quarters, n = 234 in 2022-23 Q2), 'Pre-planning' (n = 1,668 in Prior Quarters, n = 189 in 2022-23 Q2), 'Planning' (n = 8,018 in Prior Quarters, n = 982 in 2022-23 Q2) and 'Plan reassessment' (n = 18,829 in Prior Quarters, n = 2,221 in 2022-23 Q2) of NDIS journey in 2022-23 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Queensland ¹⁷²

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2022-23 Q2
Access - Are you happy with how coming into the NDIS has gone?	85%	86%
Access - Was the person from the NDIS respectful?	97%	97%
Access - Do you understand what will happen next with your plan?	75%	79%
Access - % of participants rating their overall experience as Very Good or Good.	77%	82%
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	84%	87%
Pre-planning - Did you understand why you needed to give the information you did?	95%	92%
Pre-planning - Were decisions about your plan clearly explained?	76%	77%
Pre-planning - Are you clear on what happens next with your plan?	67%	67%
Pre-planning - Do you know where to go for more help with your plan?	70%	68%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	77%	79%
Planning - Did the person from the NDIS understand how your disability affects your life?	90%	90%
Planning - Did you understand why you needed to give the information you did?	97%	97%
Planning - Were decisions about your plan clearly explained?	87%	89%
Planning - Are you clear on what happens next with your plan?	83%	85%
Planning - Do you know where to go for more help with your plan?	88%	90%
Planning - % of participants rating their overall experience as Very Good or Good.	84%	86%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	76%	71%
Plan reassessment - Did you feel prepared for your plan reassessment?	83%	78%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	86%	83%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	69%	64%

¹⁷² Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure H.1 Trend of satisfaction across the pathway (% Very Good/Good) – Queensland ¹⁷³



The tables in part three summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q2. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

The ‘My Customer Requests’ tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous ‘My Feedback’ tile is still being used in a small number of cases. Details of a complaint are captured differently on the ‘My Customer Requests’ tile.

Table H.22 shows the number of complaints in 2022-23 Q2 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the ‘My Feedback’ tile and the ‘My Customer Requests’ tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the ‘My Customer Requests’ tile 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. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

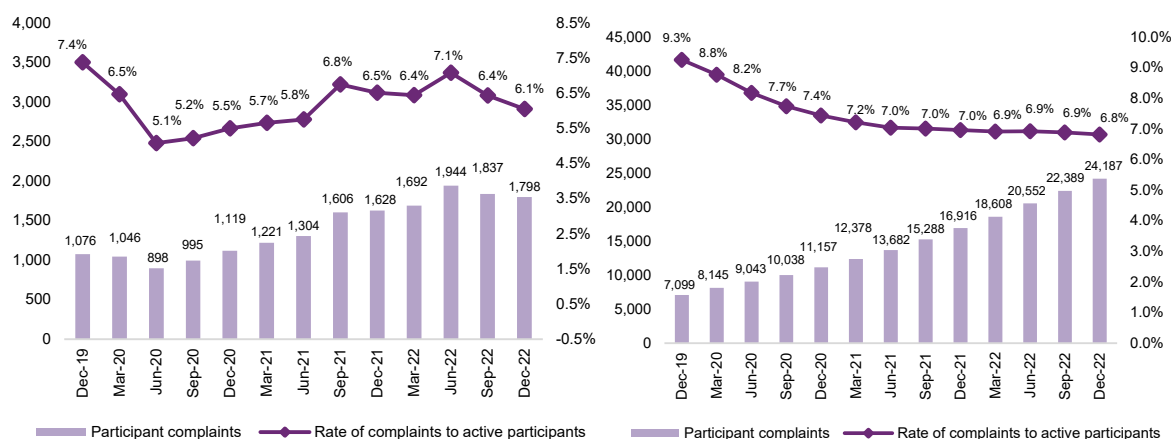
Table H.23 show the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

¹⁷³ Participant satisfaction results for prior quarters have been restated using data as at 31 December 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

Table H.22 Complaints by quarter – Queensland ^{174 175}

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q2	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	212	<11	218	199
People who have submitted an access request: Complaint about LAC Partner	505	51	556	498
People who have submitted an access request: Complaints about service providers	1,556	112	1,668	1,281
People who have submitted an access request: Complaints about the Agency	17,051	1,223	18,274	9,847
People who have submitted an access request: Critical/ Reportable Incident	2,830	406	3,236	2,470
People who have submitted an access request: Unclassified	235	<11	235	215
People who have submitted an access request: Total	22,389	1,798	24,187	12,671
<i>Percentage of the number of active participants</i>	6.9%	6.1%	6.8%	<i>n/a</i>

Figure H.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Queensland



¹⁷⁴ Note that 63% of all complainants made only one complaint, 19% made two complaints and 18% made three or more complaints.

¹⁷⁵ Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

Table H.23 Participant complaints by type. Complaints with a related party who has submitted an access request – Queensland

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Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	749	4%	<11	n/a	749	4%
Complaints about the Agency - Information unclear	274	2%	<11	n/a	275	2%
Complaints about the Agency - NDIA Access	513	3%	45	4%	558	3%
Complaints about the Agency - NDIA Engagement	18	0%	<11	n/a	19	0%
Complaints about the Agency - NDIA Finance	1,101	6%	98	8%	1,199	7%
Complaints about the Agency - NDIA Fraud and Compliance	70	0%	15	1%	85	0%
Complaints about the Agency - NDIA Plan	4,308	25%	540	44%	4,848	27%
Complaints about the Agency - NDIA Process	1,287	8%	158	13%	1,445	8%
Complaints about the Agency - NDIA Resources	125	1%	11	1%	136	1%
Complaints about the Agency - NDIA Staff	859	5%	131	11%	990	5%
Complaints about the Agency - NDIA Timeliness	2,766	16%	202	17%	2,968	16%
Complaints about the Agency - Participation, engagement and inclusion	74	0%	<11	n/a	74	0%
Complaints about the Agency - Provider Portal	27	0%	<11	n/a	27	0%
Complaints about the Agency - Quality & Safeguards Commission	<11	n/a	<11	n/a	12	0%
Complaints about the Agency - Reasonable and necessary supports	753	4%	<11	n/a	753	4%
Complaints about the Agency - Staff conduct - Agency	252	1%	<11	n/a	252	1%
Complaints about the Agency - The way the NDIA carried out its decision making	476	3%	<11	n/a	480	3%
Complaints about the Agency - Timeliness	1,642	10%	<11	n/a	1,645	9%
Complaints about the Agency - Other	1,747	10%	12	1%	1,759	10%
Complaints about the Agency - Total	17,051	100%	1,223	100%	18,274	100%
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	25	12%	<11	n/a	27	12%
Complaints about ECA Partner - ECA Process	31	15%	<11	n/a	32	15%
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	102	48%	<11	n/a	105	48%
Complaints about ECA Partner - ECA Timeliness	52	25%	<11	n/a	52	24%
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	212	100%	<11	n/a	218	100%
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	94	19%	<11	n/a	101	18%
Complaints about LAC Partner - LAC Process	57	11%	<11	n/a	61	11%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	260	51%	35	69%	295	53%
Complaints about LAC Partner - LAC Timeliness	89	18%	<11	n/a	92	17%

176 There are 22,389 total participant complaints in Prior Quarters, 1,798 total participant complaints in 2022-23 Q2, and 24,187 total participant complaints as at 31 December 2022, including 235 unclassified participant complaints as at 31 December 2022.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	505	100%	51	100%	556	100%
Complaints about service providers - Provider costs	69	4%	<11	n/a	70	4%
Complaints about service providers - Provider Finance	64	4%	12	11%	76	5%
Complaints about service providers - Provider Fraud and Compliance	108	7%	15	13%	123	7%
Complaints about service providers - Provider process	64	4%	<11	n/a	64	4%
Complaints about service providers - Provider Service	490	31%	58	52%	548	33%
Complaints about service providers - Provider Staff	238	15%	21	19%	259	16%
Complaints about service providers - Service Delivery	104	7%	<11	n/a	104	6%
Complaints about service providers - Staff conduct	116	7%	<11	n/a	119	7%
Complaints about service providers - Supports being provided	117	8%	<11	n/a	117	7%
Complaints about service providers - Other	186	12%	<11	n/a	188	11%
Complaints about service providers - Total	1,556	100%	112	100%	1,668	100%
Critical/ Reportable Incident - Allegations against a provider	751	27%	112	28%	863	27%
Critical/ Reportable Incident - Allegations against Informal Supports	309	11%	73	18%	382	12%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	458	16%	69	17%	527	16%
Critical/ Reportable Incident - Provider reporting	1,308	46%	152	37%	1,460	45%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Total	2,830	100%	406	100%	3,236	100%

Table H.24 AAT Cases by category at 31 December 2022 – Queensland

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Access	497	19%	25	12%	522	19%
Plan	1,885	73%	164	79%	2,049	74%
Plan Reassessment	62	2%	<11	n/a	65	2%
Other	132	5%	15	7%	147	5%
Total cases	2,576	100%	207	100%	2,783	100%
Percentage of the number of active participants	0.79%	n/a	0.70%	n/a	0.78%	n/a

Figure H.3 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Queensland

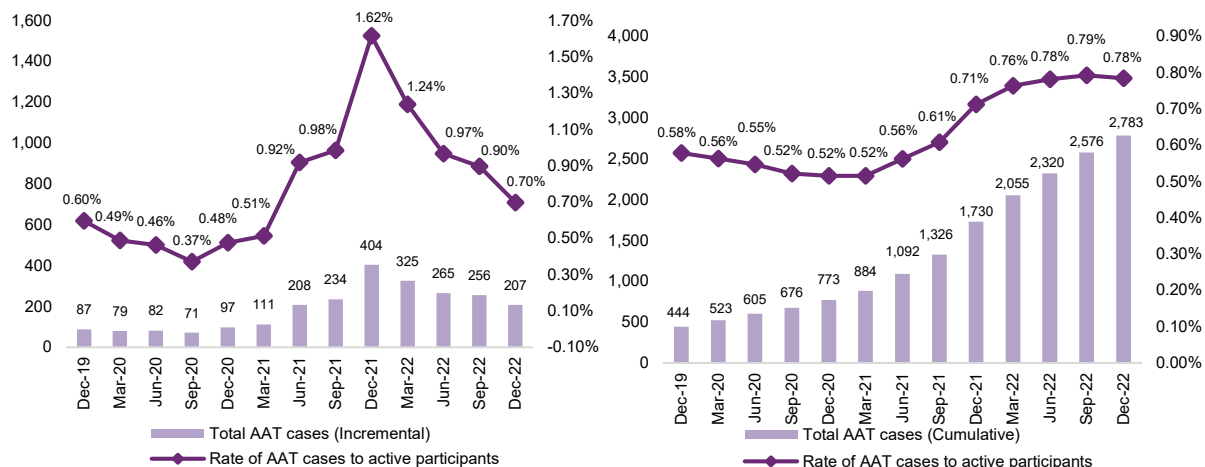


Table H.25 AAT cases by open/closed and decision – Queensland ^{177 178}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	2,783	2,592
Open AAT Cases	839	833
Closed AAT Cases	1,944	1,810
<i>Resolved before hearing</i>	<i>1,910</i>	<i>1,780</i>
<i>Gone to hearing and received a substantive decision</i>	<i>34</i>	<i>30</i>

¹⁷⁷ Of the 34 cases which went to hearing and received a substantive decision: 13 affirmed the Agency’s decision, 11 varied the Agency’s decision and 10 set aside the Agency’s decision.

¹⁷⁸ The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency’s decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency’s decision, or send the case back to the Agency with considerations to be taken when making a new decision.

Part Four: Providers and the growing market

Table H.26 Key markets indicators by quarter – Queensland ^{179 180}

Market indicators	Previous Quarter	2022-23 Q2
Average number of active providers per active participant	1.09	1.08
Number of providers delivering new types of supports	493	443
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	82%	82%
Share of payments - top 25%: Therapeutic Supports (Percentage)	96%	96%
Share of payments - top 25%: Participate Community (Percentage)	92%	92%
Share of payments - top 25%: Early Childhood Supports (Percentage)	92%	91%
Share of payments - top 25%: Assist Personal Activities (Percentage)	92%	92%

Table H.27 Cumulative number of providers that have been ever active as at 31 December 2022 by quarter of activity – Queensland ¹⁸¹

Activity	Number of providers
Active for the first time in 2022-23 Q2	110
Active in 2022-23 Q2 and also in previous quarters	2,704
Active in 2022-23 Q2	2,814
Inactive in 2022-23 Q2	4,769
Active ever	7,583

Table H.28 Distribution of active providers in 2022-23 Q2 by their status in 2022-23 Q1 and payment band in 2022-23 Q2 – Queensland ¹⁸²

Amount paid in 2022-23 Q2	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	456	90	42	588
\$2,001-\$10,000	519	34	33	586
\$10,001-\$100,000	790	23	26	839
\$100,001-\$250,000	248	<5	8	256
\$250,000+	544	<5	<5	545
Total	2,557	147	387	2,814

Table H.29 Proportion of active participants with approved plans accessing mainstream supports – Queensland ¹⁸³

Mainstream service	Prior Quarters	2022-23 Q2	Total
Daily Activities	17%	17%	17%
Health & Wellbeing	64%	69%	65%
Lifelong Learning	25%	26%	25%
Other	19%	20%	19%
Non-categorised	17%	13%	17%
Any mainstream service	95%	95%	95%

¹⁷⁹ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

¹⁸⁰ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

¹⁸¹ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

¹⁸² Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

¹⁸³ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Note: In Figure H.4 to H.12 and Table H.30, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2022. Average payments are derived from total payments paid over the 12 months to 31 December 2022, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Table H.30 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q2 – Queensland

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	1.6%	1.7%
\$5,001-\$10,000	6.5%	6.8%
\$10,001-\$15,000	12.7%	13.3%
\$15,001-\$20,000	14.1%	14.9%
\$20,001-\$25,000	9.7%	10.2%
\$25,001-\$30,000	4.8%	5.1%
\$30,001-\$50,000	13.0%	13.6%
\$50,001-\$100,000	17.1%	17.7%
\$100,001-\$150,000	7.8%	8.0%
\$150,001-\$200,000	3.7%	3.7%
\$200,001-\$250,000	2.1%	1.8%
\$250,001+	6.8%	2.8%

Figure H.4 Average annualised committed supports and average payments by age group as at 31 December 2022 – Queensland

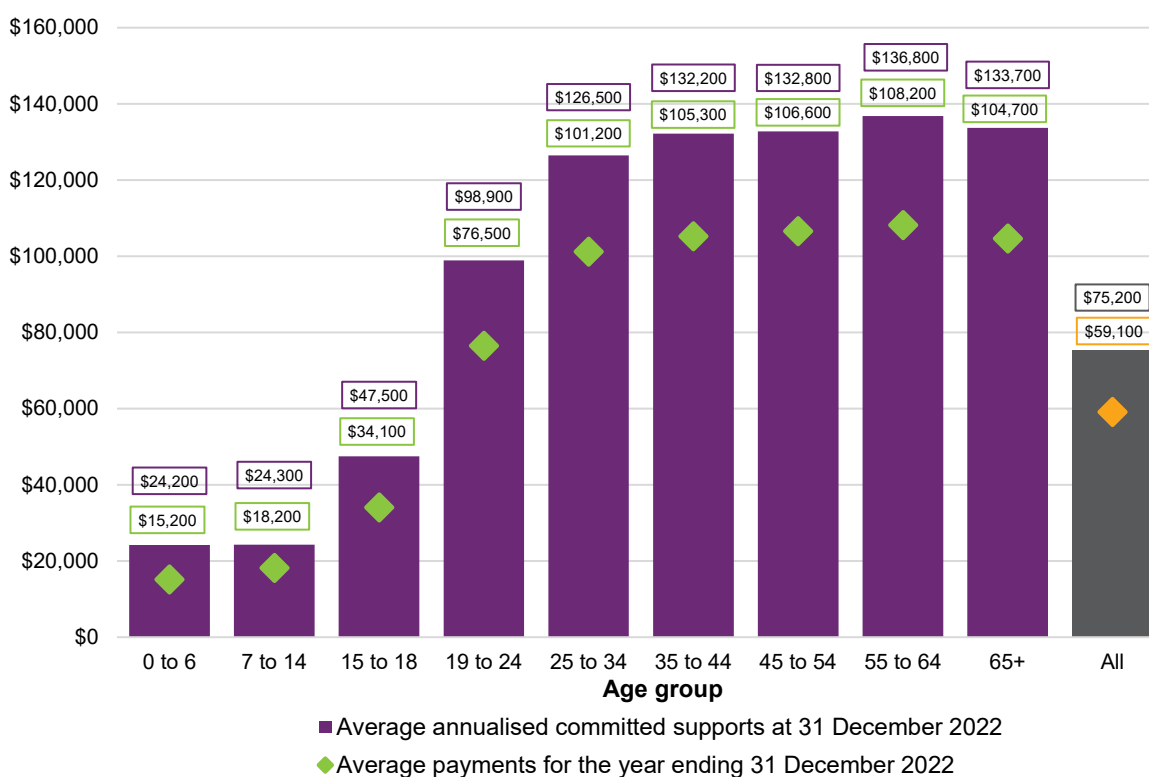


Figure H.5 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2022 – Queensland

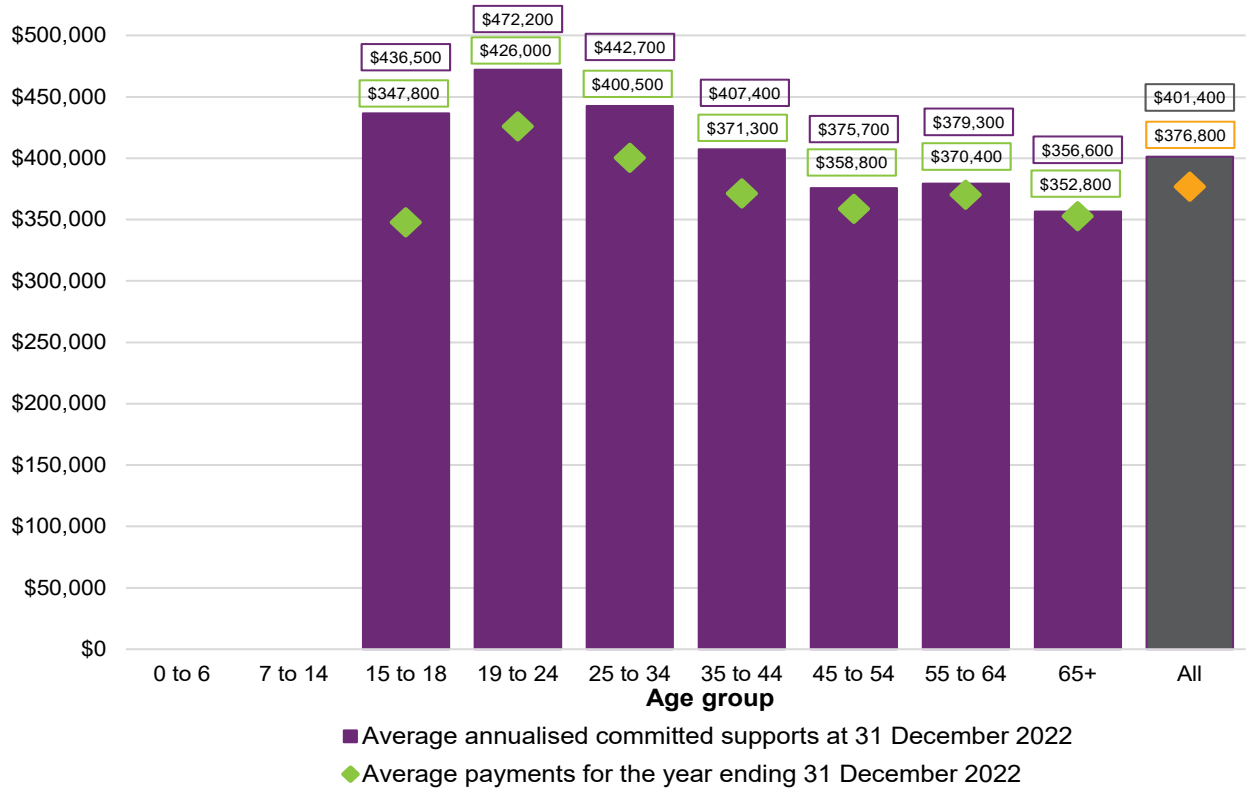


Figure H.6 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2022 – Queensland

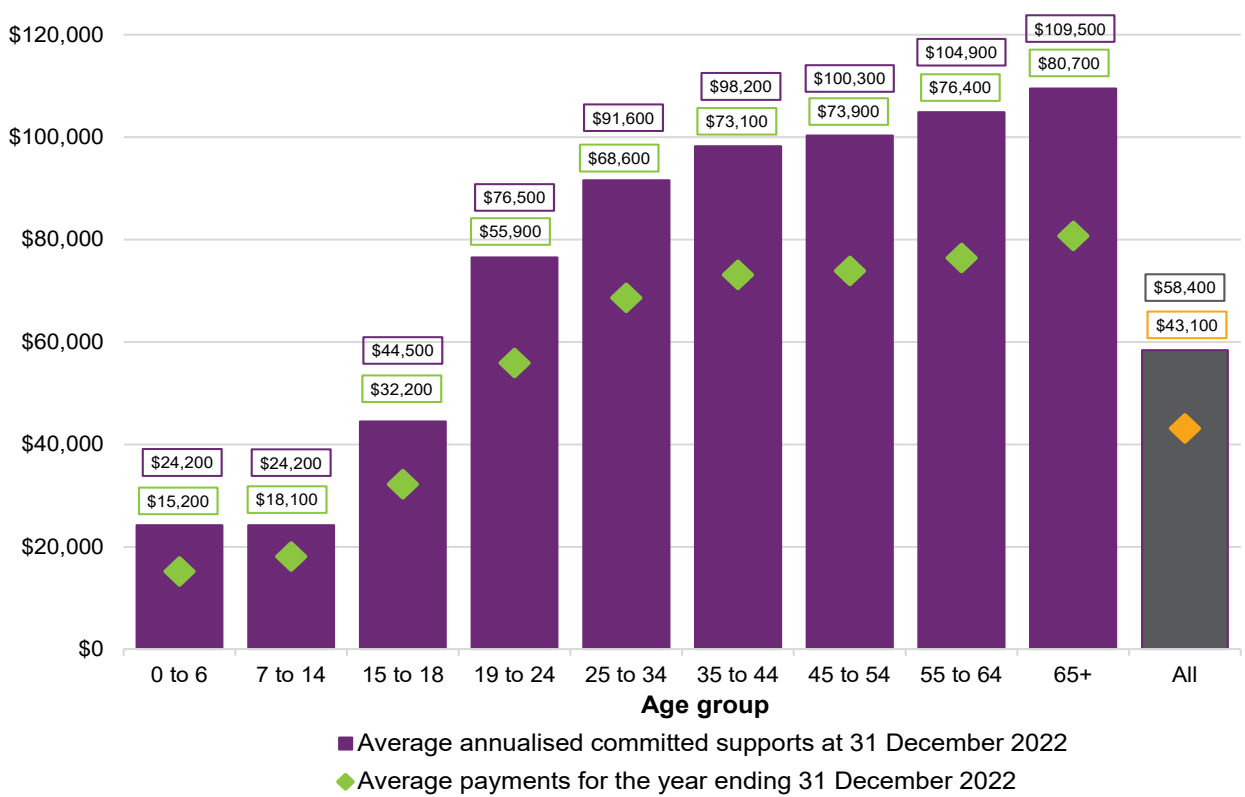


Figure H.7 Average annualised committed supports and average payments by primary disability group as at 31 December 2022 – Queensland

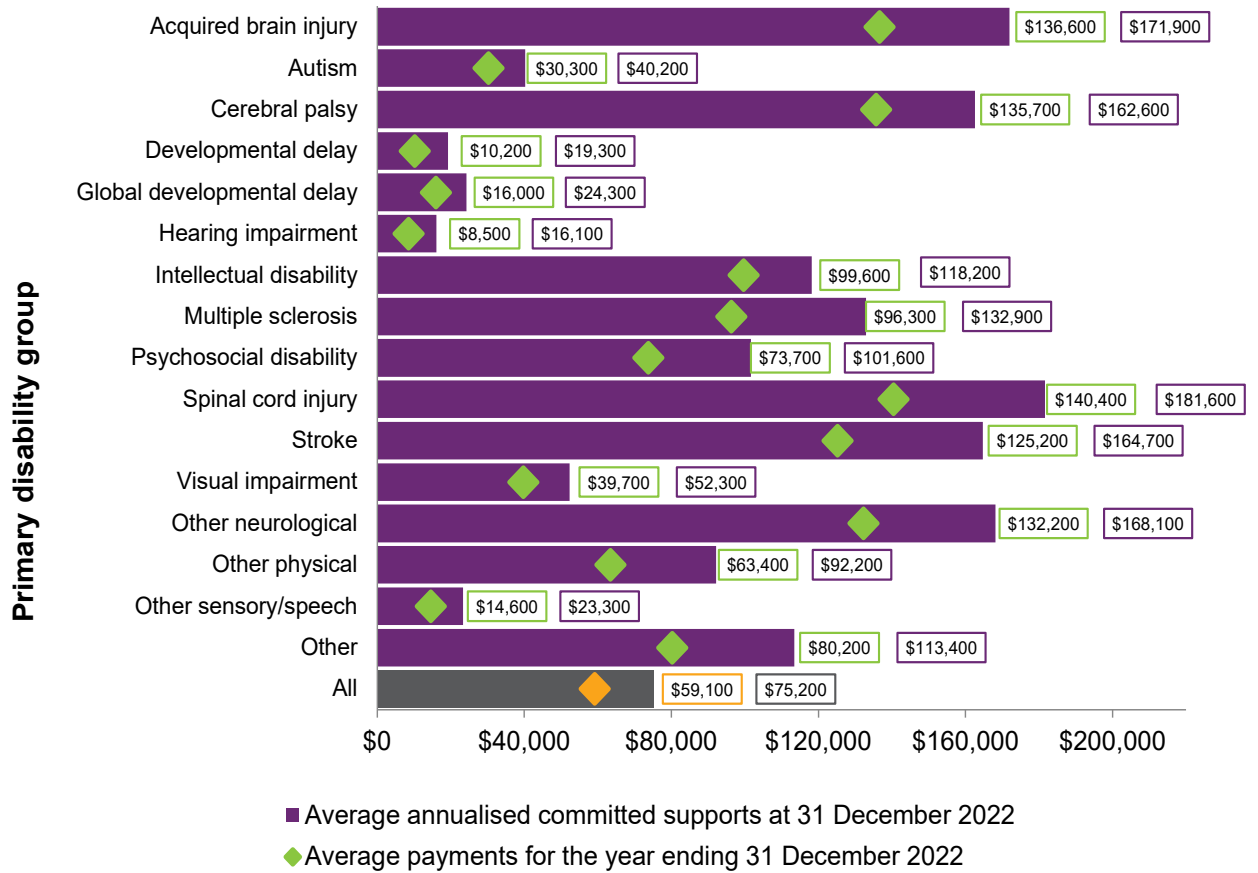


Figure H.8 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 December 2022 – Queensland

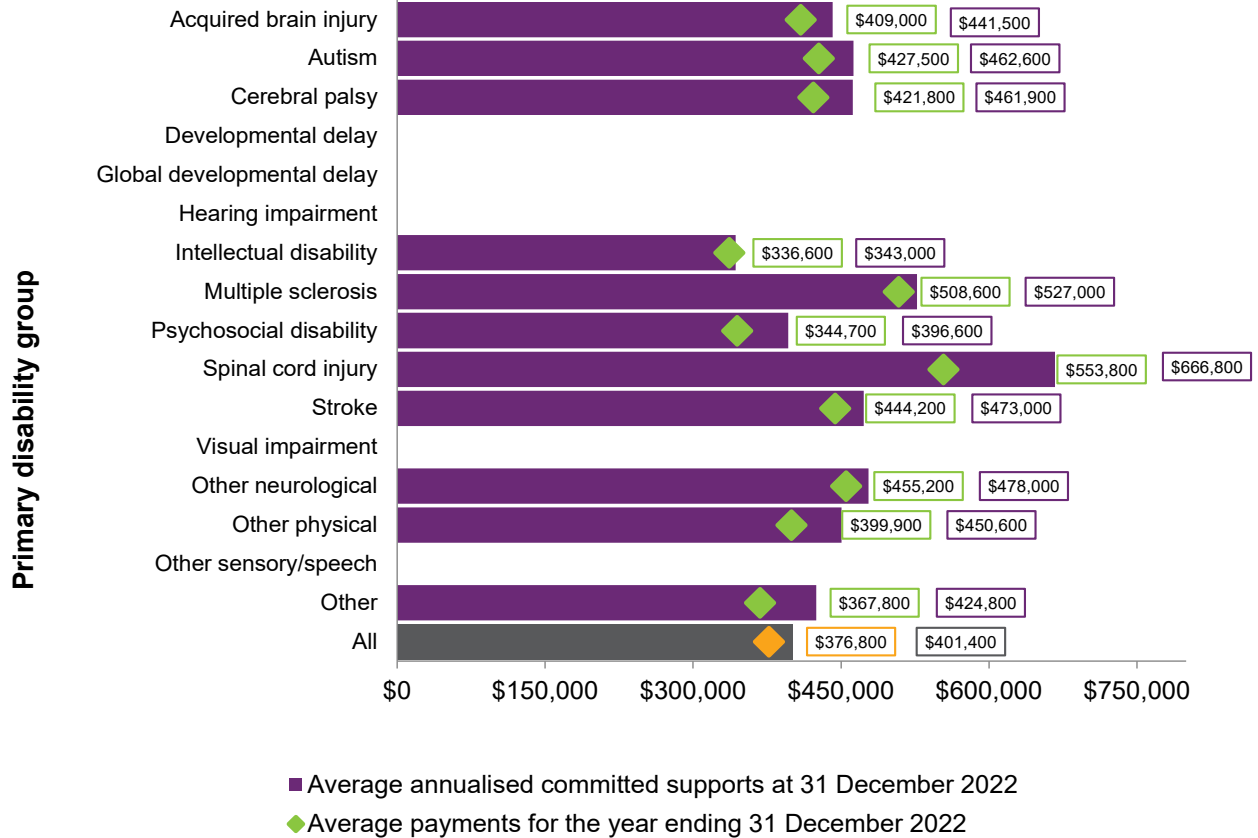


Figure H.9 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 December 2022 – Queensland

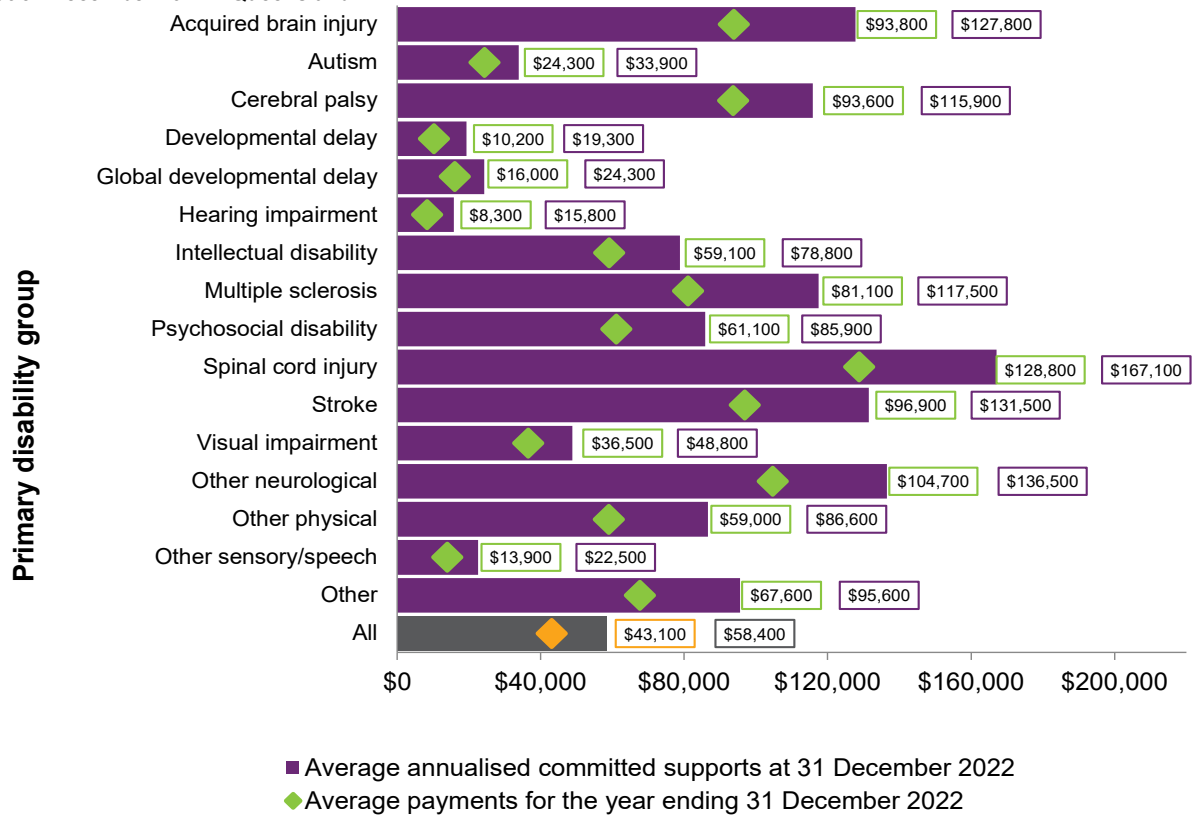


Figure H.10 Average annualised committed supports and average payments by reported level of function as at 31 December 2022 – Queensland

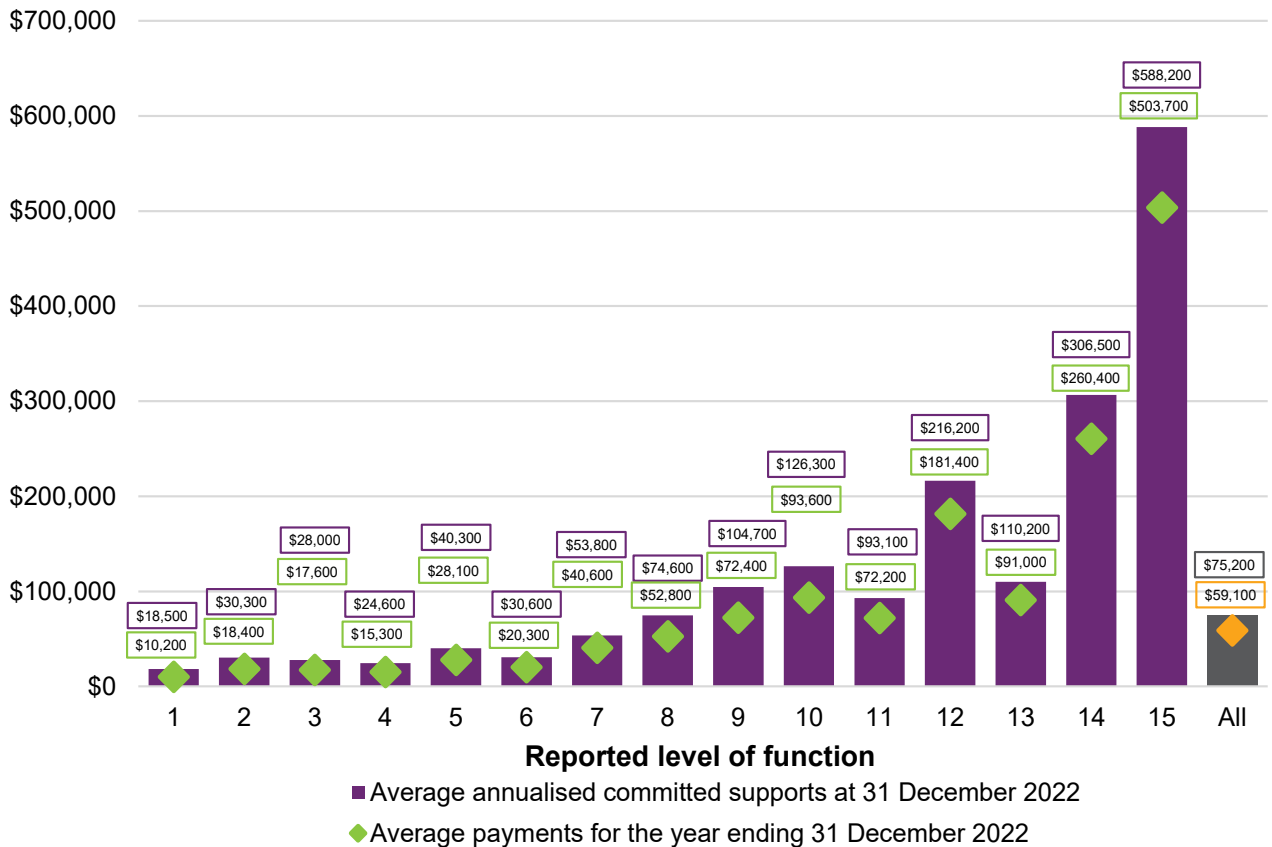


Figure H.11 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2022 – Queensland

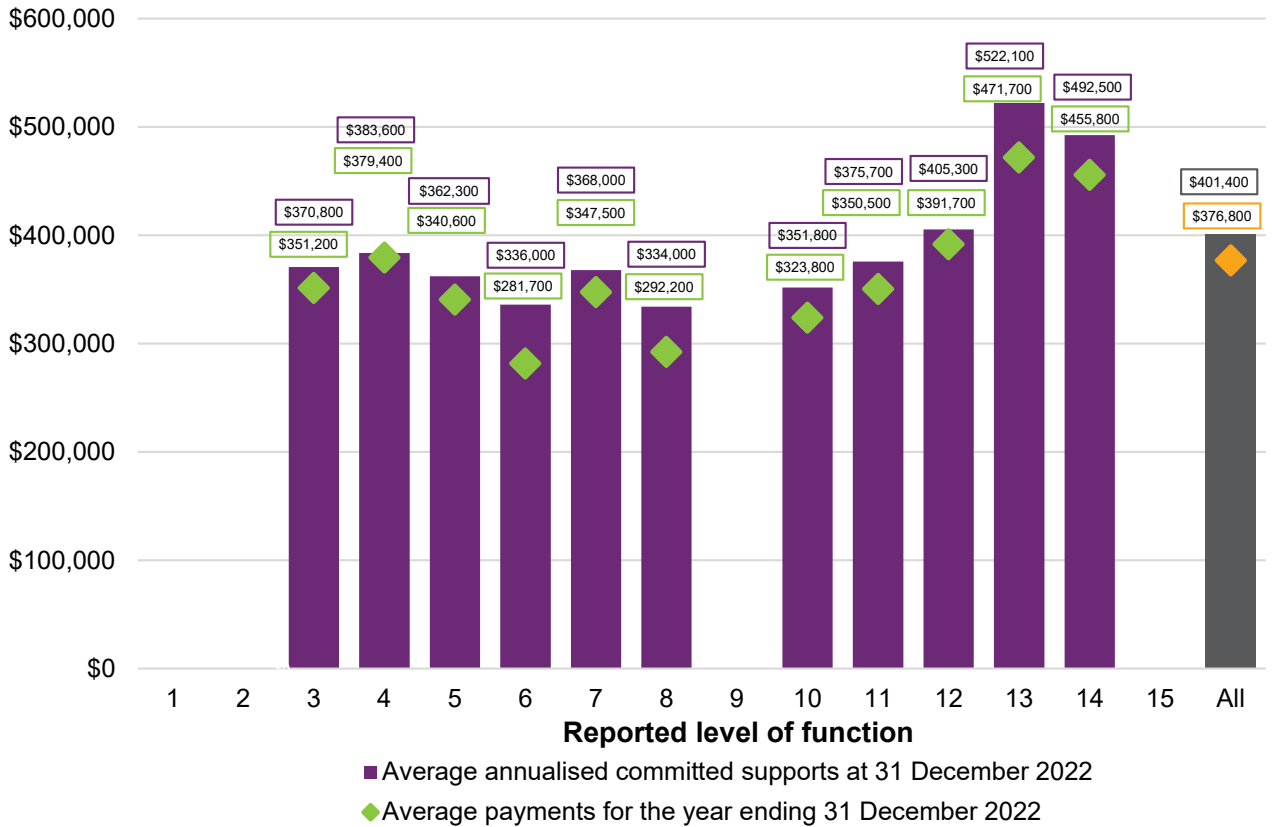


Figure H.12 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2022 – Queensland

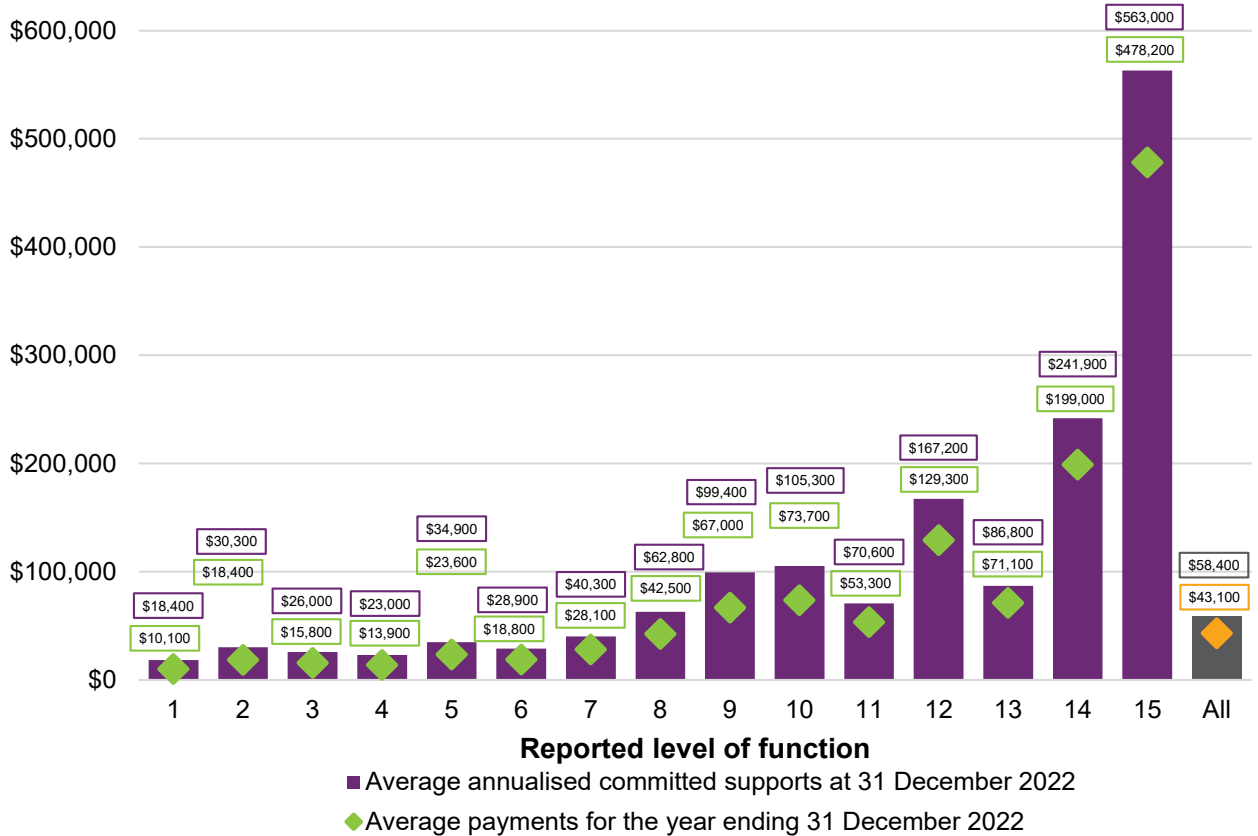


Table H.31 Total annualised committed supports and total payments by support category as at 31 December 2022 (\$m) – Queensland ^{184 185}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$3,496.3	\$4,405.1
Core: Consumables	\$137.7	\$192.3
Core: Social and Civic	\$1,433.3	\$1,946.4
Core: Transport	\$118.5	\$95.8
Capacity Building: Choice and Control	\$99.1	\$112.1
Capacity Building: Daily Activities	\$833.7	\$1,458.6
Capacity Building: Employment	\$14.6	\$47.0
Capacity Building: Health and Wellbeing	\$7.0	\$14.3
Capacity Building: Home Living	\$0.1	\$0.6
Capacity Building: Lifelong learning	\$0.01	\$0.04
Capacity Building: Relationships	\$56.8	\$118.6
Capacity Building: Social and Civic	\$20.1	\$371.2
Capacity Building: Support Coordination	\$174.7	\$240.1
Capital: Assistive Technology	\$144.7	\$305.3
Capital: Home Modifications	\$62.3	\$104.4
All	\$6,599.0	\$9,092.5

Table H.32 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2022 (\$m) – Queensland ^{186 187}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$1,564.4	\$1,702.6
Core: Consumables	\$15.1	\$20.5
Core: Social and Civic	\$285.9	\$409.9
Core: Transport	\$9.3	\$14.0
Capacity Building: Choice and Control	\$5.0	\$5.6
Capacity Building: Daily Activities	\$39.8	\$65.2
Capacity Building: Employment	\$0.4	\$1.3
Capacity Building: Health and Wellbeing	\$0.5	\$1.0
Capacity Building: Home Living	\$0.00	\$0.00
Capacity Building: Lifelong learning	\$0.00	\$0.00
Capacity Building: Relationships	\$24.1	\$41.5
Capacity Building: Social and Civic	\$0.4	\$0.6
Capacity Building: Support Coordination	\$28.4	\$35.8
Capital: Assistive Technology	\$14.3	\$32.2
Capital: Home Modifications	\$26.6	\$43.9
All	\$2,014.2	\$2,374.2

¹⁸⁴ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

¹⁸⁵ Total payments for home modifications in Queensland were \$62.3m. Of which, \$32.8m (53%) has been paid for specialised disability accommodation (SDA) supports, and \$29.5m (47%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Queensland were \$104.4m. Of which, \$63.7m (61%) has been allocated for specialised disability accommodation (SDA) supports, and \$40.7m (39%) has been allocated for non-SDA supports.

¹⁸⁶ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

¹⁸⁷ Total payments for home modifications in Queensland were \$26.6m. Of which, \$23.1m (87%) has been paid for specialised disability accommodation (SDA) supports, and \$3.5m (13%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Queensland were \$43.9m. Of which, \$43.1m (98.1%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.9m (1.9%) has been allocated for non-SDA supports.

Table H.33 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2022 (\$m) – Queensland ^{188 189}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$1,931.9	\$2,702.5
Core: Consumables	\$122.6	\$171.8
Core: Social and Civic	\$1,147.4	\$1,536.6
Core: Transport	\$109.3	\$81.7
Capacity Building: Choice and Control	\$94.1	\$106.5
Capacity Building: Daily Activities	\$793.8	\$1,393.4
Capacity Building: Employment	\$14.2	\$45.7
Capacity Building: Health and Wellbeing	\$6.6	\$13.3
Capacity Building: Home Living	\$0.10	\$0.59
Capacity Building: Lifelong learning	\$0.01	\$0.04
Capacity Building: Relationships	\$32.7	\$77.1
Capacity Building: Social and Civic	\$19.7	\$51.3
Capacity Building: Support Coordination	\$146.3	\$204.3
Capital: Assistive Technology	\$130.4	\$273.1
Capital: Home Modifications	\$35.8	\$60.5
All	\$4,584.8	\$6,718.4

Table H.34 Payments by financial year in which support was provided, compared to committed supports (\$m) – Queensland ¹⁹⁰

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	1.2	4.4	12.1	227.0	858.7	2,514.3	5,121.8	6,798.1	7,832.2	4,551.6
Total Paid	0.6	2.2	5.5	128.0	546.5	1,651.2	3,585.3	4,980.7	6,088.2	3,266.3
% utilised to date	46%	50%	46%	56%	64%	66%	70%	73%	78%	72%

Table H.35 Percentage change in plan budgets for active participants – Queensland ^{192 193}

Inflation type	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Intraplan Inflation	4.9%	6.0%	6.8%	7.5%	8.3%	9.1%	11.8%	7.2%
Interplan Inflation	-0.7%	-3.1%	-0.9%	-0.3%	1.6%	3.9%	8.6%	7.2%
Total Inflation	4.1%	2.9%	5.9%	7.2%	9.9%	13.0%	20.4%	14.4%

¹⁸⁸ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

¹⁸⁹ Total payments for home modifications in Queensland were \$35.8m. Of which, \$9.7m (27%) has been paid for specialised disability accommodation (SDA) supports, and \$26.1m (73%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Queensland were \$60.5m. Of which, \$20.6m (34%) has been allocated for specialised disability accommodation (SDA) supports, and \$39.9m (66%) has been allocated for non-SDA supports.

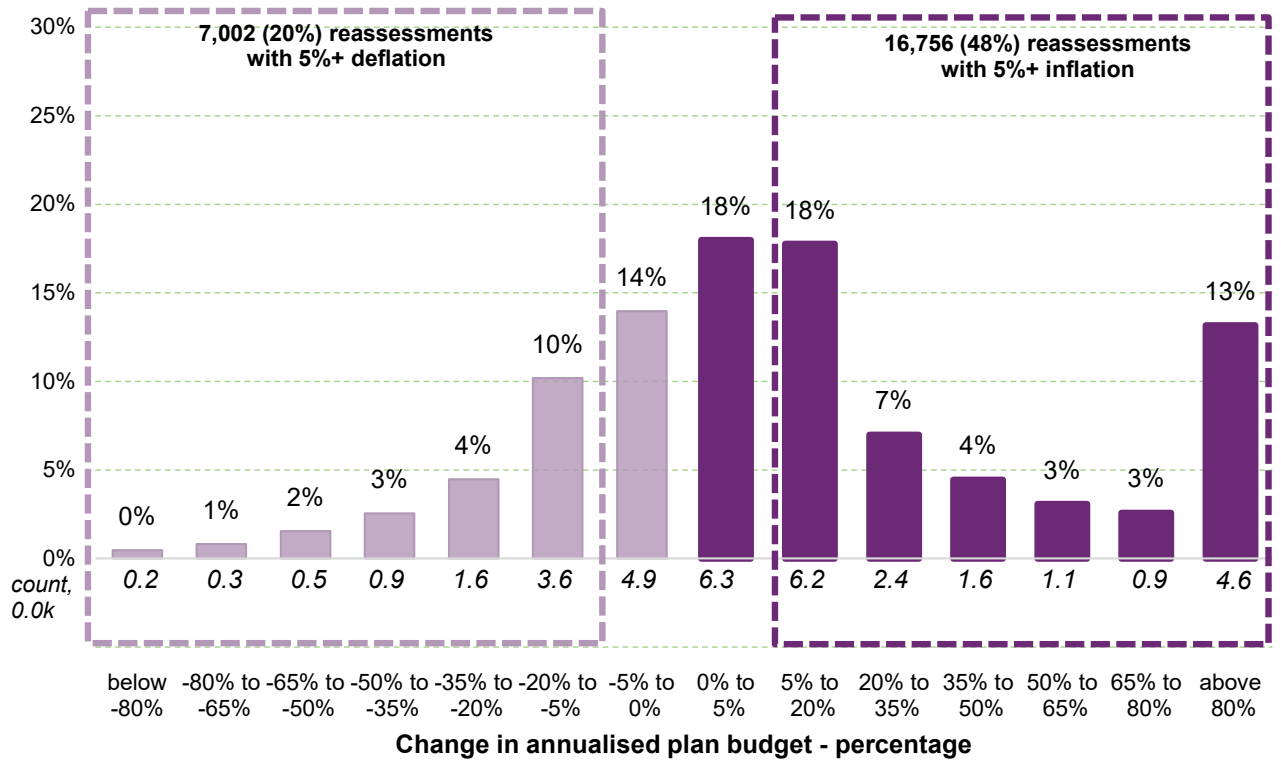
¹⁹⁰ The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

¹⁹¹ Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 and 2014-15 for Queensland.

¹⁹² The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July 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 2022, which impacts the September 2022 quarter.

¹⁹³ Rescaling adjustments have been applied to how the total inflation is split into inflation at plan reassessment and inflation within a plan. This has resulted in small one-off changes in historical values, the total overall inflation has not changed.

Figure H.13 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 December 2022) - all participants – Queensland ¹⁹⁴



¹⁹⁴ 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.

Appendix I: Western Australia

Part One: Participants and their plans

Table I.1 Active participants by quarter of entry, plan and entry type – Western Australia ¹⁹⁵

Participant breakdown	Prior Quarters	2022-23 Q2	Total
Access decisions	58,898	2,127	61,025
Active Eligible - Total	48,767	1,606	50,373
<i>Active Eligible - New</i>	29,875	1,574	31,449
<i>Active Eligible - State</i>	16,130	13	16,143
<i>Active Eligible - Commonwealth</i>	2,762	19	2,781
Active Participant Plans (excl ECA) - Total	47,780	1,639	49,419
<i>Active Participant Plans (excl ECA) - New</i>	28,984	1,604	30,588
<i>Active Participant Plans (excl ECA) - State</i>	16,057	15	16,072
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	2,739	20	2,759
Active Participant Plans - Total	48,626	2,613	50,393
<i>Active Participant Plans - Early Intervention (s25)</i>	8,769	841	9,610
<i>Active Participant Plans - Permanent Disability (s24)</i>	39,011	798	39,809
<i>Active Participant Plans - ECA</i>	846	974	974

Table I.2 People who have left the Scheme since 1 July 2013 as at 31 December 2022 – Western Australia

People leaving the Scheme	Total
Number of people who have left the Scheme	2,033
<i>Early Intervention participants</i>	298
<i>Permanent disability participants</i>	1,735

Table I.3 Assessment of access by age group and gender – Western Australia

Age Group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
0 to 6	8,413	97%	3,442	97%	67	97%	11,922	97%
7 to 14	7,983	93%	3,631	92%	127	88%	11,741	93%
15 to 18	2,403	94%	1,337	92%	67	88%	3,807	93%
19 to 24	2,206	94%	1,310	88%	52	88%	3,568	92%
25 to 34	2,672	91%	2,039	85%	61	84%	4,772	88%
35 to 44	2,289	88%	2,060	78%	35	64%	4,384	83%
45 to 54	2,872	84%	2,618	74%	44	61%	5,534	79%
55 to 64	3,558	77%	3,349	66%	57	54%	6,964	71%
65+	231	71%	203	63%	<11	n/a	442	67%
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
Total	32,628	91%	19,989	82%	518	78%	53,135	87%

¹⁹⁵ The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

Table I.4 Assessment of access by primary disability group and gender – Western Australia¹⁹⁶

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	1,113	93%	609	94%	<11	n/a	1,729	93%
Autism	13,248	98%	5,040	98%	261	97%	18,549	98%
Cerebral palsy	1,015	98%	813	97%	<11	n/a	1,836	97%
Developmental delay	2,264	97%	831	96%	20	100%	3,115	97%
Global developmental delay	1,037	98%	376	99%	12	100%	1,425	98%
Hearing impairment	1,019	91%	1,152	88%	19	90%	2,190	90%
Intellectual disability	5,222	97%	4,019	97%	33	83%	9,274	97%
Multiple sclerosis	241	91%	735	91%	<11	n/a	985	91%
Psychosocial disability	2,775	79%	2,648	68%	50	53%	5,473	73%
Spinal cord injury	506	96%	195	95%	<11	n/a	706	96%
Stroke	451	85%	318	82%	<11	n/a	774	84%
Visual impairment	450	88%	442	89%	<11	n/a	900	88%
Other neurological	1,435	84%	1,179	83%	20	74%	2,634	83%
Other physical	999	54%	1,095	43%	22	33%	2,116	48%
Other sensory/speech	107	42%	37	34%	<11	n/a	147	40%
Other	542	51%	360	34%	21	51%	923	43%
Missing	204	92%	140	86%	15	100%	359	90%
Total	32,628	91%	19,989	82%	518	78%	53,135	87%

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred percent.

Table I.5 Participant profile per quarter by participants identifying as First Nations Peoples – Western Australia

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
First Nations Participants	3,718	8%	132	8%	3,850	8%
Non-First Nations Participants	38,707	81%	1,217	74%	39,924	81%
Not Stated	5,355	11%	290	18%	5,645	11%
Total	47,780	100%	1,639	100%	49,419	100%

Table I.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Western Australia¹⁹⁷

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	3,879	8%	125	8%	4,004	8%
Not culturally and linguistically diverse	39,116	82%	1,514	92%	40,630	82%
Not stated	4,785	10%	<11	n/a	4,785	10%
Total	47,780	100%	1,639	100%	49,419	100%

¹⁹⁶ Down syndrome is included in intellectual disability.

¹⁹⁷ The number of CALD participants excludes participants who identify as First Nations Peoples from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

Table I.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2022 – Western Australia ¹⁹⁸

Age group	Total number of active participants
Under 45	<11
45 to 54	18
55 to 64	168
Total YPIRAC (under 65)	186

Table I.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Western Australia ¹⁹⁹

Participants in residential aged care (under 65)	Incremental	Cumulative
Dec-19	31	138
Mar-20	30	168
Jun-20	34	202
Sep-20	47	249
Dec-20	16	265
Mar-21	-2	263
Jun-21	4	267
Sep-21	-9	258
Dec-21	-1	257
Mar-22	-18	239
Jun-22	-18	221
Sep-22	-20	201
Dec-22	-15	186

Table I.9 Participant profile per quarter by remoteness – Western Australia ^{200 201}

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Major cities	37,598	79%	1,348	82%	38,946	79%
Population > 50,000	2,372	5%	82	5%	2,454	5%
Population between 15,000 and 50,000	3,012	6%	72	4%	3,084	6%
Population between 5,000 and 15,000	540	1%	15	1%	555	1%
Population less than 5,000	2,117	4%	54	3%	2,171	4%
Remote	1,338	3%	35	2%	1,373	3%
Very Remote	797	2%	33	2%	830	2%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	47,780	100%	1,639	100%	49,419	100%

¹⁹⁸ There are a further 137 active participants aged 65 years or over who are currently in residential aged care.

¹⁹⁹ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

²⁰⁰ The distributions are calculated excluding active participants with a missing remoteness classification.

²⁰¹ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

Table I.10 Participant profile per quarter by primary disability group – Western Australia ^{202 203 204}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	17,556	37%	553	34%	18,109	37%
Intellectual disability	8,772	18%	66	4%	8,838	18%
Psychosocial disability	4,976	10%	130	8%	5,106	10%
Developmental delay	2,234	5%	453	28%	2,687	5%
Hearing impairment	2,052	4%	58	4%	2,110	4%
Other neurological	2,119	4%	67	4%	2,186	4%
Other physical	1,788	4%	30	2%	1,818	4%
Cerebral palsy	1,763	4%	24	1%	1,787	4%
Acquired brain injury	1,454	3%	52	3%	1,506	3%
Global developmental delay	1,173	2%	81	5%	1,254	3%
Visual impairment	826	2%	17	1%	843	2%
Multiple sclerosis	921	2%	26	2%	947	2%
Stroke	652	1%	26	2%	678	1%
Spinal cord injury	640	1%	<11	n/a	649	1%
Other	742	2%	47	3%	789	2%
Other sensory/speech	112	0%	<11	n/a	112	0%
Total	47,780	100%	1,639	100%	49,419	100%

Table I.11 Participant profile per quarter (participants in SIL) by primary disability group – Western Australia ^{205 206}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	327	13%	<11	n/a	327	13%
Intellectual disability	1,129	44%	<11	n/a	1,129	44%
Psychosocial disability	208	8%	<11	n/a	209	8%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	187	7%	<11	n/a	188	7%
Other physical	27	1%	<11	n/a	27	1%
Cerebral palsy	246	10%	<11	n/a	246	10%
Acquired brain injury	259	10%	<11	n/a	261	10%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	<11	n/a	<11	n/a	<11	n/a
Multiple sclerosis	37	1%	<11	n/a	37	1%
Stroke	64	2%	<11	n/a	66	3%
Spinal cord injury	35	1%	<11	n/a	35	1%
Other	32	1%	<11	n/a	33	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	2,561	100%	<11	n/a	2,568	100%

²⁰² Table order based on national proportions in Table E.10 (highest to lowest).

²⁰³ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

²⁰⁴ Down syndrome is included in intellectual disability, representing 2% (1,101) of all Scheme participants in Western Australia.

²⁰⁵ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

²⁰⁶ Down syndrome is included in intellectual disability, representing 7% (169) of participants in SIL.

Table I.12 Participant profile per quarter (participants not in SIL) by primary disability group – Western Australia ²⁰⁷

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	17,229	38%	553	34%	17,782	38%
Intellectual disability	7,643	17%	66	4%	7,709	16%
Psychosocial disability	4,768	11%	129	8%	4,897	10%
Developmental delay	2,234	5%	453	28%	2,687	6%
Hearing impairment	2,052	5%	58	4%	2,110	5%
Other neurological	1,932	4%	66	4%	1,998	4%
Other physical	1,761	4%	30	2%	1,791	4%
Cerebral palsy	1,517	3%	24	1%	1,541	3%
Acquired brain injury	1,195	3%	50	3%	1,245	3%
Global developmental delay	1,173	3%	81	5%	1,254	3%
Visual impairment	817	2%	17	1%	834	2%
Multiple sclerosis	884	2%	26	2%	910	2%
Stroke	588	1%	24	1%	612	1%
Spinal cord injury	605	1%	<11	n/a	614	1%
Other	710	2%	46	3%	756	2%
Other sensory/speech	111	0%	<11	n/a	111	0%
Total	45,219	100%	1,632	100%	46,851	100%

Table I.13 Participant profile per quarter by reported level of function – Western Australia ²⁰⁸

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
1 (High Function)	3,505	7%	397	24%	3,902	8%
2 (High Function)	175	0%	<11	n/a	178	0%
3 (High Function)	2,335	5%	127	8%	2,462	5%
4 (High Function)	2,381	5%	69	4%	2,450	5%
5 (High Function)	2,609	5%	99	6%	2,708	5%
6 (Moderate Function)	10,729	22%	439	27%	11,168	23%
7 (Moderate Function)	2,248	5%	73	4%	2,321	5%
8 (Moderate Function)	3,301	7%	88	5%	3,389	7%
9 (Moderate Function)	255	1%	<11	n/a	264	1%
10 (Moderate Function)	5,393	11%	95	6%	5,488	11%
11 (Low Function)	1,827	4%	13	1%	1,840	4%
12 (Low Function)	8,077	17%	129	8%	8,206	17%
13 (Low Function)	4,050	8%	82	5%	4,132	8%
14 (Low Function)	853	2%	16	1%	869	2%
15 (Low Function)	14	0%	<11	n/a	14	0%
Missing	28	n/a	<11	n/a	28	n/a
Total	47,780	100%	1,639	100%	49,419	100%

²⁰⁷ Down syndrome is included in intellectual disability, representing 2% (932) of participants not in SIL.

²⁰⁸ The distributions are calculated excluding participants with a missing reported level of function.

Table I.14 Participant profile per quarter by age group – Western Australia

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
0 to 6	5,265	11%	713	44%	5,978	12%
7 to 14	11,992	25%	315	19%	12,307	25%
15 to 18	4,620	10%	86	5%	4,706	10%
19 to 24	4,676	10%	59	4%	4,735	10%
25 to 34	4,983	10%	80	5%	5,063	10%
35 to 44	4,094	9%	105	6%	4,199	8%
45 to 54	4,574	10%	107	7%	4,681	9%
55 to 64	5,506	12%	160	10%	5,666	11%
65+	2,070	4%	14	1%	2,084	4%
Total	47,780	100%	1,639	100%	49,419	100%

Table I.15 Participation rates by age group and gender at 31 December 2022 – Western Australia ²⁰⁹

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	3.3%	1.5%	2.4%
7 to 14	5.9%	2.6%	4.4%
15 to 18	4.5%	2.3%	3.5%
19 to 24	3.0%	1.6%	2.3%
25 to 44	1.3%	1.0%	1.2%
45 to 64	1.6%	1.5%	1.6%
Total (aged 0 to 64)	2.5%	1.5%	2.0%

²⁰⁹ Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

Part Two: Participant and family/carer outcomes

Note: In Tables H.16 to H.20 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5 and R6 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment and sixth reassessment respectively.

Table I.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=5,100), 'participant social and community engagement rate' (n=5,113), 'parent and carer employment rate' (n=3,585) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=2,943) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 December 2020 - Western Australia ²¹⁰

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	16%	21%	27%	26%
Participant employment rate - Aged 25 to 34 years	36%	36%	36%	26%
Participant employment rate - Aged 35 to 44 years	30%	29%	29%	26%
Participant employment rate - Aged 45 to 54 years	28%	27%	27%	26%
Participant employment rate - Aged 55 to 64 years	21%	18%	19%	26%
Participant employment rate - Aged 65+ years	14%	8%	11%	26%
Participant employment rate - Aged 25 to 64 years	28%	27%	27%	26%
Participant employment rate - Aged 15 to 64 years	25%	25%	27%	26%
Participant social and community engagement rate - Aged 15 to 24 years	36%	39%	35%	46%
Participant social and community engagement rate - Aged 25 to 34 years	41%	43%	42%	46%
Participant social and community engagement rate - Aged 35 to 44 years	39%	41%	41%	46%
Participant social and community engagement rate - Aged 45 to 54 years	41%	41%	42%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	37%	37%	46%
Participant social and community engagement rate - Aged 65+ years	34%	41%	41%	46%
Participant social and community engagement rate - Aged 25+ years	38%	40%	40%	46%
Participant social and community engagement rate - Aged 15+ years	38%	40%	39%	46%
Parent and carer employment rate - Aged 0 to 14 years	45%	48%	50%	50%
Parent and carer employment rate - Aged 15+ years	48%	50%	50%	50%
Parent and carer employment rate - All ages	46%	49%	50%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	63%	68%	75%
Participant Choice and Control - Aged 25+ years	n/a	75%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	71%	76%	75%

²¹⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2020 and have had a second plan reassessment to date.

Table I.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=2,570), 'participant social and community engagement rate' (n=2,565), 'parent and carer employment rate' (n=1,579) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=1,882) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 December 2019 - Western Australia ²¹¹

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	16%	17%	19%	26%	26%
Participant employment rate - Aged 25 to 34 years	35%	33%	26%	34%	26%
Participant employment rate - Aged 35 to 44 years	29%	31%	29%	26%	26%
Participant employment rate - Aged 45 to 54 years	25%	27%	25%	24%	26%
Participant employment rate - Aged 55 to 64 years	16%	15%	19%	13%	26%
Participant employment rate - Aged 65+ years	9%	10%	6%	6%	26%
Participant employment rate - Aged 25 to 64 years	26%	26%	24%	24%	26%
Participant employment rate - Aged 15 to 64 years	23%	24%	23%	25%	26%
Participant social and community engagement rate - Aged 15 to 24 years	37%	39%	45%	40%	46%
Participant social and community engagement rate - Aged 25 to 34 years	41%	44%	46%	47%	46%
Participant social and community engagement rate - Aged 35 to 44 years	40%	44%	45%	48%	46%
Participant social and community engagement rate - Aged 45 to 54 years	42%	43%	45%	45%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	37%	35%	34%	46%
Participant social and community engagement rate - Aged 65+ years	37%	39%	40%	41%	46%
Participant social and community engagement rate - Aged 25+ years	39%	42%	42%	43%	46%
Participant social and community engagement rate - Aged 15+ years	39%	41%	43%	42%	46%
Parent and carer employment rate - Aged 0 to 14 years	45%	47%	43%	50%	50%
Parent and carer employment rate - Aged 15+ years	46%	51%	48%	48%	50%
Parent and carer employment rate - All ages	46%	49%	45%	49%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	66%	72%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	76%	80%	82%	75%
Participant Choice and Control - Aged 15+ years	n/a	72%	77%	78%	75%

²¹¹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a third plan reassessment to date.

Table I.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=712), 'participant social and community engagement rate' (n=711), 'parent and carer employment rate' (n=444) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=570) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 December 2018 - Western Australia ²¹²

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	14%	21%	28%	37%	32%	26%
Participant employment rate - Aged 25 to 34 years	27%	29%	21%	25%	31%	26%
Participant employment rate - Aged 35 to 44 years	25%	28%	20%	26%	25%	26%
Participant employment rate - Aged 45 to 54 years	30%	30%	28%	18%	24%	26%
Participant employment rate - Aged 55 to 64 years	19%	19%	18%	8%	17%	26%
Participant employment rate - Aged 65+ years	7%	7%	6%	4%	3%	26%
Participant employment rate - Aged 25 to 64 years	25%	26%	22%	19%	24%	26%
Participant employment rate - Aged 15 to 64 years	23%	25%	23%	22%	26%	26%
Participant social and community engagement rate - Aged 15 to 24 years	39%	40%	40%	31%	39%	46%
Participant social and community engagement rate - Aged 25 to 34 years	43%	42%	43%	44%	44%	46%
Participant social and community engagement rate - Aged 35 to 44 years	54%	56%	53%	65%	48%	46%
Participant social and community engagement rate - Aged 45 to 54 years	47%	50%	47%	58%	52%	46%
Participant social and community engagement rate - Aged 55 to 64 years	42%	49%	50%	47%	45%	46%
Participant social and community engagement rate - Aged 65+ years	36%	42%	41%	40%	44%	46%
Participant social and community engagement rate - Aged 25+ years	45%	48%	47%	50%	47%	46%
Participant social and community engagement rate - Aged 15+ years	43%	46%	45%	46%	45%	46%
Parent and carer employment rate - Aged 0 to 14 years	39%	38%	47%	49%	53%	50%
Parent and carer employment rate - Aged 15+ years	46%	46%	43%	65%	50%	50%
Parent and carer employment rate - All ages	42%	41%	46%	53%	52%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	64%	69%	72%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	72%	75%	78%	81%	75%
Participant Choice and Control - Aged 15+ years	n/a	69%	73%	76%	77%	75%

²¹² Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a fourth plan reassessment to date.

Table I.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=171), 'participant social and community engagement rate' (n=176), 'parent and carer employment rate' (n=112) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=157) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 December 2017 - Western Australia ²¹³

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	33%	28%	32%	32%	18%	26%	26%
Participant employment rate - Aged 15 to 64 years	29%	27%	29%	32%	21%	26%	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	40%	43%	44%	55%	40%	46%	46%
Participant social and community engagement rate - Aged 15+ years	38%	39%	40%	49%	38%	42%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	48%	37%	45%	54%	46%	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	48%	54%	42%	57%	58%	51%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	62%	60%	69%	69%	57%	75%
Participant Choice and Control - Aged 25+ years	n/a	76%	79%	86%	78%	81%	75%
Participant Choice and Control - Aged 15+ years	n/a	71%	73%	80%	74%	73%	75%

²¹³ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a fifth plan reassessment to date.

