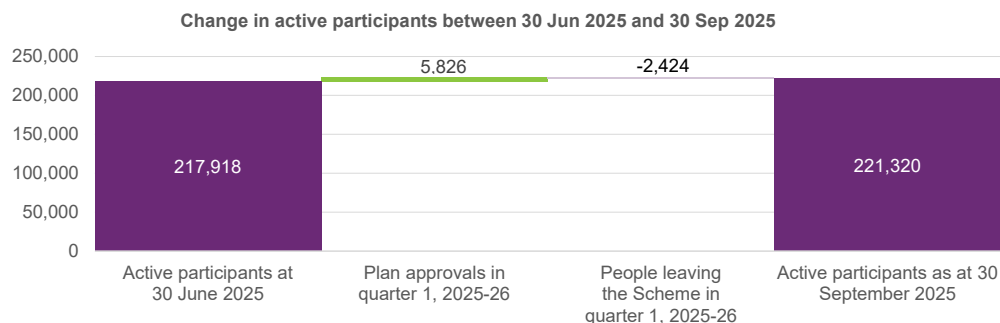


Participants and Planning

Participant experience	As at 30 Sep	As at 30 Jun
Active participants with approved plans (excluding children accessing early connections)	221,320	217,918
Children accessing early connections throughout the quarter	8,327	6,895
Percentage of participants fully or partially self managing their plan	26%	26%
Percentage of plans activated within 90 days ¹	88%	88%
Number of completed plan reassessments in the quarter	16,609	15,980



Performance summary:

- 246,795 participants (excluding children accessing early connections) have had an approved plan since July 2013. 221,320 of these continue to be active.
- 159,309 active participants have not previously received disability support via State and Commonwealth government programs in the past.
- 5,826 participants have entered the Scheme in the September 2025 quarter and net participants leaving the Scheme are 2,424, reflecting active participant movements in and out of the Scheme and New South Wales.
- 16,609 plans have had reassessments this quarter.
- 7,918 access decisions have been made in the quarter, of which 6,216 met access and are still active.
- 737 (12.7%) of the new active participants this quarter identified as First Nations participants, taking the total number of First Nations participants in New South Wales to 21,080 (9.5%).
- 586 (10.1%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD), taking the total number of CALD participants in New South Wales to 23,571 (10.7%).

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	25%	22%
• Participant social and community engagement rate - Aged 15+ years	43%	33%
• Family and carer employment rate - All ages	55%	48%
• Participant choice and control - Aged 15+ years	82%	67%
% 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	64%	n/a
• Community Connections Process	76%	81%
• Apply for NDIS Process (access met)	80%	59%
• Apply for NDIS Process (access not met)	43%	30%
• Plan Approval Process	53%	56%
• Plan Implementation Process	62%	69%
• Plan Reassessment Process	68%	74%

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 98% 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	96%	n/a
Access	2. Make an access decision, or request for more information, after an access request has been received	21 days	91%	47%
	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	55%	43%
Planning	6. Approve a participant's plan, after an access decision has been made (excludes those ECA ² that have received initial supports)	56 days	95%	94%
	7. Approve a plan for ECA ² participants, after an access decision has been made	56 days	100%	100%
Implementation	8. Offer to hold a plan implementation meeting, after the plan is approved	7 days	86%	87%
	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	49%	66%
	12. Decide whether to undertake a Participant Requested Plan Reassessment, after the request is received	21 days	27%	24%
	13. Complete a reassessment, after the decision to accept the request was made	28 days	82%	81%
Plan Amendments	14. Amend a plan, after the receipt of information that triggers the plan amendment process	28 days	44%	46%
Reviewable Decisions	17a. Complete an Internal Review of a Reviewable Decision, after a request is received	60 days	71%	76%
	17b. Enact outcome of a reviewable decision, once decision has been made	28 days	98%	n/a
	18. Implement an ART decision to amend a plan, after the ART decision is made	28 days	79%	n/a
Nominee	19. Cancel participant requested nominee	14 days	93%	n/a
	20. Cancel CEO initiated nominee	14 days	98%	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	81,646	79,971
Utilisation (6 month rolling average with 3 month lag) (%)	77%	77%
Payments paid within 3 days (%) ²	99.5%	98.7%
Total payments from 1 July 2025 (\$m)	\$3,899m	\$14,157m
Total annualised plan budgets at the end of quarter (\$m) ³	\$18,848m	\$18,137m
Total plan inflation (current quarter % per annum) ^{4 5}	10.8%	9.5%
Inflation at plan reassessment (current quarter % per annum)	5.3%	5.1%
Inflation within a plan, between reassessments (current quarter % per annum)	5.5%	4.4%

