



Delivered by the
National Disability
Insurance Agency

Quarterly Report Q3 2024-25

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Acknowledgement of Country

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

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

Artwork 'Belonging' by Charmaine Mumbulla.



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This report

This report is an overview of the performance and operations of the National Disability Insurance Agency (NDIA) for the 3 months from 1 January 2025 to 31 March 2025.

Due to a reporting platform incident at Services Australia, some quarter-end data are as of 2 April 2025 and not 31 March 2025:

- Data for participants and committed supports are as of 2 April.
- Other data items, including payments (Scheme expenses), are for the precise period to 31 March.
- In this report, references to 31 March include both data periods – to 31 March and to 2 April.

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

This report presents analysis and key insights. Key figures and comparisons of state and territory statistics can be found in the appendices.

As part of streamlining the report, some appendices are available as supplements on the [NDIS website](#):

- national, state and territory statistics
- participants by service district and support type, and committed supports and payments by service district
- specialist disability accommodation (SDA).

Key highlights for quarter 3, 2024–25

Reforms are stabilising NDIS costs

Significant reforms, legislative changes and investment are making the NDIS stronger and leading to a continued and encouraging trend of stabilised cost growth. Data as at March 2025 show the year-on-year growth rate at 10.6%, lower than the 12% rate projected in the Annual Financial Sustainability Report. Costs are on track to reach National Cabinet's 8% growth target.

With the NDIS now supporting over 717,000 participants, and more than 27,000 participants entering the NDIS during this quarter, these important reforms aim to ensure every dollar allocated to NDIS participants reaches them and helps make a difference in their lives.

One factor that has helped to stabilise growth is the significant work to provide more clarity around what can be included in plans, manage over-spending of plans, and stop fraud and exploitation of participants.

The reform work is expected to reduce projected Scheme expenses by \$19.3 billion over the 4 years to 30 June 2028.

At the end of the last financial year, Scheme expenses were around \$600 million less than the 2024–25 Budget estimate.

This quarter, costs continued to stabilise, with total Scheme expenses for the 9 months to March 2025 coming in at \$34.2 billion (on an accrual basis), which is \$740 million below the June 2024 projections.

Data as at March 2025 show the year-on-year growth rate at 10.6%, lower than the 12% rate projected in the Annual Financial Sustainability Report.

Participant outcomes highlights

- Participants aged 15 years and older report an increase in participation in community and social activities, from 35% at baseline to 43% at latest reassessment – a relative increase of 23%.
- There has been a 6-percentage point increase in families and carers reporting paid employment, from 47% at baseline to 52% at latest reassessment.
- Young children aged from birth to starting school had improvements of 4 or more percentage points across the various aspects and areas of functioning included in the life domain measures. Parents and carers reported the largest improvements, at 6 or more percentage points, for choice and control, fitting into family life, and fitting into community life.
- Children between starting school and age 14 had improvements of more than 10 percentage points across all life domain measures. Daily living had the strongest improvement at 15 percentage points.

- Participants aged 15 years and older also reported improvements across all life domain measures. The largest improvements, at more than 10 percentage points, were reported for choice and control, daily living, health and wellbeing, and social, community and civic participation.
- Eighty per cent of participants aged 15 and over who have been in the NDIS for over 2 years report having greater choice and control in their lives, up from 67% at first reassessment or check-in point.

Participation in work has more than doubled, growing from 10% to 23% for participants aged 15 to 24 years who have been in the NDIS for over 2 years

Continuing to work with the disability community

The NDIA is committed to working with people with a disability and the disability community to design and implement reforms to the NDIS.

This year, the NDIA's approach to co-design to support key changes to the NDIS will be refined and improved. This is part of the ongoing commitment to improve co-design, consultation and engagement.

This year, the focus of co-design will be on:

- designing reforms for assessments and budgeting
- designing the new participant pathway experience
- confirming the navigator functions needed to support the new planning framework approach
- improving the participant safeguarding system and process.

This focus will ensure the NDIA works with more people and spends more time on the changes that will happen first.

Over the last quarter the NDIA has:

- held over 26 co-design and consultation sessions, involving more than 450 participants and members of the disability community
- held 2 face-to-face co-design workshops in February and March with participants from around Australia on the new planning framework
- held 12 consultation sessions on reforms due to legislative changes relating to the access pathway and spending flexibility.

The NDIA has also continued to engage with and educate participants, their families, carers and supporters, and providers about changes to the NDIS Act. This has included:

- online information sessions on how to access the NDIS, including information about the new notice of impairment
- online information sessions for participants on understanding and using their plans, including how the legislation changes will impact the way plans look if they are developed after the Act changed

- online and face-to-face information sessions for providers, including targeted sessions for support coordinators and plan managers
- over 100 conversations about the changes to legislation held across the country through our participation at events, expos, conferences and meetings with disability sector stakeholders, participants, and community and mainstream services.

Initiatives within the NDIA workforce are also championing accessibility and inclusion – in April, the Agency launched a Neuroinclusion Plan that incorporates training and co-design workshops.

Improving participant experience and outcomes

The NDIS Review recommended a different approach to planning to deliver more consistent and fairer outcomes for NDIS participants.

A key step in this process occurred in February 2025, when the NDIA released an approach to market for support needs assessment tools for adults, and an industry consultation process about how to best understand support needs for children and specific kinds of support funded by the NDIS.

These activities will identify the best ways to collect information about the support needs of people with disability in the context of their lives, and help in developing NDIS budgets.

The assessment tools will focus on identifying a participant's individual support needs in the context of their lives, rather than their functional capacity.

These reforms are being informed by consultation with people with disability and their representatives through the NDIA's co-design program.

The new approach to understanding support needs and developing an NDIS budget will create a better and fairer system for gathering information about the supports people need, and help participants avoid needless costs or delays gathering information that doesn't support their requests.

The NDIA understands the new ways of gathering information will significantly change participants' experience, and we will continue to work with the disability community every step of the way.

Quality supports pilot programs

In February 2025, the NDIA opened grant rounds for two 12-month pilot programs. This is in support of the NDIA's priority to ensure NDIS participants receive the disability-related supports they need.

The Support Coordination Pilot and Supported Independent Living Pilot will inform future approaches to ensure participants get the best value for money for services provided.

The pilot programs will examine the key characteristics of quality service provision, as well as costs and outcomes associated with providing quality services – including to participants who have complex support needs and are at risk of not receiving supports.

The pilots will also inform the NDIA's role as market steward, as the NDIA continues to review current NDIS pricing models as part of its commitment to a revised pricing approach.

Crack Down on Fraud program

In March 2025, the Australian Government announced a further \$151 million investment over 4 years (and \$43.8 million ongoing) for the Crack Down on Fraud (CDoF) program.

The funding boost follows the investment announced in November 2024 of \$110.4 million and the initial \$83.9 million investment made earlier in 2024.

The CDoF program is progressively delivering system and capability improvements to enhance the NDIA's ability to better detect and prevent the exploitation of participants and the NDIS.

The additional funding will enable the CDoF program to continue to:

- improve systems that check identities to increase safety and privacy
- improve the NDIS mobile app and online interfaces, ultimately enhancing the experience for users and strengthening our systems
- improve the systems that assess, process and pay over 500,000 NDIS claims per day
- build new IT systems to connect with other agencies, providers and banks so transactions can be actioned faster with fewer errors
- implement a new integrity management system that will interact with other enforcement agencies.

The integrity improvements being undertaken are co-designed with sector representatives and assessed for accessibility. The CDoF system enhancements delivered to date have also improved the effectiveness of other work within the NDIA and the Fraud Fusion Taskforce.

Early intervention pathway

As part of the 2024–25 Mid-Year Economic and Fiscal Outlook, the Australian Government announced \$4.5 million in funding over 2 years for the NDIA to design a new NDIS early intervention pathway to better support children younger than 9 years old with developmental delay or disability.

Work on the design of the new children's pathway commenced this quarter with a focus on engagement and co-design activities including:

- holding discussions with the Children's Expert Advisory Group on early concepts
- establishing mechanisms for co-design with parents and carers who have a child or children younger than 9 in the NDIS. Initial co-design activities were held, including individual interviews and workshops to begin to understand how parents and carers would like to experience the future pathway
- planning how stakeholders can be engaged and consulted across the design cycle.

This new pathway was a recommendation from the NDIS Review, with the following key elements to be designed:

- access requirements that are clear, timely and focused on children younger than 9 who need supports at the level of intensity that the NDIS provides
- a new support needs assessment process that seeks to understand the child and family's early intervention goals and support needs, and how early intervention supports can best benefit the child and family
- the delivery of early intervention supports as early as possible that are based on best practice
- the introduction of a lead practitioner role to work with eligible families to maximise the benefits of their early intervention supports and coordinate service providers
- monitoring of the progress of early intervention supports, and help to make changes if progress is not achieved as expected.

First Nations Strategy

The First Nations Strategy Working Group was established in October 2024 for the purpose of co-developing an inaugural NDIS First Nations Strategy 2025-2030, as part of its commitment to ensure the NDIS delivers and continues to create improved outcomes in the lives of First Nations people with disability. The Strategy was launched in January 2025. The NDIA is now undertaking a program of community meetings to co-design a Strategy Implementation Plan and monitoring and evaluation framework by the end of 2025..

A new Independent Advisory Council (IAC) First Nations Reference Group (FNRG) met for the first time in February 2025. The FNRG comprises only First Nations people with disability. It provides advice to the IAC and to the NDIA Board through the IAC on matters affecting First Nations peoples with disability. The FRNG will convene its second meeting in Cairns in June 2025.

To improve NDIS access and support for First Nations participants , the NDIA is focusing on providing a culturally safe environment and more information in the way First Nations people want to receive it. This includes recruiting and retaining more First Nations staff in the NDIA and capability of all staff, particularly NDIS planners and front line staff, to improve the experience for First Nations participants. The NDIA is also working to operationalise a First Nations call centre with NDIA National Call Centre to enhance culturally safe service delivery and improve accessibility for First Nations participants.

Quarter 3 updates

1. Scheme financial experience
2. Key areas of improvement
 - supporting participants to spend within their plans
 - improved NDIA performance
 - fraud and integrity

Scheme financial experience

Total Scheme expenses for the 9 months to March 2025 were \$34.2 billion (on an accrual basis), which is \$740 million below the June 2024 projections.

Data as at March 2025 show the year-on-year growth rate at 10.6%, lower than the growth rate of 12% projected in the Annual Financial Sustainability Report.

Plan budgets and payments for participants who have been in the NDIS for more than one year, continue to increase.

As of March 2025, data shows that for participants who joined the NDIS before June 2020, both total annualised plan budgets and overall payments have increased year-on-year over the last three years by between 11% and 17% per annum.

Key areas of improvement

Supporting participants to spend within their plans

The NDIA is helping participants spend within their plans and providing more clarity on what are approved NDIS supports.

In October 2024, the Government introduced NDIS supports lists that give clearer guidelines on what the NDIS does and does not fund (section 10 of the NDIS Act).

This is helping NDIS participants spend within their approved level of support and reducing the risk of them over-spending their NDIS plan budget.

The NDIA has commenced an education campaign to ensure participants and their families and carers can learn and ask questions about changes to the NDIS Act. The campaign includes direct communications with participants and their nominees, and with providers, plan managers and support coordinators.

Improved NDIA performance

The NDIA continues to improve the experience for participants. Improvements this quarter include:

- Improved timeframes for approving first plans and a continued focus on reducing the outstanding items for unscheduled reassessments.
- Continued improvement in the timeframes for completing an internal review of a reviewable decision.
- Improved timeframes for closing complaints, with 86% closed within 21 days in quarter 3 2024–25, compared with 74% in the previous quarter.
- Following feedback about our process for eligibility reassessments, the timeframe for participants to provide additional information was extended from 28 to 90 days, effective from 30 January 2025.
- Continued focus on improving timeframes for access decisions.
- Continued fall in the volume of participant complaints, with the participant complaint rate of 7.7% this quarter being the lowest level of the past year.
- Improved hospital discharge processes. The average number of days between an NDIS participant being medically ready for discharge and being discharged was 16 days in the quarter. This is an improvement over the past 24 months, from 30 days in the March 2023 quarter.
- More than 35 enhancements made to the new computer system to support participants and staff who deliver the NDIS.
- More than 1,000 staff added to the frontline service delivery team over the past 3 quarters, reducing waiting times and improving service access – particularly for participants seeking changes to their NDIS plans.
- Improved performance of the National Contact Centre (NCC), while experiencing increased demand across all contact channels.
- The NCC continued to answer calls in a timely manner, with the average speed of answer in quarter 3 being one minute and 3 seconds. The customer satisfaction rate remained above target (80%) at 93%.
- The NCC continued to improve the first contact resolution program, training 76 service officers this quarter. This program reduces double-handling and referrals of enquiries to other areas of the NDIA.
- The NCC commenced a pilot program to improve identity verification.
- The number of participants younger than 65 in aged care reduced from 811 to 734, excluding First Nations peoples aged 50 to 64 years who meet the exceptional circumstances criteria.

Fraud and integrity

The Fraud Fusion Taskforce continues to focus on increasing safety and outcomes for participants by improving the integrity of providers and the NDIS. This work, together with improved integrity initiatives, is making the NDIS stronger by stopping exploitation and ensuring every dollar of the NDIS supports people with disability.

As at March 2025, there are 23 agencies across government working together to find and stop fraud. The integrity focus has allowed the NDIA to fast-track interventions against the most problematic providers. In this quarter, multiple NDIA-led investigations conducted with taskforce partner agencies resulted in 28 search warrants being executed.

In addition, the taskforce and the Crack Down on Fraud and payment integrity programs have dramatically improved the ability to detect provider risk and implement proactive manual payment reviews. These reviews, implemented before 30 September 2024:

- have led to more than 1,300 problematic providers permanently leaving the NDIS
- are expected to deliver over \$1.3 billion in benefits over the federal Budget forward estimates (1 July 2024 to 30 June 2028), including \$399 million in savings to the NDIS and an additional \$918 million in payments diverted away from problematic integrity providers. Funding is still available to a participant whenever they are moved to an alternate provider to ensure that funds are spent only on NDIS supports for the participant and in accordance with their plan.

The continued focus on improving the integrity of providers is complemented by significant interventions to safeguard participants. Every integrity intervention is accompanied by a participant safety intervention which includes, where appropriate, supporting the participant to find a new provider. The NDIA has identified more than 19,000 NDIS participants who may have been impacted by fraudulent providers, and supported thousands of participants to transition to safer arrangements, including by changing providers.

The Agency is also partnering with the NDIS Commission to either prevent inappropriate registrations or expedite deregistration and banning orders. Integrity interventions are co-designed with sector representatives in the Integrity Working Group.



Section 1

Participants and their plans



Supports help Charlotte to serve up success



Charlotte, a 24 year old from Canberra, is making every moment count as a café assistant at Eastlakes Football Club.

Charlotte, who has Down syndrome, loves nothing more than greeting Eastlakes' regulars with a smile and chat while learning new hospitality skills.

'I am a waitress. I do lots of different things like make coffee, serve meals, take orders, and clean the restaurant,' Charlotte said. 'I talk to visitors and make sure they are enjoying their meals. I love talking to people. I've won Employee of the Quarter for my good work and got a certificate and some gift vouchers to spend.'

Using her NDIS funding for Customised Employment supports, Charlotte's on-the-job assistance has helped her transition into paid employment from a work experience role.

Receiving one-on-one support from NDIS provider, Koomari, during her work shifts, Charlotte is building her confidence

and independence and finding the right ingredients for success.

'My support helps me to be at work on time and ready to start my shift. They help me if I can't do something by myself,' Charlotte said.

'My Career Coach, Harry, also talks to me about growing in my job and learning new things. He supports me by making me feel great about what I do and what I can keep doing and learning.

'My parents work full-time and would not be able to support me in getting out to find a job, to keep me in that job or to do my shopping or participate in the programs I do.'

Applying those skills to her personal life, Charlotte is also working towards her long-term goal of increasing her independence outside of the home.

'I love my life, and I know the NDIS funding has helped me to build this great life.'

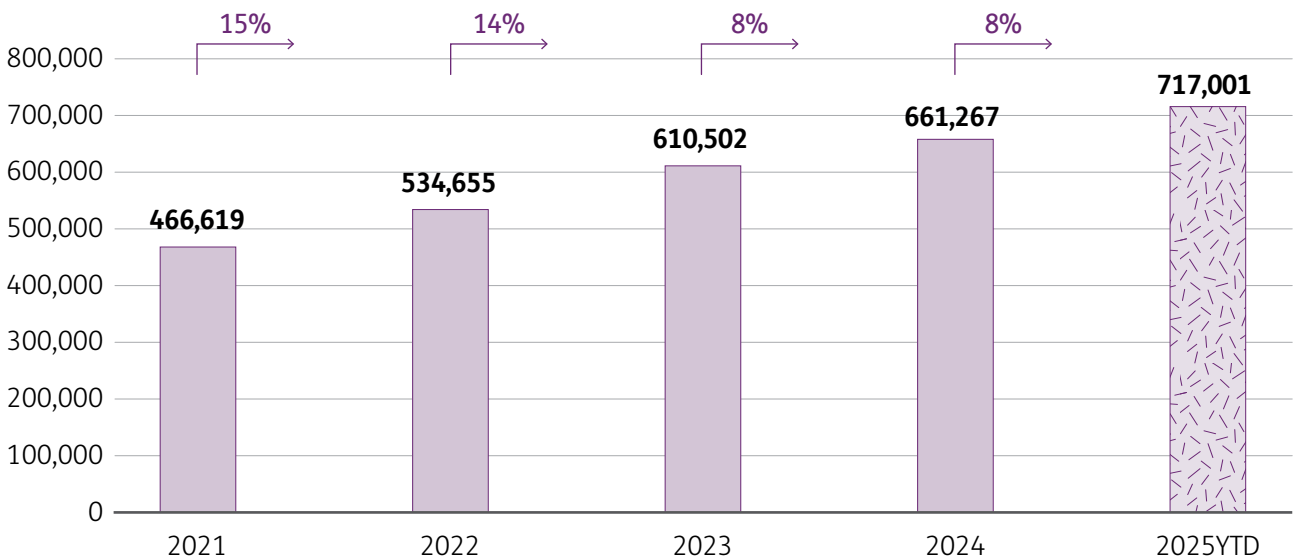
[Read more participant stories on our website.](#)

More than 717,000 participants are receiving support from the NDIS, and more than 27,000 participants entered the NDIS during this quarter.

1.1 Number of participants in the NDIS

As at 31 March 2025, 717,001 participants had approved NDIS plans. This represents a 3.5% net increase from last quarter (a net increase of 24,178 participants since December).

Figure 1: Active participants with approved plans and percentage increase over time for years ending 30 June¹



¹ This is the net increase in the number of active participants in the NDIS each period, noting some participants have left the NDIS.

1.2 Participation rates

The number of NDIS participants as a proportion of the Australian population peaks between the ages of 5 and 7, with approximately 10% of children aged 5 to 7 years being NDIS participants.

Participation rate refers to the proportion of the Australian population who are NDIS participants. The rate varies by age and gender (Figure 2), reflecting the prevalence of different disability types.

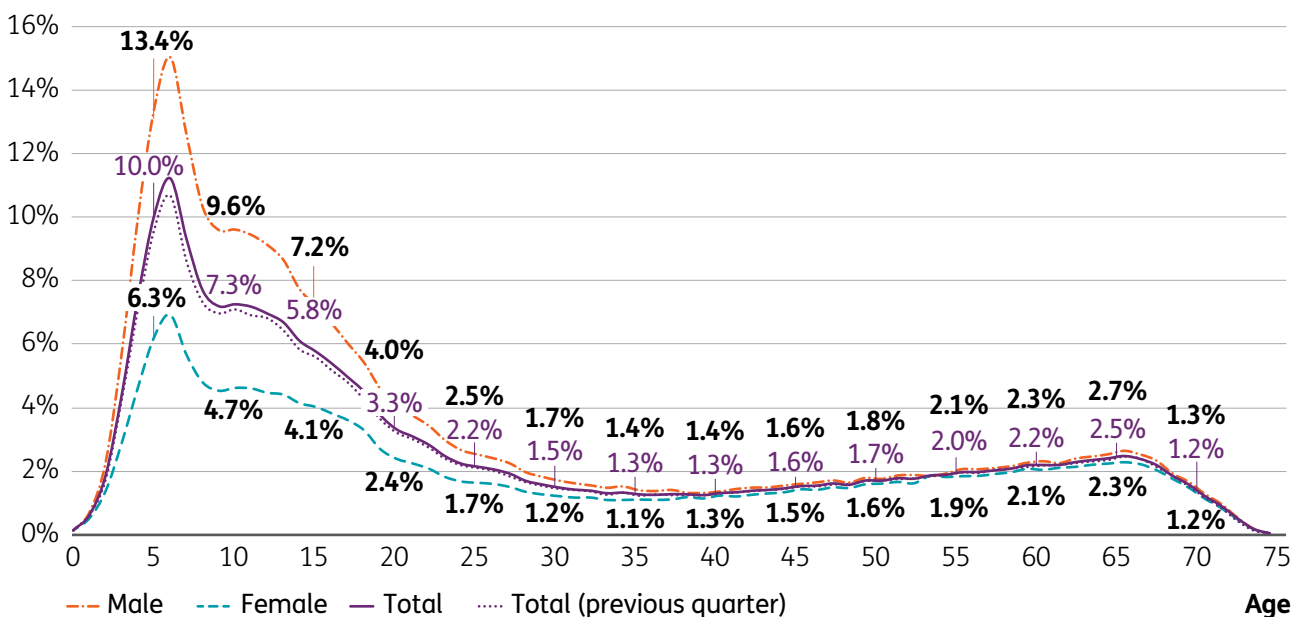
Overall, the rate of participation in the NDIS rises steeply from birth, peaking at approximately 11% at age 6. The rate then declines steadily to around 1% in the age band 35 to 40, before rising gradually to 2.5% by age 65. Beyond age 65, participants may choose to remain in the NDIS until receiving support from the Commonwealth aged care system, and participation rates decline steadily to around 0.1% by age 74. Participation rates for males and females differ considerably at younger ages. At the peak, at age 6, the participation rate for males (15%) is more than double that of females (7%).

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

In 2025, the Agency is working on a NDIS Gender Equity Strategy that will include actions to explore and address gender inequality in the Scheme. This includes considering the way we understand and respond to the support needs of women and girls, female identifying, and non-binary people with disability across their different critical life stages.

Psychosocial disability and intellectual disability are a high proportion of the remaining disability types. The participation rates by age and gender in each service district are shown in the supplements.

Figure 2: Participation rates^{2,3}



2 There were 8,939 participants aged 0 to 74 years with a gender of 'Other'. The participants for this group are included within the total rates, but not the gender-specific participation rates.
 3 Since the December 2024 report, more recent estimates of the resident Australian population are being used, but this does not have a material impact on the participation rates.

1.3 Participant characteristics

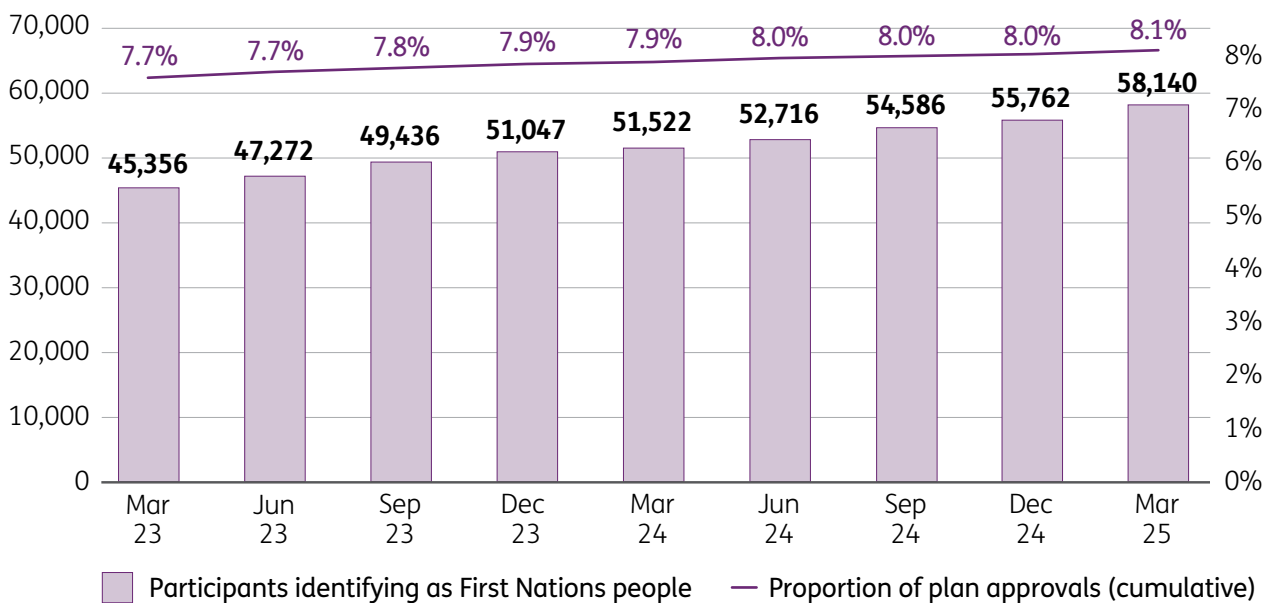
The NDIA monitors the number of participants entering the NDIS who identify as First Nations peoples or as culturally and linguistically diverse (CALD), and those from remote and very remote areas.⁴

Of the 27,675 participants entering the NDIS and receiving a plan in the quarter:

- **9.8%** were First Nations peoples⁵
- **7.4%** were CALD⁶
- **1.4%** were from remote and very remote areas.⁷

The total proportion of First Nations participants in the NDIS is 8.1% at the end of the March quarter and this is slightly higher compared to last quarter at 8.0% (Figure 3). The proportion of CALD participants is similar to that observed in previous reports; the number of remote participants continues to grow but the cumulative proportion is slightly lower than that at December 2024.

Figure 3: Cumulative number and proportion of First Nations participants⁸



⁴ For some participants, the identification as First Nations or CALD is not known.

