



Delivered by the
National Disability
Insurance Agency

Quarterly Report Q3 2024-25



Contents

| | | | |
|---|----|---------------------------------------|----|
| Introduction | 3 | 4. Providers and the growing market | 43 |
| 1. Participants and their plans | 17 | 4.1 Support categories | 44 |
| 1.1 Number of participants in the NDIS | 18 | 4.2 Plan management types | 45 |
| 1.2 Participation rates | 19 | 5. Financial sustainability | 46 |
| 1.3 Participant characteristics | 20 | 5.1 Total payments | 47 |
| 2. Participant and family/carer outcomes | 22 | 5.2 Average and median payment trends | 48 |
| 2.1 Participation in work and community and social activities | 22 | 5.3 Average plan budget trends | 49 |
| 2.2 Perceptions of whether the NDIS has helped | 25 | 5.4 Operating expenses | 53 |
| 3. Participant experience | 31 | | |
| 3.1 Participant Service Charter | 32 | | |
| 3.2 Participant Service Guarantee | 34 | | |
| 3.3 Complaints, Review Requests and ART Cases | 36 | | |
| 3.4 The NDIS National Contact Centre | 40 | | |

Introduction

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 four 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 nine months to March 2025 coming in at \$34.2 billion (on an accrual basis), which is \$740 million below the June 2024 projections.

Key highlights for Quarter 3, 2024–25

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 the 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 the latest reassessment.
- Young children aged from birth to starting school had improvements of 4 or more percentage points across all domains. 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 domains. Daily living had the strongest improvement at 15 percentage points.
- Participants aged 15 years and older also reported improvements across all domains. 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 the 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.

Key highlights for Quarter 3, 2024–25

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.

Key highlights for Quarter 3, 2024–25

Over the last quarter, the NDIA has:

- Held over 26 co-design and consultation sessions with 450+ participants.
- Conducted 2 face-to-face co-design workshops on the new planning framework.
- Held 12 consultation sessions on legislative reforms for access pathways 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 sessions on accessing the NDIS and the new notice of impairment.
- Online sessions on understanding and using plans post-legislation changes.
- Online and face-to-face sessions for providers, including support coordinators and plan managers.
- Over 100 conversations at events, expos, conferences, and meetings nationwide.

The NDIA is establishing:

- New co-design methods for people with intellectual disabilities, children, young people, and CALD participants.
- New advisory groups on rural and remote matters and supported decision-making.

Key highlights for Quarter 3, 2024–25

Improving participant experience and outcomes

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

In February 2025, the NDIA released an approach to market for support needs assessment tools for adults and initiated an industry consultation process for understanding 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. This new approach aims to create a fairer system, reducing unnecessary costs and delays. The NDIA will continue to engage with the disability community throughout this process.

Quality supports pilot programs

In February 2025, the NDIA opened grant rounds for two 12-month pilot programs 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. These pilots will examine key characteristics of quality service provision, costs, and outcomes, including for participants with complex support needs. They 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.

Key highlights for Quarter 3, 2024–25

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 identity proofing systems to increase safety and privacy
- improve the NDIS mobile app and online interfaces, ultimately enhancing the experience for users and strengthening security
- 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 exponentially improved the effectiveness of other work within the NDIA and the Fraud Fusion Taskforce.

Key highlights for Quarter 3, 2024–25

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:

- Discussions with the Children’s Expert Advisory Group on early concepts
- Establishing co-design mechanisms with parents and carers of children younger than 9 in the NDIS, including individual interviews and workshops
- Planning stakeholder engagement and consultation across the design cycle

This new pathway, recommended by the NDIS Review will include:

- Clear, timely access requirements focused on children younger than 9 who need intensive supports
- A new support needs assessment process to understand early intervention goals and needs
- Delivery of early intervention supports based on best practice as early as possible
- Introduction of a lead practitioner role to coordinate services and maximise benefits for eligible families
- Monitoring progress of early intervention supports and making changes if needed.

Key highlights for Quarter 3, 2024–25

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 FNRG 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 building the capability of all staff, particularly NDIS planners and frontline 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

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.

Quarter 3 updates

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.

Quarter 3 updates

- 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.

Quarter 3 updates

Fraud and integrity

The Fraud Fusion Taskforce enhances participant safety and outcomes by improving provider integrity and the NDIS. This work stops exploitation and ensures NDIS funds support people with disability.

As of March 2025, 23 government agencies collaborate to combat fraud, allowing the NDIA to fast-track interventions against problematic providers. This quarter, 28 search warrants were executed through NDIA-led investigations.

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 NDIA enhances provider integrity with interventions that safeguard participants, including helping them find new providers. Over 19,000 participants affected by fraud have been identified, with thousands supported in transitioning to safer arrangements. The NDIA works with the NDIS Commission to prevent inappropriate registrations and expedite deregistrations, co-designing interventions with sector representatives.

