



NDIS Appeals Program 2024–25

1. About this report

This is the first published document dedicated to providing information about disability advocacy programs funded by the Department of Health, Disability and Ageing.

This report includes information about the NDIS Appeals Program and is current for the 2024–25 financial year.

The Program Reporting section includes information about the program using a consistent format to support comparison across reports, nationally. This includes:

- What the program is and what it does
- Who the program is for
- What funding the program receives
- Where the program operates (such as states or territories)

2. Program Reporting

About the program

The NDIS Appeals Program provides assistance to NDIS applicants and others affected by reviewable decisions of the National Disability Insurance Agency (NDIA). The program supports clients to navigate the external merits review processes in the Administrative Review Tribunal (ART).

The NDIS Appeals Program helps:

- people appealing NDIA decisions before the ART to access a skilled disability advocate who can act as a support person
- with legal services, where there is wider community benefit and/or disadvantage that would substantially benefit from legal representation.

While the focus of the NDIS Appeals Program is advocacy support, individuals can also access legal services through the Legal Aid Commission in their state or territory.

Program Details

Table 1 – NDIS Appeals Program details

Item	Details
Program start	2013
Program end date	Ongoing
Disability advocacy model/s	<ul style="list-style-type: none"> • Individual advocacy • Self-advocacy • Group advocacy • Legal advocacy • Family advocacy
Expected outcome/s	The NDIS Appeals Program aims to ensure the NDIA decisions are fair and robust and that people with disability, and other people affected by reviewable decisions of the NDIA, have access to support when seeking review of those decisions in the ART.
Target group/s	People with disability and others affected by NDIA decisions.
Regulatory requirements	Comply with the Disability Services and Inclusion Act 2023 (DSI Act) and the mandated National Standards for Disability Services (NSDS). State and Territory Legal Aid Commissions are exempt under the DSI Act from needing certification under the NSDS to deliver advocacy services.
Certification requirements for providers	Advocacy providers must demonstrate compliance through independent audit and certification against the NSDS and maintain certification for the duration of the funding agreement.
Additional information	In 2022-23 the Australian Government committed an additional \$20.5 million in supplementary funding over three years.
Program design	In July 2017, the program scope and guidelines for the NDIS Appeals Program were amended following consultation with the NDIS Appeals Advisory Group.
Caveats	<p>Data source: Department of Social Services – Data Exchange (DEX) extracted 16 June 2026.</p> <p>Data should be interpreted with caution. The tables are based on information recorded in DEX for the 2024–25 financial year and may not represent a fully complete or reconciled dataset. Totals may not reconcile across all tables because each table uses information recorded for a specific data field, and some fields are more complete than others. Some fields may include unknown, not disclosed or blank responses. Some clients may also be counted in more than one category where their circumstances changed during the year, they received support across more than one location or jurisdiction, or more than one response was recorded. For these reasons, the tables should be read as indicative of client characteristics and patterns of met demand, rather than as a fully reconciled dataset.</p>

Program Funding

In 2024–25, total funding provided for the program was \$20.06 million GST exclusive. Funding was provided across all states and territories, with the largest allocations in New South Wales and Victoria. Multi-jurisdictional funding accounted for \$2.29 million, supporting activities delivered across more than one state or territory. The remaining funding was distributed across Queensland, Western Australia, South Australia, the Australian Capital Territory, Tasmania and the Northern Territory.

Table 2 – NDIS Appeals Program funding total jurisdiction

Funding provided by state and territory (GST exclusive)	2024–25 \$ million
ACT	0.775
NSW	5.393
NT	0.545
QLD	2.811
SA	1.319
TAS	0.616
VIC	4.453
WA	1.858
Multi-jurisdictional	2.289
Grand Total	20.059

Table 3 – NDIS Appeals Program funding total multi-jurisdictional breakdown

Funding provided by multi-jurisdictional breakdown (GST exclusive)	2024–25 \$ million
NSW/QLD	1.336
NSW/VIC	0.277
NT/SA	0.519
NT/SA/WA	0.157
Total	2.289

Demand for the program

For 2024-25, the department has the following data on hand about met demand for:

- Gender
- Aboriginal or Torres Strait Islander
- People from culturally and linguistically diverse (CALD) backgrounds status
- Accommodation
- Location
- Age group.

In 2024–25, the NDIS Appeals Program supported 4,469 individual clients across Australia. The data also shows demand across all states and territories, with the highest number of clients supported in New South Wales, Victoria and Queensland. Available demographic data shows the program supported people across a range of genders, ages, cultural backgrounds and living situations, including First Nations people, people from culturally and linguistically diverse backgrounds, and people experiencing or at risk of homelessness.