⁵ This compares to 8% of the Australian population identifying as First Nations peoples who have a need for assistance. Source: Census of Population and Housing 2021 ('Need for Assistance' variable), Persons Place of Usual Residence, by Indigenous Status.

⁶ The percentage of CALD participants excludes participants who identify as First Nations peoples. Further, the NDIA published extra analysis on CALD participants in the first quarter 2020–21 quarterly report. The analysis indicated it is likely that CALD participants are joining the NDIS without being identified as CALD in the data collected, rather than a large number of CALD people with a disability not currently being in the NDIS. The number of participants for whom the CALD identification is not known is impacted by changes in processes in 2023.

⁷ This compares to 2% of the Australian population living in remote or very remote areas. Source: Census of Population and Housing 2021, Persons Place of Usual Residence, by Remoteness Area.

⁸ The Explore data webpage has detail on the numbers of CALD participants and remote and very remote participants.

First Nations Strategy and Closing the Gap commitments

Statement of Commitment to Closing the Gap

The NDIA is developing a Statement of Commitment to Closing the Gap. Once completed, this document will outline the commitments in the National Agreement on Closing the Gap within the NDIA context. It will also detail the actions that staff will take to fulfill these commitments for participants and their families and communities.

The Statement of Commitment is being co-designed with and endorsed by the NDIA Board, the Independent Advisory Council (IAC) to the NDIS, and the IAC First Nations Reference Group.

NDIS First Nations Strategy and implementation plan

Following the release of the inaugural NDIS First Nations Strategy in January 2025, the NDIA is developing a complementary implementation plan and a monitoring and evaluation framework throughout 2025.

To develop the implementation plan, the NDIA will engage in a co-design process that includes extensive public consultations with relevant federal, state and territory government agencies, peak bodies, community organisations, and First Nations people with disability. Feedback from the co-design process will also inform long-term funding and resource planning. Both the First Nations Strategy and the implementation plan will be mapped to the Closing the Gap Priority Reforms. Final drafts of the implementation plan and monitoring and evaluation framework are expected by the end of 2025.

NDIS ‘our way’ – transformation for power-sharing

The second priority area of the First Nations Strategy calls for “NDIS ‘our way’ – transformation for power-sharing”, which aims to integrate First Nations governance into the NDIA’s decision-making, co-design and operations. The NDIA recently established the IAC First Nations Reference Group, which offers advice to the IAC and the Board on issues and solutions for First Nations people with disability. This group convened for the first time in February 2025. The establishment of this group signifies a crucial advancement not only for the First Nations Strategy, but also for fulfilling the NDIA’s partnership commitments under the Closing the Gap Priority Reforms.

NDIS First Nations co-design framework and toolkit

To further fulfill the NDIA’s commitments to inclusive decision-making and co-design, a First Nations co-design framework and toolkit is being developed, to be completed by mid-2025. A commitment statement will support NDIA business areas to implement this framework and toolkit. This initiative aims to enhance the NDIA’s co-design practices and ensure cultural safety and respect when engaging with First Nations people with disability.

Independent review of First Nations representation

The NDIA has also conducted an independent review of First Nations representation on NDIA advisory and co-design bodies, to improve the provision of First Nations advice, ensure cultural safety and improve accountability within the NDIA. The final report from this review was received in March 2025, and the NDIA is currently evaluating the recommendations. This initiative is an example of the transformational work being done to fulfill the commitments of both the Closing the Gap Priority Reform Three – Transforming Government Organisations, and the fourth priority of the NDIS First Nations Strategy – Gathering, sharing and revisiting knowledge on meaningful change.

Cultural safety initiatives

The NDIS First Nations Strategy emphasises that cultural safety is essential for a successful relationship between the NDIA and First Nations people with disability. To improve access to the NDIS and achieve equitable outcomes, a cultural safety working group will oversee the development and implementation of an organisational cultural safety initiative. This group met twice during the March 2025 quarter.

The cultural safety initiative is part of a broader effort within the NDIA to address racism, enhance accountability and ensure a culturally safe workplace. As part of this initiative, the NDIA will conduct a review to evaluate its progress, using NDIA-specific audit and review tools, and engaging external reviewers.

The review will focus on areas such as leadership, governance, engagement, environment, workforce, workforce development, policy and performance management. The outcome will be a baseline cultural safety audit report with recommendations, leading to the development of an organisational cultural safety plan, expected to be completed by December 2025.

This work also aligns with the NDIA's commitments to Closing the Gap Priority Reform Three – Transforming Government Organisations, which aims to improve mainstream institutions, making them accountable for Closing the Gap and ensuring they are culturally safe and responsive to the needs of Aboriginal and Torres Strait Islander peoples.

First Nations pathway

Central to the ongoing NDIS reforms, and guided by the First Nations Strategy, is a dedicated, culturally safe pathway through the NDIS for First Nations participants. This pathway will transform how First Nations people with disability engage with the NDIS, by embedding cultural safety, removing systemic barriers and placing community voices at the centre of participants' care. Informed by the Disability Royal Commission, the NDIS Review and ongoing co-design, this reform will enable First Nations participants to shape an NDIS they can trust.

Collaboration with NACCHO and affiliates

The First Nations Group has contracted the National Aboriginal Community Controlled Health Organisation (NACCHO) and jurisdictional affiliates to work in partnership with the NDIA to develop policy analysis, advocacy and advice. The work will provide an evidence base to inform improvements in service delivery for First Nations people with disability and will enable the NDIA to consult with the sector regularly on reform implementation. An initial workshop was conducted with representatives from the NDIA, NACCHO and affiliates in March 2025, to co-design a workplan. This work is one example of how the NDIA is actioning its commitment to Closing the Gap Priority Reform One – Formal Partnerships and Shared Decision Making.

Indigenous data sovereignty

Work is being done to identify First Nations data assets and data needs to support organisational objectives, particularly the work of the First Nations Strategy.

Data assets are also being reviewed for how they can contribute to Closing the Gap Priority Reform Four – Shared Access to Data and Information at a Regional Level, in a way that respects privacy and Indigenous data sovereignty principles.

First Nations peoples and participants in remote and very remote areas

First Nations peoples and remote participants continue to be supported by the NDIA to understand, access, navigate and use the NDIS.

The NDIA is well advanced in implementing its strengthened service model for participants in remote and very remote Australia (including all non-partnered areas). This includes:

- **Providing face-to-face services:** remote community connectors (from 38 service partners and currently supporting 480 communities) and geographically tied NDIA staff regularly visit communities to support participants throughout their NDIS journey.
- **Having a dedicated sector engagement and market development team** to work with communities on local priorities and use alternative commissioning approaches to secure services where they have not been previously available.

The service model is supported by a national program of access and planning clinics to enable people to access the NDIS and supports more quickly. Several access clinics have been delivered in remote locations, including:

- Anangu Pitjantjatjara Yankunytjatjara Lands, South Australia
- Big Rivers, Northern Territory
- Fitzroy Crossing, Western Australia
- Maningrida, Northern Territory
- Katanning, Western Australia
- Lajamanu, Northern Territory.

Section 1: Participants and their plans

Future access clinics will include:

- Tambellup, Western Australia
- Iwantja, APY Lands, South Australia
- Papunya, Northern Territory
- Yuendumu, Northern Territory
- Wurrumiyanga, Northern Territory
- Milingimbi, Northern Territory
- Ramingining, Northern Territory
- Lockhart River, Queensland
- Cocos (Keeling) Islands, Indian Ocean Territories.

The NDIA continues to work across government to find ways to use local workforces to support NDIS participants, in particular:

- National Indigenous Australians Agency – Remote Jobs and Economic Development Program
- Department of Health and Aged Care – Integrated Care and Commissioning project
- Services Australia – Co-Servicing and National Agents and Access Points.

Culturally and linguistically diverse participants

The NDIA continues to implement the NDIS CALD Strategy, released in April 2024. Implementation has focused on actions that increase access to and communication with CALD participants, making it easier for them to understand NDIS processes and for key information about planning to be shared.

This has included improving recruitment practices and training frontline staff. The NDIA's Office of Accessibility and Inclusion continues to engage with and give confidence to candidates from a CALD background who are considering working at the NDIA, by having dedicated information on the NDIS website that explains why the NDIA is an inclusive place to work for CALD people.

The NDIA is continuing to work with the CALD External Advisory Group to support and monitor implementation of the strategy. The group was provided with a mid-year progress report, which highlighted achievements, such as the release of the internal NDIA CALD Inclusion Plan, appointment of an SES CALD Champion, establishment of a staff network, and development of a CALD data dashboard.

The ongoing implementation of the CALD Strategy and action plan will in part be delivered through or alongside the implementation of NDIS reforms, including the introduction of the new planning framework outlined in the NDIS Act.

An annual report on progress under the strategy will be released by the NDIA in the following quarter.

1.4 Specialised service delivery

The NDIA is committed to improving access, outcomes and experience for participants who require specialised planning pathways and liaison.

The NDIA delivers targeted support through specialised pathways for participants with complex support needs, including participants involved in the justice system and participants transitioning from aged care or hospital settings.

Participants involved in the justice system

The NDIA is committed to supporting participants involved in the justice system to access the NDIS for reasonable and necessary disability supports. Every Australian, regardless of interaction with the justice system or criminal conviction, is entitled to access support systems offered by government to help them live their life.

The NDIA's Justice Liaison Officer (JLO) role is the primary point of contact for stakeholders in the justice system, including people eligible for the NDIS. JLOs work alongside state and territory government justice services and the NDIA Justice Planning team to support current and prospective participants in correctional and forensic settings.

The Justice Planning team provides specialised support to participants involved in the justice system to ensure they can access the disability supports they need while in custody and when transitioning into the community.

The Justice Transition Project

Between October 2022 and November 2023, the NDIA ran the Justice Transition Project, which aimed to enhance the experience of people with disability transitioning from justice and forensic settings into the community. After engaging with more than 300 stakeholders over 61 consultations, the project made 13 evidence-informed recommendations that focus on improving consistency of decision-making to support transitions from justice settings and strengthening operational mechanisms between states and territories.

The NDIA is committed to implementing the project's recommendations, and internal work has progressed toward some of the recommendations.

Justice Advisory Panel

The NDIA Justice Advisory Panel met in February 2025. In this meeting, Chairperson Ken Lay AO and panel members Jennifer Cullen AM and the Honourable David Harper AM, joined NDIA executives to examine policy and systemic issues between state and territory governments at the justice interface. For current or potential participants leaving custody, these issues can impact their transition into the community.

By exploring deidentified case studies, the panel gives advice to the NDIA on how NDIS supports can work together with supports from other systems to improve participant outcomes.

While the panel does not have decision-making powers, the case studies provide information about the participant experience and demonstrate risks, issues, and policy and systemic challenges in this area.

Section 1: Participants and their plans

Information sharing

The NDIA is continuing to collaborate with state and territory governments about NDIS participants with a history of high-risk offences to ensure all NDIS participants receive the right supports from the right service systems.

Younger people in residential aged care (YPIRAC)

The YPIRAC targets

The NDIA is committed to continuing to support younger participants living in residential aged care to move into age-appropriate accommodation settings. The NDIA has a team of dedicated aged care planners and accommodation officers who work with participants who have a goal to move. NDIA aged care planners also regularly check in with participants who do not have a goal to move, to explore alternative options.

The NDIA's focus on YPIRAC

Since 1 July 2016, 1,129⁹ participants have left residential aged care¹⁰ and are now in a more appropriate accommodation setting.

The number of participants younger than 65 in residential aged care reduced from 811 in December 2024 to 734¹¹ as at the end of the third quarter of 2024–25. Of these 734 participants, 157 have an identified goal to move out of residential aged care.

Hospital discharge

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

In the March 2025 quarter:

- the target of contacting NDIS participants within 4 days of the NDIA being notified of a participant's hospital admission was achieved for **87%** of participants, an improvement from 83% last quarter
- the average number of days between an NDIS participant being medically ready for discharge and being discharged was **16 days**. Overall, the timing of participants being discharged has improved over the past 24 months, from **30 days** in the March 2023 quarter.

Improving hospital discharge performance requires close collaboration with health systems and hospitals. This includes ensuring the NDIA has prompt notification of admission and receives the necessary health information to support discharge and to inform planning.

The NDIA is continuing to work closely with Commonwealth, state and territory health systems to support the safe and timely discharge of NDIS participants from hospital, including:

- refining reporting methods to better understand challenges to discharge
- streamlining access to the NDIS for prospective participants in hospital
- increasing the number of NDIA staff supporting hospital discharge processes
- sharing educational resources and hosting information sessions for health systems staff to help enable effective collaboration and the timely hospital discharge of NDIS participants.

⁹ Excludes First Nations peoples aged 50 to 64 years who meet the exceptional circumstances criteria for residential aged care.

¹⁰ This includes all people who were under 65 at the time of leaving. It excludes participants who are deceased or have left the NDIS.

¹¹ This excludes 91 First Nations peoples aged 50 to 64 years who meet the exceptional circumstances criteria for residential aged care.

1.5 Children in the NDIS

As at 31 March 2025, there were 167,876 children younger than 9 with an NDIS plan, and a further 21,045 children accessed early connections throughout the quarter.

Children in the NDIS (younger than 9)

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

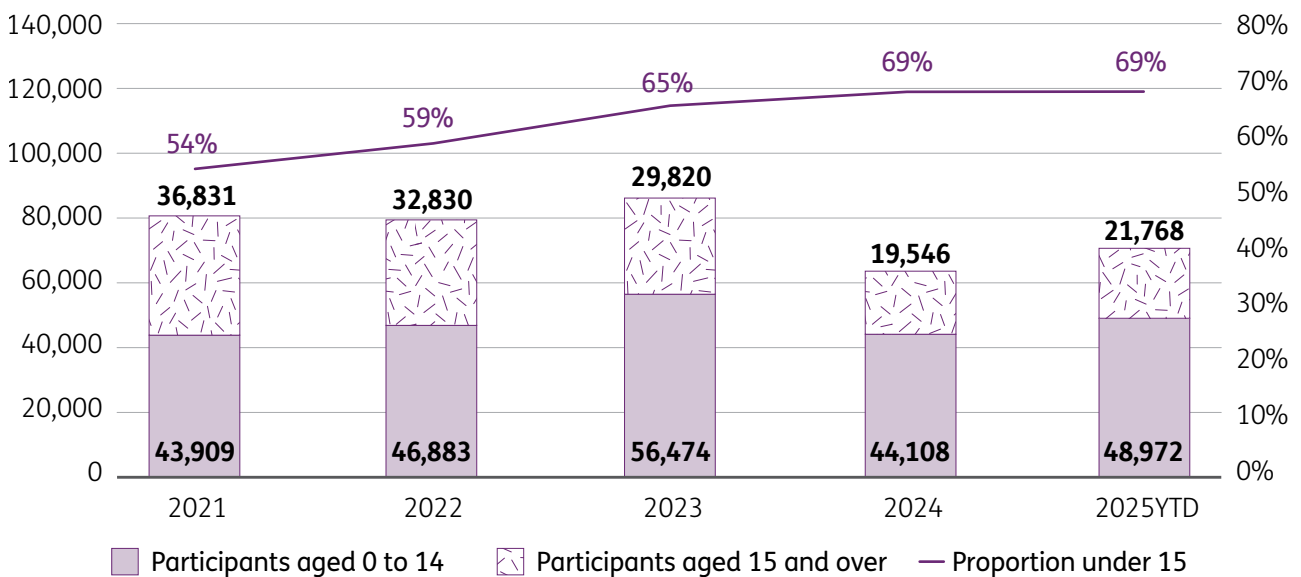
Throughout the March 2025 quarter, **21,045** children accessed early connections. Early connections gives quick access to the right supports that meet the needs of the child and their family, regardless of whether the child is an NDIS participant.

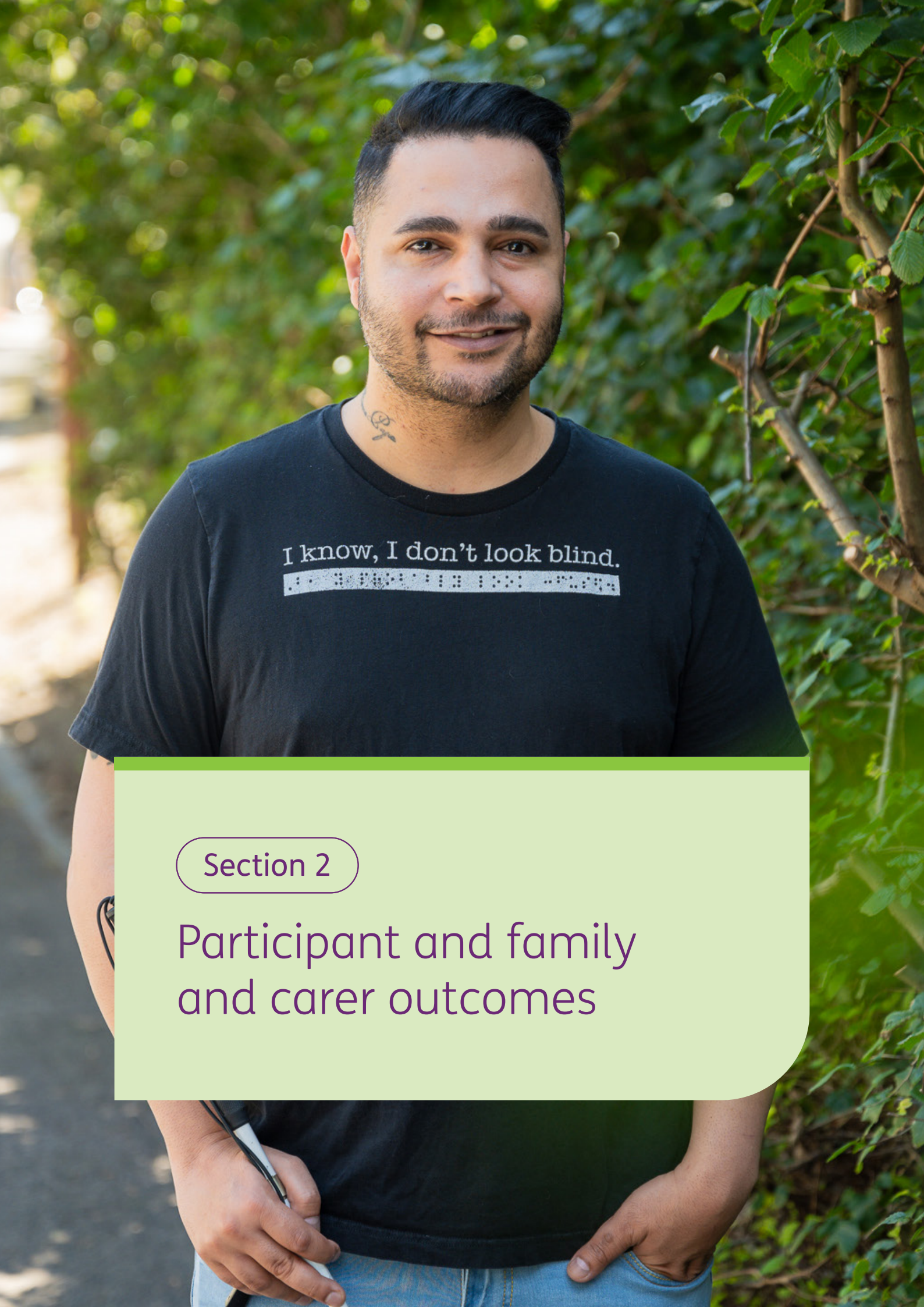
This quarter, the NDIA continued to focus on improving access to supports for children and families in remote and very remote areas. This effort contributed to 197 children meeting access criteria to participate in the NDIS, of which 86 identified as First Nations peoples. Of the 167,876 children younger than 9 with an approved plan as at 31 March 2025, there were 2,480 living in remote and very remote areas.

Children in the NDIS (younger than 15)

The number of children entering the NDIS continues to grow at a faster rate than older participants. Of the 70,740 participants entering and receiving a plan in the 2024–25 financial year to date, **69%** were children younger than 15. This is a continuation of the increasing proportions of younger participants joining the NDIS (Figure 4).

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





I know, I don't look blind.



Section 2

Participant and family
and carer outcomes



Karan's grateful to Australia for letting him be who he is



NDIS participant Karan says Australia has 'let him be who he is – a blind, partially deaf, gay man of colour.'

'I'm thriving because of where I am, who I am and the people who surround me,' he said.

Karan's NDIS supports have helped him lead his best life, working at Guide Dogs Australia and being active in his community as a disability and gay rights advocate.

Karan used to work full-time in his chosen career, marketing.

'It was a job I loved, but with Usher syndrome, my eyesight began to deteriorate, so I had to give it up,' he said. Now, he has only 3% vision left and has hearing loss, but Karan hasn't let his condition stop him from continuing to pursue his life goals.

He's continued to enjoy life. He's happily married to David, 'the love of my life'. The couple live in an apartment in Hawthorn; they both work and are proud parents to Ellie and Henry, 2 French Bulldogs they adore.

To ensure Karan remains self-sufficient, he uses his NDIS funding to employ Antony, a support worker, for 4 hours a week.

'Antony is great. He's an allrounder. He works with me to prepare food for David and I and the dogs. We also clean, iron, fold and change the bedding together,' he said.

'If I need to go to the doctor or to the shops to get something, Antony will take me.'

Karan says he enjoys working part-time for Guide Dogs Victoria in corporate community and donor engagement.

With his profile there rising, he now has national, state and local media approaching him for regular comment.

'I want others to realise they are not alone. I want to better educate society on building greater equality and inclusion. No matter who you are or what your background is, everyone should enjoy a more fulfilling and equitable life.'

[Read more participant stories on our website.](#)

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

2.1 Participation in work and community and social activities

Participation rates in community and social activities have increased, while the overall rate of participation in work is stable.

Participation in community and social activities

Participants who have been in the NDIS for at least 2 years have experienced an increase in their community and social participation since they first entered.^{12,13,14}

Specifically, comparing responses at the most recent plan reassessment or check-in (between 2 and 8 years after entry) with responses at entry to the NDIS,¹⁵ the changes were:

- **Seven** percentage point increase from **34%** to **40%** for participants aged 15 to 24 years
- **Eleven** percentage point increase from **35%** to **46%** for participants aged 25 to 34 years
- **Nine** percentage point increase from **35%** to **44%** for participants aged 35 to 44 years
- **Eight** percentage point increase from **35%** to **43%** for participants aged 45 to 54 years
- **Seven** percentage point increase from **35%** to **43%** for participants aged 55 to 64 years
- **Nine** percentage point increase from **38%** to **46%** for participants aged 65 years and older
- **Eight** percentage point increase from **35%** to **43%** for participants aged 15 years and older.

The overall result of 43% compares to a 2024–25 target of 46%.

In general, participation in community and social activities has increased the longer participants have been in the NDIS.

Combining all age groups (Figure 5),¹⁶ the increase for participants who have been in the NDIS for 2 years was 5 percentage points (up from 32% to 38%). For participants who have been in the NDIS for 6 or more years, participation in social and community activities increased by 15 percentage points, from 39% to 54%.

12 The results are based on responses provided to the outcomes framework questionnaires. Responses are collected at entry to the NDIS (baseline) and at subsequent plan reassessment or check-in.

13 This section compares baseline indicator results when participants entered the NDIS, with results measured at the most recent participant plan reassessment or check-in for each respondent. Trial participants are excluded.

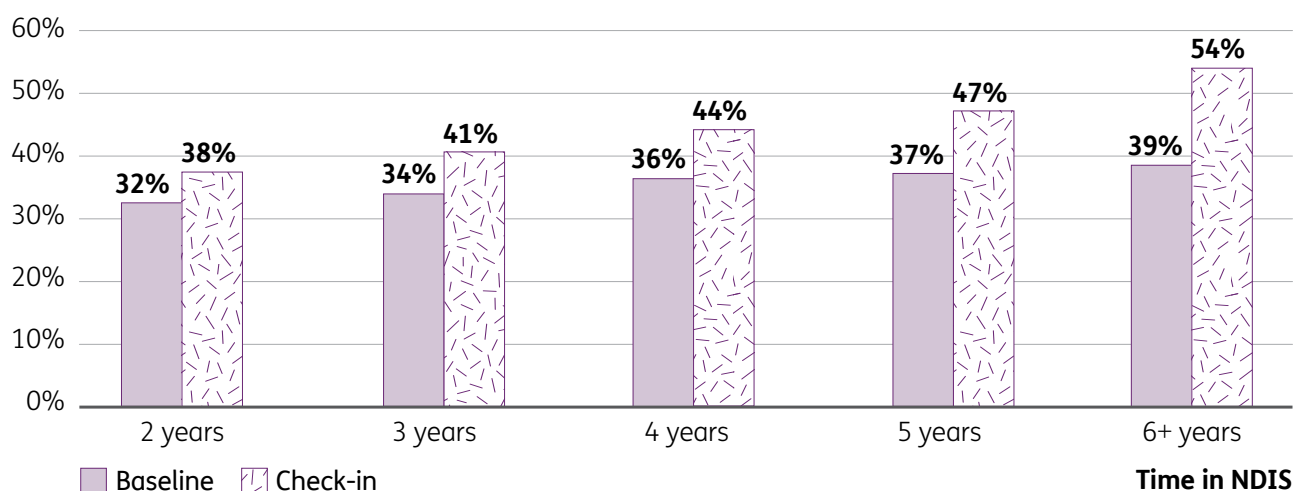
14 The participant age reported in this section is as per their latest plan reassessment or check-in.

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

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

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

Participants aged 15 years and over



Participation in work

The percentage of participants in a paid job, for those in the NDIS for at least 2 years, continues to be relatively stable. However, the percentage in a paid job and the change by number of years in the NDIS 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 or check-in (between 2 to 8 years after entry) with responses at entry to the NDIS,¹⁷ the changes were:

- **Twelve** percentage point increase from **10%** to **23%** for participants aged 15 to 24 years¹⁸
- **Two** percentage point increase from **27%** to **29%** for participants aged 25 to 34 years
- **One** percentage point decrease from **28%** to **27%** for participants aged 35 to 44 years
- **Two** percentage point decrease from **25%** to **23%** for participants aged 45 to 54 years
- **Four** percentage point decrease from **20%** to **16%** for participants aged 55 to 64 years¹⁹
- **Six** percentage point decrease from **14%** to **8%** for participants aged 65 years and older²⁰
- **Two** percentage point increase from **21%** to **23%** for participants aged 15 to 64 years.