Section 1

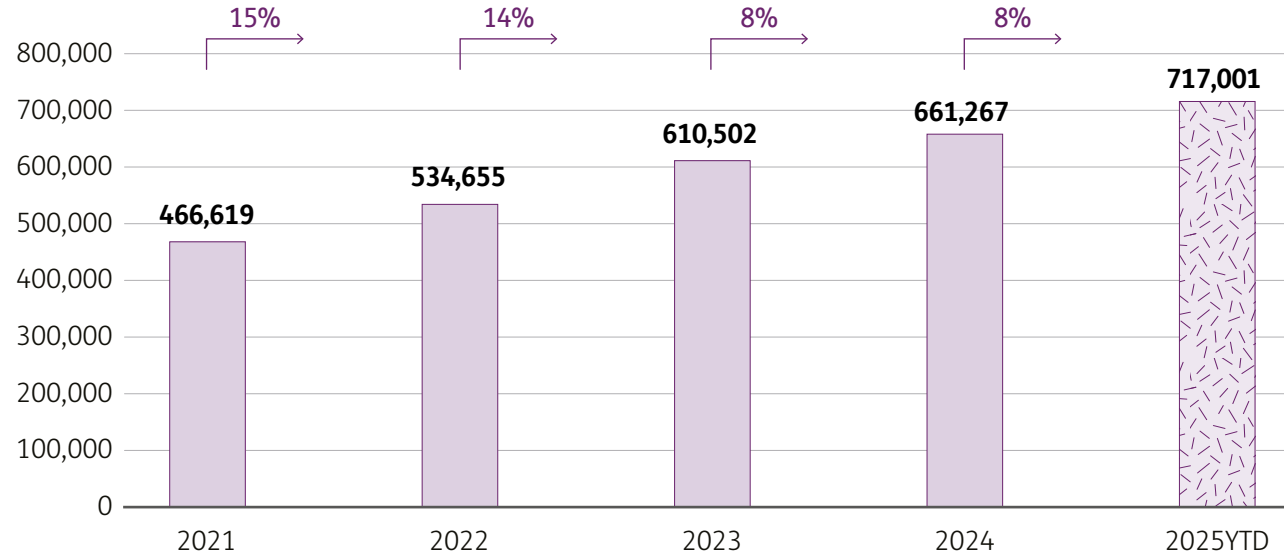
Participants and their plans

1.1 Number of participants in the NDIS

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

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 September).

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



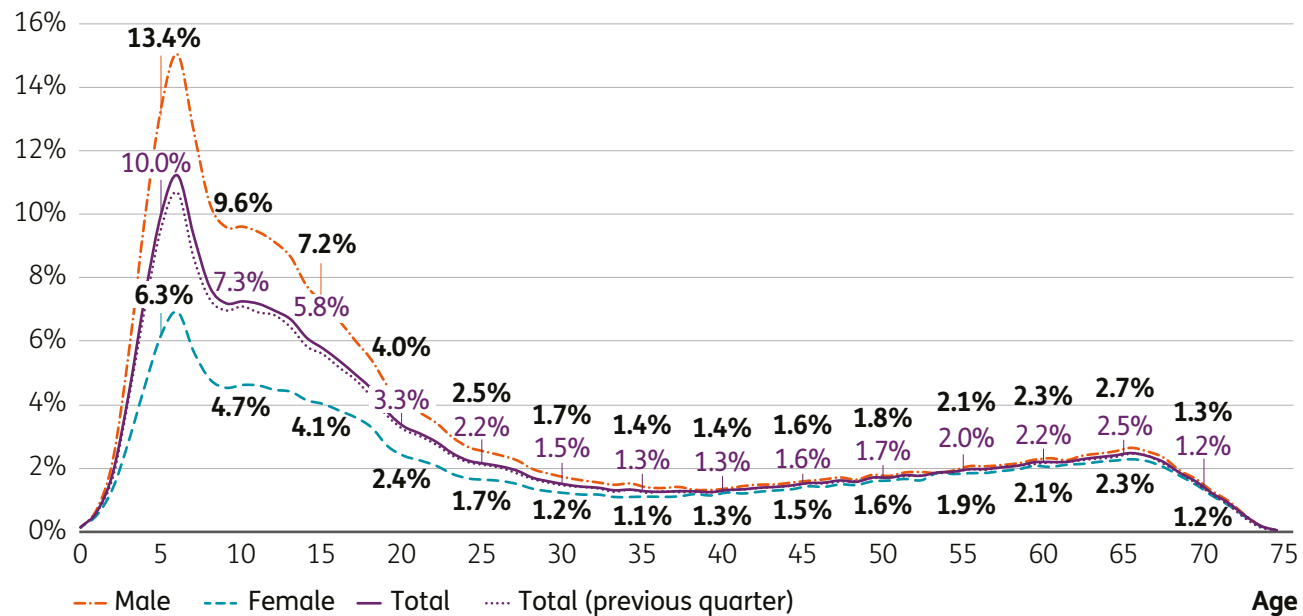
¹ This is the net increase in the number of active participants in the NDIS each period, noting some participants have left the NDIS.

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.

- NDIS participation rate varies by age and gender.
- Peaks at roughly 11% at age 6, declines to around 1% by age 35 to 40, and rises to 2.5% by age 65. Beyond age 65, participation rates decline steadily to around 0.1% by age 74.
- Participation rates for males and females differ considerably at younger ages, with the rate for males (15%) at age 6 being more than double that of females (7%).
- This difference in participation rates by gender can be explained by differences in diagnosis by disability type.
- Psychosocial disability and intellectual disability are also significant among the remaining disability types.

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 and receiving a plan in the quarter:

- **9.8%** were **First Nations peoples**⁵
- **7.4%** were **CALD**⁶
- **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%.

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

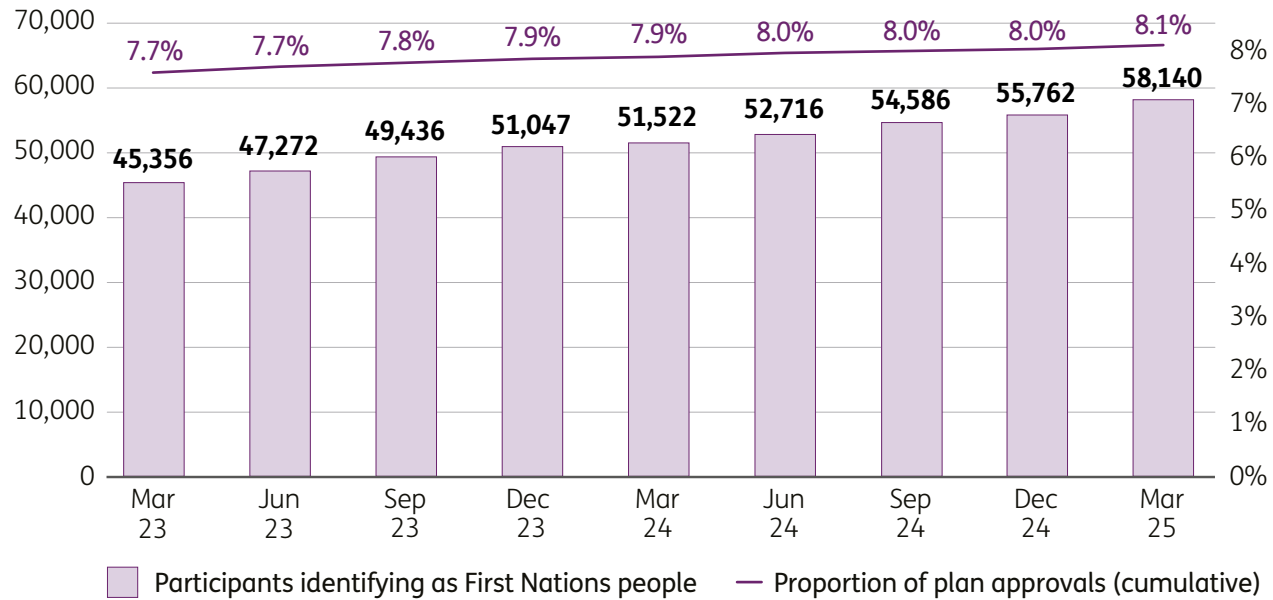
⁵ This compares to 8% of the Australian population identifying as First Nations peoples who have a need for assistance. Source: Census of Population and Housing 2021 ('Need for Assistance' variable), Persons Place of Usual Residence, by Indigenous Status.

