



Delivered by the
National Disability
Insurance Agency

Quarterly Report Q4 2024-25



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Introduction

Key highlights for Quarter 4, 2024–25

Sustained improvement in participant outcomes

The National Disability Insurance Scheme (NDIS) supports Australians with disability to live independently and participate fully in community life. Longitudinal data from the National Disability Insurance Agency (NDIA) indicates sustained improvements across key participant outcomes:

- Participants aged 15 years and older report an increase in participation in community and social activities, from **34%** at baseline to **41%** at latest reassessment – a relative increase of **21%**.
- There has been a 6-percentage point increase in families and carers reporting paid employment, from **47%** at baseline to **53%** at 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-one 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.

Key highlights for Quarter 4, 2024–25

Reforms are making the NDIS stronger

The NDIS is transforming lives and creating social and economic benefits for participants and all Australians.
It now provides opportunity and choice for over 739,000 Australians and their families.

Actions underway are strengthening the Scheme and helping ensure people with disability continue to receive the supports they need.

Reforms enabled by 2024 legislation are addressing concerns that not everyone was experiencing benefits equally. Significant Government investment in the NDIA workforce reflects a collective focus on improvement.

To ensure sustainability, National Cabinet set a target to reduce annual cost growth to 8% by 1 July 2026. As at 30 June 2025, the annual growth rate had fallen to 10.8%, below the 12% projected in the NDIA's 2024 Annual Financial Sustainability Report, despite 26,500 new participants joining in the June quarter.

The reforms are expected to reduce NDIS expenses by \$19.3 billion over four years. Support lists and funding periods are helping participants spend within their plans, with intra-plan inflation falling from 7.6% to 5.0% over the year.

Investment and achievement in integrity and anti-fraud activity is also increasingly contributing to better safeguarding for participants as well as the sustainability of the NDIS.

Key highlights for Quarter 4, 2024–25

Welcoming new NDIS ministers

Following the 3 May 2025 federal election, the NDIA farewelled the Hon Amanda Rishworth MP as Minister for the NDIS and Assistant Minister the Hon Dr Anne Aly MP and welcomed two successors.

The Hon Mark Butler MP has been appointed Minister for Health and Ageing and Minister for Disability and the National Disability Insurance Scheme. Joining him is Senator the Hon Jenny McAllister as Minister for the NDIS.

Minister Butler serves in Cabinet as Minister for Health and Ageing and Minister for Disability and the National Disability Insurance Scheme. Minister McAllister holds the portfolio of Minister for the National Disability Insurance Scheme.

Minister McAllister visited the NDIA's Geelong national headquarters days after she was sworn into the new ministry by the Governor-General, addressing staff then meeting with service delivery and co-design team members.

The Government announced an important administrative change for the NDIA following the election, with the Department of Health, Disability and Ageing replacing the Department of Social Services as the NDIA's portfolio department. The NDIA has worked with Department of Social Services and Department of Health, Disability and Ageing to ensure the machinery of government transition is seamless and will be a positive development for participants.

Key highlights for Quarter 4, 2024–25

Working with the disability community

The NDIA has an extensive co-design and engagement program underway to amplify the voices of people with disability in NDIS reforms. Co-design groups are helping to design navigator functions, participant pathways, and approaches to safeguarding, assessments and budgeting.

An independent evaluation of previous co-design projects was published during the quarter to refine co-design practices and strengthen engagement activities. Two new advisory groups have been established to focus on supported decision-making and issues affecting people with disability in rural and remote areas.

The NDIA's LGBTIQ+ Strategy, first developed in 2020, is being updated and will be released later this year. It includes new priority actions aligned with stakeholder feedback collected over the past year.

The CALD Strategy 2024–2028 and its action plan are being implemented, with work underway to improve outcomes for people with disability from CALD backgrounds across six priority areas: infrastructure, staff capability, accessible communications, markets, data and outreach.

Information sessions are being held to ensure NDIS reforms are accessible to participants, families, carers and supporters. A new webinar series, 'Understanding the NDIS', launched this quarter and has attracted 1,218 attendees across 11 sessions.

Key highlights for Quarter 4, 2024–25

Supported decision making hub

| The Supported decision making hub was launched on the Disability Gateway website on 21 March 2025.

The NDIA developed the hub with the Department of Social Services, the Department of Health, Disability and Ageing, and Inclusion Australia.

The development of the hub was a key action of the NDIS Supported Decision Making Policy and the associated implementation plan, released on 4 May 2023 by the Minister for the NDIS. The policy and implementation plan aim to improve the way people with disability are supported to make decisions in the NDIS.

The hub is a central home for resources about supported decision-making for people with disability and their decision supporters. It promotes over 200 quality resources on 12 key themes, including NDIS decisions, employment, health and accommodation.

Between 21 March and 30 June 2025, the hub had 6,059 users. The topics with the most engagement were:

- NDIS/disability supports (1,267 users)
- resources for people with disability: NDIS/disability supports (738 users)
- general information (633 users).

Key highlights for Quarter 4, 2024–25

New NDIS early intervention pathway for children younger than 9

The NDIA is continuing work begun in quarter 3 to design a new NDIS early intervention pathway for children under 9 with developmental delay or disability.

A high-level concept has been developed, covering key stages of the pathway: connecting with the NDIS, applying for access, assessing support needs, budget setting and planning, implementing a plan and engaging services, monitoring progress toward early intervention outcomes, and transition from the NDIS for children not requiring long-term support.

In quarter 4, the focus was on testing the concept to inform design options. Activities included:

- Co-design with parents and carers of children under 9 in the NDIS, who shared experiences and provided feedback through workshops, interviews and surveys. This work is ongoing.
- Engagement with the NDIA Children’s Expert Advisory Group on topics including developmental delay, assessment approaches, and best practice in early intervention. The group includes academics, early childhood experts, representatives of children with disability and people with lived experience.
- Development of design principles in collaboration with parents, carers and the advisory group.
- Planning future stakeholder engagement to support pathway design.

Following the release of an approach to market last quarter for support needs assessment tools for children, the NDIA has reviewed submissions this quarter and will continue examining tools to inform development of a tailored assessment approach.

Key highlights for Quarter 4, 2024–25

Improving outcomes for First Nations peoples with disability

In line with the NDIS First Nations Strategy 2025–30, the NDIA is working to ensure the NDIS and its operations meet the needs of First Nations peoples.

This includes strengthening the First Nations disability market to grow First Nations-owned and operated services and improve access for remote communities.

Currently, less than 1% of providers are known First Nations services, despite 8% of NDIS participants identifying as First Nations peoples. The NDIA is prioritising the design and funding of return-to-Country supports and family supports, in response to recommendations from the Disability Royal Commission.

A First Nations Consultation Group is being established to support co-design across the reform agenda. The NDIA is also progressing an organisational cultural safety change initiative to embed cultural safety in governance, data, participant journeys, policy development and workforce capability.

As part of this initiative, the NDIA hosted a workshop in June, ‘What is cultural safety for First Nations staff?’ In a post-workshop survey, 93% of respondents agreed or strongly agreed the NDIA is taking meaningful steps towards improving cultural safety.

Key highlights for Quarter 4, 2024–25

Quality supports pilot programs underway

The Independent Pricing Committee (IPC) was established in September 2024 to review the NDIA’s pricing approach and improve outcomes for NDIS participants and providers. Its role is to recommend changes that support a higher quality and sustainable disability provider market.

Quality supports pilot programs reflect the IPC’s vision for a differentiated pricing model based on participant benefit and provider cost. Two 12-month pilots are underway to examine features of high-quality supports, particularly for participants with complex needs.

The supported independent living (SIL) pilot involves participants requiring 24/7 support, while the support coordination pilot involves experienced Level 2 and 3 coordinators. Up to \$26 million in grant funding has been distributed to SIL providers, and \$2 million to support coordination providers.