Table I.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=50), 'participant social and community engagement rate' (n=50), 'parent and carer employment rate' (n=13) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=40) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 31 December 2016 - Western Australia ²¹⁴

Age group	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 15 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	75%
Participant Choice and Control - Aged 25+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	75%
Participant Choice and Control - Aged 15+ years	n/a	68%	64%	71%	90%	81%	82%	75%

²¹⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a sixth plan reassessment to date.

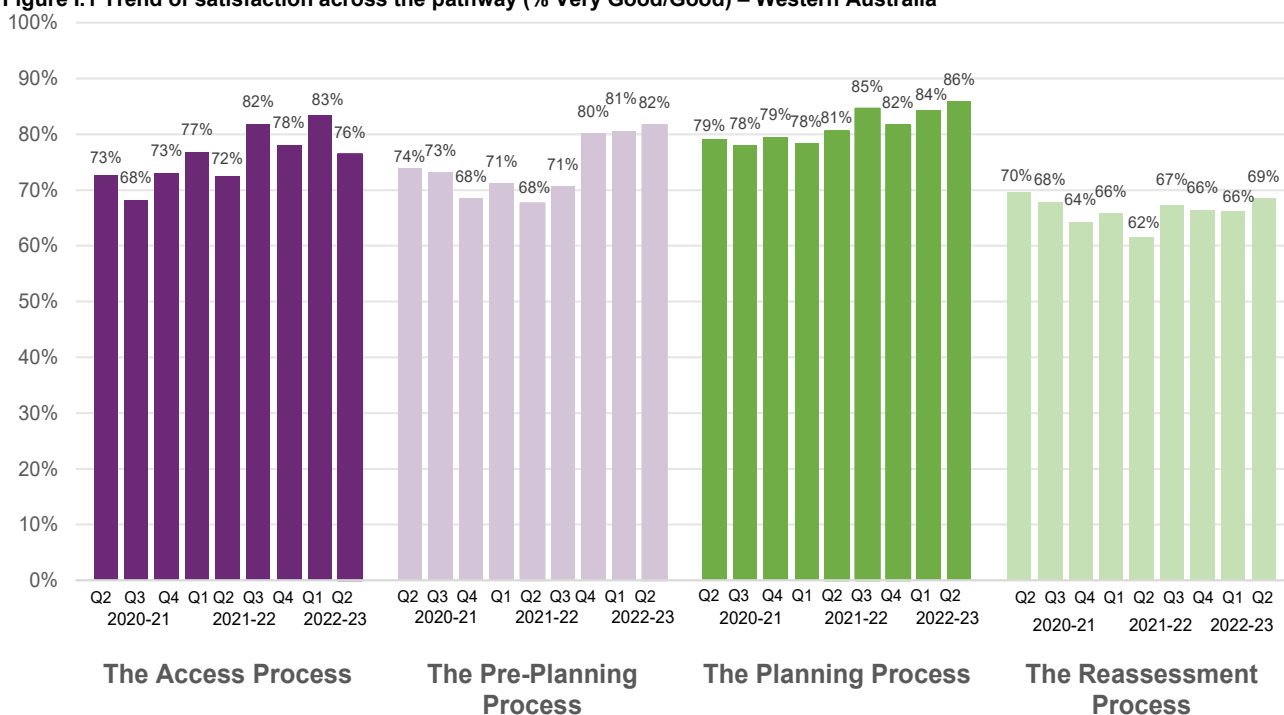
Part Three: Participant experience

Table I.21 Proportion of participants who agreed with statements about 'Access' (n = 1,185 in Prior Quarters, n = 144 in 2022-23 Q2), 'Pre-planning' (n = 830 in Prior Quarters, n = 98 in 2022-23 Q2), 'Planning' (n = 3,877 in Prior Quarters, n = 459 in 2022-23 Q2) and 'Plan reassessment' (n = 8,716 in Prior Quarters, n = 1,162 in 2022-23 Q2) of NDIS journey in 2022-23 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Western Australia ²¹⁵

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2022-23 Q2
Access - Are you happy with how coming into the NDIS has gone?	86%	83%
Access - Was the person from the NDIS respectful?	97%	97%
Access - Do you understand what will happen next with your plan?	72%	80%
Access - % of participants rating their overall experience as Very Good or Good.	76%	76%
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	83%	89%
Pre-planning - Did you understand why you needed to give the information you did?	93%	94%
Pre-planning - Were decisions about your plan clearly explained?	69%	81%
Pre-planning - Are you clear on what happens next with your plan?	59%	66%
Pre-planning - Do you know where to go for more help with your plan?	65%	74%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	73%	82%
Planning - Did the person from the NDIS understand how your disability affects your life?	87%	89%
Planning - Did you understand why you needed to give the information you did?	97%	97%
Planning - Were decisions about your plan clearly explained?	85%	89%
Planning - Are you clear on what happens next with your plan?	80%	82%
Planning - Do you know where to go for more help with your plan?	87%	89%
Planning - % of participants rating their overall experience as Very Good or Good.	81%	86%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	74%	75%
Plan reassessment - Did you feel prepared for your plan reassessment?	83%	79%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	83%	86%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	66%	69%

²¹⁵ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure I.1 Trend of satisfaction across the pathway (% Very Good/Good) – Western Australia ²¹⁶



The tables in part three summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q2. The charts show trends in complaints based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table I.22 shows the number of complaints in 2022-23 Q2 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile 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. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

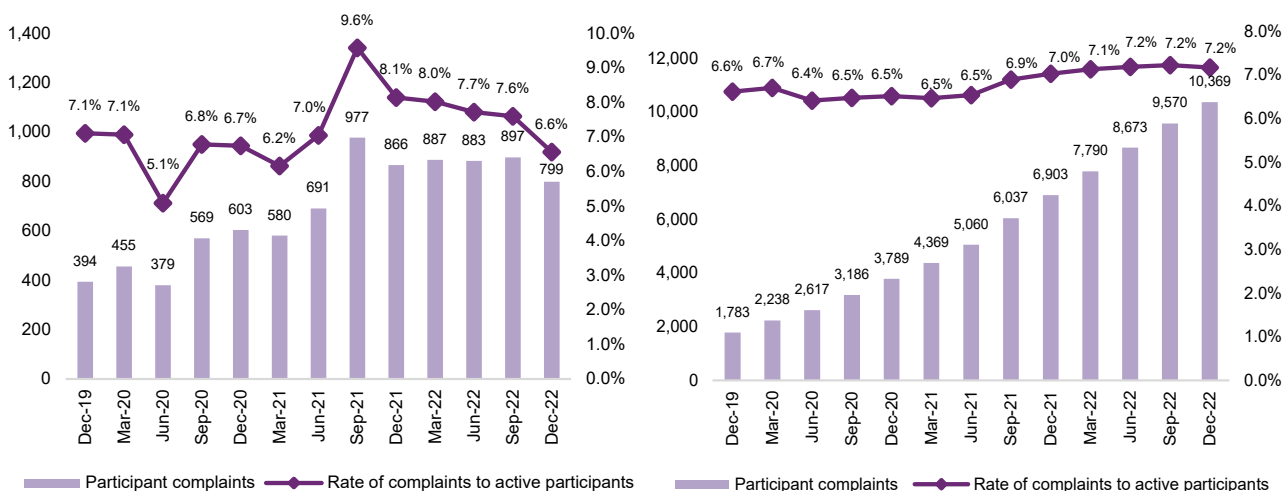
Table I.23 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

²¹⁶ Participant satisfaction results for prior quarters have been restated using data as at 31 December 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

Table I.22 Complaints by quarter – Western Australia ^{217 218}

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q2	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	18	<11	18	17
People who have submitted an access request: Complaint about LAC Partner	283	27	310	279
People who have submitted an access request: Complaints about service providers	516	35	551	451
People who have submitted an access request: Complaints about the Agency	6,841	534	7,375	4,239
People who have submitted an access request: Critical/ Reportable Incident	1,825	202	2,027	1,450
People who have submitted an access request: Unclassified	87	<11	88	83
People who have submitted an access request: Total	9,570	799	10,369	5,690
<i>Percentage of the number of active participants</i>	<i>7.2%</i>	<i>6.6%</i>	<i>7.2%</i>	<i>n/a</i>

Figure I.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Western Australia



²¹⁷ Note that 63% of all complainants made only one complaint, 19% made two complaints and 17% made three or more complaints.

²¹⁸ Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

Table I.23 Participant complaints by type. Complaints with a related party who has submitted an access request – Western Australia ²¹⁹

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	145	2%	<11	n/a	145	2%
Complaints about the Agency - Information unclear	73	1%	<11	n/a	74	1%
Complaints about the Agency - NDIA Access	173	3%	17	3%	190	3%
Complaints about the Agency - NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Finance	464	7%	40	7%	504	7%
Complaints about the Agency - NDIA Fraud and Compliance	24	0%	<11	n/a	30	0%
Complaints about the Agency - NDIA Plan	1,793	26%	214	40%	2,007	27%
Complaints about the Agency - NDIA Process	699	10%	72	13%	771	10%
Complaints about the Agency - NDIA Resources	73	1%	<11	n/a	82	1%
Complaints about the Agency - NDIA Staff	379	6%	68	13%	447	6%
Complaints about the Agency - NDIA Timeliness	1,631	24%	96	18%	1,727	23%
Complaints about the Agency - Participation, engagement and inclusion	15	0%	<11	n/a	15	0%
Complaints about the Agency - Provider Portal	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Quality & Safeguards Commission	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Reasonable and necessary supports	169	2%	<11	n/a	170	2%
Complaints about the Agency - Staff conduct - Agency	64	1%	<11	n/a	64	1%
Complaints about the Agency - The way the NDIA carried out its decision making	135	2%	<11	n/a	137	2%
Complaints about the Agency - Timeliness	518	8%	<11	n/a	518	7%
Complaints about the Agency - Other	469	7%	<11	n/a	476	6%
Complaints about the Agency - Total	6,841	100%	534	100%	7,375	100%
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Process	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	18	100%	<11	n/a	18	100%
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	43	15%	<11	n/a	43	14%
Complaints about LAC Partner - LAC Process	33	12%	<11	n/a	37	12%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	165	58%	18	67%	183	59%
Complaints about LAC Partner - LAC Timeliness	35	12%	<11	n/a	39	13%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	283	100%	27	100%	310	100%
Complaints about service providers - Provider costs	15	3%	<11	n/a	15	3%

²¹⁹ There are 9,570 total participant complaints in Prior Quarters, 799 total participant complaints in 2022-23 Q2, and 10,369 total participant complaints as at 31 December 2022, including 88 unclassified participant complaints as at 31 December 2022.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Finance	30	6%	<11	n/a	32	6%
Complaints about service providers - Provider Fraud and Compliance	38	7%	<11	n/a	41	7%
Complaints about service providers - Provider process	12	2%	<11	n/a	13	2%
Complaints about service providers - Provider Service	224	43%	24	69%	248	45%
Complaints about service providers - Provider Staff	88	17%	<11	n/a	93	17%
Complaints about service providers - Service Delivery	25	5%	<11	n/a	25	5%
Complaints about service providers - Staff conduct	18	3%	<11	n/a	18	3%
Complaints about service providers - Supports being provided	24	5%	<11	n/a	24	4%
Complaints about service providers - Other	42	8%	<11	n/a	42	8%
Complaints about service providers - Total	516	100%	35	100%	551	100%
Critical/ Reportable Incident - Allegations against a provider	477	26%	68	34%	545	27%
Critical/ Reportable Incident - Allegations against Informal Supports	216	12%	16	8%	232	11%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	367	20%	39	19%	406	20%
Critical/ Reportable Incident - Provider reporting	765	42%	79	39%	844	42%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Total	1,825	100%	202	100%	2,027	100%

Table I.24 AAT Cases by category at 31 December 2022 – Western Australia

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Access	159	17%	16	14%	175	17%
Plan	727	78%	90	80%	817	78%
Plan Reassessment	22	2%	<11	n/a	23	2%
Other	27	3%	<11	n/a	32	3%
Total cases	935	100%	112	100%	1,047	100%
Percentage of the number of active participants	0.71%	n/a	0.92%	n/a	0.72%	n/a

Figure I.3 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Western Australia

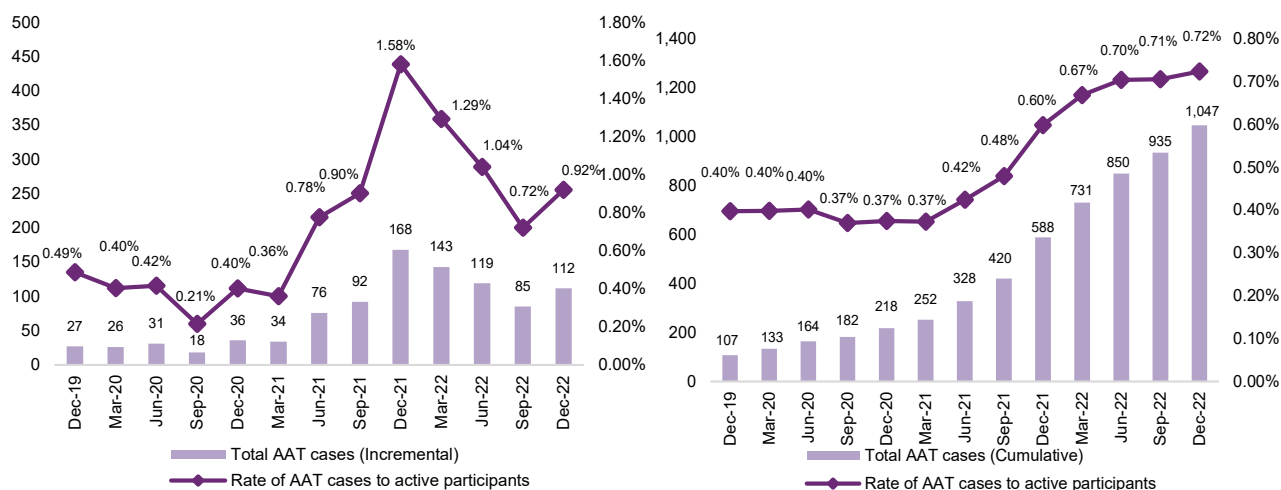


Table I.25 AAT cases by open/closed and decision – Western Australia ^{220 221}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	1,047	988
Open AAT Cases	373	371
Closed AAT Cases	674	651
<i>Resolved before hearing</i>	668	646
<i>Gone to hearing and received a substantive decision</i>	<11	<11

²²⁰ The numbers of AAT cases that went to hearing and received a substantive decision for Western Australia are not shown due to insufficient numbers.

²²¹ The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency’s decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency’s decision, or send the case back to the Agency with considerations to be taken when making a new decision.

Part Four: Providers and the growing market

Table I.26 Key markets indicators by quarter – Western Australia ^{222 223}

Market indicators	Previous Quarter	2022-23 Q2
Average number of active providers per active participant	1.26	1.24
Number of providers delivering new types of supports	260	247
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	90%	91%
Share of payments - top 25%: Therapeutic Supports (Percentage)	95%	95%
Share of payments - top 25%: Participate Community (Percentage)	91%	91%
Share of payments - top 25%: Early Childhood Supports (Percentage)	90%	91%
Share of payments - top 25%: Assist Personal Activities (Percentage)	93%	93%

Table I.27 Cumulative number of providers that have been ever active as at 31 December 2022 by quarter of activity – Western Australia ²²⁴

Activity	Number of providers
Active for the first time in 2022-23 Q2	75
Active in 2022-23 Q2 and also in previous quarters	1,167
Active in 2022-23 Q2	1,242
Inactive in 2022-23 Q2	1,609
Active ever	2,851

Table I.28 Distribution of active providers in 2022-23 Q2 by their status in 2022-23 Q1 and payment band in 2022-23 Q2 – Western Australia ²²⁵

Amount paid in 2022-23 Q2	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	195	38	35	268
\$2,001-\$10,000	237	16	19	272
\$10,001-\$100,000	352	8	18	378
\$100,001-\$250,000	110	<5	<5	113
\$250,000+	210	<5	<5	211
Total	1,104	63	75	1,242

Table I.29 Proportion of active participants with approved plans accessing mainstream supports – Western Australia ²²⁶

Mainstream service	Prior Quarters	2022-23 Q2	Total
Daily Activities	11%	11%	11%
Health & Wellbeing	70%	73%	71%
Lifelong Learning	31%	30%	31%
Other	29%	28%	28%
Non-categorised	12%	10%	12%
Any mainstream service	96%	96%	96%

²²² In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

²²³ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

²²⁴ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

²²⁵ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

²²⁶ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Note: In Table I.30 and Figures I.4 to I.12, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2022. Average payments are derived from total payments paid over the 12 months to 31 December 2022, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Table I.30 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q2 – Western Australia

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	2.0%	2.1%
\$5,001-\$10,000	5.5%	5.8%
\$10,001-\$15,000	9.0%	9.4%
\$15,001-\$20,000	9.7%	10.2%
\$20,001-\$25,000	10.9%	11.5%
\$25,001-\$30,000	7.1%	7.5%
\$30,001-\$50,000	17.9%	18.9%
\$50,001-\$100,000	17.8%	18.7%
\$100,001-\$150,000	6.3%	6.6%
\$150,001-\$200,000	3.4%	3.5%
\$200,001-\$250,000	2.2%	1.8%
\$250,001+	7.7%	3.4%

Figure I.4 Average annualised committed supports and average payments by age group as at 31 December 2022 – Western Australia

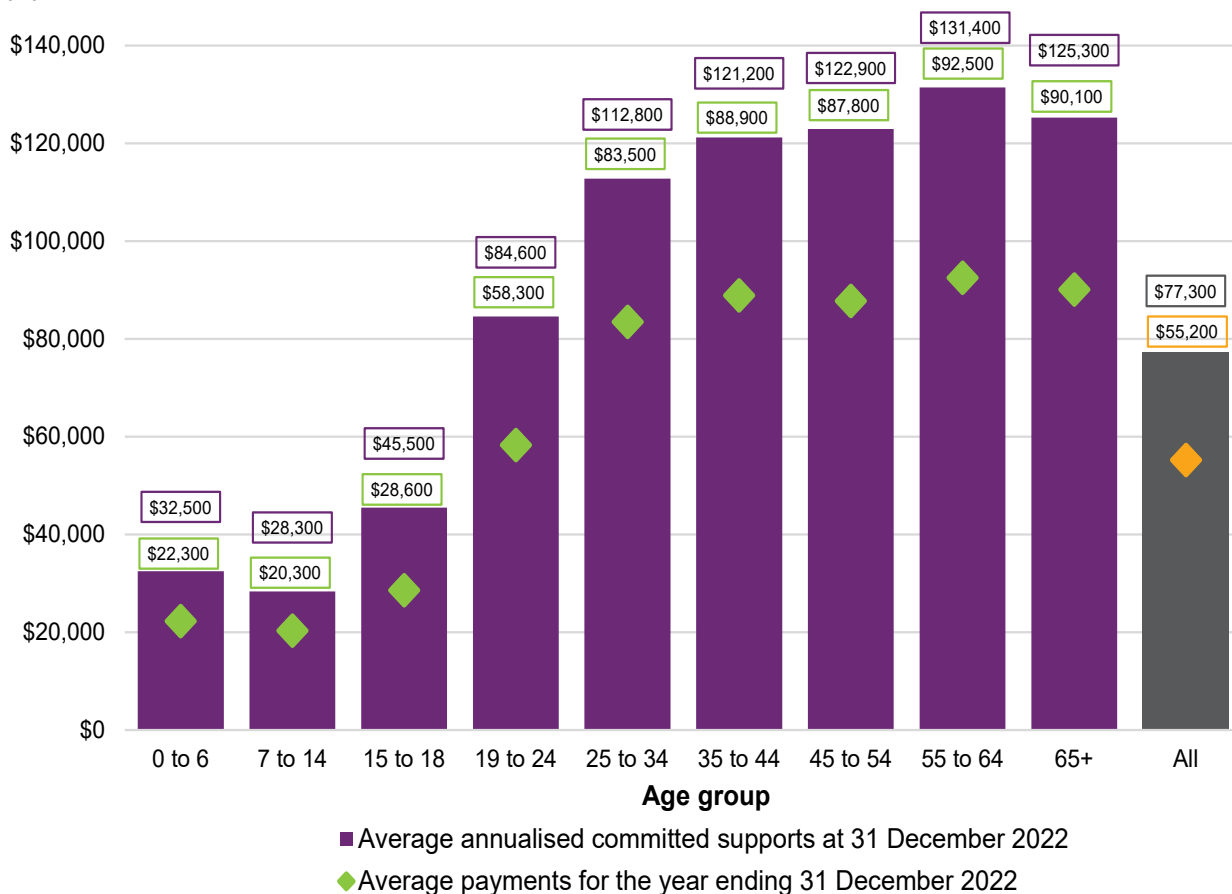


Figure I.5 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2022 – Western Australia

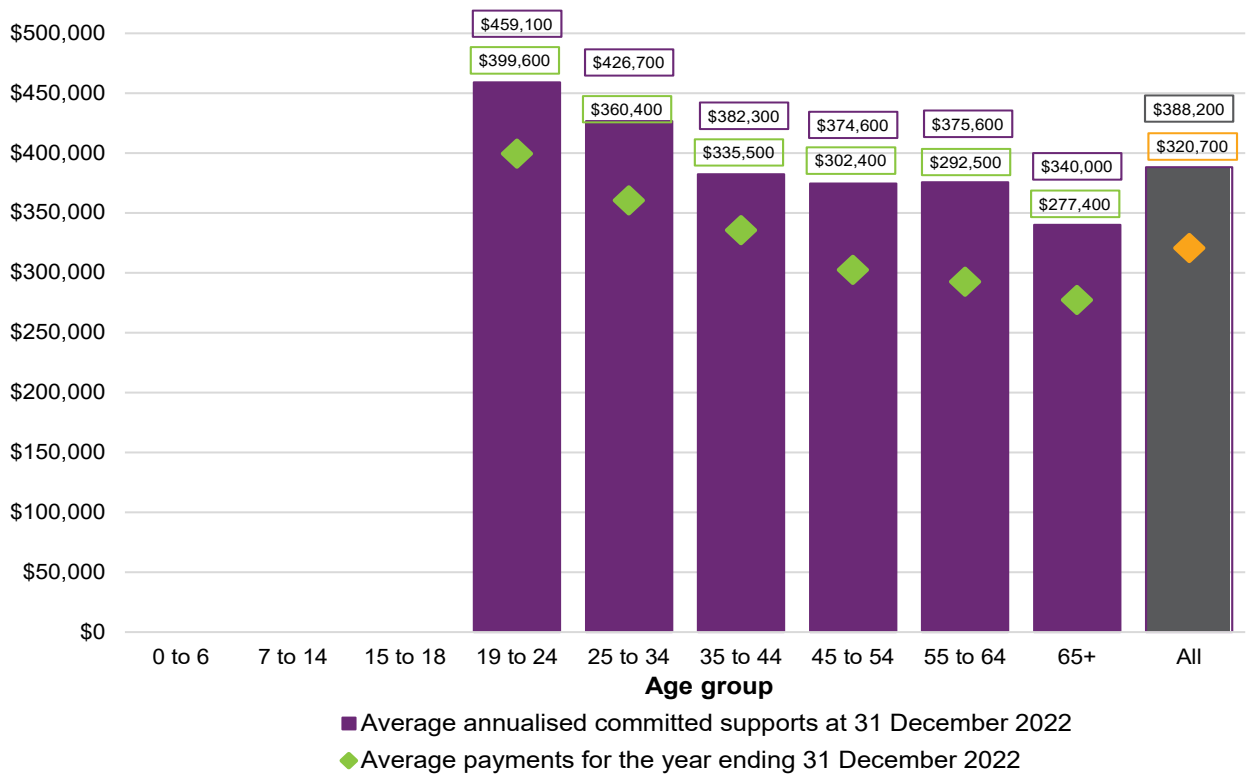


Figure I.6 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2022 – Western Australia

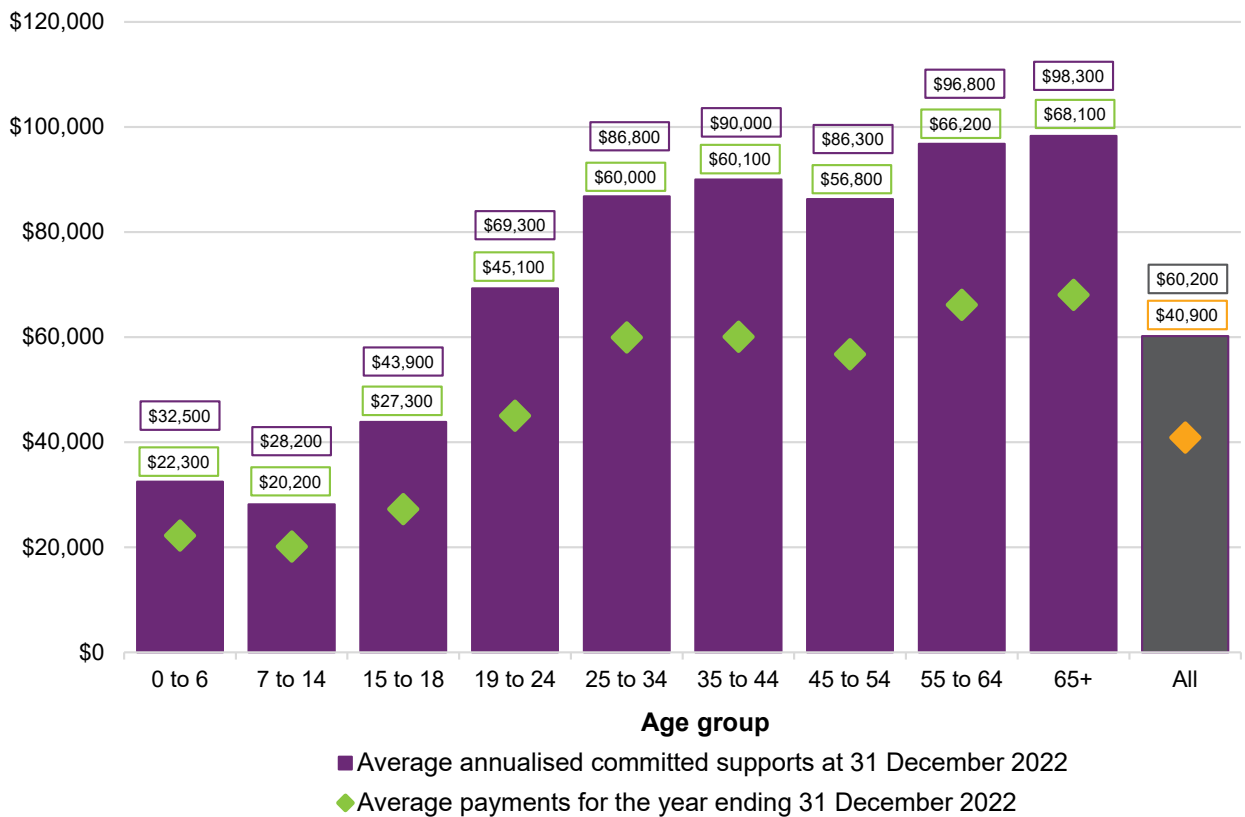


Figure I.7 Average annualised committed supports and average payments by primary disability group as at 31 December 2022 – Western Australia

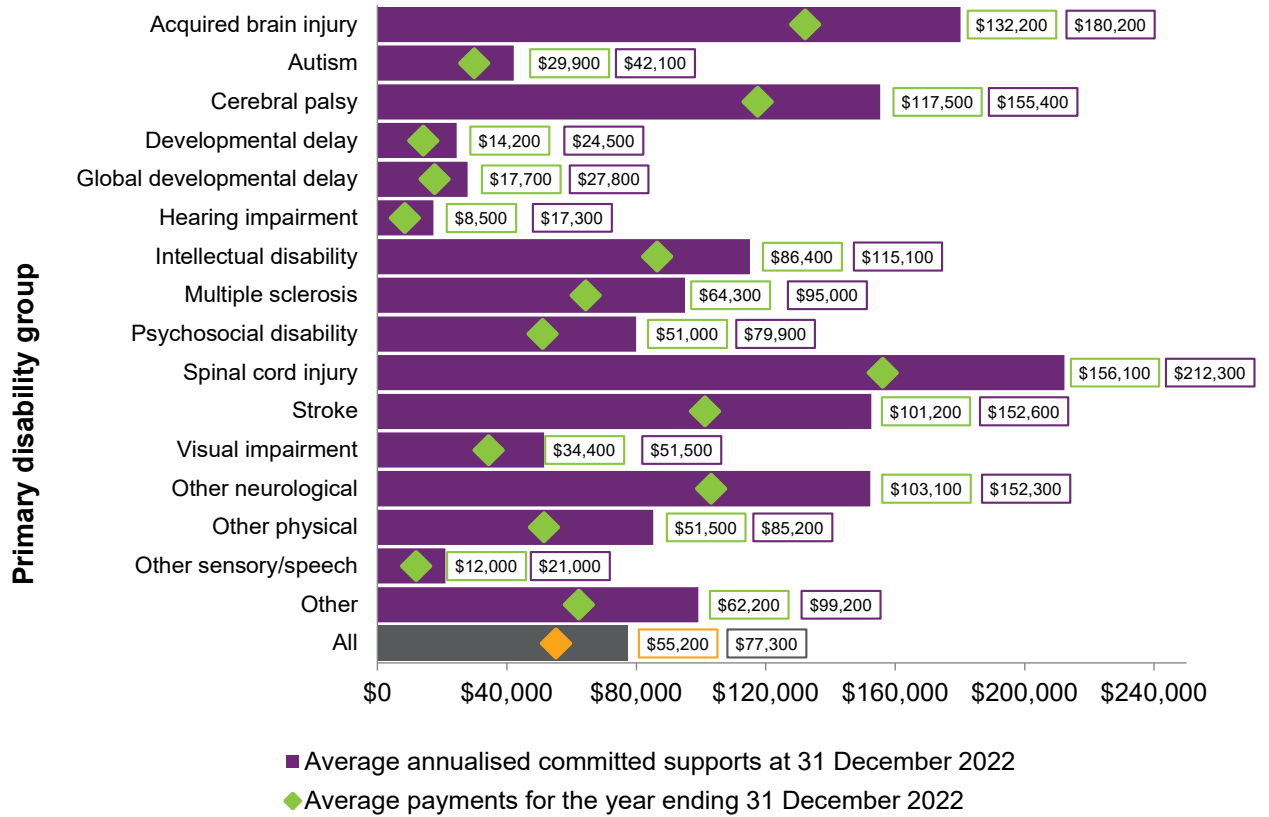


Figure I.8 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 December 2022 – Western Australia

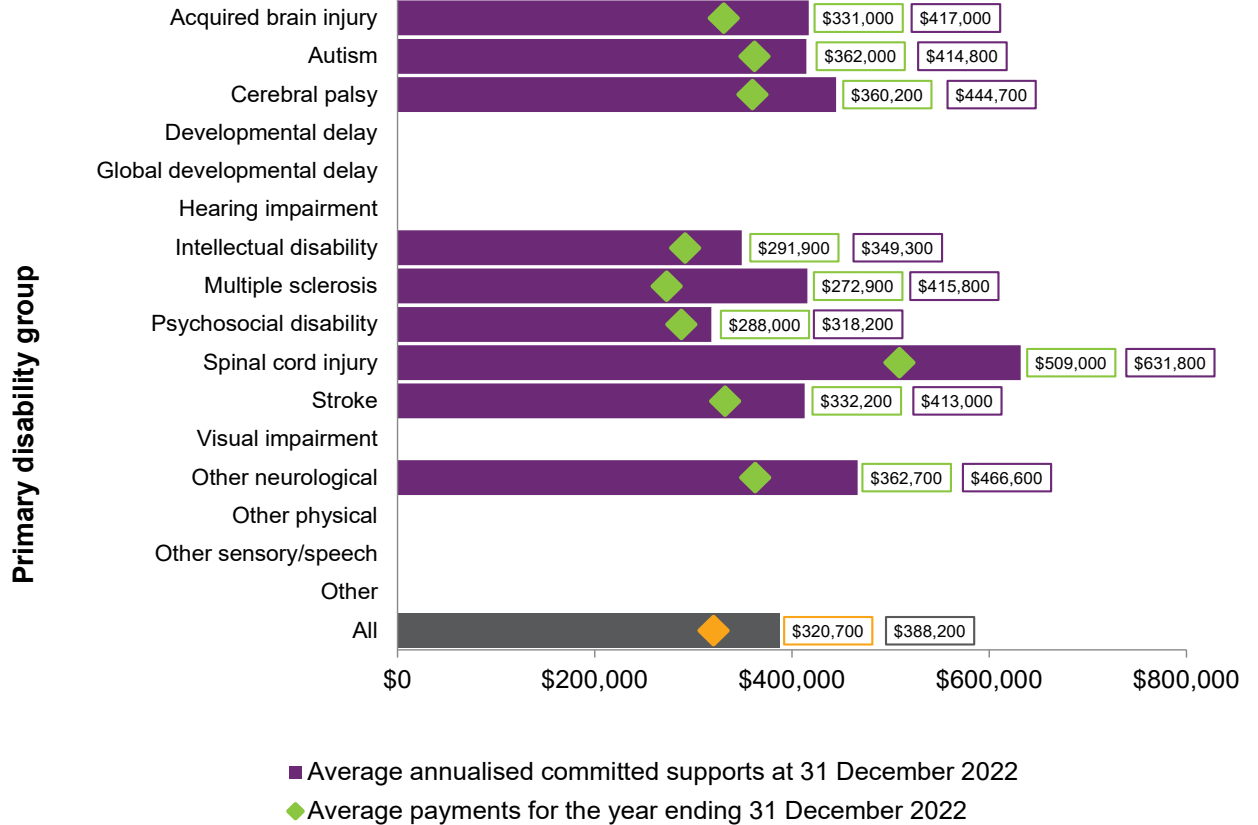


Figure I.9 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 December 2022 – Western Australia

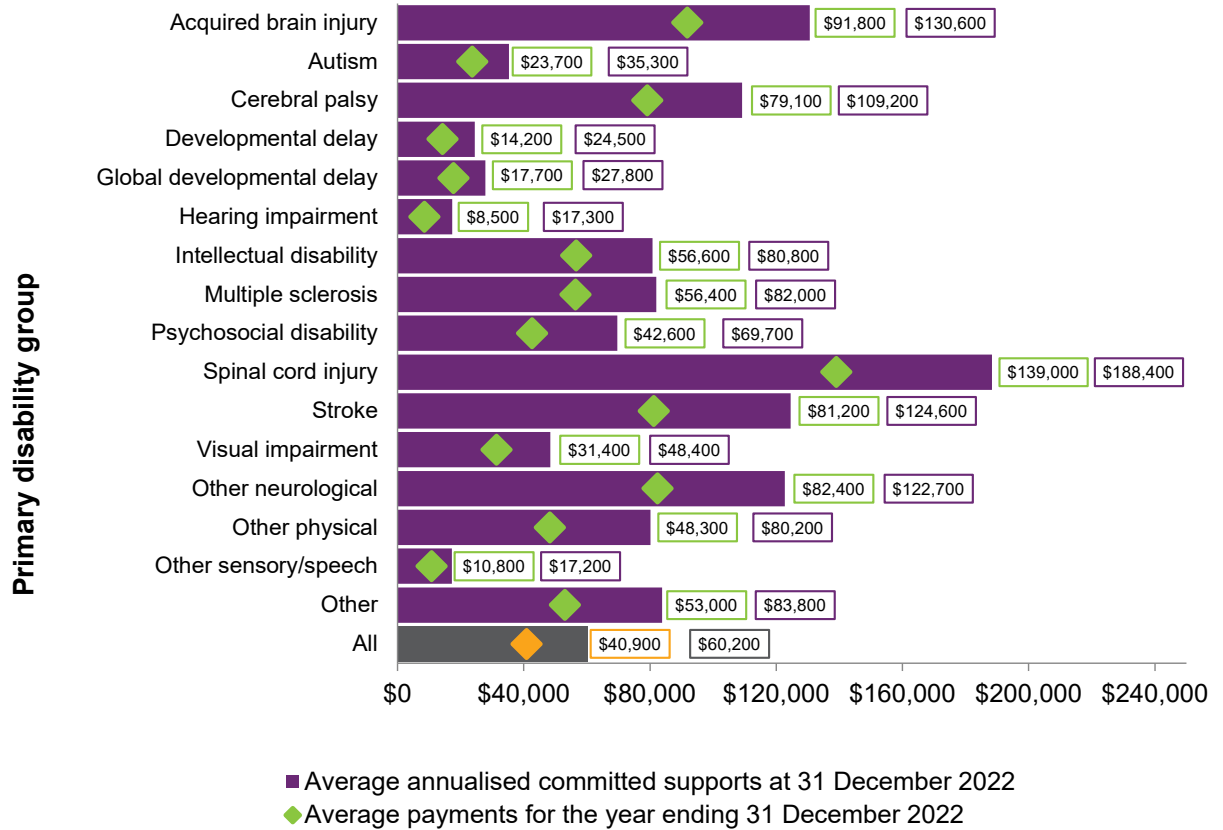


Figure I.10 Average annualised committed supports and average payments by reported level of function as at 31 December 2022 – Western Australia

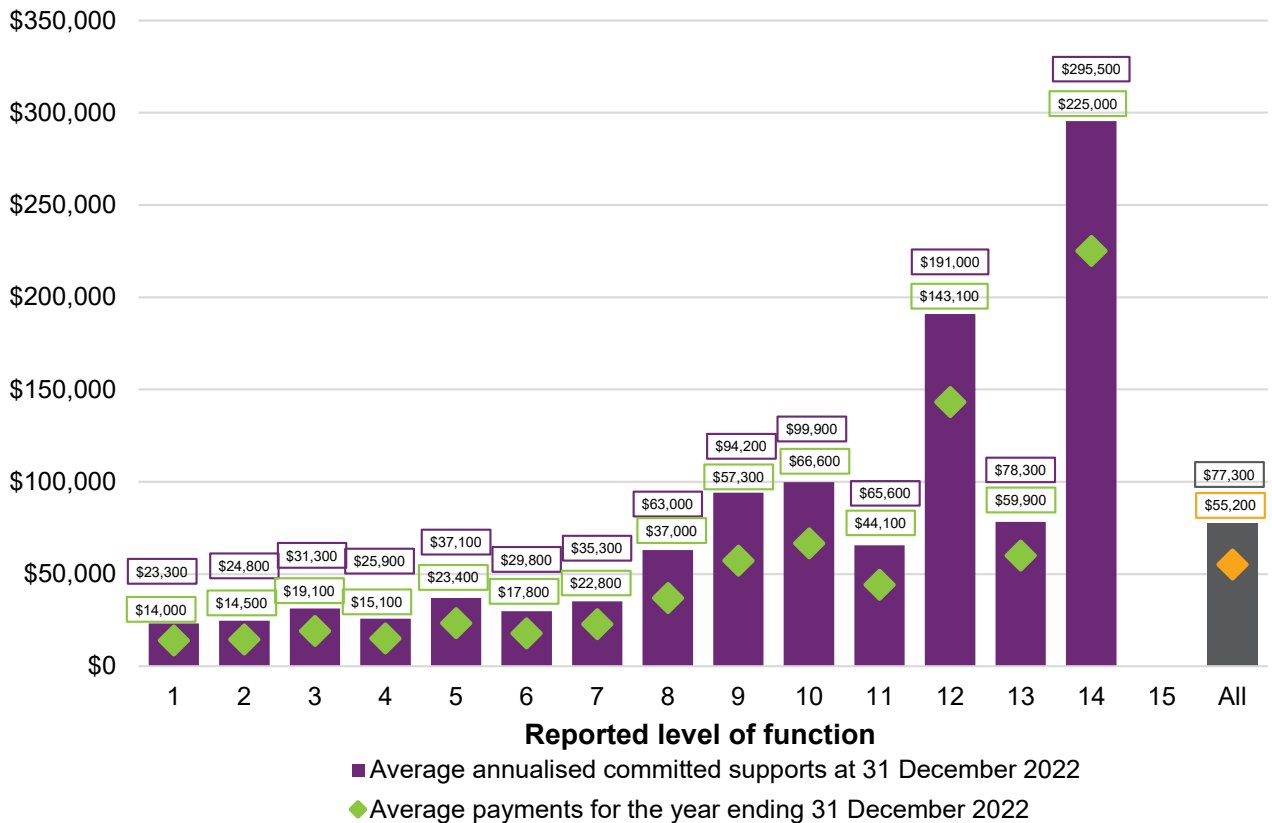


Figure I.11 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2022 – Western Australia

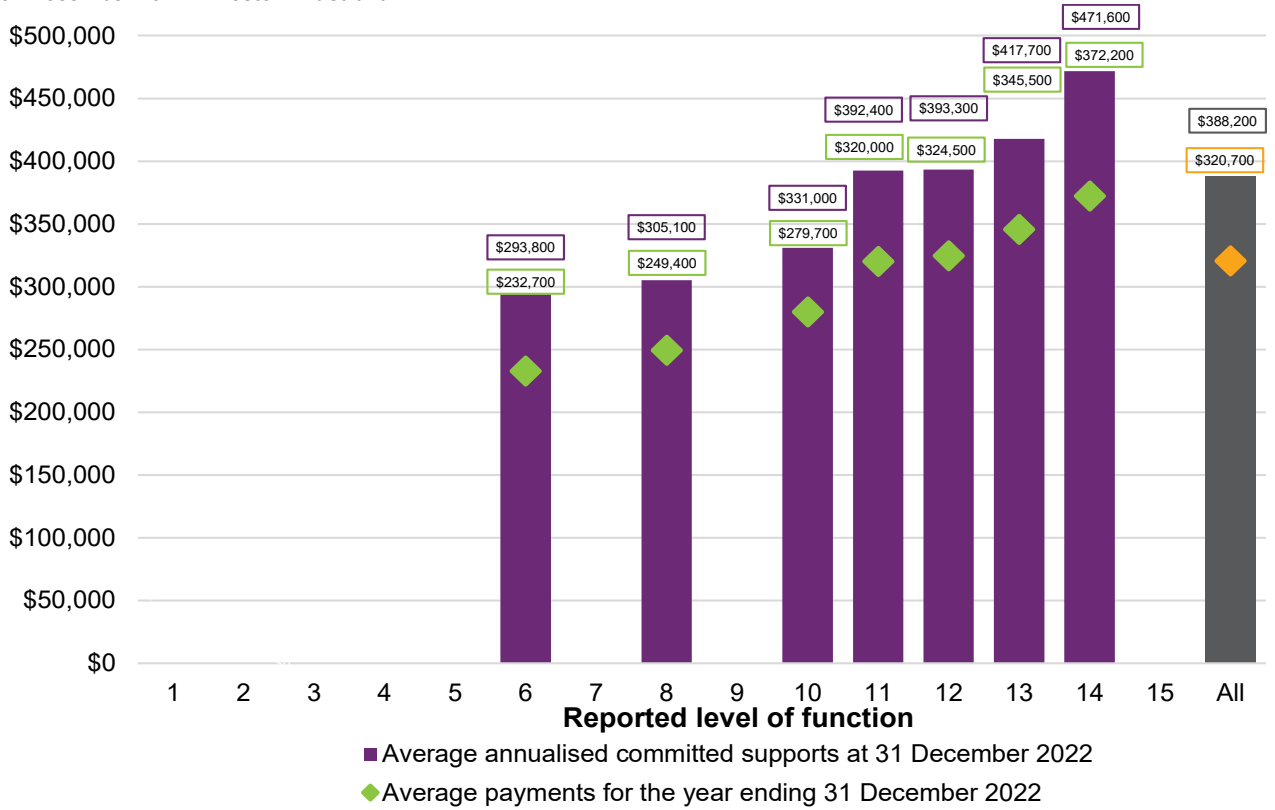


Figure I.12 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2022 – Western Australia

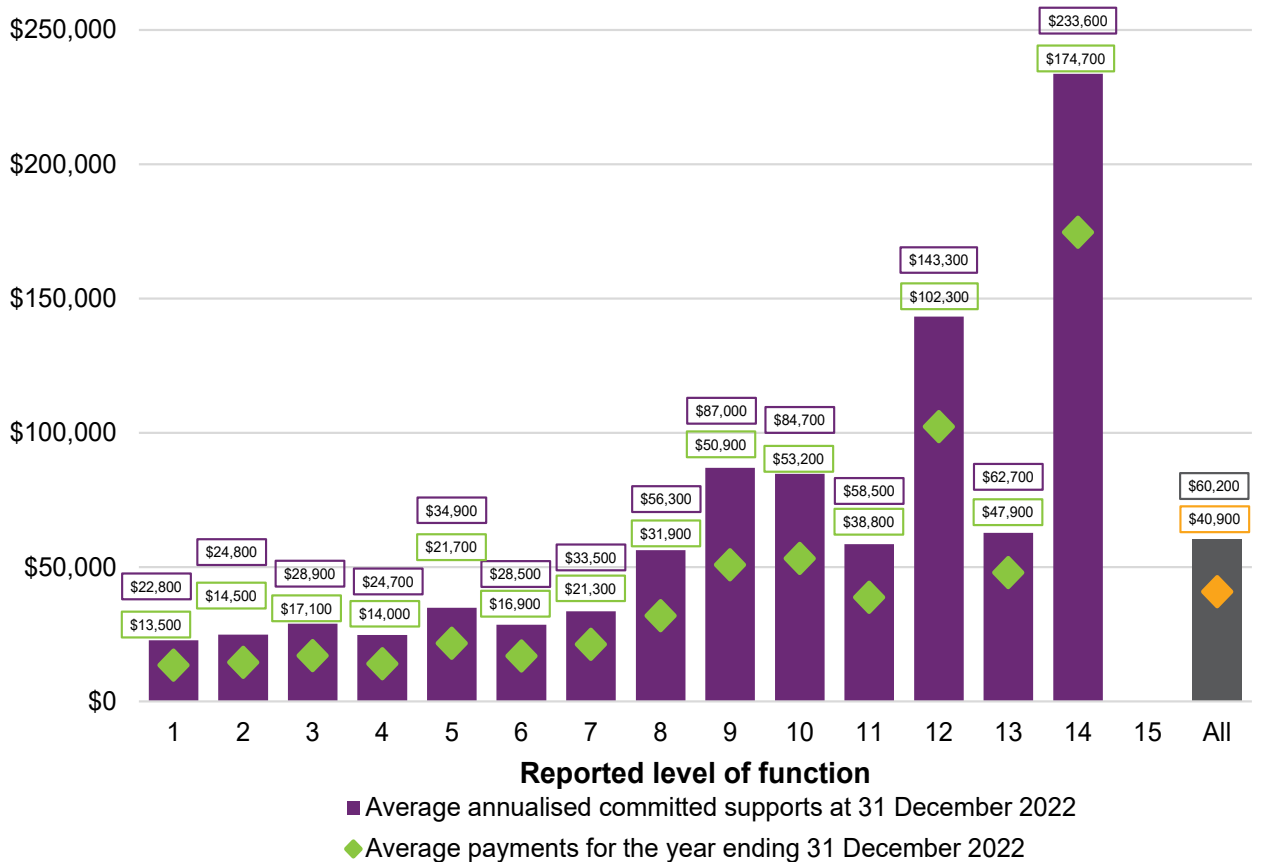


Table I.31 Total annualised committed supports and total payments by support category as at 31 December 2022 (\$m) – Western Australia ^{227 228}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$1,340.0	\$1,766.1
Core: Consumables	\$50.3	\$79.2
Core: Social and Civic	\$494.0	\$759.3
Core: Transport	\$43.7	\$41.3
Capacity Building: Choice and Control	\$33.9	\$39.3
Capacity Building: Daily Activities	\$363.9	\$624.8
Capacity Building: Employment	\$8.1	\$34.9
Capacity Building: Health and Wellbeing	\$2.0	\$4.4
Capacity Building: Home Living	\$0.03	\$0.3
Capacity Building: Lifelong learning	\$0.0	\$0.04
Capacity Building: Relationships	\$42.4	\$89.5
Capacity Building: Social and Civic	\$21.0	\$54.3
Capacity Building: Support Coordination	\$70.7	\$107.3
Capital: Assistive Technology	\$72.0	\$178.4
Capital: Home Modifications	\$12.7	\$38.5
All	\$2,561.8	\$3,817.6

²²⁷ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022. A small quantity of payments and committed supports have missing support category and are included in totals.

²²⁸ Total payments for home modifications in Western Australia were \$12.7m. Of which, \$4.6m (36%) has been paid for specialised disability accommodation (SDA) supports, and \$8.1m (64%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.3m processed off-system in June 2022. Total annualised committed supports for home modifications in Western Australia were \$38.5m. Of which, \$22.6m (59%) has been allocated for specialised disability accommodation (SDA) supports, and \$15.9m (41%) has been allocated for non-SDA supports.

Table I.32 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2022 (\$m) – Western Australia ^{229 230}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$590.2	\$711.8
Core: Consumables	\$5.7	\$10.3
Core: Social and Civic	\$95.5	\$150.5
Core: Transport	\$3.2	\$6.1
Capacity Building: Choice and Control	\$1.1	\$1.5
Capacity Building: Daily Activities	\$21.4	\$35.0
Capacity Building: Employment	\$0.2	\$1.0
Capacity Building: Health and Wellbeing	\$0.3	\$0.7
Capacity Building: Home Living	\$0.0	\$0.0
Capacity Building: Lifelong learning	\$0.0	\$0.0
Capacity Building: Relationships	\$14.3	\$25.6
Capacity Building: Social and Civic	\$0.2	\$0.5
Capacity Building: Support Coordination	\$9.5	\$13.3
Capital: Assistive Technology	\$8.2	\$23.5
Capital: Home Modifications	\$3.2	\$17.2
All	\$759.2	\$996.8

²²⁹ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

²³⁰ Total payments for home modifications in Western Australia were \$3.2m. Of which, \$3.0m (93%) has been paid for specialised disability accommodation (SDA) supports, and \$0.2m (7%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.3m processed off-system in June 2022. Total annualised committed supports for home modifications in Western Australia were \$17.2m. Of which, \$16.7m (97%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.6m (3%) has been allocated for non-SDA supports.

Table I.33 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2022 (\$m) – Western Australia ^{231 232}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$749.8	\$1,054.3
Core: Consumables	\$44.5	\$68.9
Core: Social and Civic	\$398.5	\$608.7
Core: Transport	\$40.5	\$35.2
Capacity Building: Choice and Control	\$32.8	\$37.8
Capacity Building: Daily Activities	\$342.5	\$589.7
Capacity Building: Employment	\$7.9	\$34.0
Capacity Building: Health and Wellbeing	\$1.7	\$3.7
Capacity Building: Home Living	\$0.0	\$0.3
Capacity Building: Lifelong learning	\$0.0	\$0.0
Capacity Building: Relationships	\$28.1	\$63.9
Capacity Building: Social and Civic	\$20.9	\$53.8
Capacity Building: Support Coordination	\$61.2	\$94.1
Capital: Assistive Technology	\$63.8	\$155.0
Capital: Home Modifications	\$9.5	\$21.3
All	\$1,802.6	\$2,820.8

Table I.34 Payments by financial year in which support was provided, compared to committed supports (\$m) – Western Australia ^{233 234}

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	0.2	19.6	70.6	173.3	225.2	546.4	1,534.2	2,728.3	3,171.5	1,888.5
Total Paid	0.0	11.2	51.8	133.3	167.0	392.8	1,021.7	1,929.8	2,343.8	1,259.1
% utilised to date	14%	57%	73%	77%	74%	72%	67%	71%	74%	67%

Table I.35 Percentage change in plan budgets for active participants – Western Australia ^{235 236}

Inflation type	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Intraplan Inflation	1.9%	3.3%	3.3%	4.9%	5.2%	5.8%	9.0%	5.2%
Interplan Inflation	-1.6%	-1.4%	1.0%	6.0%	5.3%	10.5%	15.9%	12.3%
Total Inflation	0.3%	1.9%	4.3%	11.0%	10.5%	16.2%	24.9%	17.6%

²³¹ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

²³² Total payments for home modifications in Western Australia were \$9.5m. Of which, \$1.6m (17%) has been paid for specialised disability accommodation (SDA) supports, and \$7.9m (83%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.03m processed off-system in June 2022. Total annualised committed supports for home modifications in Western Australia were \$21.3m. Of which, \$6.0m (28%) has been allocated for specialised disability accommodation (SDA) supports, and \$15.3m (72%) has been allocated for non-SDA supports.

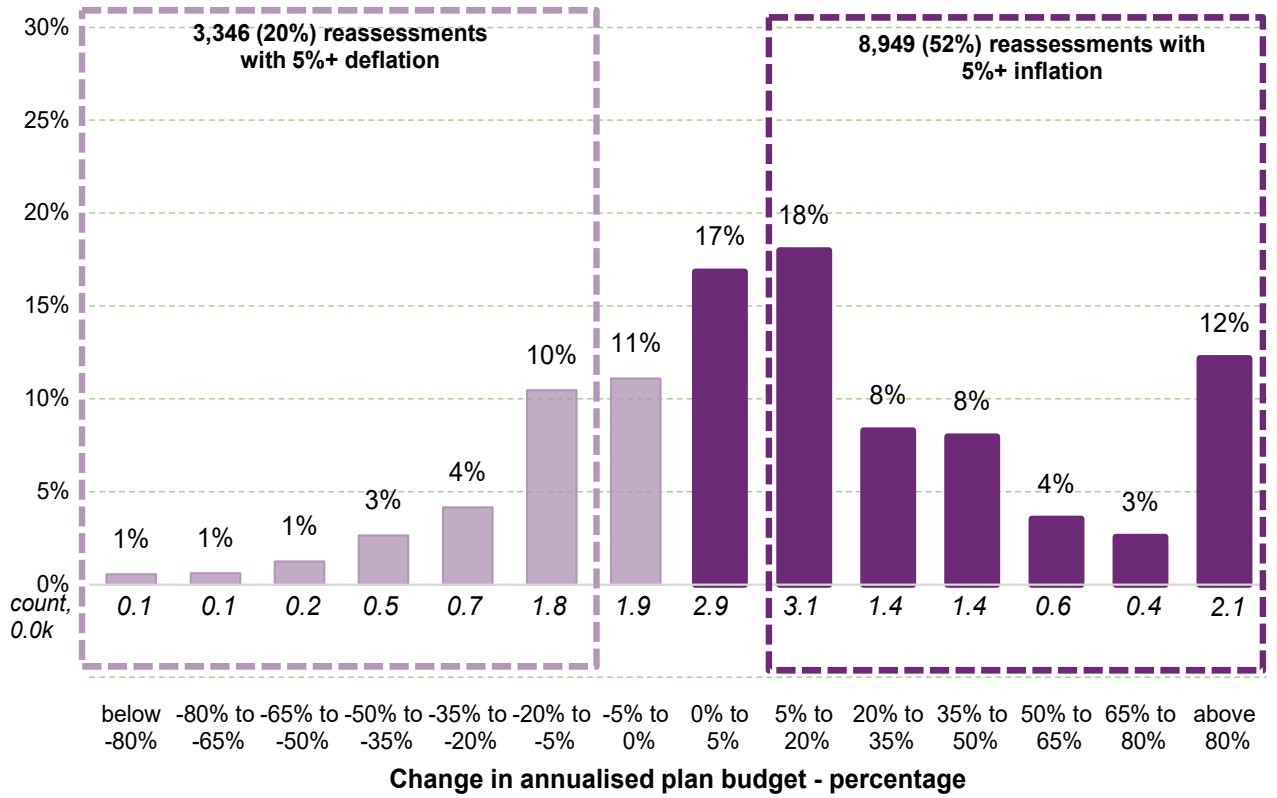
²³³ Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for Western Australia.

²³⁴ The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

²³⁵ The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July 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 2022, which impacts the September 2022 quarter.

²³⁶ Rescaling adjustments have been applied to how the total inflation is split into inflation at plan reassessment and inflation within a plan. This has resulted in small one-off changes in historical values, the overall total inflation has not changed.

Figure I.13 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 December 2022) - all participants – Western Australia ²³⁷



²³⁷ 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.

Appendix J:

South Australia

Part One: Participants and their plans

Table J.1 Active participants by quarter of entry, plan and entry type – South Australia ²³⁸

Participant breakdown	Prior Quarters	2022-23 Q2	Total
Access decisions	61,318	2,159	63,477
Active Eligible - Total	48,695	1,671	50,366
<i>Active Eligible - New</i>	33,112	1,639	34,751
<i>Active Eligible - State</i>	12,697	14	12,711
<i>Active Eligible - Commonwealth</i>	2,886	18	2,904
Active Participant Plans (excl ECA) - Total	47,917	1,679	49,596
<i>Active Participant Plans (excl ECA) - New</i>	32,437	1,638	34,075
<i>Active Participant Plans (excl ECA) - State</i>	12,613	21	12,634
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	2,867	20	2,887
Active Participant Plans - Total	48,846	2,656	50,573
<i>Active Participant Plans - Early Intervention (s25)</i>	15,786	821	16,607
<i>Active Participant Plans - Permanent Disability (s24)</i>	32,131	858	32,989
<i>Active Participant Plans - ECA</i>	929	977	977

Table J.2 People who have left the Scheme since 1 July 2013 as at 31 December 2022 – South Australia

People leaving the Scheme	Total
Number of people who have left the Scheme	3,416
<i>Early Intervention participants</i>	1,553
<i>Permanent disability participants</i>	1,863

²³⁸ The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

Table J.3 Assessment of access by age group and gender – South Australia

Age Group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
0 to 6	12,654	97%	5,108	97%	96	90%	17,858	97%
7 to 14	7,521	90%	3,703	89%	176	90%	11,400	90%
15 to 18	1,506	90%	991	88%	87	92%	2,584	89%
19 to 24	1,515	89%	987	84%	99	89%	2,601	87%
25 to 34	2,129	87%	1,551	81%	104	89%	3,784	85%
35 to 44	2,107	85%	1,689	76%	108	89%	3,904	81%
45 to 54	2,757	82%	2,411	71%	143	79%	5,311	76%
55 to 64	3,550	77%	3,030	64%	171	71%	6,751	71%
65+	201	65%	191	58%	26	72%	418	62%
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
Total	33,940	89%	19,661	81%	1,010	84%	54,611	86%

Table J.4 Assessment of access by primary disability group and gender – South Australia ²³⁹

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	1,275	95%	686	92%	45	92%	2,006	94%
Autism	14,243	98%	5,822	98%	338	97%	20,403	98%
Cerebral palsy	711	97%	598	98%	27	96%	1,336	97%
Developmental delay	3,479	97%	1,391	96%	23	92%	4,893	96%
Global developmental delay	1,316	99%	601	99%	11	100%	1,928	99%
Hearing impairment	969	91%	1,001	89%	36	88%	2,006	90%
Intellectual disability	4,934	96%	3,790	95%	254	95%	8,978	95%
Multiple sclerosis	267	91%	707	89%	18	78%	992	89%
Psychosocial disability	2,112	69%	1,676	58%	65	61%	3,853	64%
Spinal cord injury	331	96%	165	96%	20	100%	516	96%
Stroke	401	86%	300	82%	20	87%	721	84%
Visual impairment	427	86%	409	84%	19	90%	855	85%
Other neurological	1,167	81%	943	79%	26	87%	2,136	80%
Other physical	1,117	56%	985	40%	52	45%	2,154	47%
Other sensory/speech	607	54%	220	45%	<11	n/a	832	51%
Other	409	48%	232	26%	11	28%	652	37%
Missing	175	91%	135	95%	40	100%	350	94%
Total	33,940	89%	19,661	81%	1,010	84%	54,611	86%

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred percent.

²³⁹ Down syndrome is included in intellectual disability.

Table J.5 Participant profile per quarter by participants identifying as First Nations Peoples – South Australia

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
First Nations Participants	2,914	6%	151	9%	3,065	6%
Non-First Nations Participants	38,395	80%	1,283	76%	39,678	80%
Not Stated	6,608	14%	245	15%	6,853	14%
Total	47,917	100%	1,679	100%	49,596	100%

Table J.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – South Australia ²⁴⁰

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	3,474	7%	105	6%	3,579	7%
Not culturally and linguistically diverse	44,403	93%	1,574	94%	45,977	93%
Not stated	40	0%	<11	n/a	40	0%
Total	47,917	100%	1,679	100%	49,596	100%

Table J.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2022 – South Australia ²⁴¹

Age group	Total number of active participants
Under 45	<11
45 to 54	13
55 to 64	102
Total YPIRAC (under 65)	118

Table J.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – South Australia ²⁴²

Participants in residential aged care (under 65)	Incremental	Cumulative
Dec-19	-1	220
Mar-20	11	231
Jun-20	-12	219
Sep-20	3	222
Dec-20	-3	219
Mar-21	-21	198
Jun-21	-4	194
Sep-21	-16	178
Dec-21	-7	171
Mar-22	-14	157
Jun-22	-12	145
Sep-22	-13	132
Dec-22	-14	118

²⁴⁰ The number of CALD participants excludes participants who identify as First Nations Peoples from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

²⁴¹ There are a further 123 active participants aged 65 years or over who are currently in residential aged care.

²⁴² The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter.

Table J.9 Participant profile per quarter by remoteness – South Australia ^{243 244}

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Major cities	36,207	76%	1,271	76%	37,478	76%
Population > 50,000	816	2%	33	2%	849	2%
Population between 15,000 and 50,000	4,270	9%	145	9%	4,415	9%
Population between 5,000 and 15,000	1,655	3%	60	4%	1,715	3%
Population less than 5,000	3,770	8%	132	8%	3,902	8%
Remote	839	2%	29	2%	868	2%
Very Remote	357	1%	<11	n/a	366	1%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	47,917	100%	1,679	100%	49,596	100%

Table J.10 Participant profile per quarter by primary disability group – South Australia ^{245 246 247}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	19,330	40%	547	33%	19,877	40%
Intellectual disability	8,351	17%	105	6%	8,456	17%
Psychosocial disability	3,424	7%	142	8%	3,566	7%
Developmental delay	3,445	7%	481	29%	3,926	8%
Hearing impairment	1,840	4%	50	3%	1,890	4%
Other neurological	1,647	3%	53	3%	1,700	3%
Other physical	1,738	4%	32	2%	1,770	4%
Cerebral palsy	1,259	3%	<11	n/a	1,268	3%
Acquired brain injury	1,674	3%	43	3%	1,717	3%
Global developmental delay	1,573	3%	111	7%	1,684	3%
Visual impairment	795	2%	11	1%	806	2%
Multiple sclerosis	895	2%	28	2%	923	2%
Stroke	620	1%	19	1%	639	1%
Spinal cord injury	449	1%	<11	n/a	454	1%
Other	503	1%	42	3%	545	1%
Other sensory/speech	374	1%	<11	n/a	375	1%
Total	47,917	100%	1,679	100%	49,596	100%

²⁴³ The distributions are calculated excluding active participants with a missing remoteness classification.

²⁴⁴ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

²⁴⁵ Table order based on national proportions in Table E.10 (highest to lowest).

²⁴⁶ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

²⁴⁷ Down syndrome is included in intellectual disability, representing 2% (804) of all Scheme participants in South Australia.

Table J.11 Participant profile per quarter (participants in SIL) by primary disability group – South Australia ^{248 249}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	359	13%	<11	n/a	359	13%
Intellectual disability	1,442	52%	<11	n/a	1,443	52%
Psychosocial disability	211	8%	<11	n/a	211	8%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	153	5%	<11	n/a	153	5%
Other physical	26	1%	<11	n/a	26	1%
Cerebral palsy	199	7%	<11	n/a	199	7%
Acquired brain injury	253	9%	<11	n/a	253	9%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	11	0%	<11	n/a	11	0%
Multiple sclerosis	42	2%	<11	n/a	43	2%
Stroke	52	2%	<11	n/a	52	2%
Spinal cord injury	18	1%	<11	n/a	18	1%
Other	23	1%	<11	n/a	23	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	2,789	100%	<11	n/a	2,791	100%

Table J.12 Participant profile per quarter (participants not in SIL) by primary disability group – South Australia ²⁵⁰

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	18,971	42%	547	33%	19,518	42%
Intellectual disability	6,909	15%	104	6%	7,013	15%
Psychosocial disability	3,213	7%	142	8%	3,355	7%
Developmental delay	3,445	8%	481	29%	3,926	8%
Hearing impairment	1,840	4%	50	3%	1,890	4%
Other neurological	1,494	3%	53	3%	1,547	3%
Other physical	1,712	4%	32	2%	1,744	4%
Cerebral palsy	1,060	2%	<11	n/a	1,069	2%
Acquired brain injury	1,421	3%	43	3%	1,464	3%
Global developmental delay	1,573	3%	111	7%	1,684	4%
Visual impairment	784	2%	11	1%	795	2%
Multiple sclerosis	853	2%	27	2%	880	2%
Stroke	568	1%	19	1%	587	1%
Spinal cord injury	431	1%	<11	n/a	436	1%
Other	480	1%	42	3%	522	1%
Other sensory/speech	374	1%	<11	n/a	375	1%
Total	45,128	100%	1,677	100%	46,805	100%

²⁴⁸ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

²⁴⁹ Down syndrome is included in intellectual disability, representing 7% (194) of participants in SIL.

²⁵⁰ Down syndrome is included in intellectual disability, representing 1% (610) of participants not in SIL.

Table J.13 Participant profile per quarter by reported level of function – South Australia ²⁵¹

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
1 (High Function)	4,144	9%	422	25%	4,566	9%
2 (High Function)	77	0%	<11	n/a	87	0%
3 (High Function)	2,463	5%	125	7%	2,588	5%
4 (High Function)	2,252	5%	55	3%	2,307	5%
5 (High Function)	3,076	6%	139	8%	3,215	6%
6 (Moderate Function)	13,301	28%	475	28%	13,776	28%
7 (Moderate Function)	2,392	5%	51	3%	2,443	5%
8 (Moderate Function)	3,132	7%	83	5%	3,215	6%
9 (Moderate Function)	233	0%	<11	n/a	239	0%
10 (Moderate Function)	4,776	10%	117	7%	4,893	10%
11 (Low Function)	1,631	3%	<11	n/a	1,637	3%
12 (Low Function)	5,498	11%	113	7%	5,611	11%
13 (Low Function)	4,299	9%	77	5%	4,376	9%
14 (Low Function)	579	1%	<11	n/a	579	1%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	59	n/a	<11	n/a	59	n/a
Total	47,917	100%	1,679	100%	49,596	100%

Table J.14 Participant profile per quarter by age group – South Australia

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
0 to 6	6,284	13%	723	43%	7,007	14%
7 to 14	13,789	29%	299	18%	14,088	28%
15 to 18	4,974	10%	76	5%	5,050	10%
19 to 24	4,097	9%	74	4%	4,171	8%
25 to 34	3,734	8%	78	5%	3,812	8%
35 to 44	3,526	7%	119	7%	3,645	7%
45 to 54	4,199	9%	119	7%	4,318	9%
55 to 64	5,185	11%	174	10%	5,359	11%
65+	2,129	4%	17	1%	2,146	4%
Total	47,917	100%	1,679	100%	49,596	100%

Table J.15 Participation rates by age group and gender at 31 December 2022 – SA ²⁵²

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	6.6%	3.1%	5.0%
7 to 14	11.1%	5.0%	8.2%
15 to 18	7.5%	4.1%	5.9%
19 to 24	3.8%	2.2%	3.1%
25 to 44	1.8%	1.3%	1.6%
45 to 64	2.3%	2.0%	2.2%
Total (aged 0 to 64)	4.1%	2.4%	3.3%

²⁵¹ The distributions are calculated excluding participants with a missing reported level of function.

²⁵² Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

Part Two: Participant and family/carer outcomes

Note: In Tables J.16 to J.20 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5 and R6 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment and sixth reassessment respectively.

Table J.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=4,266), 'participant social and community engagement rate' (n=4,285), 'parent and carer employment rate' (n=3,099) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=2,606) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 December 2020 - South Australia ²⁵³

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	13%	20%	23%	26%
Participant employment rate - Aged 25 to 34 years	37%	36%	36%	26%
Participant employment rate - Aged 35 to 44 years	33%	31%	31%	26%
Participant employment rate - Aged 45 to 54 years	29%	29%	27%	26%
Participant employment rate - Aged 55 to 64 years	21%	20%	19%	26%
Participant employment rate - Aged 65+ years	11%	8%	8%	26%
Participant employment rate - Aged 25 to 64 years	29%	28%	27%	26%
Participant employment rate - Aged 15 to 64 years	26%	26%	26%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	38%	36%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	43%	43%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	43%	37%	46%
Participant social and community engagement rate - Aged 45 to 54 years	35%	39%	38%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	38%	38%	46%
Participant social and community engagement rate - Aged 65+ years	37%	38%	39%	46%
Participant social and community engagement rate - Aged 25+ years	36%	40%	39%	46%
Participant social and community engagement rate - Aged 15+ years	35%	40%	38%	46%
Parent and carer employment rate - Aged 0 to 14 years	47%	49%	51%	50%
Parent and carer employment rate - Aged 15+ years	42%	43%	42%	50%
Parent and carer employment rate - All ages	46%	47%	48%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	64%	75%
Participant Choice and Control - Aged 25+ years	n/a	69%	75%	75%
Participant Choice and Control - Aged 15+ years	n/a	67%	73%	75%

²⁵³ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2020 and have had a second plan reassessment to date.

Table J.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=3,548), 'participant social and community engagement rate' (n=3,559), 'parent and carer employment rate' (n=2,032) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=2,250) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 December 2019 - South Australia ²⁵⁴

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	14%	17%	20%	28%	26%
Participant employment rate - Aged 25 to 34 years	33%	35%	35%	32%	26%
Participant employment rate - Aged 35 to 44 years	34%	33%	30%	32%	26%
Participant employment rate - Aged 45 to 54 years	30%	30%	29%	28%	26%
Participant employment rate - Aged 55 to 64 years	22%	21%	18%	16%	26%
Participant employment rate - Aged 65+ years	15%	13%	12%	11%	26%
Participant employment rate - Aged 25 to 64 years	29%	29%	28%	26%	26%
Participant employment rate - Aged 15 to 64 years	26%	26%	25%	26%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	34%	34%	36%	46%
Participant social and community engagement rate - Aged 25 to 34 years	43%	42%	46%	46%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	36%	41%	39%	46%
Participant social and community engagement rate - Aged 45 to 54 years	43%	43%	36%	45%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	37%	38%	40%	46%
Participant social and community engagement rate - Aged 65+ years	37%	38%	39%	40%	46%
Participant social and community engagement rate - Aged 25+ years	40%	40%	40%	42%	46%
Participant social and community engagement rate - Aged 15+ years	38%	38%	38%	41%	46%
Parent and carer employment rate - Aged 0 to 14 years	48%	50%	51%	51%	50%
Parent and carer employment rate - Aged 15+ years	45%	50%	52%	46%	50%
Parent and carer employment rate - All ages	47%	50%	51%	49%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	65%	69%	75%
Participant Choice and Control - Aged 25+ years	n/a	66%	72%	77%	75%
Participant Choice and Control - Aged 15+ years	n/a	64%	70%	75%	75%

²⁵⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a third plan reassessment to date.