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.

1.3 Participant characteristics

Cumulative number and proportion of First Nations⁸



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

Section 2

Participant and family and carer outcomes

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 Scheme for at least 2 years have experienced an increase in their community and social participation since they first entered.^{9,10,11}

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,¹² 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, the increase in participation in community and social activities has improved the longer participants have been in the NDIS.

⁹ 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.

¹⁰ 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.

¹¹ The participant age reported in this section is as per their latest plan reassessment or check-in.

¹² Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.

2.1 Participation in work and community and social activities

Participation in work

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,¹³ the changes were:

- **Twelve** percentage point increase from **10%** to **23%** for participants aged 15 to 24 years¹⁴
- **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 years¹⁵
- **Six** percentage point decrease from **14%** to **8%** for participants aged 65 years and older¹⁶
- **Two percentage point increase from 21% to 23% for participants aged 15–64 years.**

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

¹³ Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.

¹⁴ 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.

¹⁵ Some of the decrease for older age groups is due to participants retiring from the workforce.

¹⁶ Some of the decrease for older age groups is due to participants retiring from the workforce.

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 domain 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.

2.2 Perceptions of whether the NDIS has helped

Participant choice and control

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

Positive perceptions of whether the NDIS has helped with choice and control have increased for the latest reassessment 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:¹⁷

- **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.

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

2.2 Perceptions of whether the NDIS has helped

Other “Has the NDIS helped?” questions

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

“Has the NDIS helped?” – participants aged from birth to before starting school¹⁸

| 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 domains started off at a lower level and hence had more scope to improve).

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

2.2 Perceptions of whether the NDIS has helped

For participants from starting school to age 14, the table below 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.

“Has the NDIS helped?” – participants aged from starting school to age 14¹⁹

| 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 |

¹⁹ Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.

2.2 Perceptions of whether the NDIS has helped

For young adults aged 15 to 24 years, The table below 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.

“Has the NDIS helped?” – participants aged 15 to 24²⁰

| 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 |

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).

²⁰ Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.

2.2 Perceptions of whether the NDIS has helped

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

“Has the NDIS helped?” – participants aged 25 and over²¹

| 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 the table on the left, 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 domains).

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.²²

Results continue to improve with time in Scheme

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.

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

²² Noting that the education and housing systems have a major role to play in the lifelong learning and home domains.

Section 3

Participant experience

3.1 Participant Service Charter

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. 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.

3.1 Participant Service Charter

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% |

- **79%** of respondents experienced transparent interactions, with **89%** indicating that communication was in their preferred format²³
- **65%** reported an experience that was responsive, with **66%** saying that their circumstances and needs were considered
- **68%** experienced a respectful service, with **91%** of participants and other people with disability noting that they were treated with respect
- **68%** experienced interactions that were empowering, with **63%** 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
- **76%** of participants and other people with disability engaging with the NDIS experienced interactions that enabled them to be connected, with **86%** reporting that they were able to connect with the NDIS in their preferred way and **67%** feeling confident in accessing supports.

²³ Respondents include participants of the NDIS, prospective participants, and people with disability engaging with the NDIS through community connections and early supports.

3.2 Participant Service Guarantee

Performance against the Participant Service Guarantee²⁴

| PSG | Service type | Description of the service being guaranteed | Service Guarantee | Performance in the March 2025 quarter | Change from the 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% | ↔ |

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

²⁴ 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.

3.2 Participant Service Guarantee

Performance against the Participant Service Guarantee cont.

| PSG | Service type | Description of the service being guaranteed | Service Guarantee | Performance in the March 2025 quarter | Change from the last quarter* |
|-----|---------------------------------|---|-------------------|---------------------------------------|-------------------------------|
| 11 | Plan reassessment ²⁵ | Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date. | 56 days | 64% | ↑ |
| 12 | Plan reassessment ²⁶ | Decide whether to undertake a participant-initiated plan reassessment, after the request is received. | 21 days | 22% | ↔ |
| 13 | Plan reassessment ²⁷ | 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% | ↓ |

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

²⁵ Excludes reassessments initiated prior to migrating service processes to the new computer system.

²⁶ Excludes reassessments initiated prior to migrating service processes to the new computer system.

²⁷ Excludes reassessments initiated prior to migrating service processes to the new computer system.

3.3 Complaints, Review Requests and ART Cases

| 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.^{28,29,30}

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.

²⁸ 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.

²⁹ Numbers of complaints reported for the most recent quarter may still vary to the extent there is a lag in data collection.

³⁰ Numbers may change as reporting of complaints in the new computer system is refined, including identifying complaints lodged via multiple channels.

3.3 Complaints, Review Requests and ART Cases

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
- recruitment of additional staff
- identifying ways to improve complaints processes.