A further pilot will launch later this year, focusing on smaller SIL providers, including those in regional and remote areas and those serving First Nations and CALD communities.

The program will be extended later in 2025 with a new pilot for therapy providers and other initiatives to gather further information.

Key highlights for Quarter 4, 2024–25

Pricing reforms

The IPC has delivered its final report, outlining a series of pricing reforms that will lay the foundations for a mature and thriving NDIS marketplace.

At the heart of these reforms is a new, differentiated approach to pricing, where supports and services may attract different price caps, based on a range of factors, including how they deliver benefits to participants.

The NDIA is developing a staged implementation plan for pricing reforms, based on ongoing market monitoring, targeted analysis and consultation with stakeholders. The NDIA is committed to publishing this 3-year pricing workplan before the end of this year.

Other actions arising from the IPC report include a full review of therapy pricing, with outcomes expected by the end of next year, and resetting the Annual Pricing Review cycle to improve planning for the 2026–27 pricing arrangements and price limits.

Key highlights for Quarter 4, 2024–25

Annual Pricing Review

In June 2025, the NDIA published the 2024–25 Annual Pricing Review, outlining 17 changes to NDIS pricing arrangements and price limits. Key adjustments to therapy prices and travel payments aim to ensure fair value for participants and reflect a maturing provider market.

The review was informed by the most comprehensive data set to date, covering over 10 million additional transactions across 13 government schemes, including Medicare. The data showed that many NDIS therapy pricing limits were significantly misaligned with broader market rates. Adjustments effective 1 July 2025 are intended to safeguard participants by aligning charges with standard market rates.

The NDIA will continue monitoring market conditions to ensure participants have access to quality supports and that the market remains sustainable.

As at 30 June 2025, the provider market included more than 269,000 providers supporting 739,000 participants. Since June 2024, the number of providers supporting plan-managed participants increased by 7,000, and those supporting NDIA-managed participants by 700. Data collection on providers supporting self-managed participants commenced in the second half of 2024.

Quarter 4 updates

Scheme financial experience

Total Scheme expenses for the 12 months to June 2025 were \$46.3 billion (on an accrual basis), which is \$520 million below the June 2024 AFSR projections. The June 2025 AFSR projections are currently being developed, and will include data to June 2025.

Data as at June 2025 has the year-on-year growth rate at 10.8%, lower than the growth rate of 12% in the June 2024 AFSR projections.

As of June 2025, data shows that for participants who joined the NDIS before June 2020, both total annualised budgets and overall payments have increased year on year over the last 3 years by between 9% and 19% per annum.

Total plan inflation in the June 2025 quarter is 9.7%, of which 5.0% is intra-plan inflation and 4.7% is inter-plan inflation. This is lower than the total figure in the June 2024 quarter of 10.1%, of which 7.6% was intra-plan inflation and 2.5% was inter-plan inflation.

Quarter 4 updates – Key areas of improvement

Supporting participants to spend within their plans

| Participant support and partnership remain central to the success of the NDIS.

In the June 2025 quarter, the NDIA launched an education campaign to help participants manage their budgets and avoid exhausting plan funds prematurely. Communications were sent to participants, nominees and providers with practical guidance on funding periods and NDIS supports lists.

In June, the NDIA published the first in a series of evaluation reports, Early observations on the implementation of NDIS supports (s10) and funding periods (s33). The report incorporated input from disability representative and carer organisations, including Disability Advocacy Network Australia.

The NDIA continues to assess the implementation of reforms, with a focus on participant experience and outcomes. The Agency remains committed to supporting the disability community through these changes and to continuous improvement in service delivery.

Quarter 4 updates – Key areas of improvement

Improved NDIA performance

The NDIA continues to improve its processes and performance to enhance the NDIS experience for participants. Key improvements in the June 2025 quarter include:

- Faster approval timeframes for first plans and progress in reducing outstanding unscheduled reassessments.
- Improved timeframes for internal reviews of reviewable decisions.
- 90% of complaints closed within 21 days.
- Ongoing collaboration with state and territory governments to improve hospital discharge processes. The average time from medical readiness to discharge was 16 days, down from a peak of 30 days in March 2023.
- Continued onboarding and capability building of frontline staff to reduce waiting times and improve service access.
- The number of participants under 65 in aged care reduced from 734 to 670, excluding First Nations peoples aged 50–64 who meet exceptional circumstances criteria.
- The NDIA Contact Centre (NCC) achieved a 91% customer satisfaction rate, exceeding the 80% target.
- The NCC launched a new enquiry specialisation model and provider phone line to improve staff expertise, first-call resolution rates and the quality of advice.

Quarter 4 updates – Key areas of improvement

Early action is leading to quicker review outcomes

The NDIA is focusing on dispute resolution, early assessment and case management, supported by significant investment in specialist staff, to deliver quicker review outcomes for participants. Progress continued this quarter in making NDIA processes fair and timely.

In the 12 months to 30 June 2025, 96% of Administrative Review Tribunal (ART) matters were resolved prior to a substantive hearing. Of these, 73% were resolved by agreement between the NDIA and the participant or applicant, and 27% were withdrawn or dismissed. The main reason for the NDIA changing its position was participants providing new information through early engagement.

In 2024–25, 55% of substantive ART decisions affirmed NDIA decisions, 11% were varied and 34% were set aside.

The NDIA has recruited 1,300 additional frontline staff over the past year and is making more decisions than ever before, which has led to an increase in reviews. To support earlier and fairer outcomes, the NDIA is investing in new approaches to dispute resolution, including:

- Proactive calls to participants before internal reviews
- Early assessment teams engaging with participants before ART hearings
- Case managers working directly with participants and prospective participants during ART proceedings.

Quarter 4 updates – Key areas of improvement

Combatting fraud, strengthening integrity

The Fraud Fusion Taskforce, established in November 2022, now includes 23 agencies working together to detect, disrupt and prevent serious crimes against the NDIS. As at 30 June 2025, the taskforce had disrupted over 1,900 problematic providers, with 100 NDIA specialists and 50 personnel in other agencies focused on NDIS cases.

Public tip-offs have increased to 2,500 per month, up from 1,000 prior to the taskforce's establishment. Warrant executions rose to 35 in the first four months of 2025, compared to 30 total from 2018 to 2021. There are now over 630 active investigations across member agencies.

The Crack Down on Fraud (CDoF) program complements this work, with 450 staff focused on fraud detection systems and 140 staff dedicated to payment integrity reviews. Key achievements this quarter include:

- Release of the first phase of the Consumer Identity and Access Management (CIAM) system
- Initial rollout of the Integrity Management System (IMS) to NDIA investigators
- Continued enhancement of algorithms to detect non-compliance
- Improved myGov linking via SMS, making access easier and more secure for participants.

These initiatives are strengthening the NDIA's fraud prevention capabilities and safeguarding the sustainability of the NDIS.