Table J.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=2,087), 'participant social and community engagement rate' (n=2,096), 'parent and carer employment rate' (n=1,138) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=1,459) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 December 2018 - South Australia ²⁵⁵

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	13%	19%	24%	22%	28%	26%
Participant employment rate - Aged 25 to 34 years	41%	41%	40%	32%	40%	26%
Participant employment rate - Aged 35 to 44 years	39%	38%	33%	33%	33%	26%
Participant employment rate - Aged 45 to 54 years	32%	26%	29%	28%	29%	26%
Participant employment rate - Aged 55 to 64 years	23%	22%	21%	18%	17%	26%
Participant employment rate - Aged 65+ years	19%	17%	15%	11%	12%	26%
Participant employment rate - Aged 25 to 64 years	33%	32%	31%	27%	29%	26%
Participant employment rate - Aged 15 to 64 years	29%	29%	29%	26%	29%	26%
Participant social and community engagement rate - Aged 15 to 24 years	37%	39%	36%	36%	35%	46%
Participant social and community engagement rate - Aged 25 to 34 years	41%	42%	41%	46%	47%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	40%	41%	43%	40%	46%
Participant social and community engagement rate - Aged 45 to 54 years	44%	45%	42%	35%	43%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	39%	37%	38%	38%	46%
Participant social and community engagement rate - Aged 65+ years	32%	27%	19%	28%	34%	46%
Participant social and community engagement rate - Aged 25+ years	39%	40%	38%	39%	41%	46%
Participant social and community engagement rate - Aged 15+ years	39%	40%	37%	38%	40%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	47%	48%	54%	51%	50%
Parent and carer employment rate - Aged 15+ years	43%	45%	48%	45%	42%	50%
Parent and carer employment rate - All ages	44%	46%	48%	51%	47%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	53%	61%	66%	67%	75%
Participant Choice and Control - Aged 25+ years	n/a	64%	72%	75%	77%	75%
Participant Choice and Control - Aged 15+ years	n/a	61%	68%	71%	74%	75%

²⁵⁵ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a fourth plan reassessment to date.

Table J.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=420), 'participant social and community engagement rate' (n=426), 'parent and carer employment rate' (n=524) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=364) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 December 2017 - South Australia ²⁵⁶

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	7%	8%	18%	25%	27%	30%	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	28%	25%	27%	23%	21%	20%	26%
Participant employment rate - Aged 15 to 64 years	19%	18%	23%	24%	24%	24%	26%
Participant social and community engagement rate - Aged 15 to 24 years	27%	32%	39%	38%	39%	32%	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	39%	45%	49%	39%	41%	43%	46%
Participant social and community engagement rate - Aged 15+ years	34%	39%	45%	38%	40%	38%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	54%	59%	54%	40%	57%	50%
Parent and carer employment rate - Aged 15+ years	51%	54%	59%	69%	49%	54%	50%
Parent and carer employment rate - All ages	48%	54%	59%	61%	44%	56%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	64%	65%	71%	69%	75%
Participant Choice and Control - Aged 25+ years	n/a	62%	72%	81%	71%	78%	75%
Participant Choice and Control - Aged 15+ years	n/a	60%	67%	69%	71%	72%	75%

²⁵⁶ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a fifth plan reassessment to date.

Table J.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=23), 'participant social and community engagement rate' (n=23), 'parent and carer employment rate' (n=124) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=27) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 31 December 2016 - South Australia ²⁵⁷

Age group	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 15 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	46%	63%	65%	65%	69%	72%	75%
Participant Choice and Control - Aged 25+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	75%
Participant Choice and Control - Aged 15+ years	n/a	44%	64%	65%	65%	67%	72%	75%

²⁵⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a sixth plan reassessment to date.

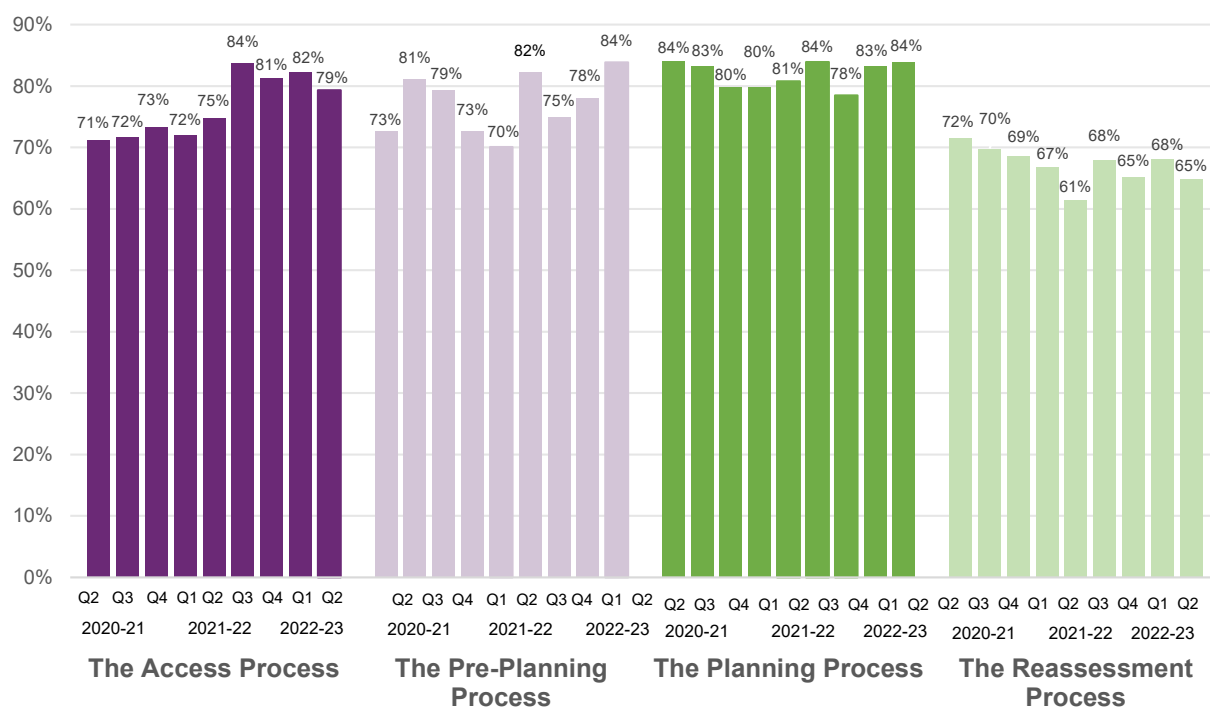
Part Three: Participant experience

Table J.21 Proportion of participants who agreed with statements about 'Access' (n = 945 in Prior Quarters, n = 116 in 2022-23 Q2), 'Pre-planning' (n = 820 in Prior Quarters, n = 93 in 2022-23 Q2), 'Planning' (n = 3,368 in Prior Quarters, n = 380 in 2022-23 Q2) and 'Plan reassessment' (n = 9,181 in Prior Quarters, n = 1,215 in 2022-23 Q2) of NDIS journey in 2022-23 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – South Australia²⁵⁸

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2022-23 Q2
Access - Are you happy with how coming into the NDIS has gone?	85%	88%
Access - Was the person from the NDIS respectful?	96%	97%
Access - Do you understand what will happen next with your plan?	76%	73%
Access - % of participants rating their overall experience as Very Good or Good.	77%	79%
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	84%	90%
Pre-planning - Did you understand why you needed to give the information you did?	94%	92%
Pre-planning - Were decisions about your plan clearly explained?	77%	86%
Pre-planning - Are you clear on what happens next with your plan?	66%	73%
Pre-planning - Do you know where to go for more help with your plan?	69%	69%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	76%	84%
Planning - Did the person from the NDIS understand how your disability affects your life?	88%	88%
Planning - Did you understand why you needed to give the information you did?	97%	97%
Planning - Were decisions about your plan clearly explained?	86%	89%
Planning - Are you clear on what happens next with your plan?	82%	83%
Planning - Do you know where to go for more help with your plan?	87%	89%
Planning - % of participants rating their overall experience as Very Good or Good.	82%	84%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	75%	73%
Plan reassessment - Did you feel prepared for your plan reassessment?	82%	79%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	84%	85%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	67%	65%

²⁵⁸ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure J.1 Trend of satisfaction across the pathway (% Very Good/Good) – South Australia ²⁵⁹



The tables in part three summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q2. The charts show trends in complaints based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

The ‘My Customer Requests’ tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous ‘My Feedback’ tile is still being used in a small number of cases. Details of a complaint are captured differently on the ‘My Customer Requests’ tile.

Table J.22 shows the number of complaints in 2022-23 Q2 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the ‘My Feedback’ tile and the ‘My Customer Requests’ tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the ‘My Customer Requests’ tile 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. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Table J.23 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

²⁵⁹ Participant satisfaction results for prior quarters have been restated using data as at 31 December 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

Table J.22 Complaints by quarter – South Australia ^{260 261}

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q2	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	31	<11	31	27
People who have submitted an access request: Complaint about LAC Partner	302	27	329	292
People who have submitted an access request: Complaints about service providers	603	45	648	546
People who have submitted an access request: Complaints about the Agency	12,425	522	12,947	6,516
People who have submitted an access request: Critical/ Reportable Incident	2,039	255	2,294	1,641
People who have submitted an access request: Unclassified	504	<11	504	467
People who have submitted an access request: Total	15,904	849	16,753	8,152
<i>Percentage of the number of active participants</i>	<i>9.3%</i>	<i>7.0%</i>	<i>9.1%</i>	<i>n/a</i>

Figure J.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – South Australia

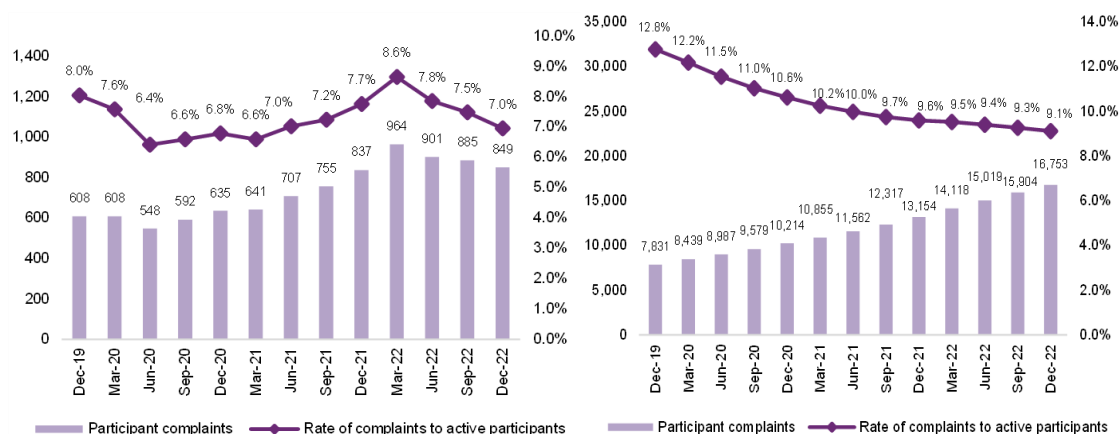


Table J.23 Participant complaints by type. Complaints with a related party who has submitted an access request – South Australia ²⁶²

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	553	4%	<11	n/a	553	4%
Complaints about the Agency - Information unclear	291	2%	<11	n/a	291	2%
Complaints about the Agency - NDIA Access	200	2%	24	5%	224	2%
Complaints about the Agency - NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Finance	550	4%	32	6%	582	4%
Complaints about the Agency - NDIA Fraud and Compliance	32	0%	<11	n/a	33	0%
Complaints about the Agency - NDIA Plan	1,978	16%	199	38%	2,177	17%
Complaints about the Agency - NDIA Process	714	6%	76	15%	790	6%
Complaints about the Agency - NDIA Resources	66	1%	<11	n/a	72	1%
Complaints about the Agency - NDIA Staff	389	3%	57	11%	446	3%
Complaints about the Agency - NDIA Timeliness	1,565	13%	116	22%	1,681	13%
Complaints about the Agency - Participation, engagement and inclusion	53	0%	<11	n/a	53	0%
Complaints about the Agency - Provider Portal	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Quality & Safeguards Commission	<11	n/a	<11	n/a	<11	n/a

²⁶⁰ Note that 58% of all complainants made only one complaint, 20% made two complaints and 22% made three or more complaints.

²⁶¹ Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

²⁶² There are 15,904 total participant complaints in Prior Quarters, 849 total participant complaints in 2022-23 Q2, and 16,753 total participant complaints as at 31 December 2022, including 504 unclassified participant complaints as at 31 December 2022.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Reasonable and necessary supports	1,163	9%	<11	n/a	1,163	9%
Complaints about the Agency - Staff conduct - Agency	142	1%	<11	n/a	142	1%
Complaints about the Agency - The way the NDIA carried out its decision making	293	2%	<11	n/a	294	2%
Complaints about the Agency - Timeliness	2,956	24%	<11	n/a	2,956	23%
Complaints about the Agency - Other	1,459	12%	<11	n/a	1,467	11%
Complaints about the Agency - Total	12,425	100%	522	100%	12,947	100%
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Process	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	12	39%	<11	n/a	12	39%
Complaints about ECA Partner - ECA Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	31	100%	<11	n/a	31	100%
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	60	20%	<11	n/a	69	21%
Complaints about LAC Partner - LAC Process	43	14%	<11	n/a	44	13%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	150	50%	14	52%	164	50%
Complaints about LAC Partner - LAC Timeliness	46	15%	<11	n/a	48	15%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	302	100%	27	100%	329	100%
Complaints about service providers - Provider costs	30	5%	<11	n/a	31	5%
Complaints about service providers - Provider Finance	26	4%	<11	n/a	36	6%
Complaints about service providers - Provider Fraud and Compliance	42	7%	<11	n/a	48	7%
Complaints about service providers - Provider process	35	6%	<11	n/a	35	5%
Complaints about service providers - Provider Service	189	31%	17	38%	206	32%
Complaints about service providers - Provider Staff	80	13%	<11	n/a	88	14%
Complaints about service providers - Service Delivery	35	6%	<11	n/a	35	5%
Complaints about service providers - Staff conduct	40	7%	<11	n/a	41	6%
Complaints about service providers - Supports being provided	46	8%	<11	n/a	47	7%
Complaints about service providers - Other	80	13%	<11	n/a	81	13%
Complaints about service providers - Total	603	100%	45	100%	648	100%
Critical/ Reportable Incident - Allegations against a provider	591	29%	68	27%	659	29%
Critical/ Reportable Incident - Allegations against Informal Supports	282	14%	36	14%	318	14%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	345	17%	38	15%	383	17%
Critical/ Reportable Incident - Provider reporting	819	40%	113	44%	932	41%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Total	2,039	100%	255	100%	2,294	100%

Table J.24 AAT Cases by category at 31 December 2022 – South Australia

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Access	242	15%	13	10%	255	15%
Plan	1,221	77%	99	78%	1,320	77%
Plan Reassessment	42	3%	<11	n/a	44	3%
Other	76	5%	13	10%	89	5%
Total cases	1,581	100%	127	100%	1,708	100%
Percentage of the number of active participants	0.92%	n/a	1.04%	n/a	0.93%	n/a

Figure J.3 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – South Australia

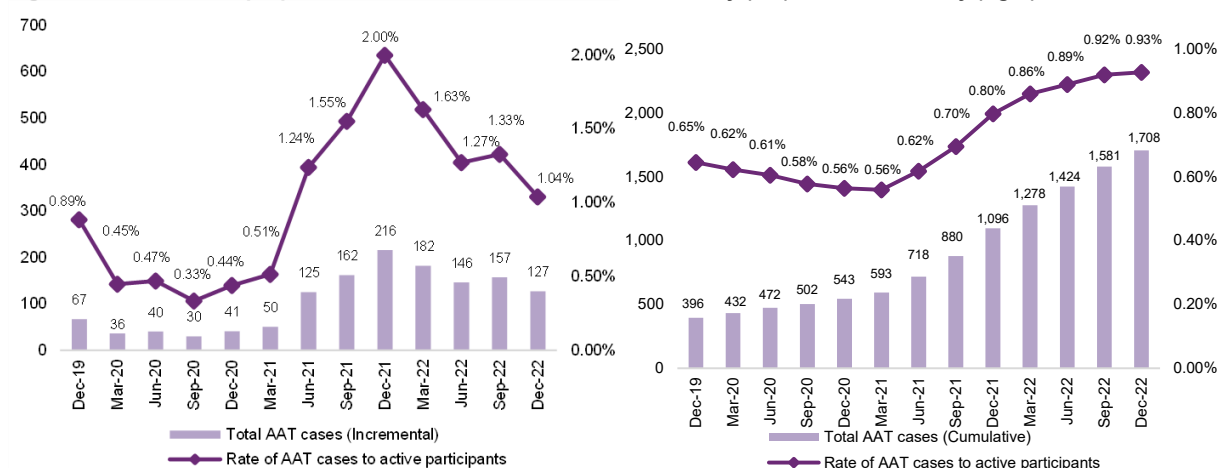


Table J.25 AAT cases by open/closed and decision – South Australia^{263 264}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	1,708	1,540
Open AAT Cases	434	429
Closed AAT Cases	1,274	1,150
<i>Resolved before hearing</i>	1,255	1,134
<i>Gone to hearing and received a substantive decision</i>	19	16

²⁶³ Of the 19 cases which went to hearing and received a substantive decision: 10 affirmed the Agency’s decision, 5 varied the Agency’s decision and 4 set aside the Agency’s decision.

²⁶⁴ The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency’s decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency’s decision, or send the case back to the Agency with considerations to be taken when making a new decision.

Part Four: Providers and the growing market

Table J.26 Key markets indicators by quarter – South Australia ^{265 266}

Market indicators	Previous Quarter	2022-23 Q2
Average number of active providers per active participant	1.01	0.99
Number of providers delivering new types of supports	201	191
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	86%	84%
Share of payments - top 25%: Therapeutic Supports (Percentage)	97%	98%
Share of payments - top 25%: Participate Community (Percentage)	94%	95%
Share of payments - top 25%: Early Childhood Supports (Percentage)	93%	93%
Share of payments - top 25%: Assist Personal Activities (Percentage)	94%	94%

Table J.27 Cumulative number of providers that have been ever active as at 31 December 2022 by quarter of activity – South Australia ²⁶⁷

Activity	Number of providers
Active for the first time in 2022-23 Q2	62
Active in 2022-23 Q2 and also in previous quarters	908
Active in 2022-23 Q2	970
Inactive in 2022-23 Q2	1,961
Active ever	2,931

Table J.28 Distribution of active providers in 2022-23 Q2 by their status in 2022-23 Q1 and payment band in 2022-23 Q2 – South Australia ²⁶⁸

Amount paid in 2022-23 Q2	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	172	35	27	234
\$2,001-\$10,000	174	9	11	194
\$10,001-\$100,000	241	8	21	270
\$100,001-\$250,000	87	<5	<5	88
\$250,000+	182	<5	<5	184
Total	856	52	62	970

Table J.29 Proportion of active participants with approved plans accessing mainstream supports – South Australia ²⁶⁹

Mainstream service	Prior Quarters	2022-23 Q2	Total
Daily Activities	10%	12%	11%
Health & Wellbeing	61%	64%	61%
Lifelong Learning	28%	27%	28%
Other	17%	18%	17%
Non-categorised	19%	15%	18%
Any mainstream service	94%	94%	94%

²⁶⁵ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

²⁶⁶ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

²⁶⁷ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

²⁶⁸ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

²⁶⁹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Note: In Figures J.4 to J.12 and in Table L.30, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2022. Average payments are derived from total payments paid over the 12 months to 31 December 2022, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Table J.30 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q2 – South Australia

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	2.3%	2.4%
\$5,001-\$10,000	8.6%	9.1%
\$10,001-\$15,000	12.2%	12.9%
\$15,001-\$20,000	11.9%	12.6%
\$20,001-\$25,000	11.8%	12.5%
\$25,001-\$30,000	6.0%	6.3%
\$30,001-\$50,000	14.2%	15.0%
\$50,001-\$100,000	15.4%	16.0%
\$100,001-\$150,000	6.1%	6.0%
\$150,001-\$200,000	3.1%	3.0%
\$200,001-\$250,000	1.7%	1.4%
\$250,001+	6.3%	2.3%

Figure J.4 Average annualised committed supports and average payments by age group as at 31 December 2022 – South Australia

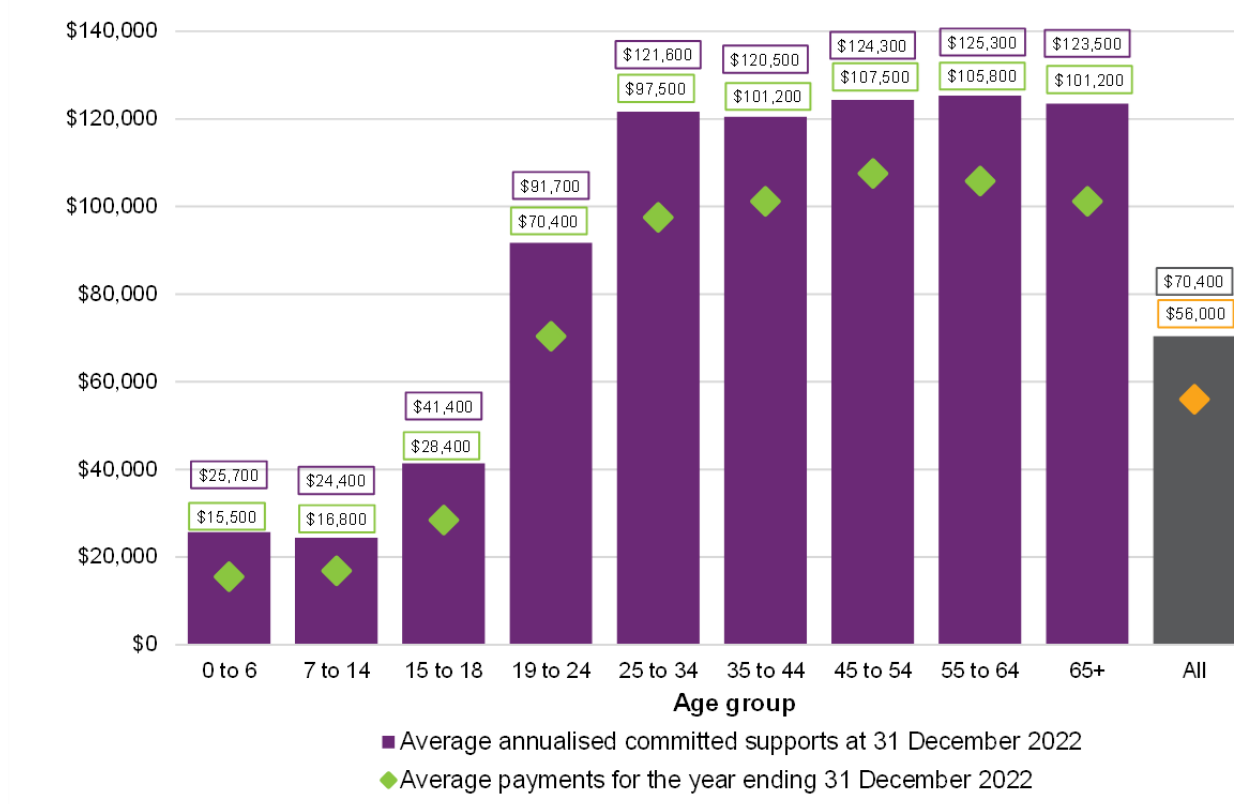


Figure J.5 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2022 – South Australia



Figure J.6 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2022 – South Australia

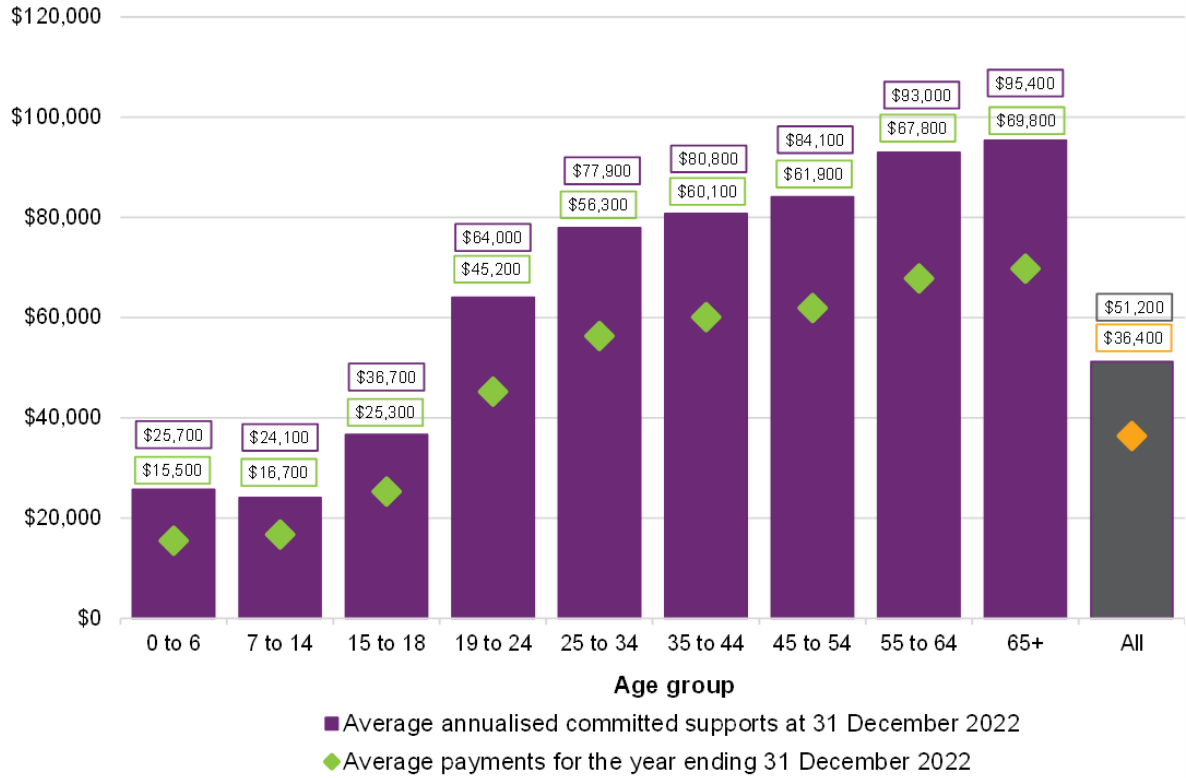


Figure J.7 Average annualised committed supports and average payments by primary disability group as at 31 December 2022 – South Australia

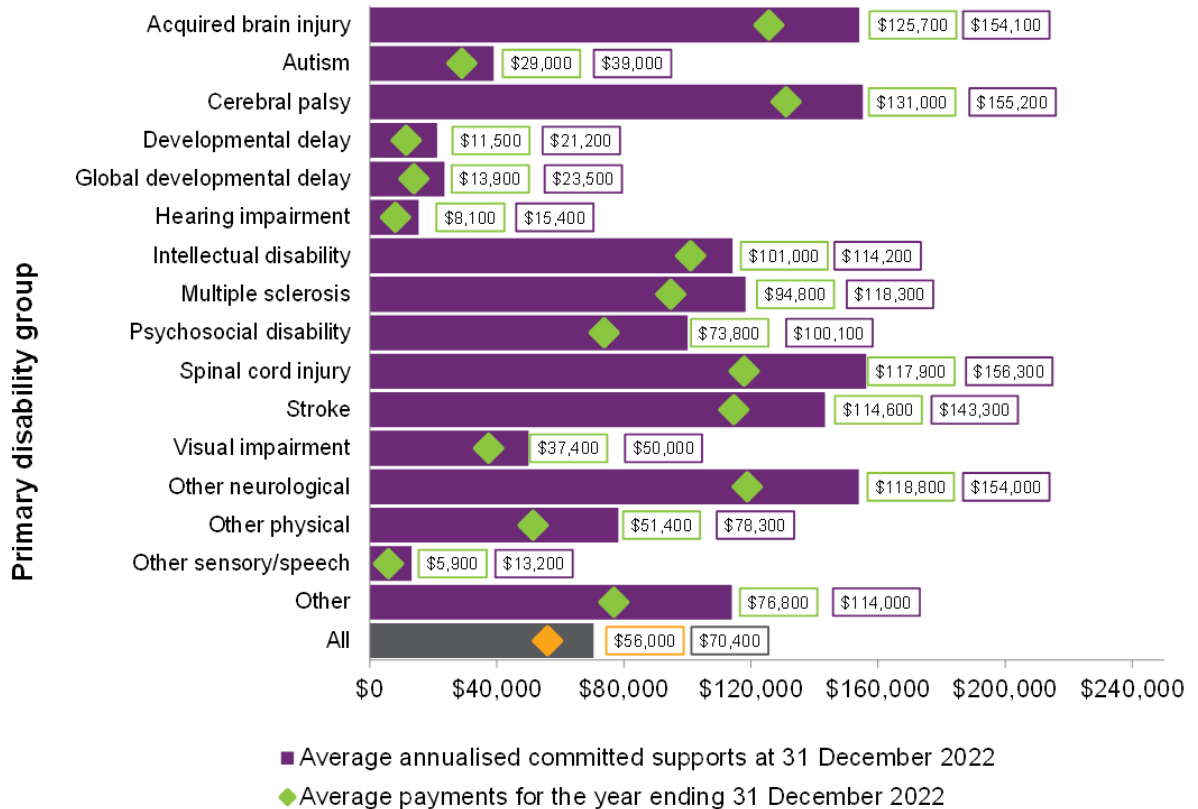


Figure J.8 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 December 2022 – South Australia

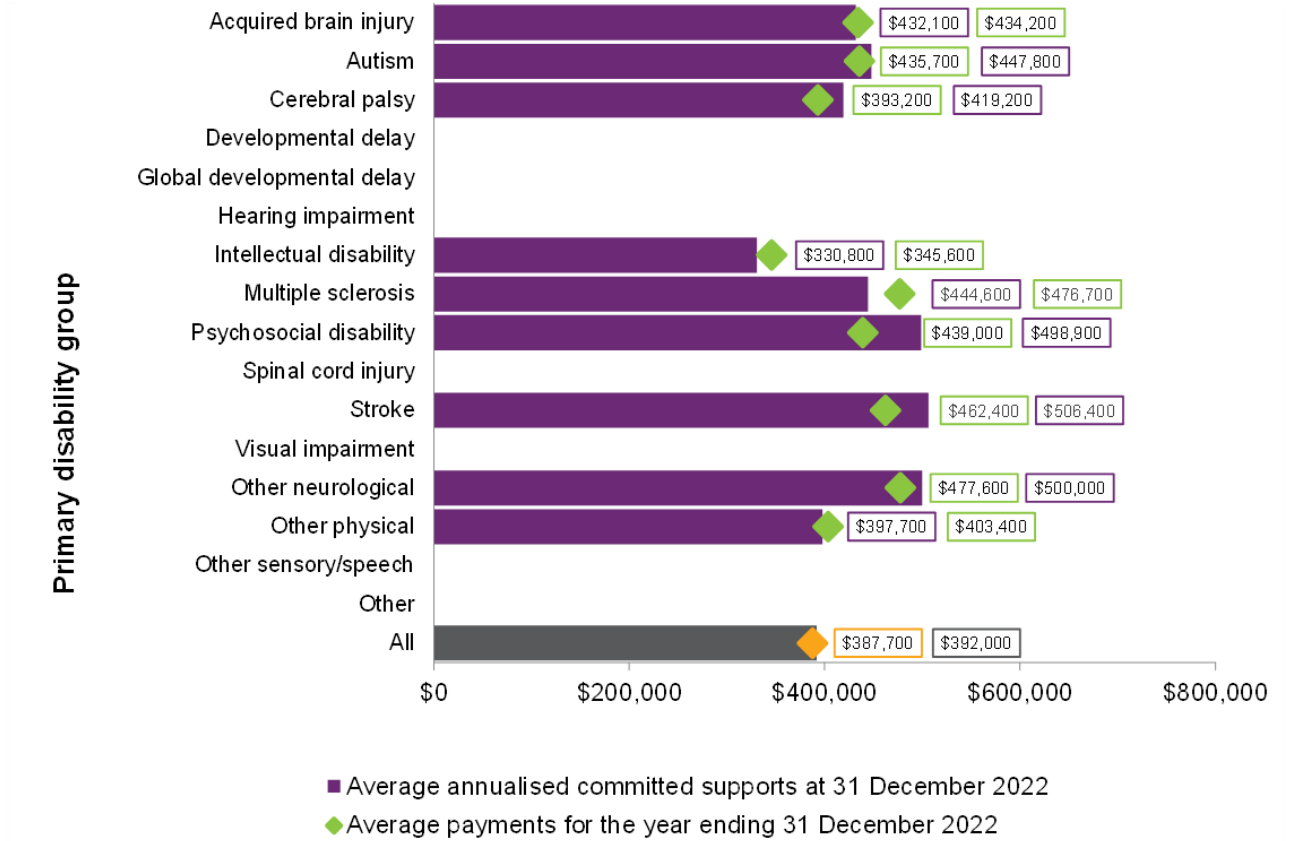


Figure J.9 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 December 2022 – South Australia

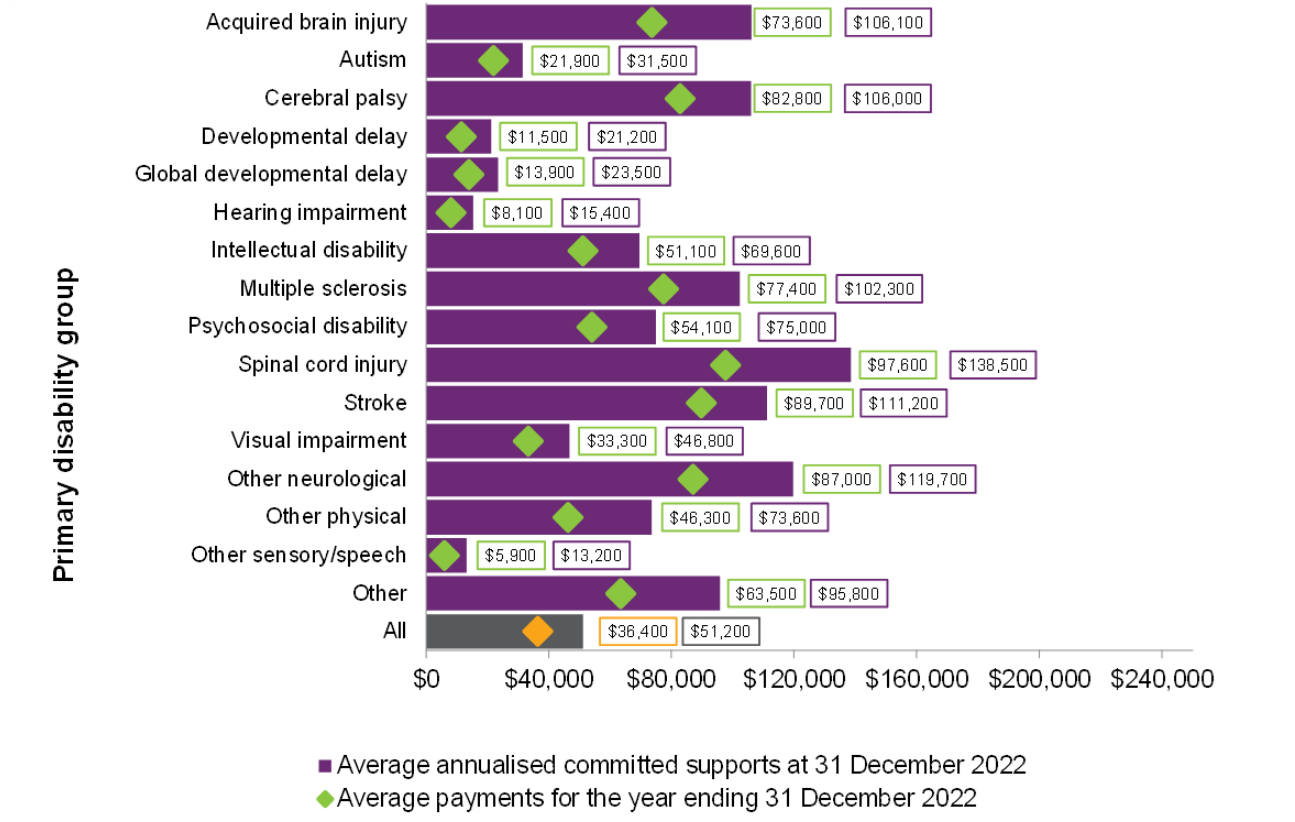


Figure J.10 Average annualised committed supports and average payments by reported level of function as at 31 December 2022 – South Australia

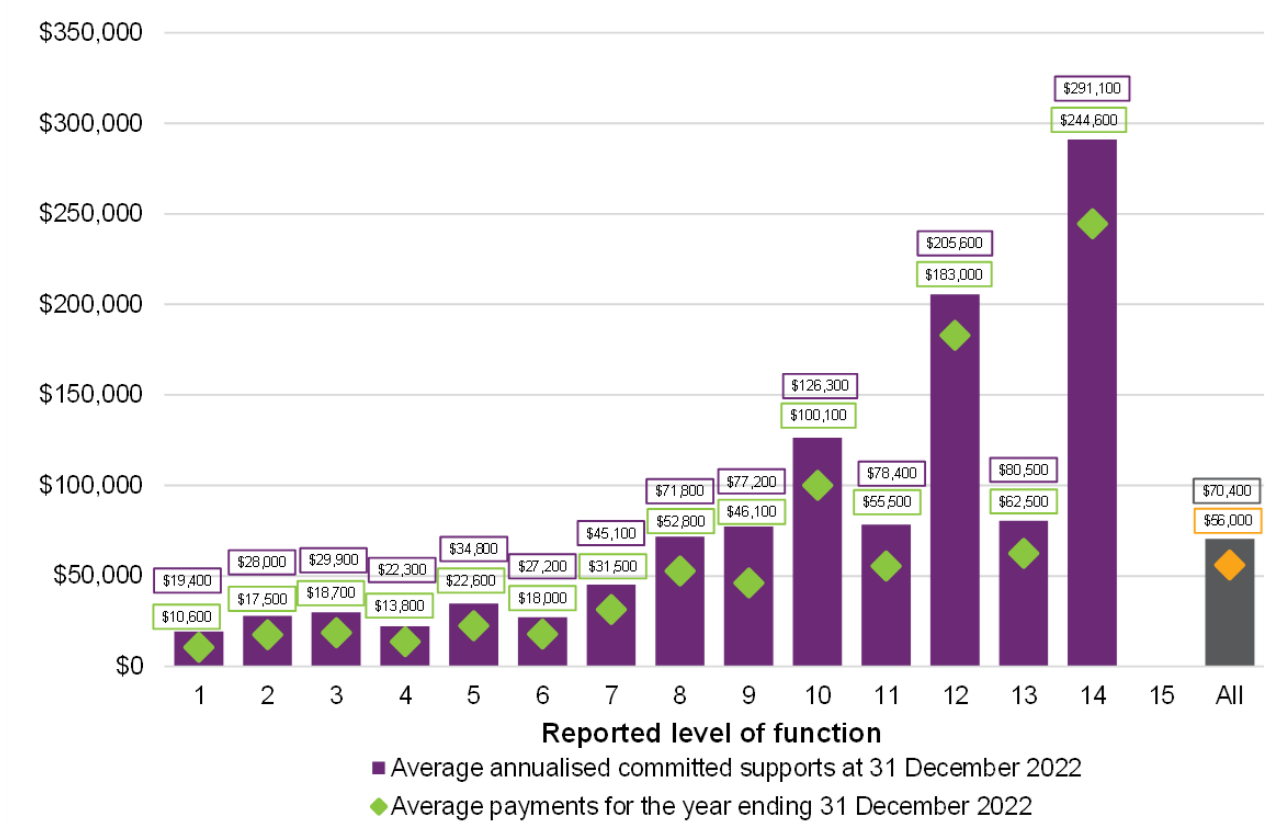


Figure J.11 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2022 – South Australia

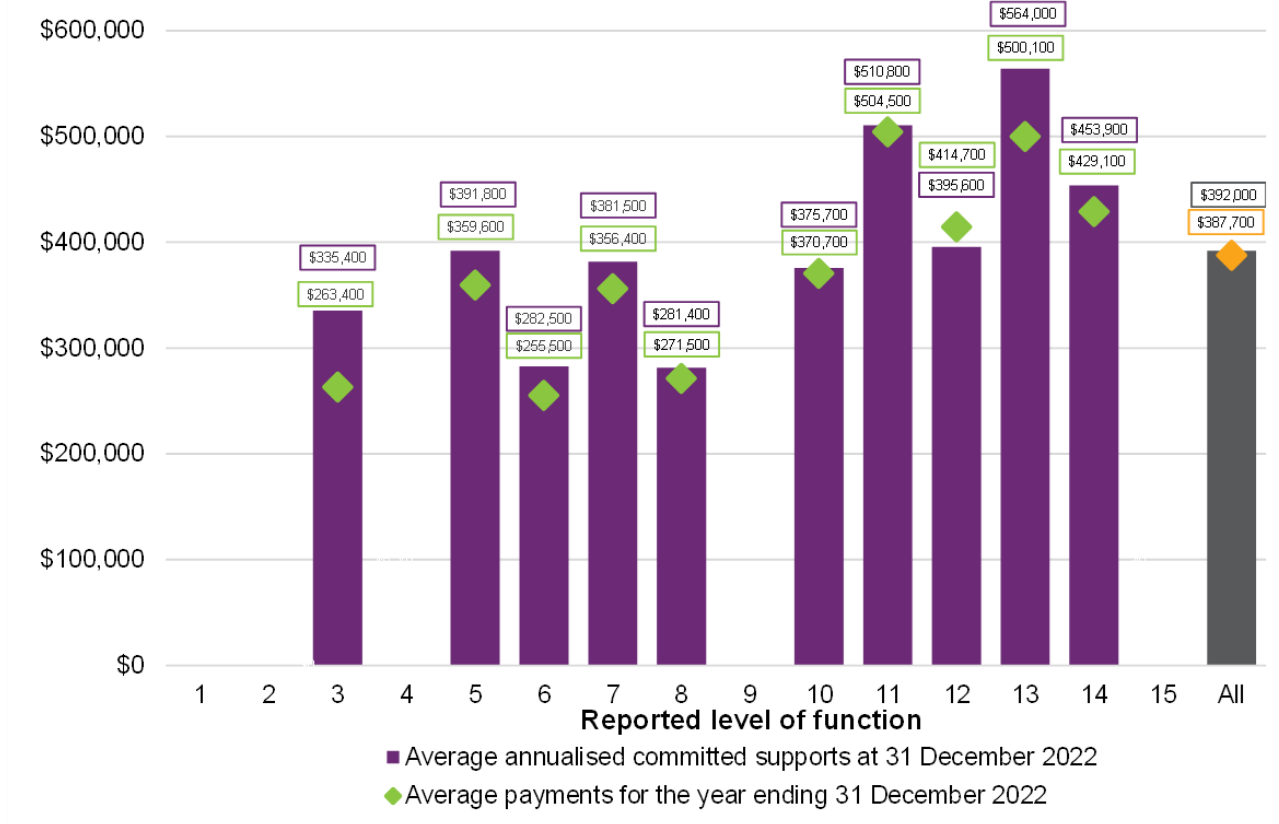


Figure J.12 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2022 – South Australia

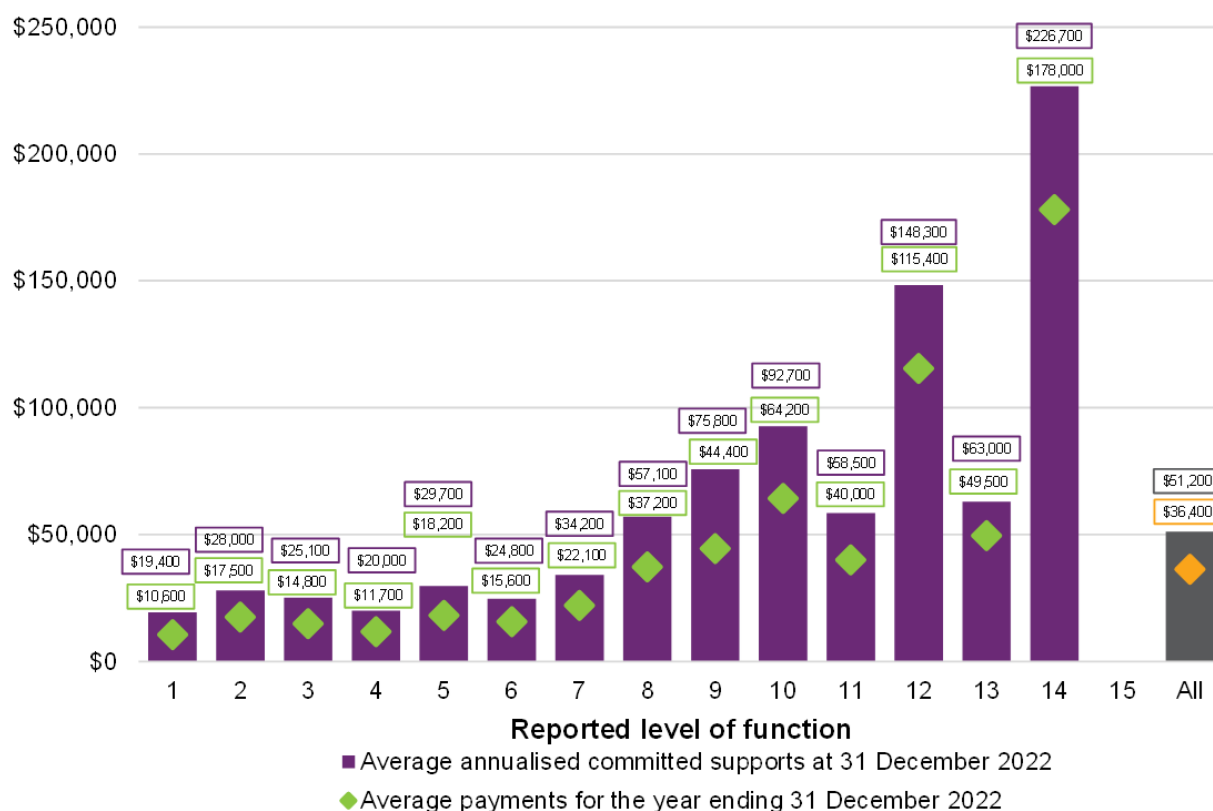


Table J.31 Total annualised committed supports and total payments by support category as at 31 December 2022 (\$m) – South Australia ^{270 271}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$1,601.7	\$1,760.1
Core: Consumables	\$42.3	\$67.9
Core: Social and Civic	\$363.8	\$656.4
Core: Transport	\$41.7	\$38.2
Capacity Building: Choice and Control	\$45.7	\$50.7
Capacity Building: Daily Activities	\$335.4	\$554.9
Capacity Building: Employment	\$8.1	\$23.3
Capacity Building: Health and Wellbeing	\$1.9	\$4.6
Capacity Building: Home Living	\$0.02	\$0.2
Capacity Building: Lifelong learning	\$0.06	\$0.2
Capacity Building: Relationships	\$34.8	\$75.8
Capacity Building: Social and Civic	\$4.5	\$15.9
Capacity Building: Support Coordination	\$65.6	\$89.9
Capital: Assistive Technology	\$47.7	\$112.5
Capital: Home Modifications	\$25.1	\$40.0
All	\$2,618.5	\$3,490.6

²⁷⁰ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

²⁷¹ Total payments for home modifications in South Australia were \$25.1m. Of which, \$18.8m (75%) has been paid for specialised disability accommodation (SDA) supports, and \$6.3m (25%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$2.2m processed off-system in June 2022. Total annualised committed supports for home modifications in South Australia were \$40.0m. Of which, \$30.0m (75%) has been allocated for specialised disability accommodation (SDA) supports, and \$10.0m (25%) has been allocated for non-SDA supports.

Table J.32 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2022 (\$m) – South Australia ^{272 273}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$846.7	\$794.6
Core: Consumables	\$6.6	\$10.4
Core: Social and Civic	\$73.7	\$154.1
Core: Transport	\$3.6	\$6.5
Capacity Building: Choice and Control	\$3.4	\$3.7
Capacity Building: Daily Activities	\$22.9	\$33.4
Capacity Building: Employment	\$0.2	\$0.7
Capacity Building: Health and Wellbeing	\$0.3	\$0.7
Capacity Building: Home Living	\$0	\$0.00
Capacity Building: Lifelong learning	\$0	\$0.04
Capacity Building: Relationships	\$15.2	\$33.1
Capacity Building: Social and Civic	\$0.3	\$0.7
Capacity Building: Support Coordination	\$12.0	\$16.4
Capital: Assistive Technology	\$7.6	\$15.9
Capital: Home Modifications	\$15.9	\$24.0
All	\$1,008.4	\$1,094.2

²⁷² Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

²⁷³ Total payments for home modifications in South Australia were \$15.9m. Of which, \$15.83m (99.8%) has been paid for specialised disability accommodation (SDA) supports, and \$0.04m (0.2%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$2.0m processed off-system in June 2022. Total annualised committed supports for home modifications in South Australia were \$24.0m. Of which, \$23.5m (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.5m (2%) has been allocated for non-SDA supports.

Table J.33 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2022 (\$m) – South Australia ^{274 275}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$754.9	\$965.5
Core: Consumables	\$35.6	\$57.5
Core: Social and Civic	\$290.1	\$502.3
Core: Transport	\$38.2	\$31.6
Capacity Building: Choice and Control	\$42.3	\$47.0
Capacity Building: Daily Activities	\$312.5	\$521.5
Capacity Building: Employment	\$7.9	\$22.6
Capacity Building: Health and Wellbeing	\$1.6	\$4.0
Capacity Building: Home Living	\$0.0	\$0.2
Capacity Building: Lifelong learning	\$0.1	\$0.1
Capacity Building: Relationships	\$19.6	\$42.7
Capacity Building: Social and Civic	\$4.2	\$15.2
Capacity Building: Support Coordination	\$53.6	\$73.5
Capital: Assistive Technology	\$40.1	\$96.5
Capital: Home Modifications	\$9.3	\$16.0
All	\$1,610.1	\$2,396.4

Table J.34 Payments by financial year in which support was provided, compared to committed supports (\$m) – South Australia ²⁷⁶

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	10.5	48.2	101.8	186.0	369.2	1,156.6	2,121.6	2,767.7	3,142.0	1,804.8
Total Paid	5.6	29.5	62.8	104.3	220.6	792.5	1,488.6	1,995.0	2,405.6	1,280.3
% utilised to date	54%	61%	62%	56%	60%	69%	70%	72%	77%	71%

Table J.35 Percentage change in plan budgets for active participants – South Australia ^{277 278}

Inflation type	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Intraplan Inflation	1.0%	3.6%	4.7%	6.3%	6.7%	9.3%	13.1%	8.8%
Interplan Inflation	2.4%	0.5%	-2.0%	-1.7%	-0.6%	3.5%	8.6%	9.3%
Total Inflation	3.4%	4.1%	2.6%	4.6%	6.1%	12.8%	21.7%	18.0%

²⁷⁴ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

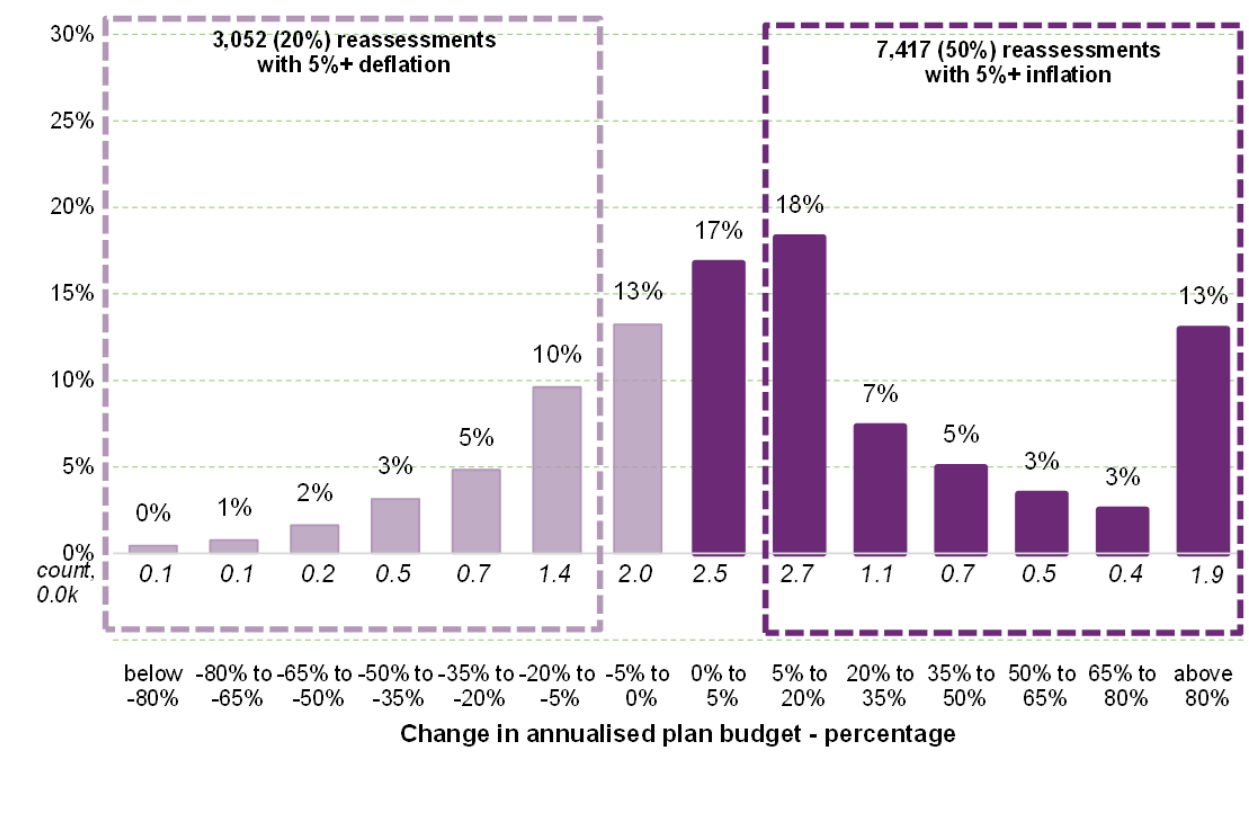
²⁷⁵ Total payments for home modifications in South Australia were \$9.3m. Of which, \$3.0m (32%) has been paid for specialised disability accommodation (SDA) supports, and \$6.3m (68%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.2m processed off-system in June 2022. Total annualised committed supports for home modifications in South Australia were \$16.0m. Of which, \$6.5m (40%) has been allocated for specialised disability accommodation (SDA) supports, and \$9.5m (60%) has been allocated for non-SDA supports.

²⁷⁶ The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

²⁷⁷ The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July 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 2022, which impacts the September 2022 quarter.

²⁷⁸ Rescaling adjustments have been applied to how the total inflation is split into inflation at plan reassessment and inflation within a plan. This has resulted in small one-off changes in historical values, the overall total inflation has not changed.

Figure J.13 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 December 2022) - all participants – South Australia ²⁷⁹



²⁷⁹ 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.

Appendix K: Tasmania

The new Information and Communications Technology (ICT) system test commenced in Tasmania in the December 2022 quarter. This is the first Quarterly Report to the Disability Minister that combines data from the current and new ICT systems. This may lead to some minor restatements of information in this and future reports.

Due to the combination of data from the old and new ICT systems, the resolution of data in the warehouse has been impacted temporarily for a small number of participants. This has led to a higher than usual number of participants with a missing or not stated status in some tables.

Part One: Participants and their plans

Table K.1 Active participants by quarter of entry, plan and entry type – Tasmania ²⁸⁰

Participant breakdown	Prior Quarters	2022-23 Q2	Total
Access decisions	15,580	532	16,112
Active Eligible - Total	12,614	395	13,009
<i>Active Eligible - New</i>	8,229	387	8,616
<i>Active Eligible - State</i>	2,918	<11	2,919
<i>Active Eligible - Commonwealth</i>	1,467	<11	1,474
Active Participant Plans (excl ECA) - Total	12,459	360	12,819
<i>Active Participant Plans (excl ECA) - New</i>	8,086	359	8,445
<i>Active Participant Plans (excl ECA) - State</i>	2,912	<11	2,912
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	1,461	<11	1,462
Active Participant Plans - Total	12,723	543	13,002
<i>Active Participant Plans - Early Intervention (s25)</i>	3,323	196	3,519
<i>Active Participant Plans - Permanent Disability (s24)</i>	9,136	164	9,300
<i>Active Participant Plans - ECA</i>	264	183	183

Table K.2 People who have left the Scheme since 1 July 2013 as at 31 December 2022 – Tasmania

People leaving the Scheme	Total
Number of people who have left the Scheme	674
<i>Early Intervention participants</i>	159
<i>Permanent disability participants</i>	515

²⁸⁰ The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

Table K.3 Assessment of access by age group and gender – Tasmania

Age Group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
0 to 6	2,203	97%	996	96%	89	100%	3,288	97%
7 to 14	1,848	89%	894	88%	101	85%	2,843	89%
15 to 18	961	91%	561	89%	29	94%	1,551	90%
19 to 24	522	86%	341	82%	21	100%	884	85%
25 to 34	431	83%	352	74%	16	76%	799	78%
35 to 44	560	83%	516	78%	<11	n/a	1,083	81%
45 to 54	745	83%	721	76%	25	89%	1,491	80%
55 to 64	934	81%	847	71%	33	87%	1,814	76%
65+	40	68%	44	57%	<11	n/a	85	62%
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
Total	8,244	89%	5,272	82%	322	90%	13,838	86%

Table K.4 Assessment of access by primary disability group and gender – Tasmania ²⁸¹

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	335	93%	165	89%	<11	n/a	509	92%
Autism	2,923	96%	1,225	97%	157	93%	4,305	96%
Cerebral palsy	238	96%	204	97%	15	100%	457	96%
Developmental delay	816	96%	345	96%	17	100%	1,178	96%
Global developmental delay	182	99%	71	99%	<11	n/a	256	99%
Hearing impairment	243	89%	242	88%	<11	n/a	495	89%
Intellectual disability	1,710	94%	1,342	94%	51	98%	3,103	94%
Multiple sclerosis	85	89%	285	92%	<11	n/a	375	91%
Psychosocial disability	623	71%	529	62%	22	76%	1,174	67%
Spinal cord injury	93	95%	39	91%	<11	n/a	133	94%
Stroke	96	83%	92	84%	<11	n/a	193	84%
Visual impairment	108	92%	105	83%	<11	n/a	217	88%
Other neurological	323	83%	268	82%	12	100%	603	83%
Other physical	250	58%	214	41%	<11	n/a	468	49%
Other sensory/speech	31	42%	15	48%	<11	n/a	46	44%
Other	146	50%	95	33%	<11	n/a	247	42%
Missing	42	91%	36	90%	<11	n/a	79	91%
Total	8,244	89%	5,272	82%	322	90%	13,838	86%

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred percent.

²⁸¹ Down syndrome is included in intellectual disability.

Table K.5 Participant profile per quarter by participants identifying as First Nations Peoples – Tasmania

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
First Nations Participants	1,176	9%	42	12%	1,218	10%
Non-First Nations Participants	9,117	73%	259	72%	9,376	73%
Not Stated	2,166	17%	59	16%	2,225	17%
Total	12,459	100%	360	100%	12,819	100%

Table K.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Tasmania ²⁸²

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	384	3%	<11	n/a	390	3%
Not culturally and linguistically diverse	11,972	96%	320	89%	12,292	96%
Not stated	103	1%	34	9%	137	1%
Total	12,459	100%	360	100%	12,819	100%

Table K.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2022 – Tasmania ²⁸³

Age group	Total number of active participants
Under 45	<11
45 to 54	<11
55 to 64	34
Total YPIRAC (under 65)	44

Table K.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Tasmania ²⁸⁴

Participants in residential aged care (under 65)	Incremental	Cumulative
Dec-19	20	66
Mar-20	6	72
Jun-20	4	76
Sep-20	2	78
Dec-20	8	86
Mar-21	1	87
Jun-21	-6	81
Sep-21	-9	72
Dec-21	-7	65
Mar-22	0	65
Jun-22	-6	59
Sep-22	-6	53
Dec-22	-9	44

²⁸² The number of CALD participants excludes participants who identify as First Nations Peoples from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

²⁸³ There are a further 48 active participants aged 65 years or over who are currently in residential aged care.

²⁸⁴ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter.

Table K.9 Participant profile per quarter by remoteness – Tasmania ^{285 286}

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Major cities	<11	n/a	<11	n/a	<11	n/a
Population > 50,000	8,148	65%	232	65%	8,380	65%
Population between 15,000 and 50,000	2,268	18%	46	13%	2,314	18%
Population between 5,000 and 15,000	58	0%	<11	n/a	59	0%
Population less than 5,000	1,814	15%	78	22%	1,892	15%
Remote	146	1%	<11	n/a	148	1%
Very Remote	24	0%	<11	n/a	24	0%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	12,459	100%	360	100%	12,819	100%

Table K.10 Participant profile per quarter by primary disability group – Tasmania ^{287 288 289}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	4,095	33%	95	26%	4,190	33%
Intellectual disability	2,900	23%	36	10%	2,936	23%
Psychosocial disability	1,073	9%	30	8%	1,103	9%
Developmental delay	916	7%	116	32%	1,032	8%
Hearing impairment	468	4%	<11	n/a	476	4%
Other neurological	466	4%	12	3%	478	4%
Other physical	372	3%	11	3%	383	3%
Cerebral palsy	427	3%	<11	n/a	431	3%
Acquired brain injury	451	4%	<11	n/a	461	4%
Global developmental delay	228	2%	<11	n/a	235	2%
Visual impairment	197	2%	<11	n/a	201	2%
Multiple sclerosis	342	3%	14	4%	356	3%
Stroke	163	1%	<11	n/a	168	1%
Spinal cord injury	123	1%	<11	n/a	125	1%
Other	197	2%	<11	n/a	203	2%
Other sensory/speech	41	0%	<11	n/a	41	0%
Total	12,459	100%	360	100%	12,819	100%

²⁸⁵ The distributions are calculated excluding active participants with a missing remoteness classification.

²⁸⁶ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

²⁸⁷ Table order based on national proportions in Table E.10 (highest to lowest).

²⁸⁸ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

²⁸⁹ Down syndrome is included in intellectual disability, representing 2% (312) of all Scheme participants in Tasmania.

Table K.11 Participant profile per quarter (participants in SIL) by primary disability group – Tasmania ^{290 291}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	152	15%	<11	n/a	152	15%
Intellectual disability	445	45%	<11	n/a	445	45%
Psychosocial disability	127	13%	<11	n/a	127	13%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	52	5%	<11	n/a	52	5%
Other physical	<11	n/a	<11	n/a	<11	n/a
Cerebral palsy	71	7%	<11	n/a	71	7%
Acquired brain injury	87	9%	<11	n/a	88	9%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	<11	n/a	<11	n/a	<11	n/a
Multiple sclerosis	12	1%	<11	n/a	12	1%
Stroke	17	2%	<11	n/a	17	2%
Spinal cord injury	<11	n/a	<11	n/a	<11	n/a
Other	<11	n/a	<11	n/a	<11	n/a
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	990	100%	<11	n/a	991	100%

²⁹⁰ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

²⁹¹ Down syndrome is included in intellectual disability, representing 7% (69) of participants in SIL.

Table K.12 Participant profile per quarter (participants not in SIL) by primary disability group – Tasmania ²⁹²

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	3,943	34%	95	26%	4,038	34%
Intellectual disability	2,455	21%	36	10%	2,491	21%
Psychosocial disability	946	8%	30	8%	976	8%
Developmental delay	916	8%	116	32%	1,032	9%
Hearing impairment	468	4%	<11	n/a	476	4%
Other neurological	414	4%	12	3%	426	4%
Other physical	364	3%	11	3%	375	3%
Cerebral palsy	356	3%	<11	n/a	360	3%
Acquired brain injury	364	3%	<11	n/a	373	3%
Global developmental delay	228	2%	<11	n/a	235	2%
Visual impairment	189	2%	<11	n/a	193	2%
Multiple sclerosis	330	3%	14	4%	344	3%
Stroke	146	1%	<11	n/a	151	1%
Spinal cord injury	118	1%	<11	n/a	120	1%
Other	191	2%	<11	n/a	197	2%
Other sensory/speech	41	0%	<11	n/a	41	0%
Total	11,469	100%	359	100%	11,828	100%

Table K.13 Participant profile per quarter by reported level of function – Tasmania ²⁹³

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
1 (High Function)	1,153	9%	70	26%	1,223	10%
2 (High Function)	27	0%	<11	n/a	28	0%
3 (High Function)	566	5%	12	4%	578	5%
4 (High Function)	736	6%	15	6%	751	6%
5 (High Function)	851	7%	24	9%	875	7%
6 (Moderate Function)	2,806	23%	69	26%	2,875	23%
7 (Moderate Function)	838	7%	12	4%	850	7%
8 (Moderate Function)	741	6%	<11	n/a	748	6%
9 (Moderate Function)	90	1%	<11	n/a	93	1%
10 (Moderate Function)	1,204	10%	13	5%	1,217	10%
11 (Low Function)	384	3%	<11	n/a	385	3%
12 (Low Function)	1,907	15%	29	11%	1,936	15%
13 (Low Function)	826	7%	<11	n/a	836	7%
14 (Low Function)	222	2%	<11	n/a	224	2%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	102	n/a	92	n/a	194	n/a
Total	12,459	100%	360	100%	12,819	100%

²⁹² Down syndrome is included in intellectual disability, representing 2% (243) of participants not in SIL.

²⁹³ The distributions are calculated excluding participants with a missing reported level of function.

Table K.14 Participant profile per quarter by age group – Tasmania

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
0 to 6	1,567	13%	146	41%	1,713	13%
7 to 14	2,862	23%	64	18%	2,926	23%
15 to 18	1,116	9%	24	7%	1,140	9%
19 to 24	1,344	11%	15	4%	1,359	11%
25 to 34	1,390	11%	15	4%	1,405	11%
35 to 44	1,001	8%	19	5%	1,020	8%
45 to 54	1,235	10%	32	9%	1,267	10%
55 to 64	1,437	12%	43	12%	1,480	12%
65+	507	4%	<11	n/a	509	4%
Total	12,459	100%	360	100%	12,819	100%

Table K.15 Participation rates by age group and gender at 31 December 2022 – Tasmania ²⁹⁴

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	5.2%	2.7%	4.0%
7 to 14	7.1%	3.4%	5.6%
15 to 18	5.3%	2.9%	4.3%
19 to 24	4.4%	2.8%	3.7%
25 to 44	2.1%	1.5%	1.8%
45 to 64	2.0%	1.8%	1.9%
Total (aged 0 to 64)	3.4%	2.1%	2.8%

²⁹⁴ Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

Part Two: Participant and family/carer outcomes

Note: In Tables K.16 to K.20 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5 and R6 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment and sixth reassessment respectively.

Table K.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,142), 'participant social and community engagement rate' (n=1,158), 'parent and carer employment rate' (n=1,037) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=687) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 December 2020 - Tasmania ²⁹⁵

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	10%	13%	14%	26%
Participant employment rate - Aged 25 to 34 years	26%	24%	29%	26%
Participant employment rate - Aged 35 to 44 years	22%	21%	18%	26%
Participant employment rate - Aged 45 to 54 years	19%	17%	19%	26%
Participant employment rate - Aged 55 to 64 years	15%	12%	13%	26%
Participant employment rate - Aged 65+ years	13%	10%	10%	26%
Participant employment rate - Aged 25 to 64 years	19%	17%	18%	26%
Participant employment rate - Aged 15 to 64 years	17%	16%	17%	26%
Participant social and community engagement rate - Aged 15 to 24 years	23%	26%	24%	46%
Participant social and community engagement rate - Aged 25 to 34 years	28%	30%	30%	46%
Participant social and community engagement rate - Aged 35 to 44 years	29%	34%	31%	46%
Participant social and community engagement rate - Aged 45 to 54 years	31%	28%	31%	46%
Participant social and community engagement rate - Aged 55 to 64 years	29%	32%	34%	46%
Participant social and community engagement rate - Aged 65+ years	25%	33%	31%	46%
Participant social and community engagement rate - Aged 25+ years	29%	31%	32%	46%
Participant social and community engagement rate - Aged 15+ years	28%	30%	30%	46%
Parent and carer employment rate - Aged 0 to 14 years	39%	43%	43%	50%
Parent and carer employment rate - Aged 15+ years	38%	41%	37%	50%
Parent and carer employment rate - All ages	39%	42%	41%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	49%	57%	75%
Participant Choice and Control - Aged 25+ years	n/a	75%	77%	75%
Participant Choice and Control - Aged 15+ years	n/a	69%	72%	75%

²⁹⁵ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2020 and have had a second plan reassessment to date.