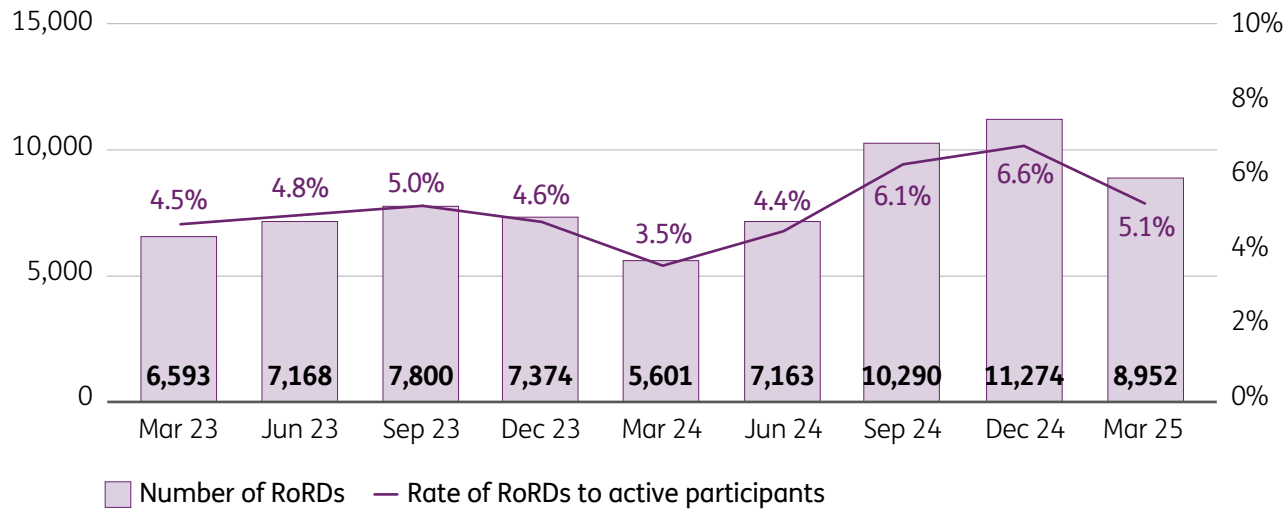
The success of this strategy is demonstrated by the improved complaints data in recent quarters, and these initiatives are being continued to ensure ongoing complaint responsiveness.

3.3 Complaints, Review Requests and ART Cases

Review of a Reviewable Decision (RoRD)

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%.³¹

Requests for a RoRD by date of decision



³¹ 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.

3.3 Complaints, Review Requests and ART Cases

Administrative Review Tribunal (ART)

If a person is not satisfied with the outcome of their review by the NDIA, they may apply to the ART for review of a decision made by a reviewer.^{32,33} 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. 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.

³² 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.

³³ Further information about the ART process can be found on the ART website.

3.4 The NDIS 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.

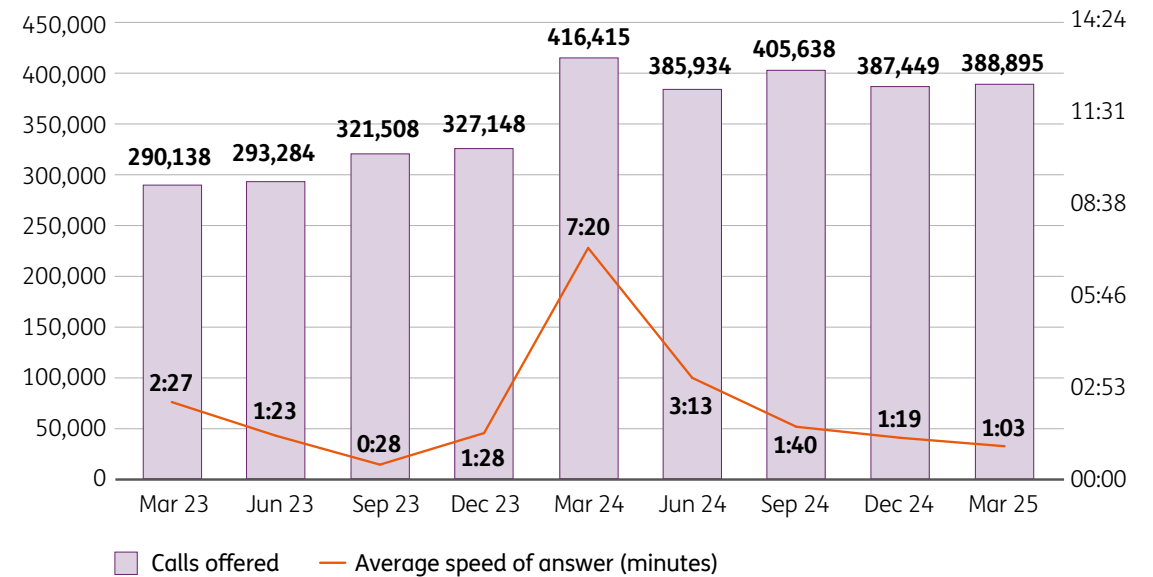
In the March 2025 quarter, the NCC received 809,377 contacts, marking a 2.8% increase from the December 2024 quarter. The NCC also experienced notable improvements in operational results during the same period.