The overall result of 23% of participants aged 15 to 64 years in paid work compares to a 2024–25 target of 26%.

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

¹⁸ Some of the increase is due to participants leaving school and starting work. As the NDIS matures it will be possible to analyse the extent to which the percentage gap increases.

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

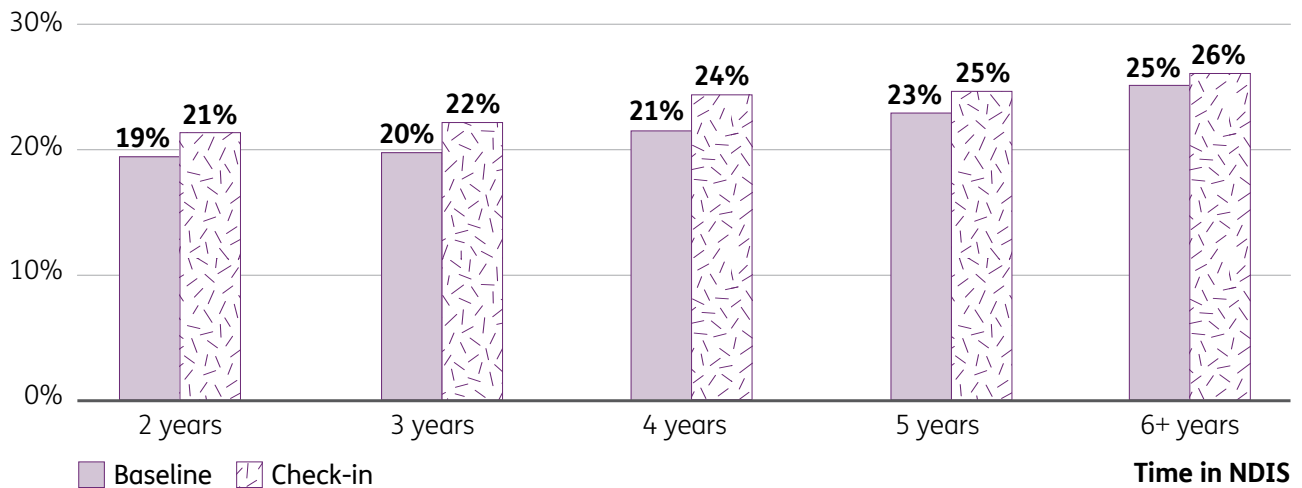
²⁰ Some of the decrease for older age groups is due to participants retiring from the workforce.

Section 2: Participant and family and carer outcomes

For participants who are of working age (15 to 64) and who have been in the NDIS for 2 years, the percentage in work has increased slightly from 19% to 21%. Those in the NDIS for 3 to 5 years also experienced similar increases of up to 3 percentage points. For participants who have been in the NDIS for 6 or more years, the percentage in work has increased slightly from 25% to 26% (Figure 6).

Figure 6: Change in the percentage of participants in work²¹

Participants aged 15 to 64 years



Supported employment survey

The NDIA has published a report of the results of a survey of 145 [supported employment services](#).

Seventy-seven per cent of supported employment services responded to the survey, providing a profile of the sector and baseline data on how the providers are responding to the [Guiding principles for the future of supported employment](#), endorsed by the federal, state and territory governments.

The report provides demographic information for 13,150 of the 15,135 employees employed in these enterprises, as well as the type of training and employment assistance available. This includes helping employees to identify alternative employment goals, and building their capacity to transition to mainstream employment in accordance with their skills and interests.

The survey results will dovetail with responses to the discussion paper, [Next Steps in Supported Employment: Consultation on the way forward](#), released by the Department of Social Services in March 2025.

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

Expanded employment supports

Expanded employment supports, which commenced on 1 July 2024, enable earlier employment preparation for participants from the time they reach working age of 14 to 15 years, and for participants leaving school, to prepare for employment or undertake further education or training to gain a qualification. The NDIA is continuing to deliver training for NDIS planners and local area coordination partners to support these changes. Training has been delivered to 1,267 planners in this quarter.

The NDIA is also engaging with providers on the changes, with 297 provider representatives attending information sessions in the current quarter. These sessions are an opportunity for the NDIA and providers to collaborate on supporting participant employment outcomes.

NDIA data for the period July to December 2024 indicate that more participants are receiving capacity building employment supports in their plans. The number of participants receiving these supports have increased by more than 20%, at all age groups, between June to December 2024. The largest increase has been observed in the 25 and over age group, at 39%. Work continues to ensure all stakeholders understand the intent of the changes to employment supports and can confidently play their part in building capacity for employment and improving employment outcomes for participants.

Family and carer employment rate

The percentage of families and carers in a paid job, for participants who have been in the NDIS for at least 2 years, has improved over time.

Specifically, comparing responses at the most recent plan reassessment or check-in (between 2 and 8 years after entry) with responses at entry to the NDIS,²² the changes were:

- **Eight** percentage point increase from **46%** to **54%** for families and carers of participants aged 0 to 14 years
- **Two** percentage point increase from **48%** to **50%** for families and carers of participants aged 15 years and over.

Overall, for families and carers of all participants, there has been a 6-percentage point increase, from 47% to 52%.

Considering participants of all ages who have been in the NDIS for at least 2 years, improvements in the percentage of families and carers in work are greater where the participant has been in the NDIS for longer. For instance, 51% of the families and carers of participants who have been in the NDIS for 2 years were in work at second reassessment or check-in, compared to 47% at baseline.

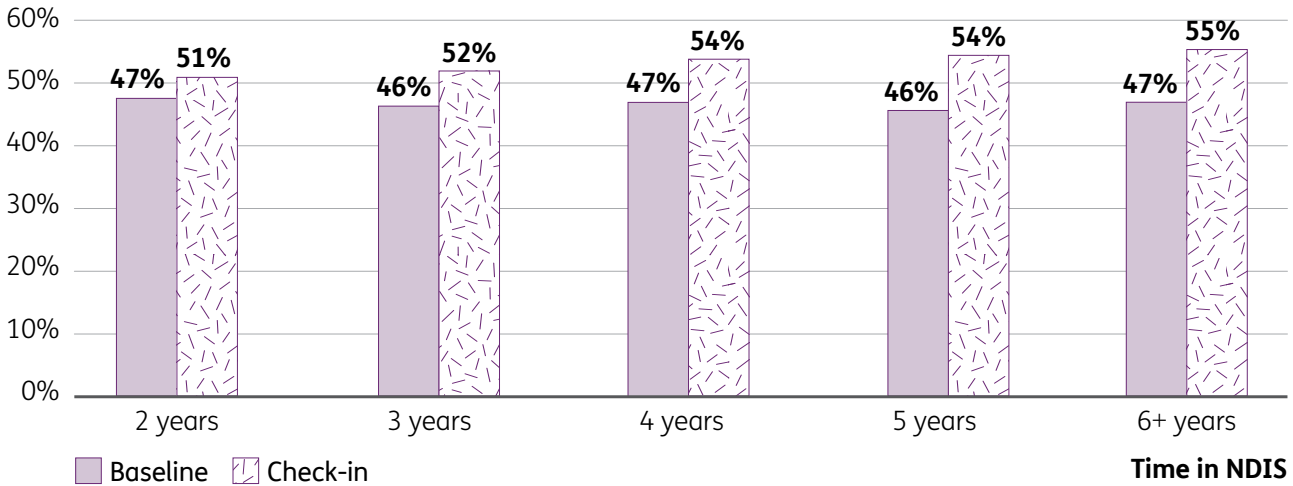
²² Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.

Section 2: Participant and family and carer outcomes

Those families and carers of participants in the NDIS for 6 or more years improved their employment rate by 8 percentage points, from 47% to 55% (Figure 7).

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

Families and carers of participants of all ages



2.2 Perceptions of whether the NDIS has helped

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

At each plan reassessment or check-in, participants may be asked whether the NDIS has helped with areas related to each of the various aspects and areas of functioning included in the life domain measures. For these questions, longitudinal change is measured from first plan reassessment or check-in, since the NDIS has not had an opportunity to help at baseline. Results shown in this section compare responses provided at the first plan reassessment or check-in with those from later reassessments or check-ins, for participants entering the NDIS since 1 July 2016 and who have been in the NDIS for at least 2 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 or check-in compared to the first reassessment or check-in across all age bands. Older participants tend to have higher levels of satisfaction than the 15 to 24 age group.

Specifically, the percentage increases of those who think that the NDIS has helped them to have more choice and more control over their life were:²³

- **Thirteen** percentage point increase from **61%** to **74%** for participants aged 15 to 24 years
- **Thirteen** percentage point increase from **67%** to **80%** for participants aged 25 to 34 years
- **Twelve** percentage point increase from **69%** to **82%** for participants aged 35 to 44 years
- **Twelve** percentage point increase from **70%** to **83%** for participants aged 45 to 54 years
- **Twelve** percentage point increase from **72%** to **85%** for participants aged 55 to 64 years
- **Fifteen** percentage point increase from **72%** to **87%** for participants aged 65 years and older
- **Thirteen** percentage point increase from **67%** to **80%** for participants aged 15 years and older.

Other ‘Has the NDIS helped?’ questions

For children aged from birth to starting school, results have improved across all life domain measures.

Table 1 shows the percentages responding positively at first assessment and at latest reassessment or check-in, as well as the change between the 2 time points.

Table 1: ‘Has the NDIS helped?’ – participants aged from birth to before starting school²⁴

Domain	First assessment %	Latest reassessment %	Percentage point change
Daily living: child’s development	91	95	+4
Daily living: access to specialist services	92	96	+4
Choice and control (child’s ability to communicate what they want)	82	88	+6
Relationships (fitting into family life)	78	85	+8
Social, community and civic participation (fitting into community life)	64	72	+8

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

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

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

Section 2: Participant and family and carer outcomes

For participants from starting school to age 14, Table 2 shows the percentages responding positively at first assessment and at latest reassessment or check-in, as well as the change between the 2 time points.

Table 2: ‘Has the NDIS helped?’ – participants from starting school to age 14²⁵

Domain	First assessment %	Latest reassessment %	Percentage point change
Daily living (independence)	62	76	+15
Lifelong learning (access to education)	42	55	+13
Relationships (with family and friends)	51	64	+13
Social, community and civic participation (social and recreational life)	46	57	+11

In Table 2, the results are generally less positive than for the younger age group, but show stronger improvement over time.

For young adults aged 15 to 24 years, Table 3 shows the percentages responding positively at first reassessment or check-in and at latest reassessment or check-in, as well as the change between the 2 time points.

Table 3: ‘Has the NDIS helped?’ – participants aged 15 to 24²⁶

Domain	First assessment %	Latest reassessment %	Percentage point change
Choice and control	61	74	+13
Daily living	61	75	+14
Relationships	50	58	+8
Home	23	24	+2
Health and wellbeing	44	56	+12
Lifelong learning	36	42	+6
Work	18	21	+3
Social, community and civic participation	55	66	+11

From Table 3, the largest improvement over time in the NDIS has been observed for the daily living domain (14-percentage point increase). Strong improvements have also been observed for choice and control (13-percentage point increase), health and wellbeing (12-percentage point increase), social, community and civic participation (11-percentage point increase), relationships (8-percentage point increase), and lifelong learning (6-percentage point increase). Home and work showed marginal increases (2- and 3-percentage point increases, respectively).

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

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

Section 2: Participant and family and carer outcomes

For participants aged 25 and over, Table 4 shows the percentages responding positively at first assessment and latest reassessment or check-in, as well as the change between the 2 time points.

Table 4: ‘Has the NDIS helped?’ – participants aged 25 and over²⁷

Domain	First assessment %	Latest reassessment %	Percentage point change
Choice and control	70	83	+13
Daily living	73	86	+13
Relationships	53	66	+14
Home	31	39	+8
Health and wellbeing	52	66	+14
Lifelong learning	30	37	+7
Work	19	23	+3
Social, community and civic participation	60	74	+14

From Table 4, perceptions are more positive than for those aged 15 to 24, and the older adult group also shows a stronger improvement over time.

For participants aged 25 and over, the largest improvements over time in the NDIS have been observed for relationships; health and wellbeing; and social, community and civic participation (14-percentage point increase). Strong improvements have also been observed for choice and control and daily living (13-percentage point increases in both life domain measures).

Similar to the younger adult group, lifelong learning and work showed smaller increases (7- and 3-percentage point increases, respectively). However, there was a larger improvement for the home domain (8-percentage point increase) in the older adult group compared to the younger adult group.²⁸

Results continue to improve with time in the NDIS

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

While these results are encouraging, the analysis also indicates there are areas where outcomes could be improved. For example, for participants aged 25 and over, after at least 2 years in the NDIS, only 23% agreed that being in the NDIS had helped them find a suitable job, which is a 3-percentage point increase from their first plan assessment.

²⁷ Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.

²⁸ Noting that the education and housing systems have a major role to play in the lifelong learning and home domains.



Section 3

Participant experience



Joshua's job fills him with pride and purpose



With determination and the right supports, Mackay NDIS participant Joshua has achieved his goal of finding and securing work – and he couldn't be happier.

Working 3 days a week preparing and delivering catalogues, the 18-year-old, who has level 3 autism, an intellectual disability and obsessive-compulsive disorder, is filled with pride and purpose in a job that is helping him build his skills and independence.

Joshua used his NDIS funding to engage Queensland disability support provider Feros Care. They linked him to Emily, a local area coordinator, who worked with him to get to know his likes, dislikes, interests and strengths.

Seeing a catalogue delivery job advertised, Emily discussed the role with Joshua and what it entailed. He was keen, so she supported him to apply, and he was successful.

'For Joshua, the structured role plays to his strengths, and he's really found a sense of pride and purpose in what he's doing,' Emily said.

'He enjoys sorting all the different catalogues into separate piles. Then he rolls them up, puts them into his delivery cart and heads out with his support worker to deliver them.'

'Joshua started out sorting and delivering catalogues one day a week, but as his confidence grew, his hours did too. Now he's working 20 hours a week over 3 days!'

Joshua's mum Shirley marvels at her son's determination and strong work ethic. She credits much of his success to NDIS funding and the support he's had from Feros Care.

'Joshua is much happier working. He sees his father and brother go to work, so for him the natural progression was to go to work too,' Shirley said.

'The progress Joshua has made is just incredible. This job has given him a new sense of purpose, and it's fantastic to see how much it's helped to boost his confidence.'

[Read more participant stories on our website.](#)

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

3.1 Participant Service Charter engagement principles

The Participant Service Charter (PSC) is based on 5 engagement principles that outline how the NDIA and partner organisations should engage with participants.

The PSC sets out the level of service participants can expect from the NDIA and partners in the community. It outlines in plain English how staff and partners should engage with participants and how the NDIA will be held to account.

The Participant Service Improvement Plan sets out what the NDIA and partners are going to do to meet the promises in the PSC and deliver an NDIS that meets expectations. In the Participant Service Improvement Plan, the NDIA committed to ‘ensuring we adhere to the PSC engagement principles in our interactions with you’.

We measured performance for the 5 PSC engagement principles (Table 5). The results are drawn from the participant satisfaction survey. The survey was amended at the end of 2023 to better align with the PSC engagement principles, coinciding with the new computer system and pathway changes.

Table 5: Performance against the PSC engagement principles

Engagement principles		Performance
Transparent	We will make it easy to access and understand our information and decisions	79%
Responsive	We will respond to your individual needs and circumstances	65%
Respectful	We will recognise your individual experience and acknowledge you are an expert in your own life	68%
Empowering	We will make it easy to access and use information and be supported by the NDIS to lead your life	68%
Connected	We will support you to access the services and supports you need	76%

Section 3: Participant experience

Overall, 79% of respondents experienced interactions that were transparent, with 89% of respondents indicating that communication was in their preferred format.²⁹

Sixty-five per cent reported an experience that was responsive, with 66% of respondents saying that their circumstances and needs were considered.

Sixty-eight per cent of respondents experienced a respectful service, with 91% of participants and other people with disability engaging with the NDIS noting they were treated with respect.

Overall, 68% of respondents experienced interactions that were empowering, with 63% of participants feeling prepared for their plan-related meetings, 67% feeling confident in using their plan, and 86% knowing where to go for more help with using their plan.

Finally, 76% of participants and other people with disability engaging with the NDIS experienced interactions that enabled them to be connected, with 86% reporting they were able to connect with the NDIS in their preferred way and 67% feeling confident in accessing supports.

3.2 Participant Service Guarantee

| The Participant Service Guarantee (PSG) sets clear timeframes for key NDIS processes.

Performance against the PSG measures has remained steady this quarter for planning, implementation and plan reassessment services, despite a higher workload than the December 2024 quarter in several work streams. For the 10 PSG measures, one is meeting PSG timeframes (PSG 7), 3 are improving (PSG 6, 8 and 11) and 3 are approaching the timeframes target with results of over 80% (PSG 6, 8 and 13).

Performance against the PSG measures continues to be impacted by a high workload in most service areas, including participants seeking a variation or reassessment of their NDIS plan.

A remediation plan is in place to improve both the participant experience and performance against the PSG measures. The focus over the last 12 months has been on first plans, plan change requests and unscheduled reassessments, and as a result, performance has improved and waiting times have decreased. We are aiming to reduce the number of plan change requests (PSG 12) not meeting the prescribed timeframe by July 2025. We are also focusing on improving performance for making access decisions (PSG 2 and 4) and internal reviews of reviewable decisions (PSG 17), so that work meets the expected timeframes.

In addition, system changes scheduled in the coming months will help us meet completion timeframes and improve the experience for participants.

²⁹ Respondents include NDIS participants, prospective participants, and people with disability engaging with the NDIS through community connections and early supports.

Section 3: Participant experience

Table 6: Performance against the Participant Service Guarantee³⁰

PSG	Service type	Description of the service being guaranteed	Service guarantee	Performance in the March 2025 quarter	Change from last quarter*
2	Access	Make an access decision, or request for more information, after an access request has been received.	21 days	9%	↓
4	Access	Make an access decision, or request for additional information, after more information has been provided.	14 days	13%	↓
6	Planning	Approve a participant's plan, after an access decision has been made (excludes those supported by the early childhood approach [ECA] who have received initial supports).	56 days	86%	↑
7	Planning	Approve a plan for ECA participants, after an access decision has been made.	56 days	99%	↔
8	Implementation	Offer to hold a plan implementation meeting, after the plan is approved.	7 days	84%	↔
11	Plan reassessment [†]	Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date.	56 days	64%	↑
12	Plan reassessment [†]	Decide whether to undertake a participant-initiated plan reassessment, after the request is received.	21 days	22%	↔
13	Plan reassessment [†]	Complete a reassessment, after the decision to accept the request was made.	28 days	84%	↓
14	Plan variations	Amend a plan, after the receipt of information that triggers the plan amendment process.	28 days	39%	↓
17	Reviewable decisions	Complete an internal review of a reviewable decision, after a request is received.	60 days	49%	↓

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

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

[†] Excludes reassessments initiated before service processes were migrated to the new computer system.

³⁰ For the March 2025 quarter, performance is measured from available data on processes and dates in the new computer system. Milestones being built into the new computer system will improve the capture of performance data.

3.3 Home and living decisions

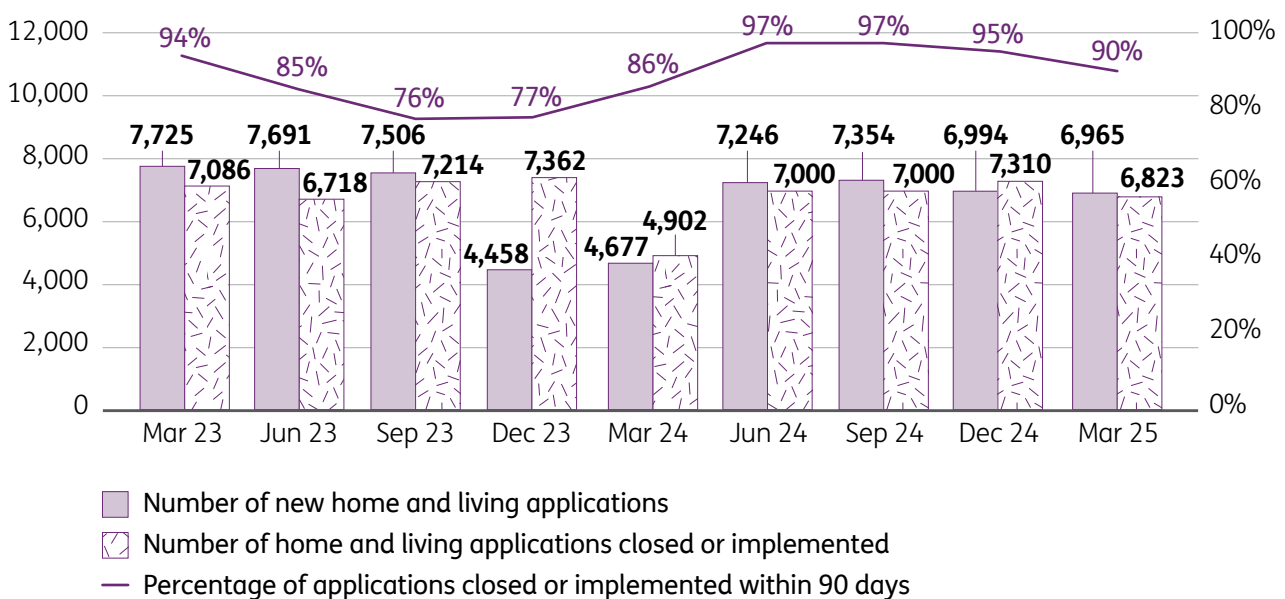
The NDIA is supporting participants and their families to access information and capacity building to explore alternative living options.

The duration of the end-to-end process for home and living applications is the time taken from receipt of a home and living application form through to home and living supports being included in an approved plan – plan implementation.³¹

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

Over the March 2025 quarter (Figure 8), 6,965 new home and living applications were received. There were 6,823 applications either closed or implemented, and 90% (4,855) were finalised within 90 days.^{32,33} The number of new applications is similar to that for the December 2024 quarter (6,994), while the proportion of closed or implemented applications finalised within 90 days is slightly lower than the December 2024 quarter (95%).

Figure 8: Home and living applications – new, closed and percentage closed within 90 days³⁴



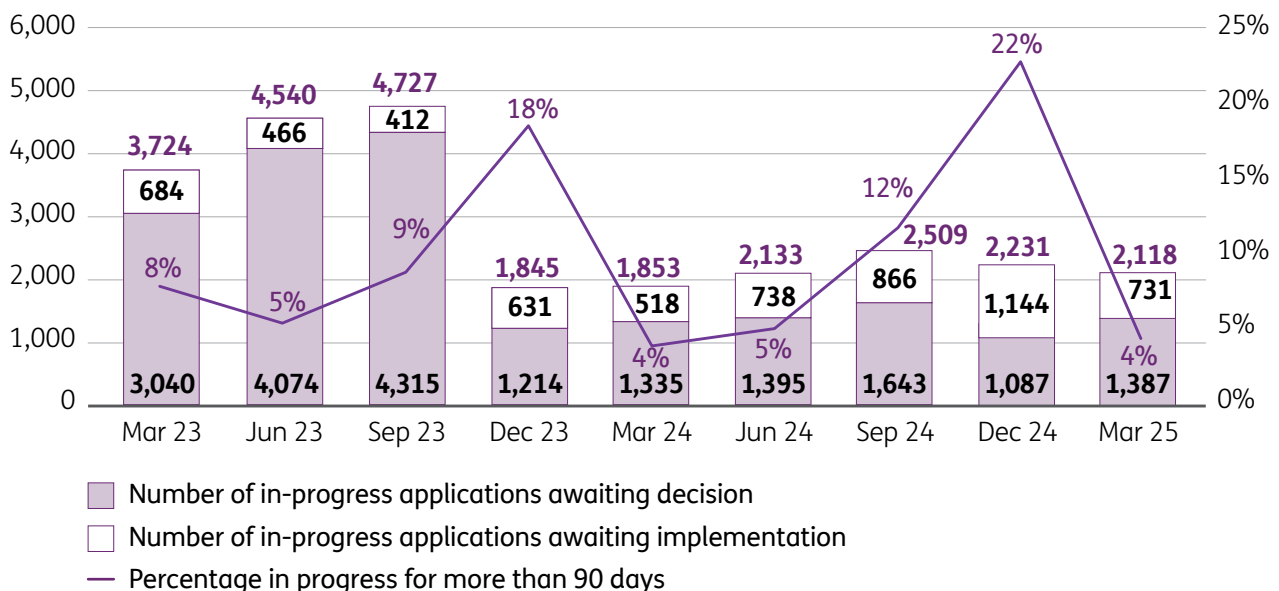
31 The time taken for participants to respond to requests for further information has been removed from the duration.
 32 An application is considered closed if the application is cancelled or rejected, a participant is declined all home and living supports, or the application won't progress to implementation (e.g. participant deceased, participant chooses not to proceed). An application is considered implemented once a participant has a new approved plan.
 33 For the March 2025 quarter, 1,411 of the 6,823 applications that were closed or implemented had no data on the closure date and were excluded from the percentage of applications closed or implemented within 90 days.
 34 Applications that have been closed or implemented with no data on the closure date have been excluded from the percentage of applications closed or implemented within 90 days.

Section 3: Participant experience

As at 31 March 2025, there were 2,118 home and living applications in progress (Figure 9). Of these, 1,387³⁵ were awaiting a decision, while a further 731 were waiting for supports to be implemented in a plan. There were 1,480 (70%) in-progress applications flagged as relating to a plan reassessment request associated with a change in circumstances.

The proportion of applications in progress for more than 90 days has decreased from 22% (499 applications) at 31 December 2024 to 4% (83 applications) at 31 March 2025. Investigations completed over the March 2025 quarter showed that a large proportion of the participants with an application in progress for more than 90 days did not require any changes to their current plan in order to reflect the most recent home and living application decision. The status of these cases has since been corrected and this is the main driver of the decrease to 4%.

