

## Appendix A:

### Key definitions

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**Access request:** A formal request by an individual for a determination of eligibility to access the Scheme.

**Access requirements:** The criteria someone must meet to become a participant in the NDIS. The access requirements are: age (under 65 years); residency (live in Australia and be an Australian citizen or have paperwork to live here permanently); disability: a disability which is permanent and significant, or early intervention (support is required early to help reduce the future needs for supports).

**Active participant:** Those who have been determined eligible and have an approved plan. (There are also cases where a participant's plan has expired and a new plan has not formally commenced, but they have not exited the Scheme. These individuals are also counted as active participants).

**Active provider:** A person or provider of supports who has received payment for supporting participants within the reporting period.

**Administrative Review Tribunal (ART):** The Administrative Review Tribunal is responsible for conducting independent merits review of a wide range of administrative decisions made under Commonwealth law, including those made by the Australian Government.

**Assistive Technology (AT):** The full range of technological solutions that allow people with disability to be more independent and more connected. The primary purpose of AT is to maintain or improve an individual's functioning and independence to make participation possible (at home, school, workplace and/or community) and to enhance overall well-being.

**Average annualised committed supports:** Annualised committed supports divided by the number of active participants. The annualised committed supports are the committed supports (on the current plan) scaled to a 12 month period.

**Average payments:** Average payments are calculated as the sum of the payments in the 12 months prior to the date of the report, divided by the average number of participants that are active per working day in each month over the same period.

**Bilateral Agreement:** An agreement between the Commonwealth and a State or Territory that formalises the commitments of each government in relation to NDIS.

**Bilateral estimates:** Estimates for the number of people expected to enter the NDIS by quarter in each State and Territory. These figures are estimates only.

**Carer:** Someone who provides personal care, support and assistance to a person with a disability and who is not contracted as a paid or voluntary worker.

**Committed support:** The cost of supports contained within a participant's plan, approved to be provided to support a participant's needs. In some sections of this report, this amount is annualised to allow for comparison of plans of different lengths.

**Complaints:** An expression of dissatisfaction indicating that an experience with the NDIA or a related entity is displeasing or unacceptable and requires a resolution.

**Culturally and Linguistically Diverse (CALD):** Country of birth is not Australia, New Zealand, the United Kingdom, Ireland, the United States of America, Canada or South Africa, or primary language spoken at home is not English. From September 2021, it excludes participants identifying as being part of First Nations Peoples.

**Early Childhood Approach (ECA):** The nationally consistent early childhood approach is for children younger than 6 with developmental delay or younger than 9 with disability. Children younger than 6 who do not fully meet the definition of developmental delay and have developmental concerns will also be supported through the early childhood approach.

**Early Connections:** Early connections are part of the nationally consistent early childhood approach, to support children younger than 9 and their families. Early childhood partners link children and families to practical information, mainstream and community supports, and peer supports. Eligible children who are younger than 6 and have developmental concerns may also undertake a short-term program of early supports with the early childhood partner, designed to build capacity of the child and family and promote everyday learning. Depending on individual circumstances, a child may move through the early connections program to become an NDIS participant on either the permanent disability criteria of the NDIS Act (s.24) or the early intervention criteria of the NDIS Act (s.25) or both the early intervention and permanent disability criteria.

**First Nations Peoples:** Identified as Aboriginal and/or Torres Strait Islander.

**Individualised Living Options (ILO):** Give people with disability more choice about where they live, who with and how they can use their NDIS funding. ILO funding supports participants to live where they choose, increase their independence and maximise their social and economic participation.

**In-kind:** Existing Commonwealth or State/Territory government programs delivered under existing block grant funding arrangements.

**Internal Review of Decision request:** An internal review of a decision the NDIA has made about participants under the NDIS Act (s.100).

**Mainstream services:** The government systems providing services to the Australian public e.g. health, mental health, education, justice, housing, child protection and employment services.

**Market:** Under the NDIS, the market is the place where participants and providers interact to trade for disability supports.

**National Disability Insurance Agency (NDIA):** The Commonwealth government organisation administering the NDIS.

**NDIA-Managed:** Where a registered NDIA provider makes a claim for a support item directly from the NDIA, without a Plan Manager as intermediary.

**National Disability Insurance Scheme (NDIS):** Provides support for Australians with disability, their families and carers. In this report the NDIS is also referred to as 'the Scheme'.

**On paid provider:** A provider of supports paid by a participant or plan manager.

**Outcomes framework questionnaires:** One way in which the NDIA is measuring success for people with disability across 8 different life domains.

**Paid Provider:** A provider with a bank account into which the NDIA has made a payment. For Agency-managed payments this will be the support provider. For plan-managed payments this will be the plan manager. For self-managed payments there is no paid provider as the participant is paid instead.

**Participant:** An individual whose access request has been determined 'eligible'. A participant can be made eligible under the permanent disability criteria of the NDIS Act (s.24) or the early intervention criteria of the NDIS Act (s.25) or both the early intervention and disability requirements.

**Participant Critical Incident (PCI):** Circumstances or information about allegations of serious harm occurring to a participant.

**Plan change requests:** A request from a participant/authorised representative to vary or reassess a plan under the NDIS Act (s.47A or s.48 respectively).

**Participant Provider Pathway:** The process by which participants, their families, carers and providers interact with the NDIS.

**Payment:** Made to participants or their nominees for supports received as part of a participant's plan, and to providers on behalf of participants as part of a participant's plan.

**Plan:** A written agreement worked out with each participant, stating their goals and needs and the reasonable and necessary supports the NDIS will fund for them.

**Plan Manager:** A Plan Manager must be a registered provider who is approved in relation to managing the funding of supports under plans mentioned in the NDIS Act s70(1)(a) (NDIS Act s9). With respect to a payment request, a plan manager is any provider that has submitted claims associated with a plan managed budget/payment OR a provider that has submitted claims for plan management fees under the Choice and Control budget.

**Pricing:** Guidance on the price to be paid for each support item. For some items, such as personal care and community access, the amount indicates the maximum price the NDIA will pay for that support.