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)

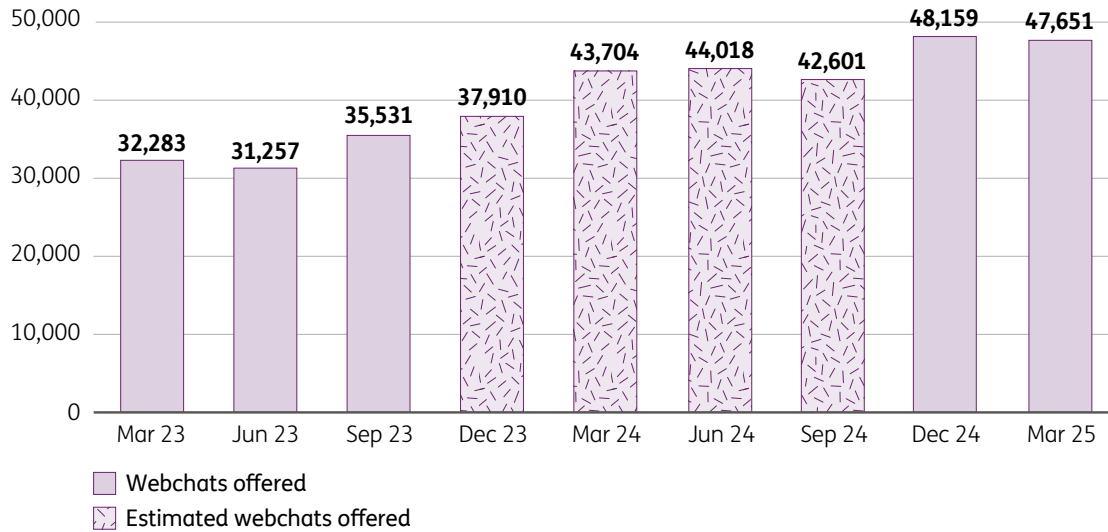
The average speed of answer for voice improved from 79 seconds to 63 seconds, with 71% of calls answered within 60 seconds. In the quarter, customer satisfaction was at 93%, exceeding the 80% target, and the NCC received no significant complaints about call waiting times.

NCC telephony performance

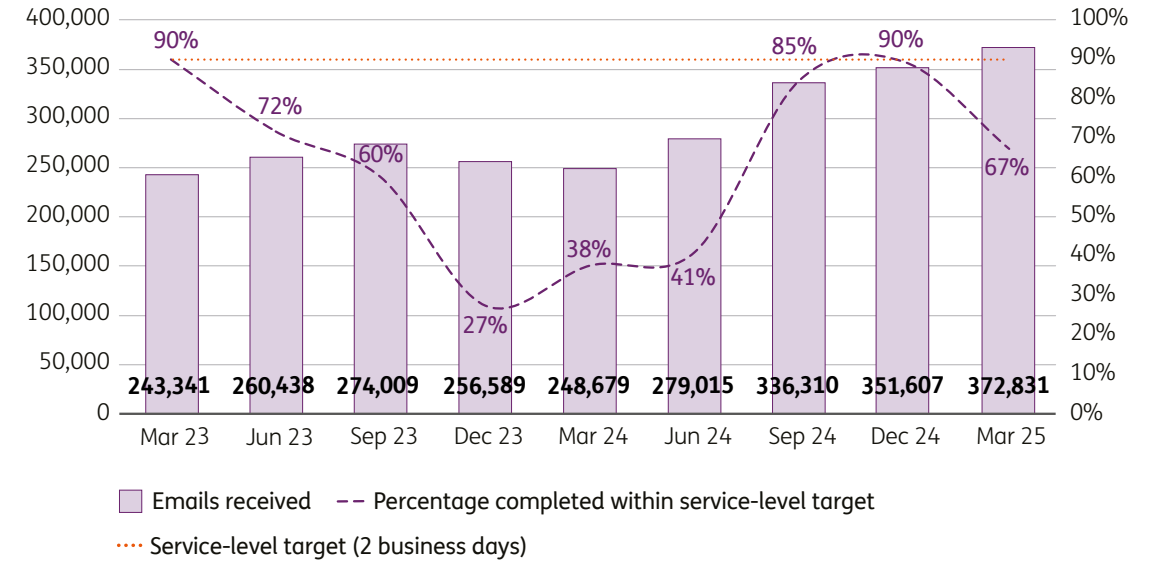


3.4 The NDIS National Contact Centre

NCC webchat performance³⁴



NCC email performance



³⁴ 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.

3.4 The NDIS National Contact Centre

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

4.1 Support categories

The provider market continues to grow.

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

In the 12 months to 31 March 2025, \$45.0 billion in support has been provided.³⁵ 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.

Total payments from 1 April 2024 to 31 March 2025

| Support category | Total payments (in \$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 ³⁶ | 5,526 | 12.3% |
| Capacity building – other | 2,920 | 6.5% |
| Capital | 1,187 | 2.6% |
| Total³⁷ | 44,956 | 100.0% |

³⁵ 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.

³⁶ Includes therapy services.

³⁷ Total includes \$6.3 million of payments with no support category.

4.2 Plan 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%)³⁸ 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.

Active providers and payments by plan management type in the December 2024 quarter

| Plan management type | Payments ³⁹ made to active providers (\$b), and proportion of total payments | Number of active providers ⁴⁰ |
|----------------------|---|--|
| Agency-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 |

³⁸ This figure excludes participants who have opted to self-manage part of their funding.

³⁹ Includes cash and in-kind payments.

⁴⁰ ‘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).

Section 5

Financial sustainability

5.1 Total payments

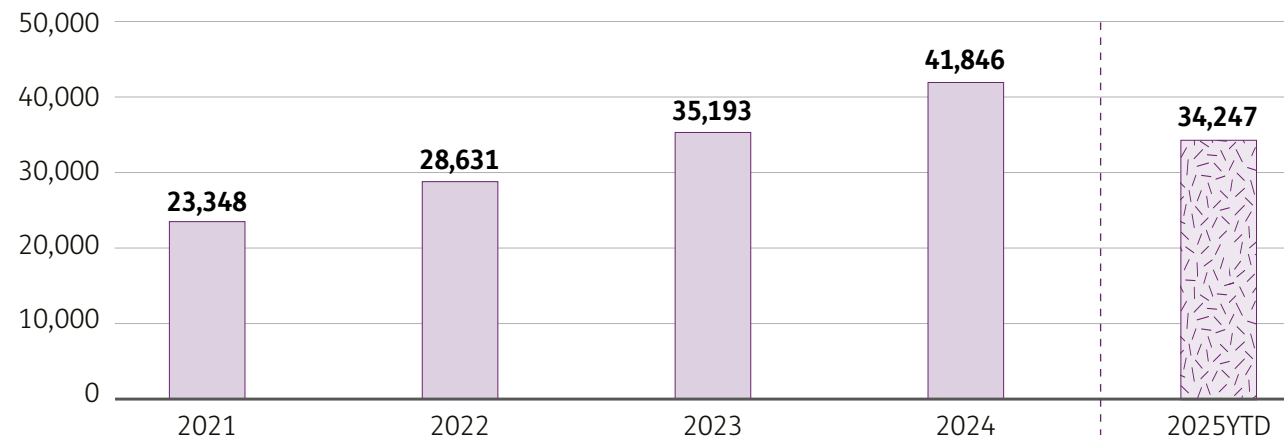
A financially sustainable Scheme achieves participant outcomes across their lifetimes and is affordable now and into the future.