Table K.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=780), 'participant social and community engagement rate' (n=787), 'parent and carer employment rate' (n=609) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=528) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 December 2019 - Tasmania ²⁹⁶

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	5%	7%	11%	14%	26%
Participant employment rate - Aged 25 to 34 years	25%	28%	13%	25%	26%
Participant employment rate - Aged 35 to 44 years	31%	33%	20%	29%	26%
Participant employment rate - Aged 45 to 54 years	27%	30%	24%	20%	26%
Participant employment rate - Aged 55 to 64 years	17%	21%	13%	14%	26%
Participant employment rate - Aged 65+ years	8%	0%	5%	8%	26%
Participant employment rate - Aged 25 to 64 years	24%	28%	18%	21%	26%
Participant employment rate - Aged 15 to 64 years	19%	21%	15%	19%	26%
Participant social and community engagement rate - Aged 15 to 24 years	28%	29%	30%	33%	46%
Participant social and community engagement rate - Aged 25 to 34 years	28%	34%	29%	32%	46%
Participant social and community engagement rate - Aged 35 to 44 years	34%	38%	46%	43%	46%
Participant social and community engagement rate - Aged 45 to 54 years	34%	40%	39%	42%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	43%	39%	42%	46%
Participant social and community engagement rate - Aged 65+ years	34%	32%	40%	38%	46%
Participant social and community engagement rate - Aged 25+ years	34%	39%	40%	41%	46%
Participant social and community engagement rate - Aged 15+ years	32%	36%	36%	39%	46%
Parent and carer employment rate - Aged 0 to 14 years	36%	38%	38%	41%	50%
Parent and carer employment rate - Aged 15+ years	38%	43%	37%	40%	50%
Parent and carer employment rate - All ages	37%	40%	37%	41%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	56%	61%	61%	75%
Participant Choice and Control - Aged 25+ years	n/a	78%	81%	85%	75%
Participant Choice and Control - Aged 15+ years	n/a	72%	73%	78%	75%

²⁹⁶ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a third plan reassessment to date.

Table K.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=422), 'participant social and community engagement rate' (n=422), 'parent and carer employment rate' (n=277) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=330) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 December 2018 - Tasmania ²⁹⁷

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	3%	7%	8%	12%	19%	26%
Participant employment rate - Aged 25 to 34 years	36%	35%	36%	22%	27%	26%
Participant employment rate - Aged 35 to 44 years	23%	26%	21%	36%	21%	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	21%	19%	19%	13%	9%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	25%	25%	24%	20%	18%	26%
Participant employment rate - Aged 15 to 64 years	17%	19%	17%	16%	18%	26%
Participant social and community engagement rate - Aged 15 to 24 years	23%	28%	28%	27%	31%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	39%	36%	30%	37%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	37%	28%	41%	40%	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	43%	48%	42%	41%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	36%	38%	36%	38%	39%	46%
Participant social and community engagement rate - Aged 15+ years	32%	34%	33%	33%	36%	46%
Parent and carer employment rate - Aged 0 to 14 years	45%	44%	48%	45%	46%	50%
Parent and carer employment rate - Aged 15+ years	51%	51%	51%	63%	53%	50%
Parent and carer employment rate - All ages	48%	48%	49%	55%	50%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	52%	63%	65%	67%	75%
Participant Choice and Control - Aged 25+ years	n/a	80%	77%	86%	83%	75%
Participant Choice and Control - Aged 15+ years	n/a	67%	69%	73%	75%	75%

²⁹⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a fourth plan reassessment to date.

Table K.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=156), 'participant social and community engagement rate' (n=156), 'parent and carer employment rate' (n=99) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=155) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 December 2017 - Tasmania ²⁹⁸

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	8%	7%	7%	18%	28%	25%	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 15 to 64 years	18%	17%	17%	23%	22%	25%	26%
Participant social and community engagement rate - Aged 15 to 24 years	30%	31%	36%	37%	32%	32%	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 15+ years	33%	31%	34%	40%	36%	34%	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	42%	48%	57%	51%	40%	53%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	45%	51%	54%	56%	65%	75%
Participant Choice and Control - Aged 25+ years	n/a	n/a	n/a	n/a	n/a	n/a	75%
Participant Choice and Control - Aged 15+ years	n/a	49%	56%	58%	61%	69%	75%

²⁹⁸ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a fifth plan reassessment to date.

Table K.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=37), 'participant social and community engagement rate' (n=39), 'parent and carer employment rate' (n=22) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=38) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 31 December 2016 - Tasmania ²⁹⁹

Age group	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 15 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	65%	63%	72%	65%	71%	75%
Participant Choice and Control - Aged 25+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	75%
Participant Choice and Control - Aged 15+ years	n/a	66%	69%	62%	70%	68%	73%	75%

²⁹⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a sixth plan reassessment to date.

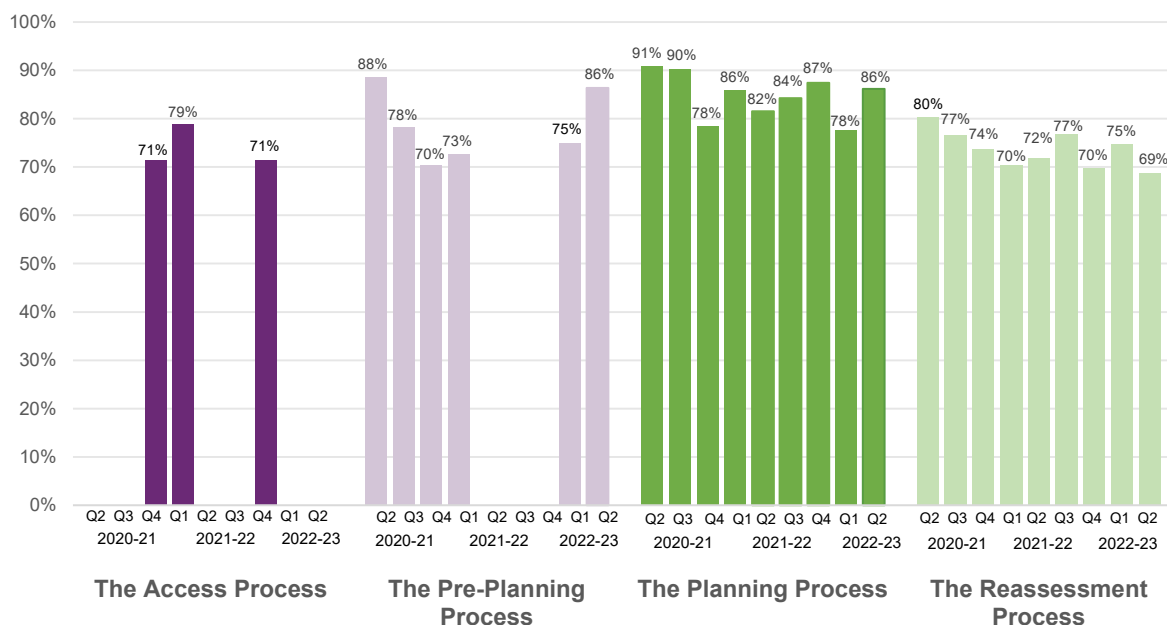
Part Three: Participant experience

Table K.21 Proportion of participants who agreed with statements about 'Access' (n = 154 in Prior Quarters, n = 17 in 2022-23 Q2), 'Pre-planning' (n = 180 in Prior Quarters, n = 22 in 2022-23 Q2), 'Planning' (n = 1,013 in Prior Quarters, n = 94 in 2022-23 Q2) and 'Plan reassessment' (n = 3,309 in Prior Quarters, n = 341 in 2022-23 Q2) of NDIS journey in 2022-23 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Tasmania ³⁰⁰

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2022-23 Q2
Access - Are you happy with how coming into the NDIS has gone?	84%	n/a
Access - Was the person from the NDIS respectful?	95%	n/a
Access - Do you understand what will happen next with your plan?	75%	n/a
Access - % of participants rating their overall experience as Very Good or Good.	76%	n/a
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	86%	77%
Pre-planning - Did you understand why you needed to give the information you did?	95%	95%
Pre-planning - Were decisions about your plan clearly explained?	78%	73%
Pre-planning - Are you clear on what happens next with your plan?	64%	59%
Pre-planning - Do you know where to go for more help with your plan?	72%	73%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	77%	86%
Planning - Did the person from the NDIS understand how your disability affects your life?	91%	84%
Planning - Did you understand why you needed to give the information you did?	97%	100%
Planning - Were decisions about your plan clearly explained?	86%	88%
Planning - Are you clear on what happens next with your plan?	82%	79%
Planning - Do you know where to go for more help with your plan?	90%	88%
Planning - % of participants rating their overall experience as Very Good or Good.	85%	86%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	82%	75%
Plan reassessment - Did you feel prepared for your plan reassessment?	84%	76%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	86%	83%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	74%	69%

³⁰⁰ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure K.1 Trend of satisfaction across the pathway (% Very Good/Good) – Tasmania ³⁰¹ ³⁰²



The tables in part three summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q2. The charts show trends in complaints based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

Records are allocated to state/territory based on the residing address of the participant or potential participant recorded as the source of the complaint. It is not possible to allocate complaints made by providers or other parties to a state/territory. Therefore, the results in this section only include complaints made by people who have submitted an access request.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table K.22 shows the number of complaints in 2022-23 Q2 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile 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. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Table K.23 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

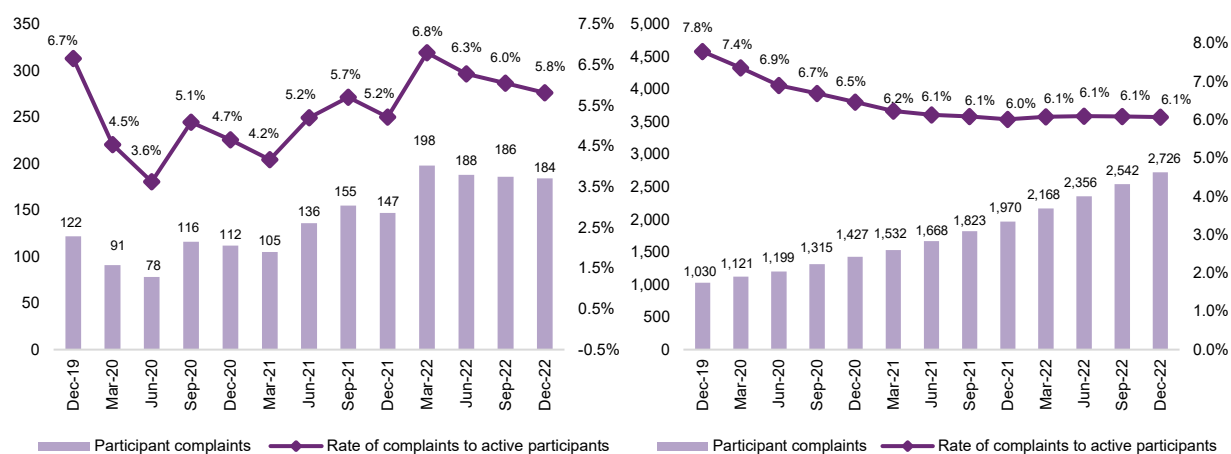
³⁰¹ Participant satisfaction results for prior quarters have been restated using data as at 31 December 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

³⁰² Participant satisfaction results are not shown if there is insufficient data in the group.

Table K.22 Complaints by quarter – Tasmania ^{303 304}

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q2	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	<11	<11	<11	<11
People who have submitted an access request: Complaint about LAC Partner	25	<11	27	25
People who have submitted an access request: Complaints about service providers	159	11	170	142
People who have submitted an access request: Complaints about the Agency	2,048	128	2,176	1,240
People who have submitted an access request: Critical/ Reportable Incident	262	43	305	243
People who have submitted an access request: Unclassified	39	<11	39	35
People who have submitted an access request: Total	2,542	184	2,726	1,517
<i>Percentage of the number of active participants</i>	<i>6.1%</i>	<i>5.8%</i>	<i>6.1%</i>	<i>n/a</i>

Figure K.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Tasmania



³⁰³ Note that 64% of all complainants made only one complaint, 18% made two complaints and 18% made three or more complaints.

³⁰⁴ Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

Table K.23 Participant complaints by type. Complaints with a related party who has submitted an access request – Tasmania ³⁰⁵

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	83	4%	<11	n/a	83	4%
Complaints about the Agency - Information unclear	42	2%	<11	n/a	42	2%
Complaints about the Agency - NDIA Access	53	3%	<11	n/a	60	3%
Complaints about the Agency - NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Finance	102	5%	14	11%	116	5%
Complaints about the Agency - NDIA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Plan	403	20%	63	49%	466	21%
Complaints about the Agency - NDIA Process	141	7%	15	12%	156	7%
Complaints about the Agency - NDIA Resources	16	1%	<11	n/a	18	1%
Complaints about the Agency - NDIA Staff	89	4%	<11	n/a	95	4%
Complaints about the Agency - NDIA Timeliness	299	15%	19	15%	318	15%
Complaints about the Agency - Participation, engagement and inclusion	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Provider Portal	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Quality & Safeguards Commission	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Reasonable and necessary supports	79	4%	<11	n/a	79	4%
Complaints about the Agency - Staff conduct - Agency	45	2%	<11	n/a	45	2%
Complaints about the Agency - The way the NDIA carried out its decision making	70	3%	<11	n/a	71	3%
Complaints about the Agency - Timeliness	291	14%	<11	n/a	291	13%
Complaints about the Agency - Other	315	15%	<11	n/a	316	15%
Complaints about the Agency - Total	2,048	100%	128	100%	2,176	100%
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Process	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Process	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	11	44%	<11	n/a	13	48%
Complaints about LAC Partner - LAC Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	25	100%	<11	n/a	27	100%
Complaints about service providers - Provider costs	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider Finance	<11	n/a	<11	n/a	<11	n/a

³⁰⁵ There are 2,542 total participant complaints in Prior Quarters, 184 total participant complaints in 2022-23 Q2, and 2,726 total participant complaints as at 31 December 2022, including 39 unclassified participant complaints as at 31 December 2022.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Fraud and Compliance	14	9%	<11	n/a	15	9%
Complaints about service providers - Provider process	13	8%	<11	n/a	13	8%
Complaints about service providers - Provider Service	41	26%	<11	n/a	45	26%
Complaints about service providers - Provider Staff	<11	n/a	<11	n/a	12	7%
Complaints about service providers - Service Delivery	20	13%	<11	n/a	21	12%
Complaints about service providers - Staff conduct	16	10%	<11	n/a	17	10%
Complaints about service providers - Supports being provided	14	9%	<11	n/a	14	8%
Complaints about service providers - Other	22	14%	<11	n/a	22	13%
Complaints about service providers - Total	159	100%	11	100%	170	100%
Critical/ Reportable Incident - Allegations against a provider	58	22%	<11	n/a	67	22%
Critical/ Reportable Incident - Allegations against Informal Supports	32	12%	<11	n/a	42	14%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	43	16%	<11	n/a	51	17%
Critical/ Reportable Incident - Provider reporting	129	49%	16	37%	145	48%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Total	262	100%	43	100%	305	100%

Table K.24 AAT Cases by category at 31 December 2022 – Tasmania

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Access	39	18%	<11	n/a	43	18%
Plan	157	73%	12	60%	169	72%
Plan Reassessment	11	5%	<11	n/a	11	5%
Other	<11	n/a	<11	n/a	13	6%
Total cases	216	100%	20	100%	236	100%
Percentage of the number of active participants	0.52%	n/a	0.63%	n/a	0.53%	n/a

Figure K.3 Number and proportion of AAT cases over time cumulatively – Tasmania ³⁰⁶

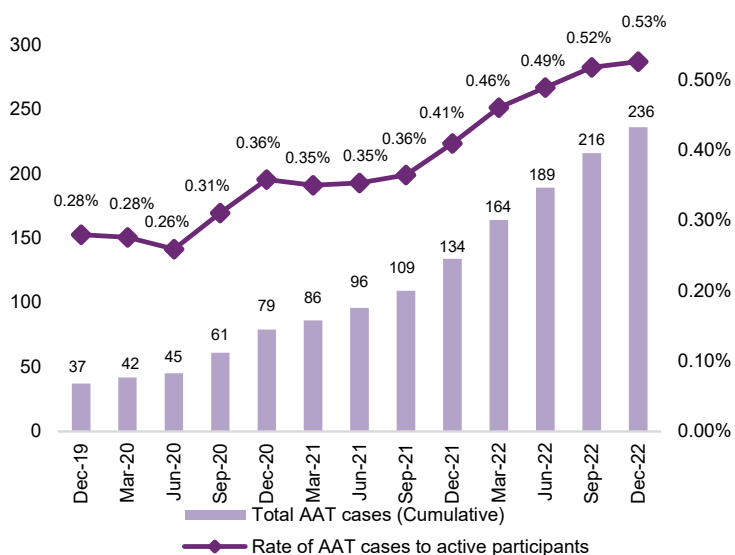


Table K.25 AAT cases by open/closed and decision – Tasmania ^{307 308}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	236	230
Open AAT Cases	65	65
Closed AAT Cases	171	167
<i>Resolved before hearing</i>	<i>168</i>	<i>164</i>
<i>Gone to hearing and received a substantive decision</i>	<i><11</i>	<i><11</i>

³⁰⁶ There are insufficient numbers to show the incremental count of AAT cases.

³⁰⁷ The numbers of AAT cases that went to hearing and received a substantive decision for Tasmania are not shown due to insufficient numbers.

³⁰⁸ The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency’s decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency’s decision, or send the case back to the Agency with considerations to be taken when making a new decision.

Part Four: Providers and the growing market

Table K.26 Key markets indicators by quarter – Tasmania ^{309 310}

Market indicators	Previous Quarter	2022-23 Q2
Average number of active providers per active participant	1.41	1.38
Number of providers delivering new types of supports	85	95
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	86%	86%
Share of payments - top 25%: Therapeutic Supports (Percentage)	94%	94%
Share of payments - top 25%: Participate Community (Percentage)	89%	89%
Share of payments - top 25%: Early Childhood Supports (Percentage)	91%	93%
Share of payments - top 25%: Assist Personal Activities (Percentage)	90%	90%

Table K.27 Cumulative number of providers that have been ever active as at 31 December 2022 by quarter of activity – Tasmania ³¹¹

Activity	Number of providers
Active for the first time in 2022-23 Q2	36
Active in 2022-23 Q2 and also in previous quarters	486
Active in 2022-23 Q2	522
Inactive in 2022-23 Q2	1,133
Active ever	1,655

Table K.28 Distribution of active providers in 2022-23 Q2 by their status in 2022-23 Q1 and payment band in 2022-23 Q2 – Tasmania ³¹²

Amount paid in 2022-23 Q2	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	101	21	22	144
\$2,001-\$10,000	106	9	6	121
\$10,001-\$100,000	127	<5	<5	133
\$100,001-\$250,000	47	<5	<5	48
\$250,000+	75	<5	<5	76
Total	456	32	387	522

Table K.29 Proportion of active participants with approved plans accessing mainstream supports – Tasmania ³¹³

Mainstream service	Prior Quarters	2022-23 Q2	Total
Daily Activities	14%	13%	14%
Health & Wellbeing	66%	63%	66%
Lifelong Learning	24%	20%	24%
Other	27%	24%	27%
Non-categorised	16%	13%	16%
Any mainstream service	95%	86%	94%

³⁰⁹ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

³¹⁰ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

³¹¹ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

³¹² Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

³¹³ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Note: In Figures K.4 to K.12 and Table K.30, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2022. Average payments are derived from total payments paid over the 12 months to 31 December 2022, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Table K.30 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q2 – Tasmania

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	2.7%	3.0%
\$5,001-\$10,000	6.0%	6.5%
\$10,001-\$15,000	9.7%	10.5%
\$15,001-\$20,000	11.6%	12.6%
\$20,001-\$25,000	9.3%	10.1%
\$25,001-\$30,000	5.5%	6.0%
\$30,001-\$50,000	15.4%	16.6%
\$50,001-\$100,000	17.3%	18.7%
\$100,001-\$150,000	6.8%	7.4%
\$150,001-\$200,000	3.2%	3.2%
\$200,001-\$250,000	2.1%	1.6%
\$250,001+	9.3%	2.8%

Figure K.4 Average annualised committed supports and average payments by age group as at 31 December 2022 – Tasmania

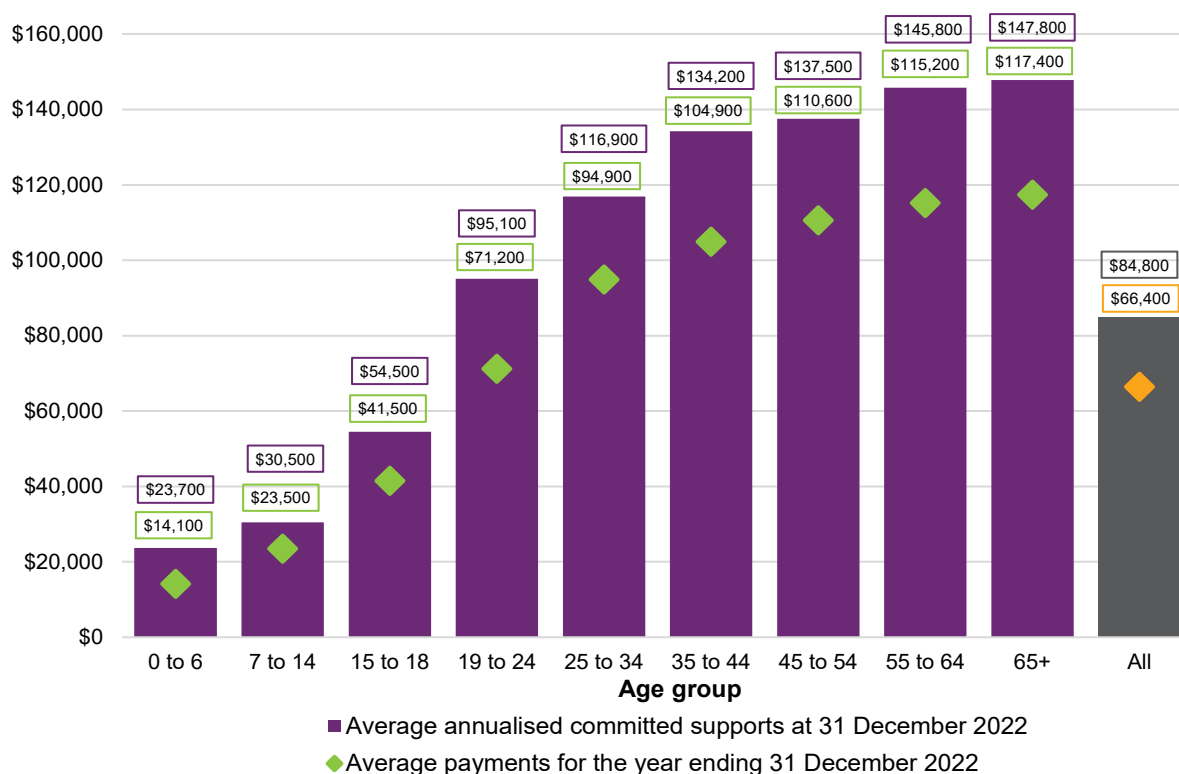


Figure K.5 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2022 – Tasmania

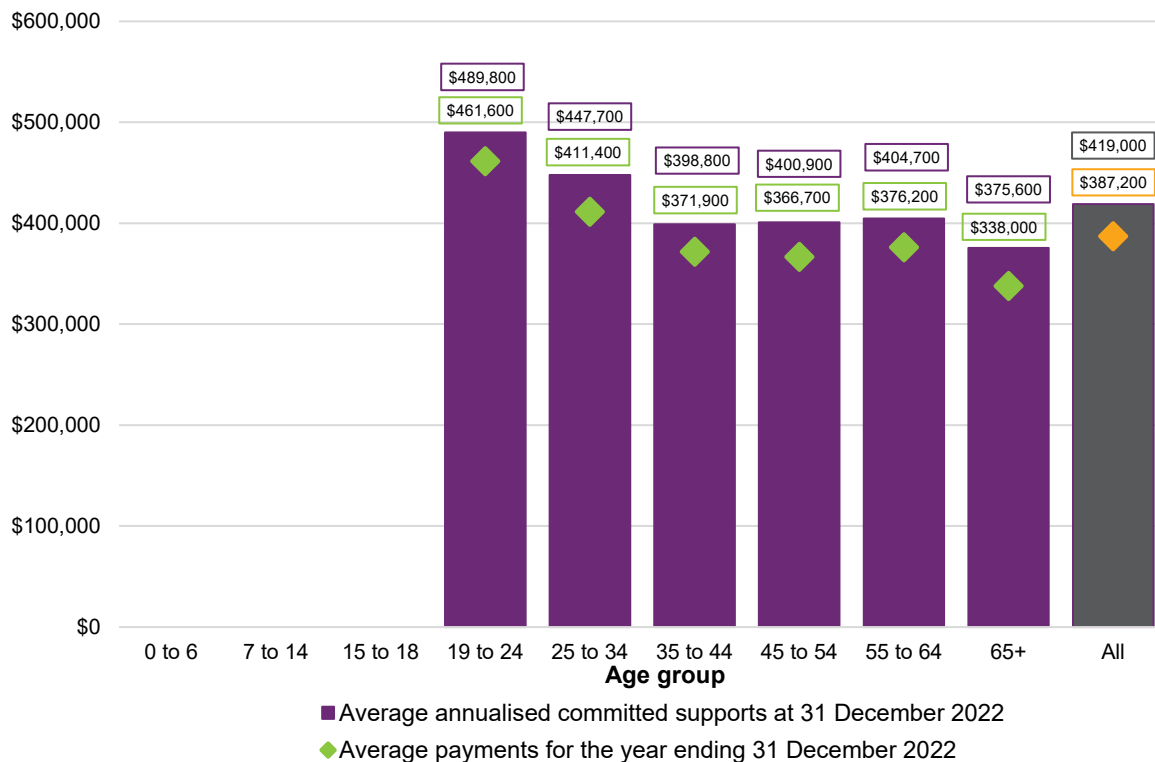


Figure K.6 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2022 – Tasmania

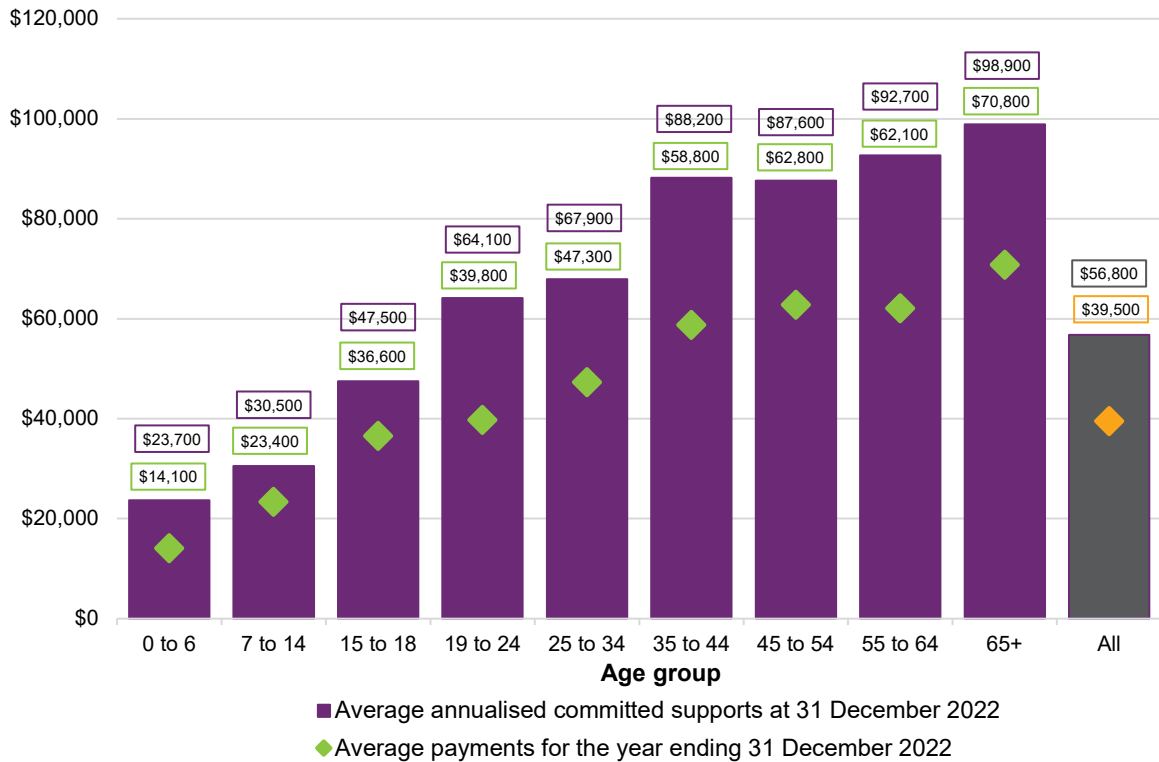


Figure K.7 Average annualised committed supports and average payments by primary disability group as at 31 December 2022 – Tasmania

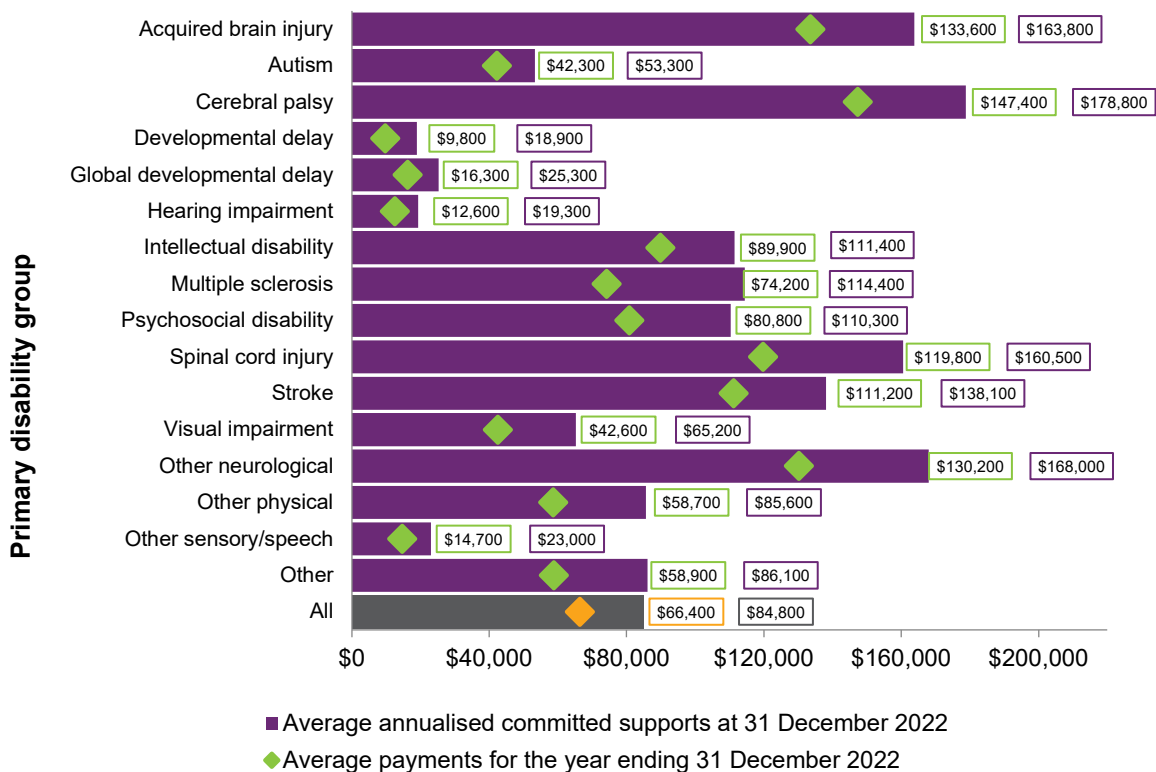


Figure K.8 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 December 2022 – Tasmania

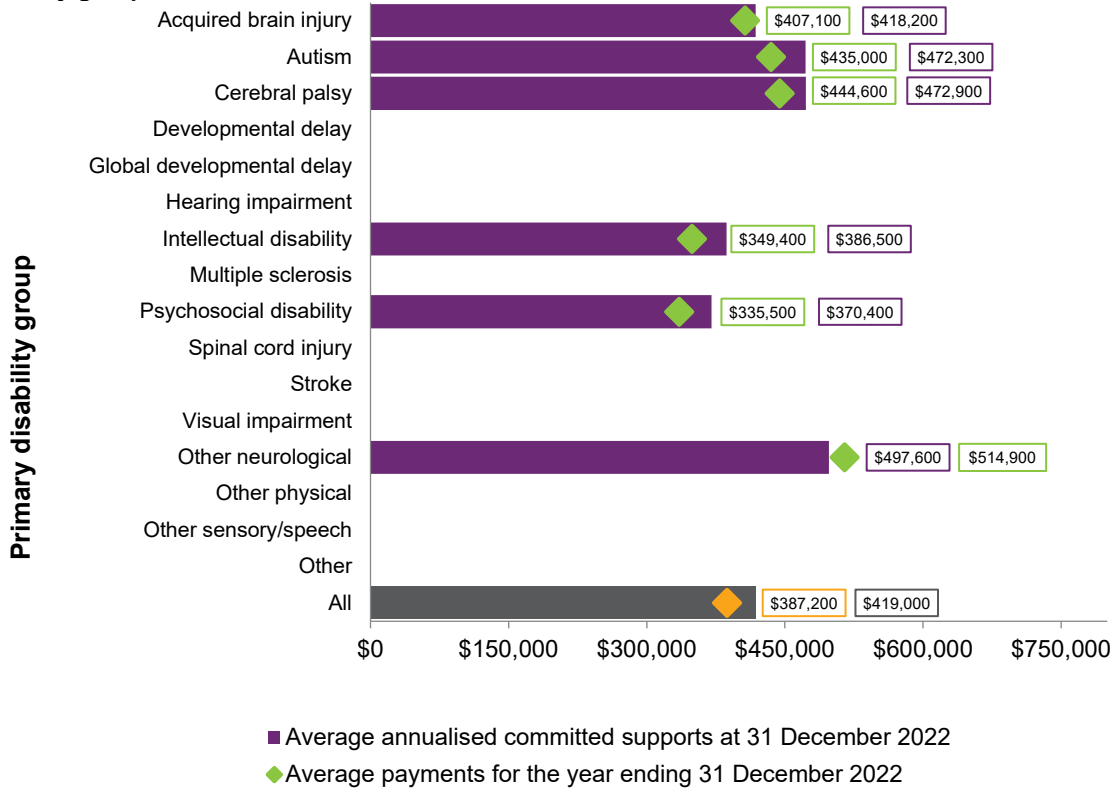


Figure K.9 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 December 2022 – Tasmania

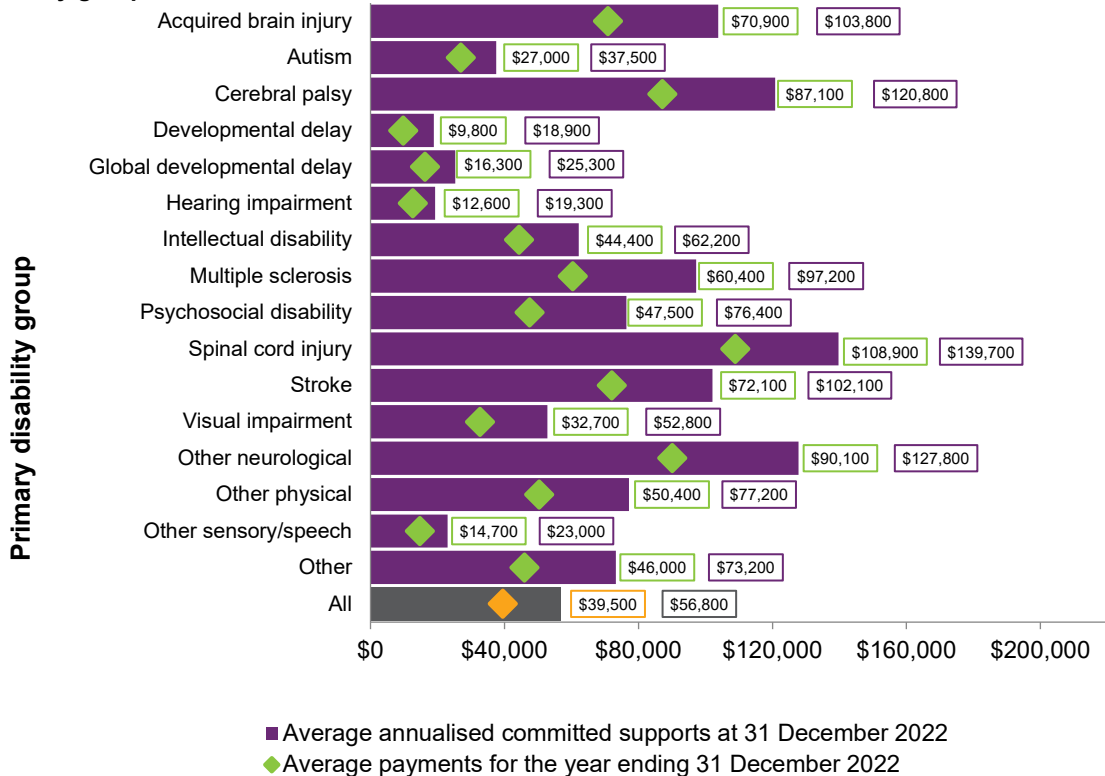


Figure K.10 Average annualised committed supports and average payments by reported level of function as at 31 December 2022 – Tasmania

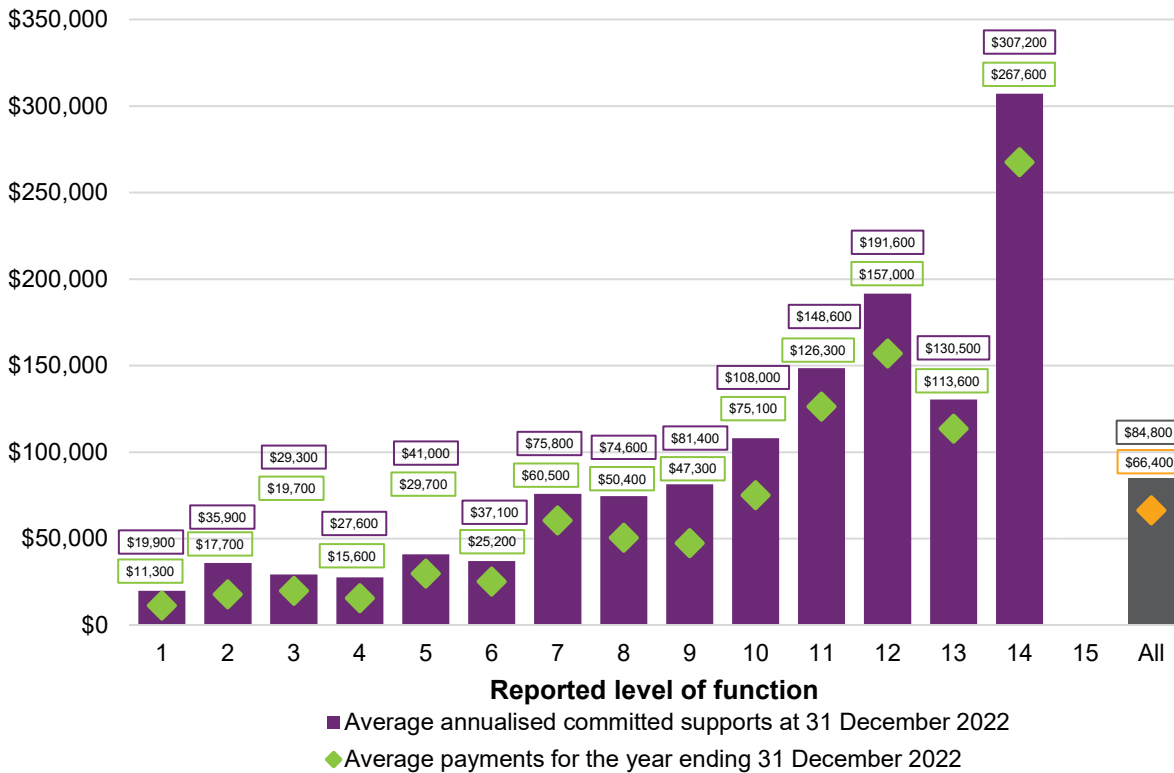


Figure K.11 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2022 – Tasmania

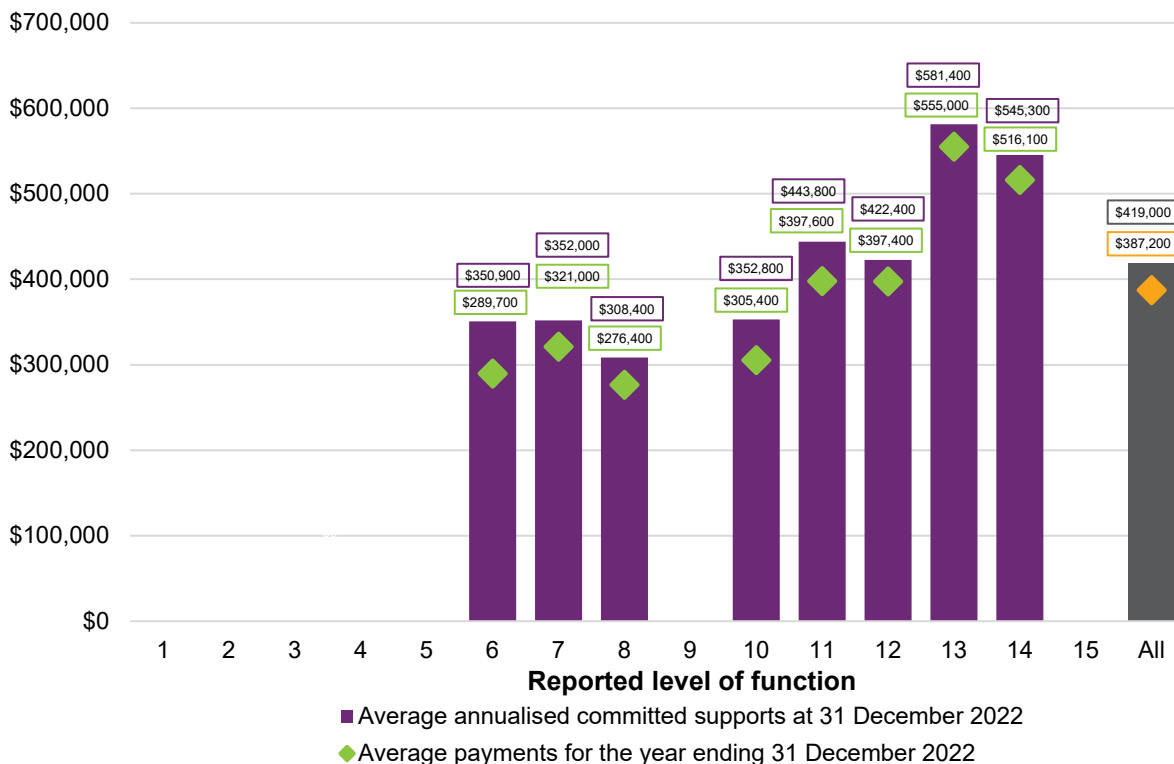


Figure K.12 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2022 – Tasmania

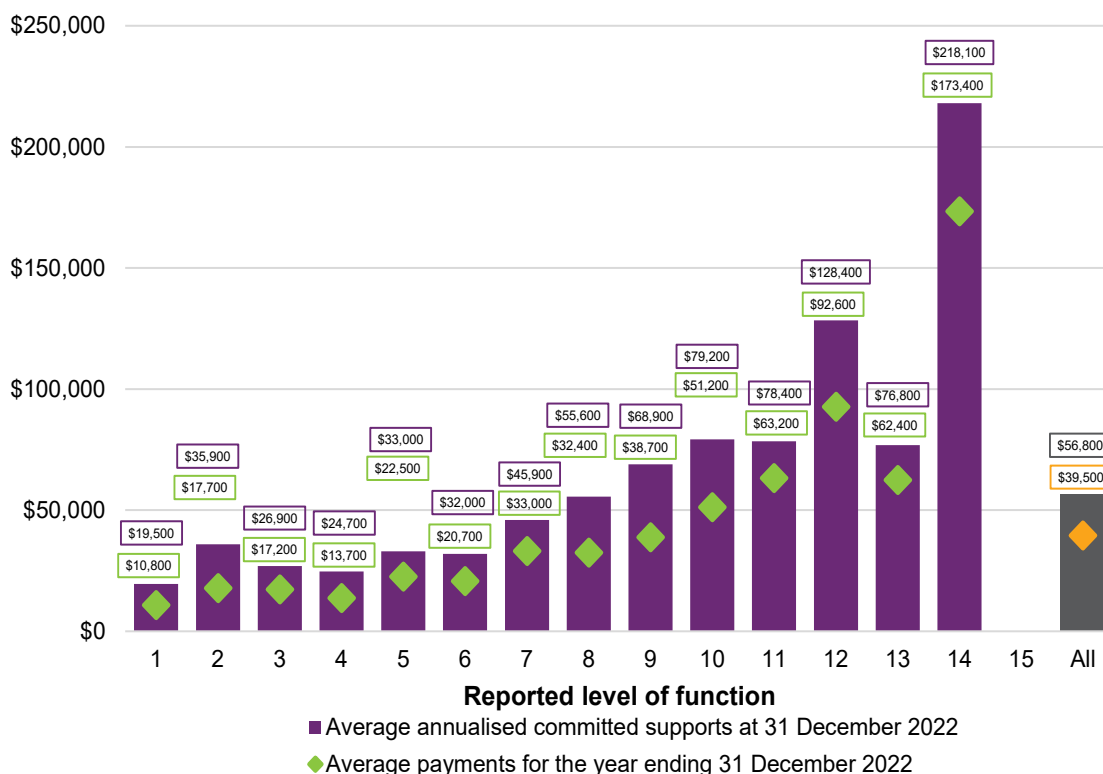


Table K.31 Total annualised committed supports and total payments by support category as at 31 December 2022 (\$m) – Tasmania ^{314 315}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$468.9	\$537.9
Core: Consumables	\$13.0	\$18.2
Core: Social and Civic	\$174.8	\$256.0
Core: Transport	\$13.0	\$12.9
Capacity Building: Choice and Control	\$10.9	\$12.3
Capacity Building: Daily Activities	\$62.7	\$131.8
Capacity Building: Employment	\$2.5	\$7.8
Capacity Building: Health and Wellbeing	\$1.0	\$2.7
Capacity Building: Home Living	\$0.01	\$0.09
Capacity Building: Lifelong learning	\$0.01	\$0.01
Capacity Building: Relationships	\$11.2	\$20.7
Capacity Building: Social and Civic	\$5.5	\$14.7
Capacity Building: Support Coordination	\$20.9	\$27.8
Capital: Assistive Technology	\$14.2	\$30.1
Capital: Home Modifications	\$7.4	\$12.7
All	\$806.2	\$1,087.5

³¹⁴ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

³¹⁵ Total payments for home modifications in Tasmania were \$7.4m. Of which, \$3.6m (48%) has been paid for specialised disability accommodation (SDA) supports, and \$3.9m (52%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.2m processed off-system in June 2022. Total annualised committed supports for home modifications in Tasmania were \$12.7m. Of which, \$6.3m (49%) has been allocated for specialised disability accommodation (SDA) supports, and \$6.5m (51%) has been allocated for non-SDA supports.

Table K.32 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2022 (\$m) – Tasmania ^{316 317}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$275.2	\$290.4
Core: Consumables	\$2.0	\$2.7
Core: Social and Civic	\$62.9	\$82.2
Core: Transport	\$1.8	\$2.6
Capacity Building: Choice and Control	\$0.9	\$1.0
Capacity Building: Daily Activities	\$6.0	\$10.9
Capacity Building: Employment	\$0.1	\$0.3
Capacity Building: Health and Wellbeing	\$0.1	\$0.2
Capacity Building: Home Living	\$0.0	\$0.0
Capacity Building: Lifelong learning	\$0.0	\$0.0
Capacity Building: Relationships	\$5.4	\$9.6
Capacity Building: Social and Civic	\$0.4	\$0.6
Capacity Building: Support Coordination	\$4.4	\$5.3
Capital: Assistive Technology	\$1.7	\$3.5
Capital: Home Modifications	\$3.2	\$5.6
All	\$364.2	\$415.3

Table K.33 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2022 (\$m) – Tasmania ^{318 319}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$193.7	\$247.5
Core: Consumables	\$11.0	\$15.5
Core: Social and Civic	\$112.0	\$173.8
Core: Transport	\$11.2	\$10.3
Capacity Building: Choice and Control	\$10.0	\$11.3
Capacity Building: Daily Activities	\$56.7	\$121.0
Capacity Building: Employment	\$2.4	\$7.5
Capacity Building: Health and Wellbeing	\$0.9	\$2.5
Capacity Building: Home Living	\$0.01	\$0.09
Capacity Building: Lifelong learning	\$0.01	\$0.01
Capacity Building: Relationships	\$5.8	\$11.1
Capacity Building: Social and Civic	\$5.2	\$14.0
Capacity Building: Support Coordination	\$16.5	\$22.5
Capital: Assistive Technology	\$12.4	\$26.6
Capital: Home Modifications	\$4.2	\$7.1
All	\$442.1	\$672.2

³¹⁶ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

³¹⁷ Total payments for home modifications in Tasmania were \$3.18m. Of which, \$3.11m (98%) has been paid for specialised disability accommodation (SDA) supports, and \$0.07m (2%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.2m processed off-system in June 2022. Total annualised committed supports for home modifications in Tasmania were \$5.6m. Of which, \$5.4m (94.9%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.3m (5.1%) has been allocated for non-SDA supports.

³¹⁸ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

³¹⁹ Total payments for home modifications in Tasmania were \$4.2m. Of which, \$0.4m (10%) has been paid for specialised disability accommodation (SDA) supports, and \$3.8m (90%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.03m processed off-system in June 2022. Total annualised committed supports for home modifications in Tasmania were \$7.1m. Of which, \$0.9m (13%) has been allocated for specialised disability accommodation (SDA) supports, and \$6.2m (87%) has been allocated for non-SDA supports.

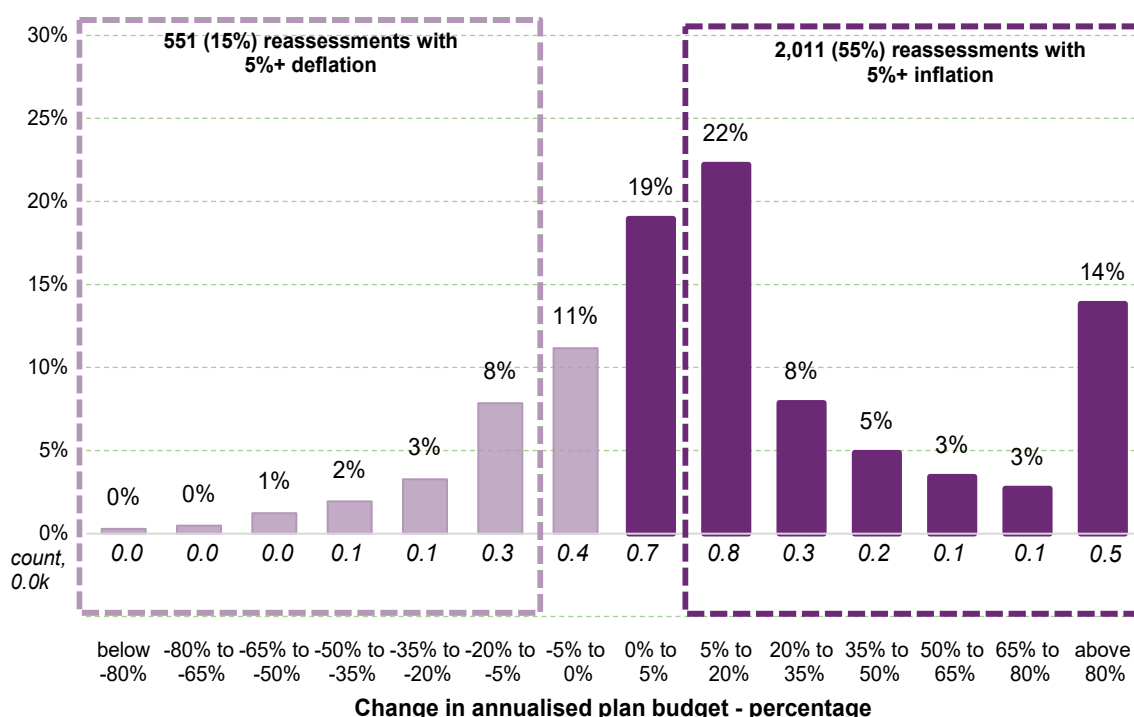
Table K.34 Payments by financial year in which support was provided, compared to committed supports (\$m) – Tasmania ³²⁰

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	17.4	50.5	65.8	100.7	190.4	401.8	662.4	847.4	963.8	550.5
Total Paid	9.7	35.9	48.2	78.0	154.2	297.3	478.6	632.9	757.9	387.5
% utilised to date	56%	71%	73%	77%	81%	74%	72%	75%	79%	70%

Table K.35 Percentage change in plan budgets for active participants – Tasmania ^{321 322}

Inflation type	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Intraplan Inflation	3.7%	6.1%	5.5%	7.1%	5.7%	7.8%	9.8%	6.6%
Interplan Inflation	1.8%	-2.3%	3.6%	4.2%	1.1%	2.6%	11.7%	8.3%
Total Inflation	5.5%	3.8%	9.1%	11.4%	6.8%	10.4%	21.5%	14.9%

Figure K.13 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 December 2022) - all participants – Tasmania ³²³



³²⁰ The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

³²¹ The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July 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 2022, which impacts the September 2022 quarter.

³²² Rescaling adjustments have been applied to how the total inflation is split into inflation at plan reassessment and inflation within a plan. This has resulted in small one-off changes in historical values, the overall total inflation has not changed.

³²³ 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.

Appendix L:

Australian Capital Territory

Part One: Participants and their plans

Table L.1 Active participants by quarter of entry, plan and entry type – Australian Capital Territory ³²⁴

Participant breakdown	Prior Quarters	2022-23 Q2	Total
Access decisions	13,411	355	13,766
Active Eligible - Total	9,627	275	9,902
<i>Active Eligible - New</i>	6,893	267	7,160
<i>Active Eligible - State</i>	2,425	<11	2,430
<i>Active Eligible - Commonwealth</i>	309	<11	312
Active Participant Plans (excl ECA) - Total	9,505	288	9,793
<i>Active Participant Plans (excl ECA) - New</i>	6,773	284	7,057
<i>Active Participant Plans (excl ECA) - State</i>	2,423	<11	2,425
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	309	<11	311
Active Participant Plans - Total	9,695	487	9,992
<i>Active Participant Plans - Early Intervention (s25)</i>	3,349	172	3,521
<i>Active Participant Plans - Permanent Disability (s24)</i>	6,156	116	6,272
<i>Active Participant Plans - ECA</i>	190	199	199

Table L.2 People who have left the Scheme since 1 July 2013 as at 31 December 2022 – Australian Capital Territory

People leaving the Scheme	Total
Number of people who have left the Scheme	1,434
<i>Early Intervention participants</i>	803
<i>Permanent disability participants</i>	631

Table L.3 Assessment of access by age group and gender – Australian Capital Territory

Age Group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
0 to 6	2,596	95%	1,050	93%	27	93%	3,673	95%
7 to 14	1,466	85%	724	82%	31	84%	2,221	84%
15 to 18	430	88%	254	82%	17	100%	701	86%
19 to 24	279	88%	224	77%	15	88%	518	83%
25 to 34	429	85%	394	77%	15	71%	838	80%
35 to 44	493	79%	478	73%	<11	n/a	981	76%
45 to 54	545	82%	539	71%	14	70%	1,098	76%
55 to 64	630	76%	736	70%	<11	n/a	1,374	73%
65+	35	57%	37	48%	<11	n/a	73	53%
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
Total	6,903	87%	4,436	78%	138	80%	11,477	83%

³²⁴ The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

Table L.4 Assessment of access by primary disability group and gender – Australian Capital Territory³²⁵

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	181	93%	80	95%	<11	n/a	263	94%
Autism	2,417	97%	996	96%	68	100%	3,481	97%
Cerebral palsy	180	96%	142	93%	<11	n/a	322	95%
Developmental delay	1,023	94%	430	93%	<11	n/a	1,461	94%
Global developmental delay	151	98%	52	98%	<11	n/a	204	98%
Hearing impairment	216	86%	262	83%	<11	n/a	485	84%
Intellectual disability	908	96%	687	95%	<11	n/a	1,605	96%
Multiple sclerosis	57	92%	180	91%	<11	n/a	241	91%
Psychosocial disability	674	72%	599	64%	20	71%	1,293	68%
Spinal cord injury	68	94%	26	93%	<11	n/a	95	93%
Stroke	83	87%	73	90%	<11	n/a	158	89%
Visual impairment	101	90%	96	93%	<11	n/a	198	92%
Other neurological	292	80%	227	75%	<11	n/a	523	77%
Other physical	266	56%	408	51%	<11	n/a	683	53%
Other sensory/speech	189	59%	75	56%	<11	n/a	264	58%
Other	78	53%	85	41%	<11	n/a	163	45%
Missing	19	33%	18	42%	<11	n/a	38	38%
Total	6,903	87%	4,436	78%	138	80%	11,477	83%

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred percent.

Table L.5 Participant profile per quarter by participants identifying as First Nations Peoples – Australian Capital Territory

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
First Nations Participants	420	4%	15	5%	435	4%
Non-First Nations Participants	7,811	82%	251	87%	8,062	82%
Not Stated	1,274	13%	22	8%	1,296	13%
Total	9,505	100%	288	100%	9,793	100%

Table L.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Australian Capital Territory³²⁶

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	975	10%	18	6%	993	10%
Not culturally and linguistically diverse	8,465	89%	270	94%	8,735	89%
Not stated	65	1%	<11	n/a	65	1%
Total	9,505	100%	288	100%	9,793	100%

³²⁵ Down syndrome is included in intellectual disability.

³²⁶ The number of CALD participants excludes participants who identify as First Nations Peoples from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

Table L.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2022 – Australian Capital Territory ^{327 328}

Age group	Total number of active participants
Under 45	<11
45 to 54	<11
55 to 64	<11
Total YPIRAC (under 65)	<11

Table L.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Australian Capital Territory ³²⁹

Participants in residential aged care (under 65)	Incremental	Cumulative
Dec-19	-1	18
Mar-20	-2	16
Jun-20	-1	15
Sep-20	-3	12
Dec-20	-2	10
Mar-21	1	11
Jun-21	0	11
Sep-21	-1	10
Dec-21	0	10
Mar-22	0	10
Jun-22	-2	8
Sep-22	-1	7
Dec-22	0	7

Table L.9 Participant profile per quarter by remoteness – Australian Capital Territory ^{330 331}

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Major cities	9,493	100%	288	100%	9,781	100%
Population > 50,000	11	0%	<11	n/a	11	0%
Population between 15,000 and 50,000	<11	n/a	<11	n/a	<11	n/a
Population between 5,000 and 15,000	<11	n/a	<11	n/a	<11	n/a
Population less than 5,000	<11	n/a	<11	n/a	<11	n/a
Remote	<11	n/a	<11	n/a	<11	n/a
Very Remote	<11	n/a	<11	n/a	<11	n/a
Missing	<11	n/a	<11	n/a	<11	n/a
Total	9,505	100%	288	100%	9,793	100%

³²⁷ The age breakdown of YPIRAC participants in ACT cannot be reported due to small numbers in some age groups.

³²⁸ There are a further 26 active participants aged 65 years or over who are currently in residential aged care.

³²⁹ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. There are insufficient numbers to show the incremental and cumulative count of active participants in residential aged care for the December 2020 quarter and after the June 2021 quarter.

³³⁰ The distributions are calculated excluding active participants with a missing remoteness classification.

³³¹ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

Table L.10 Participant profile per quarter by primary disability group – Australian Capital Territory ^{332 333 334}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	3,279	34%	107	37%	3,386	35%
Intellectual disability	1,477	16%	13	5%	1,490	15%
Psychosocial disability	1,130	12%	17	6%	1,147	12%
Developmental delay	793	8%	101	35%	894	9%
Hearing impairment	437	5%	<11	n/a	442	5%
Other neurological	392	4%	<11	n/a	400	4%
Other physical	531	6%	<11	n/a	535	5%
Cerebral palsy	297	3%	<11	n/a	297	3%
Acquired brain injury	220	2%	<11	n/a	225	2%
Global developmental delay	144	2%	12	4%	156	2%
Visual impairment	180	2%	<11	n/a	180	2%
Multiple sclerosis	216	2%	<11	n/a	223	2%
Stroke	140	1%	<11	n/a	141	1%
Spinal cord injury	77	1%	<11	n/a	80	1%
Other	120	1%	<11	n/a	125	1%
Other sensory/speech	72	1%	<11	n/a	72	1%
Total	9,505	100%	288	100%	9,793	100%

Table L.11 Participant profile per quarter (participants in SIL) by primary disability group – Australian Capital Territory ^{335 336}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	67	12%	<11	n/a	67	12%
Intellectual disability	223	40%	<11	n/a	223	40%
Psychosocial disability	101	18%	<11	n/a	101	18%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	46	8%	<11	n/a	46	8%
Other physical	<11	n/a	<11	n/a	<11	n/a
Cerebral palsy	44	8%	<11	n/a	44	8%
Acquired brain injury	37	7%	<11	n/a	37	7%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	<11	n/a	<11	n/a	<11	n/a
Multiple sclerosis	<11	n/a	<11	n/a	<11	n/a
Stroke	12	2%	<11	n/a	12	2%
Spinal cord injury	<11	n/a	<11	n/a	<11	n/a
Other	<11	n/a	<11	n/a	<11	n/a
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	556	100%	<11	n/a	556	100%

³³² Table order based on national proportions in Table E.10 (highest to lowest).

³³³ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

³³⁴ Down syndrome is included in intellectual disability, representing 2% (226) of all Scheme participants in Australian Capital Territory.

³³⁵ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

³³⁶ Down syndrome is included in intellectual disability, representing 8% (42) of participants in SIL.

Table L.12 Participant profile per quarter (participants not in SIL) by primary disability group – Australian Capital Territory ³³⁷

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	3,212	36%	107	37%	3,319	36%
Intellectual disability	1,254	14%	13	5%	1,267	14%
Psychosocial disability	1,029	11%	17	6%	1,046	11%
Developmental delay	793	9%	101	35%	894	10%
Hearing impairment	437	5%	<11	n/a	442	5%
Other neurological	346	4%	<11	n/a	354	4%
Other physical	526	6%	<11	n/a	530	6%
Cerebral palsy	253	3%	<11	n/a	253	3%
Acquired brain injury	183	2%	<11	n/a	188	2%
Global developmental delay	144	2%	12	4%	156	2%
Visual impairment	180	2%	<11	n/a	180	2%
Multiple sclerosis	207	2%	<11	n/a	214	2%
Stroke	128	1%	<11	n/a	129	1%
Spinal cord injury	71	1%	<11	n/a	74	1%
Other	114	1%	<11	n/a	119	1%
Other sensory/speech	72	1%	<11	n/a	72	1%
Total	8,949	100%	288	100%	9,237	100%

Table L.13 Participant profile per quarter by reported level of function – Australian Capital Territory ³³⁸

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
1 (High Function)	1,016	11%	66	23%	1,082	11%
2 (High Function)	24	0%	<11	n/a	24	0%
3 (High Function)	489	5%	21	7%	510	5%
4 (High Function)	912	10%	22	8%	934	10%
5 (High Function)	579	6%	28	10%	607	6%
6 (Moderate Function)	2,217	23%	87	30%	2,304	24%
7 (Moderate Function)	473	5%	20	7%	493	5%
8 (Moderate Function)	650	7%	14	5%	664	7%
9 (Moderate Function)	57	1%	<11	n/a	58	1%
10 (Moderate Function)	937	10%	<11	n/a	943	10%
11 (Low Function)	278	3%	<11	n/a	279	3%
12 (Low Function)	1,049	11%	16	6%	1,065	11%
13 (Low Function)	654	7%	<11	n/a	660	7%
14 (Low Function)	153	2%	<11	n/a	153	2%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	17	n/a	<11	n/a	17	n/a
Total	9,505	100%	288	100%	9,793	100%

³³⁷ Down syndrome is included in intellectual disability, representing 2% (184) of participants not in SIL.

³³⁸ The distributions are calculated excluding participants with a missing reported level of function.

Table L.14 Participant profile per quarter by age group – Australian Capital Territory

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
0 to 6	1,118	12%	137	48%	1,255	13%
7 to 14	2,499	26%	56	19%	2,555	26%
15 to 18	827	9%	12	4%	839	9%
19 to 24	920	10%	16	6%	936	10%
25 to 34	850	9%	21	7%	871	9%
35 to 44	817	9%	<11	n/a	827	8%
45 to 54	911	10%	15	5%	926	9%
55 to 64	973	10%	17	6%	990	10%
65+	590	6%	<11	n/a	594	6%
Total	9,505	100%	288	100%	9,793	100%

Table L.15 Participation rates by age group and gender at 31 December 2022 – Australian Capital Territory ³³⁹

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	4.2%	1.8%	3.1%
7 to 14	7.5%	3.4%	5.6%
15 to 18	5.2%	3.0%	4.2%
19 to 24	3.0%	1.7%	2.4%
25 to 44	1.3%	1.1%	1.2%
45 to 64	1.9%	1.8%	1.9%
Total (aged 0 to 64)	2.9%	1.8%	2.4%

³³⁹ Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

Part Two: Participant and family/carer outcomes

Note: In Tables L.16 to L.20 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5 and R6 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment and sixth reassessment respectively.

Table L.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=457), 'participant social and community engagement rate' (n=453), 'parent and carer employment rate' (n=548) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=309) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 December 2020 - Australian Capital Territory ³⁴⁰

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	16%	16%	23%	26%
Participant employment rate - Aged 25 to 34 years	39%	45%	43%	26%
Participant employment rate - Aged 35 to 44 years	34%	30%	30%	26%
Participant employment rate - Aged 45 to 54 years	31%	32%	29%	26%
Participant employment rate - Aged 55 to 64 years	25%	22%	17%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	33%	32%	30%	26%
Participant employment rate - Aged 15 to 64 years	29%	29%	28%	26%
Participant social and community engagement rate - Aged 15 to 24 years	36%	33%	36%	46%
Participant social and community engagement rate - Aged 25 to 34 years	42%	48%	51%	46%
Participant social and community engagement rate - Aged 35 to 44 years	31%	39%	34%	46%
Participant social and community engagement rate - Aged 45 to 54 years	31%	33%	38%	46%
Participant social and community engagement rate - Aged 55 to 64 years	44%	51%	45%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	37%	43%	42%	46%
Participant social and community engagement rate - Aged 15+ years	37%	41%	41%	46%
Parent and carer employment rate - Aged 0 to 14 years	57%	61%	63%	50%
Parent and carer employment rate - Aged 15+ years	59%	61%	61%	50%
Parent and carer employment rate - All ages	57%	61%	62%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	75%	79%	75%
Participant Choice and Control - Aged 15+ years	n/a	72%	77%	75%

³⁴⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2020 and have had a second plan reassessment to date.

Table L.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=458), 'participant social and community engagement rate' (n=461), 'parent and carer employment rate' (n=281) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=396) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 December 2019 - Australian Capital Territory³⁴¹

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	16%	20%	25%	20%	26%
Participant employment rate - Aged 25 to 34 years	34%	32%	30%	39%	26%
Participant employment rate - Aged 35 to 44 years	41%	41%	29%	36%	26%
Participant employment rate - Aged 45 to 54 years	33%	34%	26%	32%	26%
Participant employment rate - Aged 55 to 64 years	23%	25%	22%	23%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	33%	33%	27%	32%	26%
Participant employment rate - Aged 15 to 64 years	30%	31%	27%	30%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	31%	29%	30%	46%
Participant social and community engagement rate - Aged 25 to 34 years	29%	31%	34%	38%	46%
Participant social and community engagement rate - Aged 35 to 44 years	43%	45%	40%	44%	46%
Participant social and community engagement rate - Aged 45 to 54 years	38%	41%	42%	38%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	39%	45%	41%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	38%	41%	41%	41%	46%
Participant social and community engagement rate - Aged 15+ years	38%	39%	39%	39%	46%
Parent and carer employment rate - Aged 0 to 14 years	49%	52%	62%	57%	50%
Parent and carer employment rate - Aged 15+ years	63%	68%	72%	62%	50%
Parent and carer employment rate - All ages	52%	56%	64%	58%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	67%	69%	73%	75%
Participant Choice and Control - Aged 25+ years	n/a	72%	76%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	71%	75%	79%	75%

³⁴¹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a third plan reassessment to date.

Table L.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=301), 'participant social and community engagement rate' (n=299), 'parent and carer employment rate' (n=125) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=278) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 December 2018 - Australian Capital Territory ³⁴²

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	34%	32%	34%	29%	29%	26%
Participant employment rate - Aged 35 to 44 years	37%	37%	40%	47%	39%	26%
Participant employment rate - Aged 45 to 54 years	39%	47%	40%	36%	31%	26%
Participant employment rate - Aged 55 to 64 years	30%	25%	34%	22%	22%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	35%	35%	37%	33%	31%	26%
Participant employment rate - Aged 15 to 64 years	31%	32%	35%	32%	32%	26%
Participant social and community engagement rate - Aged 15 to 24 years	36%	42%	45%	39%	47%	46%
Participant social and community engagement rate - Aged 25 to 34 years	45%	47%	51%	59%	58%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	40%	49%	54%	44%	46%
Participant social and community engagement rate - Aged 45 to 54 years	42%	40%	48%	54%	49%	46%
Participant social and community engagement rate - Aged 55 to 64 years	30%	43%	46%	44%	47%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	38%	42%	47%	51%	49%	46%
Participant social and community engagement rate - Aged 15+ years	37%	42%	47%	49%	48%	46%
Parent and carer employment rate - Aged 0 to 14 years	49%	54%	54%	57%	60%	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	56%	57%	62%	60%	62%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	54%	68%	67%	68%	75%
Participant Choice and Control - Aged 25+ years	n/a	74%	75%	79%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	69%	73%	76%	77%	75%

³⁴² Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a fourth plan reassessment to date.

Table L.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=230), 'participant social and community engagement rate' (n=227), 'parent and carer employment rate' (n=47) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=203) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 December 2017 - Australian Capital Territory ³⁴³

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	48%	42%	36%	34%	32%	34%	26%
Participant employment rate - Aged 35 to 44 years	25%	29%	31%	41%	33%	33%	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	34%	32%	29%	31%	31%	29%	26%
Participant employment rate - Aged 15 to 64 years	31%	30%	28%	30%	30%	31%	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	45%	44%	39%	36%	52%	48%	46%
Participant social and community engagement rate - Aged 35 to 44 years	29%	41%	44%	47%	57%	45%	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	37%	39%	43%	43%	45%	45%	46%
Participant social and community engagement rate - Aged 15+ years	37%	39%	41%	44%	45%	44%	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	n/a	n/a	n/a	n/a	n/a	n/a	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	64%	67%	61%	67%	75%	75%
Participant Choice and Control - Aged 25+ years	n/a	74%	79%	83%	78%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	71%	76%	78%	75%	79%	75%

³⁴³ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a fifth plan reassessment to date.