**Provider of support / Support provider:** The provider responsible for the provision of disability supports for a NDIS participant. With respect to a payment request, the support provider is the provider paid by the NDIA for Agency-managed payments (paid provider). For self and plan-managed payments the support provider is the provider paid by the participant or plan manager respectively (on paid provider).

**Registered provider:** An approved person or provider of supports that has registered as a provider with the NDIS Quality and Safeguard Commission.

**Revenue:** The amount received from both States/Territories and the Commonwealth governments for participant supports as outlined in the bilateral agreement. This includes both cash and in-kind amounts.

**Specialist Disability Accommodation (SDA):** Accommodation for people who require specialist housing solutions, including to assist with the delivery of supports that cater for their extreme functional impairment or very high support needs. SDA does not refer to the support services, but the homes in which these are delivered. SDA may include specialist designs for people with very high needs or may have a location or features that make it feasible to provide complex or costly supports for independent living.

**Supported Independent Living (SIL):** Help with and/or supervision of daily tasks to develop the skills of an individual to live as independently as possible. Assistance provided to a participant will be included as part of their plan depending on the level of support they require to live independently in the housing option of their choice.

**Unregistered provider:** A provider of supports that has not registered as a provider with the NDIS Quality and Safeguards Commission. An unregistered provider can support participants that are plan-managed or self-managed.

**Utilisation rate:** The ratio between payments made and the committed supports over a defined period.

# Appendix B:

## Outcomes framework questionnaires

### About the outcomes framework questionnaires

The NDIS outcomes framework questionnaires measure the medium and long-term benefits of the Scheme to participants. These questionnaires are one way the NDIA is measuring Scheme outcomes. The questionnaires collect baseline measures when participants enter the Scheme, and track future outcomes against baseline measures to assess progress. Baseline measures were collected from 98% of participants who received their initial plan since 1 July 2016.

The information collected from participants tracks how they are progressing across 8 life domains:

**Choice and Control:** Includes independence, decision-making and whether the participant would like to have more choice and control in their life.

**Relationships:** Relates to whether a participant has someone to call on for practical advice or emotional support, about contact with family and friends and about relationships with staff.

**Health and Wellbeing:** Relates to health, lifestyle and access to health services.

**Work:** Explores participants' experiences in the workforce and goals for employment.

**Daily Living Activities:** Explores how independent participants are in 9 areas of daily living, for example shopping and home cleaning.

**Home:** Relates to participants' satisfaction in their home and whether they feel safe.

**Lifelong Learning:** Includes educational, training and learning experiences.

**Social, Community and Civic Participation:** Relates to hobbies, volunteering, involvement in community, voting, leisure activities and whether the participant feels they have a voice.

Information is also collected from families and carers of participants, for example in relation to family/carer employment.

The outcomes framework questionnaires adopt a lifespan approach to measuring outcomes, recognising that different outcomes will be important to participants at different stages of their life. The information is collected as participants enter the Scheme, and as their plans are reviewed, so that the NDIA can track the type of supports that lead to the best outcomes.

## Appendix C:

### Approved plans and children accessing early connections

A detailed summary of children younger than 9 in the Scheme by State/Territory is shown in Table C.1, including children accessing early connections.

**Table C.1 Summary of children younger than 9 who have approached the Scheme for support by jurisdiction and status <sup>1</sup>**

State/ Territory	Active approved plans (children younger than 9 as at 30 June 2025)	Access met but yet to have an approved plan (children younger than 9 as at 30 June 2025)	Access request (no decision)	Total	Number of children accessing early connections throughout the quarter
NSW	52,328	954	900	57,440	8,327
VIC	48,838	820	788	52,820	7,542
QLD	37,014	751	636	40,367	5,697
SA	12,490	210	207	13,429	1,598
WA	13,156	262	224	14,143	2,683
TAS	2,944	79	63	3,256	553
ACT	2,456	43	57	2,790	484
NT	1,544	59	26	1,722	172
OT	<11	0	0	<11	0
Missing	<11	0	0	<60	83
<b>Total</b>	<b>170,786</b>	<b>3,178</b>	<b>2,901</b>	<b>186,028</b>	<b>27,139</b>

<sup>1</sup> The number of children accessing or waiting on early connections at the end of the quarter is not reported separately, however they are still included in the total.

## Appendix D:

### Comparison of key metrics by state and territory

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Adapting to the new computer system and processes has impacted some data detailed in this supplement. This includes the proportion of active participant plans with not-stated culturally and linguistically diverse (CALD) status; missing data about reported level of function, and 'other disability' types. There may be some minor instances of information being restated in this report as data is further refined.

When interpreting the results detailed in this appendix, please also consider the following:

Percentage figures have been rounded and may not always total to one hundred per cent.

Totals include participants with missing characteristics, where applicable.

Throughout this appendix, results are not adjusted for underlying differences in population characteristics, and hence comparisons of the results for subsections of the population should be interpreted with caution.

The number of participants residing in remote and very remote areas (**Table D.10**) is based on the Modified Monash Model measure of remoteness.

Targets are not provided for 'family and carer employment rate' and 'participant choice and control', as the NDIA corporate plan no longer lists these as performance measures.

Figures reported for participant critical incidents (PCIs) exclude counts of 'withdrawn' or 'miscategorised' PCIs (**Table D.19**).

'Active providers' refers to those who have received payment in the quarter for supporting NDIS participants (**Table D.20**). The count of active providers excludes providers with a missing Australian Business Number (ABN).

Plan management fees, which are payments from NDIA-managed funding, are reclassified as plan-managed funding payments for the purpose of counting providers. Therefore, the count of NDIA-managed providers excludes providers that only received plan management fees and no other NDIA-managed funding payments (**Table D.20**).

From 14 October 2024, it is mandatory for participants with self-managed funding payments to include the Australian Business Number (ABN) of the associated provider or provide a reason why it isn't available. Prior to this date, providing the ABN was voluntary; therefore, the count of providers for self-managed participants (**Table D.20**) before this date should only be used as a reference.

Providers can offer support in multiple support categories. Therefore, the total number of unique active providers (**Table D.20**) will be lower than the sum of active providers across all support categories.