Total Scheme payments continue to increase due to both increased participant numbers and higher average cost per participant.⁴¹

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.

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

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



⁴¹ 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.

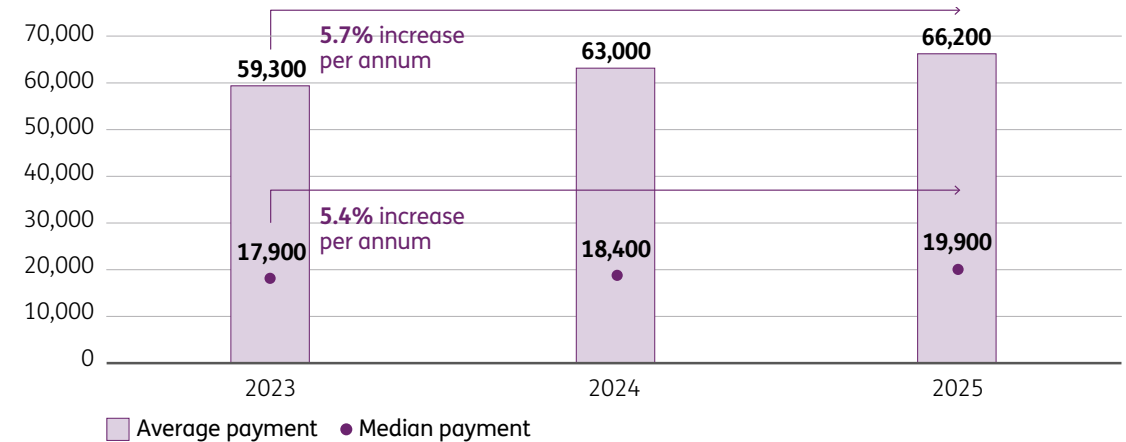
5.2 Average and median payment trends

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.

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.

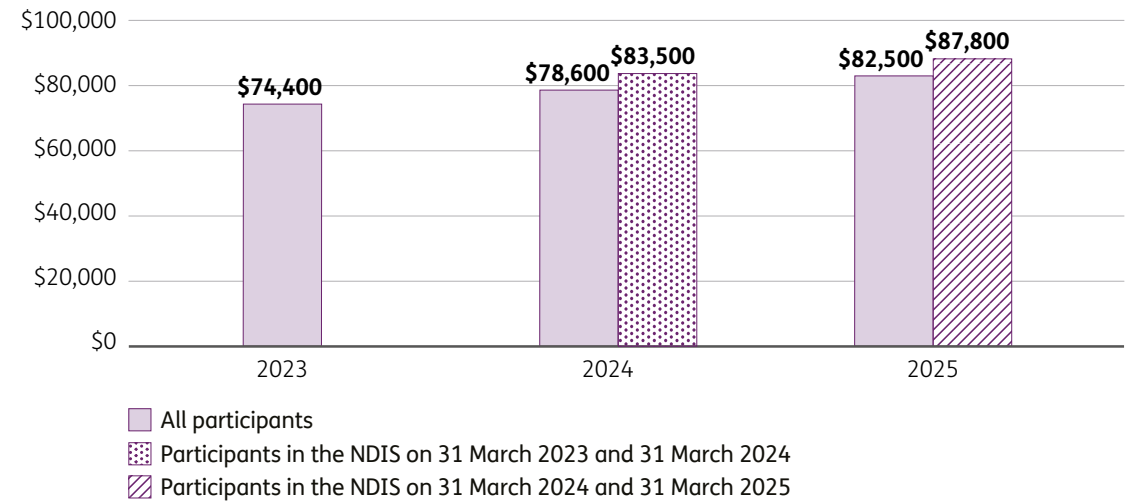
In addition to average payments increasing over time, average plan budgets have also increased over time.

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. 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%).

Average annualised plan budgets for years ending 31 March



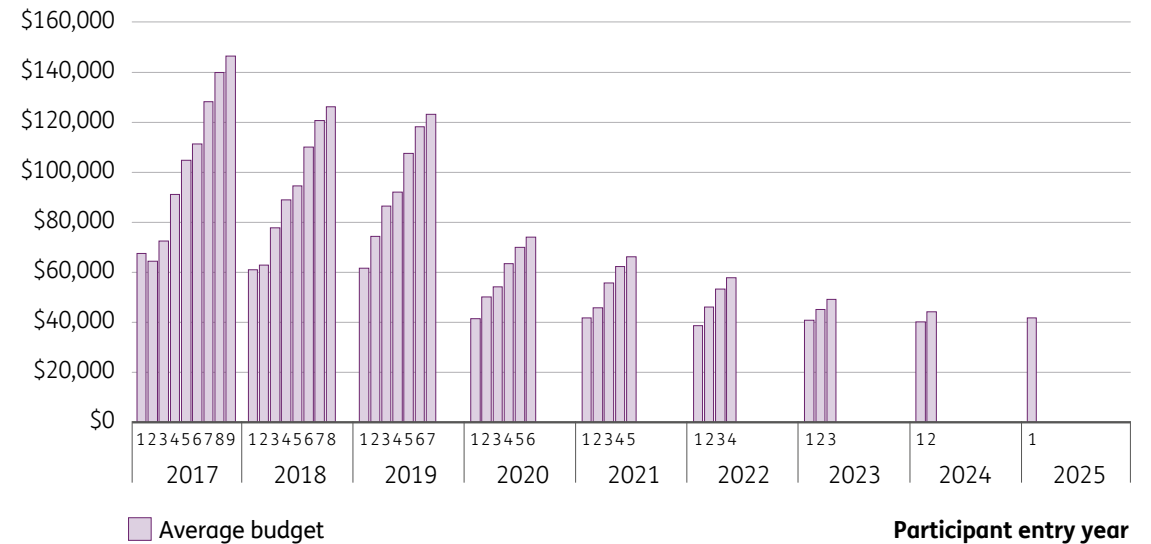
5.3 Average plan budget trends

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.

