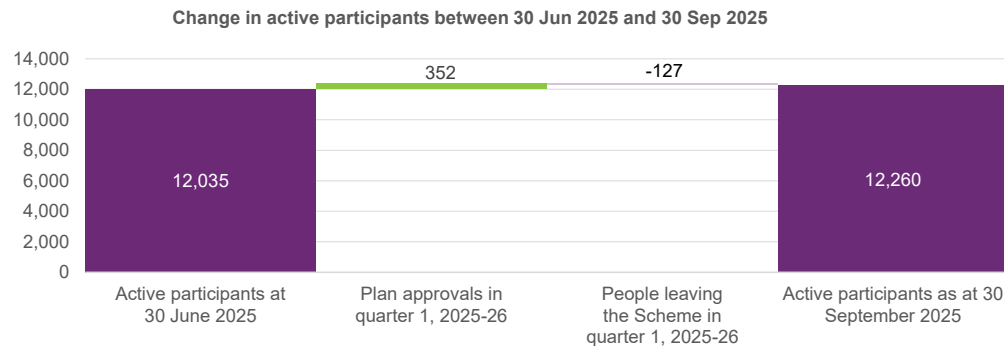


Participants and Planning

Participant experience	As at 30 Sep	As at 30 Jun
Active participants with approved plans (excluding children accessing early connections)	12,260	12,035
Children accessing early connections throughout the quarter	484	501
Percentage of participants fully or partially self managing their plan	41%	41%
Percentage of plans activated within 90 days ¹	84%	84%
Number of completed plan reassessments in the quarter	755	663



Performance summary:

- 14,467 participants (excluding children accessing early connections) have had an approved plan since July 2013. 12,260 of these continue to be active.
- 9,629 active participants have not previously received disability support via State and Commonwealth government programs in the past.
- 352 participants have entered the Scheme in the September 2025 quarter and net participants leaving the Scheme are 127, reflecting active participant movements in and out of the Scheme and Australian Capital Territory.
- 755 plans have had reassessments this quarter.
- 466 access decisions have been made in the quarter, of which 369 met access and are still active.
- 20 (5.7%) of the new active participants this quarter identified as First Nations participants, taking the total number of First Nations participants in Australian Capital Territory to 636 (5.2%).
- 29 (8.2%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD), taking the total number of CALD participants in Australian Capital Territory to 1,138 (9.3%).

Participant outcomes and satisfaction

Participant outcomes and satisfaction	Latest Reassessment	Baseline
Participant and Scheme Outcome metrics as at 30 September 2025 ²		
• Participant employment rate - Aged 15 - 64 years	32%	30%
• Participant social and community engagement rate - Aged 15+ years	42%	35%
• Family and carer employment rate - All ages	65%	58%
• Participant choice and control - Aged 15+ years	Latest Reassessment 82%	First Reassessment 71%
% of participants rating their overall experience as very good or good by pathway stage – current vs previous quarter ³	Quarter 1, 2025-26	Quarter 4, 2024-25
• Early Supports Process	n/a	n/a
• Community Connections Process	70%	n/a
• Apply for NDIS Process (access met)	77%	61%
• Apply for NDIS Process (access not met)	n/a	n/a
• Plan Approval Process	55%	54%
• Plan Implementation Process	58%	61%
• Plan Reassessment Process	60%	70%

¹ Trial participants (participants with initial plans approved prior to 1 July 2016) and those with initial plans approved after the end of quarter 3, 2024-25 have been excluded.

² Results are drawn from participants' responses to Short Form (SF) questionnaires. Responses are collected at entry to the NDIS (baseline) and at subsequent SF questionnaire reassessment or check-in. Responses are collected at entry to the NDIS (baseline) for 96% of participants who had their first plan approved since 1 July 2016 and have had a second Short Form (SF) questionnaire reassessment to date.

³ "n/a" means that results cannot be measured.