Section 1

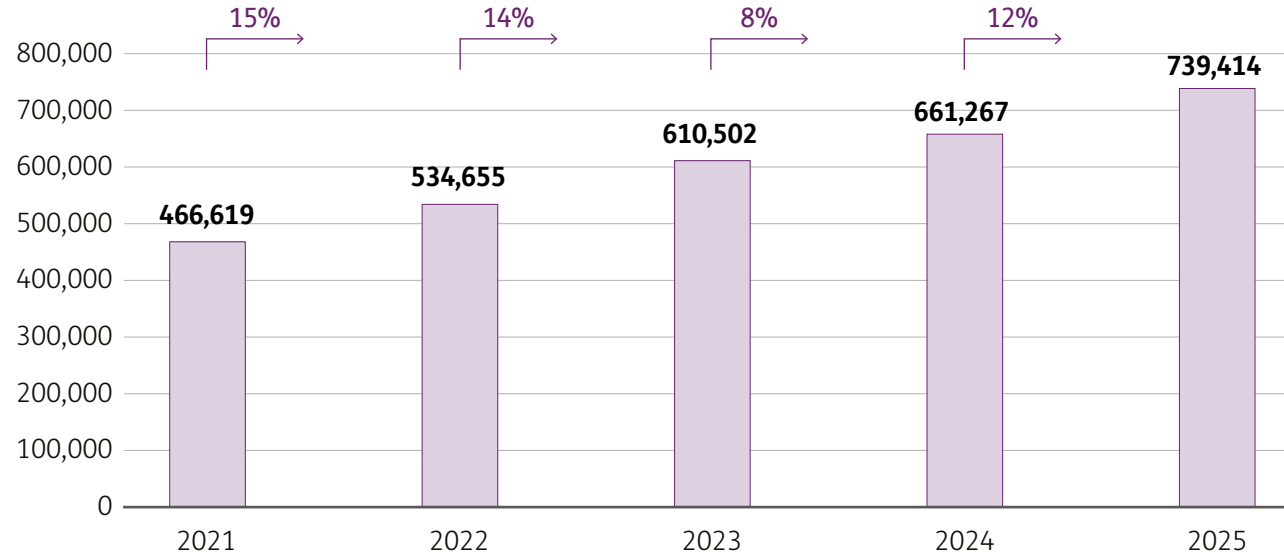
Participants and their plans

1.1 Number of participants in the NDIS

More than 739,000 participants are receiving support from the NDIS, and more than 26,500 participants entered the Scheme during the quarter.

As at 30 June 2025, **739,414** participants had approved NDIS plans. This represents a net increase of **22,413** participants since March 2025 (a 3.1% increase).

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



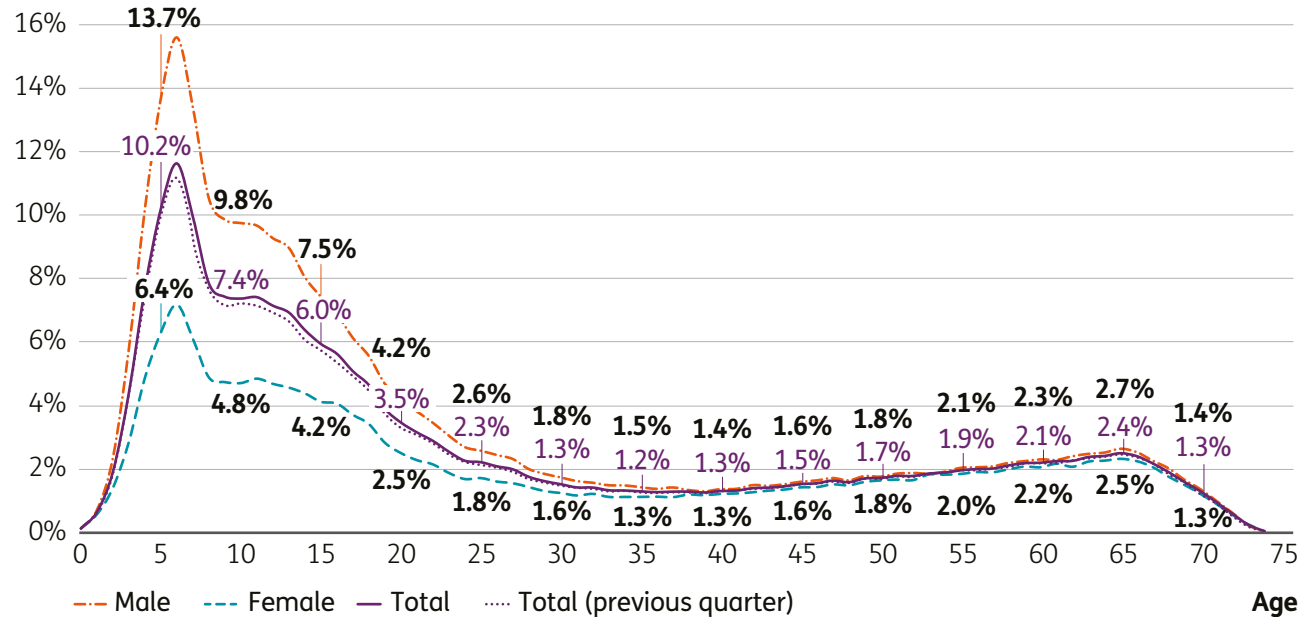
¹ This is the net increase in the number of active participants in the NDIS each period, noting some participants have left the NDIS.

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 11% of children aged 5 to 7 years being NDIS participants.

- NDIS participation rate varies by age and gender.
- It peaks at around 12% 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 (16%) 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 rates²



² There were 8,436 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.

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.³

Of the **26,536** participants entering and receiving a plan in the quarter:

- **10.2%** were **First Nations Peoples**⁴
- **7.7%** were **CALD**⁵
- **1.4%** were from **remote and very remote areas**⁶

The total proportion of First Nations participants in the NDIS is 8.2% at the end of the June quarter and this is slightly higher compared to last quarter at 8.1%.

³ For some participants, the identification as First Nations or CALD is not known.

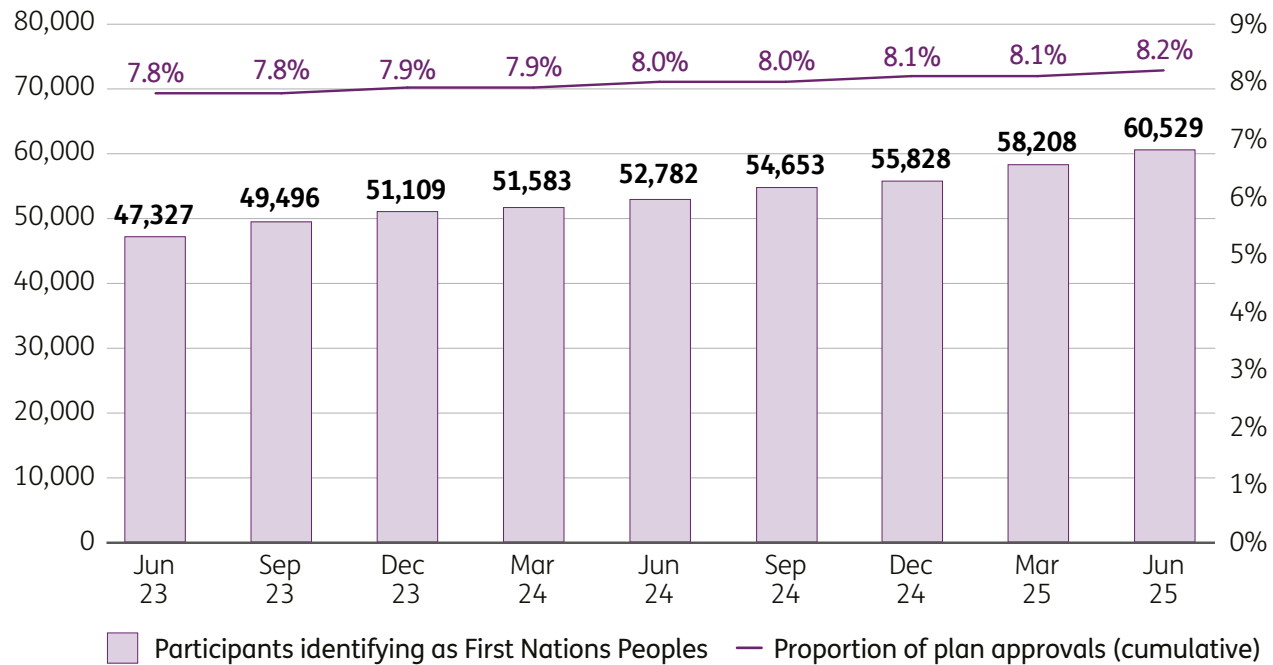
⁴ This compares to 8% of the Australian population identifying as First Nations Peoples who have a need for assistance. Source: Census of Population and Housing 2021 ('Need for Assistance' variable), Persons Place of Usual Residence, by Indigenous Status.