The figure on the left 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.

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



5.3 Average plan budget trends

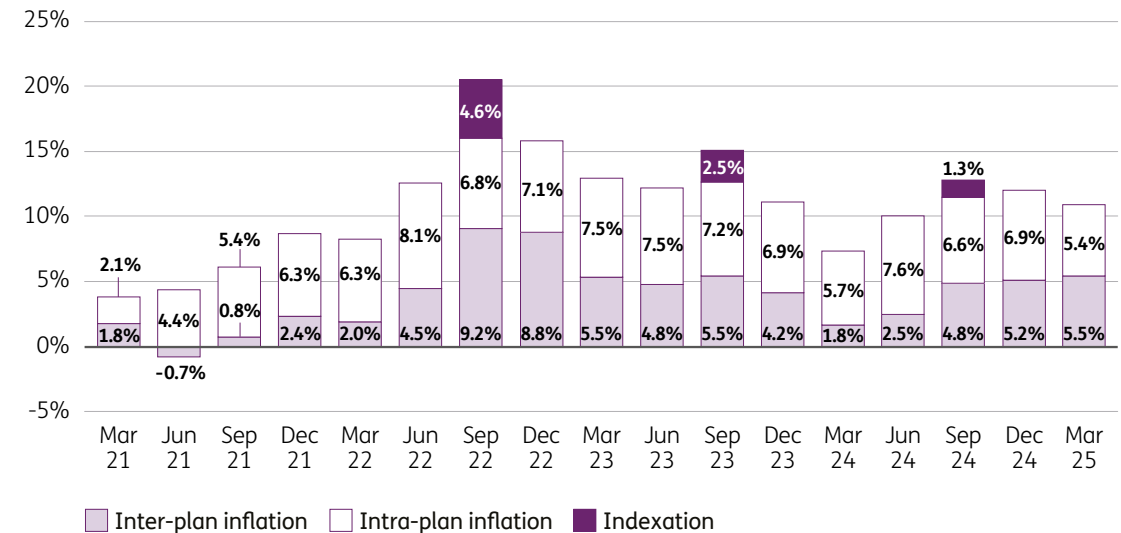
Plan inflation

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.

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.

Annualised percentage change in plan budgets for active participants



5.3 Average plan budget trends

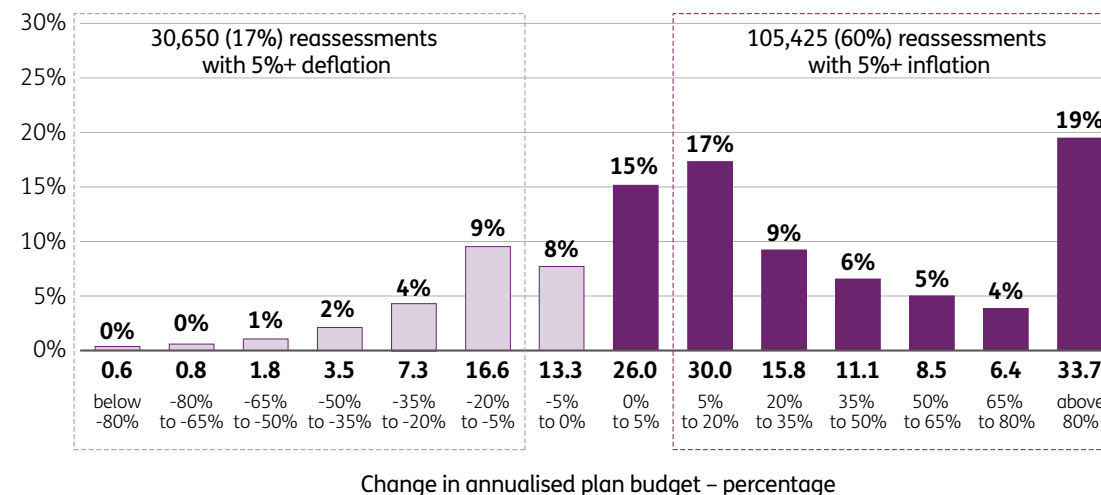
At the individual level, plan budgets can vary significantly. In this financial year, taking into account total plan inflation, plans were more likely to increase rather than decrease.

During the 9 months to 31 March 2025, 26% of active participants had a plan reassessment. The graph shows that of the plans reassessed:⁴²

- **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).

Distribution of the percentage change in annualised plan budgets for plans reassessed between 1 July 2024 and 31 March 2025⁴³



⁴² Numbers may add to more than 100% due to rounding.

⁴³ 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.

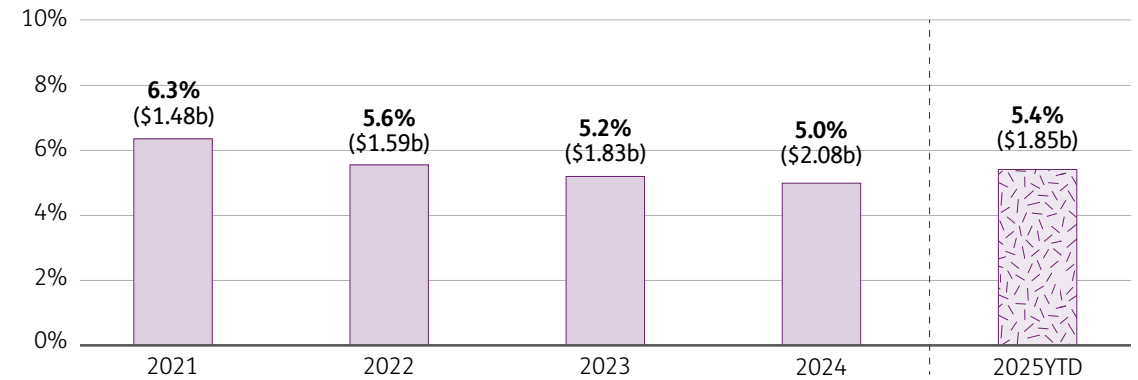
5.4 Operating expenses

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%. The Productivity Commission, in its 2017 study report, suggested a range of 7% to 10% as an appropriate benchmark for NDIA operating costs.