Average annualised committed supports (**Table D.23**) are derived from the total annualised committed supports in the current plans of active participants as at 30 September 2025. Average payments (**Table D.24**) are calculated as the sum of the payments in the 12-month period to 30 September 2025, divided by the average number of participants who are active per working day in

each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Total annualised committed supports (**Table D.23**) are those in the current plans of active participants as at 30 September 2025. 'Total payments' (**Table D.24**) refers to those paid over the 12 months to 30 September 2025.

The utilisation rate for the current financial year will likely increase due to a lag between when support is provided and when it is paid for.

**Table D.1 Active participants as at 30 September 2025 <sup>2</sup>**

State/Territory	Active participant plans - Count	Active participant plans - Percentage
NSW	221,320	29.5%
VIC	202,704	27.0%
QLD	161,575	21.5%
WA	66,569	8.9%
SA	64,046	8.5%
TAS	16,223	2.2%
ACT	12,260	1.6%
NT	6,647	0.9%
OT	82	0.0%
Missing	20	0.0%
<b>National</b>	<b>751,446</b>	<b>100.0%</b>

**Table D.2 Numbers of active participant plans by age group as at 30 September 2025**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 8	52,328	48,838	37,014	13,156	12,490	2,944	2,456	1,544	<b>170,786</b>
9 to 14	42,206	40,895	32,875	12,748	13,562	2,909	2,350	1,276	<b>148,844</b>
15 to 18	21,348	19,392	16,982	7,032	7,546	1,723	1,242	644	<b>75,919</b>
19 to 24	19,255	16,581	14,610	6,750	6,368	1,660	1,197	534	<b>66,968</b>
25 to 34	19,941	16,840	13,594	6,511	5,389	1,862	1,226	531	<b>65,905</b>
35 to 44	15,190	14,790	11,254	5,309	4,592	1,193	904	623	<b>53,863</b>
45 to 54	17,149	16,245	12,158	5,208	4,680	1,335	1,041	614	<b>58,437</b>
55 to 64	20,933	18,827	14,762	6,327	5,931	1,650	1,049	628	<b>70,117</b>
65+	12,970	10,296	8,326	3,528	3,488	947	795	253	<b>40,607</b>
<b>Total</b>	<b>221,320</b>	<b>202,704</b>	<b>161,575</b>	<b>66,569</b>	<b>64,046</b>	<b>16,223</b>	<b>12,260</b>	<b>6,647</b>	<b>751,446</b>

**Table D.3 Proportion of active participant plans by age group as at 30 September 2025**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 8	24%	24%	23%	20%	20%	18%	20%	23%	<b>23%</b>
9 to 14	19%	20%	20%	19%	21%	18%	19%	19%	<b>20%</b>
15 to 18	10%	10%	11%	11%	12%	11%	10%	10%	<b>10%</b>
19 to 24	9%	8%	9%	10%	10%	10%	10%	8%	<b>9%</b>
25 to 34	9%	8%	8%	10%	8%	11%	10%	8%	<b>9%</b>
35 to 44	7%	7%	7%	8%	7%	7%	7%	9%	<b>7%</b>
45 to 54	8%	8%	8%	8%	7%	8%	8%	9%	<b>8%</b>
55 to 64	9%	9%	9%	10%	9%	10%	9%	9%	<b>9%</b>
65+	6%	5%	5%	5%	5%	6%	6%	4%	<b>5%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>2</sup> OT Includes participants living in other Australian territories, including Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

**Table D.4 Numbers of active participant plans (participants in Supported Independent Living (SIL)) by age group as at 30 September 2025**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 8	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
9 to 14	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
15 to 18	74	53	77	34	31	<11	<11	<11	288
19 to 24	917	529	642	272	272	<100	<50	72	2,846
25 to 34	1,834	1,051	1,231	563	500	202	94	99	5,574
35 to 44	1,862	1,336	1,249	595	510	168	99	121	5,940
45 to 54	2,354	1,546	1,381	664	607	188	147	123	7,010
55 to 64	3,229	2,221	1,891	882	855	267	156	150	9,651
65+	1,927	1,090	991	498	495	176	95	<60	5,327
<b>Total</b>	<b>12,198</b>	<b>7,828</b>	<b>7,462</b>	<b>3,509</b>	<b>3,270</b>	<b>1,108</b>	<b>641</b>	<b>625</b>	<b>36,641</b>

**Table D.5 Proportion of active participant plans (participants in Supported Independent Living (SIL)) by age group as at 30 September 2025**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 8	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
9 to 14	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
15 to 18	1%	1%	1%	1%	1%	n/a	n/a	n/a	1%
19 to 24	8%	7%	9%	8%	8%	n/a	n/a	12%	8%
25 to 34	15%	13%	16%	16%	15%	18%	15%	16%	15%
35 to 44	15%	17%	17%	17%	16%	15%	15%	19%	16%
45 to 54	19%	20%	19%	19%	19%	17%	23%	20%	19%
55 to 64	26%	28%	25%	25%	26%	24%	24%	24%	26%
65+	16%	14%	13%	14%	15%	16%	15%	n/a	15%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table D.6 Numbers of active participant plans (participants not in Supported Independent Living (SIL)) by age group as at 30 September 2025**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 8	52,328	48,838	37,014	13,155	12,490	2,944	2,456	1,544	170,785
9 to 14	42,205	40,893	32,875	12,748	13,562	2,909	2,349	1,276	148,840
15 to 18	21,274	19,339	16,905	6,998	7,515	1,714	1,237	639	75,631
19 to 24	18,338	16,052	13,968	6,478	6,096	1,562	1,153	462	64,122
25 to 34	18,107	15,789	12,363	5,948	4,889	1,660	1,132	432	60,331
35 to 44	13,328	13,454	10,005	4,714	4,082	1,025	805	502	47,923
45 to 54	14,795	14,699	10,777	4,544	4,073	1,147	894	491	51,427
55 to 64	17,704	16,606	12,871	5,445	5,076	1,383	893	478	60,466
65+	11,043	9,206	7,335	3,030	2,993	771	700	198	35,280
<b>Total</b>	<b>209,122</b>	<b>194,876</b>	<b>154,113</b>	<b>63,060</b>	<b>60,776</b>	<b>15,115</b>	<b>11,619</b>	<b>6,022</b>	<b>714,805</b>

