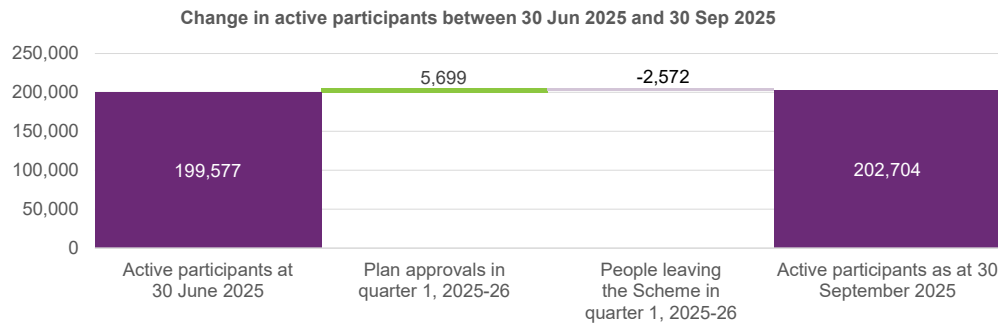


Participants and Planning

| Participant experience | As at 30 Sep | As at 30 Jun |
|--|--------------|--------------|
| Active participants with approved plans (excluding children accessing early connections) | 202,704 | 199,577 |
| Children accessing early connections throughout the quarter | 7,542 | 6,429 |
| Percentage of participants fully or partially self managing their plan | 31% | 31% |
| Percentage of plans activated within 90 days ¹ | 87% | 87% |
| Number of completed plan reassessments in the quarter | 15,037 | 14,182 |



Performance summary:

- 225,247 participants (excluding children accessing early connections) have had an approved plan since July 2013. 202,704 of these continue to be active.
- 136,330 active participants have not previously received disability support via State and Commonwealth government programs in the past.
- 5,699 participants have entered the Scheme in the September 2025 quarter and net participants leaving the Scheme are 2,572, reflecting active participant movements in and out of the Scheme and Victoria.
- 15,037 plans have had reassessments this quarter.
- 7,512 access decisions have been made in the quarter, of which 6,091 met access and are still active.
- 249 (4.4%) of the new active participants this quarter identified as First Nations participants, taking the total number of First Nations participants in Victoria to 7,565 (3.7%).
- 520 (9.1%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD), taking the total number of CALD participants in Victoria to 22,531 (11.1%).

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 | 22% | 19% |
| • Participant social and community engagement rate - Aged 15+ years | 38% | 32% |
| • Family and carer employment rate - All ages | 52% | 46% |
| • Participant choice and control - Aged 15+ years | Latest Reassessment 81% | First Reassessment 65% |
| % of participants rating their overall experience as very good or good by pathway stage – current vs previous quarter | Quarter 1, 2025-26 | Quarter 4, 2024-25 |
| • Early Supports Process | 68% | 75% |
| • Community Connections Process | 82% | 79% |
| • Apply for NDIS Process (access met) | 80% | 66% |
| • Apply for NDIS Process (access not met) | 39% | 32% |
| • Plan Approval Process | 47% | 50% |
| • Plan Implementation Process | 63% | 66% |
| • Plan Reassessment Process | 66% | 71% |

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.