⁵ The percentage of CALD participants excludes participants who identify as First Nations Peoples.

⁶ 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 Nations⁷



⁷ The Explore data webpage (<https://dataresearch.ndis.gov.au/explore-data>) 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.⁸

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, the changes were:

- **Six** percentage point increase from **33%** to **39%** for participants aged 15 to 24 years
- **Ten** percentage point increase from **34%** to **44%** for participants aged 25 to 34 years
- **Eight** percentage point increase from **34%** to **42%** for participants aged 35 to 44 years
- **Seven** percentage point increase from **34%** to **41%** for participants aged 45 to 54 years
- **Six** percentage point increase from **34%** to **40%** for participants aged 55 to 64 years
- **Six** percentage point increase from **36%** to **43%** for participants aged 65 years and older
- **Seven percentage point increase from 34% to 41% for participants aged 15 years and older.**

The overall result of 41% 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.

⁸ Figures in this section have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.

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.

For the June 2025 quarter, valid responses that were previously marked as missing are now included in the results.

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.

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, the changes were:

- **Thirteen** percentage point increase from **10%** to **23%** for participants aged 15 to 24 years¹²
- **Three** percentage point increase from **26%** 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 years¹³
- **Six** percentage point decrease from **14%** to **8%** for participants aged 65 years and older¹⁴
- **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%.

¹² 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.

¹³ Some of the decrease for older age groups is due to participants retiring from the workforce.

¹⁴ 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.¹⁵

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.

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

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:

- **Thirteen** percentage point increase from **61%** to **74%** for participants aged 15 to 24 years
- **Fourteen** percentage point increase from **67%** to **81%** for participants aged 25 to 34 years
- **Twelve** percentage point increase from **70%** to **82%** for participants aged 35 to 44 years
- **Thirteen** percentage point increase from **70%** to **83%** for participants aged 45 to 54 years
- **Thirteen** percentage point increase from **72%** to **85%** for participants aged 55 to 64 years
- **Sixteen** percentage point increase from **72%** to **88%** for participants aged 65 years and older
- **Thirteen** percentage point increase from **67%** to **81%** for participants aged 15 years and older.

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 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 birth to before starting school

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	89	+6
Relationships (fitting into family life)	78	85	+8
Social, community and civic participation (fitting into community life)	64	72	+9

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).

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 14

Domain	First assessment %	Latest reassessment %	Percentage point change
Daily living (independence)	62	77	+15
Lifelong learning (access to education)	42	55	+13
Relationships (with family and friends)	51	64	+14
Social, community and civic participation (social and recreational life)	46	57	+12

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 24

Domain	First assessment %	Latest reassessment %	Percentage point change
Choice and control	61	74	+13
Daily living	61	76	+14
Relationships	50	59	+9
Home	23	25	+2
Health and wellbeing	44	57	+13
Lifelong learning	36	42	+6
Work	18	22	+3
Social, community and civic participation	55	66	+11

The largest improvement over time in the NDIS is for the daily living domain (14-percentage point increase). There are also strong improvements for choice and control and health and wellbeing (13-percentage point increases), social, community and civic participation (11-percentage point increase), relationships (9-percentage point increase), and lifelong learning (6-percentage point increase). Home and work increased marginally (2- and 3-percentage point increases, respectively).

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 over

Domain	First assessment %	Latest reassessment %	Percentage point change
Choice and control	70	83	+13
Daily living	73	86	+13
Relationships	53	67	+14
Home	31	39	+9
Health and wellbeing	53	67	+15
Lifelong learning	30	37	+7
Work	19	23	+4
Social, community and civic participation	60	74	+15

From the table on the left, the largest improvements over time in the NDIS are for health and wellbeing, and social, community and civic participation (15-percentage point increases). There are also strong improvements for relationships (14-percentage point increase), and 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 4-percentage point increases, respectively). However, there was a larger improvement for the home domain (9-percentage point increase) in the older adult group compared to the younger adult group.¹⁶

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 4-percentage point increase from their first plan assessment.

¹⁶ 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.¹⁷

¹⁷ Respondents include NDIS participants, prospective participants, and people with disability engaging with the NDIS through community connections and early supports.

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	78%
Responsive	We will respond to your individual needs and circumstances	66%
Respectful	We will recognise your individual experience and acknowledge you are an expert in your own life	69%
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	77%

- **Transparent** – overall, **78%** of respondents experienced interactions that were transparent, with **89%** indicating that communication was in their preferred format.
- **Responsive** – **66%** of respondents reported an experience that was responsive, with **68%** saying that their circumstances and needs were considered.
- **Respectful** – **69%** of respondents experienced a respectful service, with **90%** of participants and other people with disability engaging with the NDIS noting they were treated with respect.
- **Empowering** – overall, **68%** of respondents experienced interactions that were empowering, with **64%** of participants feeling prepared for their plan-related meetings, **68%** feeling confident in using their plan, and **86%** knowing where to go for more help with using their plan.
- **Connected** – finally, **77%** of participants and other people with disability engaging with the NDIS experienced interactions that enabled them to be connected, with **88%** reporting they were able to connect with the NDIS in their preferred way and **68%** feeling confident in accessing supports.

3.2 Participant Service Guarantee

Performance against the Participant Service Guarantee¹⁸

PSG	Service type	Description of the service being guaranteed	Service Guarantee	Performance in the June 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	47%	↑
4	Access	Make an access decision, or request for additional information, after more information has been provided.	14 days	46%	↑
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	94%	↑
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	83%	↔

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

¹⁸ For the June 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 June 2025 quarter	Change from the last quarter*
11	Plan reassessment	Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date.	56 days	62%	↔
12	Plan reassessment	Decide whether to undertake a participant-initiated plan reassessment, after the request is received.	21 days	26%	↑
13	Plan reassessment	Complete a reassessment, after the decision to accept the request was made.	28 days	81%	↔
14	Plan variations	Amend a plan, after the receipt of information that triggers the plan amendment process.	28 days	45%	↑
17	Reviewable decisions	Complete an internal review of a reviewable decision, after a request is received.	60 days	75%	↑

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

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.^{19,20,21}

The volume of complaints from participants during the June 2025 quarter was lower than the previous quarter. The consistent downward trend since June 2024 indicates that the NDIA's improvement initiatives are having a positive effect. The participant complaint rate also decreased from 7.8% of all active participants in the March 2025 quarter to 6.6% this quarter.

¹⁹ 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.

²⁰ Numbers of complaints reported for the most recent quarter may still vary to the extent there is a lag in data collection.

²¹ 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 are the most common focus of complaints, in particular, the type and amount of funding approved, and the time taken to make decisions. Complaints related to timeliness of decisions, as a proportion of all complaints, have reduced significantly over the last 12 months.

During 2024–25, we implemented a whole-of-agency strategy to address common causes of complaints, including supporting staff to resolve participant concerns at first contact where possible.

The NDIA is committed to improving participants' experience by:

- reinforcing the capability of National Contact Centre and other front-line staff to address feedback and complaints
- identifying ways to improve how we receive and address complaints.