**Table D.7 Proportion of active participant plans (participants not in Supported Independent Living (SIL)) by age group as at 30 September 2025**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 8	25%	25%	24%	21%	21%	19%	21%	26%	<b>24%</b>
9 to 14	20%	21%	21%	20%	22%	19%	20%	21%	<b>21%</b>
15 to 18	10%	10%	11%	11%	12%	11%	11%	11%	<b>11%</b>
19 to 24	9%	8%	9%	10%	10%	10%	10%	8%	<b>9%</b>
25 to 34	9%	8%	8%	9%	8%	11%	10%	7%	<b>8%</b>
35 to 44	6%	7%	6%	7%	7%	7%	7%	8%	<b>7%</b>
45 to 54	7%	8%	7%	7%	7%	8%	8%	8%	<b>7%</b>
55 to 64	8%	9%	8%	9%	8%	9%	8%	8%	<b>8%</b>
65+	5%	5%	5%	5%	5%	5%	6%	3%	<b>5%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table D.8 Number of active participant plans by primary disability group as at 30 September 2025**

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	88,005	80,815	68,590	28,223	30,429	6,503	5,033	1,867	<b>309,516</b>
Intellectual disability	29,950	26,673	18,335	8,418	8,483	2,825	1,378	1,210	<b>97,287</b>
Developmental delay	20,175	26,251	18,178	5,772	4,219	1,214	1,214	694	<b>77,722</b>
Psychosocial disability	19,687	20,390	12,651	5,667	4,138	1,211	1,163	641	<b>65,553</b>
Hearing impairment	9,067	7,662	6,872	2,609	2,104	555	486	249	<b>29,606</b>
Other neurological	8,025	6,109	5,483	2,607	1,935	578	445	226	<b>25,413</b>
Global developmental delay	8,517	3,873	3,903	1,313	2,430	275	297	260	<b>20,871</b>
Other physical	5,861	4,703	4,871	1,856	1,769	419	516	189	<b>20,188</b>
Acquired brain injury	5,328	5,192	4,604	1,781	1,848	502	245	343	<b>19,847</b>
Cerebral palsy	5,900	4,438	4,019	1,932	1,349	444	302	209	<b>18,593</b>
Other	3,944	3,011	3,017	1,347	994	344	216	207	<b>13,081</b>
Down syndrome	3,762	2,901	2,499	1,168	798	306	227	108	<b>11,772</b>
Multiple sclerosis	3,297	3,666	2,202	1,162	1,070	433	250	20	<b>12,100</b>
Visual impairment	3,457	3,134	2,049	989	867	219	197	79	<b>10,991</b>
Stroke	3,583	2,375	2,367	876	833	216	162	226	<b>10,640</b>
Spinal cord Injury	2,029	1,115	1,713	746	480	145	80	95	<b>6,404</b>
Other sensory/speech	733	396	222	103	300	34	49	24	<b>1,862</b>
<b>Total</b>	<b>221,320</b>	<b>202,704</b>	<b>161,575</b>	<b>66,569</b>	<b>64,046</b>	<b>16,223</b>	<b>12,260</b>	<b>6,647</b>	<b>751,446</b>

**Table D.9 Proportion of active participant plans by primary disability group as at 30 September 2025**

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	40%	40%	42%	42%	48%	40%	41%	28%	<b>41%</b>
Intellectual disability	14%	13%	11%	13%	13%	17%	11%	18%	<b>13%</b>
Developmental delay	9%	13%	11%	9%	7%	7%	10%	10%	<b>10%</b>
Psychosocial disability	9%	10%	8%	9%	6%	7%	9%	10%	<b>9%</b>
Hearing impairment	4%	4%	4%	4%	3%	3%	4%	4%	<b>4%</b>
Other neurological	4%	3%	3%	4%	3%	4%	4%	3%	<b>3%</b>
Global developmental delay	4%	2%	2%	2%	4%	2%	2%	4%	<b>3%</b>
Other physical	3%	2%	3%	3%	3%	3%	4%	3%	<b>3%</b>
Acquired brain injury	2%	3%	3%	3%	3%	3%	2%	5%	<b>3%</b>
Cerebral palsy	3%	2%	2%	3%	2%	3%	2%	3%	<b>2%</b>
Other	2%	1%	2%	2%	2%	2%	2%	3%	<b>2%</b>
Down syndrome	2%	1%	2%	2%	1%	2%	2%	2%	<b>2%</b>
Multiple sclerosis	1%	2%	1%	2%	2%	3%	2%	0%	<b>2%</b>
Visual impairment	2%	2%	1%	1%	1%	1%	2%	1%	<b>1%</b>
Stroke	2%	1%	1%	1%	1%	1%	1%	3%	<b>1%</b>
Spinal cord Injury	1%	1%	1%	1%	1%	1%	1%	1%	<b>1%</b>
Other sensory/speech	0%	0%	0%	0%	0%	0%	0%	0%	<b>0%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table D.10 Number of active participant plans by other characteristics as at 30 September 2025<sup>3 4</sup>**

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
First Nations Participants	21,080	7,565	17,647	5,480	4,404	1,737	636	3,479	<b>62,032</b>
Culturally and linguistically diverse participants	23,571	22,531	8,237	5,031	4,299	409	1,138	345	<b>65,582</b>
Participants residing in remote and very remote areas	837	68	2,800	3,063	1,580	193	0	2,837	<b>11,457</b>
Younger people in residential aged care (under 65)	185	257	71	38	33	14	<11	0	<b>601</b>
Participants with supported independent living	12,198	7,828	7,462	3,509	3,270	1,108	641	625	<b>36,641</b>
Participants using specialised disability accommodation	5,015	5,293	2,585	686	1,523	109	203	104	<b>15,518</b>
Participants specialised disability accommodation eligible, not yet using specialised disability accommodation	3,012	2,002	1,857	1,176	968	393	143	205	<b>9,756</b>

<sup>3</sup> [For SDA eligible] SDA eligible participants are participants who have been found eligible for SDA through the home and living application process or through legacy system processes but have SDA funding in their plan.