- Total annualised plan budgets at 30 September 2025 were \$18,848m and payments from 1 July 2025 were \$3,899m.
- Out of 81,646 active providers in the September 2025 quarter, 4,455 providers provided support to NDIA-managed participants, 58,886 providers provided support to plan-managed participants and 40,516 providers provided support to self-managed participants.
- Utilisation has been 77% from 1 January 2025 to 30 June 2025.

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.

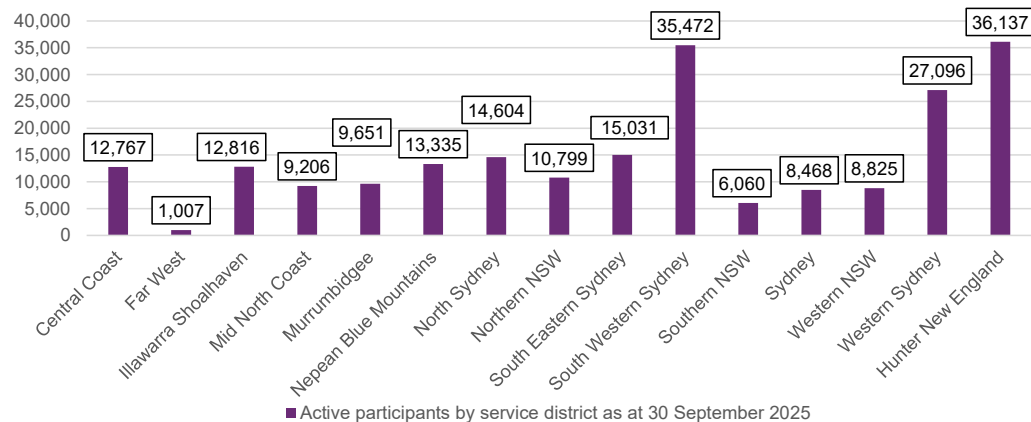
³ Total annualised plan budgets refer to those in the current plans of active participants at the end of quarter.

⁴ Total plan inflation consists of plan budget changes occurring at plan reassessment as well as changes occurring within a plan between reassessments.

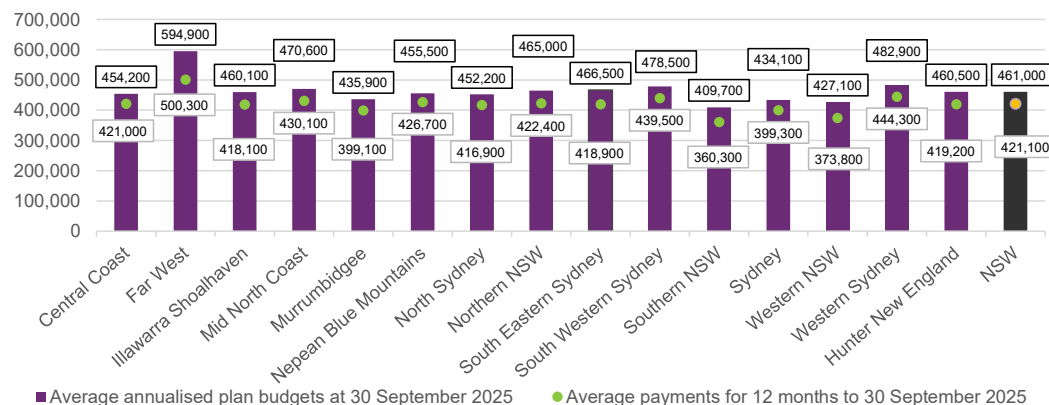
⁵ The APR saw price limit increases in July 2025. Unspent portions of plan budgets were increased in line with new price limits to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intra-plan and total inflation during the month of July 2025.