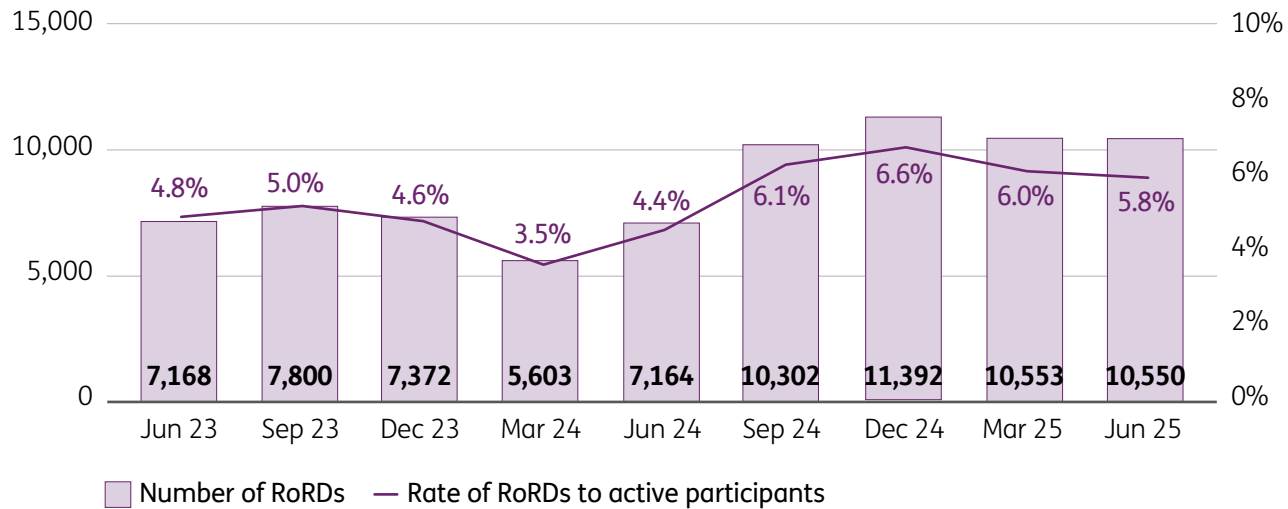
The success of this strategy is demonstrated by the continued improvement in recent quarters in both the volume of complaints and the time taken to resolve them. These initiatives will continue.

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) excluding withdrawn requests, as a percentage of active participants increased from 4.8% in the June 2023 quarter to 6.6% in the December 2024 quarter, before decreasing to 5.8% in the June 2025 quarter.

Requests for a RoRD by date of decision²²



²² Number of RoRDs reported for the recent quarters may vary, to the extent there is a lag in data collection.

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 Administrative Review Tribunal (ART) for review of a decision made by a reviewer.^{23,24} 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 1,615 new ART cases in the June 2025 quarter, relating to 1,579 participants. The number of new ART cases (as a proportion of active participants) increased from 0.71% in the June 2023 quarter to 1.10% in the December 2024 quarter and has since decreased to 0.89% in the June 2025 quarter.

²³ 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.

²⁴ 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.

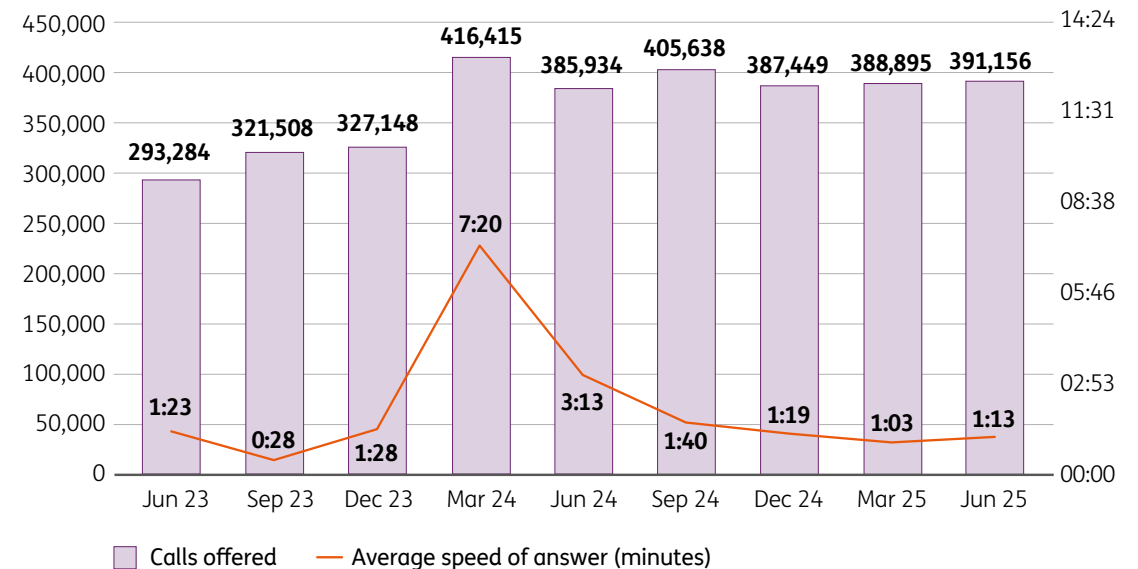
In the June 2025 quarter, the NCC received 833,617 contacts, a 3% increase from the March 2025 quarter. The NCC noted a slight improvement in operational results during this period.

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

- **Voice** – 391,156 (1% increase from previous quarter)
- **Email** – 389,613 (5% increase from previous quarter)
- **Webchat** – 52,848 (11% increase from previous quarter)

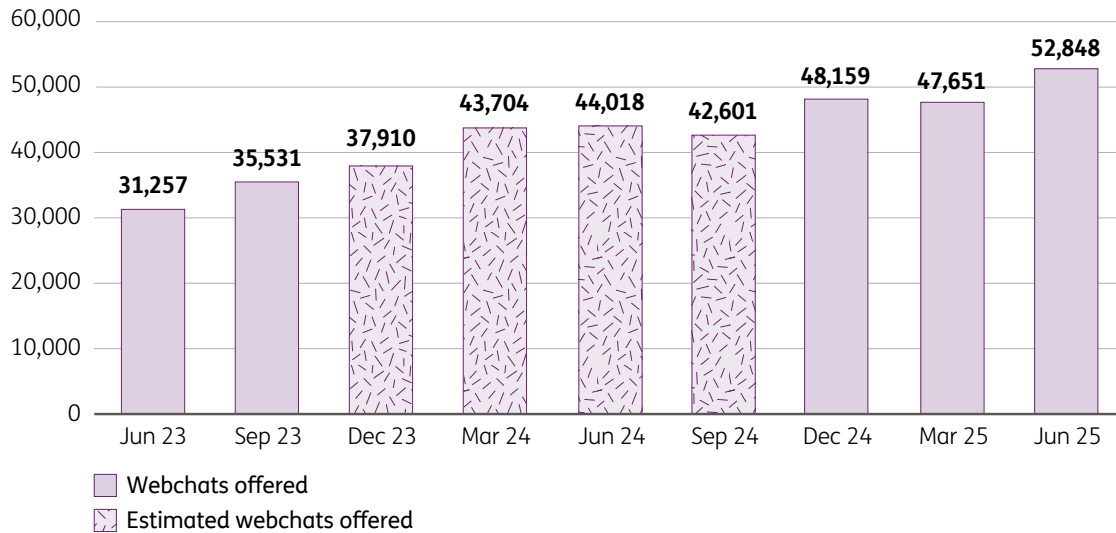
The average speed of answer for voice increased from 63 seconds to 73 seconds, with 70% of all calls answered within 60 seconds. In the quarter, customer satisfaction was at 91%, exceeding the target (80%), and the NCC received no significant complaints about call waiting times.