Table L.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=118), 'participant social and community engagement rate' (n=121), 'parent and carer employment rate' (n=17) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=105) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 31 December 2016 - Australian Capital Territory ³⁴⁴

Age group	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 15 to 64 years	29%	29%	25%	36%	25%	15%	25%	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 15+ years	37%	44%	49%	48%	54%	60%	48%	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	75%
Participant Choice and Control - Aged 25+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	75%
Participant Choice and Control - Aged 15+ years	n/a	69%	69%	73%	77%	100%	79%	75%

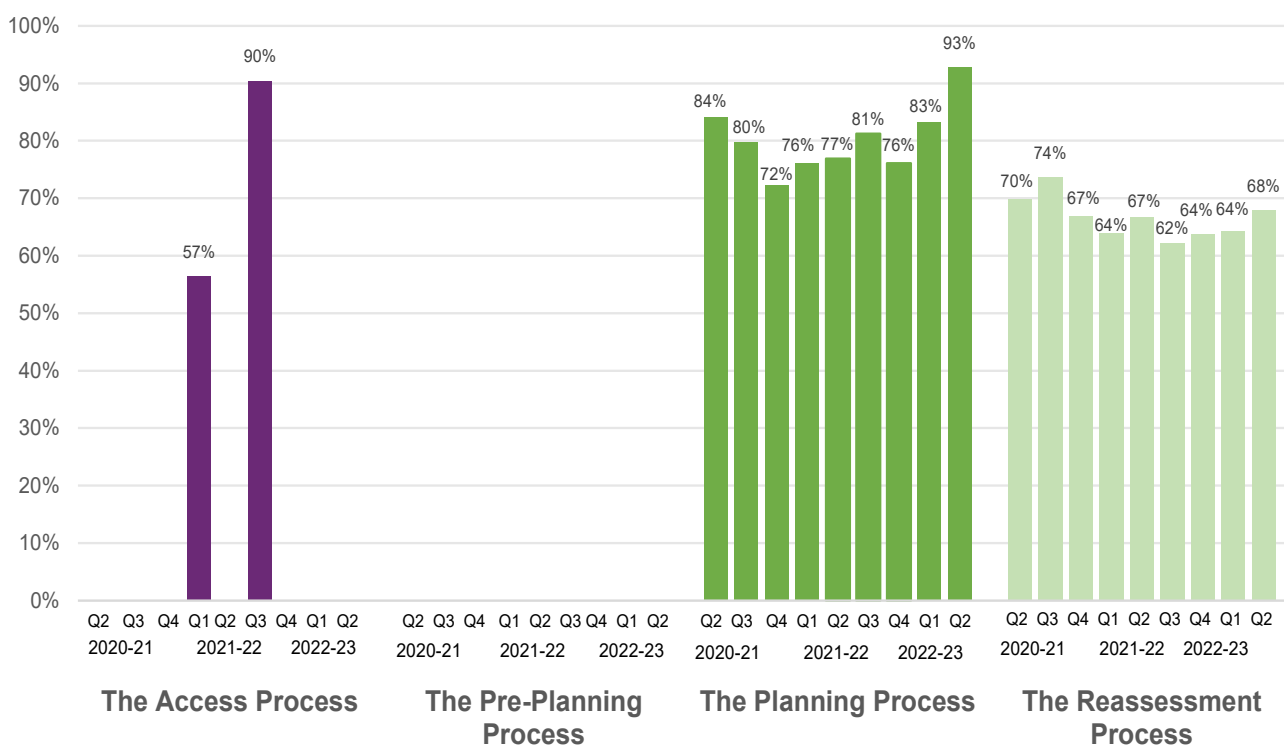
³⁴⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a sixth plan reassessment to date.

Part Three: Participant experience

Table L.21 Proportion of participants who agreed with statements about 'Access' (n = 142 in Prior Quarters, n = 14 in 2022-23 Q2), 'Pre-planning' (n = 106 in Prior Quarters, n = 13 in 2022-23 Q2), 'Planning' (n = 704 in Prior Quarters, n = 69 in 2022-23 Q2) and 'Plan reassessment' (n = 2,834 in Prior Quarters, n = 312 in 2022-23 Q2) of NDIS journey in 2022-23 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Australian Capital Territory

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' 2022-23 Q2
Access - Are you happy with how coming into the NDIS has gone?	82%	n/a
Access - Was the person from the NDIS respectful?	97%	n/a
Access - Do you understand what will happen next with your plan?	82%	n/a
Access - % of participants rating their overall experience as Very Good or Good.	73%	n/a
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	75%	n/a
Pre-planning - Did you understand why you needed to give the information you did?	89%	n/a
Pre-planning - Were decisions about your plan clearly explained?	61%	n/a
Pre-planning - Are you clear on what happens next with your plan?	62%	n/a
Pre-planning - Do you know where to go for more help with your plan?	63%	n/a
Pre-planning - % of participants rating their overall experience as Very Good or Good.	70%	n/a
Planning - Did the person from the NDIS understand how your disability affects your life?	87%	94%
Planning - Did you understand why you needed to give the information you did?	95%	99%
Planning - Were decisions about your plan clearly explained?	82%	90%
Planning - Are you clear on what happens next with your plan?	82%	91%
Planning - Do you know where to go for more help with your plan?	87%	90%
Planning - % of participants rating their overall experience as Very Good or Good.	79%	93%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	74%	74%
Plan reassessment - Did you feel prepared for your plan reassessment?	84%	82%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	86%	86%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	67%	68%

Figure L.1 Trend of satisfaction across the pathway (% Very Good/Good) – Australian Capital Territory ^{345 346}



The tables in part three summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q2. The charts show trends in complaints based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table L.22 shows the number of complaints in 2022-23 Q2 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile 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. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Tables L.23 show the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

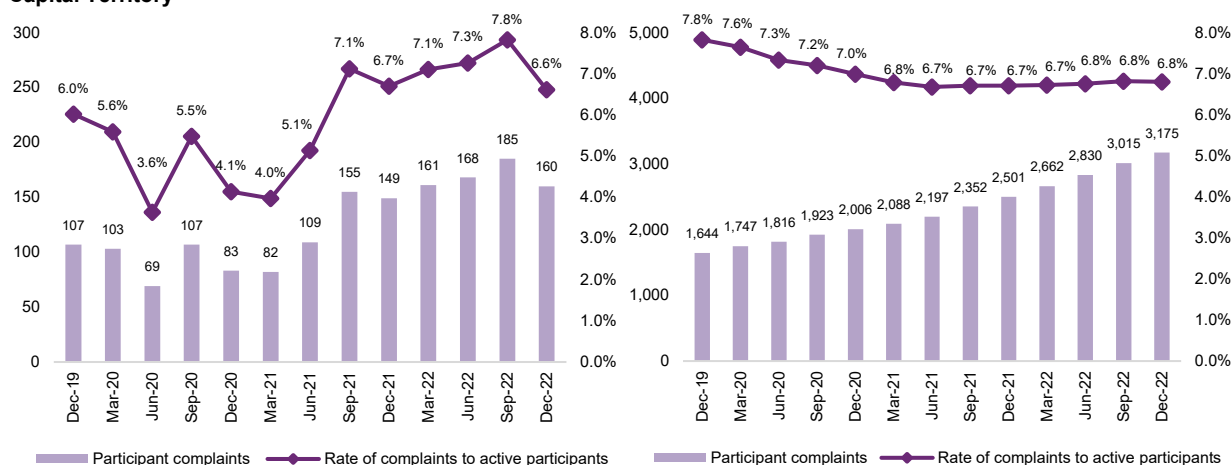
³⁴⁵ Participant satisfaction results for prior quarters have been restated using data as at 31 December 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

³⁴⁶ Participant satisfaction results are not shown if there is insufficient data in the group.

Table L.22 Complaints by quarter – Australian Capital Territory ^{347 348}

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q2	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	<11	<11	<11	<11
People who have submitted an access request: Complaint about LAC Partner	51	<11	55	52
People who have submitted an access request: Complaints about service providers	127	<11	131	116
People who have submitted an access request: Complaints about the Agency	2,503	129	2,632	1,362
People who have submitted an access request: Critical/ Reportable Incident	162	23	185	143
People who have submitted an access request: Unclassified	168	<11	168	145
People who have submitted an access request: Total	3,015	160	3,175	1,599
<i>Percentage of the number of active participants</i>	6.8%	6.6%	6.8%	n/a

Figure L.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Australian Capital Territory



³⁴⁷ Note that 59% of all complainants made only one complaint, 21% made two complaints and 20% made three or more complaints.

³⁴⁸ Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

Table L.23 Participant complaints by type. Complaints with a related party who has submitted an access request – Australian Capital Territory ³⁴⁹

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	190	8%	<11	n/a	190	7%
Complaints about the Agency - Information unclear	42	2%	<11	n/a	42	2%
Complaints about the Agency - NDIA Access	56	2%	<11	n/a	62	2%
Complaints about the Agency - NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Finance	118	5%	<11	n/a	127	5%
Complaints about the Agency - NDIA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Plan	414	17%	51	40%	465	18%
Complaints about the Agency - NDIA Process	158	6%	19	15%	177	7%
Complaints about the Agency - NDIA Resources	23	1%	<11	n/a	24	1%
Complaints about the Agency - NDIA Staff	86	3%	19	15%	105	4%
Complaints about the Agency - NDIA Timeliness	266	11%	20	16%	286	11%
Complaints about the Agency - Participation, engagement and inclusion	24	1%	<11	n/a	24	1%
Complaints about the Agency - Provider Portal	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Quality & Safeguards Commission	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Reasonable and necessary supports	133	5%	<11	n/a	133	5%
Complaints about the Agency - Staff conduct - Agency	28	1%	<11	n/a	28	1%
Complaints about the Agency - The way the NDIA carried out its decision making	66	3%	<11	n/a	66	3%
Complaints about the Agency - Timeliness	417	17%	<11	n/a	418	16%
Complaints about the Agency - Other	460	18%	<11	n/a	463	18%
Complaints about the Agency - Total	2,503	100%	129	100%	2,632	100%
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Process	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Process	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	24	47%	<11	n/a	27	49%
Complaints about LAC Partner - LAC Timeliness	<11	n/a	<11	n/a	11	20%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	51	100%	<11	n/a	55	100%
Complaints about service providers - Provider costs	<11	n/a	<11	n/a	<11	n/a

³⁴⁹ There are 3,015 total participant complaints in Prior Quarters, 160 total participant complaints in 2022-23 Q2, and 3,175 total participant complaints as at 31 December 2022, including 168 unclassified participant complaints as at 31 December 2022.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Finance	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider process	15	12%	<11	n/a	15	11%
Complaints about service providers - Provider Service	19	15%	<11	n/a	21	16%
Complaints about service providers - Provider Staff	12	9%	<11	n/a	12	9%
Complaints about service providers - Service Delivery	20	16%	<11	n/a	20	15%
Complaints about service providers - Staff conduct	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Supports being provided	14	11%	<11	n/a	14	11%
Complaints about service providers - Other	19	15%	<11	n/a	19	15%
Complaints about service providers - Total	127	100%	<11	n/a	131	100%
Critical/ Reportable Incident - Allegations against a provider	23	14%	<11	n/a	26	14%
Critical/ Reportable Incident - Allegations against Informal Supports	18	11%	<11	n/a	23	12%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	42	26%	<11	n/a	45	24%
Critical/ Reportable Incident - Provider reporting	79	49%	12	52%	91	49%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Total	162	100%	23	100%	185	100%

Table L.24 AAT Cases by category at 31 December 2022 – Australian Capital Territory

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Access	213	29%	14	21%	227	28%
Plan	459	63%	44	65%	503	63%
Plan Reassessment	27	4%	<11	n/a	30	4%
Other	35	5%	<11	n/a	42	5%
Total cases	734	100%	68	100%	802	100%
Percentage of the number of active participants	1.66%	n/a	2.81%	n/a	1.72%	n/a

Figure L.3 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Australian Capital Territory

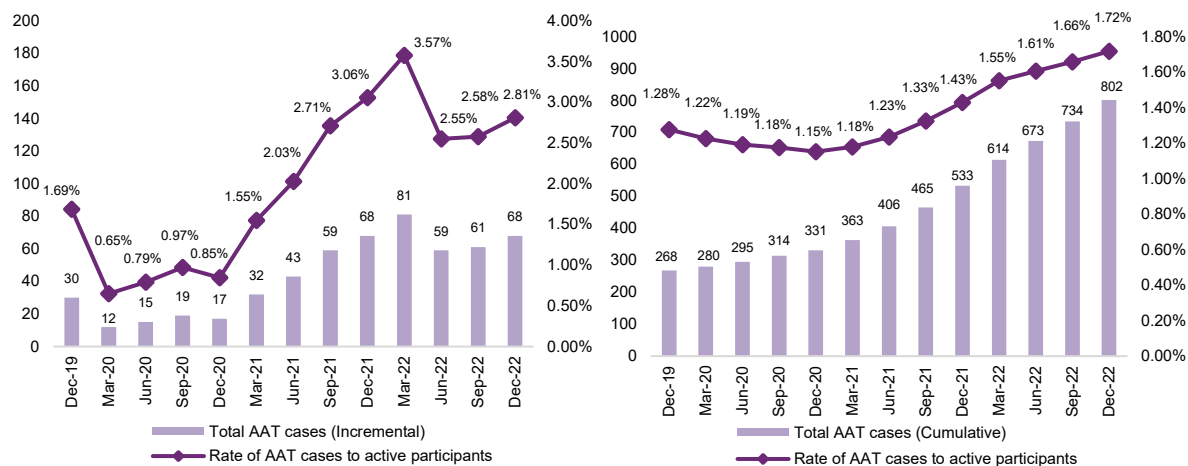


Table L.25 AAT cases by open/closed and decision – Australian Capital Territory ^{350 351}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	802	727
Open AAT Cases	189	187
Closed AAT Cases	613	558
<i>Resolved before hearing</i>	589	537
<i>Gone to hearing and received a substantive decision</i>	24	21

³⁵⁰ Of the 24 cases which went to hearing and received a substantive decision: 15 affirmed the Agency’s decision, 3 varied the Agency’s decision and 6 set aside the Agency’s decision.

³⁵¹ The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency’s decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency’s decision, or send the case back to the Agency with considerations to be taken when making a new decision.

Part Four: Providers and the growing market

Table L.26 Key markets indicators by quarter – Australian Capital Territory ^{352 353}

Market indicators	Previous Quarter	2022-23 Q2
Average number of active providers per active participant	0.92	0.90
Number of providers delivering new types of supports	99	80
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	80%	84%
Share of payments - top 25%: Therapeutic Supports (Percentage)	92%	93%
Share of payments - top 25%: Participate Community (Percentage)	94%	94%
Share of payments - top 25%: Early Childhood Supports (Percentage)	85%	83%
Share of payments - top 25%: Assist Personal Activities (Percentage)	92%	92%

Table L.27 Cumulative number of providers that have been ever active as at 31 December 2022 by quarter of activity – Australian Capital Territory ³⁵⁴

Activity	Number of providers
Active for the first time in 2022-23 Q2	32
Active in 2022-23 Q2 and also in previous quarters	414
Active in 2022-23 Q2	446
Inactive in 2022-23 Q2	1,124
Active ever	1,570

Table L.28 Distribution of active providers in 2022-23 Q2 by their status in 2022-23 Q1 and payment band in 2022-23 Q2 – Australian Capital Territory ³⁵⁵

Amount paid in 2022-23 Q2	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	84	18	18	120
\$2,001-\$10,000	87	8	5	100
\$10,001-\$100,000	124	6	8	138
\$100,001-\$250,000	41	<5	<5	42
\$250,000+	46	<5	<5	46
Total	382	32	387	446

Table L.29 Proportion of active participants with approved plans accessing mainstream supports – Australian Capital Territory ³⁵⁶

Mainstream service	Prior Quarters	2022-23 Q2	Total
Daily Activities	9%	10%	9%
Health & Wellbeing	70%	72%	70%
Lifelong Learning	35%	33%	35%
Other	26%	31%	27%
Non-categorised	8%	5%	8%
Any mainstream service	95%	95%	95%

³⁵² In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

³⁵³ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

³⁵⁴ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

³⁵⁵ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

³⁵⁶ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Note: In Figures L.4 to L.12 and in Tables L.30, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2022. Average payments are derived from total payments paid over the 12 months to 31 December 2022, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Table L.30 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q2 – Australian Capital Territory

Column1	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	3.6%	3.8%
\$5,001-\$10,000	8.6%	9.2%
\$10,001-\$15,000	13.5%	14.4%
\$15,001-\$20,000	14.8%	15.6%
\$20,001-\$25,000	9.6%	10.2%
\$25,001-\$30,000	5.5%	5.8%
\$30,001-\$50,000	14.3%	15.2%
\$50,001-\$100,000	13.0%	13.8%
\$100,001-\$150,000	5.2%	5.5%
\$150,001-\$200,000	2.7%	2.7%
\$200,001-\$250,000	1.5%	1.2%
\$250,001+	7.2%	2.2%

Figure L.4 Average annualised committed supports and average payments by age group as at 31 December 2022 – Australian Capital Territory

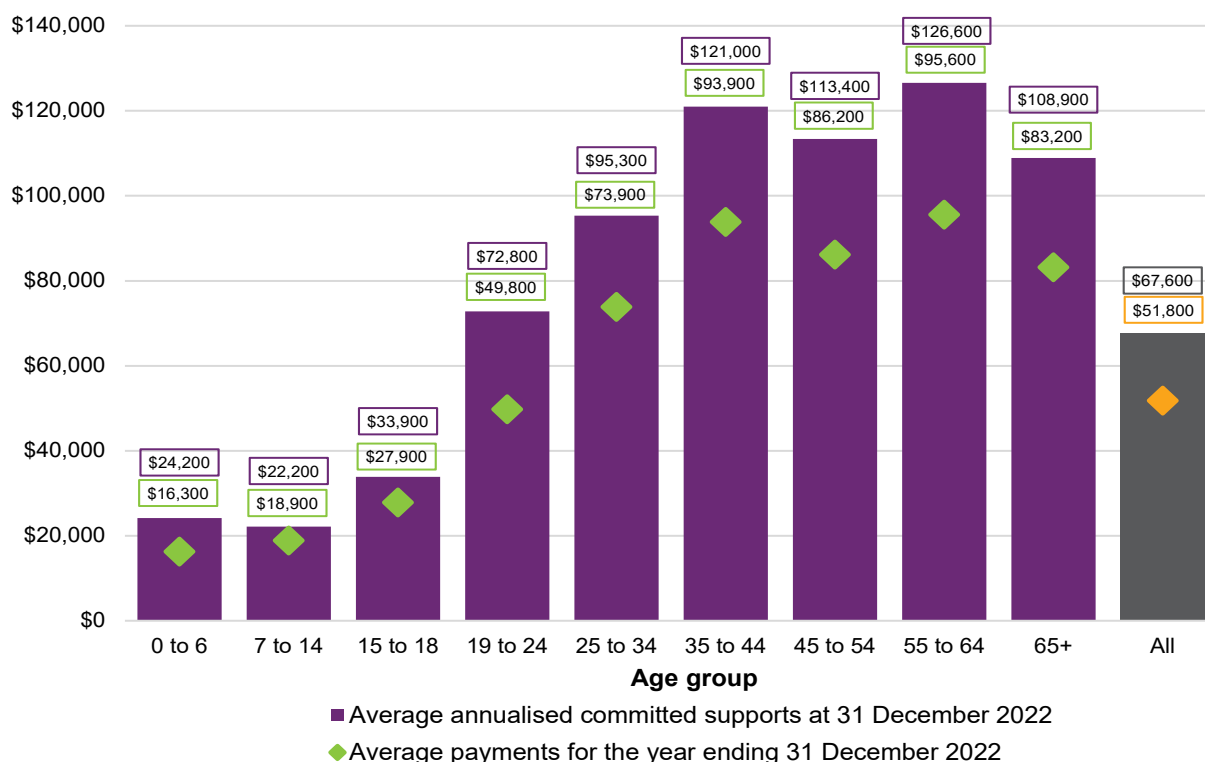


Figure L.5 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2022 – Australian Capital Territory

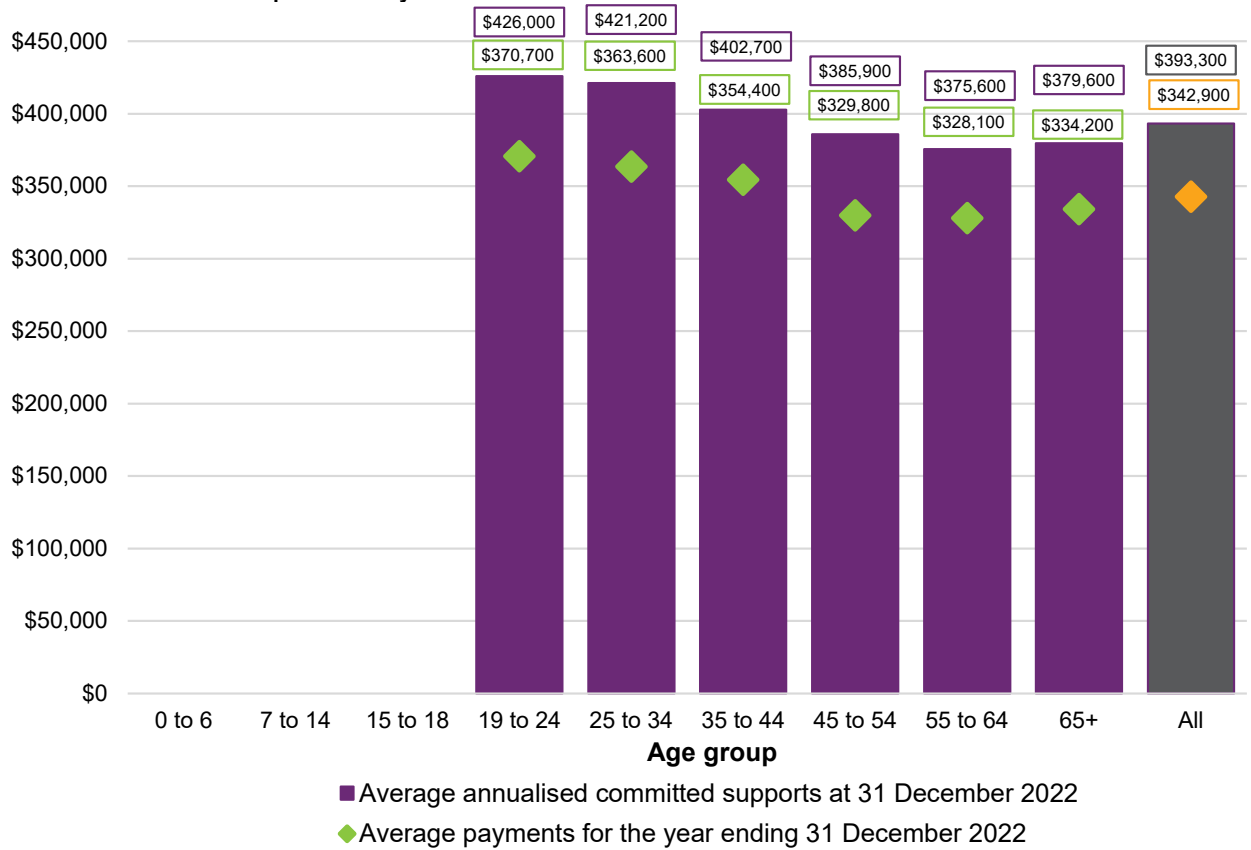


Figure L.6 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2022 – Australian Capital Territory

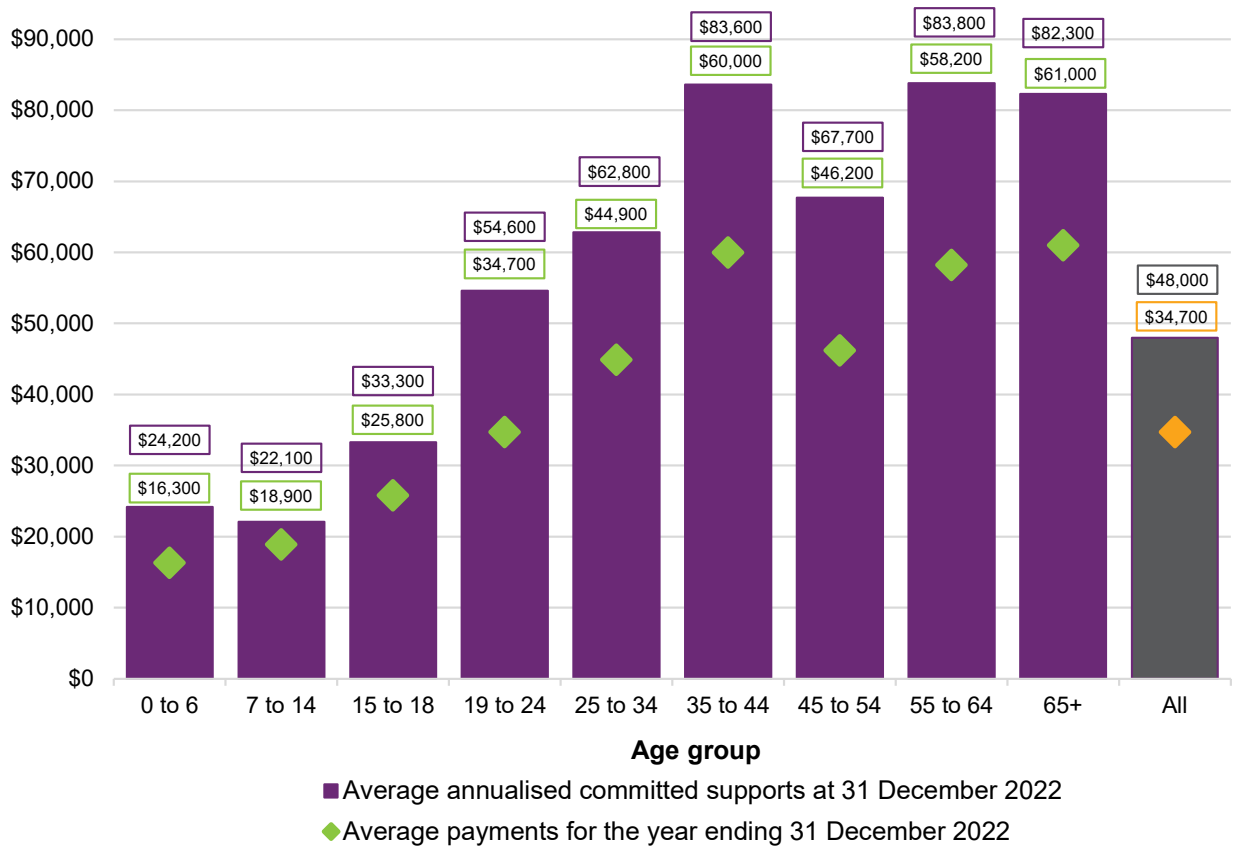


Figure L.7 Average annualised committed supports and average payments by primary disability group as at 31 December 2022 – Australian Capital Territory

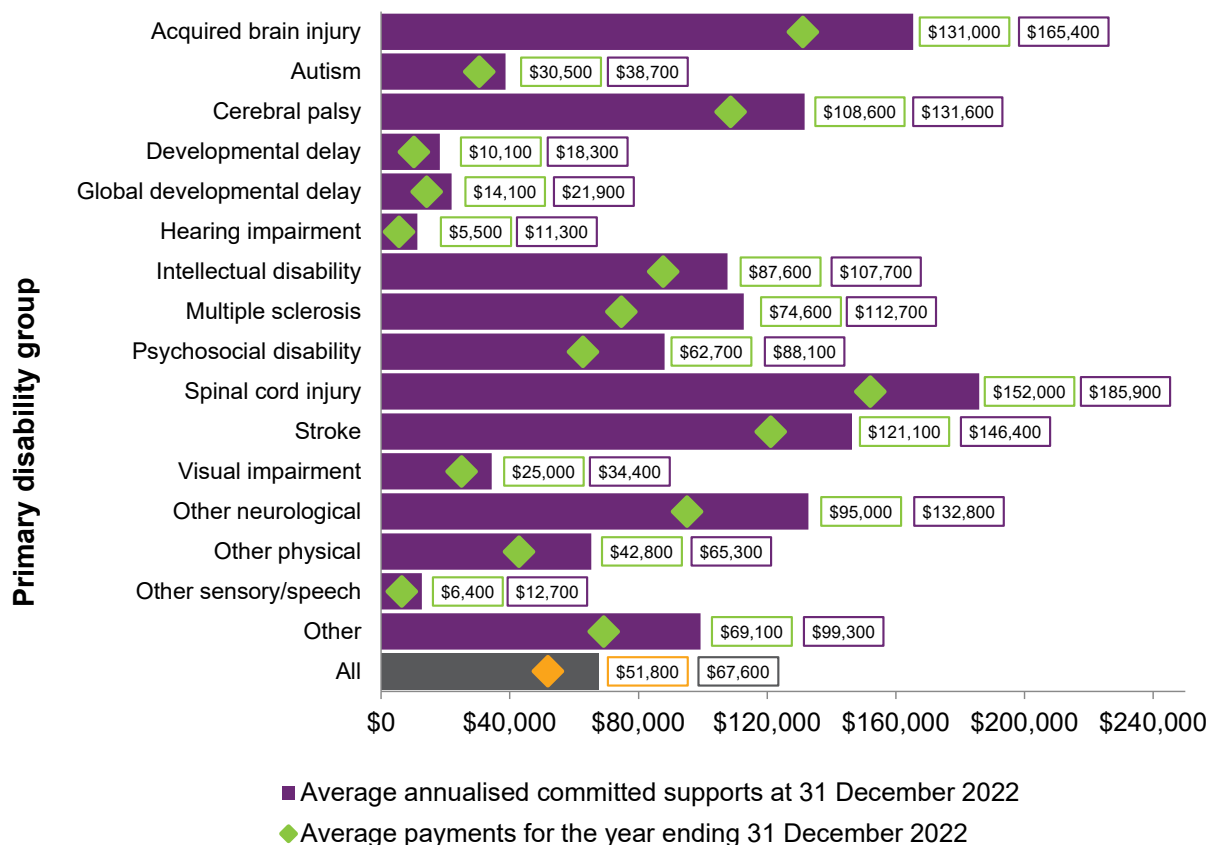


Figure L.8 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 December 2022 – Australian Capital Territory

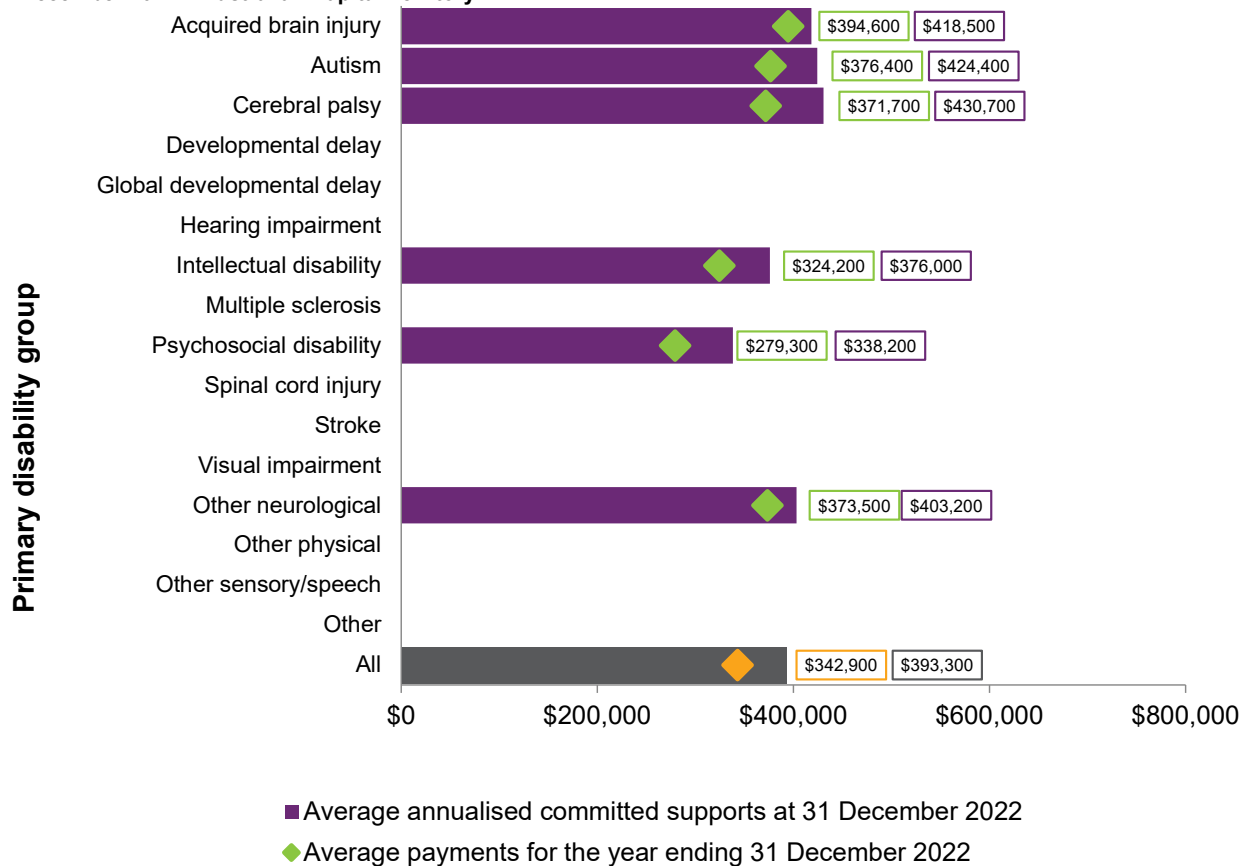


Figure L.9 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 December 2022 – Australian Capital Territory

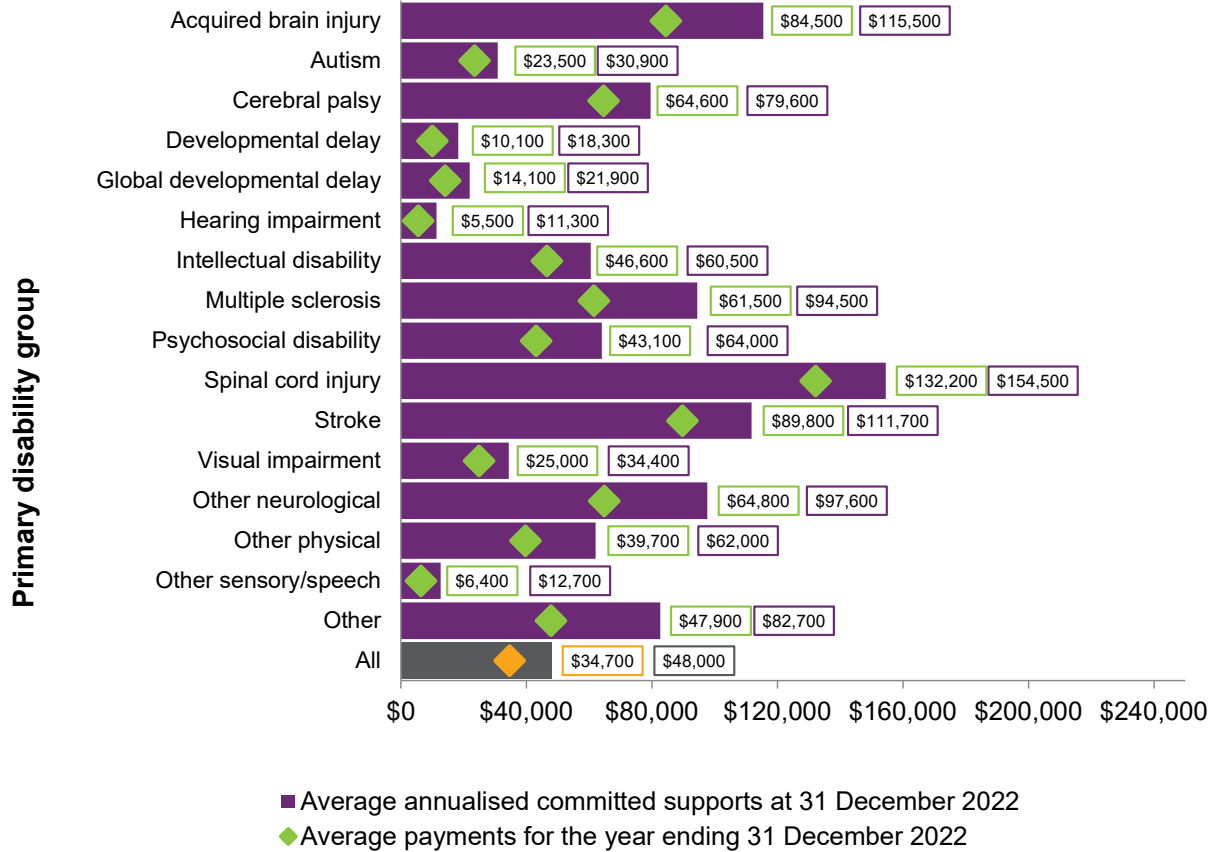


Figure L.10 Average annualised committed supports and average payments by reported level of function as at 31 December 2022 – Australian Capital Territory

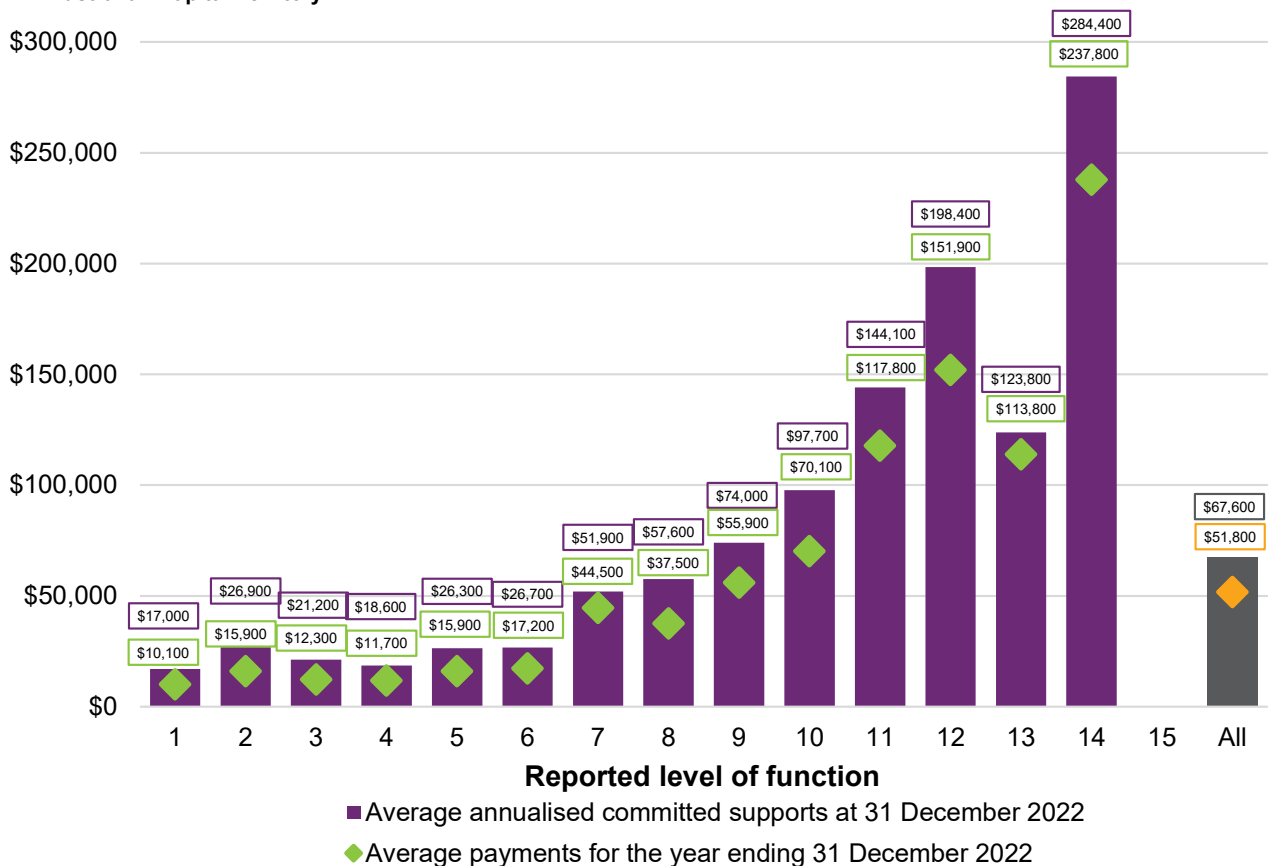


Figure L.11 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2022 – Australian Capital Territory

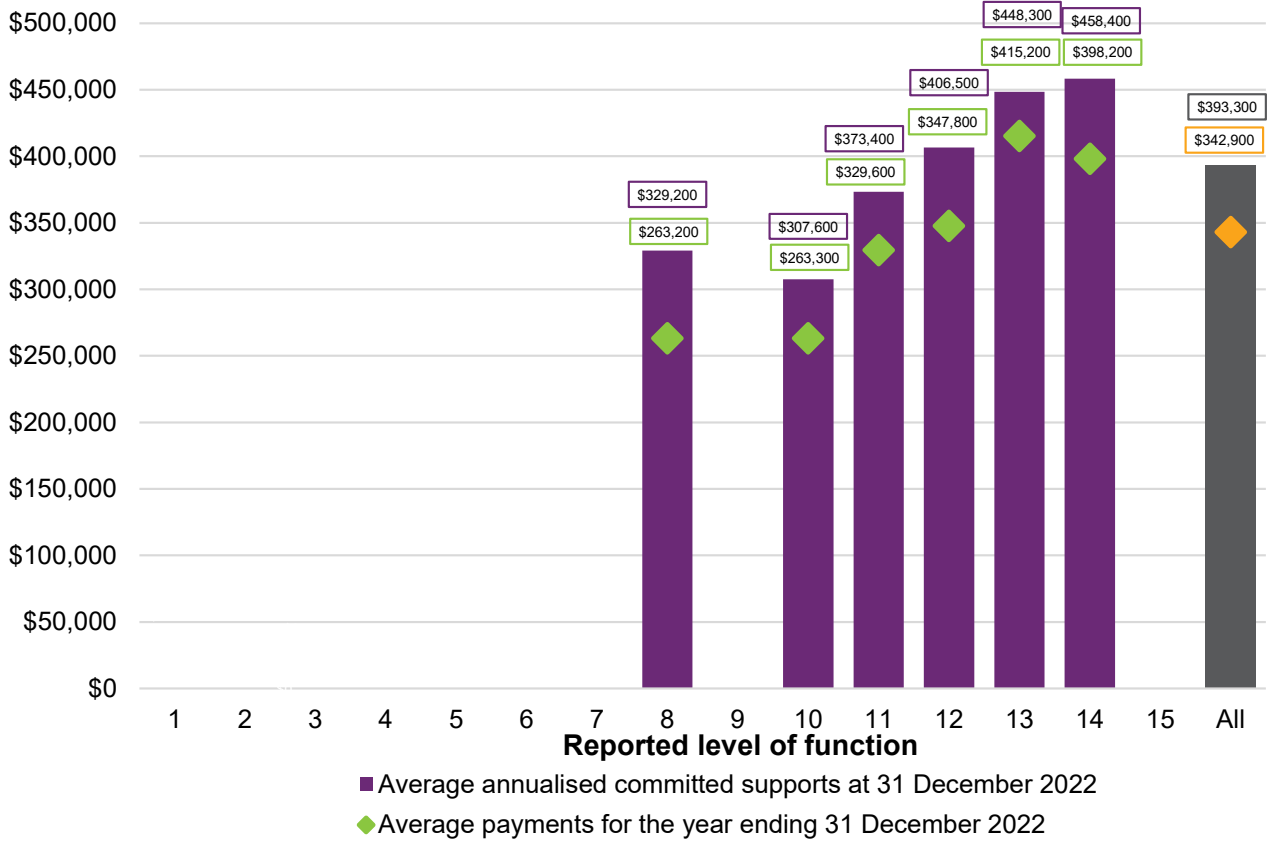


Figure L.12 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2022 – Australian Capital Territory

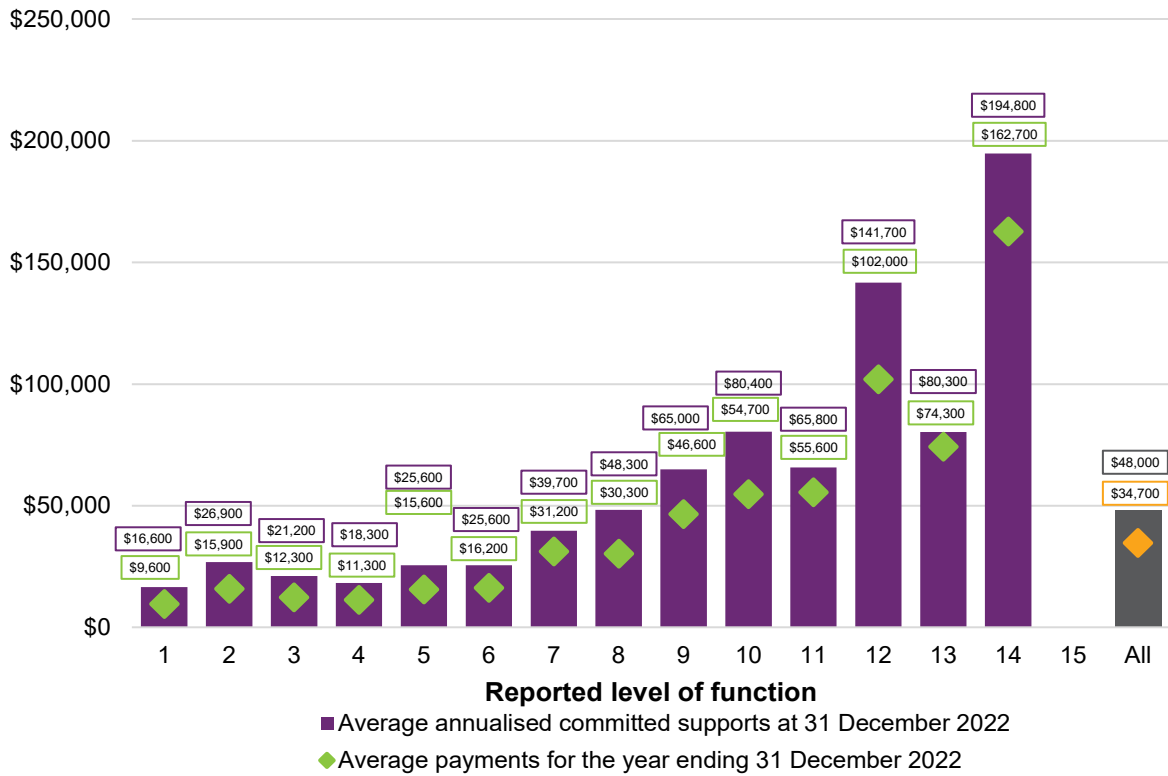


Table L.31 Total annualised committed supports and total payments by support category as at 31 December 2022 (\$m) – Australian Capital Territory ^{357 358}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$282.6	\$333.2
Core: Consumables	\$7.4	\$11.9
Core: Social and Civic	\$77.8	\$120.7
Core: Transport	\$14.2	\$8.3
Capacity Building: Choice and Control	\$5.9	\$6.8
Capacity Building: Daily Activities	\$60.8	\$105.7
Capacity Building: Employment	\$2.2	\$5.5
Capacity Building: Health and Wellbeing	\$1.7	\$3.1
Capacity Building: Home Living	\$0.00	\$0.01
Capacity Building: Lifelong learning	\$0.0	n/a
Capacity Building: Relationships	\$5.5	\$11.8
Capacity Building: Social and Civic	\$4.6	\$371.2
Capacity Building: Support Coordination	\$10.8	\$15.3
Capital: Assistive Technology	\$9.0	\$20.7
Capital: Home Modifications	\$3.2	\$7.9
All	\$485.8	\$661.9

³⁵⁷ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

³⁵⁸ Total payments for home modifications in Australian Capital Territory were \$3.2m. Of which, \$1.8m (57.4%) has been paid for specialised disability accommodation (SDA) supports, and \$1.4m (42.6%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.1m processed off-system in June 2022. Total annualised committed supports for home modifications in Australian Capital Territory were \$7.9m. Of which, \$5.4m (68%) has been allocated for specialised disability accommodation (SDA) supports, and \$2.5m (32%) has been allocated for non-SDA supports.

Table L.32 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2022 (\$m) – Australian Capital Territory ^{359 360}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$145.4	\$163.2
Core: Consumables	\$1.2	\$1.9
Core: Social and Civic	\$19.6	\$31.3
Core: Transport	\$1.0	\$1.3
Capacity Building: Choice and Control	\$0.5	\$0.6
Capacity Building: Daily Activities	\$4.1	\$6.7
Capacity Building: Employment	\$0.1	\$0.1
Capacity Building: Health and Wellbeing	\$0.2	\$0.3
Capacity Building: Home Living	\$0.0	\$0.0
Capacity Building: Lifelong learning	\$0.0	n/a
Capacity Building: Relationships	\$2.0	\$4.1
Capacity Building: Social and Civic	\$0.1	\$0.2
Capacity Building: Support Coordination	\$2.1	\$2.7
Capital: Assistive Technology	\$1.3	\$2.8
Capital: Home Modifications	\$0.9	\$3.6
All	\$178.3	\$218.7

³⁵⁹ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

³⁶⁰ Total payments for home modifications in Australian Capital Territory were \$0.85m. Of which, \$0.85m (100.0%) has been paid for specialised disability accommodation (SDA) supports, and \$0.00m (0.0%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.1m processed off-system in June 2022. Total annualised committed supports for home modifications in Australian Capital Territory were \$3.56m. Of which, \$3.55m (99.7%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.01m (0.3%) has been allocated for non-SDA supports.

Table L.33 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2022 (\$m) – Australian Capital Territory ^{361 362}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$137.2	\$170.0
Core: Consumables	\$6.2	\$10.1
Core: Social and Civic	\$58.3	\$89.5
Core: Transport	\$13.2	\$7.0
Capacity Building: Choice and Control	\$5.4	\$6.1
Capacity Building: Daily Activities	\$56.7	\$99.0
Capacity Building: Employment	\$2.1	\$5.4
Capacity Building: Health and Wellbeing	\$1.6	\$2.8
Capacity Building: Home Living	\$0.00	\$0.01
Capacity Building: Lifelong learning	\$0.0	n/a
Capacity Building: Relationships	\$3.5	\$7.7
Capacity Building: Social and Civic	\$4.5	\$10.8
Capacity Building: Support Coordination	\$8.7	\$12.7
Capital: Assistive Technology	\$7.8	\$17.9
Capital: Home Modifications	\$2.3	\$4.3
All	\$307.5	\$443.2

Table L.34 Payments by financial year in which support was provided, compared to committed supports (\$m) – Australian Capital Territory ^{363 364}

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	0.3	25.2	127.3	266.4	304.7	365.6	458.4	552.4	600.5	335.2
Total Paid	0.2	20.8	110.3	181.2	220.4	275.8	336.2	414.4	470.4	232.4
% utilised to date	57%	83%	87%	68%	72%	75%	73%	75%	78%	69%

Table L.35 Percentage change in plan budgets for active participants – Australian Capital Territory ^{365 366}

Inflation type	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Intraplan Inflation	2.5%	3.3%	4.3%	2.9%	3.9%	5.4%	7.9%	3.8%
Interplan Inflation	0.0%	-0.8%	0.9%	5.5%	2.0%	4.7%	8.7%	9.9%
Total Inflation	2.4%	2.6%	5.2%	8.5%	5.9%	10.0%	16.6%	13.7%

³⁶¹ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

³⁶² Total payments for home modifications in Australian Capital Territory were \$2.3m. Of which, \$1.0m (41.8%) has been paid for specialised disability accommodation (SDA) supports, and \$1.4m (58.2%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.01m processed off-system in June 2022. Total annualised committed supports for home modifications in Australian Capital Territory were \$4.3m. Of which, \$1.8m (42%) has been allocated for specialised disability accommodation (SDA) supports, and \$2.5m (58%) has been allocated for non-SDA supports.

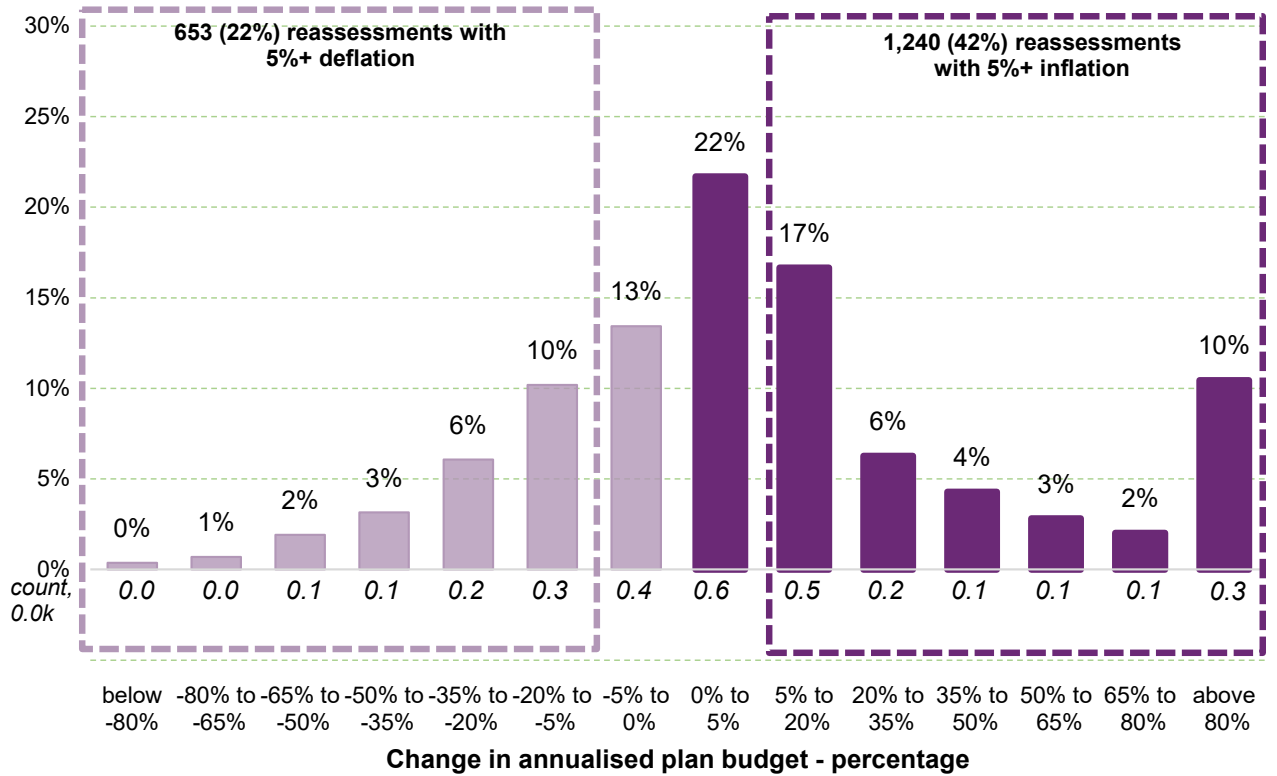
³⁶³ Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for Australian Capital Territory.

³⁶⁴ The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

³⁶⁵ The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July 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 2022, which impacts the September 2022 quarter.

³⁶⁶ Rescaling adjustments have been applied to how the total inflation is split into inflation at plan reassessment and inflation within a plan. This has resulted in small one-off changes in historical values, the overall total inflation has not changed.

Figure L.13 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 December 2022) - all participants – Australian Capital Territory ³⁶⁷



³⁶⁷ 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.

Appendix M: Northern Territory

Part One: Participants and their plans

Table M.1 Active participants by quarter of entry, plan and entry type – Northern Territory ³⁶⁸

Participant breakdown	Prior Quarters	2022-23 Q2	Total
Access decisions	6,656	281	6,937
Active Eligible - Total	5,321	236	5,557
<i>Active Eligible - New</i>	3,226	224	3,450
<i>Active Eligible - State</i>	1,680	<11	1,688
<i>Active Eligible - Commonwealth</i>	415	<11	419
Active Participant Plans (excl ECA) - Total	5,144	231	5,375
<i>Active Participant Plans (excl ECA) - New</i>	3,072	219	3,291
<i>Active Participant Plans (excl ECA) - State</i>	1,660	<11	1,667
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	412	<11	417
Active Participant Plans - Total	5,262	329	5,473
<i>Active Participant Plans - Early Intervention (s25)</i>	1,595	138	1,733
<i>Active Participant Plans - Permanent Disability (s24)</i>	3,549	93	3,642
<i>Active Participant Plans - ECA</i>	118	98	98

Table M.2 People who have left the Scheme since 1 July 2013 as at 31 December 2022 – Northern Territory

People leaving the Scheme	Total
Number of people who have left the Scheme	380
<i>Early Intervention participants</i>	97
<i>Permanent disability participants</i>	283

Table M.3 Assessment of access by age group and gender – Northern Territory

Age Group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
0 to 6	1,293	97%	511	96%	<11	n/a	1,812	97%
7 to 14	756	86%	322	86%	<11	n/a	1,085	86%
15 to 18	238	87%	113	80%	<11	n/a	354	84%
19 to 24	190	89%	103	84%	<11	n/a	295	87%
25 to 34	312	89%	181	80%	<11	n/a	497	85%
35 to 44	366	89%	234	82%	<11	n/a	605	86%
45 to 54	373	83%	298	79%	<11	n/a	673	81%
55 to 64	370	81%	297	74%	<11	n/a	672	78%
65+	12	46%	22	69%	<11	n/a	34	58%
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
Total	3,910	89%	2,081	83%	36	75%	6,027	87%

³⁶⁸ The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

Table M.4 Assessment of access by primary disability group and gender – Northern Territory³⁶⁹

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	253	94%	96	93%	<11	n/a	349	94%
Autism	931	98%	292	98%	15	94%	1,238	98%
Cerebral palsy	115	98%	92	97%	<11	n/a	207	97%
Developmental delay	615	97%	231	98%	<11	n/a	849	98%
Global developmental delay	108	98%	55	96%	<11	n/a	163	98%
Hearing impairment	119	89%	116	83%	<11	n/a	238	86%
Intellectual disability	672	95%	448	94%	<11	n/a	1,125	95%
Multiple sclerosis	<11	n/a	22	96%	<11	n/a	28	93%
Psychosocial disability	429	80%	167	65%	<11	n/a	601	75%
Spinal cord injury	76	97%	26	100%	<11	n/a	102	98%
Stroke	111	90%	110	89%	<11	n/a	221	89%
Visual impairment	39	81%	42	81%	<11	n/a	81	81%
Other neurological	147	79%	122	76%	<11	n/a	270	78%
Other physical	153	62%	156	61%	<11	n/a	309	61%
Other sensory/speech	30	49%	<11	n/a	<11	n/a	36	46%
Other	92	51%	85	54%	<11	n/a	177	52%
Missing	14	100%	15	94%	<11	n/a	33	97%
Total	3,910	89%	2,081	83%	36	75%	6,027	87%

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred percent.

Table M.5 Participant profile per quarter by participants identifying as First Nations Peoples – Northern Territory

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
First Nations Participants	2,592	50%	121	52%	2,713	50%
Non-First Nations Participants	2,114	41%	84	36%	2,198	41%
Not Stated	438	9%	26	11%	464	9%
Total	5,144	100%	231	100%	5,375	100%

Table M.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Northern Territory³⁷⁰

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	328	6%	12	5%	340	6%
Not culturally and linguistically diverse	4,805	93%	219	95%	5,024	93%
Not stated	11	0%	<11	n/a	11	0%
Total	5,144	100%	231	100%	5,375	100%

³⁶⁹ Down syndrome is included in intellectual disability.

³⁷⁰ The number of CALD participants excludes participants who identify as First Nations Peoples from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

Table M.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2022 – Northern Territory ^{371 372}

Age group	Total number of active participants
Under 45	<11
45 to 54	<11
55 to 64	19
Total YPIRAC (under 65)	20

Table M.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Northern Territory ³⁷³

Participants in residential aged care (under 65)	Incremental	Cumulative
Dec-19	4	41
Mar-20	-1	40
Jun-20	-1	39
Sep-20	-3	36
Dec-20	0	36
Mar-21	0	36
Jun-21	-1	35
Sep-21	-3	32
Dec-21	-4	28
Mar-22	-2	26
Jun-22	-1	25
Sep-22	-2	23
Dec-22	-3	20

Table M.9 Participant profile per quarter by remoteness – Northern Territory ^{374 375}

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Major cities	<11	n/a	<11	n/a	<11	n/a
Population > 50,000	2,961	58%	133	58%	3,094	58%
Population between 15,000 and 50,000	<11	n/a	<11	n/a	<11	n/a
Population between 5,000 and 15,000	<11	n/a	<11	n/a	<11	n/a
Population less than 5,000	65	1%	<11	n/a	67	1%
Remote	1,052	20%	40	17%	1,092	20%
Very Remote	1,062	21%	55	24%	1,117	21%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	5,144	100%	231	100%	5,375	100%

³⁷¹ The age breakdown of YPIRAC participants in NT cannot be reported due to small numbers in some age groups.

³⁷² There are a further 15 active participants aged 65 years or over who are currently in residential aged care.

³⁷³ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter.

³⁷⁴ The distributions are calculated excluding active participants with a missing remoteness classification.

³⁷⁵ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

Table M.10 Participant profile per quarter by primary disability group – Northern Territory ^{376 377 378}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	1,180	23%	29	13%	1,209	22%
Intellectual disability	1,003	19%	44	19%	1,047	19%
Psychosocial disability	527	10%	18	8%	545	10%
Developmental delay	654	13%	77	33%	731	14%
Hearing impairment	214	4%	<11	n/a	221	4%
Other neurological	210	4%	<11	n/a	219	4%
Other physical	222	4%	<11	n/a	226	4%
Cerebral palsy	196	4%	<11	n/a	197	4%
Acquired brain injury	304	6%	<11	n/a	308	6%
Global developmental delay	125	2%	14	6%	139	3%
Visual impairment	69	1%	<11	n/a	71	1%
Multiple sclerosis	25	0%	<11	n/a	25	0%
Stroke	171	3%	11	5%	182	3%
Spinal cord injury	83	2%	<11	n/a	84	2%
Other	132	3%	<11	n/a	142	3%
Other sensory/speech	29	1%	<11	n/a	29	1%
Total	5,144	100%	231	100%	5,375	100%

Table M.11 Participant profile per quarter (participants in SIL) by primary disability group – Northern Territory ^{379 380}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	32	6%	<11	n/a	32	6%
Intellectual disability	146	29%	<11	n/a	146	29%
Psychosocial disability	72	14%	<11	n/a	73	14%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	34	7%	<11	n/a	34	7%
Other physical	<11	n/a	<11	n/a	<11	n/a
Cerebral palsy	60	12%	<11	n/a	60	12%
Acquired brain injury	81	16%	<11	n/a	81	16%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	<11	n/a	<11	n/a	<11	n/a
Multiple sclerosis	<11	n/a	<11	n/a	<11	n/a
Stroke	42	8%	<11	n/a	44	9%
Spinal cord injury	14	3%	<11	n/a	14	3%
Other	15	3%	<11	n/a	15	3%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	507	100%	<11	n/a	512	100%

³⁷⁶ Table order based on national proportions in Table E.10 (highest to lowest).

³⁷⁷ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

³⁷⁸ Down syndrome is included in intellectual disability, representing 2% (106) of all Scheme participants in Northern Territory.

³⁷⁹ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

³⁸⁰ Down syndrome is included in intellectual disability, representing 3% (15) of participants in SIL.

Table M.12 Participant profile per quarter (participants not in SIL) by primary disability group – Northern Territory ³⁸¹

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	1,148	25%	29	13%	1,177	24%
Intellectual disability	857	18%	44	19%	901	19%
Psychosocial disability	455	10%	17	8%	472	10%
Developmental delay	654	14%	77	34%	731	15%
Hearing impairment	214	5%	<11	n/a	221	5%
Other neurological	176	4%	<11	n/a	185	4%
Other physical	215	5%	<11	n/a	218	4%
Cerebral palsy	136	3%	<11	n/a	137	3%
Acquired brain injury	223	5%	<11	n/a	227	5%
Global developmental delay	125	3%	14	6%	139	3%
Visual impairment	66	1%	<11	n/a	67	1%
Multiple sclerosis	24	1%	<11	n/a	24	0%
Stroke	129	3%	<11	n/a	138	3%
Spinal cord injury	69	1%	<11	n/a	70	1%
Other	117	3%	<11	n/a	127	3%
Other sensory/speech	29	1%	<11	n/a	29	1%
Total	4,637	100%	226	100%	4,863	100%

Table M.13 Participant profile per quarter by reported level of function – Northern Territory ³⁸²

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
1 (High Function)	838	16%	68	29%	906	17%
2 (High Function)	<11	n/a	<11	n/a	<11	n/a
3 (High Function)	320	6%	28	12%	348	6%
4 (High Function)	279	5%	<11	n/a	285	5%
5 (High Function)	344	7%	31	13%	375	7%
6 (Moderate Function)	979	19%	31	13%	1,010	19%
7 (Moderate Function)	279	5%	14	6%	293	5%
8 (Moderate Function)	416	8%	12	5%	428	8%
9 (Moderate Function)	28	1%	<11	n/a	29	1%
10 (Moderate Function)	551	11%	24	10%	575	11%
11 (Low Function)	126	2%	<11	n/a	126	2%
12 (Low Function)	531	10%	11	5%	542	10%
13 (Low Function)	331	6%	<11	n/a	336	6%
14 (Low Function)	112	2%	<11	n/a	112	2%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	<11	n/a	<11	n/a	<11	n/a
Total	5,144	100%	231	100%	5,375	100%

³⁸¹ Down syndrome is included in intellectual disability, representing 2% (91) of participants not in SIL.

³⁸² The distributions are calculated excluding participants with a missing reported level of function.

Table M.14 Participant profile per quarter by age group – Northern Territory

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
0 to 6	875	17%	105	45%	980	18%
7 to 14	1,315	26%	39	17%	1,354	25%
15 to 18	388	8%	12	5%	400	7%
19 to 24	371	7%	<11	n/a	378	7%
25 to 34	425	8%	11	5%	436	8%
35 to 44	535	10%	21	9%	556	10%
45 to 54	544	11%	14	6%	558	10%
55 to 64	529	10%	19	8%	548	10%
65+	162	3%	<11	n/a	165	3%
Total	5,144	100%	231	100%	5,375	100%

Table M.15 Participation rates by age group and gender at 31 December 2022 – Northern Territory ³⁸³

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	5.1%	2.3%	3.8%
7 to 14	6.7%	2.8%	4.8%
15 to 18	3.9%	1.9%	3.0%
19 to 24	2.5%	1.2%	1.9%
25 to 44	1.4%	0.9%	1.1%
45 to 64	2.1%	1.6%	1.9%
Total (aged 0 to 64)	2.9%	1.5%	2.2%

³⁸³ Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

Part Two: Participant and family/carer outcomes

Note: In Tables M.16 to M.19 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5 and R6 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment and sixth reassessment respectively.

There is insufficient data for progress against the NDIA's corporate plan metrics for 'participant employment rate', 'participant social and community engagement rate', 'parent and carer employment rate' and 'participant choice and control' at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment.

Table M.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=439), 'participant social and community engagement rate' (n=443), 'parent and carer employment rate' (n=246) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=226) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 December 2020 - Northern Territory ³⁸⁴

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	8%	7%	16%	26%
Participant employment rate - Aged 25 to 34 years	16%	17%	17%	26%
Participant employment rate - Aged 35 to 44 years	10%	5%	10%	26%
Participant employment rate - Aged 45 to 54 years	15%	10%	15%	26%
Participant employment rate - Aged 55 to 64 years	8%	11%	11%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	12%	12%	13%	26%
Participant employment rate - Aged 15 to 64 years	11%	10%	14%	26%
Participant social and community engagement rate - Aged 15 to 24 years	48%	53%	49%	46%
Participant social and community engagement rate - Aged 25 to 34 years	48%	59%	56%	46%
Participant social and community engagement rate - Aged 35 to 44 years	46%	49%	49%	46%
Participant social and community engagement rate - Aged 45 to 54 years	41%	44%	43%	46%
Participant social and community engagement rate - Aged 55 to 64 years	46%	39%	47%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	43%	48%	48%	46%
Participant social and community engagement rate - Aged 15+ years	44%	49%	48%	46%
Parent and carer employment rate - Aged 0 to 14 years	49%	53%	54%	50%
Parent and carer employment rate - Aged 15+ years	47%	58%	52%	50%
Parent and carer employment rate - All ages	48%	55%	53%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	61%	75%
Participant Choice and Control - Aged 25+ years	n/a	55%	67%	75%
Participant Choice and Control - Aged 15+ years	n/a	56%	66%	75%

³⁸⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2020 and have had a second plan reassessment to date.

Table M.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=287), 'participant social and community engagement rate' (n=292), 'parent and carer employment rate' (n=179) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=191) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 December 2019 - Northern Territory³⁸⁵

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	12%	18%	4%	19%	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	23%	21%	10%	19%	26%
Participant employment rate - Aged 55 to 64 years	8%	3%	0%	8%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	15%	15%	6%	15%	26%
Participant employment rate - Aged 15 to 64 years	15%	15%	5%	16%	26%
Participant social and community engagement rate - Aged 15 to 24 years	40%	41%	43%	39%	46%
Participant social and community engagement rate - Aged 25 to 34 years	34%	40%	35%	43%	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	31%	26%	31%	34%	46%
Participant social and community engagement rate - Aged 55 to 64 years	30%	30%	33%	40%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	37%	36%	37%	43%	46%
Participant social and community engagement rate - Aged 15+ years	38%	37%	38%	42%	46%
Parent and carer employment rate - Aged 0 to 14 years	56%	63%	58%	63%	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	55%	62%	59%	61%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	66%	83%	67%	75%
Participant Choice and Control - Aged 25+ years	n/a	61%	62%	71%	75%
Participant Choice and Control - Aged 15+ years	n/a	62%	67%	70%	75%

³⁸⁵ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a third plan reassessment to date.