Figure 9: Home and living applications – in progress awaiting decision or implementation, percentage in progress for more than 90 days³⁶



The NDIA continued to implement the independent living initiative as part of the 2023–24 Budget’s Scheme reforms initiatives. This participant-centric initiative aims to support consistent, equitable and quality home and living decisions that are aligned with the best interests of participants and their families. A significant proportion of home and living decisions relate to in-home support funding decisions equivalent in value to supported independent living (SIL) packages. As at 31 March 2025, almost one in 5 SIL participants are funded for supports on a participant-to-support worker ratio of 1:1 (or greater). Most home and living applications are now reviewed and endorsed prior to approval. The endorsement process can involve a complex assessment meeting that incorporates a specialist home and living delegate, and a subject matter expert in an area such as the justice or hospital system.

35 The NDIA is waiting on additional information from participants for 312 out of the 1,387 applications awaiting a decision.

36 Applications on hold are excluded from the in-progress applications.

3.4 Complaints and participant critical incidents

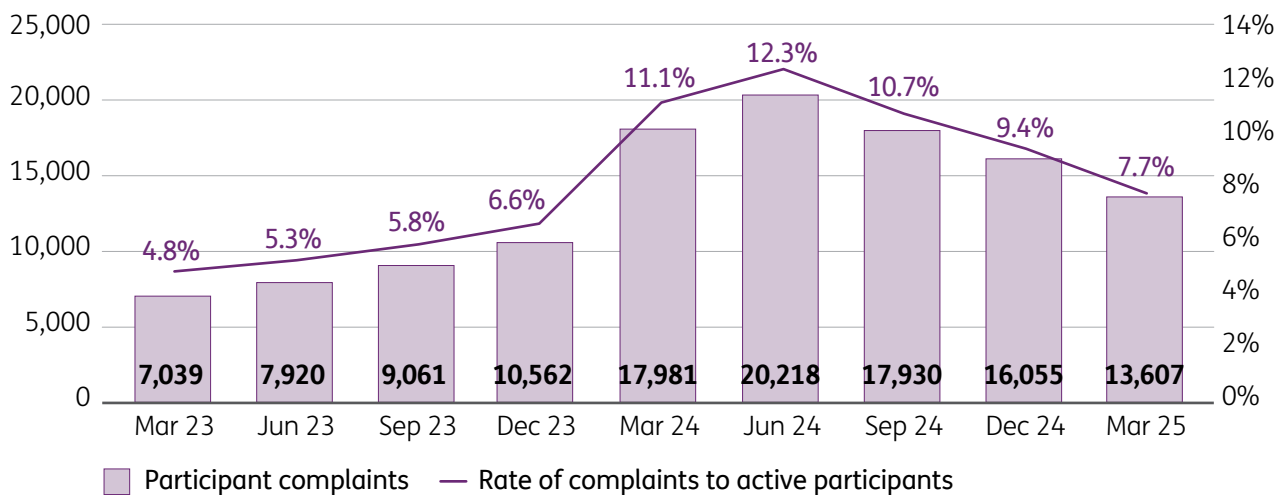
The volume of complaints is continuing to reduce due to improvement initiatives.

Complaints

The NDIA receives complaints from participants and their representatives, as well as others, including members of the public, referrals from parliamentarians, other government agencies and community organisations.^{37,38,39}

The volume of complaints from participants during the March 2025 quarter decreased compared to the previous quarter, reflecting a continued improvement in the volume of complaints since mid-2024. This indicates that the NDIA’s ongoing improvement initiatives are working. The participant complaint rate also decreased from 9.4% of all active participants in the December 2024 quarter to 7.7% this quarter (Figure 10).

Figure 10: Number and proportion of participant complaints over time

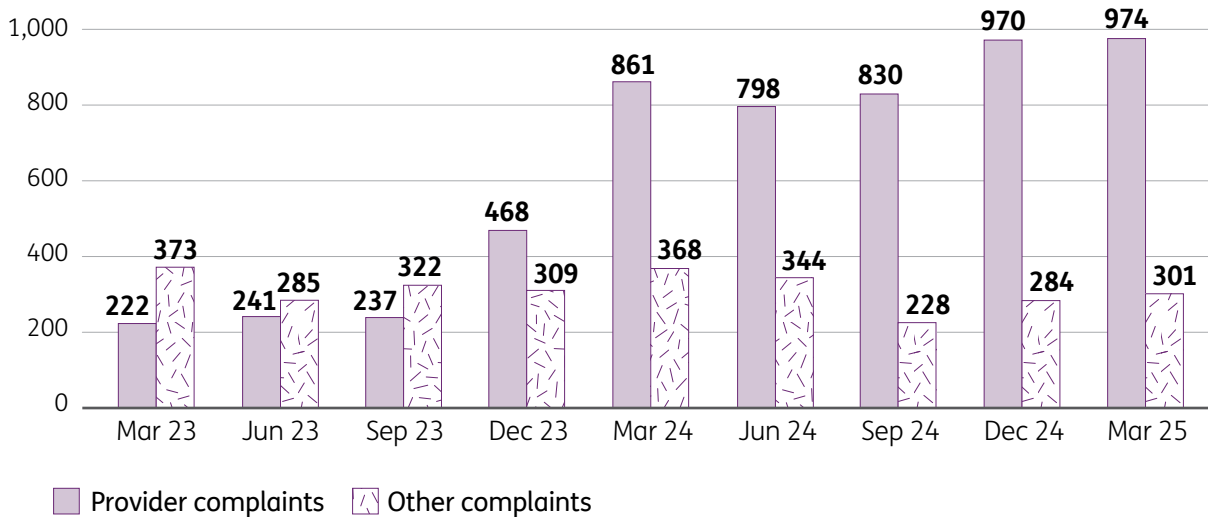


37 It is possible to record multiple related parties as the source of a complaint. In some cases, different complainant types (participants, providers or other parties) are linked to a single complaint. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.
 38 Numbers of complaints reported for the most recent quarter may still vary to the extent there is a lag in data collection.
 39 Numbers may change as reporting of complaints in the new computer system is refined, including identifying complaints lodged via multiple channels.

Section 3: Participant experience

During the March 2025 quarter, the NDIA received 974 complaints from NDIS providers and 301 complaints from other sources.

Figure 11: Number of provider and other complaint types



Participant plans continue to be the most common focus of complaints, in particular the type and amount of funding approved and the time it takes to make decisions, noting that as a proportion of all complaints received during the quarter, both categories have decreased significantly over the past 12 months.

Throughout 2024 the NDIA implemented a whole-of-agency strategy to address the common drivers of complaints, including supporting staff to resolve participant issues and concerns at first contact where possible.

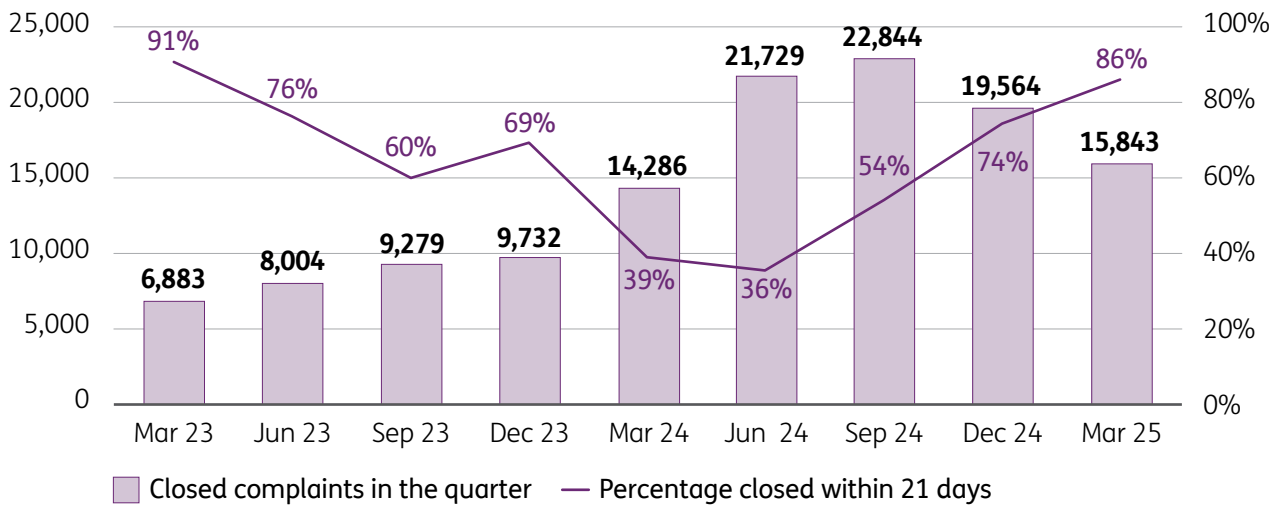
The NDIA is committed to improving participants' experience by:

- strengthening the capability of National Contact Centre and other front-line staff to resolve issues
- recruiting additional staff
- identifying ways to improve complaints processes.

The success of this strategy is demonstrated by the improved complaints data in recent quarters, and these initiatives are being continued to ensure ongoing complaint responsiveness.

Section 3: Participant experience

Figure 12: Closed complaints and percentage completed within 21-day timeframe



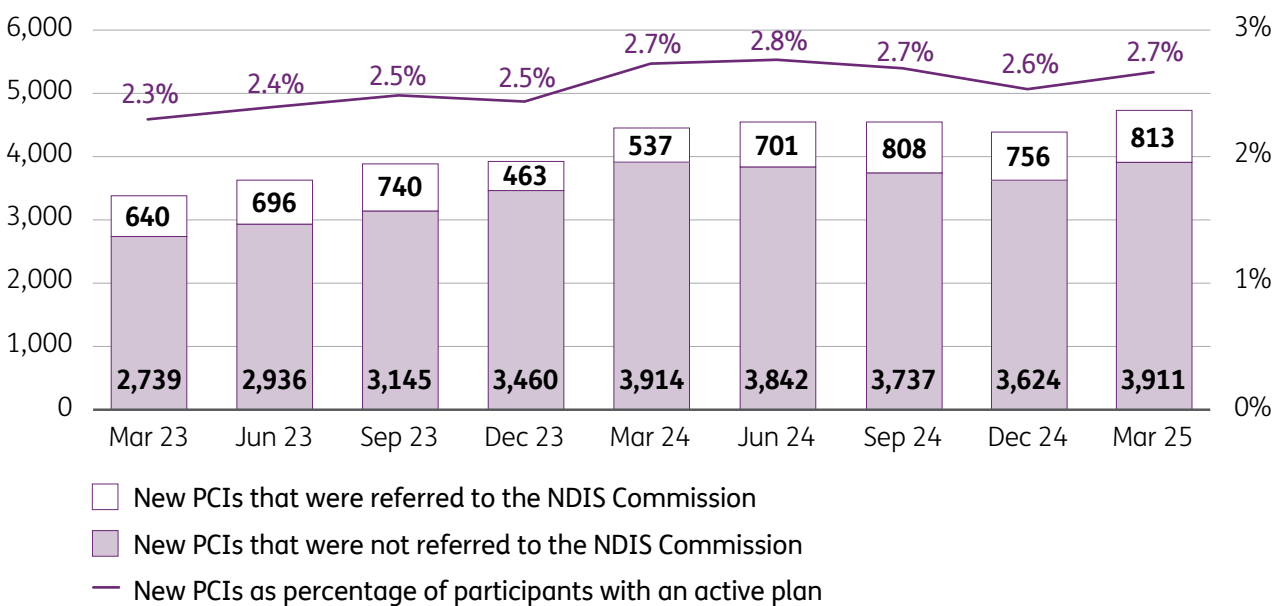
Participant critical incidents

In the course of their work, NDIA staff and staff of partners in the community may encounter circumstances or obtain information about allegations of harm to a participant. These are known as participant critical incidents (PCIs).

After taking immediate safeguarding actions, staff must report the PCI. Reports are handled by a dedicated team in the NDIA and prioritised for action based on the level of risk to the participant.

During this quarter, the rate of PCI reports as a percentage of participants with an active plan increased marginally from 2.6% to 2.7%. The total volume of PCIs reported in this quarter also increased slightly compared to the previous quarter (Figure 13).

Figure 13: Number and proportion of new PCIs⁴⁰



⁴⁰ The number of PCIs in the current quarter may change in the future as the method of identifying PCIs in the new computer system is further enhanced. The number of PCIs reported for the past 6 months may still increase, as there is a lag in data collection.

Section 3: Participant experience

The most common themes of PCIs in the March 2025 quarter were abuse or neglect of a participant, followed by a participant being at risk of or attempting self-harm.

The initial response to a PCI notification is considering whether there are grounds to believe someone is in imminent danger. Where this is the case, staff contact emergency services. The NDIA then considers any implications for the participant's NDIS plan and, where relevant, notifies the NDIS Quality and Safeguards Commission.

3.5 Review requests and Administrative Review Tribunal cases

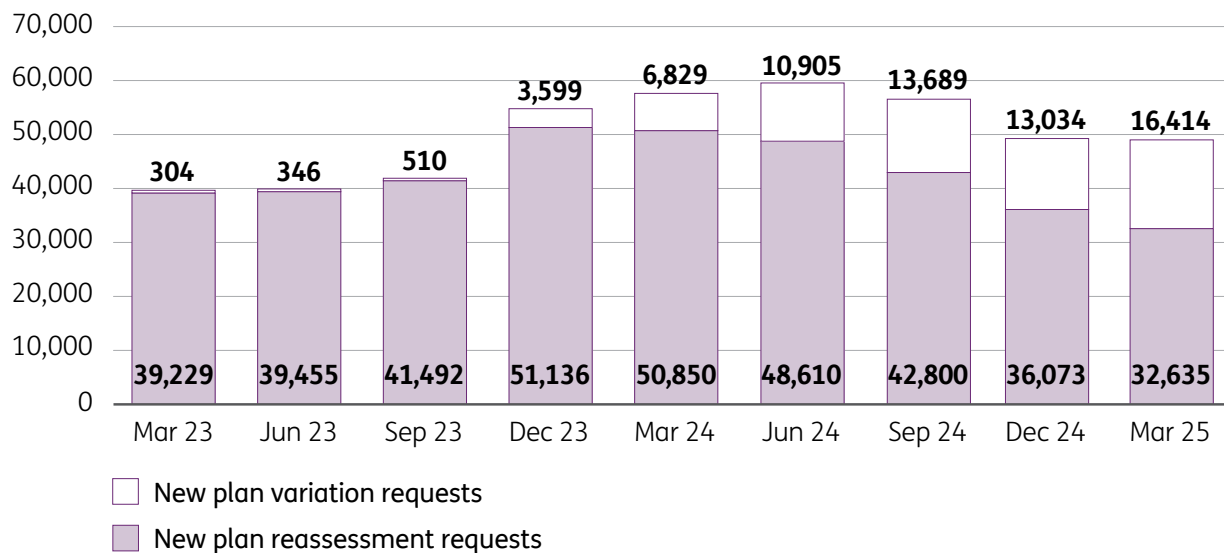
The overall number of participant requests for a plan reassessment is declining, while requests for a plan variation are increasing.

Participant-initiated plan change requests

A participant may request a plan reassessment or variation at any time; a reassessment is a complete review of the plan, whereas a variation is often a minor adjustment to a plan. The number of plan reassessment requests increased significantly in the December 2023 quarter to 51,136, and has declined each quarter since, to 32,635 in the March 2025 quarter (Figure 14).

With increased staff training and the improved functionality of the new computer system, the number of plan variation requests is increasing.

Figure 14: Number of plan change requests⁴¹



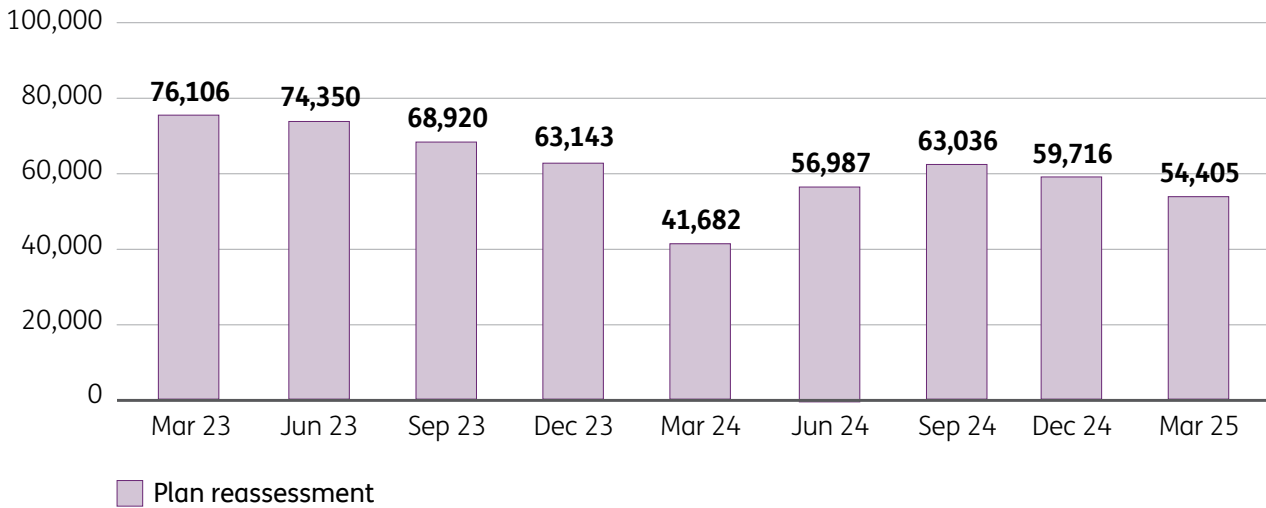
⁴¹ Number of plan change requests reported for the most recent quarters may vary, to the extent there is a lag in data collection.

Plan reassessments

Plan reassessments can be initiated by either the participant or the NDIA. As can be seen in Figure 15, the number of completed plan reassessments had been decreasing in the quarters up to December 2023. This is due to a plan continuation approach. This approach involves communicating with the participant to ensure there have been no significant changes in their circumstances and, with agreement from the participant, continuing their existing plan.

The number of reassessments completed in the June 2024 and September 2024 quarters increased as the NDIA responded to the increased volume of requests from participants for a reassessment of their plan. More recently, in the December 2024 and March 2025 quarters, the number of completed reassessments has declined, reflecting the lower volume of requests for a reassessment.

Figure 15: Number of plan reassessments⁴²



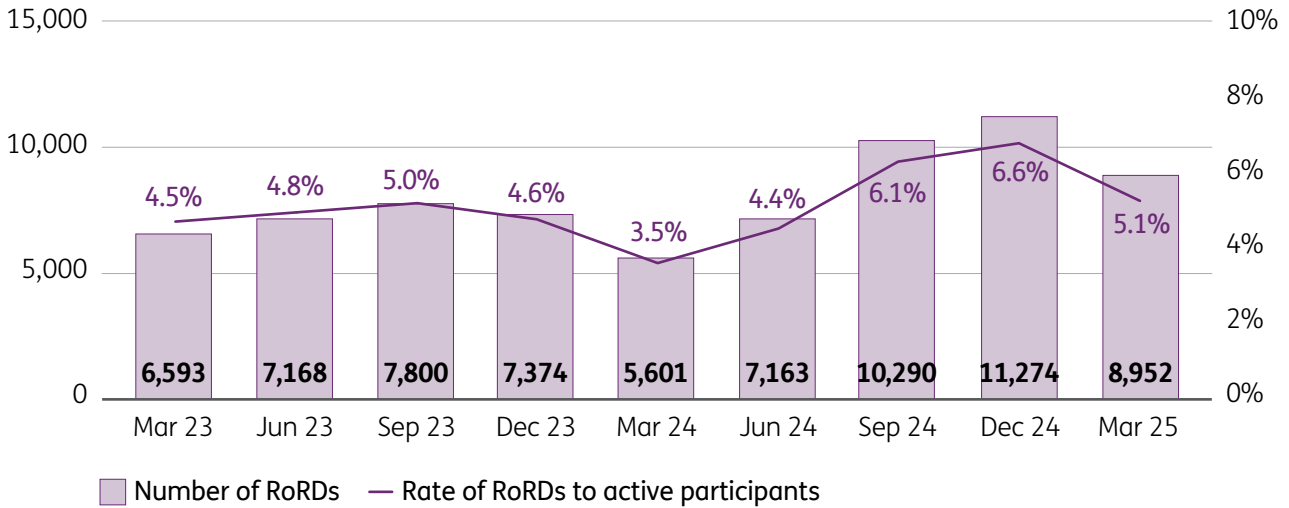
⁴² Includes reassessments of short plans, consistent with the functionality of the new computer system.

Section 3: Participant experience

Review of a reviewable decision

The number of requests for a review of a reviewable decision (RoRDs) as a percentage of active participants increased from 4.5% in the March 2023 quarter to 6.6% in the December 2024 quarter, but decreased in the March 2025 quarter to 5.1% (Figure 16).⁴³

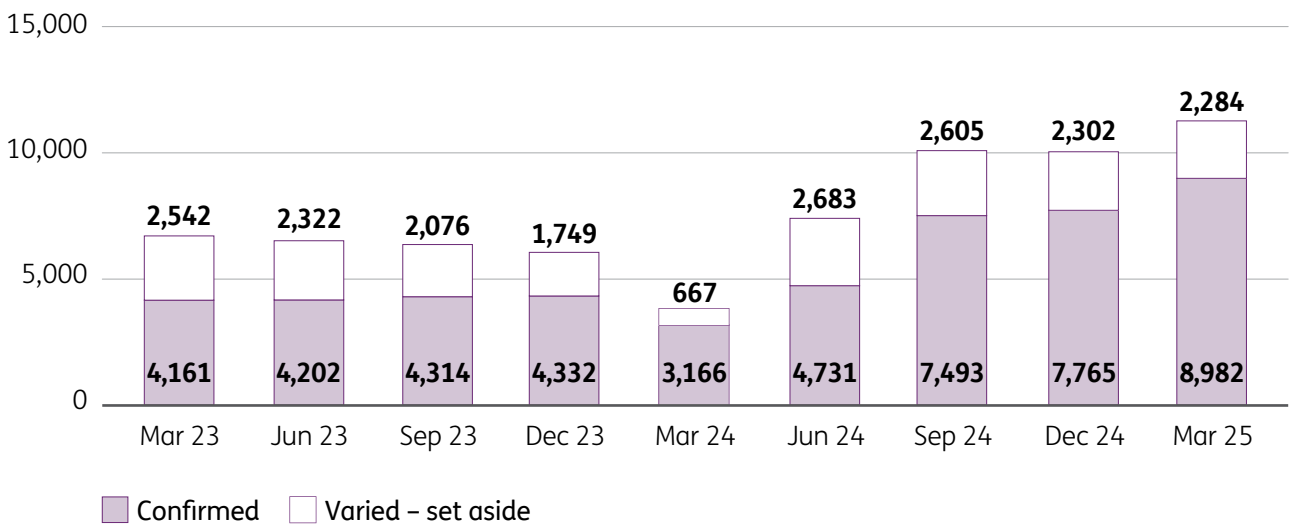
Figure 16: Requests for an RoRD by date of request



There were 11,281 RoRDs closed in the March 2025 quarter (Figure 17).⁴⁴ Of the closed RoRDs, 8,982 confirmed the NDIA’s decision, meaning there was no change from the NDIA’s original decision.

Further, there were 2,284 decisions to amend or set aside the original decision. Decisions are often varied or set aside because further evidence is obtained during the review process.

Figure 17: Closed RoRDs by outcomes – quarterly trend



⁴³ The numbers of RoRDs have been restated to exclude requests that are withdrawn, including both those withdrawn by the participant and those withdrawn due to the internal mechanism whereby requests with errors are withdrawn then recreated.

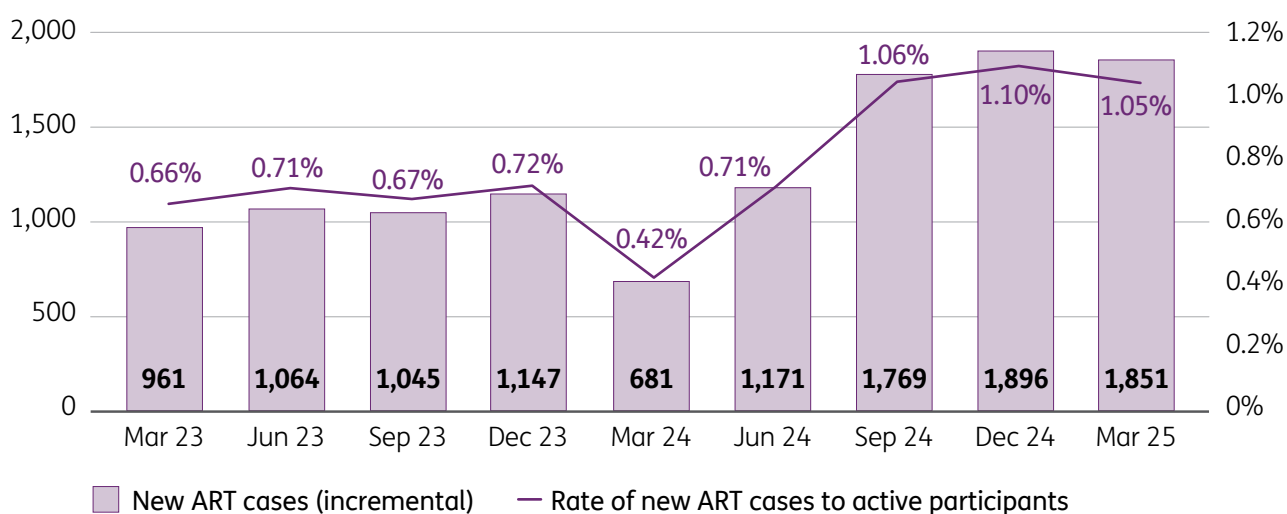
⁴⁴ The numbers of RoRDs have been restated to exclude requests that are withdrawn, including both those withdrawn by the participant and those withdrawn due to the internal mechanism whereby requests with errors are withdrawn then recreated. The small number of RoRDs closed with no specified outcome are also excluded.