NCC telephony performance

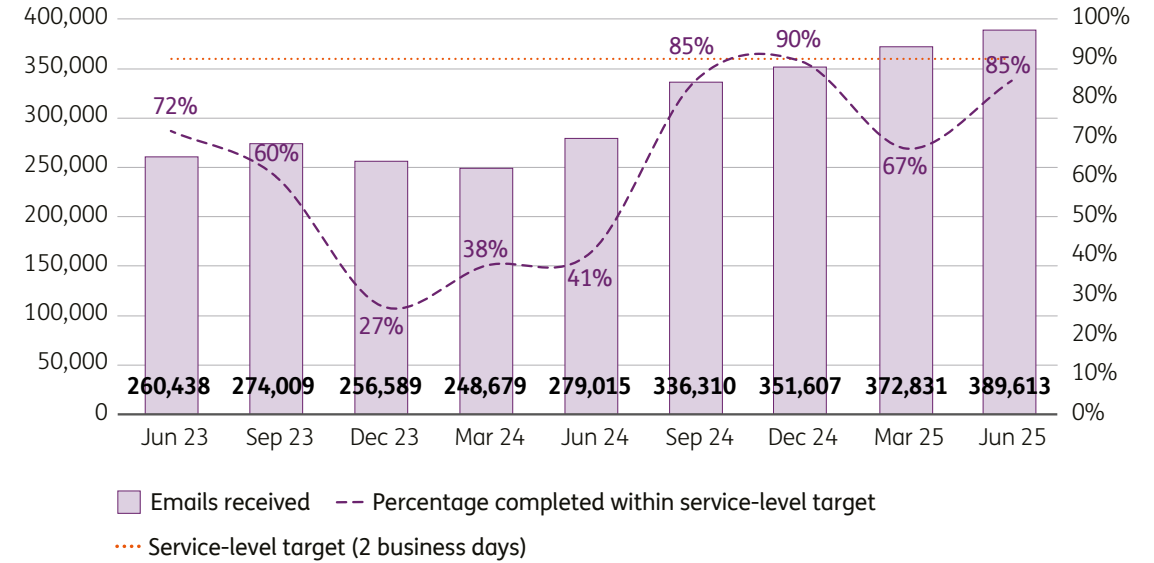


3.4 The NDIS National Contact Centre

NCC webchat performance²⁵



NCC email performance



²⁵ 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.

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 30 June 2025, \$45.9 billion in support has been provided.²⁶ The largest support categories are core daily activities (51% of total payments), core social and community participation (24% 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 \$23.6 billion in payments for core daily activities in the 12 months to 30 June 2025, \$11.7 billion was for payments related to participants in SIL.

Total payments from 1 July 2024 to 30 June 2025

Support category	Total payments (in \$m)	Percentage of total payments
Core – daily activities	23,599	51.5%
Core – social and community participation	10,802	23.6%
Core – consumables and transport	1,513	3.3%
Capacity building – daily activities ²⁷	5,622	12.3%
Capacity building – other	3,027	6.6%
Capital	1,284	2.8%
Total²⁸	45,853	100.0%

²⁶ This represents total payments on a cash basis (including payments made under in-kind arrangements). On an accrual basis, total payments were \$46.3 billion.

²⁷ Includes therapy services.

²⁸ Total includes \$6.9 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 June 2025 quarter, a minority (7%) chose to have their funding managed entirely by the NDIA, while the majority (66%)²⁹ 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 make changes at any time. The table on the right shows the actual funding management type(s) used during the quarter.

Active providers and payments by funding management type in the June 2025 quarter

Plan management type	Payments made to active providers (\$b), ³⁰ and proportion of total payments	Number of active providers ³¹
Agency-managed	3.3 (28%)	9,751
Plan-managed	7.4 (62%)	196,237
Self-managed	1.2 (10%)	135,570
Total	12.0	269,432

²⁹ This figure excludes participants who have opted to self-manage part of their funding.

³⁰ Includes cash and in-kind payments.

³¹ ‘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

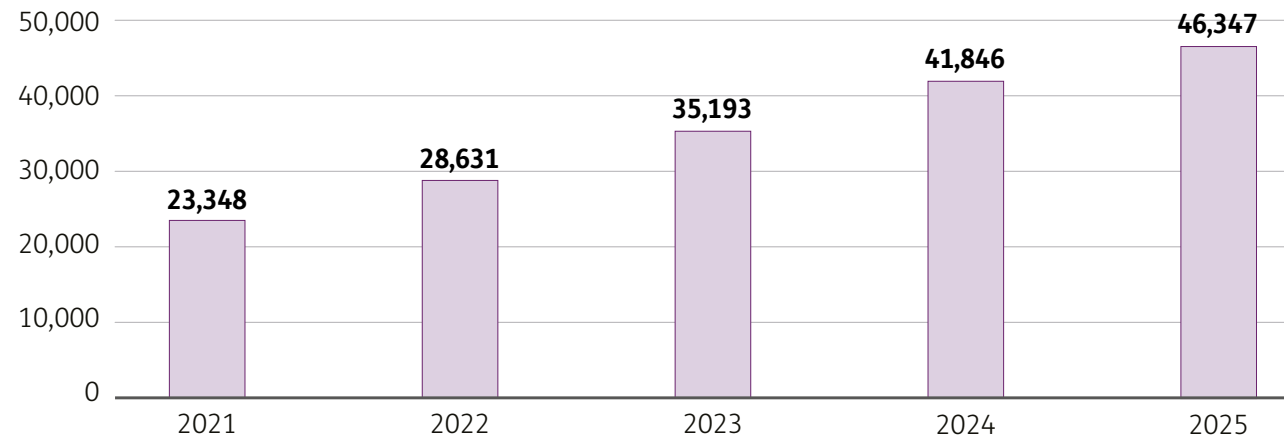
5.1 Total payments

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.³²

Total payments in the year to 30 June 2024 were \$41.8 billion, while the payments in the year to 30 June 2025 were \$46.3 billion. The increasing number of participants accessing the NDIS contributes to the increase in payments.

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



³² 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.

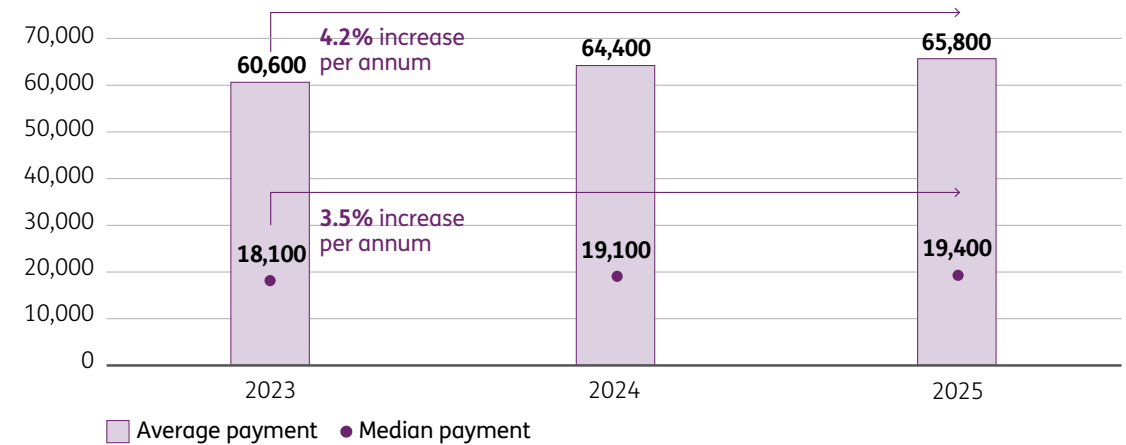
5.2 Average and median payment trends

Average and median payments per participant have increased by 4.2% and 3.5% 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 July 2023 and 30 June 2025 indicate that average payments have increased by 4.2% per annum, and median payments have increased by 3.5% per annum.

Average and median payments for years ending 30 June



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 (SIL).