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 | 94% | n/a |
| Access | 2. Make an access decision, or request for more information, after an access request has been received | 21 days | 91% | 45% |
| | 3. Allow sufficient time for prospective participants to provide information, after NDIA has requested further information | 90 days | 90% | n/a |
| | 4. Make an access decision, after more information has been provided | 14 days | 55% | 46% |
| 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 | 96% | 94% |
| | 7. Approve a plan for ECA ² participants, after an access decision has been made | 56 days | 100% | 99% |
| Implementation | 8. Offer to hold a plan implementation meeting, after the plan is approved | 7 days | 83% | 82% |
| | 9. If the participant accepts the offer, hold a plan implementation meeting | 28 days | 98% | 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 | 47% | 61% |
| | 12. Decide whether to undertake a Participant Requested Plan Reassessment, after the request is received | 21 days | 25% | 26% |
| | 13. Complete a reassessment, after the decision to accept the request was made | 28 days | 84% | 83% |
| Plan Amendments | 14. Amend a plan, after the receipt of information that triggers the plan amendment process | 28 days | 43% | 43% |
| Reviewable Decisions | 17a. Complete an Internal Review of a Reviewable Decision, after a request is received | 60 days | 72% | 75% |
| | 17b. Enact outcome of a reviewable decision, once decision has been made | 28 days | 97% | n/a |
| | 18. Implement an ART decision to amend a plan, after the ART decision is made | 28 days | 93% | n/a |
| Nominee | 19. Cancel participant requested nominee | 14 days | 90% | n/a |
| | 20. Cancel CEO initiated nominee | 14 days | 97% | 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 | 85,342 | 83,779 |
| Utilisation (6 month rolling average with 3 month lag) (%) | 75% | 75% |
| Payments paid within 3 days (%) ² | 99.6% | 98.8% |
| Total payments from 1 July 2025 (\$m) | \$3,111m | \$11,448m |
| Total annualised plan budgets at the end of quarter (\$m) ³ | \$15,785m | \$15,170m |
| Total plan inflation (current quarter % per annum) ^{4 5} | 10.8% | 9.1% |
| Inflation at plan reassessment (current quarter % per annum) | 4.1% | 3.1% |
| Inflation within a plan, between reassessments (current quarter % per annum) | 6.7% | 6.1% |

- Total annualised plan budgets at 30 September 2025 were \$15,785m and payments from 1 July 2025 were \$3,111m.
- Out of 85,342 active providers in the September 2025 quarter, 2,835 providers provided support to NDIA-managed participants, 60,846 providers provided support to plan-managed participants and 44,297 providers provided support to self-managed participants.
- Utilisation has been 75% 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.

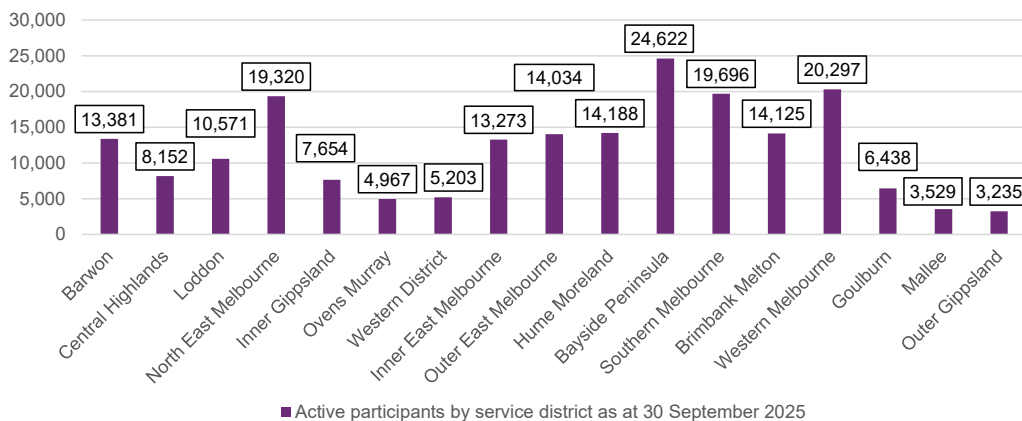
³ Total annualised plan budgets refer to those in the current plans of active participants at the end of quarter.

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.