Administrative Review Tribunal

If a person is not satisfied with the outcome of their review by the NDIA, they may apply to the Administrative Review Tribunal (ART) for review of a decision made by a reviewer.^{45,46} The NDIA is committed to acting as a model litigant in the ART as required by the Legal Services Directions 2017. As a result, the NDIA works with applicants and their legal representatives to resolve their matters as early as possible in the ART process.

There were 1,851 new ART cases in the March 2025 quarter, relating to 1,829 participants (Figure 18). The number of new cases (as a proportion of active participants) has increased from 0.66% in the March 2023 quarter to 1.05% in the March 2025 quarter. There has been little change in the number of new cases for the past 3 quarters.

Figure 18: Number and proportion of new ART cases



The increase in numbers since the September 2024 quarter is primarily for plan-related applications, while matters relating to access to the NDIS remaining steady across the quarters. The increase is consistent with the higher number of RoRDs being completed over these quarters.

In the 12 months to 31 December 2024, of the ART cases related to participant plans where supports were disputed, the most common categories lodged involved capacity building (31% of disputes), core supports (26%) and SIL (10%).⁴⁷

In the March 2025 quarter, there were 1,285 closed ART cases (Figure 19). Of the cases no longer before the ART, approximately 69% were resolved by agreement, 27% were withdrawn by the applicant or dismissed by the ART, and 3% received a substantive hearing decision by the ART.

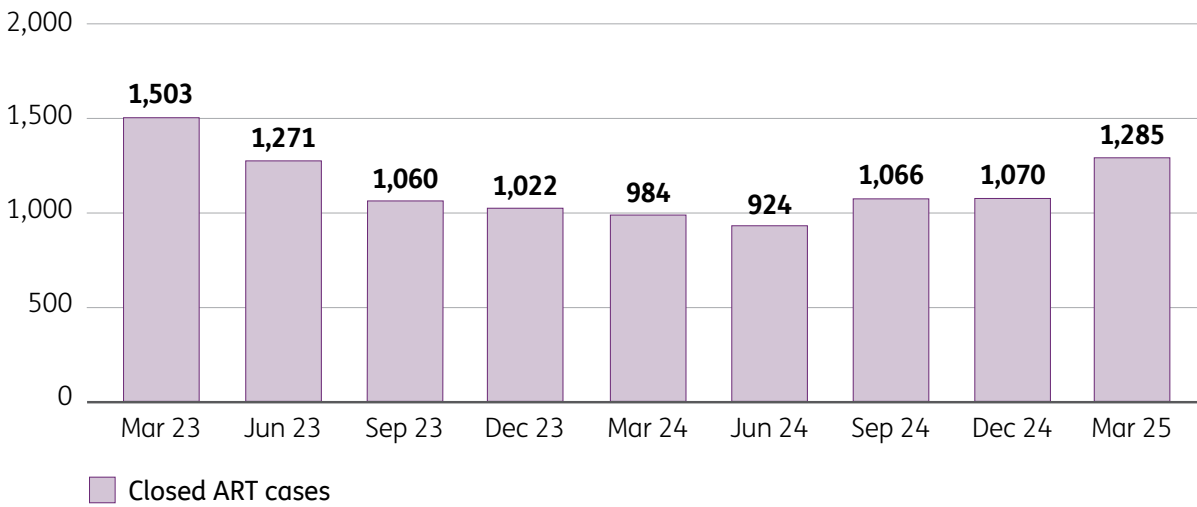
45 As part of the ART process, it is not uncommon for new requests to be made and for new evidence to be provided by applicants while their matters are in progress. This contributes to NDIS decisions being varied in the ART.

46 Further information about the ART process can be found on the ART website.

47 Data on supports is shown with a one-quarter delay, due to the lags in recording the support in dispute.

Section 3: Participant experience

Figure 19: Number of closed ART cases

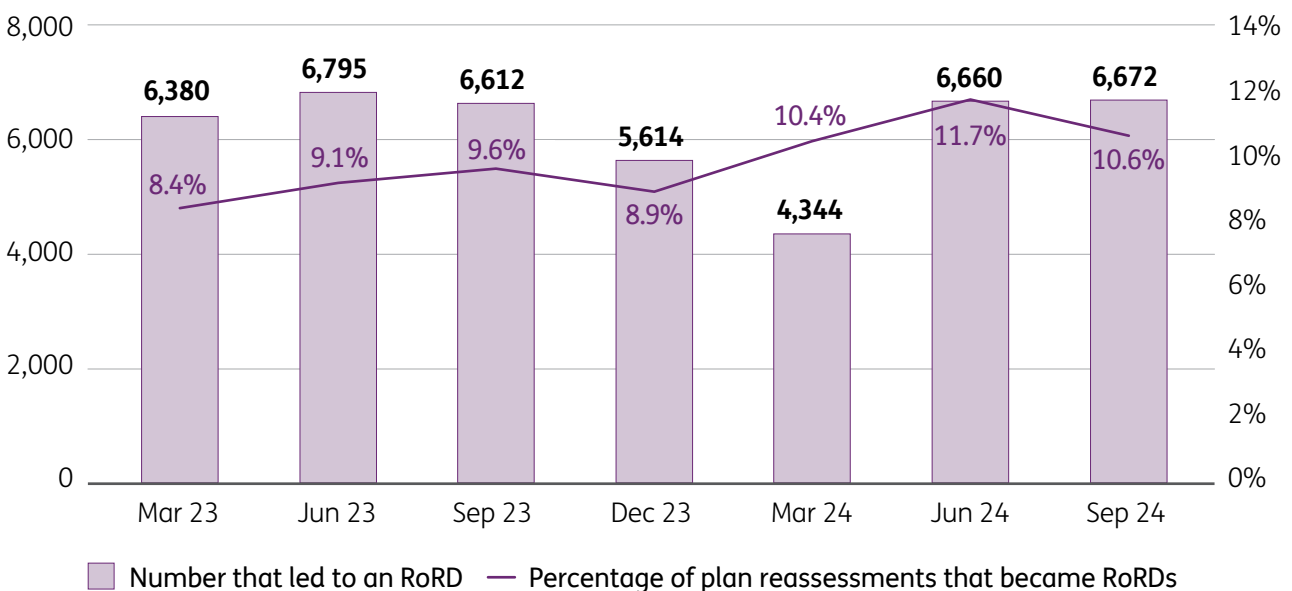


Pathway from plan reassessment to RoRD and ART case

A participant may request an RoRD and then a further appeal to the ART. Figures 20 and 21 show the pathway from plan reassessment to RoRD and ART case between 1 January 2023 and 30 September 2024.

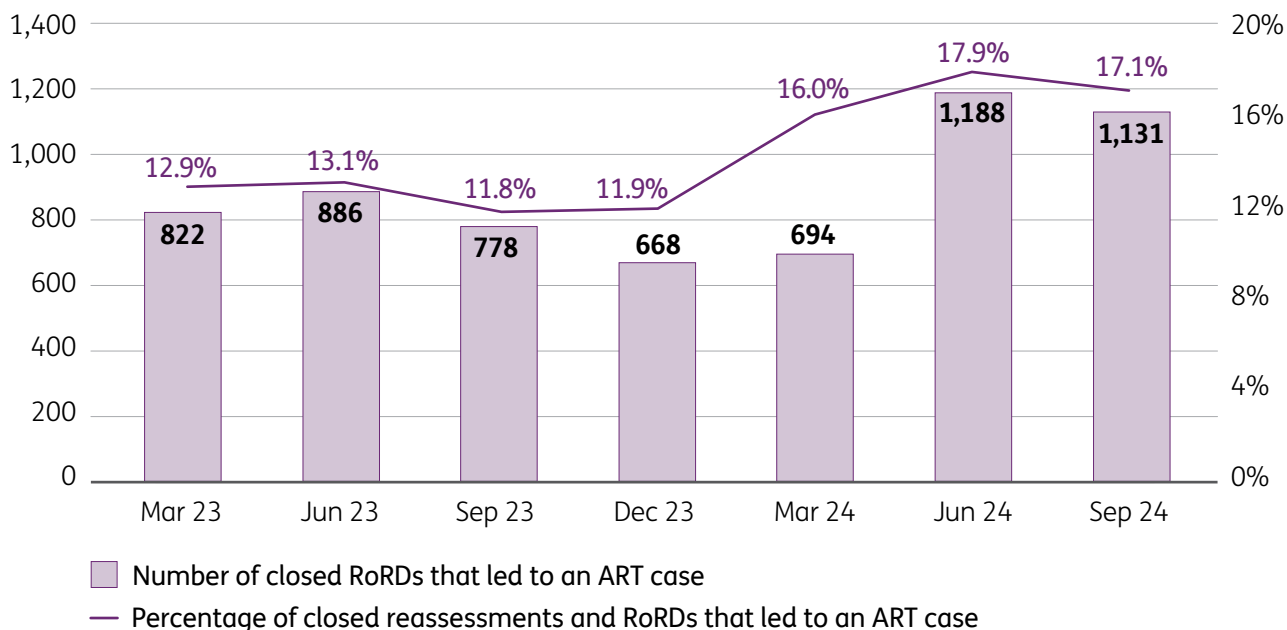
The proportion of plan reassessments that became RoRDs has increased from a low of 8.4% (6,380 RoRDs) in the March 2023 quarter to 11.7% (6,660 RoRDs) and 10.6% (6,672 RoRDs) in the June 2024 and September 2024 quarters respectively (Figure 20).

Figure 20: Pathway from plan reassessment to RoRD between 1 January 2023 and 30 September 2024, at 31 March 2025



The proportion of RoRDs that became ARTs remained relatively stable from the March 2023 quarter to the June 2023 quarter (around 13.0% on average), before decreasing to 11.8% in the September 2023 quarter, and then increasing to 17.9% and 17.1% in the June 2024 and September 2024 quarters (Figure 21).

Figure 21: Pathway from RoRD to ART case between 1 January 2023 and 30 September 2024, at 31 March 2025



3.6 Participant satisfaction

The satisfaction of participants and their families and carers remains stable or slightly more positive across most stages of the NDIS pathway this quarter.

The NDIA seeks feedback from participants and their families and carers about their experience when interacting with the NDIS. Survey questions focus on the stages of a person’s NDIS pathway.

Overall satisfaction levels

Overall satisfaction remains stable or slightly more positive across most stages. Participant satisfaction rates for this quarter are shown in Table 7.

Table 7: Rating of experience with the NDIS (1 January 2025 to 31 March 2025)^{48,49}

Rating	Early supports	Community connections	Apply for NDIS – Access met	Apply for NDIS – Access not met/ other	Plan approval	Plan implementation	Plan reassessment
Very good/good	66%	77%	59%	25%	56%	63%	69%
Neutral	20%	13%	16%	21%	16%	16%	17%
Poor/very poor	14%	10%	25%	54%	28%	21%	15%

48 Underlying total response numbers may differ across different questions in each stage due to the exclusion of ‘Prefer not to say’ and ‘Not applicable’ responses. The count is the total unique respondents in each stage.

49 These results are based on 94 surveys of early supports, 865 surveys of community connections, 1,193 of applying for the NDIS, 3,880 of plan approval, 2,535 of plan implementation and 8,647 of plan reassessment, which is 17,214 in total.

Early supports

For the 3 months to 31 March 2025, 66% of respondents rated the early supports process as either good or very good, with a further 20% rating the experience as neutral.

Community connections

Seventy-seven per cent of respondents rated the community connections process as either good or very good, with a further 13% rating the experience as neutral.

Apply for the NDIS

Fifty-nine per cent of participants (that is, respondents with a status 'access met') rated the process of applying for the NDIS as either good or very good, compared to 25% of respondents who had an 'access not met' or other status at the time of interaction. Overall, 44% of respondents (participants and non-participants) rated the process of applying for the NDIS as either good or very good, with a further 18% rating the experience as neutral.

Plan approval

Fifty-six per cent of respondents rated the plan approval process as either good or very good, with a further 16% rating the experience as neutral.

Plan implementation

Sixty-three per cent of respondents rated the plan implementation process as either good or very good, with a further 16% rating the experience as neutral.

Plan reassessment

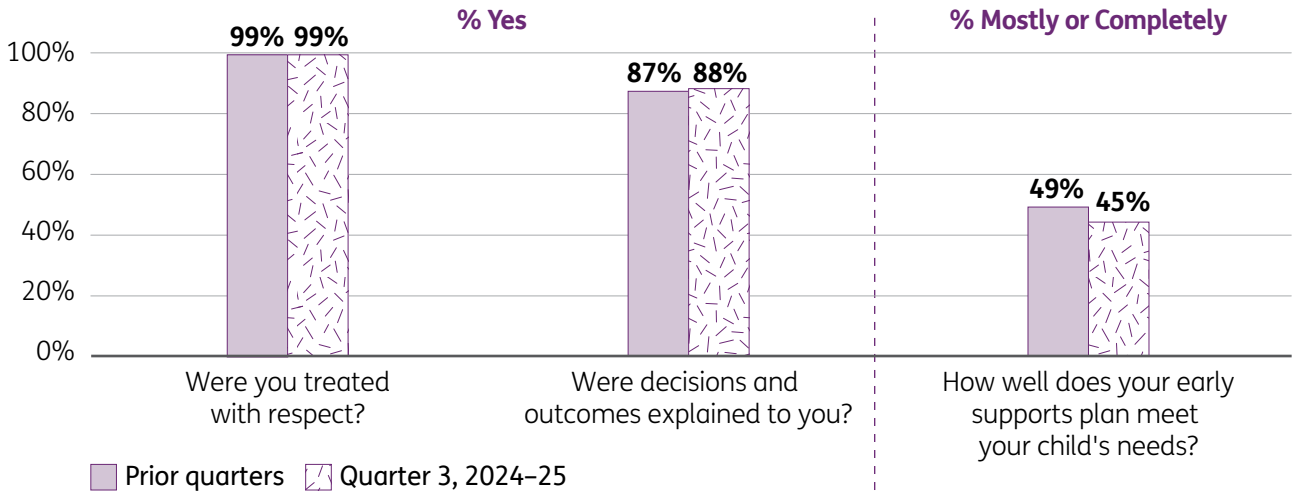
Sixty-nine per cent of respondents rated the plan reassessment process as either good or very good, with a further 17% rating the experience as neutral.

Satisfaction across the 6 stages of the NDIS pathway

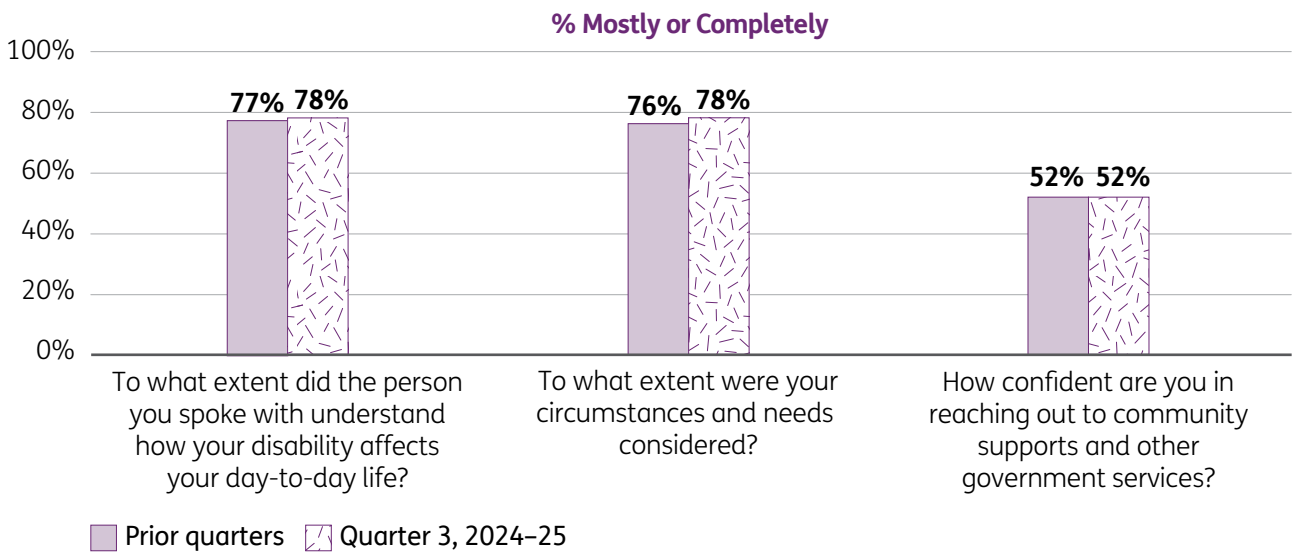
The survey includes questions that provide further insights at each stage of the pathway. Selected questions by pathway stage are presented in Figure 22.

Figure 22: Satisfaction across the 6 stages of the NDIS pathway

Early supports



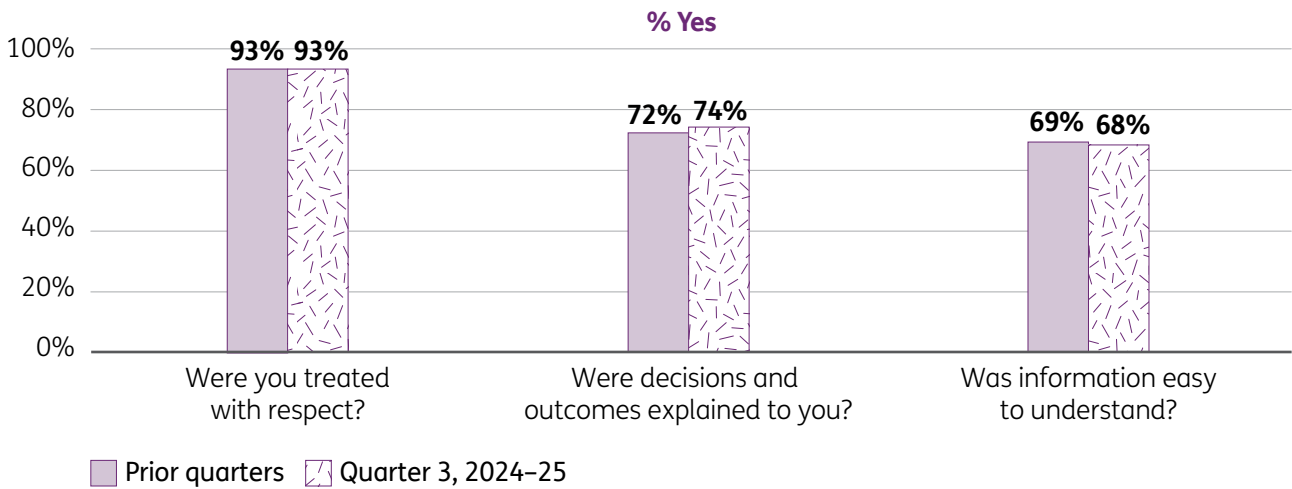
Community connections



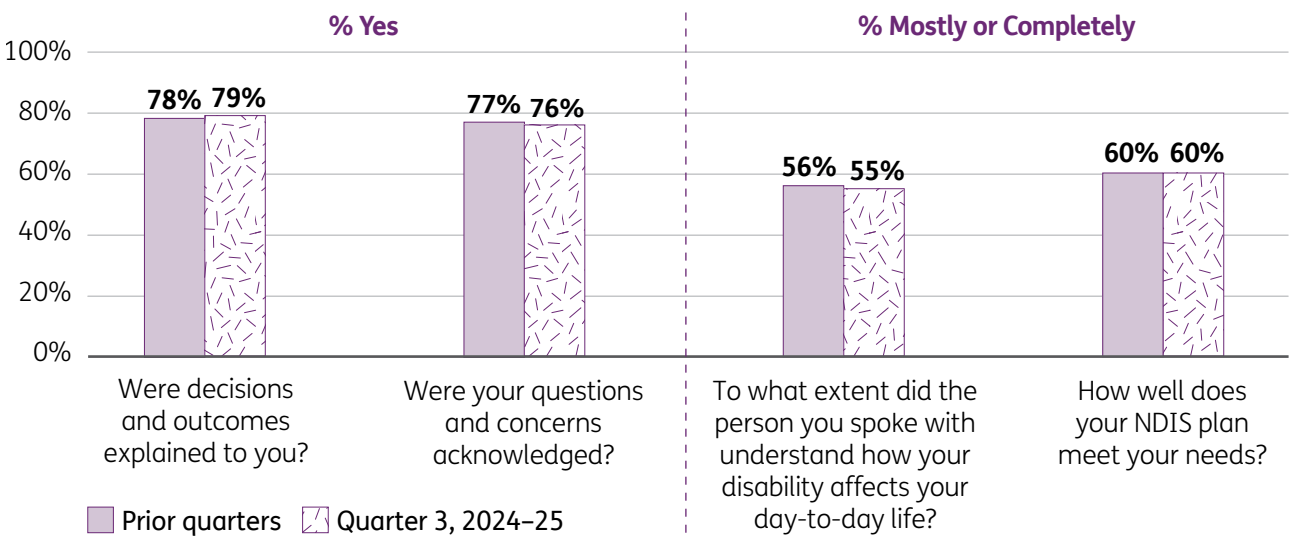
Section 3: Participant experience

Figure 22: Satisfaction across the 6 stages of the NDIS pathway cont.

Apply for NDIS



Plan approval



Plan implementation

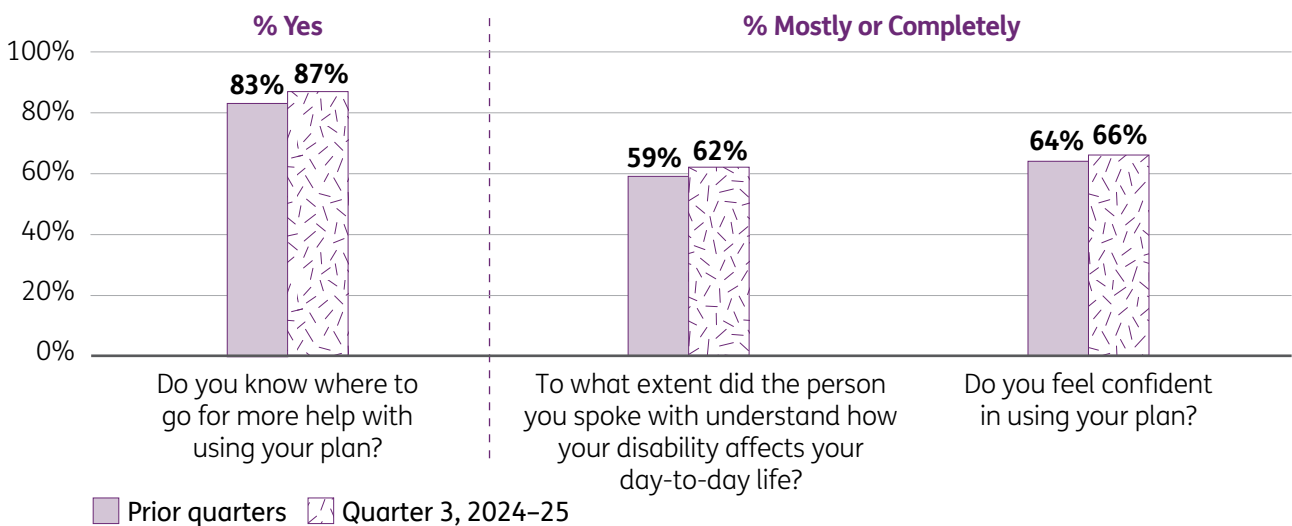
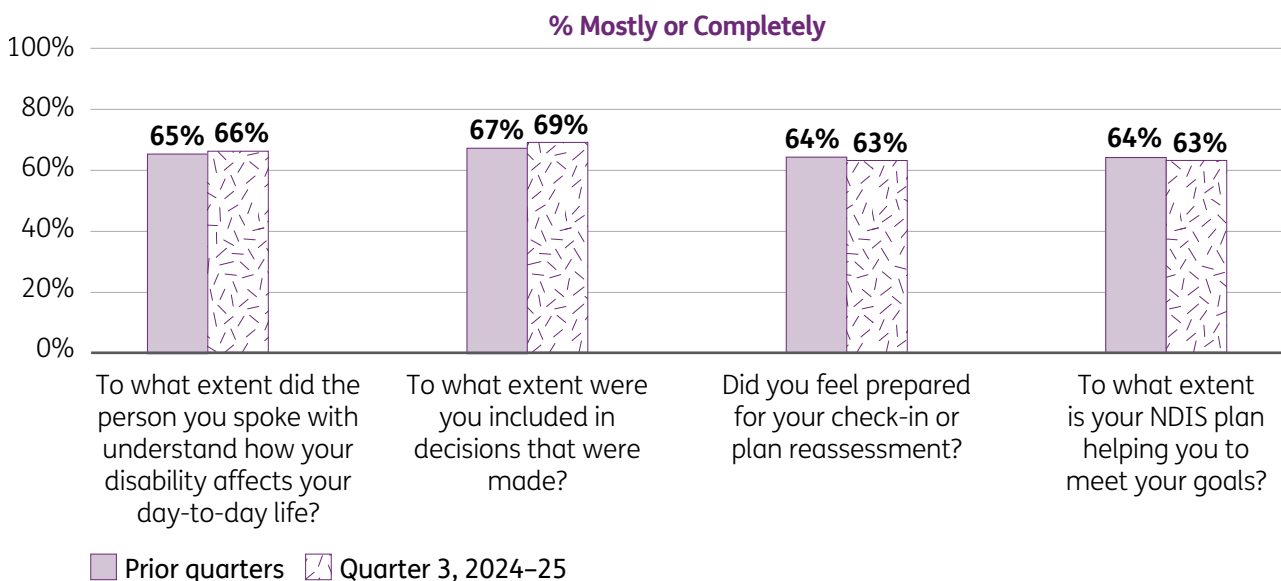


Figure 22: Satisfaction across the 6 stages of the NDIS pathway cont.

Plan reassessment



Positive experience across stages

The proportion of respondents answering positively by pathway stage and question is presented in Supplement E on the [NDIS website](#).

3.7 The NDIA National Contact Centre

The National Contact Centre (NCC) provides personal and high-quality services and information about the NDIA for people with disability, their families and carers, and service providers.