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

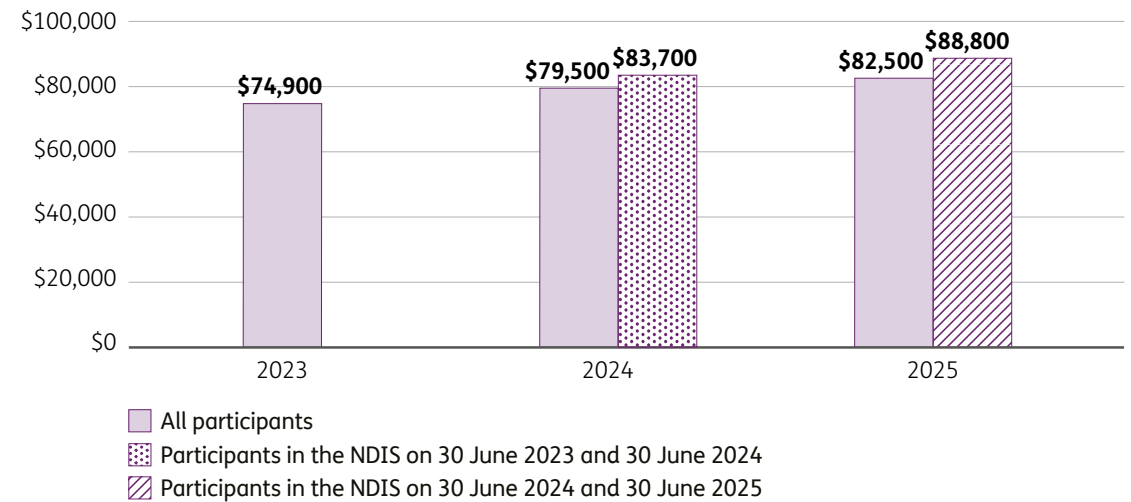
Specifically, over the 2-year period to 30 June 2025, average plan budgets have increased by:

- **5.0%** per annum for all participants
- **6.9%** per annum for participants in SIL
- **4.9%** 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 30 June 2023 and at 30 June 2024, the average plan budget increased from \$74,900 to \$83,700 (11.7%).

Similarly, average plan budgets for those participants who were in the Scheme at 30 June 2024 and 30 June 2025 increased from \$79,500 to \$88,800 (11.7%).

Average annualised plan budgets for years ending 30 June



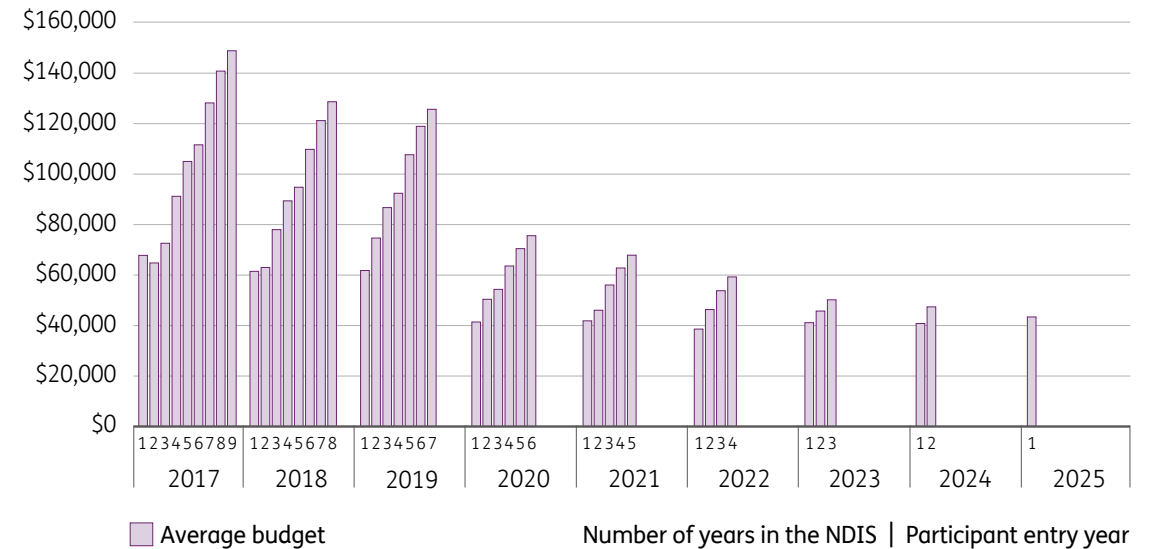
5.3 Average plan budget trends

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 table on the right 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 \$128,500 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

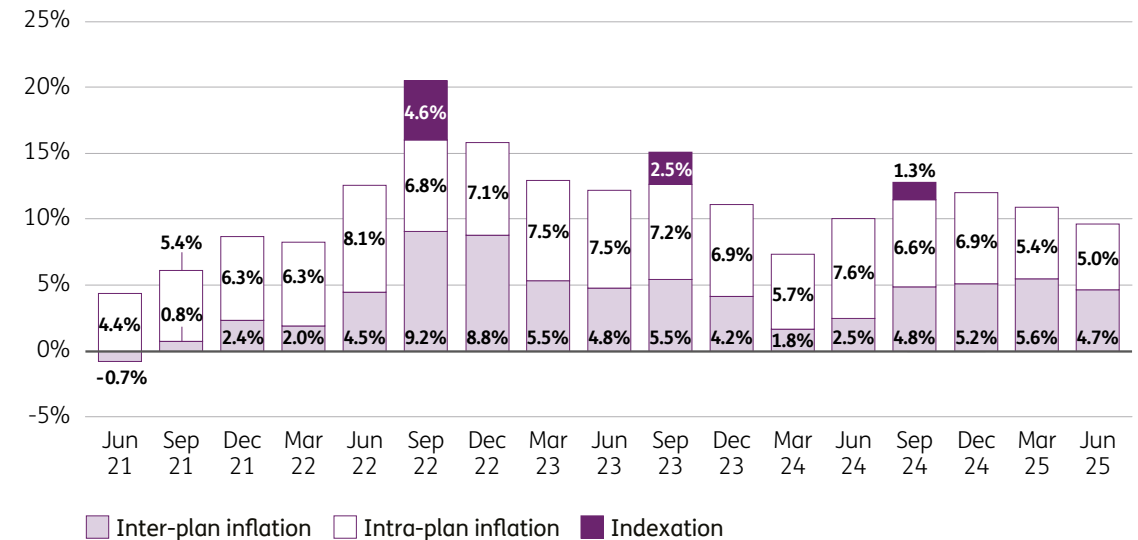
Plan inflation

In the June 2025 quarter, total annualised plan inflation was 9.7%, of which 4.7% was due to changes made at plan reassessment, and 5.0% was due to changes occurring within a plan between reassessments.

The inflation rate of 9.7% per annum in June 2025 compares with a rate of 11.0% per annum in March 2025 and 12.1% per annum in December 2024. Inflation occurring at plan reassessment (inter-plan inflation) was 4.7% per annum, which compares with 5.6% per annum in March 2025, and 5.2% per annum in December 2024.³³

Inflation occurring within a plan, between reassessments (intra-plan inflation and excluding indexation), was 5.0% per annum, which compares with inflation of 5.4% per annum in March 2025, and 6.9% per annum in December 2024.

Annualised percentage change in plan budgets for active participants



³³ The March 2025 figure for inter-plan inflation has been amended in this report due to improved calculation of indexation for plans that are auto-extended in the new computer system.

5.3 Average plan budget trends

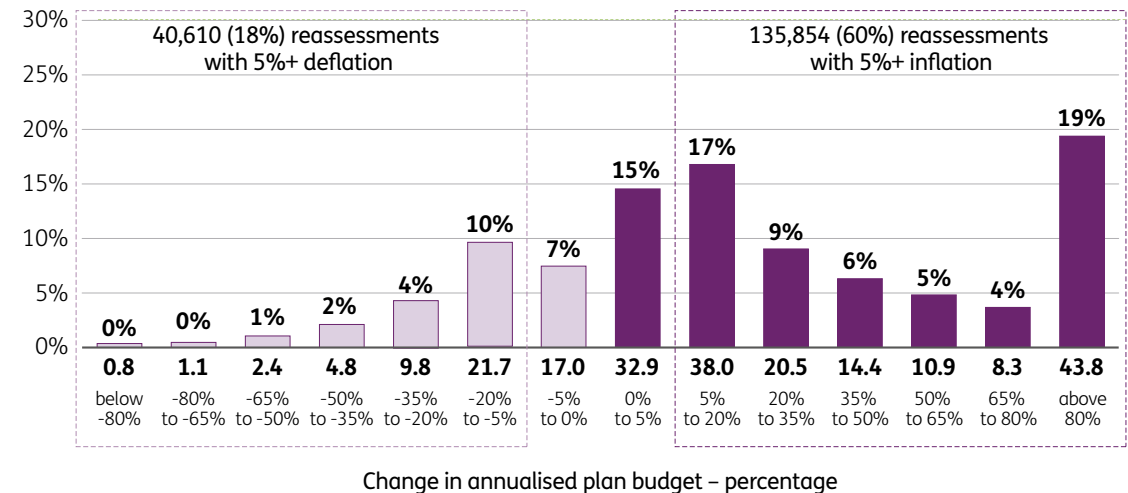
At the individual level, plan budgets can vary significantly. In this financial year, taking into account total plan inflation, plans were more likely to increase than decrease.