Note: The following tables should be read with the data caveats outlined above. In particular, the figures in the tables below are sourced from advocacy providers only and exclude legal aid commissions. Some demographic and location fields are more complete than others, so figures are indicative of client characteristics and patterns of met demand rather than a fully reconciled dataset. Also totals may not reconcile across all tables because each table uses information recorded for a specific data field, and some fields are more complete than others.

Table 4 – Number of individual clients supported by cohort in 2024-25

Cohort	2024–25	2024-25 %
Total number of individual clients supported	4,469	
Gender – Female	2,234	44
Gender – Male	1,961	50
Gender – Different term	35	1
Gender – Unknown / undisclosed / prefer not to say	239	5
First Nations – Identifies	347	8
First Nations – Does not identify	3,326	74
First Nations – Not identified / disclosed	796	18
CALD status – Identifies	128	3
CALD status – Does not identify	3,700	83
CALD status – Not identified / disclosed	641	14
Accommodation – Homeless – at risk	151	3
Accommodation – Housed	1,805	41
Accommodation – Homeless	56	1
Accommodation / Living situation – Unknown / not disclosed	2,457	55
Location – Major cities	3,680	82
Location – Inner regional	552	12
Location – Outer regional	188	4
Location – Remote	37	1
Location – Unknown / not disclosed	25	1
Age group – 0–9	531	11
Age group – 10-24	748	16
Age group – 25-44	1,283	27
Age group – 45-64	1,498	32
Age group – 65 and over	647	14
Age group – Unknown / not disclosed	4	0

Table 5 – Number of individual clients supported by state / territory in 2024-25

Jurisdiction	2024–25
Totals	4,469
NSW	1,542
VIC	974
QLD	680
SA	541
WA	498
TAS	110
NT	50
ACT	75

Table 6 – Number of individual clients supported by gender and state / territory in 2024–25

Jurisdiction	Female	Male	Different term	Not disclosed
Totals	2,234	1,961	35	239
NSW	753	758	16	15
VIC	479	452	3	40
QLD	314	196	2	168
SA	291	244	0	6
WA	280	203	8	6
TAS	52	55	2	1
NT	24	25	0	1
ACT	41	28	4	2

Table 7 – Number of First Nations individual clients supported by state / territory in 2024-25

Jurisdiction	2024–25
Totals	347
NSW	134
VIC	27
QLD	40
SA	62
WA	47
TAS	9
NT	22
ACT	6

Table 8 – Number of individual clients identifying as CALD supported by state / territory in 2024-25

Jurisdiction	2024–25
Totals	128
NSW	56
VIC	26
QLD	11
SA	14
WA	20
TAS	0
NT	1
ACT	0

Table 9 – Number of individual clients supported by accommodation and state / territory in 2024–25

Jurisdiction	Homeless	At Risk	Housed	Unknown / not disclosed
Totals	56	151	1,805	2,458
NSW	15	37	494	996
VIC	7	23	419	525
QLD	8	46	229	397
SA	14	21	265	241
WA	9	13	252	224
TAS	3	6	101	0
NT	0	4	23	23
ACT	0	1	22	52

Table 10 – Number of individual clients supported by location in state / territory in 2024–25

Location*	Major cities	Inner Regional	Outer Regional	Remote	Very remote
Totals	3,681	552	188	25	37
NSW	1,291	210	45	6	0
VIC	749	207	20	0	0
QLD	623	18	39	0	0
SA	511	0	0	0	30
WA	432	40	24	1	1
TAS	0	77	34	0	0
NT	0	0	26	18	6
ACT	75	0	0	0	0

* As defined by the ABS Australian Statistical Geography Standard (ASGS) Remoteness Structure (Australian Statistical Geography Standard (ASGS) Edition 3

Table 11 – Number of individual clients supported by age group^ in state / territory in 2024–25

Location	0–9	10–24	25–44	45–64	65 and over
Totals	531	749	1,283	1,498	647
NSW	233	279	456	536	115
VIC	114	148	311	338	122
QLD	37	74	130	162	294
SA	58	111	153	204	57
WA	63	103	152	166	42
TAS	17	20	38	33	8
NT	1	5	15	25	5
ACT	8	9	28	34	4

^ Aligned to Australian Institute of Health and Welfare data and [ABS recommendations](#)

3. Glossary

These are terms used in this document. Some terms may have different usage across programs and can be outlined for each program as required in their own glossary. Further work at a later date may be required by the Working Group to map how some of these terms are being used by agencies and programs.