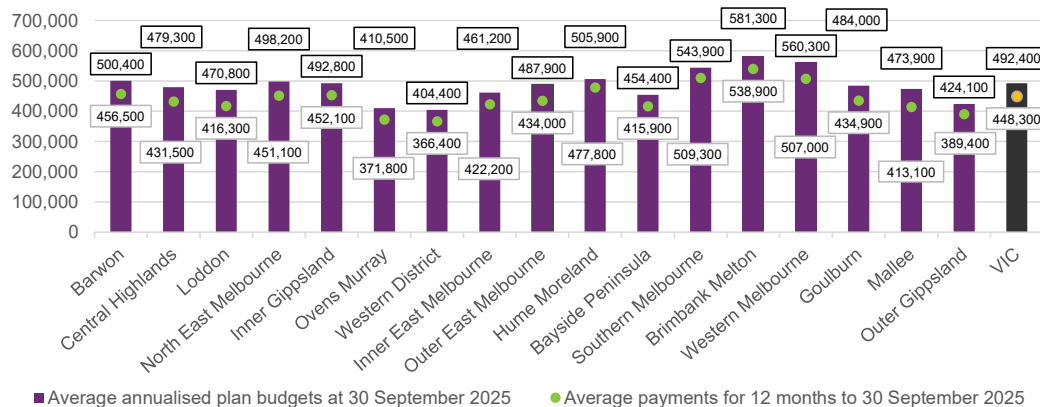
Summaries by Service Districts

Active participants by service district ¹



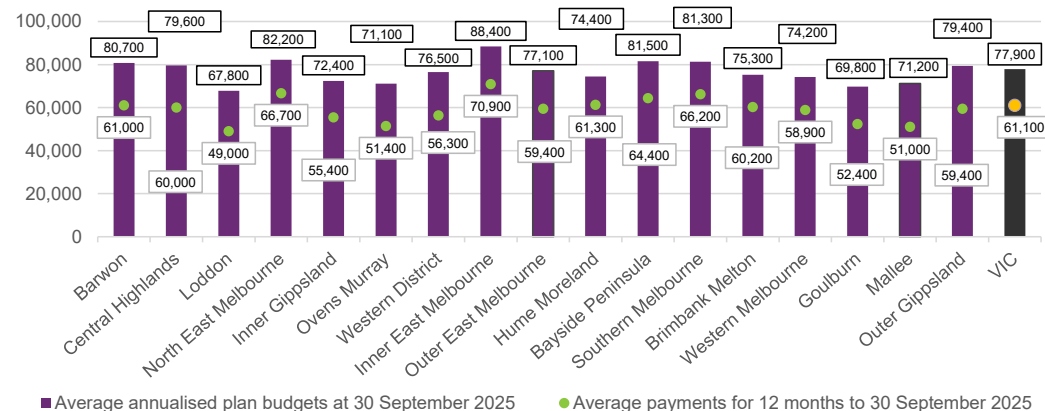
■ Active participants by service district as at 30 September 2025

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



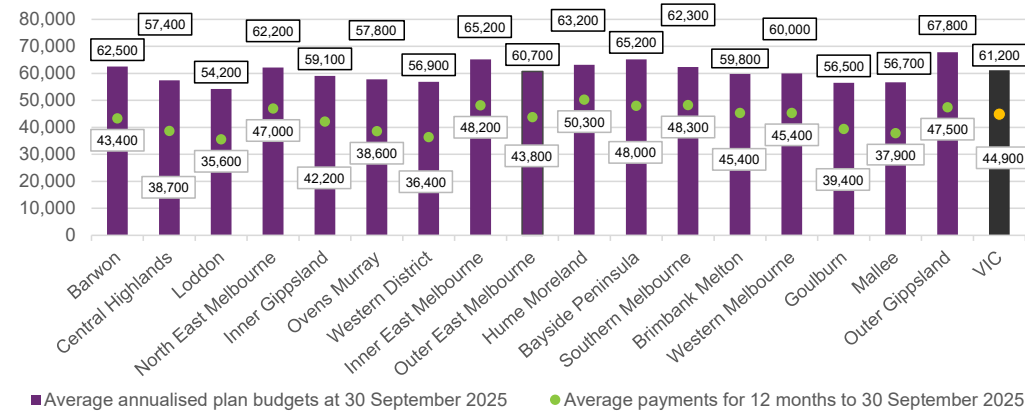
■ Average annualised plan budgets at 30 September 2025 ● Average payments for 12 months to 30 September 2025

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



■ Average annualised plan budgets at 30 September 2025 ● Average payments for 12 months to 30 September 2025

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



■ Average annualised plan budgets at 30 September 2025 ● Average payments for 12 months to 30 September 2025

- Bayside Peninsula has the highest number (24,622) of active participants, while Outer Gippsland has the lowest (3,235).
- The average annualised plan budget at the end of September for active participants is \$77,900 (\$61,200 for participants not in SIL and \$492,400 for participants in SIL).
- The average payments for the 12 months ending 30 September 2025 are \$61,100 (\$44,900 for participants not in SIL and \$448,300 for participants in SIL).
- Inner East Melbourne has the highest average annualised plan budgets and 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 19 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.