<sup>4</sup> [For SDA in use] Evidence of SDA in use is estimated based on SDA payments, SDA service bookings and address matching to an enrolled SDA dwelling. Future enhancements to the PACE system will allow for better tracking and an ability to better understand why participants may not yet be using SDA funding.

**Table D.11 Proportion of active participant plans by other characteristics as at 30 September 2025<sup>5 6</sup>**

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
First Nations Participants	9.5%	3.7%	10.9%	8.2%	6.9%	10.7%	5.2%	52.3%	<b>8.3%</b>
Culturally and linguistically diverse participants	10.7%	11.1%	5.1%	7.6%	6.7%	2.5%	9.3%	5.2%	<b>8.7%</b>
Participants residing in remote and very remote areas	0.4%	0.0%	1.7%	4.6%	2.5%	1.2%	0.0%	42.7%	<b>1.5%</b>
Younger people in residential aged care (under 65)	25.2%	36.3%	20.9%	25.2%	27.5%	29.8%	n/a	0.0%	<b>28.3%</b>
Participants with supported independent living	5.5%	3.9%	4.6%	5.3%	5.1%	6.8%	5.2%	9.4%	<b>4.9%</b>
Participants using specialised disability accommodation	2.3%	2.6%	1.6%	1.0%	2.4%	0.7%	1.7%	1.6%	<b>2.1%</b>
Participants specialised disability accommodation eligible, not yet using specialised disability accommodation	1.4%	1.0%	1.1%	1.8%	1.5%	2.4%	1.2%	3.1%	<b>1.3%</b>

**Table D.12 Participation rates by gender as at 30 September 2025<sup>7</sup>**

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	3.2%	3.5%	3.5%	2.8%	4.2%	3.3%	3.1%	3.2%	<b>3.4%</b>
Female	1.9%	2.2%	2.2%	1.7%	2.5%	2.1%	2.0%	1.7%	<b>2.1%</b>
<b>Total</b>	<b>2.6%</b>	<b>2.9%</b>	<b>2.9%</b>	<b>2.3%</b>	<b>3.4%</b>	<b>2.8%</b>	<b>2.6%</b>	<b>2.5%</b>	<b>2.7%</b>

**Table D.13 Participation rates by age group as at 30 September 2025<sup>8</sup>**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0-8	5.8%	6.8%	6.3%	4.2%	6.8%	5.4%	4.9%	4.6%	<b>6.0%</b>
9-14	6.7%	8.0%	7.6%	5.7%	10.2%	7.3%	6.6%	5.9%	<b>7.4%</b>
15-18	5.0%	5.7%	5.7%	4.7%	8.2%	6.1%	5.4%	4.7%	<b>5.5%</b>
19-24	2.9%	3.0%	3.3%	3.1%	4.6%	4.2%	3.0%	2.6%	<b>3.2%</b>
25-44	1.5%	1.5%	1.6%	1.4%	2.0%	2.0%	1.4%	1.3%	<b>1.6%</b>
45-64	1.9%	2.1%	2.0%	1.6%	2.3%	2.1%	1.9%	2.1%	<b>2.0%</b>
65+	0.8%	0.8%	0.8%	0.7%	0.9%	0.7%	1.1%	0.9%	<b>0.8%</b>
Total (aged 0-64)	3.0%	3.3%	3.3%	2.6%	4.0%	3.3%	2.8%	2.7%	<b>3.2%</b>
<b>Total</b>	<b>2.6%</b>	<b>2.9%</b>	<b>2.9%</b>	<b>2.3%</b>	<b>3.4%</b>	<b>2.8%</b>	<b>2.6%</b>	<b>2.5%</b>	<b>2.7%</b>

<sup>5</sup> [For SDA eligible] SDA eligible participants are participants who have been found eligible for SDA through the home and living application process or through legacy system processes but have SDA funding in their plan.

<sup>6</sup> [For SDA in use] Evidence of SDA in use is estimated based on SDA payments, SDA service bookings and address matching to an enrolled SDA dwelling. Future enhancements to the PACE system will allow for better tracking and an ability to better understand why participants may not yet be using SDA funding.

<sup>7</sup> Participation rate refers to the proportion of the general population that are NDIS participants. A small proportion of participants have a gender of 'Other'. The participation rates for this group are included within the total rates.

<sup>8</sup> Participation rate refers to the proportion of the general population that are NDIS participants. A small proportion of participants have a gender of 'Other'. The participation rates for this group are included within the total rates.

**Table D.14 Proportion of respondents who responded that the Agency planning process as good or very good in the latest quarter**

NDIA planning process	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Early Supports	64%	68%	70%	n/a	n/a	n/a	n/a	n/a	66%
Community Connections	76%	82%	76%	79%	82%	72%	70%	n/a	78%
Apply for NDIS (overall)	68%	68%	65%	63%	66%	70%	51%	n/a	66%
Plan Approval	53%	47%	46%	54%	50%	63%	55%	73%	51%
Plan Implementation	62%	63%	54%	54%	58%	70%	58%	70%	60%
Plan Reassessment	68%	66%	65%	66%	66%	72%	60%	69%	66%

**Table D.15 NDIA Metrics Progress: Participants, Families and Carers <sup>9</sup>**

Measures for participants (15 years and over), and families and carers	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participants in work - Baseline	22%	19%	18%	23%	24%	18%	29%	13%	21%
Participants in work - Latest Reassessment	24%	21%	19%	25%	25%	19%	31%	15%	22%
Participants engaged in community - Baseline	33%	33%	35%	36%	36%	30%	36%	42%	34%
Participants engaged in community - Latest Reassessment	44%	39%	41%	40%	39%	35%	42%	46%	41%
Family and carer employment - Baseline	49%	46%	44%	47%	46%	42%	57%	51%	47%
Family and carer employment - Latest Reassessment	55%	52%	50%	52%	50%	49%	64%	54%	53%
Participant choice and control - First Reassessment	66%	64%	74%	72%	65%	69%	71%	56%	67%
Participant choice and control - Latest Reassessment	80%	80%	84%	80%	78%	80%	81%	75%	81%

**Table D.16 Distribution of active participants by funds management type as at 30 September 2025**

Funds management type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed Fully	21%	26%	21%	18%	17%	15%	35%	8%	22%
Self-managed Partly	5%	5%	4%	8%	3%	5%	6%	3%	5%
Plan-managed	64%	66%	70%	64%	76%	74%	54%	85%	67%
NDIA-managed	10%	3%	5%	10%	4%	6%	5%	4%	6%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Table D.17 Distribution of plan budget amount by funds management type as at 30 September 2025**

Funds management type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed	11%	14%	12%	13%	8%	9%	18%	3%	12%
Plan-managed	48%	60%	57%	48%	59%	50%	56%	50%	54%
NDIA-managed	41%	26%	30%	39%	33%	41%	26%	47%	34%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

<sup>9</sup> Results are drawn from participants' responses to Short Form (SF) questionnaires, and only include participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.