Table M.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=199), 'participant social and community engagement rate' (n=199), 'parent and carer employment rate' (n=65) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=153) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 December 2018 - Northern Territory ³⁸⁶

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	15%	11%	12%	14%	16%	26%
Participant employment rate - Aged 15 to 64 years	13%	10%	10%	12%	15%	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	49%	46%	48%	47%	49%	46%
Participant social and community engagement rate - Aged 15+ years	48%	46%	46%	45%	48%	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	n/a	n/a	n/a	n/a	n/a	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	75%
Participant Choice and Control - Aged 25+ years	n/a	59%	70%	75%	75%	75%
Participant Choice and Control - Aged 15+ years	n/a	56%	69%	70%	70%	75%

³⁸⁶ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a fourth plan reassessment to date.

Table M.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=77), 'participant social and community engagement rate' (n=80), 'parent and carer employment rate' (n=15) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=56) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 December 2017 - Northern Territory³⁸⁷

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	13%	8%	12%	5%	10%	12%	26%
Participant employment rate - Aged 15 to 64 years	12%	9%	13%	4%	9%	12%	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	44%	43%	42%	54%	57%	49%	46%
Participant social and community engagement rate - Aged 15+ years	45%	45%	43%	48%	57%	50%	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	n/a	n/a	n/a	n/a	n/a	n/a	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	75%
Participant Choice and Control - Aged 25+ years	n/a	45%	70%	64%	71%	73%	75%
Participant Choice and Control - Aged 15+ years	n/a	46%	67%	55%	71%	71%	75%

³⁸⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a fifth plan reassessment to date.

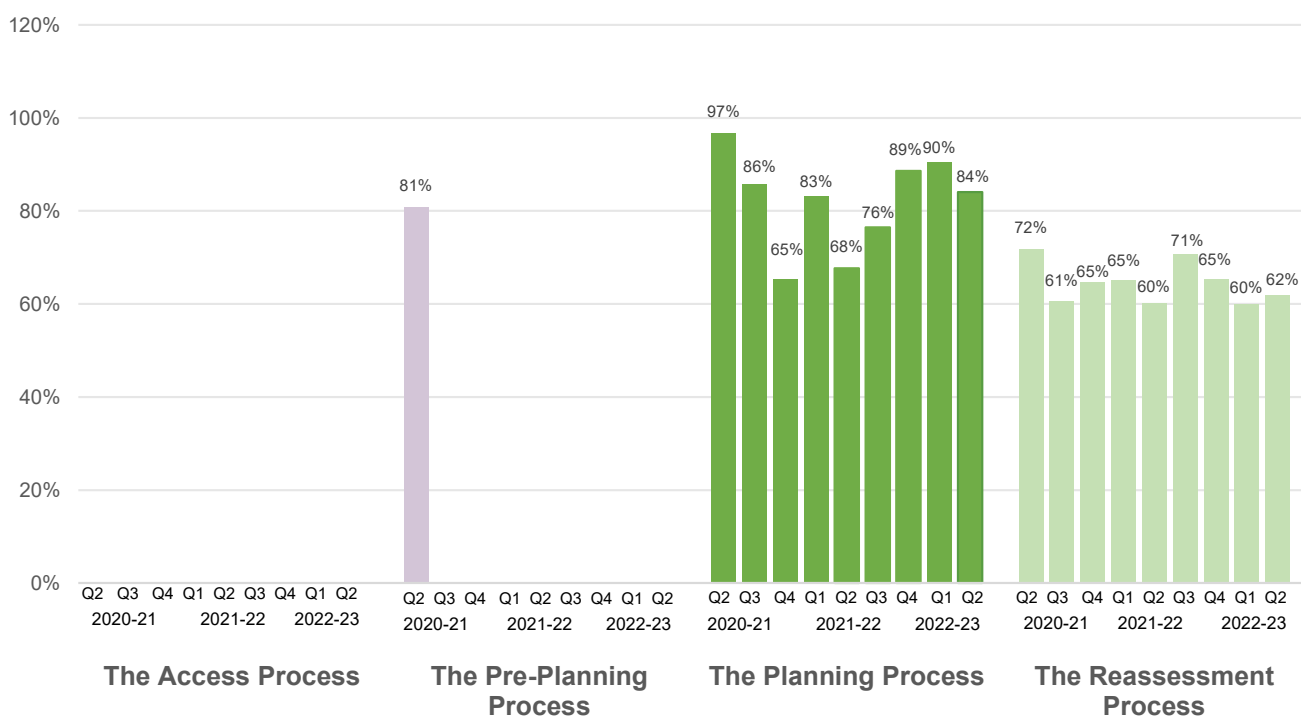
Part Three: Participant experience

Table M.20 Proportion of participants who agreed with statements about 'Access' (n = 103 in Prior Quarters, n = 14 in 2022-23 Q2), 'Pre-planning' (n = 115 in Prior Quarters, n = 9 in 2022-23 Q2), 'Planning' (n = 330 in Prior Quarters, n = 44 in 2022-23 Q2) and 'Plan reassessment' (n = 759 in Prior Quarters, n = 144 in 2022-23 Q2) of NDIS journey in 2022-23 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Northern Territory³⁸⁸

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2022-23 Q2
Access - Are you happy with how coming into the NDIS has gone?	80%	n/a
Access - Was the person from the NDIS respectful?	97%	n/a
Access - Do you understand what will happen next with your plan?	72%	n/a
Access - % of participants rating their overall experience as Very Good or Good.	72%	n/a
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	83%	n/a
Pre-planning - Did you understand why you needed to give the information you did?	88%	n/a
Pre-planning - Were decisions about your plan clearly explained?	68%	n/a
Pre-planning - Are you clear on what happens next with your plan?	58%	n/a
Pre-planning - Do you know where to go for more help with your plan?	71%	n/a
Pre-planning - % of participants rating their overall experience as Very Good or Good.	74%	n/a
Planning - Did the person from the NDIS understand how your disability affects your life?	88%	82%
Planning - Did you understand why you needed to give the information you did?	97%	98%
Planning - Were decisions about your plan clearly explained?	83%	91%
Planning - Are you clear on what happens next with your plan?	78%	86%
Planning - Do you know where to go for more help with your plan?	87%	86%
Planning - % of participants rating their overall experience as Very Good or Good.	82%	84%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	73%	77%
Plan reassessment - Did you feel prepared for your plan reassessment?	80%	75%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	83%	81%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	64%	62%

³⁸⁸ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure M.1 Trend of satisfaction across the pathway (% Very Good/Good) – Northern Territory ^{389 390}



The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q2. The charts show trends in complaints based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table M.21 shows the number of complaints in 2022-23 Q2 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile 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. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Table M.22 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

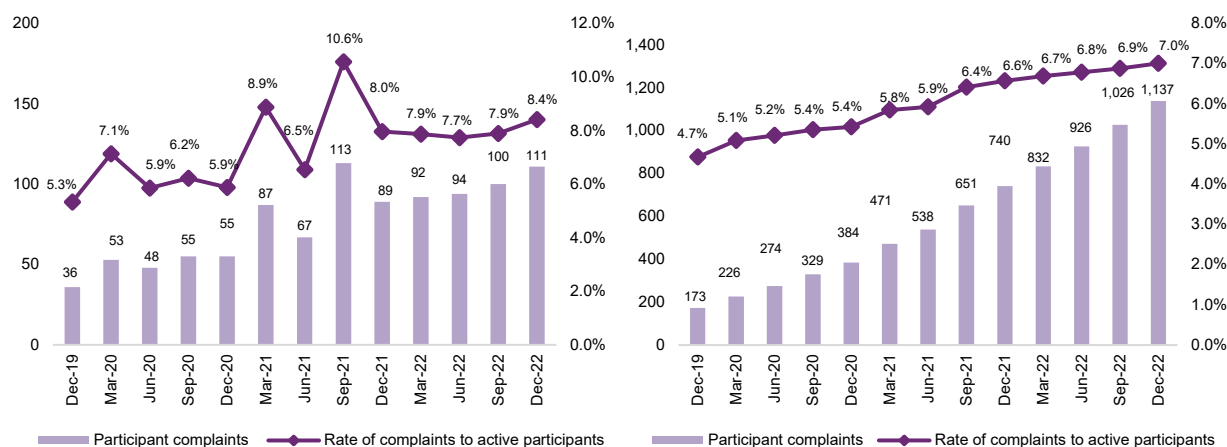
³⁸⁹ Participant satisfaction results for prior quarters have been restated using data as at 31 December 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

³⁹⁰ Participant satisfaction results are not shown if there is insufficient data in the group.

Table M.21 Complaints by quarter – Northern Territory ^{391 392}

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q2	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	<11	<11	<11	<11
People who have submitted an access request: Complaint about LAC Partner	14	<11	16	15
People who have submitted an access request: Complaints about service providers	55	<11	61	44
People who have submitted an access request: Complaints about the Agency	670	49	719	450
People who have submitted an access request: Critical/ Reportable Incident	268	54	322	230
People who have submitted an access request: Unclassified	18	<11	18	15
People who have submitted an access request: Total	1,026	111	1,137	663
<i>Percentage of the number of active participants</i>	<i>6.9%</i>	<i>8.4%</i>	<i>7.0%</i>	<i>n/a</i>

Figure M.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Northern Territory



³⁹¹ Note that 66% of all complainants made only one complaint, 19% made two complaints and 15% made three or more complaints.

³⁹² Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

Table M.22 Participant complaints by type. Complaints with a related party who has submitted an access request – Northern Territory ³⁹³

Type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	11	2%	<11	n/a	11	2%
Complaints about the Agency - Information unclear	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Access	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Finance	82	12%	<11	n/a	87	12%
Complaints about the Agency - NDIA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Plan	168	25%	19	39%	187	26%
Complaints about the Agency - NDIA Process	74	11%	<11	n/a	82	11%
Complaints about the Agency - NDIA Resources	12	2%	<11	n/a	13	2%
Complaints about the Agency - NDIA Staff	32	5%	<11	n/a	39	5%
Complaints about the Agency - NDIA Timeliness	159	24%	<11	n/a	166	23%
Complaints about the Agency - Participation, engagement and inclusion	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Provider Portal	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Quality & Safeguards Commission	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Reasonable and necessary supports	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Staff conduct - Agency	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - The way the NDIA carried out its decision making	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Timeliness	36	5%	<11	n/a	36	5%
Complaints about the Agency - Other	54	8%	<11	n/a	54	8%
Complaints about the Agency - Total	670	100%	49	100%	719	100%
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Process	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Process	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	14	100%	<11	n/a	16	100%
Complaints about service providers - Provider costs	<11	n/a	<11	n/a	<11	n/a

³⁹³ There are 1,026 total participant complaints in Prior Quarters, 111 total participant complaints in 2022-23 Q1, and 1,137 total participant complaints as at 31 December 2022, including 18 unclassified participant complaints as at 31 December 2022.

Type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Finance	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider process	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider Service	14	25%	<11	n/a	15	25%
Complaints about service providers - Provider Staff	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Service Delivery	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Staff conduct	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Supports being provided	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Other	14	25%	<11	n/a	14	23%
Complaints about service providers - Total	55	100%	<11	n/a	61	100%
Critical/ Reportable Incident - Allegations against a provider	88	33%	24	44%	112	35%
Critical/ Reportable Incident - Allegations against Informal Supports	32	12%	<11	n/a	36	11%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	48	18%	<11	n/a	50	16%
Critical/ Reportable Incident - Provider reporting	100	37%	24	44%	124	39%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Total	268	100%	54	100%	322	100%

Table M.23 AAT Cases by category at 31 December 2022 – Northern Territory ³⁹⁴

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Access	<11	n/a	<11	n/a	<11	n/a
Plan	<11	n/a	<11	n/a	<11	n/a
Plan Reassessment	<11	n/a	<11	n/a	<11	n/a
Other	<11	n/a	<11	n/a	<11	n/a
Total cases	11	100%	<11	n/a	11	100%
Percentage of the number of active participants	0.07%	n/a	0.00%	n/a	0.07%	n/a

Table M.24 AAT cases by open/closed and decision – Northern Territory ^{395 396}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	11	<11
Open AAT Cases	<11	<11
Closed AAT Cases	<11	<11
<i>Resolved before hearing</i>	<i><11</i>	<i><11</i>
<i>Gone to hearing and received a substantive decision</i>	<i><11</i>	<i><11</i>

³⁹⁴ The numbers of AAT cases for Northern Territory by category are not shown due to insufficient numbers.

³⁹⁵ The numbers of AAT cases for Northern Territory by category are not shown due to insufficient numbers.

³⁹⁶ The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

Part Four: Providers and the growing market

Table M.25 Key markets indicators by quarter – Northern Territory ^{397 398}

Market indicators	Previous Quarter	2022-23 Q2
Average number of active providers per active participant	1.79	1.68
Number of providers delivering new types of supports	83	69
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	77%	74%
Share of payments - top 25%: Therapeutic Supports (Percentage)	89%	93%
Share of payments - top 25%: Participate Community (Percentage)	86%	86%
Share of payments - top 25%: Early Childhood Supports (Percentage)	85%	86%
Share of payments - top 25%: Assist Personal Activities (Percentage)	89%	87%

Table M.26 Cumulative number of providers that have been ever active as at 31 December 2022 by quarter of activity – Northern Territory ³⁹⁹

Activity	Number of providers
Active for the first time in 2022-23 Q2	19
Active in 2022-23 Q2 and also in previous quarters	298
Active in 2022-23 Q2	317
Inactive in 2022-23 Q2	658
Active ever	975

Table M.27 Distribution of active providers in 2022-23 Q2 by their status in 2022-23 Q1 and payment band in 2022-23 Q2 – Northern Territory ⁴⁰⁰

Amount paid in 2022-23 Q2	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	47	16	7	70
\$2,001-\$10,000	53	7	9	69
\$10,001-\$100,000	81	<5	<5	84
\$100,001-\$250,000	23	<5	<5	23
\$250,000+	70	<5	<5	71
Total	274	24	19	317

Table M.28 Proportion of active participants with approved plans accessing mainstream supports – Northern Territory ⁴⁰¹

Mainstream service	Prior Quarters	2022-23 Q2	Total
Daily Activities	16%	15%	16%
Health & Wellbeing	60%	64%	61%
Lifelong Learning	22%	22%	22%
Other	23%	28%	24%
Non-categorised	13%	10%	13%
Any mainstream service	96%	96%	96%

³⁹⁷ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

³⁹⁸ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

³⁹⁹ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

⁴⁰⁰ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

⁴⁰¹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Note: In Table M.29 and Figures M.3 to M.11, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2022. Average payments are derived from total payments paid over the 12 months to 31 December 2022, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Table M.29 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q2 – Northern Territory

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	0.9%	1.0%
\$5,001-\$10,000	4.1%	4.5%
\$10,001-\$15,000	6.8%	7.6%
\$15,001-\$20,000	10.0%	11.1%
\$20,001-\$25,000	13.3%	14.7%
\$25,001-\$30,000	6.6%	7.3%
\$30,001-\$50,000	16.2%	17.9%
\$50,001-\$100,000	16.8%	18.5%
\$100,001-\$150,000	6.1%	6.8%
\$150,001-\$200,000	3.4%	3.7%
\$200,001-\$250,000	2.1%	2.1%
\$250,001+	13.4%	4.6%

Figure M.3 Average annualised committed supports and average payments by age group as at 31 December 2022 – Northern Territory

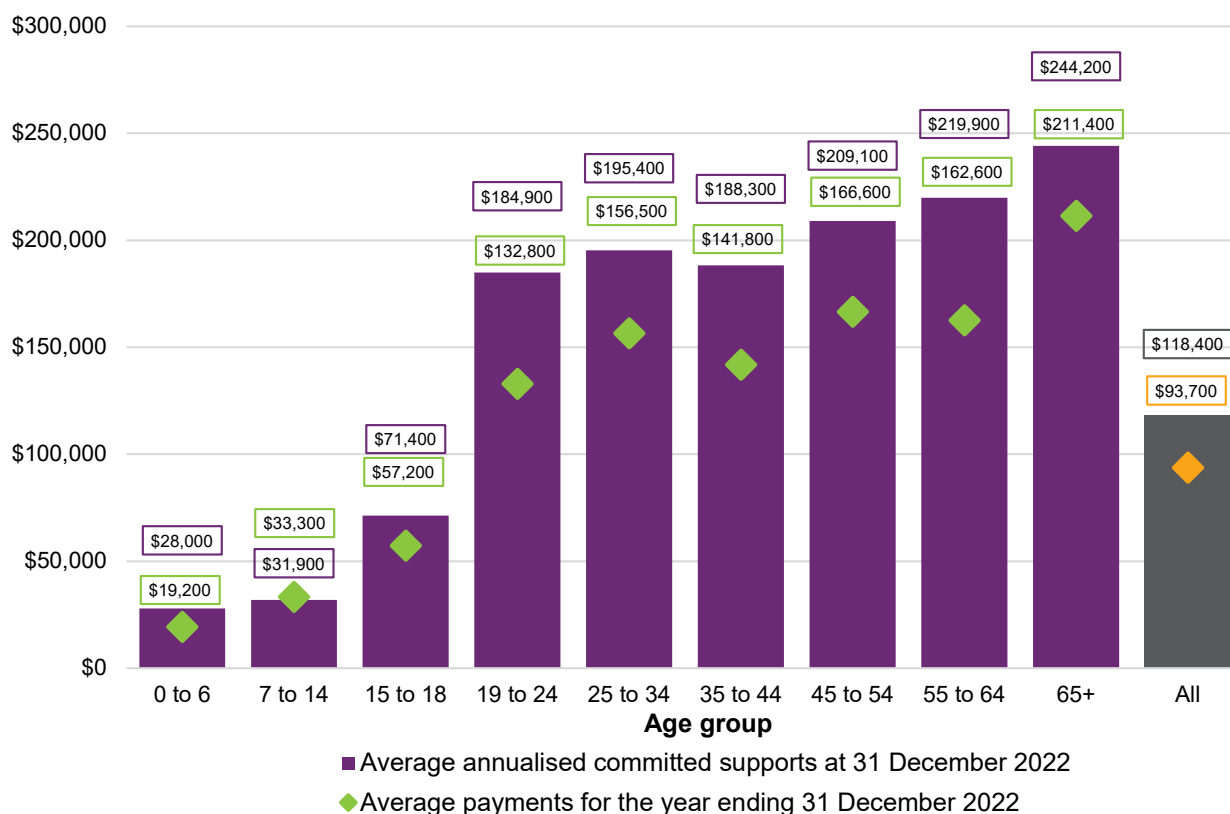


Figure M.4 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2022 – Northern Territory

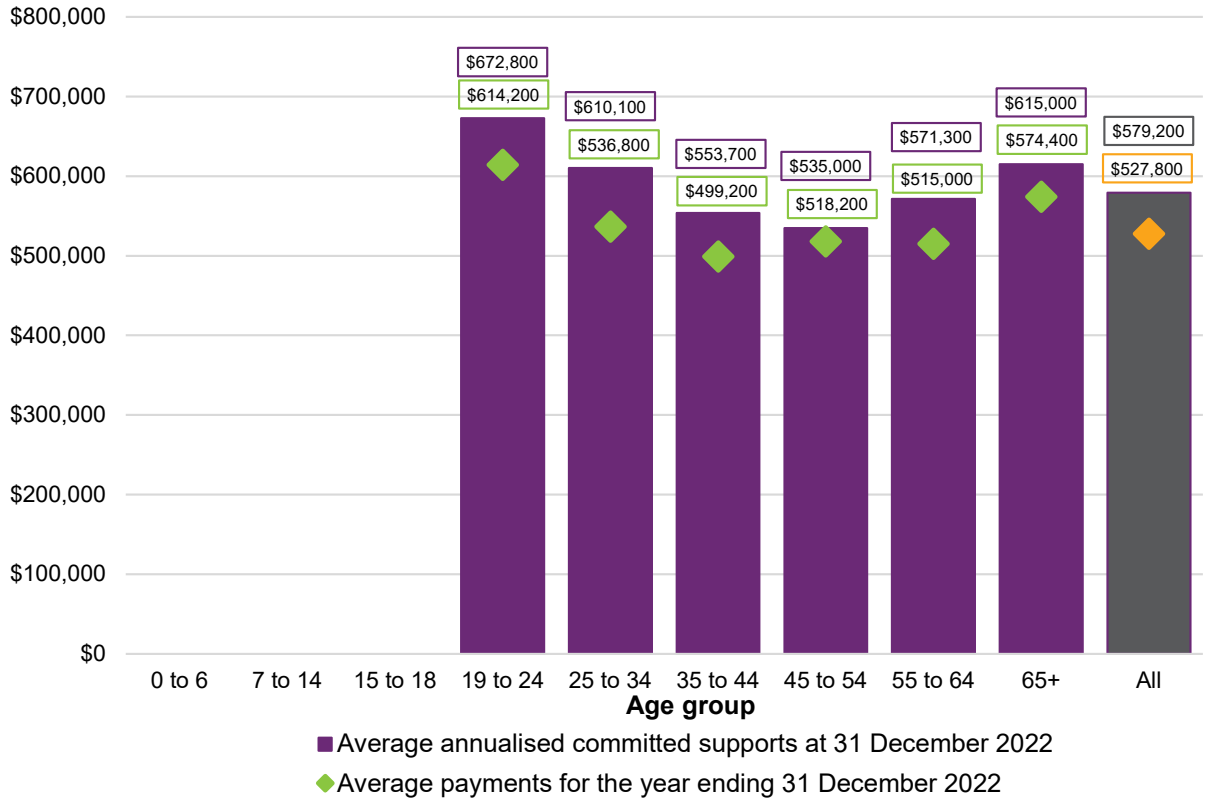


Figure M.5 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2022 – Northern Territory

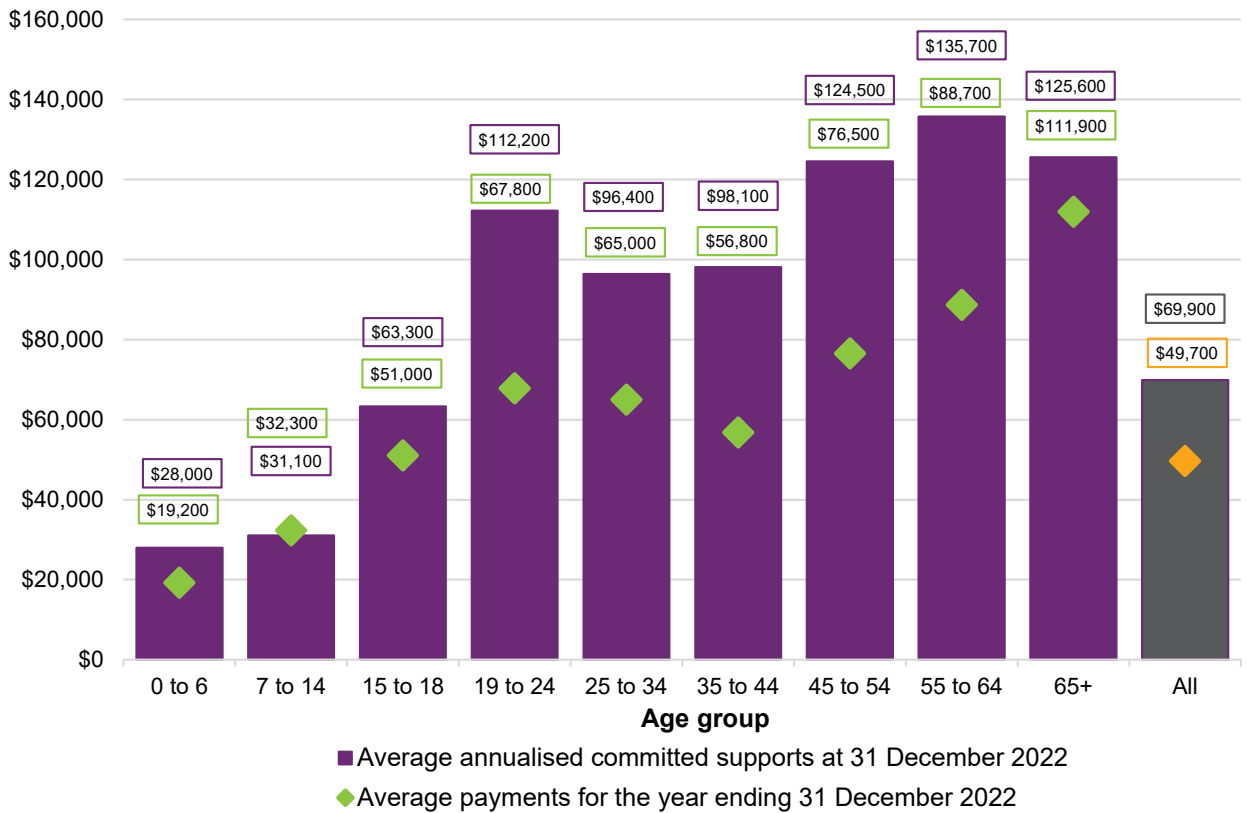


Figure M.6 Average annualised committed supports and average payments by primary disability group as at 31 December 2022 – Northern Territory

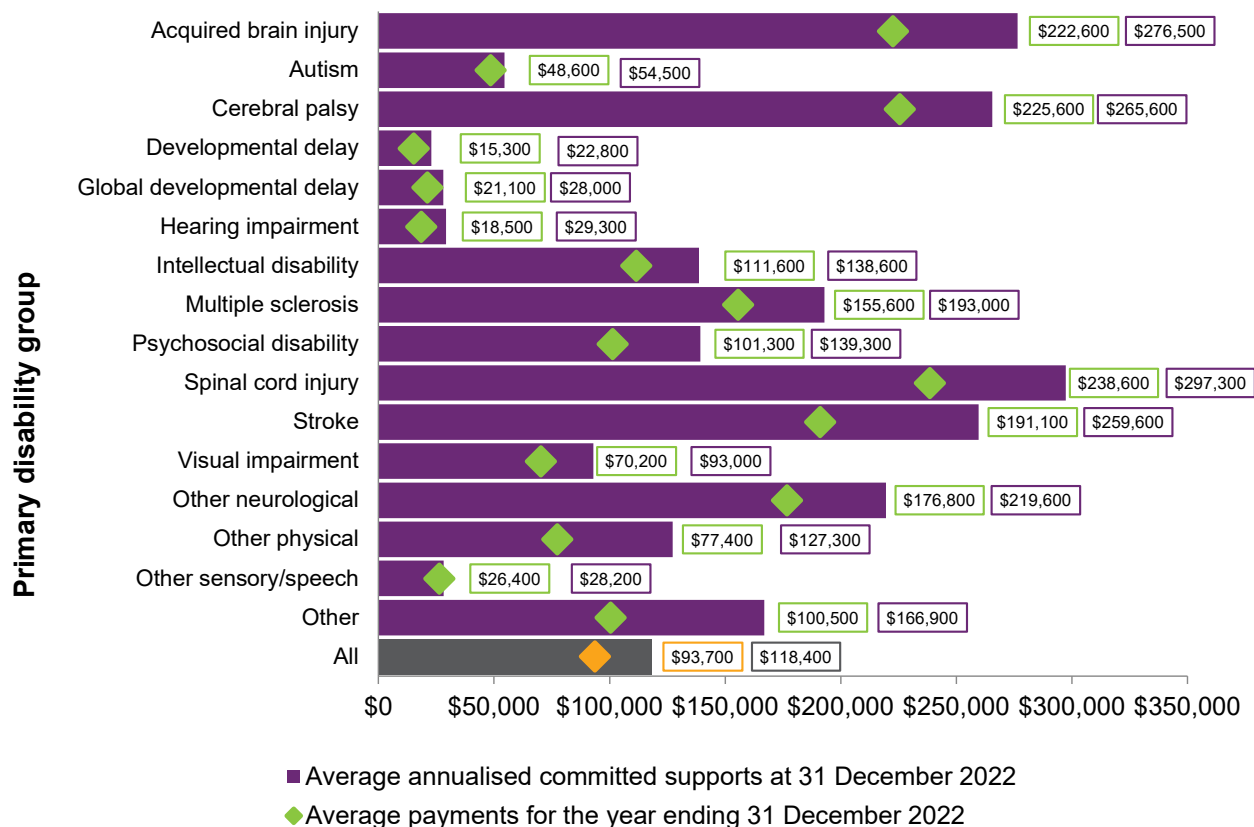


Figure M.7 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 December 2022 – Northern Territory

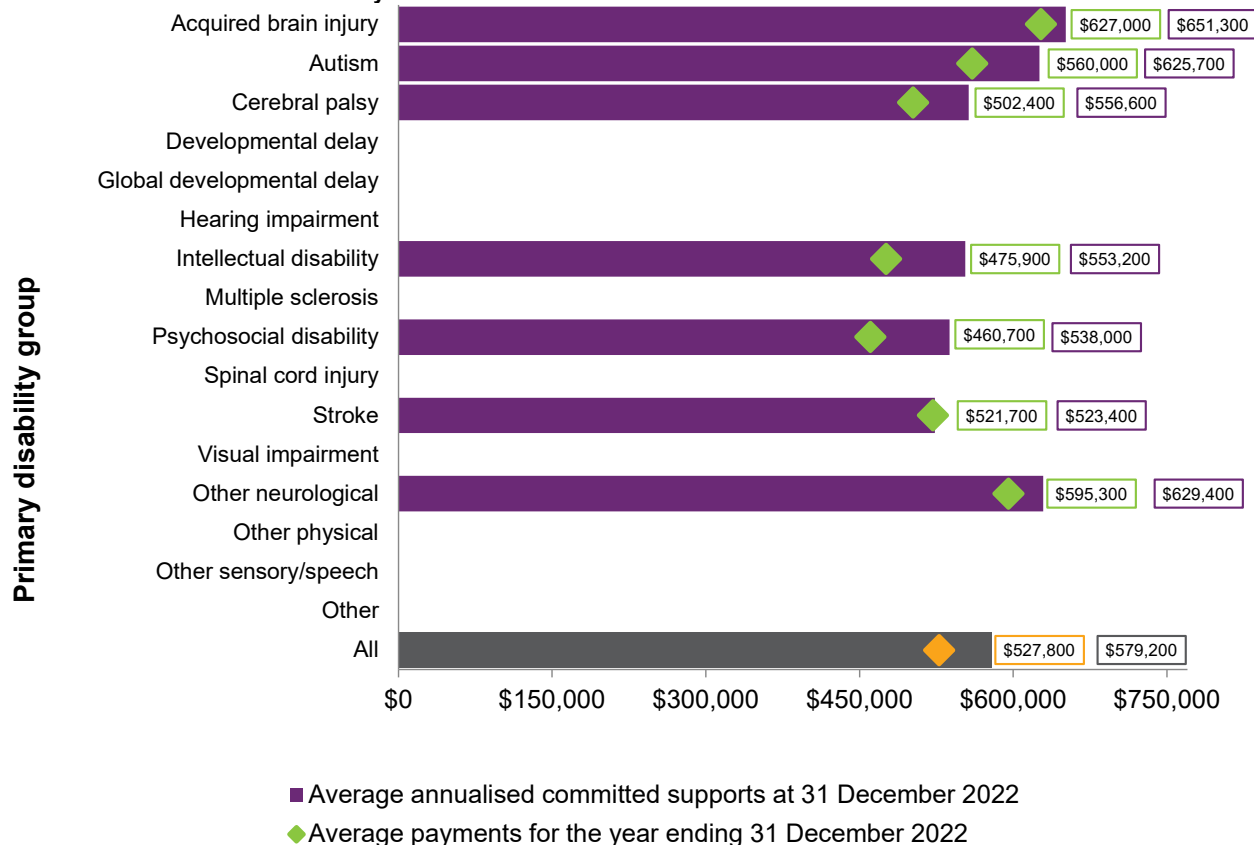


Figure M.8 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 December 2022 – Northern Territory

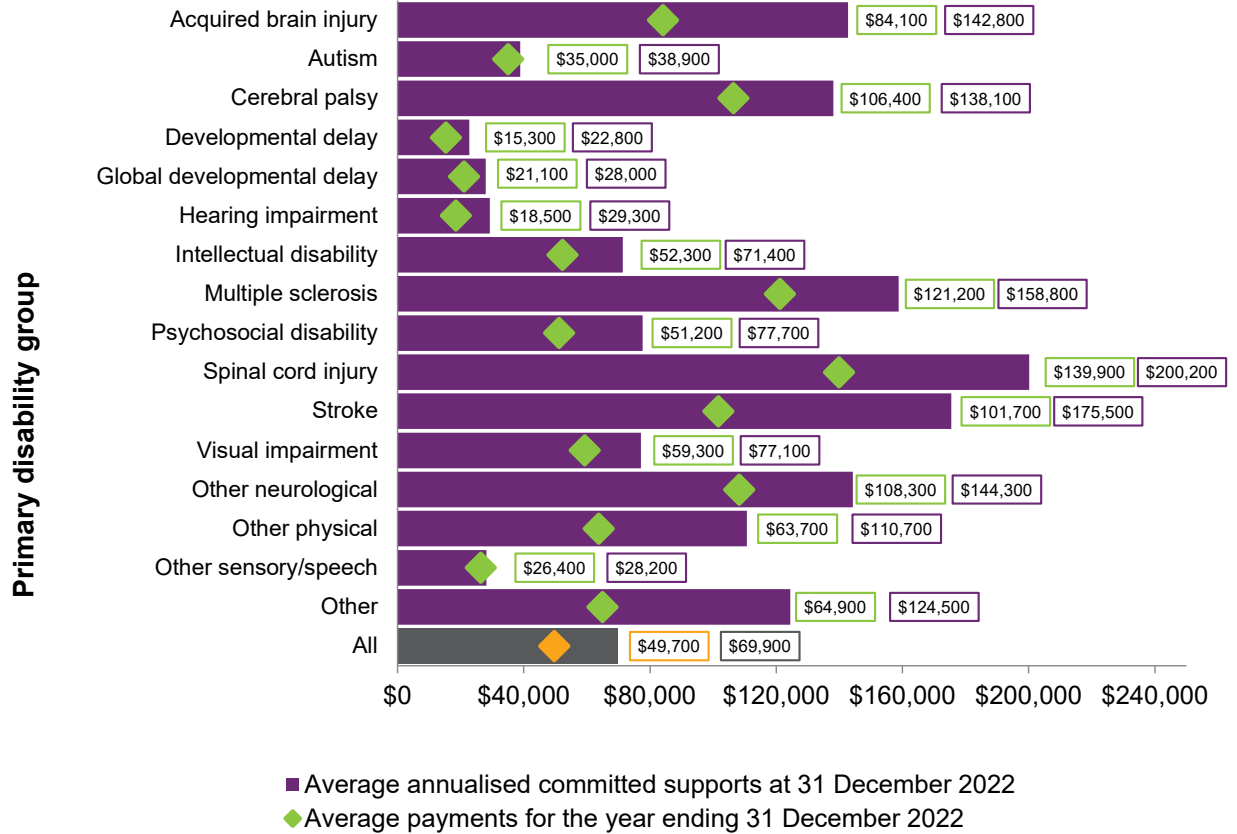


Figure M.9 Average annualised committed supports and average payments by reported level of function as at 31 December 2022 – Northern Territory

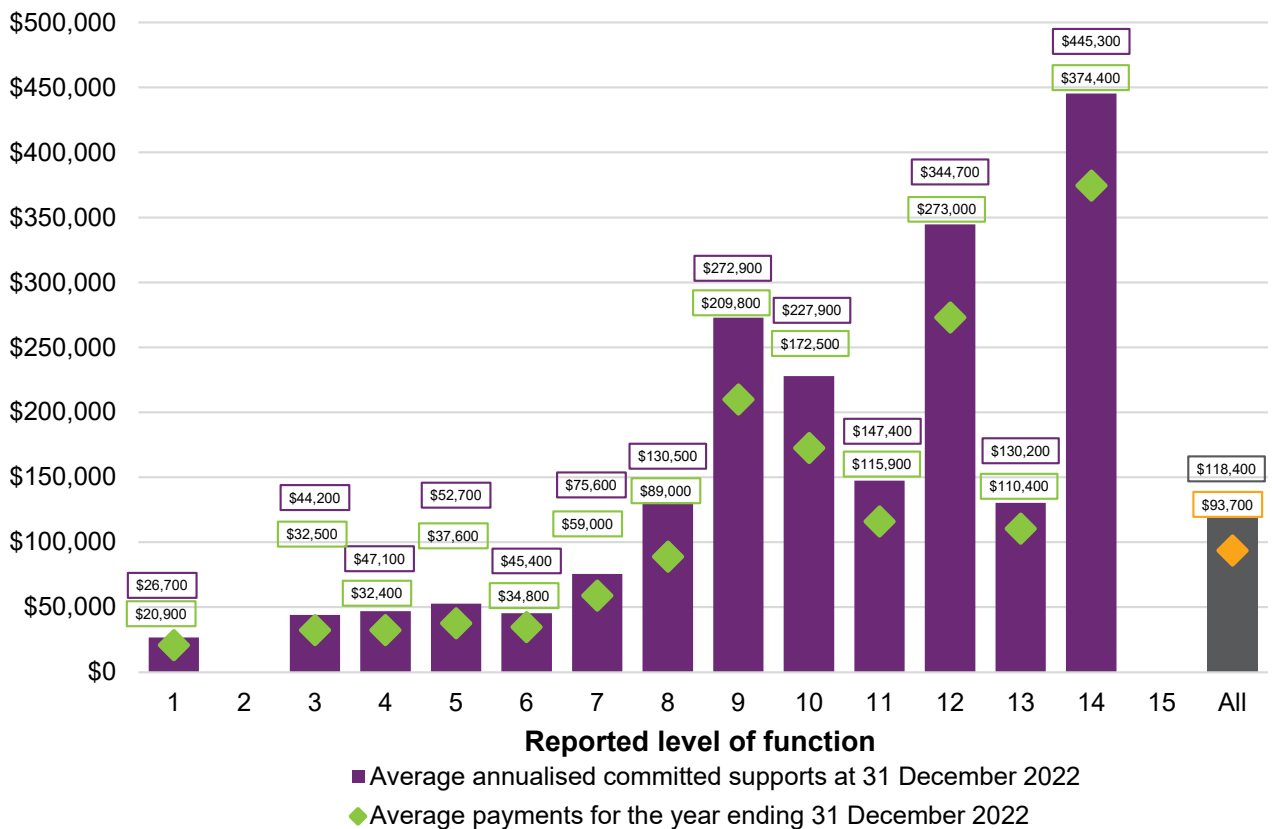


Figure M.10 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2022 – Northern Territory

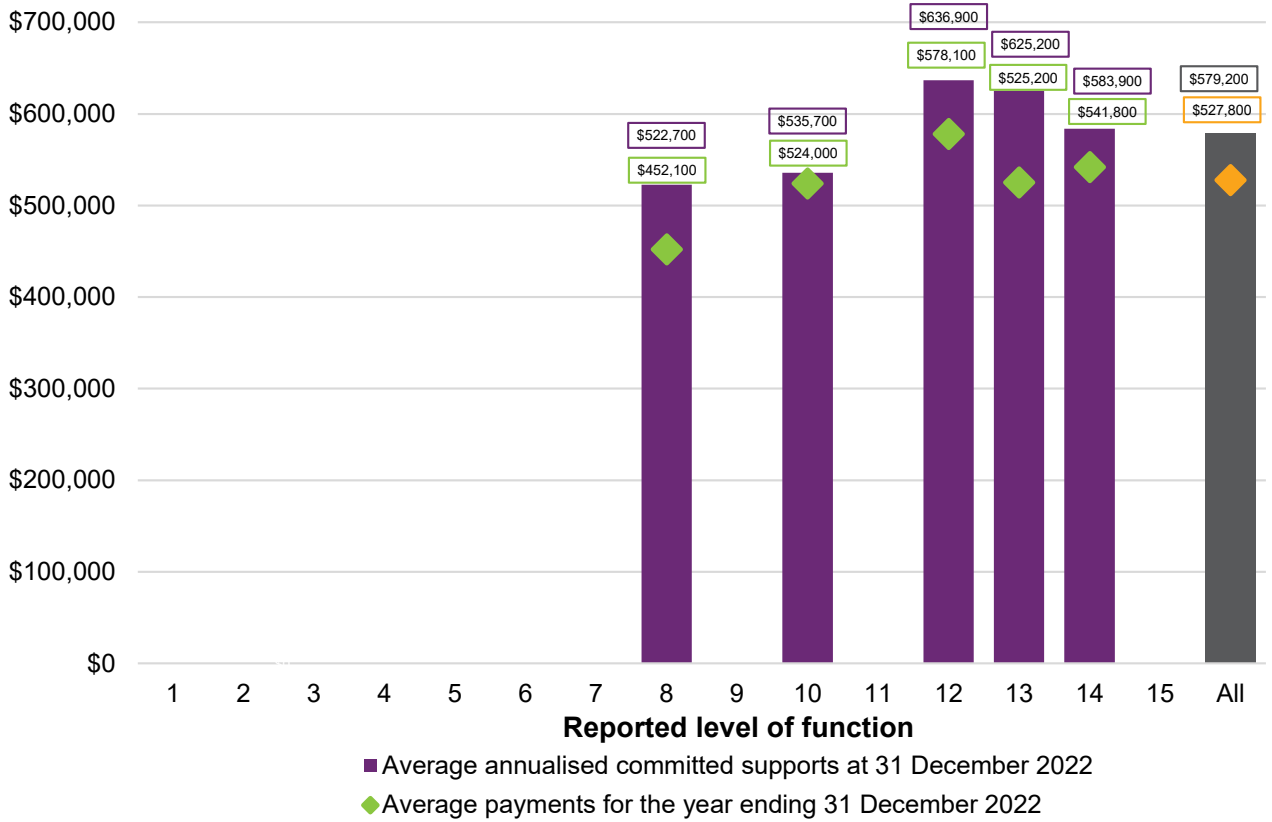


Figure M.11 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2022 – Northern Territory

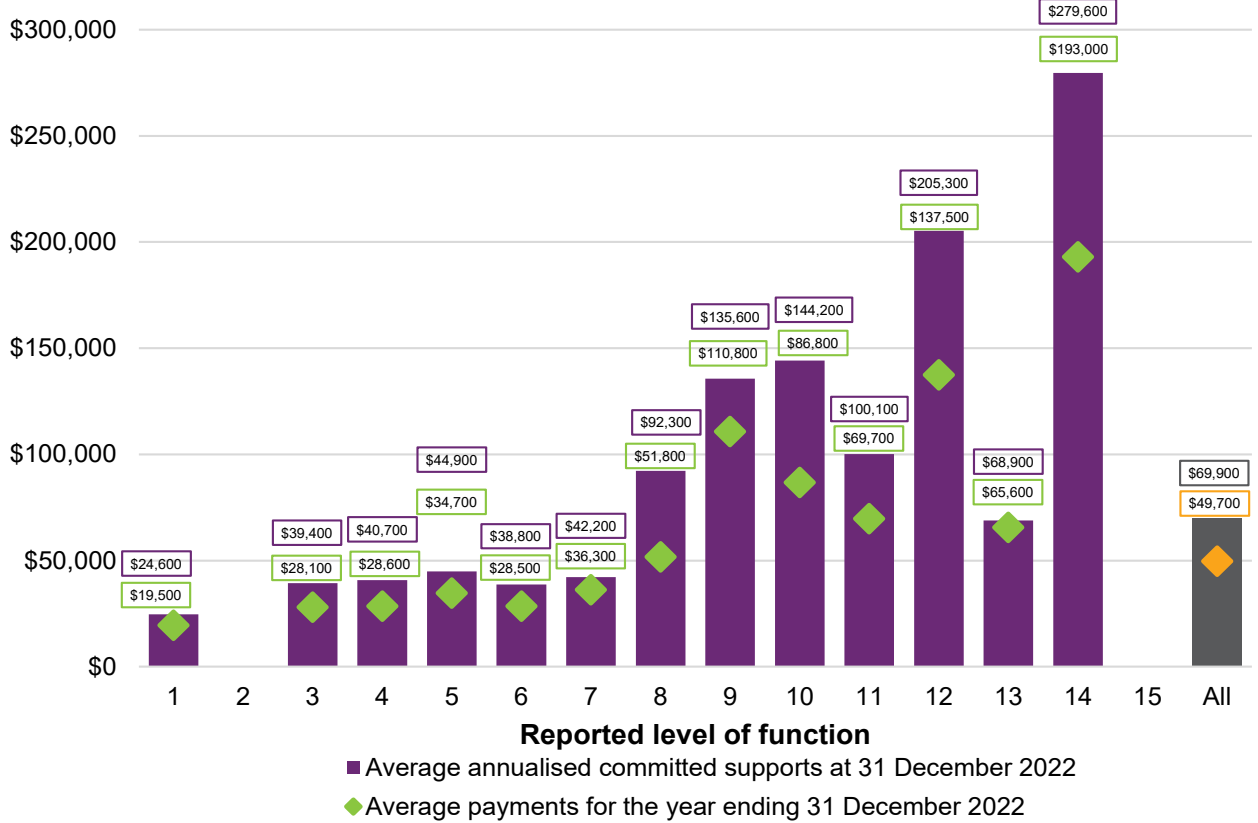


Table M.30 Total annualised committed supports and total payments by support category as at 31 December 2022 (\$m) – Northern Territory ^{402 403}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$306.9	\$359.0
Core: Consumables	\$4.5	\$7.3
Core: Social and Civic	\$66.3	\$105.4
Core: Transport	\$7.3	\$4.4
Capacity Building: Choice and Control	\$6.3	\$7.4
Capacity Building: Daily Activities	\$36.1	\$77.6
Capacity Building: Employment	\$1.0	\$3.6
Capacity Building: Health and Wellbeing	\$0.1	\$0.4
Capacity Building: Home Living	\$0.00	\$0.04
Capacity Building: Lifelong learning	\$0.00	n/a
Capacity Building: Relationships	\$6.5	\$13.8
Capacity Building: Social and Civic	\$4.8	\$371.2
Capacity Building: Support Coordination	\$19.4	\$26.4
Capital: Assistive Technology	\$5.8	\$15.1
Capital: Home Modifications	\$1.9	\$5.0
All	\$466.8	\$636.4

Table M.31 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2022 (\$m) – Northern Territory ^{404 405}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$198.5	\$225.1
Core: Consumables	\$1.3	\$1.5
Core: Social and Civic	\$27.4	\$42.7
Core: Transport	\$0.4	\$1.1
Capacity Building: Choice and Control	\$0.5	\$0.7
Capacity Building: Daily Activities	\$4.1	\$7.1
Capacity Building: Employment	\$0.1	\$0.4
Capacity Building: Health and Wellbeing	\$0.03	\$0.07
Capacity Building: Home Living	\$0.00	\$0.00
Capacity Building: Lifelong learning	\$0.0	n/a
Capacity Building: Relationships	\$3.3	\$6.0
Capacity Building: Social and Civic	\$0.3	\$0.8
Capacity Building: Support Coordination	\$4.1	\$4.9
Capital: Assistive Technology	\$1.3	\$3.2
Capital: Home Modifications	\$0.9	\$3.0
All	\$242.3	\$296.6

⁴⁰² Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

⁴⁰³ Total payments for home modifications in Northern Territory were \$1.9m. Of which, \$1.0m (51%) has been paid for specialised disability accommodation (SDA) supports, and \$0.9m (49%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.2m processed off-system in June 2022. Total annualised committed supports for home modifications in Northern Territory were \$5.0m. Of which, \$3.8m (76%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.2m (24%) has been allocated for non-SDA supports.

⁴⁰⁴ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

⁴⁰⁵ Total payments for home modifications in Northern Territory were \$0.9m. Of which, \$0.9m (100%) has been paid for specialised disability accommodation (SDA) supports. In addition, there were once-off SDA payments of \$0.2m processed off-system in June 2022. Total annualised committed supports for home modifications in Northern Territory were \$3.0m. Of which, \$2.95m (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.04m (1%) has been allocated for non-SDA supports.

Table M.32 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2022 (\$m) – Northern Territory ^{406 407}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$108.4	\$133.9
Core: Consumables	\$3.2	\$5.7
Core: Social and Civic	\$38.9	\$62.8
Core: Transport	\$6.9	\$3.2
Capacity Building: Choice and Control	\$5.7	\$6.7
Capacity Building: Daily Activities	\$32.0	\$70.5
Capacity Building: Employment	\$0.8	\$3.2
Capacity Building: Health and Wellbeing	\$0.1	\$0.3
Capacity Building: Home Living	\$0.00	\$0.04
Capacity Building: Lifelong learning	\$0.00	n/a
Capacity Building: Relationships	\$3.2	\$7.8
Capacity Building: Social and Civic	\$4.5	\$10.2
Capacity Building: Support Coordination	\$15.4	\$21.5
Capital: Assistive Technology	\$4.5	\$11.9
Capital: Home Modifications	\$1.0	\$2.0
All	\$224.5	\$339.9

Table M.33 Payments by financial year in which support was provided, compared to committed supports (\$m) – Northern Territory ^{408 409}

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	0.0	2.0	5.8	20.4	100.8	203.5	393.6	520.2	547.7	329.1
Total Paid	0.0	1.7	4.2	11.8	67.3	138.3	268.0	378.3	422.9	224.5
% utilised to date	31%	82%	72%	58%	67%	68%	68%	73%	77%	68%

Table M.34 Percentage change in plan budgets for active participants – Northern Territory ^{410 411}

Inflation type	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Intraplan Inflation	8.1%	4.6%	5.6%	4.9%	6.6%	4.3%	7.9%	8.9%
Interplan Inflation	-11.0%	-10.2%	-10.1%	2.0%	2.6%	2.0%	10.3%	14.3%
Total Inflation	-3.0%	-5.6%	-4.5%	7.0%	9.2%	6.3%	18.2%	23.2%

⁴⁰⁶ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

⁴⁰⁷ Total payments for home modifications in Northern Territory were \$1.01m. Of which, \$0.08m (8%) has been paid for specialised disability accommodation (SDA) supports, and \$0.93m (92%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.01m processed off-system in June 2022. Total annualised committed supports for home modifications in Northern Territory were \$1.98m. Of which, \$0.82m (41%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.16m (59%) has been allocated for non-SDA supports.

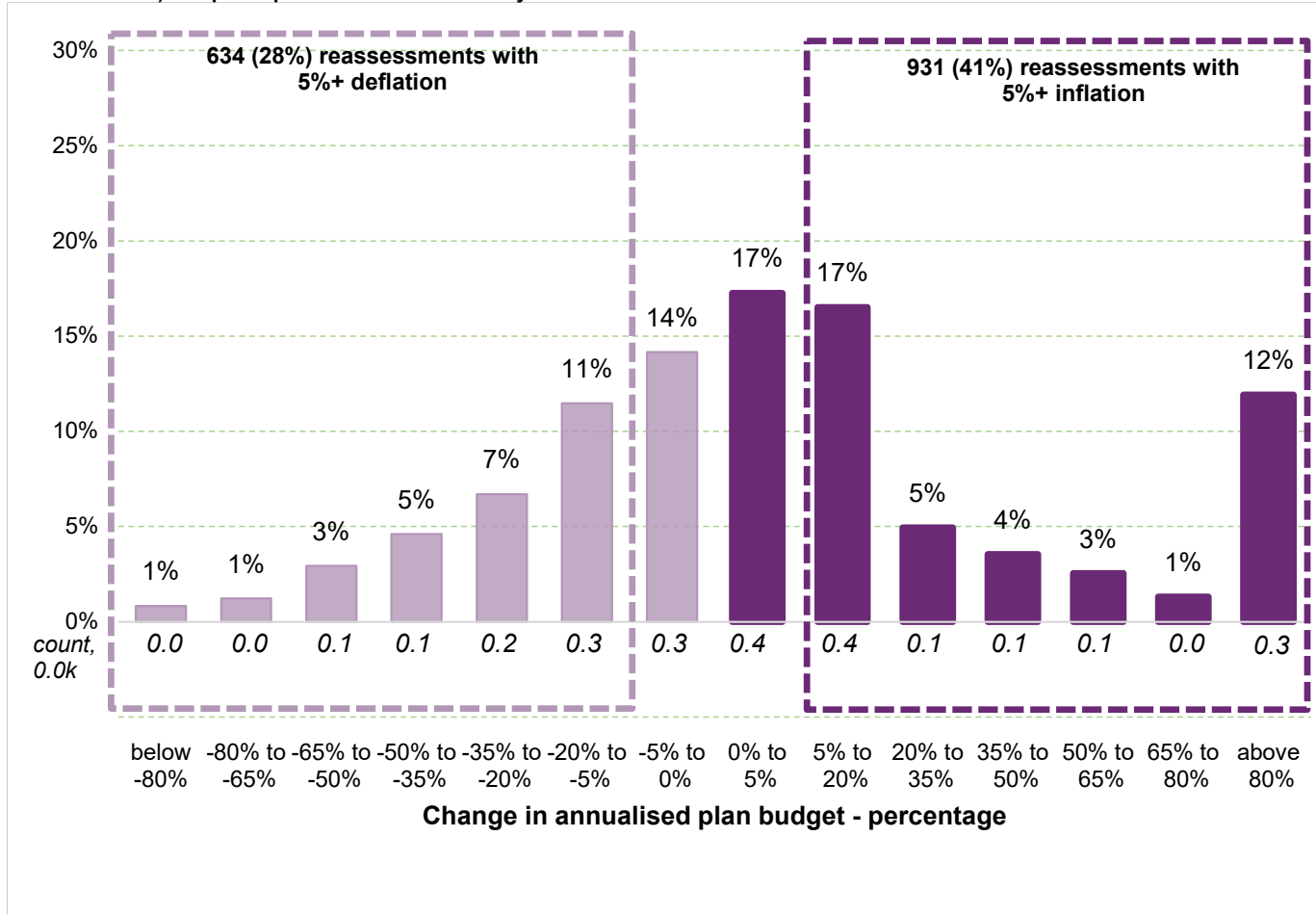
⁴⁰⁸ Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for Northern Territory.

⁴⁰⁹ The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

⁴¹⁰ The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July 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 2022, which impacts the September 2022 quarter.

⁴¹¹ Rescaling adjustments have been applied to how the total inflation is split into inflation at plan reassessment and inflation within a plan. This has resulted in small one-off changes in historical values, the overall total inflation has not changed.

Figure M.12 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 December 2022) - all participants – Northern Territory ⁴¹²



⁴¹² 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.

Appendix N: State/Territory – comparison of key metrics

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

Table N.1 Active participants including ECA at 31 December 2022 ^{413 414}

State/ Territory	Active participant plans (Count)	Active participant plans (Percentage)	Early Childhood Approach (ECA) (Count)	Active participant plans including ECA (Count)	Active participant plans including ECA (Percentage)
NSW	172,190	30.0%	5,047	177,237	30.1%
VIC	153,198	26.7%	3,177	156,375	26.6%
QLD	120,898	21.1%	4,259	125,157	21.3%
WA	49,419	8.6%	974	50,393	8.6%
SA	49,596	8.7%	977	50,573	8.6%
TAS	12,819	2.2%	183	13,002	2.2%
ACT	9,793	1.7%	199	9,992	1.7%
NT	5,375	0.9%	98	5,473	0.9%
OT	52	0.0%	<11	52	0.0%
Missing	<11	n/a	<11	<11	n/a
National	573,342	100.0%	14,914	588,256	100.0%

The results for participants in OT and participants with Missing residing state information are not shown separately in the below tables on participant characteristics due to small numbers. However, they are included in the National totals for each table.

Table N.2 Number of active participant plans by age group at 31 December 2022

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	28,436	26,820	20,177	5,978	7,007	1,713	1,255	980	92,368
7 to 14	43,727	40,118	32,642	12,307	14,088	2,926	2,555	1,354	149,734
15 to 18	13,790	11,664	10,543	4,706	5,050	1,140	839	400	48,138
19 to 24	14,901	11,141	9,319	4,735	4,171	1,359	936	378	46,948
25 to 34	15,273	13,097	10,095	5,063	3,812	1,405	871	436	50,057
35 to 44	12,998	12,563	9,244	4,199	3,645	1,020	827	556	45,056
45 to 54	15,614	14,808	10,982	4,681	4,318	1,267	926	558	53,155
55 to 64	19,158	16,757	13,107	5,666	5,359	1,480	990	548	63,074
65+	8,293	6,230	4,789	2,084	2,146	509	594	165	24,812
Total	172,190	153,198	120,898	49,419	49,596	12,819	9,793	5,375	573,342

⁴¹³ The number reported for the Early Childhood Approach is the number of children accessing early connections. Initial supports include any early childhood therapy supports and/or mainstream referrals.

⁴¹⁴ OT includes participants residing in Other Territories including Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

Table N.3 Proportion of active participant plans by age group at 31 December 2022

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	17%	18%	17%	12%	14%	13%	13%	18%	16%
7 to 14	25%	26%	27%	25%	28%	23%	26%	25%	26%
15 to 18	8%	8%	9%	10%	10%	9%	9%	7%	8%
19 to 24	9%	7%	8%	10%	8%	11%	10%	7%	8%
25 to 34	9%	9%	8%	10%	8%	11%	9%	8%	9%
35 to 44	8%	8%	8%	8%	7%	8%	8%	10%	8%
45 to 54	9%	10%	9%	9%	9%	10%	9%	10%	9%
55 to 64	11%	11%	11%	11%	11%	12%	10%	10%	11%
65+	5%	4%	4%	4%	4%	4%	6%	3%	4%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.4 Number of active participant plans (participants in SIL) by age group at 31 December 2022

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	<11	<11	<11	<11	<11	<11	<11	<11	<11
7 to 14	<11	<11	<11	<11	<11	<11	<11	<11	24
15 to 18	83	49	79	14	40	16	<11	<11	290
19 to 24	824	373	527	186	230	99	46	49	2,334
25 to 34	1,539	876	1,003	387	428	181	79	84	4,577
35 to 44	1,666	1,111	1,016	449	471	151	97	110	5,071
45 to 54	2,377	1,513	1,295	594	652	202	133	115	6,881
55 to 64	2,691	1,745	1,521	703	717	252	145	106	7,880
65+	1,071	549	469	233	248	90	53	40	2,753
Total	10,255	6,225	5,914	2,568	2,791	991	556	512	29,812

Table N.5 Proportion of active participant plans (participants in SIL) by age group at 31 December 2022

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
7 to 14	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0%
15 to 18	1%	1%	1%	1%	1%	2%	n/a	n/a	1%
19 to 24	8%	6%	9%	7%	8%	10%	8%	10%	8%
25 to 34	15%	14%	17%	15%	15%	18%	14%	16%	15%
35 to 44	16%	18%	17%	17%	17%	15%	17%	21%	17%
45 to 54	23%	24%	22%	23%	23%	20%	24%	22%	23%
55 to 64	26%	28%	26%	27%	26%	25%	26%	21%	26%
65+	10%	9%	8%	9%	9%	9%	10%	8%	9%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.6 Number of active participant plans (participants not in SIL) by age group at 31 December 2022

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	28,436	26,818	20,177	5,978	7,007	1,713	1,255	980	92,366
7 to 14	43,723	40,111	32,638	12,305	14,083	2,926	2,554	1,353	149,710
15 to 18	13,707	11,615	10,464	4,692	5,010	1,124	837	393	47,848
19 to 24	14,077	10,768	8,792	4,549	3,941	1,260	890	329	44,614
25 to 34	13,734	12,221	9,092	4,676	3,384	1,224	792	352	45,480
35 to 44	11,332	11,452	8,228	3,750	3,174	869	730	446	39,985
45 to 54	13,237	13,295	9,687	4,087	3,666	1,065	793	443	46,274
55 to 64	16,467	15,012	11,586	4,963	4,642	1,228	845	442	55,194
65+	7,222	5,681	4,320	1,851	1,898	419	541	125	22,059
Total	161,935	146,973	114,984	46,851	46,805	11,828	9,237	4,863	543,530

Table N.7 Proportion of active participant plans (participants not in SIL) by age group at 31 December 2022

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	18%	18%	18%	13%	15%	14%	14%	20%	17%
7 to 14	27%	27%	28%	26%	30%	25%	28%	28%	28%
15 to 18	8%	8%	9%	10%	11%	10%	9%	8%	9%
19 to 24	9%	7%	8%	10%	8%	11%	10%	7%	8%
25 to 34	8%	8%	8%	10%	7%	10%	9%	7%	8%
35 to 44	7%	8%	7%	8%	7%	7%	8%	9%	7%
45 to 54	8%	9%	8%	9%	8%	9%	9%	9%	9%
55 to 64	10%	10%	10%	11%	10%	10%	9%	9%	10%
65+	4%	4%	4%	4%	4%	4%	6%	3%	4%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.8 Number of active participant plans by primary disability group at 31 December 2022 ^{415 416}

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	58,616	49,704	44,255	18,109	19,877	4,190	3,386	1,209	199,367
Intellectual disability	31,141	26,565	18,319	8,838	8,456	2,936	1,490	1,047	98,807
Psychosocial disability	17,571	19,140	11,329	5,106	3,566	1,103	1,147	545	59,512
Developmental delay	15,275	19,561	12,703	2,687	3,926	1,032	894	731	56,811
Hearing impairment	7,978	6,526	5,972	2,110	1,890	476	442	221	25,615
Other neurological	6,879	5,300	4,646	2,186	1,700	478	400	219	21,811
Other physical	5,741	4,415	4,742	1,818	1,770	383	535	226	19,633
Cerebral palsy	5,594	4,154	3,740	1,787	1,268	431	297	197	17,468
Acquired brain injury	4,818	4,456	3,893	1,506	1,717	461	225	308	17,385
Global developmental delay	4,820	2,508	2,515	1,254	1,684	235	156	139	13,312
Visual impairment	3,123	2,872	1,781	843	806	201	180	71	9,877
Multiple sclerosis	2,721	3,071	1,672	947	923	356	223	25	9,938
Stroke	2,994	1,887	1,901	678	639	168	141	182	8,592
Spinal cord injury	1,813	978	1,513	649	454	125	80	84	5,697
Other	2,287	1,594	1,678	789	545	203	125	142	7,363
Other sensory/speech	819	467	239	112	375	41	72	29	2,154
Total	172,190	153,198	120,898	49,419	49,596	12,819	9,793	5,375	573,342

Table N.9 Proportion of active participant plans by primary disability group at 31 December 2022

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	34%	32%	37%	37%	40%	33%	35%	22%	35%
Intellectual disability	18%	17%	15%	18%	17%	23%	15%	19%	17%
Psychosocial disability	10%	12%	9%	10%	7%	9%	12%	10%	10%
Developmental delay	9%	13%	11%	5%	8%	8%	9%	14%	10%
Hearing impairment	5%	4%	5%	4%	4%	4%	5%	4%	4%
Other neurological	4%	3%	4%	4%	3%	4%	4%	4%	4%
Other physical	3%	3%	4%	4%	4%	3%	5%	4%	3%
Cerebral palsy	3%	3%	3%	4%	3%	3%	3%	4%	3%
Acquired brain injury	3%	3%	3%	3%	3%	4%	2%	6%	3%
Global developmental delay	3%	2%	2%	3%	3%	2%	2%	3%	2%
Visual impairment	2%	2%	1%	2%	2%	2%	2%	1%	2%
Multiple sclerosis	2%	2%	1%	2%	2%	3%	2%	0%	2%
Stroke	2%	1%	2%	1%	1%	1%	1%	3%	1%
Spinal cord injury	1%	1%	1%	1%	1%	1%	1%	2%	1%
Other	1%	1%	1%	2%	1%	2%	1%	3%	1%
Other sensory/speech	0%	0%	0%	0%	1%	0%	1%	1%	0%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

⁴¹⁵ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

⁴¹⁶ Down syndrome is included in intellectual disability.

Table N.10 Number of active participant plans by other characteristics at 31 December 2022 ^{417 418}

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
First Nations Participants	14,326	4,997	12,073	3,850	3,065	1,218	435	2,713	42,679
Culturally and linguistically diverse participants	18,793	17,932	6,475	4,004	3,579	390	993	340	52,521
Participants residing in remote and very remote areas	733	61	2,145	2,203	1,234	172	<11	2,209	8,809
Younger people in residential aged care (under 65)	687	736	355	186	118	44	<11	20	2,153
Participants with supported independent living	10,255	6,225	5,914	2,568	2,791	991	556	512	29,812
Participants with specialised disability accommodation	7,226	6,560	3,235	1,684	2,247	529	319	269	22,069

Table N.11 Proportion of active participant plans by other characteristics at 31 December 2022 ^{419 420}

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
First Nations Participants	8.3%	3.3%	10.0%	7.8%	6.2%	9.5%	4.4%	50.5%	7.4%
Culturally and linguistically diverse participants	10.9%	11.7%	5.4%	8.1%	7.2%	3.0%	10.1%	6.3%	9.2%
Participants residing in remote and very remote areas	0.4%	0.0%	1.8%	4.5%	2.5%	1.3%	n/a	41.1%	1.5%
Younger people in residential aged care (under 65)	0.4%	0.4%	0.2%	0.1%	0.1%	0.0%	n/a	0.0%	1.3%
Participants with supported independent living	6.0%	4.1%	4.9%	5.2%	5.6%	7.7%	5.7%	9.5%	5.2%
Participants with specialised disability accommodation	4.2%	4.3%	2.7%	3.4%	4.5%	4.1%	3.3%	5.0%	3.8%

Table N.12 Participation rates by gender at 31 December 2022 ⁴²¹

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	2.9%	3.0%	3.2%	2.5%	4.1%	3.4%	2.9%	2.9%	3.0%
Female	1.7%	1.9%	1.9%	1.5%	2.4%	2.1%	1.8%	1.5%	1.8%
Total	2.3%	2.5%	2.6%	2.0%	3.3%	2.8%	2.4%	2.2%	2.5%

⁴¹⁷ Due to operational changes since July 2020, there has been an issue with identifying SIL in plans as they are being completed. A temporary and manual solution was implemented to estimate the number of active participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. From May 2022, an automated and more accurate method has been applied in identifying SIL participants leading to a restatement in the number of SIL participations from July 2020 to April 2022.

⁴¹⁸ The numbers of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness.

⁴¹⁹ Ibid.

⁴²⁰ Due to operational changes since July 2020, there has been an issue with identifying SIL in plans as they are being completed. A temporary and manual solution was implemented to estimate the number of active participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. From May 2022, an automated and more accurate method has been applied in identifying SIL participants leading to a restatement in the number of SIL participations from July 2020 to April 2022.

⁴²¹ Participation rate refers to the proportion of general population that are NDIS participants.

Table N.13 Participation rates by age group at 31 December 2022

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0-6	3.9%	4.5%	4.3%	2.4%	5.0%	4.0%	3.1%	3.8%	4.0%
7-14	5.3%	5.9%	5.8%	4.4%	8.2%	5.6%	5.6%	4.8%	5.6%
15-18	3.5%	3.6%	3.8%	3.5%	5.9%	4.3%	4.2%	3.0%	3.8%
19-24	2.3%	2.0%	2.3%	2.3%	3.1%	3.7%	2.4%	1.9%	2.3%
25-44	1.2%	1.2%	1.3%	1.2%	1.6%	1.8%	1.2%	1.1%	1.2%
45-64	1.7%	1.9%	1.9%	1.6%	2.2%	1.9%	1.9%	1.9%	1.8%
Total (aged 0-64)	2.3%	2.5%	2.6%	2.0%	3.3%	2.8%	2.4%	2.2%	2.5%

Table N.14 Proportion of participants rating their overall experience as good or very good in the latest quarter

Agency planning process	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
The Access Process	81%	83%	82%	76%	79%	n/a	n/a	n/a	81%
The Pre-Planning Process	83%	83%	79%	82%	84%	86%	n/a	n/a	82%
The Planning Process	87%	87%	86%	86%	84%	86%	93%	84%	87%
The Reassessment Process	70%	72%	64%	69%	65%	69%	68%	62%	68%

Table N.15 Progress against the NDIA's corporate plan metrics for 'participant employment rate', 'participant social and community engagement rate', 'parent and carer employment rate' and 'participant choice and control' ⁴²²

Participant breakdown	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participants (15 and over) in work - Baseline	22%	19%	17%	23%	25%	17%	29%	12%	21%
Participants (15 and over) in work - Latest Reassessment	24%	20%	18%	25%	26%	18%	28%	14%	22%
Participants (15 and over) in community - Baseline	34%	34%	37%	38%	37%	30%	37%	44%	35%
Participants (15 and over) in community - Latest Reassessment	45%	39%	44%	41%	39%	34%	43%	46%	42%
Parent and carer employment rate - Baseline	48%	45%	43%	46%	46%	40%	56%	53%	46%
Parent and carer employment rate - Latest Reassessment	53%	49%	46%	50%	49%	43%	61%	56%	50%
Participant (15 and over) choice and control - First Reassessment	65%	63%	73%	71%	64%	68%	71%	57%	66%
Participant (15 and over) choice and control - Latest Reassessment	76%	75%	81%	77%	74%	74%	78%	69%	77%

Table N.16 Distribution of active participant by method of financial plan management at 31 December 2022 ⁴²³

Plan management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Agency-managed	18%	6%	9%	21%	8%	13%	9%	9%	12%
Self-managed partly	7%	8%	5%	12%	4%	7%	9%	6%	7%
Self-managed fully	21%	26%	24%	18%	19%	15%	36%	10%	23%
Plan-managed	53%	60%	62%	49%	69%	64%	46%	76%	58%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.17 Distribution of plan budget amount by method of financial plan management

Plan management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Agency-managed	52%	34%	39%	53%	41%	57%	32%	60%	44%
Self-managed	11%	15%	13%	14%	9%	9%	20%	4%	12%
Plan-managed	37%	51%	48%	33%	50%	34%	48%	36%	44%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.18 Number and rates of participant complaints ⁴²⁴

Participant complaints	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participant complaints in 2022-23 Q2	2,331	2,398	1,798	799	849	184	160	111	8,872
<i>% of the number of active participants</i>	5.5%	6.4%	6.1%	6.6%	7.0%	5.8%	6.6%	8.4%	6.3%
All participant complaints	44,645	36,535	24,187	10,369	16,753	2,726	3,175	1,137	149,665
<i>% of the number of active participants</i>	6.7%	7.2%	6.8%	7.2%	9.1%	6.1%	6.8%	7.0%	7.6%

⁴²² Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2020 and have had a second plan reassessment to date.

⁴²³ Participants can use more than one method to manage their funding. This table is a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

⁴²⁴ The National totals include participant complaints where jurisdiction information was missing.