In the March 2025 quarter, the NCC received 809,377 contacts, marking a 2.8% increase from the December 2024 quarter. The NCC also experienced notable improvements in operational results during the same period.

The following is a breakdown of the total contacts in the March 2025 quarter by channel:

- **Voice** – 388,895 (similar to previous quarter)
- **Email** – 372,831 (6% increase from previous quarter)
- **Webchat** – 47,651 (1% decrease from previous quarter)

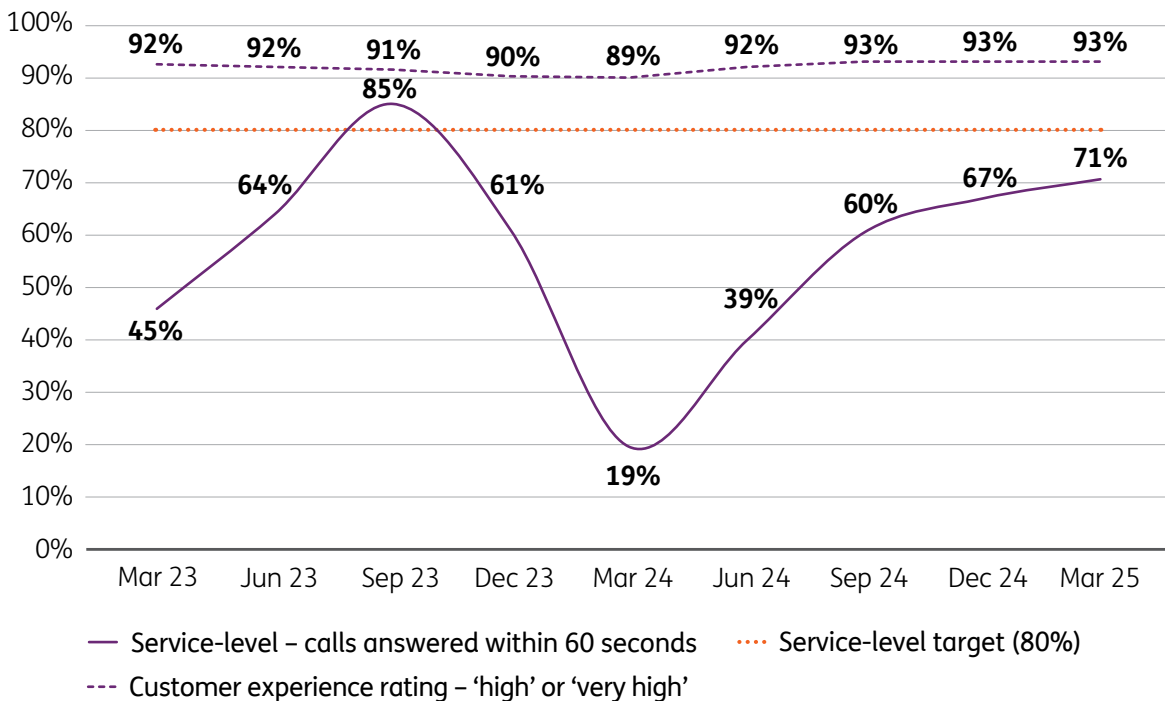
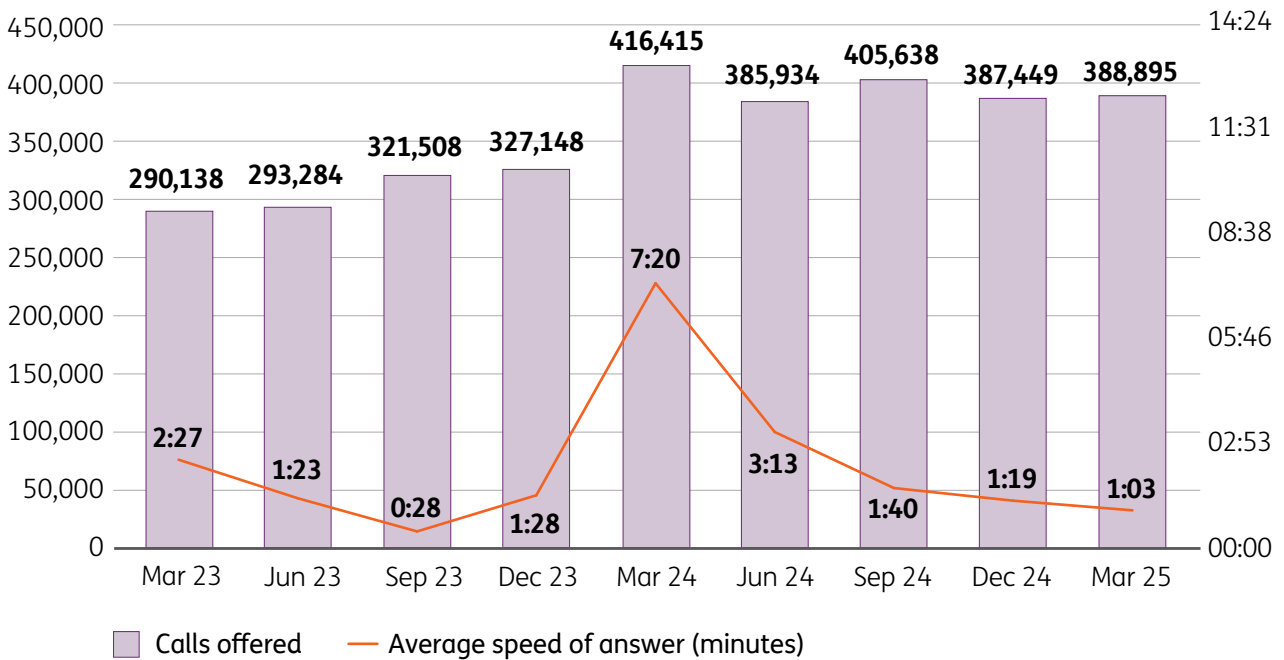
The performance of voice, email and webchat contacts are shown in Figures 23, 24 and 25.

The average speed of answer for voice improved from 79 seconds to 63 seconds, with 71% of calls answered within 60 seconds (Figure 23). In the quarter, customer satisfaction was at 93%, exceeding the 80% target, and the NCC received no significant complaints about call waiting times.

Section 3: Participant experience

The NCC is highly responsive to participants' needs. In the March 2025 quarter, the NCC implemented a dedicated phone queue and extended service hours to support participants and the community in Queensland, New South Wales and Western Australia during severe weather events.

Figure 23: NCC telephony – call volume (top) and performance (bottom)



Section 3: Participant experience

Figure 24: NCC webchat performance ⁵⁰

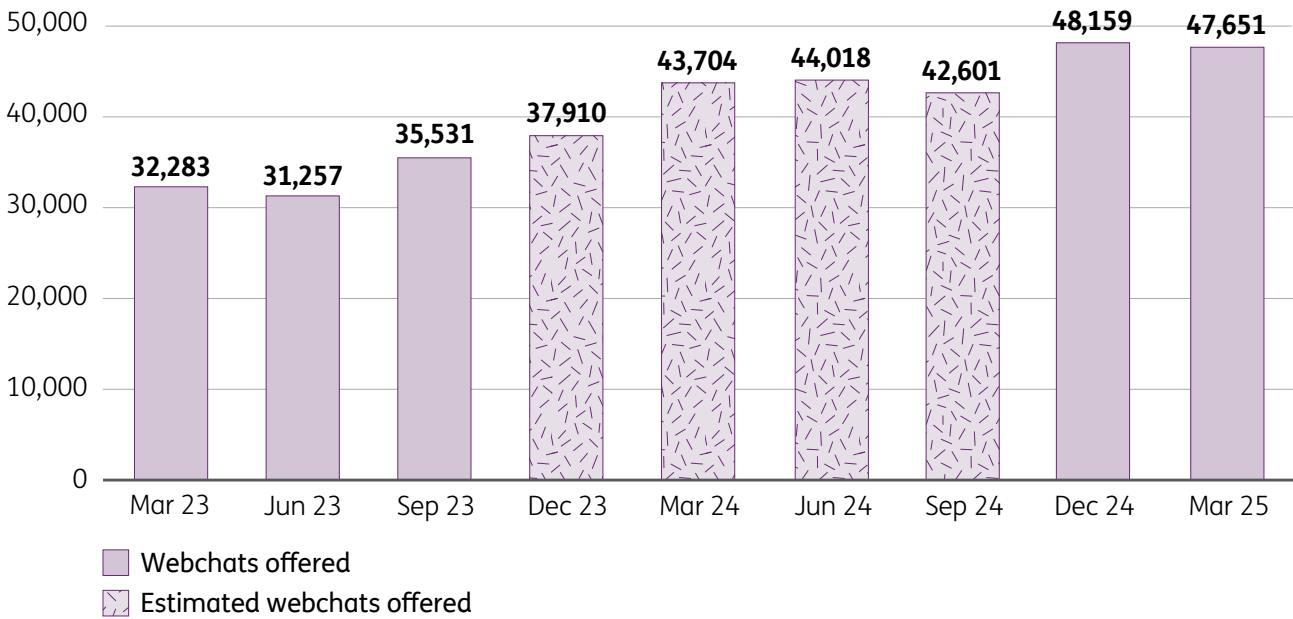
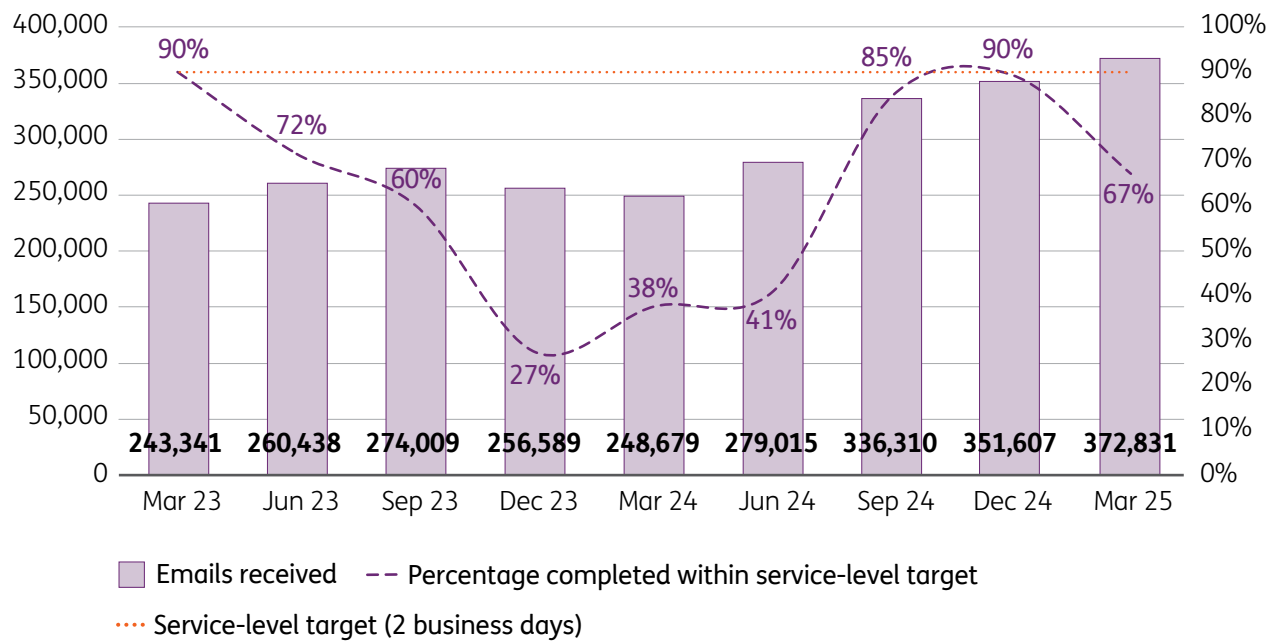


Figure 25: NCC email performance



⁵⁰ The volume of webchats offered has been estimated from December 2023 to September 2024. This is because of reporting issues with the NDIA's new webchat functionality that was implemented in November 2023. The NDIA has identified instances where a webchat was offered but not connected to a contactor or no contact was received from the requestor. These instances were removed to estimate the webchat volume.

First contact resolution

The NCC continued to expand the first contact resolution program this quarter, increasing the number of enquiries resolved at the first point of contact and reducing referrals to other areas of the NDIA. In the March 2025 quarter, the NCC successfully trained 76 service officers, delivering over 500 hours of training. This supported various types of work, including obtaining evidence of identity, document verification, supporting participants voluntarily leaving the NDIS, changing authorised representatives, legal orders, plan amendments under section 47a of the NDIS Act, and plan reviews.

Between 1 July 2024 and 31 March 2025, the NCC completed 139,246 additional enquiries in full, at the first point of contact, reducing the need to refer callers to other NDIA business areas ('end to end'). The goal of the first contact resolution program, once fully implemented, is to resolve over 300,000 additional enquiries each year, end to end, at the first point of contact.

In the March 2025 quarter, 86% of callers who completed a post-call survey indicated their enquiry was resolved at the first point of contact; the target is 80%.



Section 4

Providers and the growing market



NDIS employment assistance helps Sky land the right job



It took Sky 2 hours to land a barista job at McDonald's McCafé in her hometown.

The 24-year-old thought she was starting 2 weeks of work experience, but after proving herself in the fast-paced environment, she was hired before her first shift had ended.

'I couldn't believe it. I was so happy,' Sky recalled with a smile.

Now a valued McCafé team member, Sky, who has Fragile X syndrome, an intellectual disability and autism, is employed part-time to do regular paid shifts.

Sky used the employment assistance funding in her NDIS plan to build her skills for work and find a job, and credits her success to the support she received from Jess, her employment consultant at local NDIS employment provider, are-able.

'We've been working together for just over a year now and Jess has helped me so much,' Sky said. 'She's helped me to build my confidence and skills, and I wouldn't be where I am today without her,' Sky added.

To help build Sky's work and social skills to work as a barista, Jess set up a portable coffee cart customised to Sky's needs. It allowed Sky to learn all aspects of the job in a safe and controlled environment.

A couple of months later, when Jess was confident Sky had mastered her barista skills, she reached out to McDonald's to ask if Sky could do a 2-week work experience placement.

Much to their delight, the manager said yes. But it didn't take long for Sky to exceed expectations.

'After just 2 hours on her first shift, the manager turned to me and asked, "Can I keep her?" It was an incredible moment. I think we were both shocked, but Sky truly earned it.'

'Sky is now thriving in a job she loves, and she's grateful for the opportunity to be part of a supportive team who are helping her to grow.'

[Read more participant stories on our website.](#)

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.

In the 12 months to 31 March 2025, \$45.0 billion in support has been provided (Table 8).⁵¹ The largest support categories are core daily activities (52% of total payments), core social and community participation (23% of total payments), and capacity building daily activities (12% of total payments). Core daily activities includes payments to participants in supported independent living (SIL). Of the \$23.3 billion in payments for core daily activities in the 12 months to 31 March 2025, \$11.5 billion was for payments related to participants in SIL.

Table 8: Total payments from 1 April 2024 to 31 March 2025

Support category	Total payments (\$m)	Percentage of total payments
Core – daily activities	23,305	51.8%
Core – social and community participation	10,505	23.4%
Core – consumables and transport	1,506	3.4%
Capacity building – daily activities ⁵²	5,526	12.3%
Capacity building – other	2,920	6.5%
Capital	1,187	2.6%
Total⁵³	44,956	100.0%

Over the last 2 years, payments have grown by 37% (from \$32.9 billion for the year ending 31 March 2023 to \$45.0 billion for the year ending 31 March 2025). Payments have grown across the support categories, most notably for core daily activities and core social and community participation (growing by 39% in aggregate over the period).

51 This represents total payments on a cash basis (including payments made under in-kind arrangements). On an accrual basis, total payments were \$45.1 billion.

52 Includes therapy services.

53 Total includes \$6.3 million of payments with no support category.

4.2 Funding management types

Most participants choose to use a plan manager.

Participants have 3 options for managing their NDIS funding – plan-managed, self-managed and NDIA-managed. They may choose one option or a combination.

In the March 2025 quarter, a minority (7%) chose to have their funding managed entirely by the NDIA, while the majority (66%)⁵⁴ preferred to engage a plan manager for some or all of their funding. It was reported that 27% of participants plan to self-manage all or part of their funding.

The NDIA supports participants to decide if self-management is right for them, and has released an [updated guide](#) to self-management. The guide explains the benefits of self-management, roles and responsibilities, and how to self-manage effectively.

A participant’s initial choice of funding management type is not binding, and they may make changes at any time. Table 9 shows the actual funding management type(s) used during the quarter.

Table 9: Active providers and payments by funding management type in the March 2025 quarter

Funding management type	Payments made to active providers (\$b), ⁵⁵ and proportion of total payments	Number of active providers ⁵⁶
NDIA-managed	3.4 (30%)	9,415
Plan-managed	6.7 (60%)	191,467
Self-managed	1.1 (10%)	132,419
Total	11.3	263,145

In the March 2025 quarter, of the \$11.3 billion in payments:

- \$3.4 billion was NDIA-managed (30%)
- \$6.7 billion was managed by a plan manager (60%)
- \$1.1 billion was self-managed (10%).⁵⁷

Of the 263,145 active providers in the March quarter:

- 9,415 supported NDIA-managed participants
- 191,467 supported plan-managed participants⁵⁸
- 132,419 supported self-managed participants.⁵⁹

54 This figure excludes participants who have opted to self-manage part of their funding.

55 Includes cash and in-kind payments.

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

57 Includes cash and in-kind payments.

58 Plan management fees, which are NDIA-managed payments, are reclassified as a plan-managed payment for the purpose of counting providers. Therefore, the count of NDIA-managed providers excludes providers who only received plan management fees and no other NDIA-managed payments.

59 From 14 October 2024, it is mandatory for participants with self-managed payments to include the ABN of the associated provider or provide a reason why it isn’t available. Previously, providing the ABN was voluntary.

4.3 Plan managers

The number of participants opting to use the services of a plan manager has continued to grow, while the number of plan managers in the NDIS has remained stable.

Provider types

Participants supported by plan managers may use registered or unregistered providers. For the 12 months to 31 March 2025, unregistered providers were used less frequently and had a higher proportion of one-off payments (that is, unregistered providers were only used once). On average, the frequency of one-off payments was approximately 2.7 times lower for registered providers.

Payment characteristics

In the March 2025 quarter, 191,467 providers supported plan-managed participants, of which 14,344 were registered at some point during the quarter.^{60,61}

Payments to plan managers were \$6.7 billion in the March 2025 quarter. Of the \$6.7 billion, \$158 million was for plan management services. The remaining \$6.6 billion was for plan managers to pay service providers on behalf of participants.

In the March 2025 quarter, registered providers received 57% of the \$6.6 billion overseen by plan managers, unregistered providers received 42%, and providers with unknown registration status received 1% of the plan-managed payments.

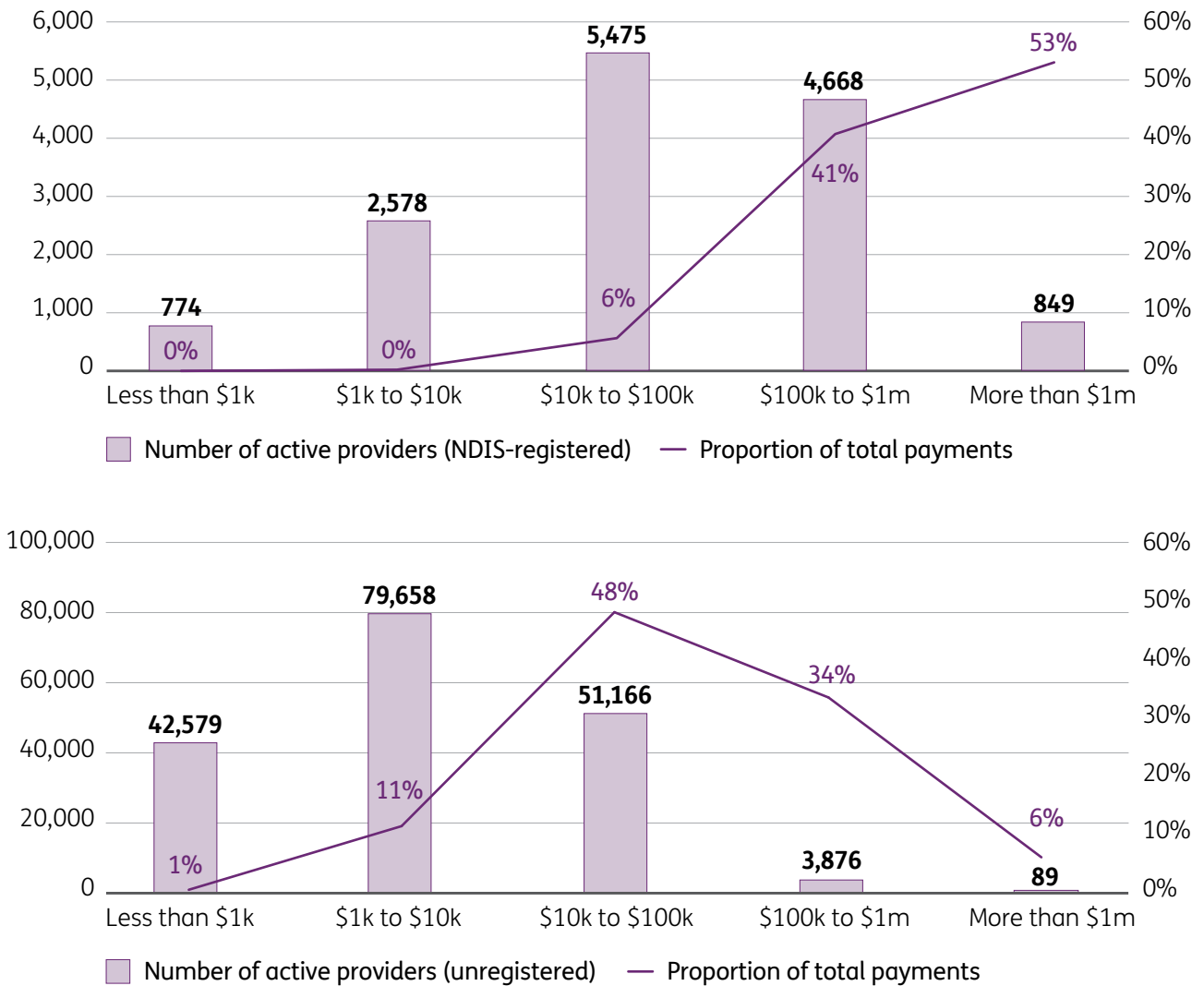
Although 42% of plan-managed payments went to unregistered providers, the market of unregistered providers is large, which means there are many unregistered providers receiving smaller total payments. While only 7% of providers paid through plan managers are NDIS-registered providers, they represent 57% of total payments in the quarter. Furthermore, 38% of NDIS-registered providers received more than \$100,000 in NDIS funding for the quarter, compared to only 2% of unregistered providers receiving more than \$100,000 in funding (Figure 26).

60 Registration status of a provider may change between 'registered' and 'unregistered' during the quarter.

61 'Active providers' refers to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with an invalid ABN.

Section 4: Providers and the growing market

Figure 26: Number of active providers supporting participants through a plan manager, and proportion of total payments in the quarter by payment band – NDIS-registered (top) vs unregistered (bottom)^{62,63}



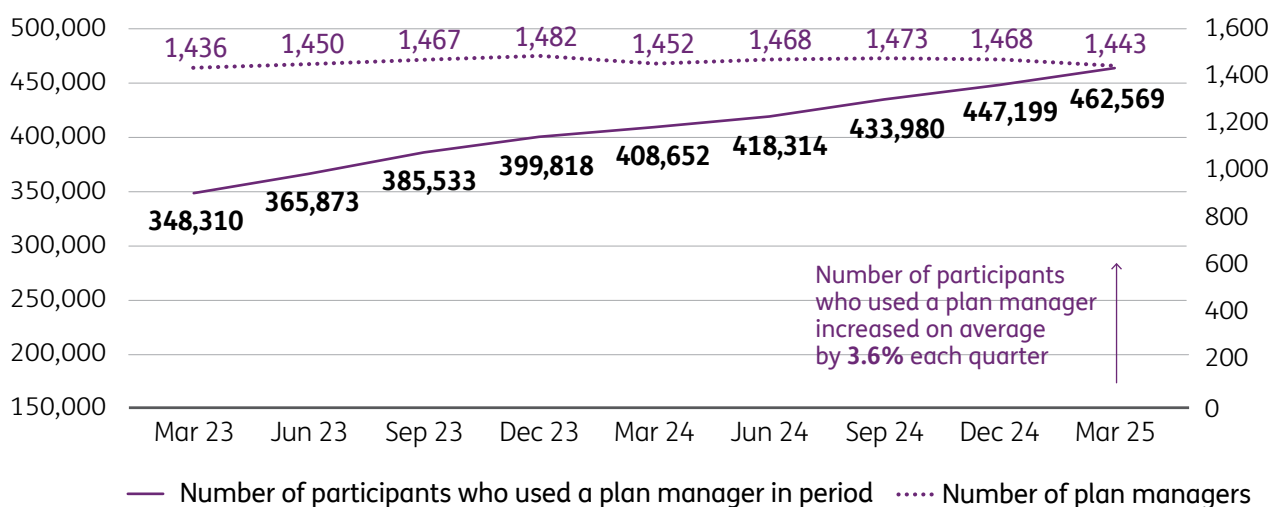
Over the past 2 years, the number of plan managers has remained stable, increasing slightly from 1,436 at March 2023 to 1,443 at March 2025.⁶⁴ Over the same period, the number of participants being supported by plan managers increased from 348,310 to 462,569, which is a quarterly average increase of 3.6%. As a result, there has been a significant 32% increase in the average number of participants supported by a plan manager over this period (Figure 27).

⁶² Payments of \$36 million made to providers with 'unknown' registration status have not been included in this chart.

⁶³ Registration status is determined as at the posting date of payment. Some providers may be counted more than once if they changed registration status during the quarter.

⁶⁴ The historical number of plan managers does not take into account any revisions in their registration status.

Figure 27: Participants and providers with a plan manager by quarter – all participants⁶⁵



4.4 Supported independent living

SIL supports of \$3.9 billion were provided in the March 2025 quarter.