Participant Service Guarantee (PSG)

Percentage meeting the Service Guarantee in the quarter ¹		Service Guarantee	30 Sep	30 Jun
General	1. Explain a previous decision, after a request for explanation is received	28 days	100%	n/a
Access	2. Make an access decision, or request for more information, after an access request has been received	21 days	91%	50%
	3. Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	92%	n/a
	4. Make an access decision, after more information has been provided	14 days	75%	44%
	6. Approve a participant's plan, after an access decision has been made (excludes those ECA ² that have received initial supports)	56 days	97%	94%
Implementation	7. Approve a plan for ECA ² participants, after an access decision has been made	56 days	99%	99%
	8. Offer to hold a plan implementation meeting, after the plan is approved	7 days	90%	82%
	9. If the participant accepts the offer, hold a plan implementation meeting	28 days	99%	n/a
Plan Reassessments	10, 16. Provide a copy of the plan to a participant, after the plan is approved (PSG 10) or amended (PSG 16)	7 Days	99%	n/a
	11. Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date	56 days	64%	55%
	12. Decide whether to undertake a Participant Requested Plan Reassessment, after the request is received	21 days	23%	24%
	13. Complete a reassessment, after the decision to accept the request was made	28 days	84%	81%
Plan Amendments	14. Amend a plan, after the receipt of information that triggers the plan amendment process	28 days	32%	40%
Reviewable Decisions	17a. Complete an Internal Review of a Reviewable Decision, after a request is received	60 days	67%	74%
	17b. Enact outcome of a reviewable decision, once decision has been made	28 days	95%	n/a
	18. Implement an ART decision to amend a plan, after the ART decision is made	28 days	91%	n/a
Nominee	19. Cancel participant requested nominee	14 days	86%	n/a
	20. Cancel CEO initiated nominee	14 days	100%	n/a

¹ For quarters June 2025 and earlier, performance is measured from available data on processes and dates in the new computer system. For the September 2025 quarter, performance is being measured from milestones built into the new computer system for most measures. PSGs 10 and 16 are captured within the same milestone. For PSGs 11, 14 and 18, performance is being measured from available data on processes and dates in the new computer system. Reporting for PSG measures 5 and 15 are not yet available and these will not be reported at this stage.

² ECA stands for early childhood approach.

Provider and market metrics

Market supply and participant costs ¹	As at 30 Sep	As at 30 Jun
Total number of active providers in the last quarter	5,658	5,454
Utilisation (6 month rolling average with 3 month lag) (%)	74%	74%
Payments paid within 3 days (%) ²	99.5%	98.5%
Total payments from 1 July 2025 (\$m)	\$182m	\$670m
Total annualised plan budgets at the end of quarter (\$m) ³	\$928m	\$894m
Total plan inflation (current quarter % per annum) ^{4 5}	9.9%	9.8%
Inflation at plan reassessment (current quarter % per annum)	4.8%	6.1%
Inflation within a plan, between reassessments (current quarter % per annum)	5.1%	3.6%

- Total annualised plan budgets at 30 September 2025 were \$928m and payments from 1 July 2025 were \$182m.
- Out of 5,658 active providers in the September 2025 quarter, 341 providers provided support to NDIA-managed participants, 3,347 providers provided support to plan-managed participants and 3,524 providers provided support to self-managed participants.
- Utilisation has been 74% from 1 January 2025 to 30 June 2025.
- The average annualised plan budget ⁶ at the end of September for active participants is \$75,700 (\$463,900 for participants in Supported Independent Living (SIL) and \$54,300 for participants not in SIL).
- The average payment ⁷ for the 12 month ending 30 September 2025 is \$58,500 (\$419,600 for participants in Supported Independent Living (SIL) and \$37,700 for participants not in SIL).

Users of this dashboard can find these statistics and many more available via the NDIS Data Explorer at: <https://dataresearch.ndis.gov.au/explore-data>

¹ Reporting on performance against discontinued corporate targets for utilisation, provider concentration and outcomes is ceased from September 2025 quarter.
² The payment enquiries come from the Provider Portal, Participant Portal and NDIS App.
³ Total annualised plan budgets refer to those in the current plans of active participants at the end of quarter.
⁴ Total plan inflation consists of plan budget changes occurring at plan reassessment as well as changes occurring within a plan between reassessments.
⁵ The APR saw price limit increases in July 2025. Unspent portions of plan budgets were increased in line with new price limits to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intra-plan and total inflation during the month of July 2025.
⁶ Average annualised plan budgets are derived from total annualised plan budgets in the current plans of active participants at 30 September 2025.
⁷ Average payments are calculated as the average of the annualised monthly payments in the same 12 month period, weighted by the participants that are active in each month.