Table N.19 Number of ever active providers by legal entity type ^{425 426}

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	3,435	2,377	2,364	613	797	393	349	170	7,345
Company / Organisation	6,523	4,862	5,219	2,238	2,134	1,262	1,221	805	11,955
Total active providers	9,958	7,239	7,583	2,851	2,931	1,655	1,570	975	19,300

Table N.20 Number of active providers in 2022-23 Q2 by legal entity type ^{427 428}

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	993	555	592	208	155	113	61	44	2,279
Company / Organisation	3,401	2,239	2,222	1,034	815	409	385	273	7,381
Total active providers	4,394	2,794	2,814	1,242	970	522	446	317	9,660

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

Financial year	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	4,284	1,440	859	225	369	190	305	101	7,773
2018-19	5,919	3,457	2,514	546	1,157	402	366	203	14,565
2019-20	8,061	6,020	5,122	1,534	2,122	662	458	394	24,376
2020-21	10,215	7,926	6,798	2,728	2,768	847	552	520	32,359
2021-22	11,452	9,193	7,832	3,172	3,142	964	601	548	36,906
2022-23 YTD	6,574	5,348	4,552	1,888	1,805	550	335	329	21,384
% increase from 2017-18 to 2018-19	38%	140%	193%	143%	213%	111%	20%	102%	87%
% increase from 2018-19 to 2019-20	36%	74%	104%	181%	83%	65%	25%	93%	67%
% increase from 2019-20 to 2020-21	27%	32%	33%	78%	30%	28%	20%	32%	33%
% increase from 2020-21 to 2021-22	12%	16%	15%	16%	14%	14%	9%	5%	14%

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

Financial year	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	3,111	957	546	167	221	154	220	67	5,443
2018-19	4,488	2,369	1,651	393	792	297	276	138	10,406
2019-20	6,007	4,130	3,585	1,022	1,489	479	336	268	17,316
2020-21	7,743	5,456	4,981	1,930	1,995	633	414	378	23,532
2021-22	8,948	6,789	6,088	2,344	2,406	758	470	423	28,356
2022-23 YTD	4,758	3,675	3,266	1,259	1,280	387	232	225	15,111
% increase from 2017-18 to 2018-19	44%	148%	202%	135%	259%	93%	25%	105%	91%
% increase from 2018-19 to 2019-20	34%	74%	117%	160%	88%	61%	22%	94%	66%
% increase from 2019-20 to 2020-21	29%	32%	39%	89%	34%	32%	23%	41%	36%
% increase from 2020-21 to 2021-22	16%	24%	22%	21%	21%	20%	13%	12%	20%

⁴²⁵ Active providers refer to those who have received payment for supporting Agency-managed participants and plan managers.⁴²⁶ Providers can be active in more than one State/Territory. Hence, the National totals do not equal the sum of the number of active providers across the State/Territory.⁴²⁷ Active providers refer to those who have received payment for supporting Agency-managed participants and plan managers.⁴²⁸ Providers can be active in more than one State/Territory. Hence, the National totals do not equal the sum of the number of active providers across the State/Territory.

Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2022. Average payments are derived from total payments paid over the 12 months to 31 December 2022, divided by the average number of active participants between the start and end of the 12 months.

They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group. Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022. Figures are not shown if there is sufficient data in the group.

Due to operational changes since July 2020, there has been an issue with identifying SIL in plans as they are being completed. A temporary and manual solution was implemented to estimate the number of active participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. From May 2022, an automated and more accurate method has been applied in identifying SIL participants leading to a restatement in the number of SIL participations from July 2020 to April 2022.

Table N.23 Annualised committed supports as at 31 December 2022 (\$m)

Type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Total	12,949	10,621	9,093	3,818	3,491	1,087	662	636	42,361
Average	75,200	69,300	75,200	77,300	70,400	84,800	67,600	118,400	73,900
Total (SIL)	4,005	2,491	2,374	997	1,094	415	219	297	11,892
Average (SIL)	390,600	400,100	401,400	388,200	392,000	419,000	393,300	579,200	398,900

Table N.24 Payment as at 31 December 2022 (\$m)

Type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Total	9,762	7,502	6,599	2,562	2,618	806	486	467	30,959
Average	59,900	52,300	59,100	55,200	56,000	66,400	51,800	93,700	57,600
Total (SIL)	3,336	1,967	2,014	759	1,008	364	178	242	9,869
Average (SIL)	346,500	341,300	376,800	320,700	387,700	387,200	342,900	527,800	357,300

Table N.25 Total annualised committed supports by support category as at 31 December 2022 (\$m)

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	6,217	4,485	4,405	1,766	1,760	538	333	359	19,866
Core - Consumables	222	215	192	79	68	18	12	7	815
Core - Social and Civic	2,843	2,524	1,946	759	656	256	121	105	9,213
Core - Transport	153	137	96	41	38	13	8	4	491
Capacity Building - Choice and Control	137	138	112	39	51	12	7	7	504
Capacity Building - Daily Activities	1,998	1,925	1,459	625	555	132	106	78	6,877
Capacity Building - Employment	92	59	47	35	23	8	6	4	274
Capacity Building - Health and Wellbeing	33	18	14	4	5	3	3	0.4	80
Capacity Building - Home Living	1	2	1	0.3	0.2	0.1	0.01	0.04	5
Capacity Building - Lifelong learning	0.1	0.2	0.04	0.04	0.2	0.01	n/a	n/a	1
Capacity Building - Relationships	270	206	119	89	76	21	12	14	807
Capacity Building - Social and Civic	115	98	52	54	16	15	11	11	371
Capacity Building - Support Coordination	314	359	240	107	90	28	15	26	1,180
Capital - Assistive Technology	396	316	305	178	112	30	21	15	1,375
Capital - Home Modifications	156	138	104	39	40	13	8	5	502
Total	12,949	10,621	9,093	3,818	3,491	1,087	662	636	42,361

Table N.26 Total payments by support category for the year ending 31 December 2022 (\$m)

Reported level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	5,282	3,756	3,496	1,340	1,602	469	283	307	16,691
Core - Consumables	160	142	138	50	42	13	7	4	557
Core - Social and Civic	1,967	1,567	1,433	494	364	175	78	66	6,144
Core - Transport	318	208	119	44	42	13	14	7	764
Capacity Building - Choice and Control	120	126	99	34	46	11	6	6	448
Capacity Building - Daily Activities	1,151	1,044	834	364	335	63	61	36	3,888
Capacity Building - Employment	37	24	15	8	8	3	2	1	97
Capacity Building - Health and Wellbeing	18	8	7	2	2	1	2	0.1	40
Capacity Building - Home Living	0.1	0.6	0.1	0.03	0.02	0.01	0.00	0.00	0.9
Capacity Building - Lifelong learning	0.00	0.03	0.01	0.0	0.06	0.01	0.0	0.00	0.1
Capacity Building - Relationships	138	98	57	42	35	11	6	7	393
Capacity Building - Social and Civic	42	32	20	21	5	6	5	5	135
Capacity Building - Support Coordination	234	265	175	71	66	21	11	19	862
Capital - Assistive Technology	192	143	145	72	48	14	9	6	628
Capital - Home Modifications	104	89	62	13	25	7	3	2	305
Total	9,762	7,502	6,599	2,562	2,618	806	486	467	30,959

Table N.27 Distribution of the percentage change in plan budgets for plans reviewed in this financial year (1 July 2022 to 31 December 2022) - all participants

Percentage change in plan budgets	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
below -80%	0%	0%	0%	1%	0%	0%	0%	1%	0%
-80% to -65%	1%	1%	1%	1%	1%	0%	1%	1%	1%
-65% to -50%	1%	1%	2%	1%	2%	1%	2%	3%	1%
-50% to -35%	2%	2%	3%	3%	3%	2%	3%	5%	2%
-35% to -20%	4%	4%	4%	4%	5%	3%	6%	7%	4%
-20% to -5%	9%	10%	10%	10%	10%	8%	10%	11%	10%
-5% to 0%	9%	12%	14%	11%	13%	11%	13%	14%	12%
0% to 5%	17%	19%	18%	17%	17%	19%	22%	17%	18%
5% to 20%	22%	21%	18%	18%	18%	22%	17%	17%	20%
20% to 35%	8%	7%	7%	8%	7%	8%	6%	5%	8%
35% to 50%	5%	5%	4%	8%	5%	5%	4%	4%	5%
50% to 65%	4%	4%	3%	4%	3%	3%	3%	3%	3%
65% to 80%	3%	3%	3%	3%	3%	3%	2%	1%	3%
above 80%	15%	12%	13%	12%	13%	14%	10%	12%	13%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.28 Utilisation rates split by participants in SIL and those not in SIL, and first and subsequent plans ^{429 430 431}

Participant breakdown	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
SIL - First plan	73%	76%	77%	89%	88%	n/a	n/a	n/a	85%
SIL - Subsequent plans	89%	86%	89%	84%	88%	90%	88%	89%	88%
SIL - Total	89%	86%	89%	85%	88%	90%	88%	89%	88%
Non SIL - First plan	58%	54%	58%	55%	57%	51%	50%	54%	56%
Non SIL - Subsequent plans	73%	71%	73%	68%	72%	68%	70%	66%	71%
Non SIL - Total	72%	69%	71%	66%	70%	66%	69%	63%	70%
First plan (SIL and Non SIL)	58%	54%	58%	59%	57%	51%	50%	57%	57%
Subsequent plans (SIL and Non SIL)	79%	75%	77%	72%	77%	76%	77%	78%	77%
Total (SIL and Non SIL)	78%	73%	76%	71%	76%	74%	75%	76%	75%

⁴²⁹ Utilisation of committed supports from 1 April 2022 to 30 September 2022 is shown in the table – experience in the most recent 3 months is still emerging and is not included.

⁴³⁰ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Hence, utilisation in this table is higher in reality when in-kind is included.

⁴³¹ Utilisation is not shown if there is insufficient data in the group.

Table N.29 Participant Service Guarantee Timeframes (% guarantees met) for the quarter ending 31 December 2022 ^{432 433 434 435}

PSG	Service Guarantee	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	NAT
1. Explain a previous decision, after a request for explanation is received	28 days	98%	98%	100%	100%	100%	100%	100%	100%	99%
2. Make an access decision, or request for more information, after an access request has been received	21 days	100%	100%	100%	100%	100%	99%	100%	100%	100%
3. Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	98%	100%	91%	100%	93%	100%	100%	n/a	97%
4. Make an access decision, after more information has been provided.	14 days	99%	99%	98%	97%	99%	97%	100%	100%	99%
5. Commence facilitating the preparation of a plan, after an access decision has been made	21 days	97%	95%	97%	97%	97%	95%	99%	88%	96%
6. Approve a participant's plan, after an access decision has been made (excludes those ECA that have received initial supports)	56 days	95%	94%	95%	95%	94%	92%	95%	75%	95%
7. Approve a plan for ECA participants, after an access decision has been made	90 days	99%	98%	97%	95%	98%	98%	98%	92%	98%
9. If the participant accepts the offer, hold a plan implementation meeting	28 days	100%	100%	100%	100%	100%	100%	100%	100%	100%
11. Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date	56 days	82%	83%	76%	72%	59%	58%	73%	64%	77%
12. Decide whether to undertake a Participant Requested Plan reassessment, after the request is received	21 days	82%	82%	82%	76%	79%	92%	80%	75%	81%
13. Complete a reassessment, after the decision to accept the request was made	28 days	68%	80%	67%	74%	70%	62%	67%	54%	71%
14. Amend a plan, after the receipt of information that triggers the plan amendment process	28 days	93%	96%	94%	96%	92%	90%	91%	85%	94%
15. Amend a plan, after receipt of information relating to a complex quote that triggers a plan amendment process	50 days	100%	100%	100%	80%	100%	100%	n/a	n/a	97%
17. Complete an internal Review of a Reviewable Decision, after a request is received	60 days	95%	94%	97%	96%	94%	97%	91%	92%	95%
18. Implement an AAT decision to amend a plan, after the AAT decision is made	28 days	97%	97%	98%	100%	98%	98%	95%	91%	97%
19. Cancel participant requested nominee	14 days	100%	100%	100%	100%	100%	100%	100%	100%	100%
20. Cancel CEO initiated nominee	14 days	100%	100%	n/a	100%	n/a	n/a	n/a	n/a	100%

⁴³² The Participant Service Guarantee timeframes continue to be refined and further developed. The results for the timeframes shown are based on preliminary calculations and the methodology used to determine the timeframes may change going forward.

⁴³³ Results are rounded to the nearest percent. Where 100% is shown, there are still a small number of cases which did not meet the required timeframe.

⁴³⁴ The target timeframe for PSG #6 has been reduced from 70 to 56 days in early 2021.

⁴³⁵ The target timeframe for PSG #13 has been reduced from 42 to 28 days in late 2021.

⁴³⁶ The target timeframe for PSG #17 has been reduced from 90 to 60 days in late 2021.

Appendix O:

Participants by service district and support type, and committed supports and payments by service district, and participation rates by gender, age group and service district

Table O.1 Active participants by service district and support type included in plan as at 31 December 2022 ^{437 438 439 440 441 442 443 444}

Service district	Phasing date	Core supports (Count)	Core supports (Percentage)	Capacity Building supports (Count)	Capacity Building supports (Percentage)	Capital supports (Count)	Capital supports (Percentage)	Total active participants
NSW	Jul-17	138,006	80%	169,414	98%	35,070	20%	172,190
NSW - Hunter New England	Jul-13	23,479	81%	28,214	98%	5,732	20%	28,921
NSW - Central Coast	Jul-16	7,548	77%	9,620	99%	1,811	19%	9,747
NSW - Far West	Jul-17	689	84%	819	100%	174	21%	821
NSW - Illawarra Shoalhaven	Jul-17	8,349	84%	9,772	98%	2,233	22%	9,991
NSW - Mid North Coast	Jul-17	6,324	89%	7,068	99%	1,386	19%	7,111
NSW - Murrumbidgee	Jul-17	6,676	88%	7,526	100%	1,717	23%	7,552
NSW - Nepean Blue Mountains	Jul-15	7,342	73%	9,888	98%	1,887	19%	10,120
NSW - North Sydney	Jul-16	9,289	80%	11,434	98%	2,744	24%	11,633
NSW - Northern NSW	Jul-17	7,709	94%	8,130	100%	1,642	20%	8,168
NSW - South Eastern Sydney	Jul-17	9,809	84%	11,527	99%	2,516	22%	11,641
NSW - South Western Sydney	Jul-16	19,949	75%	26,276	98%	5,092	19%	26,709
NSW - Southern NSW	Jul-16	3,931	83%	4,625	98%	1,042	22%	4,714
NSW - Sydney	Jul-17	6,071	88%	6,783	99%	1,441	21%	6,867
NSW - Western NSW	Jul-17	6,124	83%	7,261	99%	1,691	23%	7,349
NSW - Western Sydney	Jul-16	14,698	71%	20,444	98%	3,959	19%	20,818
NSW - Other	n/a	19	68%	27	96%	<11	n/a	28
VIC	Jan-19	147,136	96%	151,685	99%	28,442	19%	153,198
VIC - Barwon	Jul-13	9,893	93%	10,458	99%	2,024	19%	10,593
VIC - Central Highlands	Jan-17	5,468	90%	5,963	98%	1,177	19%	6,059
VIC - Loddon	May-17	7,686	96%	7,966	99%	1,404	17%	8,045
VIC - North East Melbourne	Jul-16	13,617	94%	14,336	99%	2,845	20%	14,543
VIC - Inner Gippsland	Oct-17	5,672	97%	5,750	99%	1,065	18%	5,820
VIC - Ovens Murray	Oct-17	3,592	93%	3,820	99%	736	19%	3,868

⁴³⁷ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

⁴³⁸ Core supports enable participants to complete activities of daily living. Participant budgets often have a lot of flexibility to choose specific supports with their core support budgets, but cannot reallocate this funding for other support purposes (i.e. capital or capacity building supports).

⁴³⁹ Capacity building supports enable participants to build their independence and skills. Participant budgets are allocated at a support category level and must be used to achieve the goals set out in the participant's plan.

⁴⁴⁰ Capital supports are investments, such as assistive technologies – equipment, home or vehicle modifications, or for Specialist Disability Accommodation (SDA). Participant budgets for this support purpose are restricted to specific items identified in the participant's plan.

⁴⁴¹ The phasing date shown for Hunter New England is for the Hunter Trial Site.

⁴⁴² Since the phasing schedule for South Australia is by age, each service district in the state has the phasing date Jul-13.

⁴⁴³ Since the phasing schedule for Tasmania is by age, each service district in the state has the phasing date Jul-13.

⁴⁴⁴ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

Service district	Phasing date	Core supports (Count)	Core supports (Percentage)	Capacity Building supports (Count)	Capacity Building supports (Percentage)	Capital supports (Count)	Capital supports (Percentage)	Total active participants
VIC - Western District	Oct-17	3,959	95%	4,137	99%	917	22%	4,189
VIC - Inner East Melbourne	Nov-17	10,374	96%	10,682	99%	2,410	22%	10,839
VIC - Outer East Melbourne	Nov-17	10,532	97%	10,695	99%	2,183	20%	10,823
VIC - Hume Moreland	Mar-18	10,472	97%	10,692	99%	1,731	16%	10,785
VIC - Bayside Peninsula	Apr-18	18,210	98%	18,366	99%	3,740	20%	18,505
VIC - Southern Melbourne	Sep-18	14,120	97%	14,386	99%	2,655	18%	14,509
VIC - Brimbank Melton	Oct-18	9,880	97%	10,131	100%	1,450	14%	10,177
VIC - Western Melbourne	Oct-18	14,359	97%	14,647	99%	2,218	15%	14,752
VIC - Goulburn	Jan-19	4,245	95%	4,461	100%	857	19%	4,480
VIC - Mallee	Jan-19	2,566	97%	2,643	100%	490	19%	2,648
VIC - Outer Gippsland	Jan-19	2,481	97%	2,542	100%	539	21%	2,553
VIC - Other	n/a	<11	n/a	<11	n/a	<11	n/a	<11
QLD	Jan-19	115,946	96%	120,382	100%	24,281	20%	120,898
QLD - Bundaberg	Sep-17	3,224	93%	3,428	99%	750	22%	3,458
QLD - Ipswich	Jul-17	9,155	94%	9,661	100%	1,913	20%	9,696
QLD - Mackay	Nov-16	3,632	93%	3,885	99%	809	21%	3,907
QLD - Toowoomba	Jan-17	7,256	96%	7,512	100%	1,692	22%	7,538
QLD - Townsville	Apr-16	6,533	92%	7,066	99%	1,458	21%	7,103
QLD - Rockhampton	Nov-17	6,097	90%	6,691	99%	1,238	18%	6,760
QLD - Beenleigh	Jul-18	12,799	98%	13,070	100%	2,344	18%	13,096
QLD - Brisbane	Jul-18	21,695	98%	22,132	100%	4,565	21%	22,220
QLD - Cairns	Jul-18	5,920	98%	6,033	100%	1,398	23%	6,051
QLD - Maryborough	Jul-18	4,569	94%	4,816	100%	1,020	21%	4,836
QLD - Robina	Jul-18	12,249	98%	12,473	99%	2,317	18%	12,546
QLD - Caboolture/Strathpine	Jan-19	12,414	95%	13,050	100%	2,543	19%	13,094
QLD - Maroochydore	Jan-19	10,390	98%	10,552	100%	2,230	21%	10,580
QLD - Other	n/a	13	100%	13	100%	<11	n/a	13
WA	Jul-19	43,367	88%	48,632	98%	12,630	26%	49,419
WA - North East Metro	Jul-14	6,499	86%	7,392	98%	2,111	28%	7,529
WA - Wheat Belt	Jan-17	1,014	87%	1,153	99%	297	25%	1,169
WA - South Metro	Jul-18	6,511	83%	7,641	98%	1,883	24%	7,804
WA - Central South Metro	Jul-18	5,485	88%	6,090	98%	1,538	25%	6,215
WA - South West	Sep-18	3,635	89%	3,971	98%	932	23%	4,072
WA - Goldfields-Esperance	Oct-18	674	83%	805	100%	184	23%	809
WA - North Metro	Oct-18	5,771	87%	6,547	99%	1,751	26%	6,622
WA - Kimberley-Pilbara	Oct-18	1,329	88%	1,503	100%	321	21%	1,504
WA - South East Metro	Jul-19	5,197	93%	5,531	99%	1,620	29%	5,599
WA - Central North Metro	Jul-19	5,224	92%	5,605	99%	1,520	27%	5,669
WA - Great Southern	Jul-19	1,012	87%	1,142	98%	236	20%	1,162
WA - Midwest-Gascoyne	Jul-19	1,008	80%	1,244	99%	236	19%	1,257
WA - Other	n/a	<11	n/a	<11	n/a	<11	n/a	<11
SA	Jul-13	46,480	94%	49,108	99%	9,773	20%	49,596
SA - Adelaide Hills	Jul-13	1,778	93%	1,869	98%	319	17%	1,908
SA - Barossa, Light and Lower North	Jul-13	2,269	93%	2,428	100%	366	15%	2,440

Service district	Phasing date	Core supports (Count)	Core supports (Percentage)	Capacity Building supports (Count)	Capacity Building supports (Percentage)	Capital supports (Count)	Capital supports (Percentage)	Total active participants
SA - Eastern Adelaide	Jul-13	4,001	93%	4,286	99%	872	20%	4,314
SA - Eyre and Western	Jul-13	1,412	94%	1,477	98%	324	22%	1,504
SA - Far North (SA)	Jul-13	495	95%	510	98%	110	21%	521
SA - Fleurieu and Kangaroo Island	Jul-13	1,332	94%	1,398	99%	309	22%	1,415
SA - Limestone Coast	Jul-13	1,506	93%	1,584	98%	327	20%	1,618
SA - Murray and Mallee	Jul-13	1,869	92%	1,986	98%	384	19%	2,031
SA - Northern Adelaide	Jul-13	15,690	93%	16,650	99%	3,180	19%	16,828
SA - Southern Adelaide	Jul-13	10,115	95%	10,604	99%	2,263	21%	10,658
SA - Western Adelaide	Jul-13	4,111	95%	4,309	99%	933	22%	4,338
SA - Yorke and Mid North	Jul-13	1,866	94%	1,968	99%	381	19%	1,981
SA - Other	n/a	36	90%	39	98%	<11	n/a	40
TAS	Jul-13	11,985	93%	12,470	97%	2,674	21%	12,819
TAS - North	Jul-13	3,588	97%	3,644	98%	809	22%	3,701
TAS - North West	Jul-13	2,549	89%	2,772	97%	598	21%	2,852
TAS - South East	Jul-13	2,583	90%	2,748	96%	586	20%	2,864
TAS - South West	Jul-13	3,263	96%	3,304	97%	681	20%	3,400
TAS - Other	n/a	<11	n/a	<11	n/a	<11	n/a	<11
ACT	Jul-14	8,387	86%	9,667	99%	1,816	19%	9,793
ACT	Jul-14	8,386	86%	9,666	99%	1,815	19%	9,792
ACT - Other	n/a	<11	n/a	<11	n/a	<11	n/a	<11
NT	Jul-17	5,095	95%	5,356	100%	1,126	21%	5,375
NT - Barkly	Jul-14	141	97%	145	99%	34	23%	146
NT - Central Australia	Jul-17	836	94%	887	100%	262	30%	888
NT - Darwin Remote	Jul-17	446	96%	467	100%	80	17%	467
NT - Darwin Urban	Jan-17	2,999	94%	3,162	100%	587	18%	3,176
NT - East Arnhem	Jan-17	215	97%	222	100%	40	18%	222
NT - Katherine	Jul-17	250	97%	257	100%	81	31%	258
NT - Other	n/a	208	95%	216	99%	42	19%	218
OT	n/a	51	98%	51	98%	<11	n/a	52
Missing	n/a	<11	n/a	<11	n/a	<11	n/a	<11
Total	n/a	516,454	90%	566,767	99%	115,822	20%	573,342

Table O.2 Average annualised committed supports, median annualised committed supports, average payments, median payments and active participants by service district as at 31 December 2022 ^{445 446 447}

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
NSW	\$75,200	\$29,900	\$59,900	\$20,700	172,200
NSW - Hunter New England	\$75,300	\$28,800	\$59,500	\$19,700	28,921
NSW - Central Coast	\$68,200	\$25,300	\$53,900	\$18,200	9,747
NSW - Far West	\$79,900	\$40,900	\$50,900	\$16,700	821
NSW - Illawarra Shoalhaven	\$78,400	\$36,400	\$62,500	\$24,800	9,991
NSW - Mid North Coast	\$71,800	\$27,100	\$56,400	\$17,900	7,111
NSW - Murrumbidgee	\$71,600	\$30,900	\$53,200	\$18,000	7,552
NSW - Nepean Blue Mountains	\$72,600	\$24,900	\$57,400	\$18,200	10,120
NSW - North Sydney	\$86,500	\$33,000	\$68,700	\$22,100	11,633
NSW - Northern NSW	\$75,500	\$35,600	\$58,400	\$22,100	8,168
NSW - South Eastern Sydney	\$81,400	\$33,500	\$65,000	\$22,200	11,641
NSW - South Western Sydney	\$71,000	\$27,200	\$60,600	\$22,700	26,709
NSW - Southern NSW	\$65,600	\$30,600	\$48,600	\$19,000	4,714
NSW - Sydney	\$80,200	\$42,900	\$61,100	\$25,200	6,867
NSW - Western NSW	\$79,200	\$33,100	\$56,700	\$17,500	7,349
NSW - Western Sydney	\$75,000	\$26,000	\$62,800	\$21,400	20,818
NSW - Other	\$51,000	\$26,000	\$32,900	\$7,600	28
VIC	\$69,300	\$30,900	\$52,300	\$18,200	153,198
VIC - Barwon	\$71,200	\$33,700	\$53,200	\$20,100	10,593
VIC - Central Highlands	\$67,500	\$27,200	\$49,500	\$15,700	6,059
VIC - Loddon	\$61,400	\$24,900	\$42,700	\$13,100	8,045
VIC - North East Melbourne	\$74,400	\$31,000	\$57,700	\$18,700	14,543
VIC - Inner Gippsland	\$63,600	\$31,200	\$47,800	\$17,500	5,820
VIC - Ovens Murray	\$61,900	\$28,900	\$45,100	\$16,700	3,868
VIC - Western District	\$69,600	\$31,800	\$50,300	\$17,600	4,189
VIC - Inner East Melbourne	\$83,600	\$37,300	\$64,900	\$21,100	10,839
VIC - Outer East Melbourne	\$71,600	\$33,900	\$53,500	\$20,200	10,823
VIC - Hume Moreland	\$62,400	\$26,700	\$49,200	\$17,700	10,785
VIC - Bayside Peninsula	\$77,200	\$40,100	\$57,800	\$21,500	18,505
VIC - Southern Melbourne	\$67,400	\$29,300	\$52,100	\$18,600	14,509
VIC - Brimbank Melton	\$62,900	\$24,800	\$49,100	\$16,300	10,177
VIC - Western Melbourne	\$64,800	\$27,900	\$48,600	\$17,400	14,752
VIC - Goulburn	\$59,200	\$28,000	\$40,800	\$14,300	4,480
VIC - Mallee	\$66,100	\$30,200	\$47,300	\$15,500	2,648
VIC - Outer Gippsland	\$70,800	\$38,200	\$51,000	\$20,400	2,553
VIC - Other	n/a	\$54,000	n/a	n/a	<11
QLD	\$75,200	\$30,400	\$59,100	\$18,100	120,898
QLD - Bundaberg	\$73,100	\$32,800	\$55,900	\$17,400	3,458
QLD - Ipswich	\$71,000	\$29,700	\$56,900	\$17,000	9,696
QLD - Mackay	\$67,400	\$24,900	\$50,200	\$13,800	3,907
QLD - Toowoomba	\$79,700	\$32,800	\$60,800	\$18,700	7,538

⁴⁴⁵ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

⁴⁴⁶ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁴⁴⁷ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2022. Average payments are derived from total payments paid over the 12 months to 31 December 2022, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
QLD - Townsville	\$77,500	\$28,600	\$58,300	\$15,700	7,103
QLD - Rockhampton	\$64,600	\$25,200	\$46,200	\$13,200	6,760
QLD - Beenleigh	\$70,900	\$24,700	\$58,400	\$16,800	13,096
QLD - Brisbane	\$78,900	\$35,600	\$62,900	\$20,900	22,220
QLD - Cairns	\$89,300	\$39,200	\$66,600	\$19,800	6,051
QLD - Maryborough	\$75,300	\$34,500	\$59,700	\$21,300	4,836
QLD - Robina	\$73,900	\$29,500	\$60,100	\$19,100	12,546
QLD - Caboolture/Strathpine	\$72,800	\$26,800	\$58,700	\$17,600	13,094
QLD - Maroochydore	\$78,800	\$35,000	\$60,800	\$20,400	10,580
QLD - Other	n/a	n/a	n/a	\$20,400	13
WA	\$77,300	\$35,000	\$55,200	\$20,100	49,419
WA - North East Metro	\$82,600	\$34,600	\$60,200	\$21,000	7,529
WA - Wheat Belt	\$62,700	\$34,400	\$36,000	\$15,400	1,169
WA - South Metro	\$68,900	\$29,000	\$50,700	\$18,600	7,804
WA - Central South Metro	\$74,900	\$34,600	\$54,100	\$20,100	6,215
WA - South West	\$67,900	\$33,100	\$47,200	\$18,400	4,072
WA - Goldfields-Esperance	\$83,200	\$36,300	\$53,200	\$18,700	809
WA - North Metro	\$71,500	\$31,400	\$50,500	\$18,000	6,622
WA - Kimberley-Pilbara	\$83,500	\$43,200	\$49,400	\$18,500	1,504
WA - South East Metro	\$87,600	\$39,900	\$64,900	\$24,300	5,599
WA - Central North Metro	\$91,900	\$44,100	\$68,000	\$24,900	5,669
WA - Great Southern	\$70,500	\$32,200	\$47,000	\$15,000	1,162
WA - Midwest-Gascoyne	\$65,900	\$35,000	\$39,800	\$16,900	1,257
WA - Other	n/a	\$40,800	n/a	n/a	<11
SA	\$70,400	\$27,300	\$56,000	\$16,100	49,596
SA - Adelaide Hills	\$58,600	\$22,900	\$45,300	\$12,700	1,908
SA - Barossa, Light and Lower North	\$54,300	\$22,600	\$38,500	\$12,700	2,440
SA - Eastern Adelaide	\$79,200	\$31,700	\$64,700	\$18,400	4,314
SA - Eyre and Western	\$71,500	\$34,800	\$46,600	\$15,900	1,504
SA - Far North (SA)	\$76,900	\$39,200	\$46,800	\$15,800	521
SA - Fleurieu and Kangaroo Island	\$74,300	\$31,600	\$55,200	\$15,900	1,415
SA - Limestone Coast	\$64,700	\$25,700	\$47,600	\$11,700	1,618
SA - Murray and Mallee	\$62,800	\$25,200	\$46,700	\$13,400	2,031
SA - Northern Adelaide	\$68,400	\$24,800	\$57,600	\$15,900	16,828
SA - Southern Adelaide	\$76,800	\$30,600	\$62,000	\$17,600	10,658
SA - Western Adelaide	\$74,900	\$31,500	\$58,500	\$19,000	4,338
SA - Yorke and Mid North	\$61,900	\$29,000	\$43,900	\$15,600	1,981
SA - Other	\$56,900	\$38,700	\$22,400	\$12,000	40
TAS	\$84,800	\$34,700	\$66,400	\$19,900	12,819
TAS - North	\$83,700	\$37,400	\$63,800	\$20,800	3,701
TAS - North West	\$90,200	\$37,800	\$70,300	\$20,600	2,852
TAS - South East	\$71,300	\$26,500	\$55,900	\$16,000	2,864
TAS - South West	\$93,000	\$38,600	\$74,900	\$22,900	3,400
TAS - Other	n/a	\$31,600	n/a	n/a	<11
ACT	\$67,600	\$24,700	\$51,800	\$16,500	9,793
ACT	\$67,600	\$24,800	\$51,800	\$16,500	9,792
ACT - Other	n/a	n/a	n/a	n/a	<11
NT	\$118,400	\$37,600	\$93,700	\$26,500	5,375

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
NT - Barkly	\$106,700	\$36,000	\$70,700	\$21,300	146
NT - Central Australia	\$201,000	\$65,700	\$156,600	\$37,300	888
NT - Darwin Remote	\$67,600	\$45,100	\$40,700	\$21,000	467
NT - Darwin Urban	\$102,600	\$26,200	\$86,500	\$25,300	3,176
NT - East Arnhem	\$102,500	\$57,100	\$53,500	\$27,200	222
NT - Katherine	\$165,700	\$59,000	\$140,000	\$39,900	258
NT - Other	\$89,600	\$47,200	\$68,400	\$17,300	218
OT	\$97,100	\$69,000	\$43,300	\$21,900	52
Missing	\$36,900	\$36,900	n/a	\$15,400	<11
Total	\$73,900	\$30,600	\$57,600	\$19,000	573,342

Table O.3 Average annualised committed supports, median annualised committed supports, average payments, median payments and active participants not in SIL by service district as at 31 December 2022 ^{448 449 450}

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
NSW	\$55,200	\$26,500	\$41,900	\$18,700	161,935
NSW - Hunter New England	\$52,800	\$25,400	\$38,200	\$17,500	27,051
NSW - Central Coast	\$49,800	\$23,000	\$37,000	\$16,700	9,211
NSW - Far West	\$64,900	\$39,200	\$37,100	\$15,500	793
NSW - Illawarra Shoalhaven	\$58,800	\$32,900	\$44,500	\$22,200	9,382
NSW - Mid North Coast	\$58,700	\$25,500	\$44,600	\$17,000	6,841
NSW - Murrumbidgee	\$52,900	\$27,700	\$37,200	\$16,400	7,127
NSW - Nepean Blue Mountains	\$49,900	\$23,000	\$36,800	\$16,400	9,446
NSW - North Sydney	\$58,800	\$27,400	\$44,100	\$19,100	10,662
NSW - Northern NSW	\$60,800	\$33,200	\$45,400	\$20,300	7,805
NSW - South Eastern Sydney	\$61,100	\$29,500	\$47,500	\$20,000	10,929
NSW - South Western Sydney	\$53,600	\$24,400	\$45,200	\$20,600	25,350
NSW - Southern NSW	\$51,800	\$27,500	\$35,900	\$17,800	4,491
NSW - Sydney	\$64,500	\$39,900	\$47,800	\$23,000	6,515
NSW - Western NSW	\$55,800	\$29,300	\$35,700	\$15,600	6,804
NSW - Western Sydney	\$53,200	\$23,000	\$43,400	\$19,200	19,500
NSW - Other	\$51,000	\$26,000	\$32,900	\$7,600	28
VIC	\$55,300	\$28,900	\$40,200	\$16,800	146,973
VIC - Barwon	\$55,200	\$31,800	\$39,200	\$18,600	10,140
VIC - Central Highlands	\$50,800	\$25,100	\$34,900	\$14,400	5,744
VIC - Loddon	\$49,300	\$23,500	\$32,500	\$12,400	7,764
VIC - North East Melbourne	\$54,900	\$28,100	\$40,100	\$16,800	13,741
VIC - Inner Gippsland	\$53,100	\$30,000	\$38,300	\$16,500	5,652
VIC - Ovens Murray	\$49,900	\$26,900	\$34,500	\$15,400	3,715
VIC - Western District	\$49,800	\$29,200	\$32,600	\$15,900	3,908
VIC - Inner East Melbourne	\$61,000	\$33,100	\$44,700	\$18,500	10,086
VIC - Outer East Melbourne	\$56,100	\$31,000	\$39,900	\$18,400	10,346
VIC - Hume Moreland	\$53,200	\$25,800	\$42,100	\$16,900	10,515
VIC - Bayside Peninsula	\$62,800	\$37,000	\$45,400	\$19,600	17,618
VIC - Southern Melbourne	\$55,300	\$27,800	\$42,200	\$17,500	14,053
VIC - Brimbank Melton	\$52,700	\$24,200	\$40,000	\$15,600	9,915
VIC - Western Melbourne	\$54,700	\$26,800	\$40,800	\$16,600	14,385
VIC - Goulburn	\$52,000	\$26,700	\$35,100	\$13,600	4,367
VIC - Mallee	\$53,300	\$28,100	\$35,300	\$14,600	2,548
VIC - Outer Gippsland	\$61,100	\$36,100	\$43,900	\$19,200	2,466
VIC - Other	n/a	\$54,000	n/a	\$38,900	<11
QLD	\$58,400	\$27,700	\$43,100	\$16,400	114,984
QLD - Bundaberg	\$56,700	\$29,300	\$40,800	\$15,600	3,294
QLD - Ipswich	\$54,200	\$27,100	\$38,900	\$15,500	9,224
QLD - Mackay	\$53,000	\$23,500	\$37,400	\$12,800	3,751
QLD - Toowoomba	\$59,000	\$29,500	\$40,800	\$16,100	7,032

⁴⁴⁸ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

⁴⁴⁹ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁴⁵⁰ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2022. Average payments are derived from total payments paid over the 12 months to 31 December 2022, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
QLD - Townsville	\$57,400	\$26,100	\$39,400	\$14,400	6,709
QLD - Rockhampton	\$51,200	\$24,000	\$33,200	\$12,300	6,505
QLD - Beenleigh	\$54,100	\$23,300	\$42,300	\$15,500	12,515
QLD - Brisbane	\$63,400	\$32,100	\$47,300	\$18,900	21,116
QLD - Cairns	\$69,000	\$35,600	\$48,900	\$17,700	5,715
QLD - Maryborough	\$59,300	\$31,500	\$44,200	\$18,900	4,604
QLD - Robina	\$57,400	\$26,700	\$44,800	\$17,500	11,942
QLD - Caboolture/Strathpine	\$56,200	\$24,600	\$43,200	\$16,200	12,478
QLD - Maroochydore	\$62,500	\$32,000	\$46,700	\$18,700	10,086
QLD - Other	n/a	n/a	n/a	n/a	13
WA	\$60,200	\$32,500	\$40,900	\$18,300	46,851
WA - North East Metro	\$58,700	\$30,900	\$40,400	\$18,100	6,956
WA - Wheat Belt	\$55,600	\$33,800	\$31,500	\$14,600	1,143
WA - South Metro	\$54,000	\$27,200	\$38,000	\$17,200	7,452
WA - Central South Metro	\$59,600	\$32,200	\$42,000	\$18,600	5,932
WA - South West	\$56,800	\$31,500	\$38,300	\$17,400	3,939
WA - Goldfields-Esperance	\$65,200	\$34,400	\$36,100	\$16,900	775
WA - North Metro	\$58,700	\$29,900	\$40,600	\$17,100	6,394
WA - Kimberley-Pilbara	\$70,000	\$42,100	\$37,600	\$17,800	1,472
WA - South East Metro	\$63,100	\$35,800	\$44,000	\$21,400	5,146
WA - Central North Metro	\$71,200	\$39,900	\$49,600	\$22,100	5,286
WA - Great Southern	\$58,900	\$30,900	\$37,800	\$14,000	1,121
WA - Midwest-Gascoyne	\$59,100	\$34,300	\$33,400	\$16,300	1,227
WA - Other	n/a	\$40,800	n/a	\$12,600	<11
SA	\$51,200	\$25,200	\$36,400	\$14,600	46,805
SA - Adelaide Hills	\$44,600	\$22,000	\$32,300	\$12,200	1,836
SA - Barossa, Light and Lower North	\$44,000	\$22,000	\$30,600	\$12,300	2,381
SA - Eastern Adelaide	\$56,700	\$28,100	\$41,000	\$16,300	4,032
SA - Eyre and Western	\$58,800	\$33,600	\$36,300	\$15,300	1,457
SA - Far North (SA)	\$57,700	\$36,500	\$29,400	\$14,100	494
SA - Fleurieu and Kangaroo Island	\$61,400	\$30,000	\$43,400	\$15,000	1,364
SA - Limestone Coast	\$47,200	\$23,900	\$29,200	\$10,500	1,527
SA - Murray and Mallee	\$46,400	\$24,000	\$31,500	\$12,000	1,932
SA - Northern Adelaide	\$47,500	\$23,500	\$34,900	\$14,400	15,847
SA - Southern Adelaide	\$53,400	\$26,900	\$38,900	\$15,400	9,863
SA - Western Adelaide	\$58,600	\$28,500	\$42,200	\$17,400	4,122
SA - Yorke and Mid North	\$51,800	\$27,600	\$33,700	\$14,500	1,911
SA - Other	\$51,300	\$37,900	\$19,600	\$11,700	39
TAS	\$56,800	\$30,600	\$39,500	\$17,100	11,828
TAS - North	\$61,900	\$33,400	\$41,600	\$18,000	3,479
TAS - North West	\$58,400	\$32,200	\$40,400	\$17,600	2,628
TAS - South East	\$48,700	\$24,100	\$34,300	\$14,300	2,691
TAS - South West	\$56,900	\$32,200	\$40,800	\$18,500	3,028
TAS - Other	n/a	\$31,600	n/a	\$6,400	<11
ACT	\$48,000	\$23,000	\$34,700	\$14,900	9,237
ACT	\$48,000	\$23,000	\$34,700	\$14,900	9,236
ACT - Other	n/a	n/a	n/a	n/a	<11
NT	\$69,900	\$32,800	\$49,700	\$22,400	4,863

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
NT - Barkly	\$70,300	\$34,300	\$39,400	\$18,700	135
NT - Central Australia	\$110,700	\$50,100	\$68,300	\$28,400	750
NT - Darwin Remote	\$63,100	\$44,500	\$37,900	\$20,500	463
NT - Darwin Urban	\$57,700	\$23,900	\$47,000	\$21,400	2,875
NT - East Arnhem	\$95,300	\$56,900	\$47,100	\$26,300	217
NT - Katherine	\$77,800	\$42,500	\$61,100	\$29,200	213
NT - Other	\$71,200	\$44,400	\$46,300	\$16,600	210
Other Territories	\$97,100	\$69,000	\$43,300	\$21,900	52
Missing	\$73,800	\$36,900	n/a	\$15,400	<11
Total	\$56,100	\$27,900	\$41,000	\$17,300	543,530

Table O.4 Participation rates for all participants by service district and age group as at 31 December 2022 ⁴⁵¹

Service district	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
NSW	3.9%	5.3%	3.6%	2.3%	1.2%	1.1%	1.5%	2.0%	2.4%
NSW - Hunter New England	5.5%	7.3%	5.5%	3.9%	2.1%	1.9%	2.1%	2.5%	3.5%
NSW - Central Coast	4.1%	7.9%	5.4%	3.6%	2.1%	1.7%	1.8%	2.4%	3.3%
NSW - Far West	4.3%	7.6%	4.9%	3.7%	2.3%	2.4%	1.9%	2.6%	3.5%
NSW - Illawarra Shoalhaven	3.3%	5.5%	4.1%	2.8%	1.9%	1.7%	2.0%	2.2%	2.7%
NSW - Mid North Coast	6.9%	8.6%	5.2%	4.5%	2.6%	2.1%	2.0%	2.3%	3.9%
NSW - Murrumbidgee	5.0%	5.7%	3.8%	3.1%	2.0%	1.5%	1.8%	2.1%	3.0%
NSW - Nepean Blue Mountains	4.6%	7.0%	4.7%	3.0%	1.5%	1.3%	1.7%	1.9%	2.9%
NSW - North Sydney	2.2%	2.9%	1.9%	1.4%	0.8%	0.6%	1.0%	1.4%	1.4%
NSW - Northern NSW	4.6%	6.7%	4.9%	4.5%	2.6%	1.8%	1.9%	2.0%	3.3%
NSW - South Eastern Sydney	2.7%	3.6%	2.3%	1.3%	0.6%	0.7%	1.2%	1.5%	1.5%
NSW - South Western Sydney	4.1%	5.4%	3.2%	2.3%	1.2%	1.1%	1.4%	2.0%	2.4%
NSW - Southern NSW	3.7%	5.3%	3.8%	3.5%	1.9%	1.5%	1.5%	1.8%	2.6%
NSW - Sydney	2.2%	3.7%	2.2%	0.7%	0.4%	0.6%	1.3%	1.9%	1.1%
NSW - Western NSW	4.4%	5.7%	4.0%	3.4%	1.8%	1.7%	2.0%	2.4%	3.0%
NSW - Western Sydney	4.2%	4.4%	2.8%	1.9%	1.0%	0.9%	1.4%	1.9%	2.1%
VIC	4.5%	6.0%	3.8%	2.0%	1.2%	1.3%	1.7%	2.2%	2.5%
VIC - Barwon	4.9%	8.2%	6.1%	3.9%	2.2%	2.1%	2.3%	2.7%	3.7%
VIC - Central Highlands	4.3%	7.0%	4.9%	3.4%	2.2%	1.9%	2.0%	2.7%	3.3%
VIC - Loddon	6.0%	8.3%	5.7%	3.5%	2.4%	2.2%	2.0%	2.4%	3.8%
VIC - North East Melbourne	4.0%	5.3%	3.7%	1.7%	0.9%	1.2%	1.8%	2.4%	2.2%
VIC - Inner Gippsland	5.0%	7.3%	4.2%	3.4%	2.4%	2.2%	2.4%	2.7%	3.5%
VIC - Ovens Murray	5.3%	7.5%	4.5%	3.6%	2.1%	2.0%	2.2%	2.4%	3.5%
VIC - Western District	4.3%	6.2%	4.3%	3.7%	2.4%	2.3%	2.5%	2.3%	3.3%
VIC - Inner East Melbourne	3.3%	3.9%	2.3%	1.2%	0.8%	1.0%	1.3%	1.8%	1.7%
VIC - Outer East Melbourne	3.9%	6.7%	4.0%	2.4%	1.6%	1.5%	1.8%	2.1%	2.7%
VIC - Hume Moreland	5.7%	6.7%	4.3%	1.9%	1.0%	1.1%	1.8%	2.6%	2.7%
VIC - Bayside Peninsula	3.9%	4.9%	3.0%	1.6%	1.0%	1.2%	1.6%	2.1%	2.1%
VIC - Southern Melbourne	4.6%	5.2%	3.1%	2.0%	1.1%	1.1%	1.6%	2.0%	2.4%
VIC - Brimbank Melton	6.2%	7.2%	4.0%	2.3%	1.2%	1.3%	1.4%	1.9%	2.9%
VIC - Western Melbourne	4.4%	6.1%	3.4%	1.1%	0.7%	0.8%	1.5%	1.8%	2.0%
VIC - Goulburn	4.9%	6.3%	4.0%	2.8%	1.9%	1.7%	1.9%	2.3%	3.1%
VIC - Mallee	5.5%	7.2%	4.5%	3.3%	2.1%	1.9%	2.0%	2.2%	3.4%
VIC - Outer Gippsland	4.2%	6.4%	4.4%	4.2%	2.7%	2.4%	2.7%	2.4%	3.5%
QLD	4.4%	5.8%	3.9%	2.3%	1.3%	1.3%	1.6%	2.1%	2.6%
QLD - Bundaberg	7.0%	8.4%	6.5%	5.9%	3.0%	2.5%	2.5%	3.1%	4.5%
QLD - Ipswich	4.2%	6.8%	4.8%	2.8%	1.6%	1.5%	1.8%	2.6%	3.1%
QLD - Mackay	5.0%	5.2%	3.8%	2.5%	1.2%	0.9%	1.2%	1.8%	2.4%
QLD - Toowoomba	4.4%	5.6%	4.6%	3.2%	1.7%	1.9%	2.3%	2.7%	3.1%
QLD - Townsville	5.9%	5.9%	3.7%	2.2%	1.4%	1.3%	2.0%	2.3%	2.9%
QLD - Rockhampton	5.6%	7.3%	4.5%	3.1%	1.5%	1.4%	1.5%	2.0%	3.2%
QLD - Beenleigh	5.0%	6.7%	4.0%	2.4%	1.5%	1.4%	1.6%	1.9%	2.9%
QLD - Brisbane	3.3%	4.3%	2.9%	1.4%	0.9%	1.0%	1.5%	2.1%	1.9%
QLD - Cairns	3.2%	4.2%	3.2%	2.5%	1.5%	1.4%	1.7%	2.0%	2.3%
QLD - Maryborough	5.6%	7.5%	5.6%	5.0%	3.1%	2.4%	2.8%	2.9%	4.1%

⁴⁵¹ Participation rate refers to the proportion of general population that are NDIS participants.

Service district	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
QLD - Robina	4.1%	5.5%	3.7%	1.9%	1.1%	1.0%	1.3%	1.7%	2.2%
QLD - Caboolture/Strathpine	5.1%	7.1%	4.7%	2.8%	1.7%	1.5%	1.6%	2.2%	3.1%
QLD - Maroochydore	4.3%	6.5%	4.1%	2.7%	1.9%	1.6%	1.5%	2.0%	2.8%
WA	2.4%	4.4%	3.6%	2.4%	1.3%	1.1%	1.3%	1.8%	2.1%
WA - North East Metro	2.8%	5.1%	4.6%	2.8%	1.5%	1.3%	1.7%	2.3%	2.5%
WA - Wheat Belt	1.7%	3.9%	3.6%	2.8%	1.6%	1.1%	1.0%	1.3%	1.9%
WA - South Metro	2.7%	5.1%	4.2%	2.7%	1.4%	1.1%	1.4%	1.9%	2.4%
WA - Central South Metro	2.2%	4.4%	3.8%	2.3%	1.3%	1.0%	1.3%	1.7%	2.0%
WA - South West	2.4%	4.7%	3.7%	3.4%	2.3%	1.4%	1.6%	2.0%	2.5%
WA - Goldfields-Esperance	1.8%	3.9%	3.0%	2.4%	1.0%	0.9%	0.9%	1.1%	1.7%
WA - North Metro	2.6%	4.3%	3.6%	2.3%	1.4%	0.9%	0.9%	1.3%	2.0%
WA - Kimberley-Pilbara	1.8%	3.6%	3.0%	3.2%	0.8%	0.8%	1.0%	1.2%	1.6%
WA - South East Metro	2.7%	4.3%	3.5%	1.8%	1.1%	1.2%	1.7%	2.2%	2.1%
WA - Central North Metro	1.9%	3.1%	2.4%	1.6%	0.9%	1.0%	1.5%	2.0%	1.6%
WA - Great Southern	2.1%	4.2%	3.5%	3.5%	2.2%	1.4%	1.2%	1.7%	2.3%
WA - Midwest-Gascoyne	3.8%	5.4%	3.0%	3.1%	1.6%	1.0%	1.2%	1.5%	2.4%
SA	5.0%	8.2%	6.1%	3.1%	1.6%	1.6%	1.9%	2.4%	3.3%
SA - Adelaide Hills	4.5%	7.5%	5.3%	3.0%	1.6%	1.3%	0.9%	1.3%	2.9%
SA - Barossa, Light and Lower North	6.8%	9.6%	7.9%	3.8%	2.0%	1.3%	1.5%	1.9%	3.8%
SA - Eastern Adelaide	3.0%	5.3%	3.5%	1.7%	1.1%	1.2%	1.7%	2.2%	2.2%
SA - Eyre and Western	4.1%	7.3%	5.2%	3.2%	2.0%	1.7%	1.4%	2.2%	3.1%
SA - Far North (SA)	2.0%	4.7%	5.1%	2.4%	1.3%	1.9%	2.6%	1.9%	2.5%
SA - Fleurieu and Kangaroo Island	5.1%	8.4%	6.6%	5.0%	2.4%	1.8%	2.1%	2.0%	3.7%
SA - Limestone Coast	3.4%	5.8%	4.9%	3.5%	2.1%	1.7%	1.7%	2.1%	2.9%
SA - Murray and Mallee	5.6%	7.9%	5.8%	3.6%	1.8%	1.7%	2.1%	2.2%	3.4%
SA - Northern Adelaide	6.4%	10.6%	7.4%	3.6%	1.7%	1.8%	2.3%	2.9%	4.1%
SA - Southern Adelaide	4.4%	8.0%	6.6%	3.4%	1.7%	1.7%	2.1%	2.5%	3.3%
SA - Western Adelaide	4.3%	7.6%	5.0%	2.2%	1.3%	1.4%	1.9%	2.8%	2.8%
SA - Yorke and Mid North	4.6%	7.5%	5.8%	4.2%	2.3%	1.8%	1.9%	1.8%	3.3%
TAS	4.1%	5.6%	4.4%	3.7%	2.1%	1.6%	1.9%	2.0%	2.9%
TAS - North	4.8%	5.9%	4.5%	3.7%	2.4%	1.6%	2.0%	2.0%	3.0%
TAS - North West	3.4%	5.8%	5.0%	4.9%	2.5%	1.8%	1.9%	2.2%	3.1%
TAS - South East	4.6%	6.3%	4.4%	4.0%	1.7%	1.5%	1.6%	1.7%	2.9%
TAS - South West	3.4%	4.5%	4.0%	2.7%	1.8%	1.6%	1.9%	2.0%	2.5%
ACT	3.1%	5.7%	4.4%	2.4%	1.2%	1.2%	1.7%	2.2%	2.4%
ACT	3.1%	5.7%	4.4%	2.4%	1.2%	1.2%	1.7%	2.2%	2.4%
NT	3.8%	4.9%	3.1%	1.9%	1.0%	1.4%	1.7%	2.1%	2.3%
NT - Barkly	1.3%	1.8%	3.2%	1.2%	1.0%	1.5%	2.7%	4.3%	1.9%
NT - Central Australia	2.2%	5.0%	3.1%	1.7%	1.3%	2.0%	2.1%	3.1%	2.5%
NT - Darwin Remote	1.8%	2.0%	1.6%	1.2%	1.6%	2.5%	2.8%	2.4%	2.0%
NT - Darwin Urban	5.0%	5.9%	3.8%	2.1%	0.7%	1.0%	1.3%	1.6%	2.3%
NT - East Arnhem	1.4%	2.1%	1.0%	2.5%	1.5%	2.9%	3.1%	3.5%	2.2%
NT - Katherine	3.2%	6.3%	2.7%	2.0%	0.7%	2.1%	2.2%	2.9%	2.5%
Missing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	4.1%	5.7%	3.9%	2.3%	1.3%	1.3%	1.6%	2.1%	2.5%

Table O.5 Participation rates for male participants by service district and age group as at 31 December 2022 ⁴⁵²

Service district	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
NSW	5.4%	7.2%	4.6%	2.9%	1.5%	1.3%	1.7%	2.1%	3.0%
NSW - Hunter New England	7.4%	10.0%	7.3%	5.0%	2.5%	2.1%	2.3%	2.6%	4.5%
NSW - Central Coast	5.5%	10.6%	6.8%	4.5%	2.4%	1.8%	1.9%	2.4%	4.2%
NSW - Far West	5.5%	10.9%	7.0%	4.4%	3.0%	3.0%	2.3%	3.1%	4.5%
NSW - Illawarra Shoalhaven	4.6%	7.3%	5.2%	3.5%	2.1%	2.0%	2.1%	2.3%	3.4%
NSW - Mid North Coast	9.0%	11.3%	6.7%	5.4%	3.2%	2.5%	2.3%	2.6%	5.0%
NSW - Murrumbidgee	6.6%	7.6%	5.1%	3.6%	2.4%	1.6%	2.0%	2.2%	3.7%
NSW - Nepean Blue Mountains	6.5%	9.5%	6.1%	3.7%	1.9%	1.5%	1.8%	2.1%	3.8%
NSW - North Sydney	3.1%	3.9%	2.4%	1.6%	1.0%	0.7%	1.1%	1.6%	1.8%
NSW - Northern NSW	6.2%	9.0%	6.3%	5.4%	3.1%	2.1%	2.1%	2.2%	4.1%
NSW - South Eastern Sydney	3.8%	4.7%	2.9%	1.6%	0.8%	0.8%	1.3%	1.6%	1.8%
NSW - South Western Sydney	5.7%	7.4%	4.2%	2.9%	1.5%	1.2%	1.5%	2.1%	3.1%
NSW - Southern NSW	5.1%	7.0%	4.8%	4.3%	2.2%	1.6%	1.5%	1.8%	3.2%
NSW - Sydney	3.0%	5.0%	2.7%	0.9%	0.4%	0.7%	1.5%	2.3%	1.4%
NSW - Western NSW	5.7%	7.7%	4.8%	4.2%	2.0%	2.0%	2.2%	2.7%	3.8%
NSW - Western Sydney	5.8%	6.0%	3.7%	2.3%	1.1%	0.9%	1.5%	2.1%	2.6%
VIC	6.0%	8.0%	4.7%	2.4%	1.3%	1.3%	1.7%	2.2%	3.1%
VIC - Barwon	6.5%	10.5%	7.9%	4.8%	2.6%	2.2%	2.3%	2.7%	4.4%
VIC - Central Highlands	5.7%	9.3%	6.0%	3.9%	2.5%	2.0%	2.0%	2.6%	4.0%
VIC - Loddon	7.8%	10.8%	6.7%	4.2%	2.8%	2.3%	1.9%	2.5%	4.6%
VIC - North East Melbourne	5.3%	7.1%	4.5%	2.0%	1.0%	1.3%	2.0%	2.6%	2.7%
VIC - Inner Gippsland	6.7%	9.4%	5.6%	3.9%	2.7%	2.2%	2.2%	2.6%	4.1%
VIC - Ovens Murray	7.0%	9.7%	6.0%	4.4%	2.3%	2.4%	2.3%	2.6%	4.3%
VIC - Western District	5.7%	8.0%	5.4%	4.4%	2.7%	2.4%	2.6%	2.4%	3.9%
VIC - Inner East Melbourne	4.5%	5.0%	2.9%	1.3%	0.9%	1.0%	1.4%	1.8%	2.1%
VIC - Outer East Melbourne	5.3%	8.3%	5.0%	2.9%	1.7%	1.5%	1.7%	2.0%	3.2%
VIC - Hume Moreland	7.3%	8.9%	5.2%	2.3%	1.0%	1.1%	1.8%	2.5%	3.2%
VIC - Bayside Peninsula	5.2%	6.5%	3.6%	1.9%	1.1%	1.2%	1.6%	2.1%	2.5%
VIC - Southern Melbourne	6.2%	7.1%	3.7%	2.3%	1.2%	1.0%	1.4%	2.0%	2.9%
VIC - Brimbank Melton	8.2%	10.0%	5.0%	2.7%	1.4%	1.3%	1.5%	1.9%	3.6%
VIC - Western Melbourne	5.9%	8.4%	4.4%	1.3%	0.8%	0.9%	1.5%	1.9%	2.5%
VIC - Goulburn	6.2%	8.3%	5.3%	3.5%	2.2%	1.9%	1.8%	2.3%	3.7%
VIC - Mallee	7.5%	9.2%	5.8%	4.0%	2.3%	1.9%	1.9%	2.2%	4.0%
VIC - Outer Gippsland	5.7%	8.7%	5.8%	4.7%	2.7%	2.3%	2.5%	2.3%	4.0%
QLD	5.8%	7.7%	4.9%	2.8%	1.6%	1.5%	1.7%	2.2%	3.2%
QLD - Bundaberg	9.6%	11.1%	7.9%	6.8%	3.4%	3.0%	2.6%	3.2%	5.5%
QLD - Ipswich	5.5%	9.0%	5.9%	3.6%	1.9%	1.7%	1.8%	2.8%	3.8%
QLD - Mackay	6.7%	7.1%	4.9%	3.1%	1.4%	1.0%	1.3%	1.7%	3.1%
QLD - Toowoomba	5.8%	7.3%	5.7%	3.7%	2.0%	2.1%	2.5%	2.9%	3.8%
QLD - Townsville	7.6%	8.1%	4.7%	2.7%	1.6%	1.6%	2.2%	2.4%	3.6%
QLD - Rockhampton	7.6%	9.7%	5.4%	4.1%	1.9%	1.5%	1.4%	2.1%	4.0%
QLD - Beenleigh	6.6%	8.8%	5.2%	2.9%	1.7%	1.4%	1.5%	2.0%	3.6%
QLD - Brisbane	4.5%	5.6%	3.5%	1.8%	1.0%	1.2%	1.5%	2.2%	2.3%
QLD - Cairns	4.3%	5.8%	4.0%	3.0%	1.8%	1.7%	1.9%	2.2%	2.9%
QLD - Maryborough	7.2%	9.7%	6.3%	6.4%	3.8%	2.8%	3.1%	3.2%	5.0%

⁴⁵² Ibid.

Service district	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
QLD - Robina	5.5%	7.3%	4.5%	2.4%	1.3%	1.1%	1.4%	1.8%	2.8%
QLD - Caboolture/Strathpine	6.7%	9.3%	5.8%	3.3%	2.0%	1.5%	1.6%	2.1%	3.8%
QLD - Maroochydore	5.8%	8.4%	5.1%	3.2%	2.1%	1.7%	1.5%	2.0%	3.5%
WA	3.3%	6.0%	4.7%	3.0%	1.6%	1.1%	1.4%	1.9%	2.5%
WA - North East Metro	3.8%	6.9%	6.2%	3.7%	1.9%	1.4%	1.7%	2.4%	3.1%
WA - Wheat Belt	2.0%	5.3%	4.6%	2.9%	2.0%	1.1%	1.2%	1.3%	2.3%
WA - South Metro	3.5%	6.9%	5.2%	3.5%	1.7%	1.1%	1.4%	1.9%	2.9%
WA - Central South Metro	3.0%	5.7%	4.7%	2.9%	1.5%	1.1%	1.3%	1.8%	2.4%
WA - South West	3.1%	6.4%	4.9%	4.1%	2.8%	1.4%	1.5%	2.0%	3.0%
WA - Goldfields-Esperance	2.6%	5.3%	3.5%	3.1%	1.1%	0.9%	0.9%	1.1%	2.0%
WA - North Metro	3.4%	5.9%	4.5%	2.8%	1.6%	0.9%	0.9%	1.2%	2.4%
WA - Kimberley-Pilbara	2.4%	5.0%	3.8%	4.7%	0.9%	0.8%	1.0%	1.0%	1.8%
WA - South East Metro	3.7%	6.0%	4.6%	2.4%	1.3%	1.3%	1.9%	2.4%	2.6%
WA - Central North Metro	2.5%	4.2%	3.2%	1.9%	1.1%	1.2%	1.6%	2.1%	2.0%
WA - Great Southern	2.9%	5.5%	4.6%	3.8%	2.3%	1.2%	1.2%	1.9%	2.7%
WA - Midwest-Gascoyne	5.2%	7.6%	3.7%	4.2%	2.0%	1.1%	1.0%	1.5%	3.0%
SA	6.6%	11.2%	7.7%	3.8%	1.9%	1.8%	2.1%	2.5%	4.1%
SA - Adelaide Hills	6.4%	9.6%	6.9%	3.4%	1.6%	1.4%	0.9%	1.4%	3.5%
SA - Barossa, Light and Lower North	9.0%	12.7%	10.5%	4.4%	2.4%	1.5%	1.5%	1.9%	4.9%
SA - Eastern Adelaide	4.0%	7.3%	4.5%	2.0%	1.3%	1.4%	1.9%	2.4%	2.7%
SA - Eyre and Western	5.3%	10.9%	6.4%	3.6%	2.3%	1.7%	1.5%	2.1%	3.9%
SA - Far North (SA)	2.9%	6.3%	6.0%	4.1%	1.6%	2.3%	2.9%	2.0%	3.1%
SA - Fleurieu and Kangaroo Island	6.8%	10.9%	8.5%	6.2%	3.0%	2.0%	2.3%	2.4%	4.6%
SA - Limestone Coast	4.7%	7.8%	6.0%	4.3%	2.6%	2.1%	1.9%	2.2%	3.6%
SA - Murray and Mallee	7.8%	11.1%	7.1%	4.2%	1.9%	1.9%	2.2%	2.1%	4.2%
SA - Northern Adelaide	8.6%	14.2%	9.3%	4.5%	1.9%	1.9%	2.3%	3.1%	5.1%
SA - Southern Adelaide	5.7%	10.7%	8.4%	4.3%	1.9%	1.8%	2.3%	2.6%	4.1%
SA - Western Adelaide	5.8%	11.0%	6.0%	2.7%	1.5%	1.6%	2.2%	2.9%	3.5%
SA - Yorke and Mid North	6.2%	10.3%	7.2%	4.8%	2.7%	2.0%	2.2%	1.9%	4.1%
TAS	5.3%	7.1%	5.4%	4.4%	2.4%	1.7%	1.9%	2.1%	3.4%
TAS - North	6.4%	7.4%	5.7%	4.4%	2.7%	1.6%	2.0%	2.0%	3.6%
TAS - North West	4.5%	7.5%	6.3%	5.8%	2.9%	1.8%	2.0%	2.4%	3.7%
TAS - South East	5.7%	8.1%	5.3%	4.8%	2.2%	1.8%	1.6%	1.8%	3.5%
TAS - South West	4.4%	5.7%	4.6%	3.3%	2.1%	1.8%	2.0%	2.0%	2.9%
ACT	4.2%	7.7%	5.4%	3.0%	1.4%	1.2%	1.7%	2.2%	2.9%
ACT	4.2%	7.7%	5.4%	3.0%	1.4%	1.2%	1.7%	2.2%	2.9%
NT	5.1%	6.8%	4.1%	2.5%	1.2%	1.6%	1.9%	2.3%	2.9%
NT - Barkly	1.8%	2.6%	3.8%	1.3%	0.8%	1.1%	2.9%	7.0%	2.3%
NT - Central Australia	2.8%	7.3%	4.4%	2.4%	1.7%	2.2%	2.3%	3.4%	3.2%
NT - Darwin Remote	2.6%	2.9%	2.5%	1.7%	2.3%	3.6%	3.4%	3.2%	2.8%
NT - Darwin Urban	6.7%	8.1%	4.7%	2.7%	1.0%	1.1%	1.4%	1.7%	2.9%
NT - East Arnhem	1.8%	2.8%	1.3%	3.5%	2.4%	4.3%	3.8%	3.9%	2.9%
NT - Katherine	4.6%	8.5%	3.9%	2.7%	0.8%	1.5%	2.0%	2.9%	3.0%
Missing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	5.5%	7.6%	4.9%	2.8%	1.5%	1.4%	1.7%	2.2%	3.1%

Table O.6 Participation rates for female participants by service district and age group as at 31 December 2022 ⁴⁵³

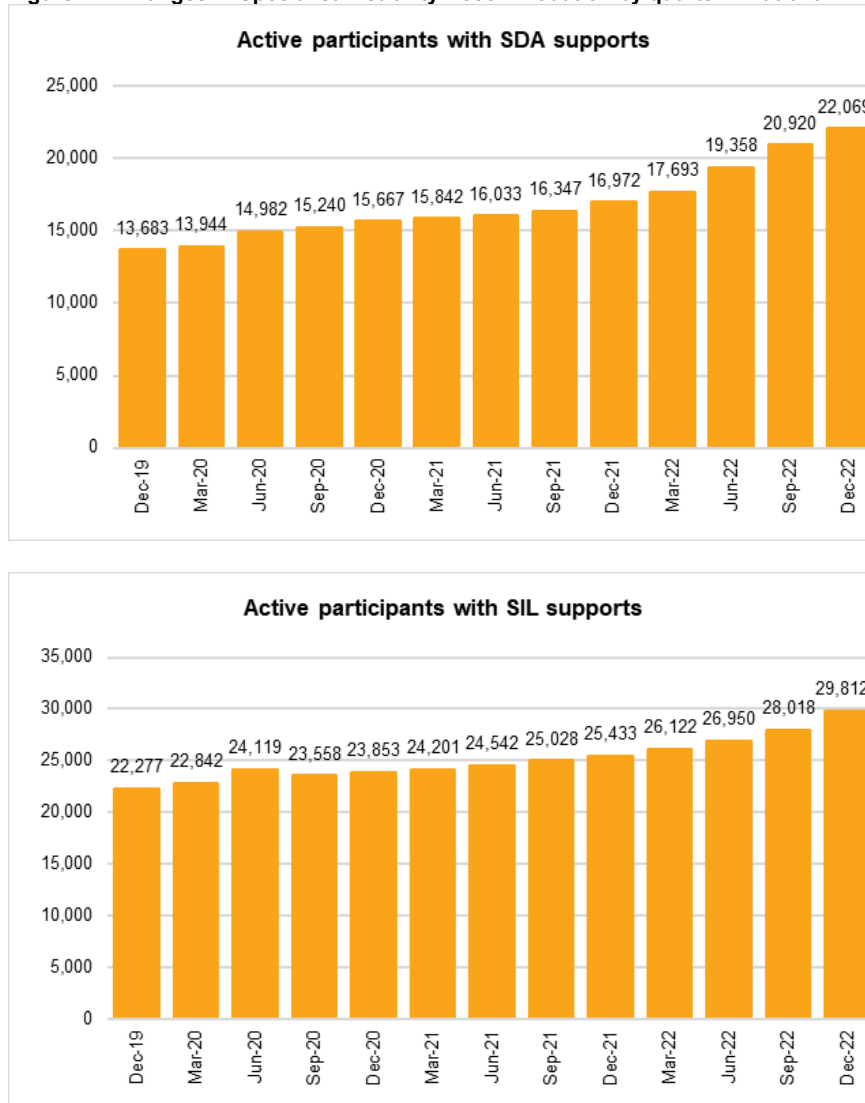
Service District	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
NSW	2.4%	3.2%	2.4%	1.7%	1.0%	1.0%	1.4%	1.8%	1.7%
NSW - Hunter New England	3.6%	4.3%	3.5%	2.7%	1.7%	1.7%	1.9%	2.3%	2.6%
NSW - Central Coast	2.5%	4.8%	3.7%	2.5%	1.8%	1.5%	1.7%	2.3%	2.4%
NSW - Far West	3.0%	4.3%	2.5%	2.7%	1.6%	1.9%	1.4%	2.0%	2.3%
NSW - Illawarra Shoalhaven	1.9%	3.3%	2.8%	2.0%	1.5%	1.5%	1.8%	2.2%	2.0%
NSW - Mid North Coast	4.6%	5.5%	3.5%	3.2%	1.9%	1.7%	1.7%	2.1%	2.8%
NSW - Murrumbidgee	3.3%	3.5%	2.5%	2.5%	1.6%	1.4%	1.7%	2.0%	2.2%
NSW - Nepean Blue Mountains	2.6%	4.2%	3.1%	2.1%	1.2%	1.2%	1.5%	1.6%	2.0%
NSW - North Sydney	1.3%	1.7%	1.3%	1.0%	0.6%	0.5%	0.8%	1.3%	1.0%
NSW - Northern NSW	2.8%	4.1%	3.1%	3.5%	2.0%	1.5%	1.6%	1.8%	2.3%
NSW - South Eastern Sydney	1.5%	2.1%	1.6%	0.9%	0.5%	0.7%	1.0%	1.4%	1.1%
NSW - South Western Sydney	2.4%	3.0%	2.0%	1.7%	0.9%	0.9%	1.3%	1.8%	1.6%
NSW - Southern NSW	2.2%	3.4%	2.7%	2.4%	1.5%	1.3%	1.5%	1.8%	2.0%
NSW - Sydney	1.2%	2.1%	1.5%	0.4%	0.3%	0.5%	1.0%	1.5%	0.8%
NSW - Western NSW	2.9%	3.3%	3.1%	2.4%	1.5%	1.4%	1.7%	2.1%	2.2%
NSW - Western Sydney	2.6%	2.5%	1.8%	1.4%	0.8%	0.8%	1.3%	1.7%	1.5%
VIC	2.8%	3.8%	2.6%	1.5%	1.0%	1.2%	1.7%	2.2%	1.9%
VIC - Barwon	3.1%	5.6%	4.0%	2.9%	1.8%	1.9%	2.3%	2.8%	2.8%
VIC - Central Highlands	2.8%	4.3%	3.6%	2.9%	1.7%	1.6%	2.0%	2.6%	2.5%
VIC - Loddon	3.8%	5.3%	4.2%	2.7%	1.9%	2.0%	2.1%	2.2%	2.8%
VIC - North East Melbourne	2.3%	3.3%	2.5%	1.2%	0.7%	1.0%	1.6%	2.2%	1.6%
VIC - Inner Gippsland	3.1%	4.8%	2.6%	2.8%	2.2%	2.1%	2.5%	2.7%	2.8%
VIC - Ovens Murray	3.6%	4.8%	2.8%	2.4%	1.9%	1.7%	2.1%	2.1%	2.6%
VIC - Western District	2.8%	4.0%	2.9%	2.9%	2.1%	2.2%	2.3%	2.2%	2.6%
VIC - Inner East Melbourne	2.0%	2.3%	1.6%	0.9%	0.7%	0.9%	1.3%	1.8%	1.3%
VIC - Outer East Melbourne	2.5%	4.4%	2.9%	1.7%	1.4%	1.4%	1.8%	2.1%	2.1%
VIC - Hume Moreland	3.5%	4.4%	3.1%	1.5%	0.8%	1.1%	1.8%	2.7%	2.1%
VIC - Bayside Peninsula	2.4%	3.2%	2.3%	1.2%	0.8%	1.2%	1.6%	2.1%	1.7%
VIC - Southern Melbourne	2.9%	3.1%	2.4%	1.6%	0.9%	1.1%	1.7%	2.0%	1.8%
VIC - Brimbank Melton	3.8%	4.3%	2.7%	1.8%	1.0%	1.2%	1.3%	1.9%	2.1%
VIC - Western Melbourne	2.7%	3.6%	2.1%	0.7%	0.6%	0.8%	1.5%	1.7%	1.4%
VIC - Goulburn	3.3%	3.9%	2.5%	2.0%	1.5%	1.6%	1.9%	2.4%	2.3%
VIC - Mallee	3.3%	5.0%	3.0%	2.4%	1.9%	1.9%	2.1%	2.2%	2.6%
VIC - Outer Gippsland	2.6%	3.8%	3.0%	3.6%	2.5%	2.5%	2.9%	2.6%	2.9%
QLD	2.8%	3.8%	2.8%	1.7%	1.1%	1.2%	1.5%	2.0%	2.0%
QLD - Bundaberg	4.2%	5.4%	4.9%	4.8%	2.6%	2.1%	2.4%	3.0%	3.4%
QLD - Ipswich	2.7%	4.2%	3.6%	2.1%	1.2%	1.3%	1.8%	2.3%	2.3%
QLD - Mackay	3.2%	3.2%	2.6%	1.9%	0.9%	0.8%	1.1%	1.8%	1.8%
QLD - Toowoomba	3.0%	3.8%	3.4%	2.6%	1.4%	1.6%	2.0%	2.4%	2.4%
QLD - Townsville	3.9%	3.5%	2.7%	1.6%	1.3%	1.1%	1.8%	2.1%	2.1%
QLD - Rockhampton	3.5%	4.8%	3.5%	2.1%	1.1%	1.2%	1.6%	1.9%	2.3%
QLD - Beenleigh	3.2%	4.3%	2.6%	1.8%	1.3%	1.3%	1.6%	1.9%	2.1%
QLD - Brisbane	2.1%	2.7%	2.1%	1.0%	0.7%	0.9%	1.4%	1.9%	1.4%
QLD - Cairns	1.8%	2.5%	2.3%	1.9%	1.1%	1.2%	1.4%	1.8%	1.7%
QLD - Maryborough	3.9%	5.0%	4.6%	3.5%	2.3%	2.1%	2.5%	2.6%	3.1%
QLD - Robina	2.6%	3.6%	2.7%	1.4%	0.9%	0.9%	1.2%	1.6%	1.6%
QLD - Caboolture/Strathpine	3.4%	4.7%	3.3%	2.1%	1.3%	1.4%	1.6%	2.2%	2.4%
QLD - Maroochydore	2.8%	4.4%	3.0%	2.1%	1.7%	1.5%	1.5%	1.9%	2.2%

⁴⁵³ Ibid.