**Table D.18 Number and rates of participant complaints<sup>10</sup>**

Participant complaints	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participant complaints in quarter 1, 2025-26	4,027	3,745	3,172	1,059	1,199	272	198	92	<b>14,061</b>
Complaints as a percentage of active participants	7.3%	7.4%	7.9%	6.4%	7.6%	6.8%	6.5%	5.6%	<b>7.5%</b>
All participant complaints	81,625	71,746	53,972	20,431	26,935	5,444	5,165	1,562	<b>279,013</b>
Complaints as a percentage of active participants	6.7%	7.2%	7.2%	6.7%	7.9%	6.5%	6.7%	4.8%	<b>7.4%</b>

**Table D.19 Number and rates of Participants Critical Incidents (PCIs)<sup>11</sup>**

PCIs	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
PCIs in quarter 1, 2025-26	1,481	1,670	1,265	451	577	123	72	68	<b>5,714</b>
PCIs as a percentage of active participants	2.7%	3.3%	3.2%	2.7%	3.6%	3.1%	2.4%	4.1%	<b>3.1%</b>
All PCIs	16,698	18,996	13,079	6,586	7,270	1,209	750	855	<b>65,562</b>
PCIs as a percentage of active participants	1.4%	1.9%	1.8%	2.2%	2.2%	1.4%	1.0%	2.6%	<b>1.7%</b>

**Table D.20 Number of active providers in quarter 1, 2025-26 by funds management type, registration status and the residing State/Territory<sup>12</sup>**

Registration status/funds management type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
<b>Registered providers - Total</b>	<b>8,022</b>	<b>6,669</b>	<b>5,343</b>	<b>2,612</b>	<b>2,420</b>	<b>1,091</b>	<b>1,138</b>	<b>827</b>	<b>17,374</b>
Registered providers - NDIA-managed	4,455	2,835	2,557	1,247	935	337	341	285	9,930
Registered providers - Plan-managed	7,181	6,036	4,818	2,295	2,182	923	924	724	16,190
Registered providers - Self-managed	3,906	3,046	2,433	1,128	982	422	500	168	9,474
<b>Unregistered providers - Total</b>	<b>73,962</b>	<b>79,031</b>	<b>65,991</b>	<b>24,403</b>	<b>20,989</b>	<b>6,070</b>	<b>4,546</b>	<b>1,692</b>	<b>257,318</b>
Unregistered providers - NDIA-managed	0	0	0	0	0	0	0	0	0
Unregistered providers - Plan-managed	52,019	55,144	49,858	16,379	15,774	4,451	2,444	1,367	185,427
Unregistered providers - Self-managed	36,739	41,370	29,512	12,820	9,772	2,779	3,037	517	127,676
<b>All providers - Total</b>	<b>81,646</b>	<b>85,342</b>	<b>71,095</b>	<b>26,916</b>	<b>23,320</b>	<b>7,141</b>	<b>5,658</b>	<b>2,498</b>	<b>273,673</b>
All providers - NDIA-managed	4,455	2,835	2,557	1,247	935	337	341	285	9,930
All providers - Plan-managed	58,886	60,846	54,453	18,582	17,869	5,355	3,347	2,071	200,668
All providers - Self-managed	40,516	44,297	31,871	13,915	10,722	3,194	3,524	680	136,761

<sup>10</sup> The National totals include participant complaints where jurisdiction information was missing.

<sup>11</sup> The National totals include PCIs where jurisdiction information was missing.

<sup>12</sup> Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.

**Table D.21 Committed supports by financial year and increase from previous years**

Financial year	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18 (\$m)	4,262	1,442	876	228	372	189	304	99	7,773
2018-19 (\$m)	5,887	3,460	2,538	553	1,160	399	366	200	14,567
2019-20 (\$m)	8,015	6,025	5,153	1,544	2,126	660	460	386	24,373
2020-21 (\$m)	10,156	7,933	6,842	2,739	2,772	845	554	509	32,356
2021-22 (\$m)	11,478	9,277	7,952	3,198	3,176	970	606	540	37,203
2022-23 (\$m)	14,031	11,627	9,951	4,087	3,954	1,176	716	691	46,240
2023-24 (\$m)	16,242	13,590	11,750	4,868	4,616	1,354	814	809	54,054
2024-25 (\$m)	18,074	15,081	13,203	5,557	5,134	1,484	890	911	60,347
2025-26 to date (\$m)	4,906	4,076	3,586	1,530	1,401	401	241	243	16,387
increase from 2017-18 to 2018-19 (%)	38%	140%	190%	143%	212%	112%	20%	101%	87%
increase from 2018-19 to 2019-20 (%)	36%	74%	103%	179%	83%	65%	26%	93%	67%
increase from 2019-20 to 2020-21 (%)	27%	32%	33%	77%	30%	28%	20%	32%	33%
increase from 2020-21 to 2021-22 (%)	13%	17%	16%	17%	15%	15%	10%	6%	15%
increase from 2021-22 to 2022-23 (%)	22%	25%	25%	28%	25%	21%	18%	28%	24%
increase from 2022-23 to 2023-24 (%)	16%	17%	18%	19%	17%	15%	14%	17%	17%
increase from 2023-24 to 2024-25 (%)	11%	11%	12%	14%	11%	10%	9%	12%	12%