Term	Usage
advocate (noun)	<p>An advocate is a person or organisation who acts, speaks or writes to promote, protect, uphold and defend human rights of people with disability. An advocate can be:</p> <ul style="list-style-type: none"> • a person with disability (speaking up for themselves or others) • an organisation • a person employed as an advocate • a relative, friend, carer, supporter, support worker or other person <p>Note: Disability advocacy programs may have their own definitions of this term.</p>
client	<p>A client is a person who receives a service delivered under a funded program. This can include people with disability, informal carers and/or family members supporting people with disability and/or acting on their behalf.</p>
dataset	<p>Structured information presented in lists, tables, databases, etc. Data may be numeric, spatial, spectral, statistical or structured text.</p>
demand	<p>A term used in national reporting. The quantity of people who are needing or wanting the service.</p> <p>See Met demand and Unmet demand.</p> <p>Note: Disability advocacy programs may have their own definitions of this term.</p>
demographics	<p>The characteristics of a group of people. This can include things like:</p> <ul style="list-style-type: none"> • location • age or age range • whether people identify as First Nations, from a culturally and linguistically diverse background, as LGBTIQ+ • accommodation, such as in supported accommodation, prison, juvenile detention
disability advocacy	<p>A term used in national reporting to mean Acting, speaking or writing to promote, protect, uphold and defend the human rights of people with disability.</p> <p>Note: Disability advocacy programs may have their own definitions of this term.</p>
disability advocacy model	<p>This is how the program refers to the advocacy it supports and includes any definitions.</p>
disability advocacy program	<p>A term used in national reporting. A disability advocacy program uses disability advocacy, or a/multiple disability advocacy model/s as the focus for most of its work (an example is more than 50%) to achieve its outcomes. Another way to consider it is if the disability advocacy</p>

Term	Usage
	component were removed from the program / grant, it would be a completely different program / grant and would not be able to achieve its outcomes.
Family advocacy	<p>Works with parents and family members to enable them to act as advocates with, and on behalf of, a family member with disability. Family advocates work with parents and family members on either a short-term or an issue-specific basis.</p> <p>Family advocates work within the fundamental principle that the rights and interests of the person with disability are upheld at all times.</p> <p>Note: Disability advocacy programs may have their own definitions of this term.</p>
framework / National Disability Advocacy Framework	The National Disability Advocacy Framework is a commitment by Australian, state and territory governments to work together to improve access to disability advocacy services across Australia.
individual advocacy	<p>Seeks to uphold the rights and interests of people with all types of disabilities on a one-on-one basis by addressing instances of discrimination, abuse and neglect.</p> <p>Individual advocates work with people with disability on either a short-term or issue-specific basis. Individual advocates:</p> <ul style="list-style-type: none"> • develop a plan of action (sometimes called an individual advocacy plan) in partnership with the person with disability that maps out clearly defined goals; • educate people with disability about their rights; and • work through the individual advocacy plan in partnership with the person with disability. <p>Note: Disability advocacy programs may have their own definitions of this term.</p>
legal advocacy	<p>Seeks to uphold the rights and interests of people with all types of disabilities on a one-on-one basis by addressing legal aspects of instances of discrimination, abuse and neglect. Legal advocates may:</p> <ul style="list-style-type: none"> • provide legal representation for people with disability as they come into contact with the justice system; • pursue positive changes to legislation for people with disability; and • assist people with disability to understand their legal rights. <p>Note: Disability advocacy programs may have their own definitions of this term.</p>
met demand	<p>A term used in national reporting. People who received the service.</p> <p>Note: Disability advocacy programs may have their own definitions of this term.</p>
multi-jurisdictional funding	<p>Where funding is provided for coverage across state/territory borders, including nationally.</p> <p>Note: This is a term used by the Australian Government so jurisdictions may have their own definitions of this term.</p>
National Disability Advocacy Framework / framework / NDAF	The National Disability Advocacy Framework is a commitment by Australian, state and territory governments to work together to improve access to disability advocacy services across Australia.

Term	Usage
ongoing	A term used in national reporting to mean 'in progress and without an end date (noting that this is subject to future decisions by governments)'.
national reporting	Jurisdictions' commitment to publishing information and data about their disability advocacy programs from 1 July 2026.
target group	The people the services are targeted towards.
unmet demand	<p>People who did not receive a service due to demand being greater than supply.</p> <p>Note: Disability advocacy programs may have their own definitions of this term.</p>

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All information in this publication is correct as at 16 June 2026