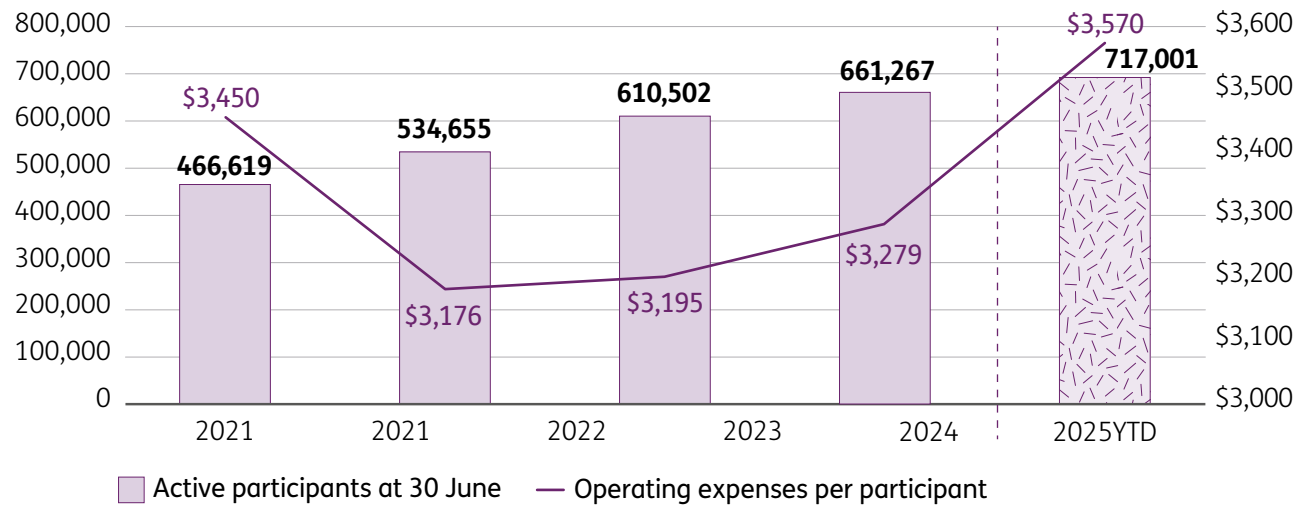
Operating expenses as a percentage of participant costs for years ending 30 June



5.4 Operating expenses

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

Operating expense per participant for years ending 30 June⁴⁴



⁴⁴ 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.

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 <https://data.ndis.gov.au/explore-data> has detail on the numbers of CALD participants and remote and very remote participants.
- 9 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.
- 10 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.
- 11 The participant age reported in this section is as per their latest plan reassessment or check-in.
- 12 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 13 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 14 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.
- 15 Some of the decrease for older age groups is due to participants retiring from the workforce.
- 16 Some of the decrease for older age groups is due to participants retiring from the workforce.
- 17 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 18 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 19 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 20 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 21 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 22 Noting that the education and housing systems have a major role to play in the lifelong learning and home domains.
- 23 Respondents include participants of the NDIS, prospective participants, and people with disability engaging with the NDIS through community connections and early supports.
- 24 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.
- 25 Exclude reassessments initiated prior to migrating service processes to the new computer system.
- 26 Exclude reassessments initiated prior to migrating service processes to the new computer system.
- 27 Exclude reassessments initiated prior to migrating service processes to the new computer system.
- 28 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.
- 29 Numbers of complaints reported for the most recent quarter may still vary to the extent there is a lag in data collection.
- 30 Numbers may change as reporting of complaints in the new computer system is refined, including identifying complaints lodged via multiple channels.
- 31 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.
- 32 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.
- 33 Further information about the ART process can be found on the ART website.
- 34 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.
- 35 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.
- 36 Includes therapy services.
- 37 Total includes \$6.3 million of payments with no support category.

- 38 This figure excludes participants who have opted to self-manage part of their funding.
- 39 Includes cash and in-kind payments.
- 40 '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).
- 41 Total Scheme 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 a provisional result and subject to further changes, including the Australian National Audit Office audit.
- 42 Numbers may add to more than 100% due to rounding.
- 43 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.
- 44 The average number of participants is a simple average of the 2 periods (opening and closing) on active participants. Cost per participant uses these average participant numbers as the denominator.



ndis.gov.au

Copyright and use of the material in this document

Copyright in the material in this document, with the exception of third party material, is owned and protected by the National Disability Insurance Agency.

The material in this document, with the exception of logos, trademarks, third party material and other content as specified is licensed under Creative Commons Attribution Non-Commercial No Derivatives (CC BY NC ND) licence, version 4.0 International. You may share, copy and redistribute the document in any format. You must acknowledge the National Disability Insurance Agency as the owner of all intellectual property rights in the reproduced material by using '© National Disability Insurance Agency' and you must not use the material for commercial purposes.

Reproduction of any material contained in this document is subject to the CC BY NC ND licence conditions available on the Creative Commons Australia site, as is the full legal code for this material.

The National Disability Insurance Agency expects that you will only use the information in this document to benefit people with disability.

National Disability Insurance Agency



Telephone 1800 800 110



Webchat [ndis.gov.au](https://www.ndis.gov.au)

Follow us on our social channels



For people who need help with English



TIS: 131 450

For people who are deaf or hard of hearing



TTY: 1800 555 677



Speak and Listen: 1800 555 727



National Relay Service: [relayservice.gov.au](https://www.relayservice.gov.au)