The NDIA has a consistent and comprehensive participant-centric decision-making process for all participants seeking home and living supports. This includes simplifying and streamlining processes for home and living participants and improving public-facing information about NDIS-funded home and living supports. As at 31 March 2025, there are 36,432 participants in SIL.

To improve the quality and consistency of decisions and implementation of participant plans, all specialist home and living delegates undergo extensive training to advance their knowledge in home and living supports. Decisions resulting in an increase to a SIL budget are signed off by a senior home and living delegate.

Home and living delegates conduct planning meetings with participants requesting SIL for the first time or changes to their existing SIL budget. This helps ensure that a participant understands the decision made and is supported to implement their plan.

Total payments to participants in SIL have increased by 19% annually over the last 2 years, from \$10.7 billion to \$15.2 billion. The average payment per participant for SIL supports (core support for daily activities) has also increased and comprises a large component of the total average payment to participants in SIL (noting that participants in SIL also receive other supports, such as core support for social and community participation, employment and capacity building). The average payment per participant for SIL supports (core support for daily activities) has increased by 8% annually over the past 2 years (Table 10).

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

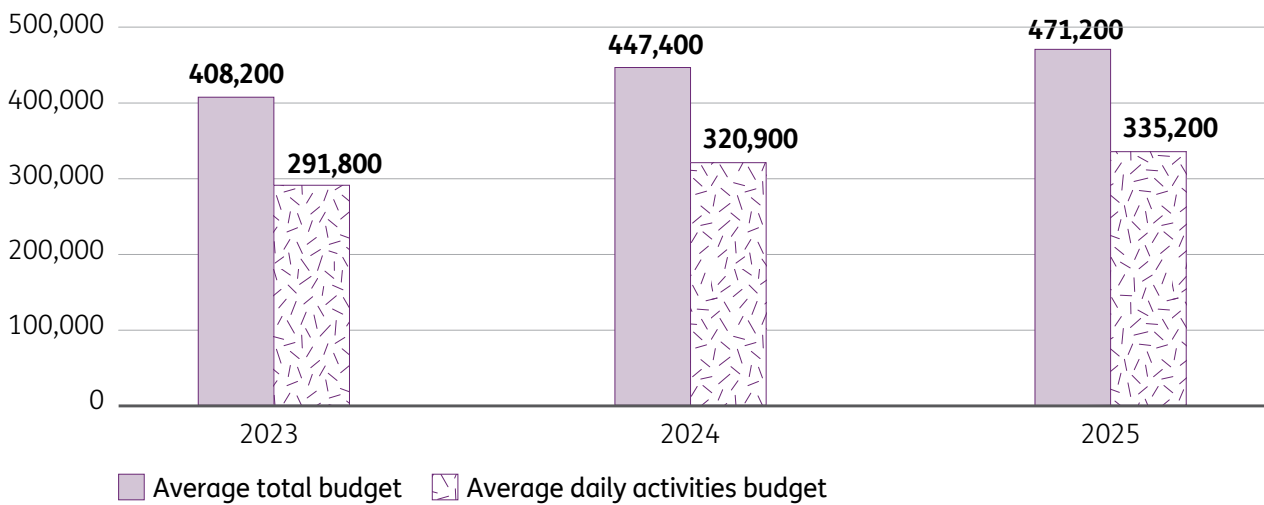
Section 4: Providers and the growing market

Table 10: Number of participants and payments for years ending 31 March – participants in SIL

Participants and payments	2023	2024	2025	Percentage increase (per annum)
Active participants	31,368	34,310	36,432	8%
Total payments (\$m)	10,687	13,391	15,228	19%
Average payment (\$)	376,000	409,400	430,500	7%
Total payments – Core daily activities (\$m)	8,257	10,204	11,488	18%
Average payment – Core daily activities (\$)	290,500	312,000	337,700	8%

In addition to the increase in payments, average plan budgets for participants in SIL have also increased over time (Figure 28), including the component of the plan budget for SIL supports (core support for daily activities). Specifically, average plan budgets and the average daily activities components of plan budgets both increased by 7% annually over the past 2 years.

Figure 28: Average plan budgets over time for years ending 31 March – participants in SIL (\$)



4.5 Specialist disability accommodation

| The total number of enrolled SDA dwellings continues to increase.

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

The number of participants using SDA has increased by an average of 5% per annum over the past 2 years, while the number of participants eligible for SDA (but not yet using SDA) at 31 March 2025 is comparable to that at 31 March 2023.

Reasons why a participant may not have SDA funding in use include:

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

Total SDA payments have increased by 34% annually over the past 2 years, from \$228 million to \$411 million (Table 11).⁶⁶ The average SDA payment per participant has also increased, by 28% per annum.⁶⁷ New SDA benchmark prices came into effect from 1 July 2023 following the SDA Price Review, including automatic annual indexation of SDA funding amounts in plans from 1 July 2024.

The total number of enrolled SDA dwellings as at 31 March 2025 was 11,360, up by 21% annually over the past 2 years, and up by 2,474 dwellings (28%), compared to 31 March 2024. This annual increase was observed across most housing design categories. The largest increase was for dwellings of the ‘robust’ category (63%, 549 dwellings) and the ‘high physical support’ category (49%, 1,645 dwellings).

All states and territories, except the Australian Capital Territory,⁶⁸ recorded an increase in the number of enrolled SDA dwellings in the past quarter.

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

67 The average SDA payment figure has been updated with the number of participants using SDA as the denominator. The updated average SDA payments figure is now higher than in previous reports that used the number of participants with SDA funding as the denominator. The average SDA supports figure (Table 11) uses the number of participants with SDA in their plan as the denominator. As at 31 March 2025 this number was 18,493. This figure excludes participants who have a small placeholder amount of SDA funding entered in their PACE plan. Once these participants have located an enrolled dwelling, the full SDA funding will be entered into the plan.

68 The number of enrolled SDA dwellings in the Australian Capital Territory decreased by one from 195, as at 31 December 2024, to 194, as at 31 March 2025.

Table 11: Number of active participants and SDA support budgets and payments for years ending 31 March

Year	2023	2024	2025	Percentage increase (per annum)
Participants using SDA ⁶⁹	13,740	14,088	15,099	5%
Participants eligible for SDA, not yet using SDA ⁷⁰	9,670	10,054	9,662	0%
Total SDA supports (\$m)	353	452	542	24%
Average SDA supports (\$)	15,600	20,600	29,300	37%
Total SDA payments (\$m)	228	290	411	34%
Average SDA payments (\$)	17,200	20,900	28,200	28%

4.6 Market stewardship activities

The NDIA continues to support the NDIS market through market design, coordination and engagement activities.

Recent activities include a refresh of the market stewardship framework, which will establish a set of shared objectives for all Commonwealth agencies that have a role in disability provider market stewardship; a defined set of roles and responsibilities; and market ‘levers’ – the tools by which the NDIA can work to improve stewardship of provider markets.

Work on developing market levers includes:

- establishing provider lists to assist participants and their families and carers to find trusted information on products and providers more easily
- establishing blended payments pilot programs (that aim to remunerate providers for the outcomes achieved)
- launching quality supports pilot programs (that remunerate providers for quality assurance and added value), the integrated care and commissioning (ICC) pilot program, and the alternative commissioning pilot program.

In addition, the NDIA is investing in an education campaign to better equip participants to manage conflicts of interest in the NDIS provider market.

The NDIA continues to invest in managing markets to expand and improve the outcomes being achieved by providers. Projects include home and living demonstration projects, the Specialist Disability Accommodation Data Project, and employment assistance for young participants.

69 Evidence of SDA in use is estimated based on SDA payments, SDA service bookings and matching addresses to enrolled SDA dwellings. Future enhancements to the computer system will allow for better tracking and an ability to better understand why participants may not yet be using SDA funding.

70 SDA eligible participants are participants who have been found eligible for SDA through the home and living application process or through legacy system processes but have SDA funding in their plan.

Market stewardship framework

The NDIA market stewardship framework is being revised to improve the Australian Government's stewardship of provider markets. The NDIA is leading this initiative, working closely with the Department of Social Services (DSS) and the NDIS Quality and Safeguards Commission, and engaging states and territories. The new market stewardship framework will focus on identifying when and how the NDIA and other Government agencies should intervene to address issues in the disability market, how the NDIA monitors the market, and what strategies should be adopted to encourage market growth or correction.

Work done so far in revising the framework includes identifying potential policy and market objectives, identifying market levers available to the NDIA, commencing consultations on better defining metrics for monitoring market performance, and considering market stewardship governance arrangements (including roles and responsibilities of the NDIA and other Government agencies).

Provider lists

Provider lists are intended to facilitate market engagement between participants and suppliers by providing information that builds consumer capacity.

Provider lists are designed to help participants find and compare products and services from providers who meet a minimum set of standards, and choose quality supports that represent value for money. Participants can purchase their products and services from a listed provider, or another provider of their choosing.

A Dog Guide Provider List is under-development with finalisation subject to consultations with the sector.

Blended payments initiative

As part of the 2023–24 Budget, the Government committed \$24.6 million over 4 years from 2023–24 to work with NDIS participants and service providers to trial a range of blended payment models focusing on enrolment and outcome payments.

DSS is leading this initiative, working closely with the NDIA to undertake co-design and implementation activities.

Throughout 2024, we worked with participants and carers, providers, peak bodies, and disability representative and carer organisations to co-design trials of blended payments that increase the incentive for providers to innovate service delivery and improve outcomes for participants.

The NDIA and DSS are now reviewing the findings from co-design and planning the trial phase of this project to commence in 2025.

Alternative commissioning

Alternative commissioning involves the NDIA working in collaboration with DSS to trial culturally appropriate service models that are place-based, community-led and co-designed. The aim is to strengthen the First Nations disability sector and build a sustainable supply of NDIS services to meet participant needs in remote areas. Alternative commissioning responses can include market facilitation, market interventions, sector development and workforce initiatives.

In the 2022–23 Budget, the Australian Government announced \$7.6 million to fund 2 alternative commissioning pilot sites. Maningrida, NT was announced as the first pilot site in August 2023, and Katanning, WA was announced as the second pilot site in July 2024.

DSS has overall responsibility for the pilot programs, while the NDIA is responsible for implementing and delivering the project.

Home and living demonstration projects

In 2021–22, the NDIA initiated a program of home and living demonstration projects to enable the sector to test creative and innovative home and living options.

The first round of home and living demonstration projects has been completed. Five projects were implemented and finalised by June 2024. They focused on supporting providers and participants to work together to design and test better ways of funding and delivering SIL.

The second round of projects was announced in October 2023 and focused on empowering participants to explore and understand their home and living possibilities. Four projects have been funded through the second round of project grants and continue to be implemented.

The findings and lessons learned from the home and living demonstration projects will inform future approaches to support innovation, alongside further engagement with the disability community and sector.

Specialist disability accommodation data project

The NDIA is working to improve the SDA data that is shared publicly through the SDA data project. The project aims to improve accessibility and reliability of SDA data, to support informed decision-making and guide providers and investors to address future SDA needs.

Consultation with stakeholders, such as SDA providers, investors, participants and their families and carers, concluded in January 2025.

The NDIA is developing improved ways of collecting and sharing SDA data. This will help make SDA data more useful for participants, providers and the community.

As part of this project, SDA data has been consolidated in one location to make it more accessible. You can now find SDA data on the [SDA Data webpage \(external\)](#).

Introduction of employment assistance for younger participants

The NDIA usually engages with young participants about their post-school needs at the planning review closest to the date they finish school. This has meant that employment-related supports were only available to participants as they left secondary school (school-leaver employment supports).

Best practice evidence shows that those who do work experience or part-time work while at school, are more likely to become employed after leaving school.

To improve employment outcomes for participants, the pricing arrangements for employment assistance were updated on 1 July 2024 to encourage earlier preparation for employment for participants from the age of 14. Planning resources and information for participants were improved to better describe employment supports and NDIA's expectations of service delivery by providers.

The changes were well publicised between June 2024 and March 2025 through information and feedback sessions delivered to:

- more than 600 students, families and education sector representatives
- over 1,500 employment provider representatives, with additional sessions scheduled for April 2025
- all partners in the community providing local area coordination, and over 1,260 NDIS planners, with additional training sessions scheduled for April 2025.

The School Leaver Provider Employment Reporting Tool has been modified to enable providers to report on milestones and outcomes for participants from 14 years of age. The changed reporting will be introduced in July 2025 and is being trialled in the next quarter by volunteer providers in preparation for the wider roll out.

4.7 NDIS pricing

In September 2024, the NDIA appointed an Independent Pricing Committee (IPC) to oversee a review of the NDIS pricing structure ahead of the Annual Pricing Review (APR). The committee's final report is expected to be provided to the NDIA Board in the first half of 2025.

The IPC's report will explore strategic reforms and longer-term pricing approaches to improve market sustainability and ensure participants continue to receive quality supports. The advice will be used to support the development of the 2024–25 APR.

The NDIA has committed to releasing this year's APR within 5 working days after an expected Fair Work Annual Wage Review announcement in June, to give providers as much notice as possible of price settings for coming years.

In 2024, 2 new 12-month pilot programs were announced to design pricing approaches to promote the delivery of quality supports in the areas of support coordination and SIL arrangements. The Quality Supports Program Grant Opportunity has now closed, and the pilot programs will soon enter the testing phase. Findings will be used to inform future market and pricing approaches. This is part of the NDIA's commitment to identify the features of different service offerings and evaluate the associated costs and outcomes of delivering a broader range of services.

In February 2025, a further SIL pilot was announced to be released later this year, which will focus on smaller providers, such as those who deliver more bespoke services, those who support regional and remote communities, and those who specialise in service provision for First Nations and culturally and linguistically diverse participants. Learnings from the pilot programs will inform the NDIA's role as market steward, as the NDIA continues to evaluate the characteristics of quality service provision and review current NDIS pricing models.



Section 5

Financial sustainability



With NDIS support Mirza embarks on a new, rewarding life



Growing up, Mirza had 2 loves – construction and playing cricket.

He was a regular face at his local cricket club in Blacktown. An allrounder, he loved bowling and was popular for taking wickets with his smooth run-up and impressive ball spin.

At 13, an eye specialist diagnosed him with a genetic eye disorder, retinitis pigmentosa, which meant as he got older, he would eventually lose his eyesight.

‘I was in denial. I just continued to think I’ll be fine, it’s just not happening,’ he said.

Still able to see when he left school, Mirza started in construction. He became a registered builder and enjoyed a successful career. He remained heavily involved in cricket, but eventually his eyesight reduced so much he knew he had no choice but to give both up.

Fortunately, Mirza knew about the NDIS. He applied and became a participant in 2018.

‘Joining the NDIS was always in my plan, and it’s been great,’ he said. ‘I remember thinking, if I do have to give up working as a builder, I wouldn’t mind working for the NDIA,’ he added smiling.

In August 2024, Mirza said he heard about a service officer role at the NDIA in its National Contact Centre. Keen to start a new career, he applied and was successful.

‘My role is just amazing. It truly is. When I wake up in the morning, I want to go to work – the office, the people, the callers – I feel like I’m really making a difference!’

Mirza said his NDIS supports and his new NDIA career have been ‘life changing’.

‘I’m incredibly grateful for all the support I get personally and professionally,’ he said.

‘I’m even back playing cricket. It’s blind cricket, so a bit different from the game I’m used to. It’s been fun, and it’s very competitive,’ he said.

[Read more participant stories on our website.](#)

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

5.1 Total payments

Total NDIS payments continue to increase due to both increased participant numbers and higher average costs per participant.⁷¹

Total payments in the year to 30 June 2024 were \$41.8 billion, while the payments in the 9 months to 31 March 2025 were \$34.2 billion (Figure 29).

The increasing number of participants accessing the NDIS contributes to the increase in payments.

Figure 29: Total payments (\$m) for financial years ending 30 June



⁷¹ Total NDIS costs are presented by financial year on an accrual basis, sourced from the NDIA financial accounts. The NDIS costs figure is made up of total NDIS expenses, less NDIS grant payments, write-downs and write-offs. The NDIS and NDIA costs for the 2024–25 financial year are provisional results and subject to further changes, including the Australian National Audit Office audit.

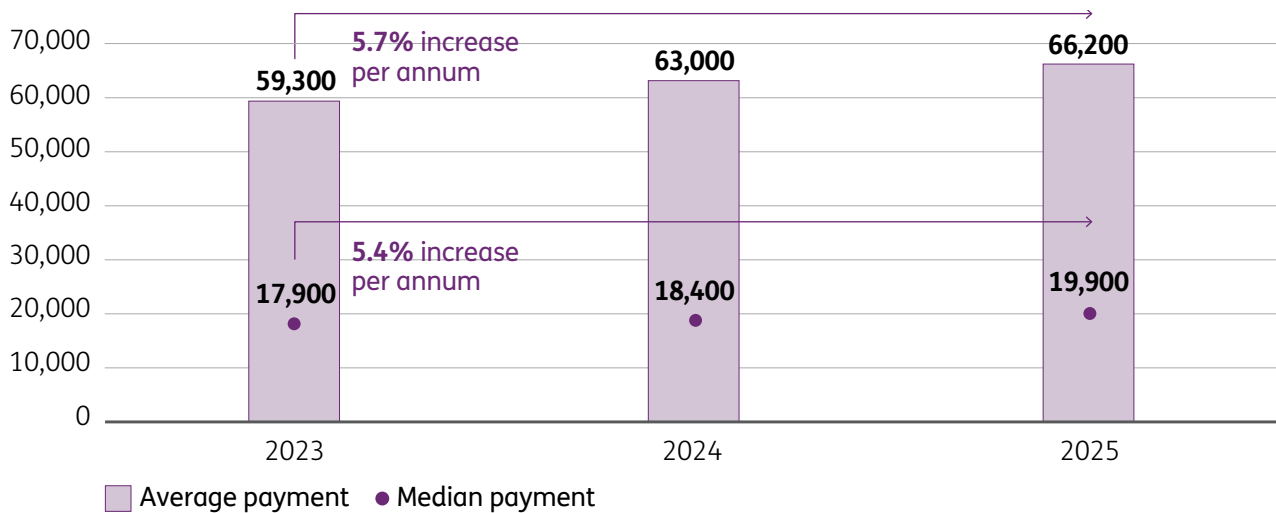
5.2 Average and median payment trends

Average and median payments per participant have increased by 5.7% and 5.4% per annum respectively over the past 2 years.

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

Trends in average and median payments per participant between 1 April 2023 and 31 March 2025 indicate that average payments have increased by 5.7% per annum, and median payments have increased by 5.4% per annum (Figure 30).

Figure 30: Average and median payments for years ending 31 March



5.3 Average plan budget trends

Average plan budgets have also increased over time for all participants. A larger increase was observed for participants in supported independent living.

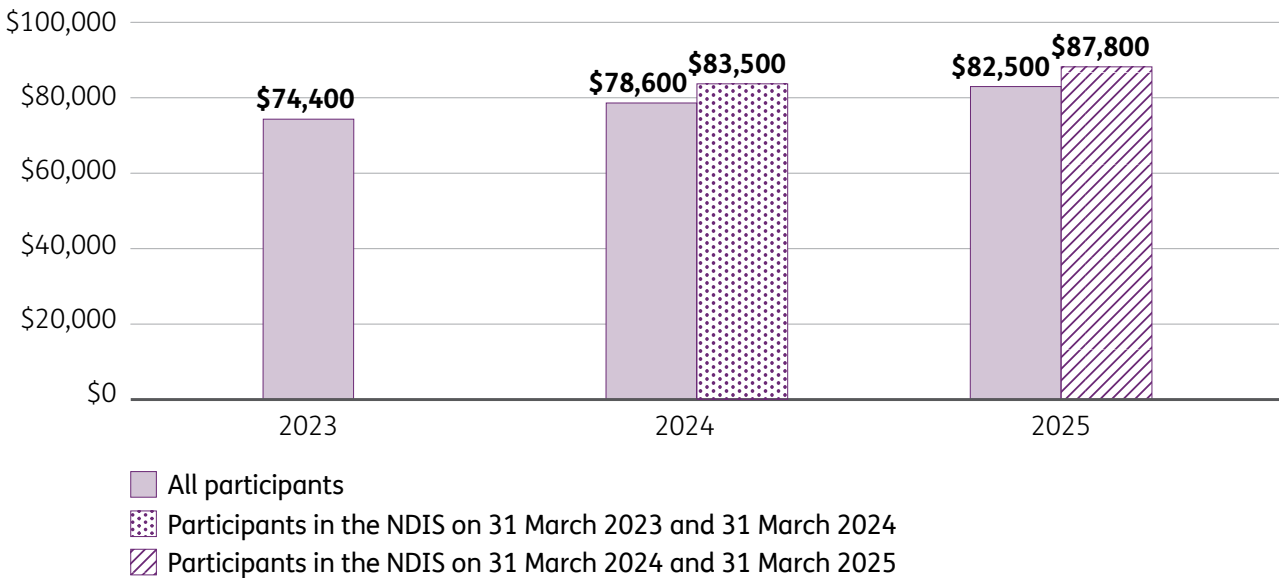
In addition to average payments increasing over time, average plan budgets have also increased over time.

Specifically, over the 2-year period to 31 March 2025, average plan budgets have increased by:

- **5.3%** per annum for all participants
- **7.4%** per annum for participants in SIL
- **5.2%** per annum for participants not in SIL.

Average plan budgets of participants continuing in the NDIS are higher than the overall average (Figure 31). For example, for these existing participants who were in the NDIS at 31 March 2023 and at 31 March 2024, the average plan budget increased from \$74,400 to \$83,500 (12.2%).

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



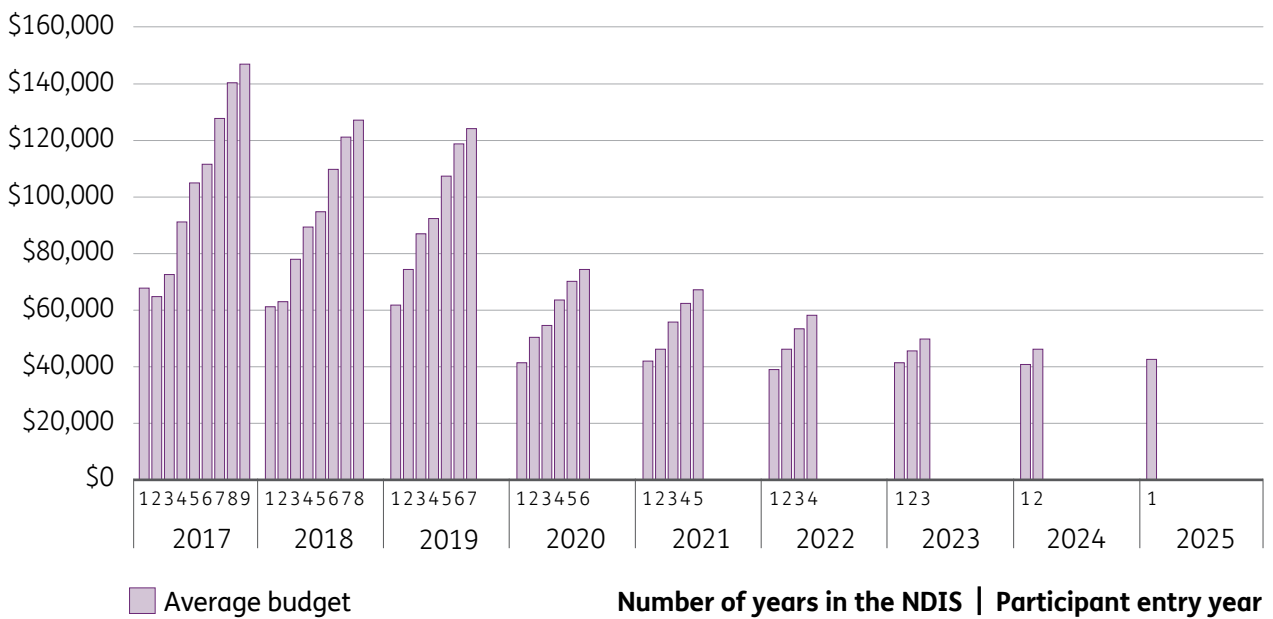
Section 5: Financial sustainability

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

Figure 32 shows participants grouped into cohorts based on the year they entered the NDIS and the trend in average plan budgets based on the number of years in the NDIS. For example, average plan budgets for participants who entered the NDIS in the year ending 30 June 2018 increased from \$61,300 for their first year to \$127,200 in the most recent year (for those who have been in the NDIS for 8 years).

Average plan budgets for participants entering the NDIS in the year ending 30 June 2020 or later are lower relative to those who entered the NDIS in earlier years. For example, those who entered the NDIS in the year ending 30 June 2020 had an average plan budget of \$41,500 for their first year, compared to a first-year budget of \$67,800 for participants who entered in the year ending 30 June 2017. This reflects a changing mix of participants over time, with the earlier years prioritising the transition of participants from existing federal, state and territory government schemes into the NDIS. Conversely, in recent years there has been a growing proportion of younger participants entering the NDIS with disabilities such as developmental delay. Children, on average, have lower plan budgets than adults.

Figure 32: Average plan budgets by year of entry ending 30 June, and number of years in the NDIS



Plan reassessments and variations in plan budgets

A plan reassessment may result in the plan budget being varied for a variety of reasons. For example, one-off capital items may be included in one plan and not the next. Another example is an investment in capacity building (such as behavioural supports) leading to less need for core supports over time. The NDIA has published an [operational guideline on plan reassessments](#) that details the reasons a new plan could be different to a current plan.