**Table D.22 Payments by financial year in which supports was provided and increase from previous years**

Financial year	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18 (\$m)	3,095	958	558	169	223	153	220	66	5,443
2018-19 (\$m)	4,464	2,371	1,670	397	794	295	276	136	10,405
2019-20 (\$m)	5,971	4,133	3,608	1,029	1,490	476	337	264	17,312
2020-21 (\$m)	7,700	5,465	5,015	1,940	2,002	632	415	371	23,543
2021-22 (\$m)	8,936	6,822	6,141	2,364	2,427	757	474	417	28,471
2022-23 (\$m)	11,031	8,672	7,589	2,975	2,995	884	543	526	35,267
2023-24 (\$m)	12,895	10,393	8,977	3,612	3,530	1,001	618	623	41,670
2024-25 (\$m)	14,072	11,407	9,818	4,066	3,855	1,090	668	682	45,669
2025-26 to date (\$m)	3,310	2,624	2,310	941	893	253	151	152	10,637
increase from 2017-18 to 2018-19 (%)	44%	147%	199%	135%	256%	94%	25%	104%	91%
increase from 2018-19 to 2019-20 (%)	34%	74%	116%	159%	88%	61%	22%	94%	66%
increase from 2019-20 to 2020-21 (%)	29%	32%	39%	89%	34%	33%	23%	41%	36%
increase from 2020-21 to 2021-22 (%)	16%	25%	22%	22%	21%	20%	14%	12%	21%
increase from 2021-22 to 2022-23 (%)	23%	27%	24%	26%	23%	17%	14%	26%	24%
increase from 2022-23 to 2023-24 (%)	17%	20%	18%	21%	18%	13%	14%	18%	18%
increase from 2023-24 to 2024-25 (%)	9%	10%	9%	13%	9%	9%	8%	10%	10%

**Table D.23 Total annualised committed supports and average annualised committed supports, including participants in Supported Independent Living (SIL) as at 30 September 2025**

Type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
<b>Total (\$m)</b>	<b>18,848</b>	<b>15,785</b>	<b>13,974</b>	<b>5,996</b>	<b>5,476</b>	<b>1,557</b>	<b>928</b>	<b>916</b>	<b>63,491</b>
Average (\$)	85,200	77,900	86,500	90,100	85,500	96,000	75,700	137,900	84,500
<b>Total - SIL (\$m)</b>	<b>5,623</b>	<b>3,854</b>	<b>3,682</b>	<b>1,686</b>	<b>1,673</b>	<b>550</b>	<b>297</b>	<b>419</b>	<b>17,784</b>
Average - SIL (\$)	461,000	492,400	493,500	480,600	511,600	496,100	463,900	670,100	485,400

**Table D.24 Total payments and average payments, participants in Supported Independent Living (SIL) as at 30 September 2025**

Type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
<b>Total (\$m)</b>	<b>14,569</b>	<b>11,769</b>	<b>10,109</b>	<b>4,195</b>	<b>3,968</b>	<b>1,126</b>	<b>683</b>	<b>705</b>	<b>47,140</b>
Average (\$)	68,800	61,100	65,500	66,700	65,100	73,400	58,500	110,200	<b>65,800</b>
<b>Total - SIL (\$m)</b>	<b>5,088</b>	<b>3,467</b>	<b>3,271</b>	<b>1,461</b>	<b>1,482</b>	<b>490</b>	<b>268</b>	<b>368</b>	<b>15,896</b>
Average - SIL (\$)	421,100	448,300	442,900	422,400	456,400	442,500	419,600	596,600	<b>438,200</b>

**Table D.25 Total annualised committed supports by support category as at 30 September 2025 (\$m)**

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	9,159	7,073	6,926	2,845	2,792	782	464	499	<b>30,544</b>
Core - Consumables	279	260	236	100	81	21	14	9	<b>1,000</b>
Core - Social and Civic	4,031	3,576	2,914	1,200	1,060	361	174	173	<b>13,493</b>
Core - Transport	167	149	109	47	43	14	9	5	<b>544</b>
Capacity Building - Choice and Control	208	198	168	66	71	18	10	10	<b>749</b>
Capacity Building - Daily Activities	2,900	2,746	2,158	954	819	194	149	110	<b>10,032</b>
Capacity Building - Employment	167	119	115	74	54	12	10	6	<b>558</b>
Capacity Building - Health and Wellbeing	23	14	11	4	3	2	2	0.2	<b>60</b>
Capacity Building - Home Living	1	2	1	0.5	0.4	0.2	0.03	0.03	<b>6</b>
Capacity Building - Lifelong learning	0.4	0.4	0.3	0.2	0.4	0.1	0.02	0.01	<b>2</b>
Capacity Building - Relationships	541	421	290	192	159	42	23	26	<b>1,695</b>
Capacity Building - Social and Civic	172	159	111	78	45	21	14	14	<b>614</b>
Capacity Building - Support Coordination	450	465	359	171	147	39	21	38	<b>1,692</b>
Capital - Assistive Technology	513	372	378	190	130	36	27	17	<b>1,664</b>
Capital - Home Modifications	236	231	198	73	69	14	10	9	<b>840</b>
<b>Total</b>	<b>18,848</b>	<b>15,785</b>	<b>13,974</b>	<b>5,996</b>	<b>5,476</b>	<b>1,557</b>	<b>928</b>	<b>916</b>	<b>63,491</b>