Summaries by Service Districts

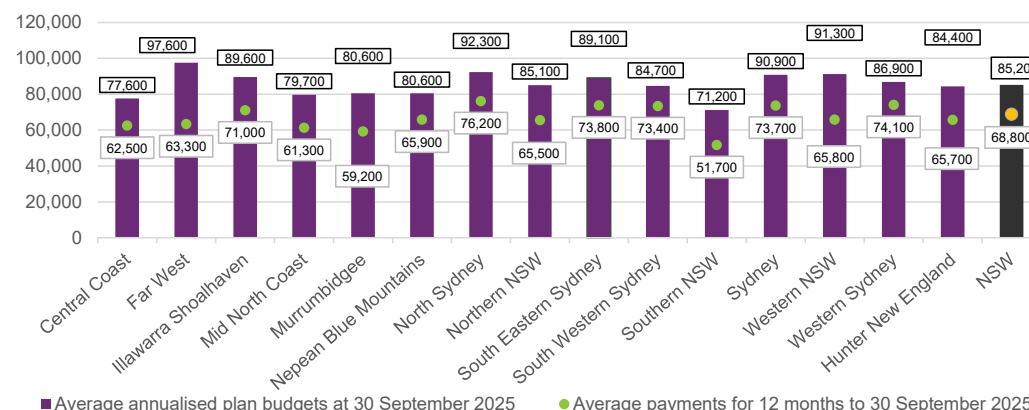
Active participants by service district ¹



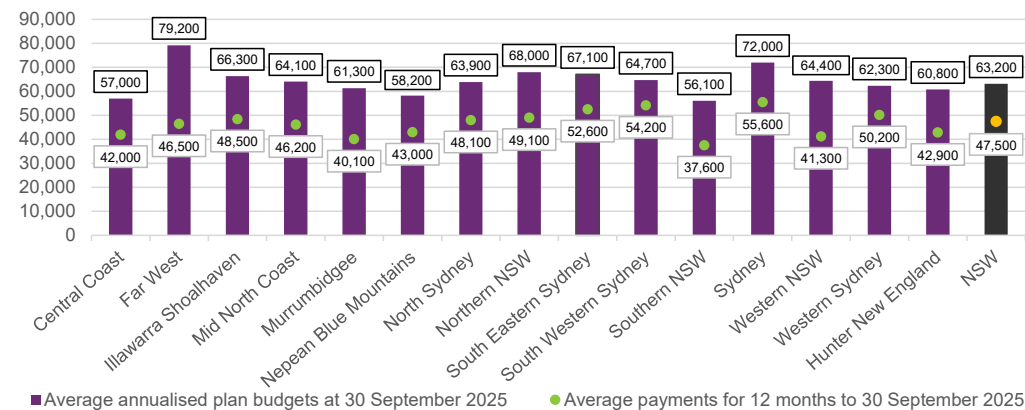
Average annualised plan budgets and average payments - Participants in Supported Independent Living (SIL) (\$) ^{2 3}



Average annualised plan budgets and average payments (\$) ^{2 3}



Average annualised plan budgets and average payments - Participants not in SIL (\$) ^{2 3}



- Hunter New England has the highest number (36,137) of active participants, while Far West has the lowest (1,007).
- The average annualised plan budget at the end of September for active participants is \$85,200 (\$63,200 for participants not in SIL and \$461,000 for participants in SIL).
- The average payments for the 12 months ending 30 September 2025 are \$68,800 (\$47,500 for participants not in SIL and \$421,100 for participants in SIL).
- Far West has the highest average annualised plan budgets and North Sydney has the highest average payments across all participants.

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 There are 46 active participants as at 30 September 2025 residing in 'Other' service districts. 'Other' includes participants with service district information missing. The average annualised plan budgets and average payments for this group are not shown.
² Average annualised plan budgets are derived from total annualised plan budgets in the current plans of active participants as at 30 September 2025. 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.
³ Figures are not shown if there is insufficient data in the service district.