During the 12 months to 30 June 2025, 29% of active participants had at least one plan reassessment. The graph shows that of the plans reassessed:³⁴

- **60%** increased at reassessment by more than 5% (compared to 55% in the year to 30 June 2024)
- **18%** decreased by more than 5% (compared to 17% in the year to 30 June 2024)
- **22%** remained within 5% (compared to 27% in the year to 30 June 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 30 June 2024).

Distribution of the percentage change in annualised plan budgets for plans reassessed between 1 July 2024 and 30 June 2025³⁵



³⁴ Numbers may add to more than 100% due to rounding.

³⁵ 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.

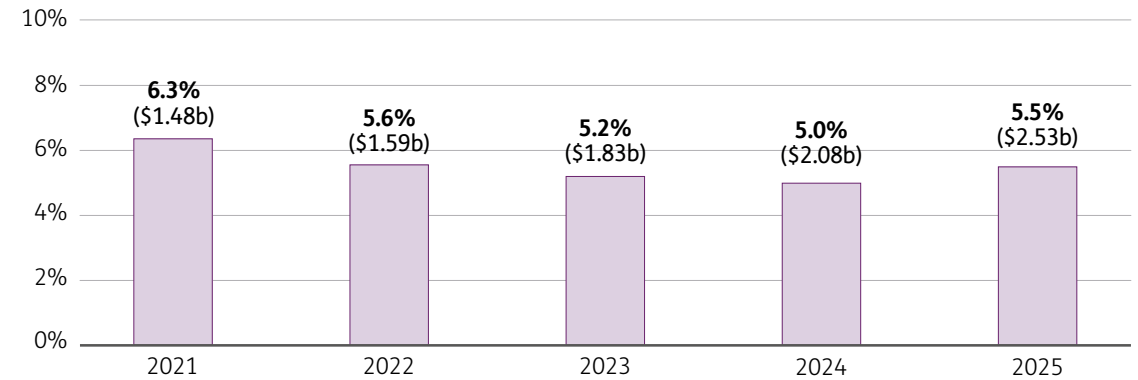
5.4 Operating expenses

Additional investments to strengthen the NDIS and improve the participant experience have increased the annual operating expenses per participant to \$3,618 in 2024–25.

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 were \$2.08 billion, and \$2.53 billion for the year ending 30 June 2025.

As a percentage of participant expenditure, operating expenses decreased from 5.6% in 2021–22 to 5.0% in 2023–24. In the 2024–25 year, the figure has increased to 5.5%. The Productivity Commission, in its 2017 study report, suggested a range of 7% to 10% as an appropriate benchmark for NDIA operating costs.

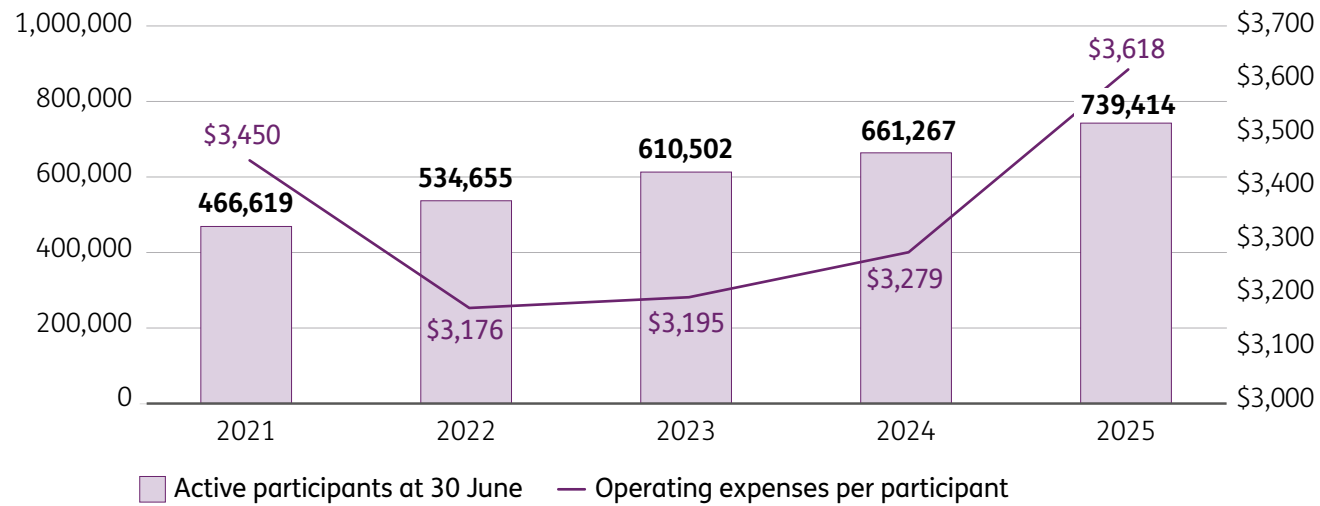
Operating expenses as a percentage of participant costs for years ending 30 June



5.4 Operating expenses

The annual operating cost per participant has increased from \$3,279 in 2023–24 to \$3,618 in 2024–25.

Operating expense per participant for years ending 30 June³⁶



³⁶ 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 8,436 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 For some participants, the identification as First Nations or CALD is not known.
- 4 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.
- 5 The percentage of CALD participants excludes participants who identify as First Nations Peoples.
- 6 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.
- 7 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.
- 8 Figures in this section have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 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. For the June 2025 quarter, valid responses that were previously marked as missing are now included in the results.
- 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 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.
- 13 Some of the decrease for older age groups is due to participants retiring from the workforce.
- 14 Some of the decrease for older age groups is due to participants retiring from the workforce.
- 15 Figures in this section have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 16 Noting that the education and housing systems have a major role to play in the lifelong learning and home domains.
- 17 Respondents include NDIS participants, prospective participants, and people with disability engaging with the NDIS through community connections and early supports.
- 18 For the June 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.
- 19 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.
- 20 Numbers of complaints reported for the most recent quarter may still vary to the extent there is a lag in data collection.
- 21 Numbers may change as reporting of complaints in the new computer system is refined, including identifying complaints lodged via multiple channels.
- 22 Number of RoRDs reported for the recent quarters may vary, to the extent there is a lag in data collection.
- 23 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.
- 24 Further information about the ART process can be found on the ART website.
- 25 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.
- 26 This represents total payments on a cash basis (including payments made under in-kind arrangements). On an accrual basis, total payments were \$46.3 billion.
- 27 Includes therapy services.
- 28 Total includes \$6.9 million of payments with no support category.
- 29 This figure excludes participants who have opted to self-manage part of their funding.
- 30 Includes cash and in-kind payments.
- 31 '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).
- 32 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.
- 33 The March 2025 figure for inter-plan inflation has been amended in this report due to improved calculation of indexation for plans that are auto-extended in the new computer system.
- 34 Numbers may add to more than 100% due to rounding.
- 35 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.
- 36 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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