Service District	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
WA	1.5%	2.7%	2.4%	1.6%	1.0%	1.0%	1.3%	1.7%	1.5%
WA - North East Metro	1.6%	3.0%	2.7%	1.7%	1.1%	1.2%	1.6%	2.1%	1.7%
WA - Wheat Belt	1.3%	2.4%	2.5%	2.5%	1.2%	0.9%	0.7%	1.4%	1.4%
WA - South Metro	1.9%	3.0%	3.0%	1.8%	1.1%	1.1%	1.4%	1.9%	1.8%
WA - Central South Metro	1.3%	2.9%	2.8%	1.6%	1.0%	1.0%	1.2%	1.5%	1.5%
WA - South West	1.6%	2.9%	2.4%	2.5%	1.7%	1.3%	1.7%	2.0%	1.9%
WA - Goldfields-Esperance	0.9%	2.4%	2.5%	1.6%	0.9%	0.8%	0.8%	1.1%	1.2%
WA - North Metro	1.7%	2.6%	2.4%	1.8%	1.1%	0.9%	0.9%	1.4%	1.5%
WA - Kimberley-Pilbara	1.1%	2.1%	2.1%	1.7%	0.6%	0.9%	1.0%	1.4%	1.2%
WA - South East Metro	1.6%	2.5%	2.1%	1.2%	0.9%	1.0%	1.5%	1.9%	1.5%
WA - Central North Metro	1.2%	2.0%	1.4%	1.2%	0.7%	0.8%	1.3%	1.9%	1.2%
WA - Great Southern	1.2%	2.9%	2.1%	3.0%	2.0%	1.4%	1.3%	1.6%	1.8%
WA - Midwest-Gascoyne	2.2%	3.0%	2.2%	2.0%	1.2%	1.0%	1.3%	1.3%	1.7%
SA	3.1%	5.0%	4.2%	2.2%	1.3%	1.4%	1.7%	2.2%	2.4%
SA - Adelaide Hills	2.5%	5.3%	3.5%	2.5%	1.6%	1.1%	0.9%	1.3%	2.1%
SA - Barossa, Light and Lower North	4.4%	6.1%	4.7%	2.8%	1.4%	1.1%	1.4%	1.7%	2.6%
SA - Eastern Adelaide	1.9%	3.0%	2.5%	1.2%	0.9%	0.9%	1.5%	1.9%	1.6%
SA - Eyre and Western	2.9%	3.5%	3.7%	2.8%	1.6%	1.8%	1.4%	2.2%	2.3%
SA - Far North (SA)	1.2%	3.0%	3.5%	0.6%	0.9%	1.4%	2.3%	1.7%	1.7%
SA - Fleurieu and Kangaroo Island	3.2%	5.6%	4.6%	3.6%	1.8%	1.6%	1.9%	1.6%	2.7%
SA - Limestone Coast	2.0%	3.4%	3.4%	2.5%	1.5%	1.2%	1.4%	1.9%	2.0%
SA - Murray and Mallee	3.3%	4.6%	4.1%	2.7%	1.5%	1.3%	1.8%	2.2%	2.5%
SA - Northern Adelaide	3.9%	6.5%	5.1%	2.5%	1.3%	1.6%	2.0%	2.5%	2.8%
SA - Southern Adelaide	3.0%	5.0%	4.5%	2.4%	1.3%	1.6%	1.8%	2.4%	2.5%
SA - Western Adelaide	2.8%	3.9%	3.7%	1.6%	0.9%	1.1%	1.7%	2.6%	2.0%
SA - Yorke and Mid North	2.9%	4.4%	4.0%	3.1%	1.9%	1.5%	1.6%	1.7%	2.4%
TAS	2.7%	3.4%	3.0%	2.7%	1.6%	1.4%	1.8%	1.9%	2.2%
TAS - North	3.1%	3.8%	2.9%	2.8%	1.9%	1.5%	1.9%	2.0%	2.3%
TAS - North West	2.1%	3.7%	3.4%	3.9%	2.1%	1.7%	1.7%	2.0%	2.4%
TAS - South East	3.2%	3.7%	2.8%	2.8%	1.3%	1.1%	1.6%	1.6%	2.0%
TAS - South West	2.3%	2.7%	2.9%	2.1%	1.4%	1.5%	1.8%	1.9%	1.9%
ACT	1.8%	3.5%	3.1%	1.7%	1.0%	1.2%	1.6%	2.2%	1.8%
ACT	1.8%	3.5%	3.1%	1.7%	1.0%	1.2%	1.6%	2.2%	1.8%
NT	2.3%	2.8%	2.0%	1.2%	0.6%	1.2%	1.5%	1.8%	1.6%
NT - Barkly	0.8%	1.1%	2.3%	1.2%	1.3%	1.8%	2.6%	1.9%	1.5%
NT - Central Australia	1.4%	2.7%	1.4%	1.0%	1.0%	1.8%	1.9%	2.8%	1.8%
NT - Darwin Remote	0.9%	1.0%	0.6%	0.7%	0.9%	1.4%	2.2%	1.6%	1.2%
NT - Darwin Urban	3.1%	3.5%	2.7%	1.4%	0.5%	0.8%	1.1%	1.4%	1.5%
NT - East Arnhem	1.1%	1.2%	0.5%	1.5%	0.5%	1.6%	2.5%	3.1%	1.4%
NT - Katherine	1.4%	3.6%	1.3%	1.5%	0.5%	2.7%	2.4%	2.8%	2.0%
Missing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	2.5%	3.5%	2.7%	1.7%	1.0%	1.1%	1.5%	2.0%	1.8%

Appendix P: Specialist Disability Accommodation

Figure P.1 Changes in Specialist Disability Accommodation by quarter – National ⁴⁵⁴



⁴⁵⁴ Due to operational changes since July 2020, there has been an issue with identifying SIL in plans as they are being completed. A temporary and manual solution was implemented to estimate the number of active participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. From May 2022, an automated and more accurate method has been applied in identifying SIL participants leading to a restatement in the number of SIL participants and annualised committed supports from the September 2020 quarter to the March 2022 quarter.

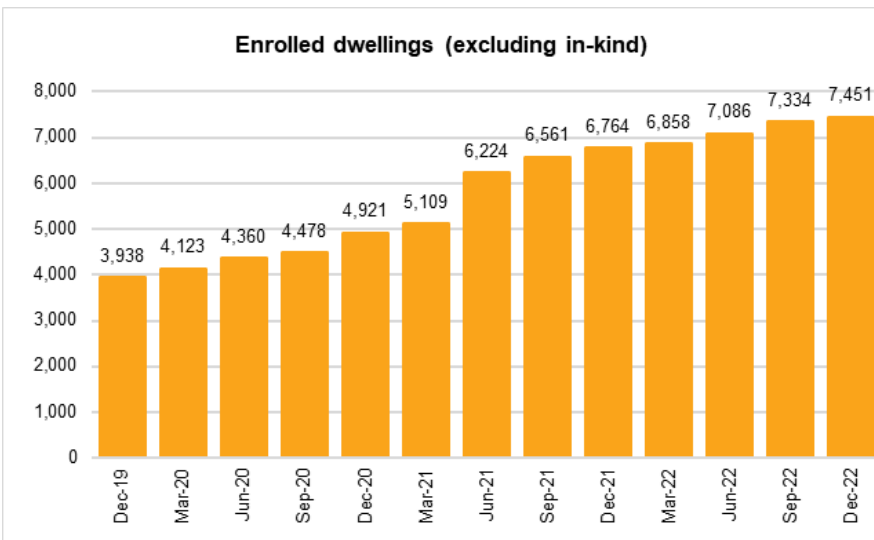
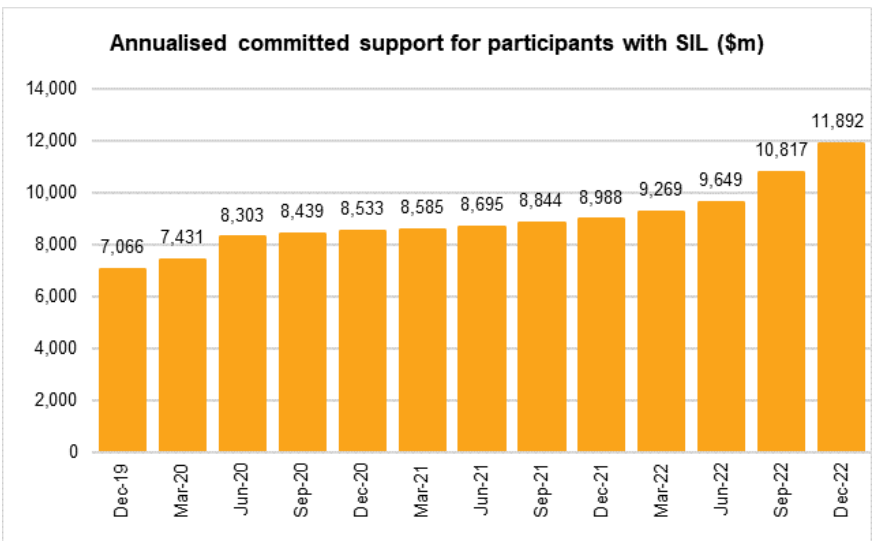
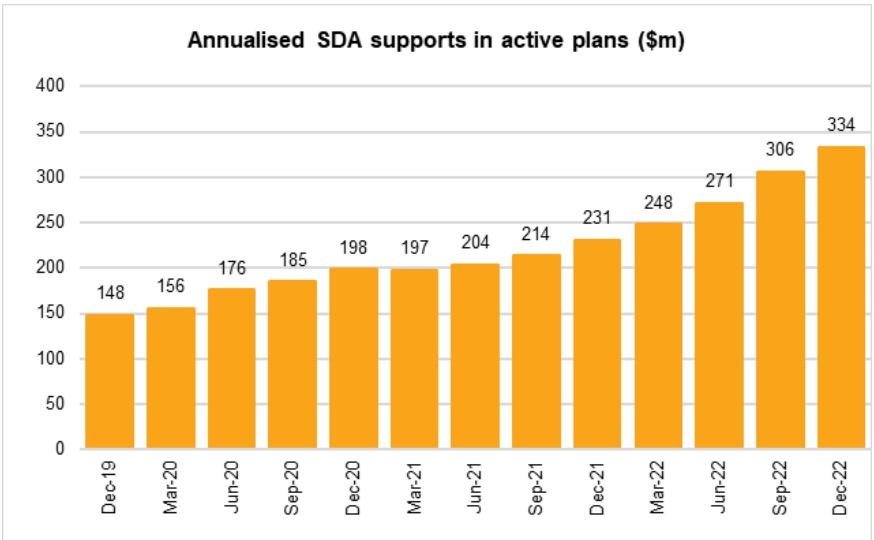


Table P.1 Active participants with SDA and SIL funding in current NDIS plan as at 31 December 2022 ⁴⁵⁵ ⁴⁵⁶

Service District	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
NSW	7,226	4.2%	10,255	6.0%	172,190
NSW - Hunter New England	1,005	3.5%	1,870	6.5%	28,921
NSW - Central Coast	377	3.9%	536	5.5%	9,747
NSW - Far West	16	1.9%	28	3.4%	821
NSW - Illawarra Shoalhaven	448	4.5%	609	6.1%	9,991
NSW - Mid North Coast	221	3.1%	270	3.8%	7,111
NSW - Murrumbidgee	316	4.2%	425	5.6%	7,552
NSW - Nepean Blue Mountains	501	5.0%	674	6.7%	10,120
NSW - North Sydney	885	7.6%	971	8.3%	11,633
NSW - Northern NSW	289	3.5%	363	4.4%	8,168
NSW - South Eastern Sydney	604	5.2%	712	6.1%	11,641
NSW - South Western Sydney	804	3.0%	1,359	5.1%	26,709
NSW - Southern NSW	161	3.4%	223	4.7%	4,714
NSW - Sydney	244	3.6%	352	5.1%	6,867
NSW - Western NSW	387	5.3%	545	7.4%	7,349
NSW - Western Sydney	968	4.6%	1,318	6.3%	20,818
NSW - Other	<11	n/a	<11	n/a	28
VIC	6,560	4.3%	6,225	4.1%	153,198
VIC - Barwon	452	4.3%	453	4.3%	10,593
VIC - Central Highlands	344	5.7%	315	5.2%	6,059
VIC - Loddon	287	3.6%	281	3.5%	8,045
VIC - North East Melbourne	830	5.7%	802	5.5%	14,543
VIC - Inner Gippsland	176	3.0%	168	2.9%	5,820
VIC - Ovens Murray	153	4.0%	153	4.0%	3,868
VIC - Western District	295	7.0%	281	6.7%	4,189
VIC - Inner East Melbourne	822	7.6%	753	6.9%	10,839
VIC - Outer East Melbourne	540	5.0%	477	4.4%	10,823
VIC - Hume Moreland	292	2.7%	270	2.5%	10,785
VIC - Bayside Peninsula	902	4.9%	887	4.8%	18,505
VIC - Southern Melbourne	425	2.9%	456	3.1%	14,509
VIC - Brimbank Melton	285	2.8%	262	2.6%	10,177
VIC - Western Melbourne	435	2.9%	367	2.5%	14,752
VIC - Goulburn	123	2.7%	113	2.5%	4,480
VIC - Mallee	102	3.9%	100	3.8%	2,648
VIC - Outer Gippsland	97	3.8%	87	3.4%	2,553
VIC - Other	<11	n/a	<11	n/a	<11
QLD	3,235	2.7%	5,914	4.9%	120,898
QLD - Bundaberg	101	2.9%	164	4.7%	3,458
QLD - Ipswich	322	3.3%	472	4.9%	9,696
QLD - Mackay	66	1.7%	156	4.0%	3,907
QLD - Toowoomba	291	3.9%	506	6.7%	7,538

⁴⁵⁵ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

⁴⁵⁶ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

Service District	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
QLD - Townsville	151	2.1%	394	5.5%	7,103
QLD - Rockhampton	154	2.3%	255	3.8%	6,760
QLD - Beenleigh	313	2.4%	581	4.4%	13,096
QLD - Brisbane	625	2.8%	1,104	5.0%	22,220
QLD - Cairns	159	2.6%	336	5.6%	6,051
QLD - Maryborough	134	2.8%	232	4.8%	4,836
QLD - Robina	327	2.6%	604	4.8%	12,546
QLD - Caboolture/Strathpine	336	2.6%	616	4.7%	13,094
QLD - Maroochydore	255	2.4%	494	4.7%	10,580
QLD - Other	<11	n/a	<11	n/a	13
WA	1,684	3.4%	2,568	5.2%	49,419
WA - North East Metro	364	4.8%	573	7.6%	7,529
WA - Wheat Belt	12	1.0%	26	2.2%	1,169
WA - South Metro	198	2.5%	352	4.5%	7,804
WA - Central South Metro	161	2.6%	283	4.6%	6,215
WA - South West	72	1.8%	133	3.3%	4,072
WA - Goldfields-Esperance	16	2.0%	34	4.2%	809
WA - North Metro	187	2.8%	228	3.4%	6,622
WA - Kimberley-Pilbara	19	1.3%	32	2.1%	1,504
WA - South East Metro	313	5.6%	453	8.1%	5,599
WA - Central North Metro	295	5.2%	383	6.8%	5,669
WA - Great Southern	24	2.1%	41	3.5%	1,162
WA - Midwest-Gascoyne	23	1.8%	30	2.4%	1,257
WA - Other	<11	n/a	<11	n/a	<11
SA	2,247	4.5%	2,791	5.6%	49,596
SA - Adelaide Hills	42	2.2%	72	3.8%	1,908
SA - Barossa, Light and Lower North	54	2.2%	59	2.4%	2,440
SA - Eastern Adelaide	245	5.7%	282	6.5%	4,314
SA - Eyre and Western	41	2.7%	47	3.1%	1,504
SA - Far North (SA)	17	3.3%	27	5.2%	521
SA - Fleurieu and Kangaroo Island	50	3.5%	51	3.6%	1,415
SA - Limestone Coast	65	4.0%	91	5.6%	1,618
SA - Murray and Mallee	74	3.6%	99	4.9%	2,031
SA - Northern Adelaide	768	4.6%	981	5.8%	16,828
SA - Southern Adelaide	654	6.1%	795	7.5%	10,658
SA - Western Adelaide	193	4.4%	216	5.0%	4,338
SA - Yorke and Mid North	44	2.2%	70	3.5%	1,981
SA - Other	<11	n/a	<11	n/a	40
TAS	529	4.1%	991	7.7%	12,819
TAS - North	142	3.8%	222	6.0%	3,701
TAS - North West	135	4.7%	224	7.9%	2,852
TAS - South East	97	3.4%	173	6.0%	2,864
TAS - South West	155	4.6%	372	10.9%	3,400
TAS - Other	<11	n/a	<11	n/a	<11
ACT	319	3.3%	556	5.7%	9,793

Service District	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
ACT	319	3.3%	556	5.7%	9,792
ACT - Other	<11	n/a	<11	n/a	<11
NT	269	5.0%	512	9.5%	5,375
NT - Barkly	<11	n/a	11	7.5%	146
NT - Central Australia	68	7.7%	138	15.5%	888
NT - Darwin Remote	<11	n/a	<11	n/a	467
NT - Darwin Urban	158	5.0%	301	9.5%	3,176
NT - East Arnhem	<11	n/a	<11	n/a	222
NT - Katherine	29	11.2%	45	17.4%	258
NT - Other	<11	n/a	<11	n/a	218
OT	<11	n/a	<11	n/a	52
Missing	<11	n/a	<11	n/a	<11
Total	22,069	3.8%	29,812	5.2%	573,342

Table P.2 Annualised committed supports in current NDIS plans as at 31 December 2022 ^{457 458 459}

State/Territory	Annualised supports committed to SDA in current plans (\$)	Percentage of supports committed to SDA	Annualised committed supports for participants with SIL (\$)	Percentage of supports committed to participants with SIL	Total committed in supports in current plans (\$)
NSW	\$110,207,141	0.85%	\$4,005,332,713	31%	\$12,948,521,617
VIC	\$90,163,464	0.85%	\$2,490,774,372	23%	\$10,620,852,608
QLD	\$64,169,972	0.71%	\$2,374,156,021	26%	\$9,092,535,814
WA	\$23,084,673	0.60%	\$996,840,840	26%	\$3,817,644,917
SA	\$30,450,743	0.87%	\$1,094,192,087	31%	\$3,490,553,095
TAS	\$6,431,011	0.59%	\$415,254,998	38%	\$1,087,470,600
ACT	\$5,383,261	0.81%	\$218,661,768	33%	\$661,894,389
NT	\$3,803,247	0.60%	\$296,572,335	47%	\$636,433,455
Other Territories	n/a	n/a	n/a	n/a	\$5,051,463
Missing	n/a	n/a	n/a	n/a	\$73,754
Total	\$333,693,511	0.79%	\$11,891,785,133	28%	\$42,361,031,713

Table P.3 Active SDA providers by State/Territory as at 31 December 2022 ^{460 461 462}

State/Territory	SDA providers that have ever been active	SDA providers active in 2022-23 Q2
NSW	192	148
VIC	125	82
QLD	118	77
WA	39	30
SA	47	28
TAS	19	9
ACT	17	7
NT	6	<5
OT	<5	<5
National	441	337

⁴⁵⁷ State/Territory is defined by the current residing address of the participant.

⁴⁵⁸ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁴⁵⁹ Annualised supports committed to SDA in current plans refer to annualised supports committed for active participants who have SDA in their plans at 31 December 2022.

⁴⁶⁰ SDA active providers in this table refer to any provider that has received a payment for providing SDA supports to Agency-managed participants residing in the given jurisdiction.

⁴⁶¹ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁴⁶² Providers can be registered in more than one jurisdiction. Therefore, the National Totals of active providers is not equal to the respective sums across all states and territories.

SDA Building Types:

Existing: Dwellings built before 1 April 2016 that were used as disability related supported accommodation under a previous State, Territory or Commonwealth scheme. Existing dwellings must substantially comply with the requirements of a new build, and must meet the maximum resident requirement (5 residents or less).

Legacy: Existing dwellings that do not meet the maximum resident requirement of 5 residents or less. Over time, the NDIA will stop making SDA payments towards Legacy dwellings.

New Build: An SDA dwelling that was built (has a certificate of occupancy dated) after 1 April 2016 and meets all of the requirements under the SDA Rules and NDIS Price Guide.

New Build (refurbished): A dwelling that was built before 1 April 2016 but has been significantly refurbished since and now meets all of the requirements for a new build in the SDA Rules and NDIS Price Guide. In order to qualify for as a New Build (refurbished) providers must spend a minimum amount. These minimum amounts are specified per dwelling type in the SDA Price Guide.

Table P.4 Number of Enrolled SDA Dwellings by SA4 Region and Building Type as at 31 December 2022 (excluding in-kind arrangements)

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
ACT	114	0	61	0	175
ACT - Australian Capital Territory	114	0	61	0	175
NSW	1,329	56	1,057	18	2,460
NSW - Capital Region	58	1	15	0	74
NSW - Central Coast	65	3	64	1	133
NSW - Central West	48	3	16	0	67
NSW - Coffs Harbour - Grafton	24	5	1	0	30
NSW - Far West and Orana	43	4	20	0	67
NSW - Hunter Valley exc Newcastle	35	1	24	0	60
NSW - Illawarra	41	1	59	0	101
NSW - Mid North Coast	43	2	12	0	57
NSW - Murray	51	1	23	0	75
NSW - New England and North West	36	2	9	0	47
NSW - Newcastle and Lake Macquarie	75	1	117	2	195
NSW - Richmond - Tweed	44	1	19	0	64
NSW - Riverina	24	1	20	0	45
NSW - Southern Highlands and Shoalhaven	17	0	24	0	41
NSW - Sydney - Baulkham Hills and Hawkesbury	47	6	20	1	74
NSW - Sydney - Blacktown	71	4	40	2	117
NSW - Sydney - City and Inner South	15	3	21	2	41
NSW - Sydney - Eastern Suburbs	10	2	4	0	16
NSW - Sydney - Inner South West	83	2	50	4	139
NSW - Sydney - Inner West	19	1	1	0	21
NSW - Sydney - North Sydney and Hornsby	34	1	45	0	80
NSW - Sydney - Northern Beaches	32	1	32	0	65
NSW - Sydney - Outer South West	50	0	17	2	69
NSW - Sydney - Outer West and Blue Mountains	91	4	131	2	228
NSW - Sydney - Parramatta	99	0	108	1	208
NSW - Sydney - Ryde	75	1	59	0	135
NSW - Sydney - South West	40	1	68	1	110
NSW - Sydney - Sutherland	59	4	38	0	101
NT	17	2	10	2	31

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
NT - Darwin	10	2	8	2	22
NT - Northern Territory - Outback	7	0	2	0	9
QLD	367	27	933	15	1,342
QLD - Brisbane - East	11	0	28	0	39
QLD - Brisbane - North	20	0	36	0	56
QLD - Brisbane - South	17	2	38	0	57
QLD - Brisbane - West	46	2	7	0	55
QLD - Brisbane Inner City	8	0	39	1	48
QLD - Cairns	11	1	44	0	56
QLD - Darling Downs - Maranoa	2	1	6	1	10
QLD - Fitzroy	24	2	9	1	36
QLD - Gold Coast	29	2	148	1	180
QLD - Ipswich	35	1	127	0	163
QLD - Logan - Beaudesert	12	1	121	1	135
QLD - Mackay	7	0	1	0	8
QLD - Moreton Bay - North	18	2	95	2	117
QLD - Moreton Bay - South	17	0	36	0	53
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	16	2	61	1	80
QLD - Toowoomba	14	6	40	2	62
QLD - Townsville	24	2	23	4	53
QLD - Wide Bay	56	3	74	1	134
SA	941	6	319	3	1,269
SA - Adelaide - Central and Hills	80	1	84	2	167
SA - Adelaide - North	305	1	106	0	412
SA - Adelaide - South	288	2	52	1	343
SA - Adelaide - West	148	0	58	0	206
SA - Barossa - Yorke - Mid North	15	1	2	0	18
SA - South Australia - Outback	17	0	0	0	17
SA - South Australia - South East	88	1	17	0	106
TAS	24	3	19	1	47
TAS - Hobart	13	0	2	0	15
TAS - Launceston and North East	6	2	10	1	19
TAS - South East	0	0	0	0	0
TAS - West and North West	5	1	7	0	13
VIC	1,155	122	642	51	1,970
VIC - Ballarat	37	8	77	1	123
VIC - Bendigo	26	5	31	0	62
VIC - Geelong	52	4	39	8	103
VIC - Hume	50	2	2	1	55
VIC - Latrobe - Gippsland	57	13	11	0	81
VIC - Melbourne - Inner	45	6	94	9	154
VIC - Melbourne - Inner East	81	10	21	0	112
VIC - Melbourne - Inner South	112	12	18	8	150
VIC - Melbourne - North East	146	11	43	5	205

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
VIC - Melbourne - North West	43	4	17	0	64
VIC - Melbourne - Outer East	126	6	48	4	184
VIC - Melbourne - South East	120	9	64	4	197
VIC - Melbourne - West	70	11	110	4	195
VIC - Mornington Peninsula	53	6	31	1	91
VIC - North West	70	8	13	6	97
VIC - Shepparton	31	4	7	0	42
VIC - Warrnambool and South West	36	3	16	0	55
WA	10	1	146	0	157
WA - Bunbury	0	0	5	0	5
WA - Mandurah	0	0	9	0	9
WA - Perth - Inner	5	0	4	0	9
WA - Perth - North East	1	1	7	0	9
WA - Perth - North West	1	0	29	0	30
WA - Perth - South East	3	0	51	0	54
WA - Perth - South West	0	0	35	0	35
WA - Western Australia - Outback	0	0	6	0	6
WA - Western Australia - Wheat Belt	0	0	0	0	0
Total	3,957	217	3,187	90	7,451

Table P.5 Number of Enrolled SDA Dwellings by SA4 Region and Design Category as at 31 December 2022 (excluding in-kind arrangements)

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
ACT	32	59	63	14	7	0	175
ACT - Australian Capital Territory	32	59	63	14	7	0	175
NSW	1,080	399	656	107	208	10	2,460
NSW - Capital Region	52	3	9	3	7	0	74
NSW - Central Coast	60	12	40	5	16	0	133
NSW - Central West	35	10	6	7	9	0	67
NSW - Coffs Harbour - Grafton	18	4	4	2	2	0	30
NSW - Far West and Orana	40	6	10	3	3	5	67
NSW - Hunter Valley exc Newcastle	29	2	17	3	9	0	60
NSW - Illawarra	42	16	42	1	0	0	101
NSW - Mid North Coast	39	11	0	6	1	0	57
NSW - Murray	34	17	7	13	2	2	75
NSW - New England and North West	19	12	6	0	10	0	47
NSW - Newcastle and Lake Macquarie	66	12	105	3	9	0	195
NSW - Richmond - Tweed	34	14	9	1	6	0	64
NSW - Riverina	23	8	10	3	1	0	45
NSW - Southern Highlands and Shoalhaven	9	19	7	6	0	0	41
NSW - Sydney - Baulkham Hills and Hawkesbury	33	20	11	3	7	0	74
NSW - Sydney - Blacktown	63	11	30	1	12	0	117
NSW - Sydney - City and Inner South	15	23	1	2	0	0	41
NSW - Sydney - Eastern Suburbs	11	0	1	3	0	1	16
NSW - Sydney - Inner South West	78	14	43	0	4	0	139
NSW - Sydney - Inner West	18	0	2	1	0	0	21
NSW - Sydney - North Sydney and Hornsby	31	10	28	7	4	0	80
NSW - Sydney - Northern Beaches	30	6	18	0	11	0	65
NSW - Sydney - Outer South West	37	3	24	3	2	0	69
NSW - Sydney - Outer West and Blue Mountains	67	65	48	19	29	0	228
NSW - Sydney - Parramatta	66	40	77	1	24	0	208
NSW - Sydney - Ryde	44	12	51	3	25	0	135
NSW - Sydney - South West	32	27	32	6	13	0	110
NSW - Sydney - Sutherland	55	22	18	2	2	2	101
NT	8	3	5	0	15	0	31
NT - Darwin	4	2	3	0	13	0	22
NT - Northern Territory - Outback	4	1	2	0	2	0	9
QLD	102	210	652	162	215	1	1,342
QLD - Brisbane - East	4	6	21	5	3	0	39
QLD - Brisbane - North	12	7	33	1	2	1	56
QLD - Brisbane - South	9	6	27	3	12	0	57
QLD - Brisbane - West	1	23	31	0	0	0	55
QLD - Brisbane Inner City	5	2	31	0	10	0	48
QLD - Cairns	2	2	31	4	17	0	56
QLD - Darling Downs - Maranoa	1	3	3	0	3	0	10
QLD - Fitzroy	3	9	5	0	19	0	36

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
QLD - Gold Coast	8	18	120	9	25	0	180
QLD - Ipswich	6	21	75	46	15	0	163
QLD - Logan - Beaudesert	5	14	77	23	16	0	135
QLD - Mackay	2	5	0	0	1	0	8
QLD - Moreton Bay - North	0	13	63	25	16	0	117
QLD - Moreton Bay - South	2	14	28	3	6	0	53
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	4	8	32	25	11	0	80
QLD - Toowoomba	11	16	25	1	9	0	62
QLD - Townsville	6	11	17	4	15	0	53
QLD - Wide Bay	21	32	33	13	35	0	134
SA	536	304	252	58	119	0	1,269
SA - Adelaide - Central and Hills	58	19	74	6	10	0	167
SA - Adelaide - North	139	139	89	15	30	0	412
SA - Adelaide - South	172	57	57	13	44	0	343
SA - Adelaide - West	94	49	29	13	21	0	206
SA - Barossa - Yorke - Mid North	13	2	0	3	0	0	18
SA - South Australia - Outback	13	4	0	0	0	0	17
SA - South Australia - South East	47	34	3	8	14	0	106
TAS	6	17	4	4	16	0	47
TAS - Hobart	5	7	0	2	1	0	15
TAS - Launceston and North East	1	8	3	2	5	0	19
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	0	2	1	0	10	0	13
VIC	327	475	542	233	390	3	1,970
VIC - Ballarat	9	63	21	19	9	2	123
VIC - Bendigo	4	16	25	14	3	0	62
VIC - Geelong	13	28	40	15	7	0	103
VIC - Hume	24	10	9	3	9	0	55
VIC - Latrobe - Gippsland	17	36	5	15	8	0	81
VIC - Melbourne - Inner	20	28	97	2	8	0	155
VIC - Melbourne - Inner East	16	22	27	13	34	0	112
VIC - Melbourne - Inner South	46	26	19	15	43	0	149
VIC - Melbourne - North East	31	59	40	24	51	0	205
VIC - Melbourne - North West	7	14	13	10	20	0	64
VIC - Melbourne - Outer East	33	30	37	15	68	1	184
VIC - Melbourne - South East	31	46	64	31	25	0	197
VIC - Melbourne - West	8	31	91	28	37	0	195
VIC - Mornington Peninsula	12	21	25	7	26	0	91
VIC - North West	23	24	8	9	33	0	97
VIC - Shepparton	11	12	7	7	5	0	42
VIC - Warrnambool and South West	22	9	14	6	4	0	55
WA	3	12	110	4	26	2	157
WA - Bunbury	0	0	3	0	2	0	5
WA - Mandurah	0	0	1	0	8	0	9

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
WA - Perth - Inner	0	0	9	0	0	0	9
WA - Perth - North East	1	0	6	0	2	0	9
WA - Perth - North West	1	0	27	1	1	0	30
WA - Perth - South East	1	12	37	2	2	0	54
WA - Perth - South West	0	0	27	0	8	0	35
WA - Western Australia - Outback	0	0	0	1	3	2	6
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0
Total	2,094	1,479	2,284	582	996	16	7,451

Table P.6 Number of Enrolled SDA Dwellings by SA4 Region and Maximum number of residents as at 31 December 2022 (excluding in-kind arrangements)

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
ACT	55	56	30	24	10	0	175
ACT - Australian Capital Territory	55	56	30	24	10	0	175
NSW	896	327	218	315	648	56	2,460
NSW - Capital Region	34	10	3	10	16	1	74
NSW - Central Coast	47	21	7	18	37	3	133
NSW - Central West	10	5	5	13	31	3	67
NSW - Coffs Harbour - Grafton	6	5	4	2	8	5	30
NSW - Far West and Orana	20	17	3	11	12	4	67
NSW - Hunter Valley exc Newcastle	14	2	12	13	18	1	60
NSW - Illawarra	49	3	10	10	28	1	101
NSW - Mid North Coast	20	12	6	1	16	2	57
NSW - Murray	35	9	7	6	17	1	75
NSW - New England and North West	7	7	7	3	21	2	47
NSW - Newcastle and Lake Macquarie	78	32	25	20	39	1	195
NSW - Richmond - Tweed	23	8	5	7	20	1	64
NSW - Riverina	10	6	8	11	9	1	45
NSW - Southern Highlands and Shoalhaven	4	15	4	5	13	0	41
NSW - Sydney - Baulkham Hills and Hawkesbury	11	5	2	21	29	6	74
NSW - Sydney - Blacktown	31	6	15	16	45	4	117
NSW - Sydney - City and Inner South	13	11	0	5	9	3	41
NSW - Sydney - Eastern Suburbs	3	0	2	4	5	2	16
NSW - Sydney - Inner South West	55	12	8	14	48	2	139
NSW - Sydney - Inner West	0	1	3	5	11	1	21
NSW - Sydney - North Sydney and Hornsby	39	7	4	9	20	1	80
NSW - Sydney - Northern Beaches	13	5	5	13	28	1	65
NSW - Sydney - Outer South West	18	7	6	15	23	0	69
NSW - Sydney - Outer West and Blue Mountains	89	34	36	30	35	4	228
NSW - Sydney - Parramatta	129	16	10	13	40	0	208
NSW - Sydney - Ryde	53	32	7	16	26	1	135
NSW - Sydney - South West	46	24	6	13	20	1	110
NSW - Sydney - Sutherland	39	15	8	11	24	4	101
NT	1	17	1	3	7	2	31
NT - Darwin	0	12	0	2	6	2	22
NT - Northern Territory - Outback	1	5	1	1	1	0	9
QLD	658	218	291	108	40	27	1,342
QLD - Brisbane - East	20	6	11	1	1	0	39
QLD - Brisbane - North	33	6	9	4	4	0	56
QLD - Brisbane - South	32	13	6	2	2	2	57
QLD - Brisbane - West	29	16	3	3	2	2	55
QLD - Brisbane Inner City	42	0	3	2	1	0	48
QLD - Cairns	30	5	13	7	0	1	56
QLD - Darling Downs - Maranoa	3	1	3	1	1	1	10
QLD - Fitzroy	10	9	7	7	1	2	36

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
QLD - Gold Coast	135	7	31	3	2	2	180
QLD - Ipswich	70	30	48	13	1	1	163
QLD - Logan - Beaudesert	63	20	37	12	2	1	135
QLD - Mackay	0	0	0	6	2	0	8
QLD - Moreton Bay - North	46	14	38	10	7	2	117
QLD - Moreton Bay - South	21	13	11	6	2	0	53
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	50	5	16	4	3	2	80
QLD - Toowoomba	22	17	6	9	2	6	62
QLD - Townsville	5	25	8	9	4	2	53
QLD - Wide Bay	47	31	41	9	3	3	134
SA	374	493	194	121	81	6	1,269
SA - Adelaide - Central and Hills	81	41	21	17	6	1	167
SA - Adelaide - North	94	165	78	47	27	1	412
SA - Adelaide - South	111	134	34	28	34	2	343
SA - Adelaide - West	69	79	33	14	11	0	206
SA - Barossa - Yorke - Mid North	3	7	4	3	0	1	18
SA - South Australia - Outback	4	8	1	3	1	0	17
SA - South Australia - South East	12	59	23	9	2	1	106
TAS	15	9	3	17	0	3	47
TAS - Hobart	5	3	3	4	0	0	15
TAS - Launceston and North East	7	1	0	9	0	2	19
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	3	5	0	4	0	1	13
VIC	617	224	235	155	617	122	1,970
VIC - Ballarat	68	15	13	4	15	8	123
VIC - Bendigo	31	4	6	6	10	5	62
VIC - Geelong	34	21	13	5	26	4	103
VIC - Hume	5	22	4	6	16	2	55
VIC - Latrobe - Gippsland	31	12	5	2	18	13	81
VIC - Melbourne - Inner	113	6	7	6	17	6	155
VIC - Melbourne - Inner East	23	4	5	11	59	10	112
VIC - Melbourne - Inner South	43	12	18	10	54	12	149
VIC - Melbourne - North East	41	23	36	15	79	11	205
VIC - Melbourne - North West	3	13	10	4	30	4	64
VIC - Melbourne - Outer East	38	17	27	25	71	6	184
VIC - Melbourne - South East	59	8	31	23	67	9	197
VIC - Melbourne - West	68	28	30	9	49	11	195
VIC - Mornington Peninsula	19	14	12	7	33	6	91
VIC - North West	22	15	8	11	33	8	97
VIC - Shepparton	12	2	3	6	15	4	42
VIC - Warrnambool and South West	7	8	7	5	25	3	55
WA	86	22	34	9	5	1	157
WA - Bunbury	0	3	2	0	0	0	5
WA - Mandurah	0	0	8	1	0	0	9

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
WA - Perth - Inner	4	5	0	0	0	0	9
WA - Perth - North East	0	3	2	2	1	1	9
WA - Perth - North West	21	2	3	2	2	0	30
WA - Perth - South East	35	7	7	3	2	0	54
WA - Perth - South West	24	2	8	1	0	0	35
WA - Western Australia - Outback	2	0	4	0	0	0	6
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0
Total	2,702	1,366	1,006	752	1,408	217	7,451

Table P.7 New Build/New Build (Refurbished) Maximum Residents by Design Category by SA4 Region (excluding in-kind arrangements)

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
ACT	22	66	6	2	0	96
ACT - Australian Capital Territory	22	66	6	2	0	96
NSW	616	995	136	326	29	2,102
NSW - Capital Region	0	18	7	4	0	29
NSW - Central Coast	22	78	3	45	0	148
NSW - Central West	13	6	15	0	0	34
NSW - Coffs Harbour - Grafton	5	0	0	0	0	5
NSW - Far West and Orana	15	19	0	0	10	44
NSW - Hunter Valley exc Newcastle	5	52	10	10	0	77
NSW - Illawarra	36	62	3	0	0	101
NSW - Mid North Coast	16	0	6	3	0	25
NSW - Murray	10	12	10	0	6	38
NSW - New England and North West	0	2	0	21	0	23
NSW - Newcastle and Lake Macquarie	34	223	3	13	0	273
NSW - Richmond - Tweed	15	15	1	7	0	38
NSW - Riverina	13	25	3	4	0	45
NSW - Southern Highlands and Shoalhaven	27	19	13	0	0	59
NSW - Sydney - Baulkham Hills and Hawkesbury	27	10	1	20	0	58
NSW - Sydney - Blacktown	17	44	0	30	0	91
NSW - Sydney - City and Inner South	36	5	0	0	0	41
NSW - Sydney - Eastern Suburbs	0	1	2	0	3	6
NSW - Sydney - Inner South West	26	64	0	5	0	95
NSW - Sydney - Inner West	0	5	0	0	0	5
NSW - Sydney - North Sydney and Hornsby	6	42	10	4	0	62
NSW - Sydney - Northern Beaches	15	41	0	36	0	92
NSW - Sydney - Outer South West	8	27	0	2	0	37
NSW - Sydney - Outer West and Blue Mountains	108	54	28	43	0	233
NSW - Sydney - Parramatta	68	66	2	12	0	148
NSW - Sydney - Ryde	31	28	4	40	0	103
NSW - Sydney - South West	36	51	13	22	0	122
NSW - Sydney - Sutherland	27	26	2	5	10	70
NT	0	7	0	16	0	23
NT - Darwin	0	4	0	16	0	20
NT - Northern Territory - Outback	0	3	0	0	0	3
QLD	123	1,110	175	276	4	1,688
QLD - Brisbane - East	5	31	3	6	0	45
QLD - Brisbane - North	3	34	3	3	4	47
QLD - Brisbane - South	1	33	6	19	0	59
QLD - Brisbane - West	2	17	0	0	0	19
QLD - Brisbane Inner City	0	32	0	16	0	48
QLD - Cairns	0	56	4	12	0	72
QLD - Darling Downs - Maranoa	5	7	0	4	0	16
QLD - Fitzroy	0	13	0	9	0	22
QLD - Gold Coast	13	156	11	35	0	215

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
QLD - Ipswich	12	164	46	27	0	249
QLD - Logan - Beaudesert	18	159	26	27	0	230
QLD - Mackay	0	0	0	4	0	4
QLD - Moreton Bay - North	11	143	23	21	0	198
QLD - Moreton Bay - South	5	54	5	2	0	66
QLD - Queensland - Outback	0	0	0	0	0	0
QLD - Sunshine Coast	2	62	21	16	0	101
QLD - Toowoomba	16	42	2	23	0	83
QLD - Townsville	7	34	10	16	0	67
QLD - Wide Bay	23	73	15	36	0	147
SA	166	275	125	47	0	613
SA - Adelaide - Central and Hills	30	80	15	2	0	127
SA - Adelaide - North	72	136	30	9	0	247
SA - Adelaide - South	17	38	27	19	0	101
SA - Adelaide - West	38	17	31	12	0	98
SA - Barossa - Yorke - Mid North	0	0	6	0	0	6
SA - South Australia - Outback	0	0	0	0	0	0
SA - South Australia - South East	9	4	16	5	0	34
TAS	6	2	3	30	0	41
TAS - Hobart	0	0	2	0	0	2
TAS - Launceston and North East	6	1	1	16	0	24
TAS - South East	0	0	0	0	0	0
TAS - West and North West	0	1	0	14	0	15
VIC	233	654	159	113	9	1,168
VIC - Ballarat	73	29	5	3	6	116
VIC - Bendigo	12	30	9	0	0	51
VIC - Geelong	10	70	16	7	0	103
VIC - Hume	2	6	0	0	0	8
VIC - Latrobe - Gippsland	10	10	2	2	0	24
VIC - Melbourne - Inner	13	88	0	3	0	104
VIC - Melbourne - Inner East	2	15	4	2	0	23
VIC - Melbourne - Inner South	5	15	18	4	0	42
VIC - Melbourne - North East	27	41	21	0	0	89
VIC - Melbourne - North West	6	26	7	4	0	43
VIC - Melbourne - Outer East	14	51	1	15	3	84
VIC - Melbourne - South East	19	78	18	3	0	118
VIC - Melbourne - West	27	114	38	12	0	191
VIC - Mornington Peninsula	3	42	6	20	0	71
VIC - North West	10	0	0	28	0	38
VIC - Shepparton	0	6	4	0	0	10
VIC - Warrnambool and South West	0	33	10	10	0	53
WA	13	159	12	70	6	260
WA - Bunbury	0	6	0	6	0	12
WA - Mandurah	0	3	0	25	0	28
WA - Perth - Inner	0	4	0	0	0	4

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
WA - Perth - North East	0	18	0	2	0	20
WA - Perth - North West	0	40	4	3	0	47
WA - Perth - South East	13	55	7	4	0	79
WA - Perth - South West	0	33	0	23	0	56
WA - Western Australia - Outback	0	0	1	7	6	14
WA - Western Australia - Wheat Belt	0	0	0	0	0	0
Total	1,179	3,268	616	880	48	5,991

Table P.8 Number of Enrolled In-Kind SDA Dwellings by SA4 Region and Design Category as at 31 December 2022 ⁴⁶³

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Total
TAS	142	44	0	4	13	203
TAS - Hobart	67	32	0	3	9	111
TAS - Launceston and North East	29	4	0	0	0	33
TAS - South East	1	1	0	0	0	2
TAS - West and North West	45	7	0	1	4	57
Total	142	44	0	4	13	203

Table P.9 Number of Enrolled In-Kind SDA Dwellings by SA4 Region and Maximum number of residents as at 31 December 2022 ⁴⁶⁴

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
TAS	74	26	12	79	12	0	203
TAS - Hobart	39	14	6	46	6	0	111
TAS - Launceston and North East	7	1	3	20	2	0	33
TAS - South East	0	0	0	1	1	0	2
TAS - West and North West	28	11	3	12	3	0	57
Total	74	26	12	79	12	0	203

⁴⁶³ Other States and Territories have been removed from the table as these States and Territories have transitioned ownership of State-Owned dwellings to private ownership.

⁴⁶⁴ Ibid.

Table P.10 Number of Unfinished (Unenrolled) New Build SDA Dwellings by Design Category and SA4 Region as at 31 December 2022 ⁴⁶⁵

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
ACT	0	0	23	1	0	1	25
ACT - Australian Capital Territory	0	0	23	1	0	1	25
NSW	81	81	498	89	56	13	737
NSW - Capital Region	0	0	1	0	0	0	1
NSW - Central Coast	1	1	27	0	6	0	34
NSW - Central West	0	0	10	13	0	1	24
NSW - Coffs Harbour - Grafton	0	0	0	0	0	0	0
NSW - Far West and Orana	0	0	10	6	0	0	16
NSW - Hunter Valley exc Newcastle	1	1	11	1	0	0	13
NSW - Illawarra	4	4	9	0	0	0	13
NSW - Mid North Coast	1	1	1	3	4	0	9
NSW - Murray	0	0	11	7	0	1	19
NSW - New England and North West	0	0	2	0	2	0	4
NSW - Newcastle and Lake Macquarie	0	0	17	3	3	1	24
NSW - Richmond - Tweed	1	1	3	2	6	0	12
NSW - Riverina	1	1	13	0	2	0	16
NSW - Southern Highlands and Shoalhaven	0	0	4	0	0	1	5
NSW - Sydney - Baulkham Hills and Hawkesbury	1	1	10	0	2	0	13
NSW - Sydney - Blacktown	14	14	44	17	2	1	78
NSW - Sydney - City and Inner South	0	0	13	0	0	0	13
NSW - Sydney - Eastern Suburbs	1	1	5	1	0	0	7
NSW - Sydney - Inner South West	0	0	27	1	1	0	29
NSW - Sydney - Inner West	0	0	14	4	2	0	20
NSW - Sydney - North Sydney and Hornsby	5	5	19	1	8	2	35
NSW - Sydney - Northern Beaches	1	1	4	1	1	0	7
NSW - Sydney - Outer South West	3	3	31	3	1	0	38
NSW - Sydney - Outer West and Blue Mountains	23	23	34	3	1	0	61
NSW - Sydney - Parramatta	9	9	100	3	6	6	124
NSW - Sydney - Ryde	2	2	16	2	0	0	20
NSW - Sydney - South West	13	13	49	15	9	0	86
NSW - Sydney - Sutherland	0	0	13	3	0	0	16
NT	0	0	13	9	4	0	26
NT - Darwin	0	0	6	9	1	0	16
NT - Northern Territory - Outback	0	0	7	0	3	0	10
QLD	52	52	873	168	41	4	1,138
QLD - Brisbane - East	0	0	49	3	0	0	52
QLD - Brisbane - North	11	11	15	0	0	0	26
QLD - Brisbane - South	0	0	40	1	16	3	60
QLD - Brisbane - West	0	0	7	0	0	0	7

⁴⁶⁵ SDA pipeline data is based on information collected by the NDIA from SDA providers who are building properties they intend to enrol as SDA at a later date. This data is intended for the purpose of SDA market oversight only and there is no guarantee from the NDIA that all the dwellings listed will be enrolled as SDA. There may also be under-construction properties which will be enrolled as SDA which are not represented in the data. Since July 2021, it has become mandatory for SDA providers or future SDA providers to inform the NDIA at the design stage of any proposed SDA dwellings, thus increasing the pipeline data available.

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
QLD - Brisbane Inner City	0	0	36	0	2	0	38
QLD - Cairns	0	0	9	7	1	0	17
QLD - Darling Downs - Maranoa	0	0	2	3	0	0	5
QLD - Fitzroy	0	0	47	0	1	0	48
QLD - Gold Coast	1	1	78	3	1	0	83
QLD - Ipswich	6	6	77	51	6	0	140
QLD - Logan - Beaudesert	14	14	110	27	4	0	155
QLD - Mackay	0	0	51	7	1	1	60
QLD - Moreton Bay - North	0	0	58	5	0	0	63
QLD - Moreton Bay - South	0	0	20	5	1	0	26
QLD - Queensland - Outback	0	0	6	0	0	0	6
QLD - Sunshine Coast	0	0	16	13	1	0	30
QLD - Toowoomba	3	3	65	26	1	0	95
QLD - Townsville	1	1	131	4	3	0	139
QLD - Wide Bay	16	16	56	13	3	0	88
SA	79	79	172	29	14	7	301
SA - Adelaide - Central and Hills	5	5	62	0	0	0	67
SA - Adelaide - North	36	36	63	18	6	2	125
SA - Adelaide - South	9	9	28	10	3	5	55
SA - Adelaide - West	25	25	11	0	0	0	36
SA - Barossa - Yorke - Mid North	0	0	2	0	0	0	2
SA - South Australia - Outback	0	0	0	0	0	0	0
SA - South Australia - South East	4	4	6	1	5	0	16
TAS	18	18	20	5	1	3	47
TAS - Hobart	0	0	8	0	0	0	8
TAS - Launceston and North East	2	2	10	1	1	3	17
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	16	16	2	4	0	0	22
VIC	94	94	685	227	49	8	1,063
VIC - Ballarat	13	13	35	16	1	1	66
VIC - Bendigo	5	5	7	6	2	0	20
VIC - Geelong	8	8	48	9	0	0	65
VIC - Hume	1	1	4	0	1	0	6
VIC - Latrobe - Gippsland	7	7	20	0	9	0	36
VIC - Melbourne - Inner	15	15	117	0	2	0	134
VIC - Melbourne - Inner East	9	9	14	1	3	0	27
VIC - Melbourne - Inner South	8	8	66	9	3	4	90
VIC - Melbourne - North East	0	0	64	13	5	0	82
VIC - Melbourne - North West	0	0	8	6	0	0	14
VIC - Melbourne - Outer East	4	4	8	1	2	0	15
VIC - Melbourne - South East	9	9	52	43	1	0	105
VIC - Melbourne - West	4	4	226	105	9	0	344
VIC - Mornington Peninsula	2	2	1	8	6	3	20
VIC - North West	0	0	2	0	4	0	6
VIC - Shepparton	7	7	8	5	0	0	20

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
VIC - Warrnambool and South West	2	2	5	5	1	0	13
WA	43	43	211	7	47	7	315
WA - Bunbury	0	0	0	0	0	0	0
WA - Mandurah	1	1	21	2	10	0	34
WA - Perth - Inner	0	0	14	0	0	5	19
WA - Perth - North East	0	0	22	0	2	0	24
WA - Perth - North West	1	1	45	1	1	0	48
WA - Perth - South East	41	41	48	3	14	1	107
WA - Perth - South West	0	0	54	1	20	1	76
WA - Western Australia - Outback	0	0	4	0	0	0	4
WA - Western Australia - Wheat Belt	0	0	3	0	0	0	3
Total	367	367	2,495	535	212	43	3,652

Table P.11 Number of Participants with identified SDA needs by status and SA4 Region as at 31 December 2022 ⁴⁶⁶

SA4 Region	Participants in an SDA dwelling or having SDA Funding	Participants in SDA dwelling, seeking alternative	Participants not currently in SDA, seeking dwelling	Total Participants with SDA need
ACT	270	49	12	331
ACT - Australian Capital Territory	270	49	12	331
ACT - Other	0	0	0	0
NSW	5,891	1,335	368	7,594
NSW - Capital Region	146	27	5	178
NSW - Central Coast	301	76	24	401
NSW - Central West	234	31	18	283
NSW - Coffs Harbour - Grafton	126	18	10	154
NSW - Far West and Orana	135	19	8	162
NSW - Hunter Valley exc Newcastle	205	29	15	249
NSW - Illawarra	260	62	12	334
NSW - Mid North Coast	196	25	11	232
NSW - Murray	120	37	6	163
NSW - New England and North West	132	29	5	166
NSW - Newcastle and Lake Macquarie	437	79	27	543
NSW - Richmond - Tweed	201	38	14	253
NSW - Riverina	121	25	10	156
NSW - Southern Highlands and Shoalhaven	140	24	3	167
NSW - Sydney - Baulkham Hills and Hawkesbury	193	52	9	254
NSW - Sydney - Blacktown	349	50	10	409
NSW - Sydney - City and Inner South	114	16	7	137
NSW - Sydney - Eastern Suburbs	90	10	5	105
NSW - Sydney - Inner South West	344	78	26	448
NSW - Sydney - Inner West	153	10	15	178
NSW - Sydney - North Sydney and Hornsby	194	37	11	242
NSW - Sydney - Northern Beaches	160	83	9	252
NSW - Sydney - Outer South West	186	45	18	249
NSW - Sydney - Outer West and Blue Mountains	370	107	28	505
NSW - Sydney - Parramatta	326	120	25	471
NSW - Sydney - Ryde	239	100	7	346
NSW - Sydney - South West	223	53	23	299
NSW - Sydney - Sutherland	196	55	7	258
NSW - Other	0	0	0	0
NT	250	19	19	288
NT - Darwin	144	14	9	167
NT - Northern Territory - Outback	105	5	10	120
NT - Other	1	0	0	1
QLD	2,507	728	338	3,573
QLD - Brisbane - East	108	19	18	145
QLD - Brisbane - North	116	31	18	165
QLD - Brisbane - South	131	21	26	178
QLD - Brisbane - West	84	34	15	133

⁴⁶⁶ For participants with an SDA need identified in CRM, there is likely a delay between when they move into an appropriate SDA arrangement and when the Agency is informed. The outstanding need for SDA may be overstated as a result.

SA4 Region	Participants in an SDA dwelling or having SDA Funding	Participants in SDA dwelling, seeking alternative	Participants not currently in SDA, seeking dwelling	Total Participants with SDA need
QLD - Brisbane Inner City	68	27	13	108
QLD - Cairns	136	22	12	170
QLD - Darling Downs - Maranoa	51	5	8	64
QLD - Fitzroy	136	18	9	163
QLD - Gold Coast	212	118	44	374
QLD - Ipswich	291	76	54	421
QLD - Logan - Beaudesert	164	74	21	259
QLD - Mackay	60	6	5	71
QLD - Moreton Bay - North	170	58	24	252
QLD - Moreton Bay - South	74	36	11	121
QLD - Queensland - Outback	4	0	2	6
QLD - Sunshine Coast	165	59	20	244
QLD - Toowoomba	212	34	13	259
QLD - Townsville	114	34	13	161
QLD - Wide Bay	210	56	12	278
QLD - Other	1	0	0	1
SA	1,882	365	152	2,399
SA - Adelaide - Central and Hills	224	63	23	310
SA - Adelaide - North	593	132	38	763
SA - Adelaide - South	557	97	48	702
SA - Adelaide - West	233	41	21	295
SA - Barossa - Yorke - Mid North	56	4	5	65
SA - South Australia - Outback	53	5	6	64
SA - South Australia - South East	166	23	11	200
TAS	487	42	28	557
TAS - Hobart	235	7	11	253
TAS - Launceston and North East	123	19	7	149
TAS - South East	10	0	1	11
TAS - West and North West	119	16	9	144
VIC	5,366	1,194	362	6,922
VIC - Ballarat	199	68	13	280
VIC - Bendigo	162	38	10	210
VIC - Geelong	297	85	31	413
VIC - Hume	160	12	7	179
VIC - Latrobe - Gippsland	227	46	19	292
VIC - Melbourne - Inner	230	81	39	350
VIC - Melbourne - Inner East	387	64	15	466
VIC - Melbourne - Inner South	387	82	26	495
VIC - Melbourne - North East	610	123	28	761
VIC - Melbourne - North West	244	41	20	305
VIC - Melbourne - Outer East	537	124	28	689
VIC - Melbourne - South East	573	141	46	760
VIC - Melbourne - West	494	112	31	637
VIC - Mornington Peninsula	274	64	27	365

SA4 Region	Participants in an SDA dwelling or having SDA Funding	Participants in SDA dwelling, seeking alternative	Participants not currently in SDA, seeking dwelling	Total Participants with SDA need
VIC - North West	248	48	5	301
VIC - Shepparton	141	27	10	178
VIC - Warrnambool and South West	196	38	7	241
WA	1,568	116	103	1,787
WA - Bunbury	72	0	4	76
WA - Mandurah	58	8	6	72
WA - Perth - Inner	70	15	9	94
WA - Perth - North East	291	14	12	317
WA - Perth - North West	372	25	14	411
WA - Perth - South East	417	36	25	478
WA - Perth - South West	200	12	21	233
WA - Western Australia - Outback	52	6	10	68
WA - Western Australia - Wheat Belt	36	0	2	38
Missing	0	0	0	0
Total	18,221	3,848	1,382	23,451

Table P.12 Number of Participants seeking SDA dwelling SA4 Region and Design Category as at 31 December 2022 ⁴⁶⁷

SA4 Region	Not Defined	Improved Liveability	High Physical Support	Robust	Fully Accessible	Total participants seeking SDA	Percentage of participants seeking SDA dwellings
ACT	6	14	24	3	14	61	18%
ACT - Australian Capital Territory	6	14	24	3	14	61	18%
NSW	222	645	434	81	321	1,703	22%
NSW - Capital Region	5	9	6	0	12	32	18%
NSW - Central Coast	16	34	35	1	14	100	25%
NSW - Central West	15	17	9	2	6	49	17%
NSW - Coffs Harbour - Grafton	3	15	3	2	5	28	18%
NSW - Far West and Orana	4	12	6	2	3	27	17%
NSW - Hunter Valley exc Newcastle	6	14	12	4	8	44	18%
NSW - Illawarra	7	24	25	0	18	74	22%
NSW - Mid North Coast	5	15	5	4	7	36	16%
NSW - Murray	7	18	9	3	6	43	26%
NSW - New England and North West	3	14	9	0	8	34	20%
NSW - Newcastle and Lake Macquarie	16	25	34	10	21	106	20%
NSW - Richmond - Tweed	5	19	11	5	12	52	21%
NSW - Riverina	7	15	7	1	5	35	22%
NSW - Southern Highlands and Shoalhaven	2	18	5	0	2	27	16%
NSW - Sydney - Baulkham Hills and Hawkesbury	2	30	13	5	11	61	24%
NSW - Sydney - Blacktown	11	22	10	4	13	60	15%
NSW - Sydney - City and Inner South	4	8	5	1	5	23	17%
NSW - Sydney - Eastern Suburbs	1	10	3	1	0	15	14%
NSW - Sydney - Inner South West	16	31	35	4	18	104	23%
NSW - Sydney - Inner West	5	9	5	1	5	25	14%
NSW - Sydney - North Sydney and Hornsby	3	19	16	4	6	48	20%
NSW - Sydney - Northern Beaches	4	44	23	0	21	92	37%
NSW - Sydney - Outer South West	14	28	9	2	10	63	25%
NSW - Sydney - Outer West and Blue Mountains	19	54	29	7	26	135	27%
NSW - Sydney - Parramatta	15	43	57	3	27	145	31%
NSW - Sydney - Ryde	6	52	19	3	27	107	31%
NSW - Sydney - South West	13	21	21	7	14	76	25%
NSW - Sydney - Sutherland	8	25	13	5	11	62	24%
NT	6	13	10	1	8	38	13%
NT - Darwin	2	10	7	1	3	23	14%
NT - Northern Territory - Outback	4	3	3	0	5	15	13%
QLD	117	238	372	73	266	1,066	30%
QLD - Brisbane - East	3	8	10	3	13	37	26%
QLD - Brisbane - North	4	17	18	4	6	49	30%
QLD - Brisbane - South	5	11	15	3	13	47	26%
QLD - Brisbane - West	4	8	27	0	10	49	37%
QLD - Brisbane Inner City	5	5	22	0	8	40	37%

⁴⁶⁷ Ibid.

SA4 Region	Not Defined	Improved Liveability	High Physical Support	Robust	Fully Accessible	Total participants seeking SDA	Percentage of participants seeking SDA dwellings
QLD - Cairns	3	3	18	0	10	34	20%
QLD - Darling Downs - Maranoa	2	4	4	0	3	13	20%
QLD - Fitzroy	5	9	7	1	5	27	17%
QLD - Gold Coast	16	24	60	9	53	162	43%
QLD - Ipswich	8	40	37	13	32	130	31%
QLD - Logan - Beaudesert	12	12	29	14	28	95	37%
QLD - Mackay	5	4	2	0	0	11	15%
QLD - Moreton Bay - North	7	21	26	8	20	82	33%
QLD - Moreton Bay - South	6	4	20	4	13	47	39%
QLD - Queensland - Outback	1	0	0	0	1	2	33%
QLD - Sunshine Coast	9	13	29	8	20	79	32%
QLD - Toowoomba	7	17	11	2	10	47	18%
QLD - Townsville	6	17	16	0	8	47	29%
QLD - Wide Bay	9	21	21	4	13	68	24%
SA	65	167	130	24	131	517	22%
SA - Adelaide - Central and Hills	11	20	39	2	14	86	28%
SA - Adelaide - North	24	49	37	10	50	170	22%
SA - Adelaide - South	14	54	36	6	35	145	21%
SA - Adelaide - West	6	19	11	6	20	62	21%
SA - Barossa - Yorke - Mid North	2	4	2	0	1	9	14%
SA - South Australia - Outback	3	7	1	0	0	11	17%
SA - South Australia - South East	5	14	4	0	11	34	17%
TAS	16	22	17	1	14	70	13%
TAS - Hobart	8	4	3	0	3	18	7%
TAS - Launceston and North East	7	9	6	1	3	26	17%
TAS - South East	0	0	0	0	1	1	9%
TAS - West and North West	1	9	8	0	7	25	17%
VIC	252	617	356	98	233	1,556	22%
VIC - Ballarat	16	33	11	8	13	81	29%
VIC - Bendigo	6	23	6	7	6	48	23%
VIC - Geelong	15	39	27	10	25	116	28%
VIC - Hume	3	6	3	1	6	19	11%
VIC - Latrobe - Gippsland	16	26	7	5	11	65	22%
VIC - Melbourne - Inner	22	21	54	1	22	120	34%
VIC - Melbourne - Inner East	13	30	23	4	9	79	17%
VIC - Melbourne - Inner South	17	45	26	6	14	108	22%
VIC - Melbourne - North East	25	58	34	10	24	151	20%
VIC - Melbourne - North West	11	16	17	7	10	61	20%
VIC - Melbourne - Outer East	20	70	34	8	20	152	22%
VIC - Melbourne - South East	31	70	50	16	20	187	25%
VIC - Melbourne - West	24	45	39	8	27	143	22%
VIC - Mornington Peninsula	13	52	7	3	16	91	25%
VIC - North West	11	27	7	2	6	53	18%

SA4 Region	Not Defined	Improved Liveability	High Physical Support	Robust	Fully Accessible	Total participants seeking SDA	Percentage of participants seeking SDA dwellings
VIC - Shepparton	4	27	4	1	1	37	21%
VIC - Warrnambool and South West	5	29	7	1	3	45	19%
WA	40	45	83	7	44	219	12%
WA - Bunbury	0	1	2	0	1	4	5%
WA - Mandurah	4	5	0	0	5	14	19%
WA - Perth - Inner	5	3	11	0	5	24	26%
WA - Perth - North East	2	5	14	1	4	26	8%
WA - Perth - North West	6	3	18	3	9	39	9%
WA - Perth - South East	14	14	22	3	8	61	13%
WA - Perth - South West	6	7	12	0	8	33	14%
WA - Western Australia - Outback	2	6	4	0	4	16	24%
WA - Western Australia - Wheat Belt	1	1	0	0	0	2	5%
Missing	0	0	0	0	0	0	0%
Total	724	1,761	1,426	288	1,031	5,230	22%

Further detailed tables relating to enrolled SDA dwellings and SDA demand within the NDIS as at 31 December 2022 are included in a separate data release, which is available on the NDIS public website. The following is a list of these tables:

Table P.13 New Build and New Build (Refurbished) Dwellings by Design Category, Build Type and SA4 Region as at 31 December 2022 (excluding in-kind arrangements)

Table P.14 Existing Stock and Legacy Stock Dwellings by Design Category, Build Type and SA4 Region as at 31 December 2022 (excluding in-kind arrangements)

Table P.15 In-kind Existing Stock and Legacy Stock Dwellings by Design Category, Build Type and SA4 Region as at 31 December 2022

Table P.16 Number of Enrolled SDA Dwellings by SA3 Region and Build Type as at 31 December 2022 (excluding in-kind arrangements)

Table P.17 Number of Enrolled SDA Dwellings by SA3 Region and Design Category as at 31 December 2022 (excluding in-kind arrangements)

Table P.18 Number of Enrolled SDA Dwellings by SA3 Region and Maximum number of residents as at 31 December 2022 (excluding in-kind arrangements)

Table P.19 Number of Enrolled In-Kind SDA Dwellings by SA3 Region and Design Category as at 31 December 2022

Table P.20 Number of Unfinished (Unenrolled) New Build SDA Dwellings by Design Category, Build Type and SA4 Region as at 31 December 2022

Table P.21 Number of Participants with identified SDA needs by status and SA3 Region as at 31 December 2022

Table P.22 Number of Participants seeking SDA dwelling SA3 Region and Design Category as at 31 December 2022