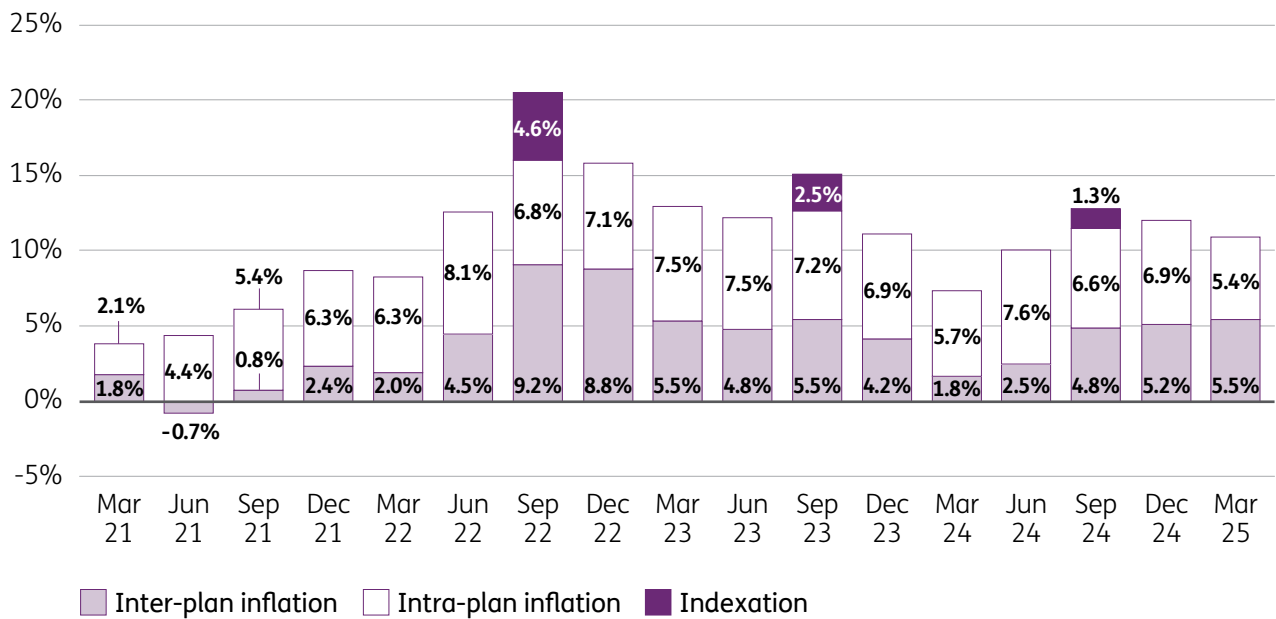
Plan inflation

In the March 2025 quarter, total annualised plan inflation was 11.0%, of which 5.5% was due to changes made at plan reassessment, and 5.4% was due to changes occurring within a plan between reassessments. (Figure 33).

The inflation rate of 11.0% per annum in March 2025 compares with a rate of 12.1% per annum in December 2024 and 12.8% per annum (11.5% excluding indexation) in September 2024. Inflation occurring at plan reassessment (inter-plan inflation) was 5.5% per annum, which compares with 5.2% per annum in December 2024, and 4.8% per annum in September 2024.

Inflation occurring within a plan, between reassessments (intra-plan inflation and excluding indexation), was 5.4% per annum, which compares with inflation of 6.9% per annum in December 2024, and 6.6% per annum in September 2024.

Figure 33: Annualised percentage change in plan budgets for active participants



Section 5: Financial sustainability

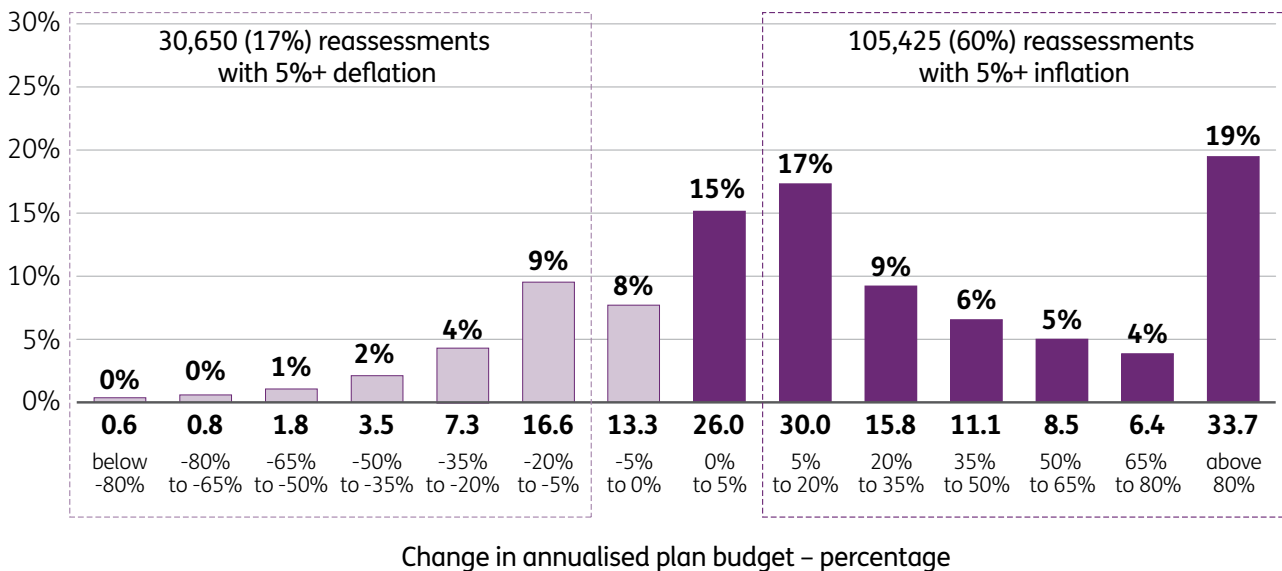
At the individual level, plan budgets can vary significantly. In this financial year, taking into account total plan inflation, plans were more likely to increase rather than decrease.

During the 9 months to 31 March 2025, 26% of active participants had a plan reassessment. Figure 34 shows that of the plans reassessed:⁷²

- **60%** increased at reassessment by more than 5% (compared to **55%** in the year to 31 March 2024)
- **17%** decreased by more than 5% (compared to **17%** in the year to 31 March 2024)
- **22%** remained within 5% (compared to **28%** in the year to 31 March 2024).

Of the plans that increased at reassessment, **19%** had their budgets increased by more than **80%** (remaining unchanged from the prior quarter and increasing from **17%** in the year to 31 March 2024).

Figure 34: Distribution of the percentage change in annualised plan budgets for plans reassessed between 1 July 2024 and 31 March 2025⁷³



⁷² Numbers may not add to 100% due to rounding.

⁷³ The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

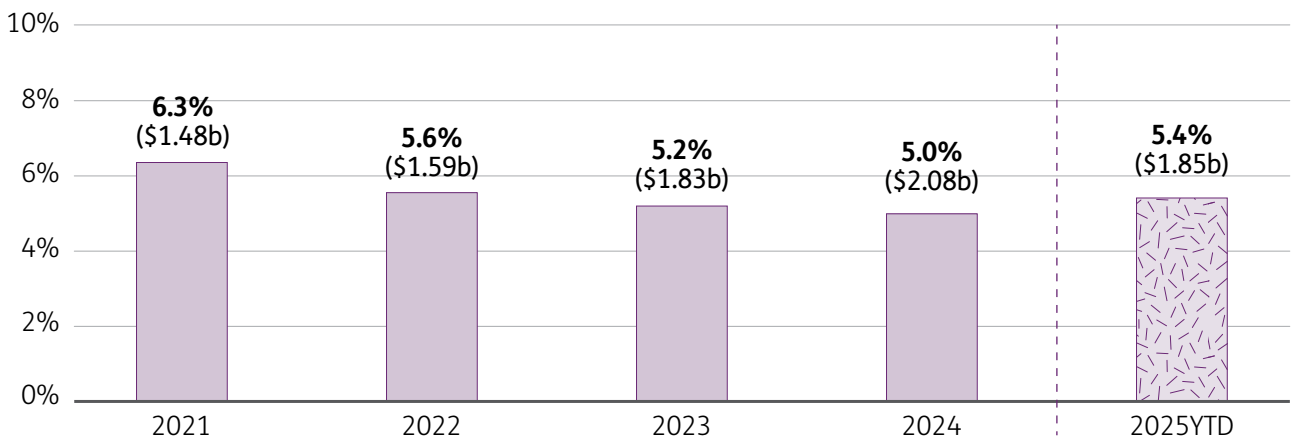
5.4 Operating expenses

Additional investments to strengthen the NDIS and improve the participant experience have increased the annual operating expenses per participant to \$3,570 in 2024–25 (year to date).

In addition to the money spent through participant plans on supports for participants, the NDIA receives funding for its operating expenses, including NDIS general supports and paying staff wages. NDIA operating expenses for the year ending 30 June 2024 was \$2.08 billion, and \$1.85 billion for the 9 months to 31 March 2025.

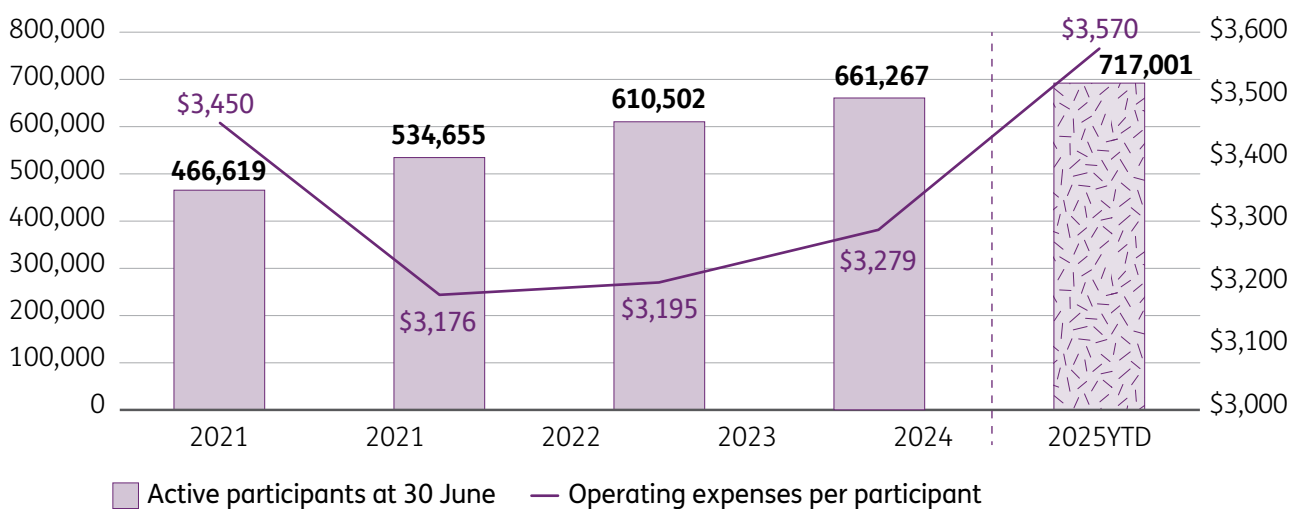
As a percentage of participant expenditure, operating expenses decreased from 5.6% in 2021–22 to 5.2% in 2022–23, and to 5.0% in 2023–24. In the 2024–25 year to date, the figure has increased to 5.4% (Figure 35). The Productivity Commission, in its 2017 study report, suggested a range of 7% to 10% as an appropriate benchmark for NDIA operating costs.

Figure 35: Operating expenses as a percentage of participant costs for years ending 30 June



The annual operating cost per participant has increased from \$3,195 in 2022–23 to \$3,570 in the 2024–25 year to date (Figure 36).

Figure 36: Operating expense per participant for years ending 30 June⁷⁴



⁷⁴ The average number of participants is a simple average of the active participants in 2 periods (opening and closing). Cost per participant uses these average participant numbers as the denominator.



Section 6

Staff and the NDIS community



Amber is proudly living a life she never thought possible



Amber, a West Australian NDIS participant, never thought she would be able to work, let alone be employed as an NDIA planner, doing meaningful and rewarding work supporting others with disability.

Amber, 24, has Ehlers-Danlos syndrome – a connective tissue disorder making her overly flexible. It means her joints dislocate easily, but it wasn't picked up until she was 14.

'I was always sick, because I was immunocompromised. When I got a little bit older, doctors figured out what was actually going on.'

It was while Amber was attending Perth's Children's Hospital for therapy to manage her pain and help with her mobility that she heard about the NDIS.

'I was about 16 or 17 when an occupational therapist (OT) mentioned there was a new scheme starting up for people with disability, called the NDIS,' she said.

In Amber's first plan she received funding for a custom-fitted wheelchair, a support worker and regular physiotherapy.

'When I got a support worker I was able to start doing things. It was life changing,' she said.

Her OT offered her a job working at a centre where people could come in and test disability aids and equipment without being charged. 'It was a great stepping stone for me. I had no work experience until then, and it was hard breaking into the job market.'

While working for her OT, Amber saw a job advertised for an NDIA participant support officer. 'I thought, I'd love to work for the NDIA, so I jumped at the chance.'

'My lived experience is so helpful. I don't do face-to-face plans; I do a lot of phone calls. Being a planner is a great role. You're improving lives and making a difference.'

[Read more participant stories on our website.](#)

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

6.1 Workforce diversity, inclusion and engagement

| The NDIA is committed to fostering an accessible and inclusive workplace.

As at 31 March 2025, the total NDIS workforce was 18,138 including 9,931 Australian Public Service (APS) employees and 1,569 labour hire workers and contractors. A further 6,296 people are employed by NDIS partners in the community and National Contact Centre partners.

In April 2025, the NDIA launched its Neuroinclusion Plan that aims to improve accessibility and inclusion for neurodivergent staff. Initiatives that will be delivered as part of the plan include training and co-design workshops.

The NDIA's internal Auslan interpreting pilot program commenced this quarter, with over 72% of deaf and hard of hearing staff having already engaged this service. NDIA Auslan interpreters participate in a dynamic professional development program with a focus on removing communication barriers and delivering industry leading support for staff.

6.2 Public data sharing and the latest release of information

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

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

In this quarter, the NDIA released the following updated data files:

- the [accompanying data supplements \(external\)](#) to the Quarterly Report Q2 2024–25
- the latest [participant dashboards data \(external\)](#) containing quarter 2 data for 15 disability types in the NDIS
- [datasets \(external\)](#) containing detailed data updates across participant, provider and market categories.

The [explore data \(external\)](#) tool, an interactive visualisation tool, was updated with second-quarter data on participant, provider and market demographics.

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

6.3 Integrity of the NDIS

| The NDIA is committed to making it easier to get it right, harder to get it wrong.

Fraud Fusion Taskforce and Crack Down on Fraud program

In the 2025–26 federal Budget, the Australian Government announced additional funding of \$151 million over 4 years from 2025–26 for the existing Crack Down on Fraud (CDoF) program, with ongoing funding of \$43.8 million per year from 2029–30. The Government also announced funding of \$17.1 million in 2025–26 to continue to invest in the NDIA’s ability to detect and respond to fraud and non-compliance.

This builds on the Government’s initial investment of \$83.9 million for the CDoF program for the 2024 calendar year. The Government also announced an additional \$110.4 million for the CDoF Program for the 2025 calendar year.

In calendar year 2024, the CDoF program delivered 17 milestones that the Government had committed to. The program has improved the integrity of participant identity information, while providing a familiar, consistent and secure experience for participants and nominees accessing NDIS digital platforms through myGov. In its first year, it has also delivered a new data lake to support fraud detection and a new integrity management system to transform how we do investigations, and strengthened the NDIA’s capability to detect and analyse cyber events.

In calendar year 2025, the CDoF program will continue boosting fraud-detecting IT systems to better protect participant funds. In its second year, the program will build on the foundational capabilities established last year, implementing further changes to strengthen identity, improve our IT systems and improve the integrity of the NDIS.

Integrity initiatives this quarter

In the March 2025 quarter, the integrity program continued to implement measures to address emerging and high-risk integrity issues.

The following integrity initiatives were delivered:

- **National Contact Centre (NCC) uplift – Verification of identity** – From December 2024, the NCC introduced additional identity verification steps, including generating one-time codes via SMS for high-risk transactions. From 4 March 2025, this has been further enhanced with the ability to send codes via email. These measures further improve the security of participants’ plans by ensuring only authorised individuals have access.
- **Integrity management system (IMS) deployed** – In December 2024, the IMS was deployed, improving the NDIA’s ability to manage integrity cases. It can be used across 10 NDIA integrity use cases. This capability has strengthened the NDIA’s ability to manage integrity cases.

Integrity outcomes this quarter

In the March 2025 quarter, the NDIA Pre-Payment team reviewed over 9,000 claims from providers, plan managers and participants, with a total value of more than \$24 million. A risk-based assessment process is used to identify high-risk claims and non-compliance. Over 65% of the claims reviewed, by value, were rejected or cancelled. Not all rejected claims were fraudulent.

Reasons for rejection include:

- the claimant was unable to adequately substantiate the claim
- the same claim was submitted twice
- the support was not delivered to the participant
- the claim does not align with the participant's plan.

Operational case outcomes

The NDIA received over 7,000 tip-offs in the March 2025 quarter, which is consistent with volumes received in the March quarter of 2024. For the financial year to 31 March 2025, 21,974 tip-offs have been received and 73% of these were received through the new web-based form. The quality of the tip-offs received continues to be high, enabling faster triaging, assessment and escalation.

Partnering with other Fraud Fusion Taskforce agencies continues to result in multi-agency interventions against organised crime syndicates targeting the NDIS. In this quarter, there were multiple NDIA-led taskforce investigations, conducted in partnership with other agencies, that resulted in search warrants being executed across multiple states, targeting large-scale frauds, each worth millions of dollars.

As of 31 March 2025, the Fraud Investigations teams are working on 78 active investigations, some involving our Fraud Fusion Taskforce strike force teams. These cases have a combined estimated fraud value of \$44.2 million. There are over 14 active cases currently being prosecuted, with a total of 19 offenders before the courts.

Endnotes

- 1 This is the net increase in the number of active participants in the NDIS each period, noting some participants have left the NDIS.
- 2 There were 8,939 participants aged 0 to 74 years with a gender of 'Other'. The participants for this group are included within the total rates, but not the gender-specific participation rates.
- 3 Since the December 2024 report, more recent estimates of the resident Australian population are being used, but this does not have a material impact on the participation rates.
- 4 For some participants, the identification as First Nations or CALD is not known.
- 5 This compares to 8% of the Australian population identifying as First Nations peoples who have a need for assistance. Source: Census of Population and Housing 2021 ('Need for Assistance' variable), Persons Place of Usual Residence, by Indigenous Status.
- 6 The percentage of CALD participants excludes participants who identify as First Nations peoples. Further, the NDIA published extra analysis on CALD participants in the [first quarter 2020–21 quarterly report](#). The analysis indicated it is likely that CALD participants are joining the NDIS without being identified as CALD in the data collected, rather than a large number of CALD people with a disability not currently being in the NDIS. The number of participants for whom the CALD identification is not known is impacted by changes in processes in 2023.
- 7 This compares to 2% of the Australian population living in remote or very remote areas. Source: Census of Population and Housing 2021, Persons Place of Usual Residence, by Remoteness Area.
- 8 The [Explore data](#) webpage has detail on the numbers of CALD participants and remote and very remote participants.
- 9 Excludes First Nations peoples aged 50 to 64 years who meet the exceptional circumstances criteria for residential aged care.
- 10 This includes all people who were under 65 at the time of leaving. It excludes participants who are deceased or have left the NDIS.
- 11 This excludes 91 First Nations peoples aged 50 to 64 years who meet the exceptional circumstances criteria for residential aged care.
- 12 The results are based on responses provided to the outcomes framework questionnaires. Responses are collected at entry to the NDIS (baseline) and at subsequent plan reassessment or check-in.
- 13 This section compares baseline indicator results when participants entered the NDIS, with results measured at the most recent participant plan reassessment or check-in for each respondent. Trial participants are excluded.
- 14 The participant age reported in this section is as per their latest plan reassessment or check-in.
- 15 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 16 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 17 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 18 Some of the increase is due to participants leaving school and starting work. As the NDIS matures it will be possible to analyse the extent to which the percentage gap increases.
- 19 Some of the decrease for older age groups is due to participants retiring from the workforce.
- 20 Some of the decrease for older age groups is due to participants retiring from the workforce.
- 21 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 22 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 23 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 24 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 25 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 26 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 27 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 28 Noting that the education and housing systems have a major role to play in the lifelong learning and home domains.
- 29 Respondents include NDIS participants, prospective participants, and people with disability engaging with the NDIS through community connections and early supports.
- 30 For the September 2024 quarter, performance is measured from available data on processes and dates in the new computer system. Milestones being built into the new computer system will improve the capture of performance data.
- 31 The time taken for participants to respond to requests for further information has been removed from the duration.
- 32 An application is considered closed if the application is cancelled or rejected, a participant is declined all home and living supports, or the application won't progress to implementation (e.g. participant deceased, participant chooses not to proceed). An application is considered implemented once a participant has a new approved plan.

Endnotes

- 33 For the September 2024 quarter, 1,320 of the 7,000 applications that were closed or implemented had no data on the closure date and were excluded from the percentage of applications closed or implemented within 90 days.
- 34 Applications that have been closed or implemented with no data on the closure date have been excluded from the percentage of applications closed or implemented within 90 days.
- 35 The NDIA is waiting on additional information from participants for 312 out of the 1,387 applications awaiting a decision.
- 36 Applications on hold are excluded from the in-progress applications.
- 37 It is possible to record multiple related parties as the source of a complaint. In some cases, different complainant types (participants, providers or other parties) are linked to a single complaint. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.
- 38 Numbers of complaints reported for the most recent quarter may still vary to the extent there is a lag in data collection.
- 39 Numbers may change as reporting of complaints in the new computer system is refined, including identifying complaints lodged via multiple channels.
- 40 The number of PCIs in the current quarter may change in the future as the method of identifying PCIs in the new computer system is further enhanced. The number of PCIs reported for the past 6 months may still increase, as there is a lag in data collection.
- 41 Number of plan change requests reported for the most recent quarters may vary, to the extent there is a lag in data collection.
- 42 Includes reassessments of short plans, consistent with the functionality of the new computer system.
- 43 The numbers of RoRDs have been restated to exclude requests that are withdrawn, including both those withdrawn by the participant and those withdrawn due to the internal mechanism whereby requests with errors are withdrawn then recreated.
- 44 The numbers of RoRDs have been restated to exclude requests that are withdrawn, including both those withdrawn by the participant and those withdrawn due to the internal mechanism whereby requests with errors are withdrawn then recreated. The small number of RoRDs closed with no specified outcome are also excluded.
- 45 As part of the ART 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 ART.
- 46 Further information about the ART process can be found on the [ART website](#).
- 47 Data on supports is shown with a one-quarter delay, due to the lags in recording the support in dispute.
- 48 Underlying total response numbers may differ across different questions in each stage due to the exclusion of 'Prefer not to say' and 'Not applicable' responses. The count is the total unique respondents in each stage.
- 49 These results are based on 94 surveys of early supports, 865 surveys of community connections, 1,193 of applying for the NDIS, 3,880 of plan approval, 2,535 of plan implementation and 8,647 of plan reassessment, which is 17,214 in total.
- 50 The volume of webchats offered has been estimated from December 2023 to September 2024. This is because of reporting issues with the NDIA's new webchat functionality that was implemented in November 2023. The NDIA has identified instances where a webchat was offered but not connected to a contactor or no contact was received from the requestor. These instances were removed to estimate the webchat volume.
- 51 This represents total payments on a cash basis (including payments made under in-kind arrangements). On an accrual basis, total payments were \$45.1 billion.
- 52 Includes therapy services.
- 53 Total includes \$6.3 million of payments with no support category.
- 54 This figure excludes participants who have opted to self-manage part of their funding.
- 55 Includes cash and in-kind payments.
- 56 Active providers refer to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with an invalid Australian Business Number (ABN).
- 57 Includes cash and in-kind payments.
- 58 Plan management fees, which are NDIA-managed payments, are reclassified as a plan-managed payment for the purpose of counting providers. Therefore, the count of NDIA-managed providers excludes providers who only received plan management fees and no other NDIA-managed payments.
- 59 From 14 October 2024, it is mandatory for participants with self-managed payments to include the ABN of the associated provider or provide a reason why it isn't available. Previously, providing the ABN was voluntary.
- 60 Registration status of a provider may change between 'registered' and 'unregistered' during the quarter.
- 61 'Active providers' refers to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with an invalid ABN.

Endnotes

- 62 Payments of \$36 million made to providers with 'unknown' registration status have not been included in this chart.
- 63 Registration status is determined as at the posting date of payment. Some providers may be counted more than once if they changed registration status during the quarter.
- 64 The historical number of plan managers does not take into account any revisions in their registration status.
- 65 The historical number of plan managers does not take into account any revisions in their registration status.
- 66 To deal with an accumulated backlog of payments, the NDIA has made off-system payments directly to providers. The \$228 million total SDA payments made in the year ending 31 March 2023 includes off-system payments of \$10.5 million made in June 2022.
- 67 The average SDA payment figure has been updated with the number of participants using SDA as the denominator. The updated average SDA payments figure is now higher than in previous reports that used the number of participants with SDA funding as the denominator. The average SDA supports figure (Table 11) uses the number of participants with SDA in their plan as the denominator. As at 31 March 2025 this number was 18,493. This figure excludes participants who have a small placeholder amount of SDA funding entered in their PACE plan. Once these participants have located an enrolled dwelling, the full SDA funding will be entered into the plan.
- 68 The number of enrolled SDA dwellings in the Australian Capital Territory decreased by one from 195, as at 31 December 2024, to 194, as at 31 March 2025.
- 69 Evidence of SDA in use is estimated based on SDA payments, SDA service bookings and matching addresses to enrolled SDA dwellings. Future enhancements to the computer system will allow for better tracking and an ability to better understand why participants may not yet be using SDA funding.
- 70 SDA eligible participants are participants who have been found eligible for SDA through the home and living application process or through legacy system processes but have SDA funding in their plan.
- 71 Total NDIS costs are presented by financial year on an accrual basis, sourced from the NDIA financial accounts. The NDIS costs figure is made up of total NDIS expenses, less NDIS grant payments, write-downs and write-offs. The NDIS and NDIA costs for the 2024–25 financial year are provisional results and subject to further changes, including the Australian National Audit Office audit.
- 72 Numbers may not add to 100% due to rounding.
- 73 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.
- 74 The average number of participants is a simple average of the active participants in 2 periods (opening and closing). Cost per participant uses these average participant numbers as the denominator.

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