**Table D.26 Total payments by support category for the year ending 30 September 2025 (\$m)**

Support Category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	7,471	5,671	5,268	2,182	2,204	631	385	446	<b>24,268</b>
Core - Consumables	185	153	141	59	52	13	9	5	<b>619</b>
Core - Social and Civic	3,485	2,957	2,468	912	816	278	135	127	<b>11,180</b>
Core - Transport	355	233	139	57	49	14	14	8	<b>867</b>
Capacity Building - Choice and Control	177	171	144	54	62	15	8	8	<b>640</b>
Capacity Building - Daily Activities	1,735	1,575	1,163	538	475	87	81	53	<b>5,707</b>
Capacity Building - Employment	55	37	33	19	15	3	3	2	<b>167</b>
Capacity Building - Health and Wellbeing	12	6	5	2	1	1	1	0	<b>28</b>
Capacity Building - Home Living	0	1	0	0	0	0	0	0	<b>1</b>
Capacity Building - Lifelong learning	0	0	0	0	0	0	0	0	<b>0</b>
Capacity Building - Relationships	298	223	144	103	84	23	12	14	<b>901</b>
Capacity Building - Social and Civic	67	56	39	29	13	8	5	5	<b>220</b>
Capacity Building - Support Coordination	316	343	242	111	99	26	14	25	<b>1,177</b>
Capital - Assistive Technology	243	168	178	78	55	18	11	7	<b>760</b>
Capital - Home Modifications	170	176	144	46	43	8	5	5	<b>598</b>
<b>Total</b>	<b>14,569</b>	<b>11,769</b>	<b>10,109</b>	<b>4,195</b>	<b>3,968</b>	<b>1,126</b>	<b>683</b>	<b>705</b>	<b>47,140</b>

**Table D.27 Percentage change in plan budgets for active participants in the quarter ending 30 September 2025**

Inflation type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Intraplan Inflation	5.5%	6.7%	5.6%	5.1%	6.8%	5.8%	5.1%	5.3%	<b>5.9%</b>
Interplan Inflation	5.3%	4.1%	5.1%	6.7%	5.8%	4.0%	4.8%	6.0%	<b>5.1%</b>
<b>Total Inflation</b>	<b>10.8%</b>	<b>10.8%</b>	<b>10.7%</b>	<b>11.8%</b>	<b>12.7%</b>	<b>9.8%</b>	<b>9.9%</b>	<b>11.3%</b>	<b>11.0%</b>

**Table D.28 Percentage change in plan budgets for plans reassessed - 1 July 2025 to 30 September 2025 - all participants**

Percentage change in plan budgets	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
below -80%	0%	0%	0%	0%	0%	0%	0%	0%	<b>0%</b>
-80% to -65%	0%	0%	1%	1%	0%	1%	1%	1%	<b>0%</b>
-65% to -50%	1%	1%	1%	1%	1%	1%	1%	1%	<b>1%</b>
-50% to -35%	2%	2%	2%	2%	2%	2%	2%	2%	<b>2%</b>
-35% to -20%	4%	5%	4%	4%	4%	5%	4%	4%	<b>4%</b>
-20% to -5%	9%	10%	9%	9%	9%	11%	10%	9%	<b>10%</b>
-5% to 0%	7%	8%	7%	7%	7%	8%	7%	9%	<b>7%</b>
0% to 5%	14%	15%	15%	12%	14%	20%	14%	17%	<b>15%</b>
5% to 20%	17%	17%	17%	16%	16%	17%	16%	15%	<b>17%</b>
20% to 35%	9%	9%	9%	9%	9%	8%	9%	8%	<b>9%</b>
35% to 50%	7%	6%	6%	7%	7%	6%	6%	6%	<b>6%</b>
50% to 65%	5%	5%	5%	5%	5%	4%	5%	5%	<b>5%</b>
65% to 80%	4%	4%	3%	4%	4%	3%	4%	4%	<b>4%</b>
above 80%	20%	17%	20%	22%	21%	14%	20%	21%	<b>19%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table D.29 Utilisation rates for participants both in Supported Independent Living (SIL) and not in SIL, for first and subsequent plans - from 1 January 2025 to 30 June 2025** <sup>13 14 15</sup>

Participant breakdown	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
in SIL - First plan	72%	79%	75%	67%	76%	73%	n/a	n/a	74%
in SIL - Subsequent plans	89%	87%	87%	86%	87%	87%	89%	83%	87%
in SIL - Total	88%	87%	87%	85%	87%	86%	89%	83%	87%
Not in SIL - First plan	57%	56%	52%	53%	54%	45%	49%	54%	55%
Not in SIL - Subsequent plans	72%	71%	69%	67%	69%	65%	66%	66%	70%
Not in SIL - Total	70%	69%	67%	65%	67%	64%	64%	64%	68%
<b>Both in SIL and not in SIL - First plan</b>	<b>58%</b>	<b>57%</b>	<b>54%</b>	<b>54%</b>	<b>56%</b>	<b>49%</b>	<b>51%</b>	<b>55%</b>	<b>56%</b>
<b>Both in SIL and not in SIL - Subsequent plans</b>	<b>78%</b>	<b>76%</b>	<b>75%</b>	<b>73%</b>	<b>75%</b>	<b>74%</b>	<b>75%</b>	<b>76%</b>	<b>76%</b>
<b>Both in SIL and not in SIL - Total</b>	<b>76%</b>	<b>74%</b>	<b>73%</b>	<b>72%</b>	<b>73%</b>	<b>73%</b>	<b>73%</b>	<b>74%</b>	<b>74%</b>

**Table D.30 Participant Service Guarantee Timeframes (% guarantees met) for the quarter ending 30 September 2025 (\$)** <sup>16 17 18</sup>

PSG	Service Guarantee	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1. Explain a previous decision, after a request for explanation is received	28 days	96%	94%	97%	95%	97%	91%	100%	73%	95%
2. Make an access decision, or request for more information, after an access request has been received	21 days	91%	91%	90%	90%	90%	90%	91%	92%	91%
3. Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	92%	90%	92%	95%	93%	91%	92%	100%	92%
4. Make an access decision, or request further information, after more information has been provided.	14 days	55%	55%	54%	55%	54%	53%	75%	65%	55%
6. Approve a participant's plan, after an access decision has been made (excludes those ECA that have received initial supports)	56 days	95%	96%	97%	95%	95%	97%	97%	87%	96%
7. Approve a plan for ECA participants, after an access decision has been made	56 days	100%	100%	99%	100%	100%	100%	99%	91%	100%
8. Offer to hold a plan implementation meeting, after the plan is approved	7 days	86%	83%	84%	86%	85%	84%	90%	86%	85%

<sup>13</sup> Utilisation of committed supports from 1 January 2025 to 30 June 2025 is shown in the table – experience in the most recent 3 months is still emerging and is not included.

<sup>14</sup> Participants receiving in-kind supports are excluded from the analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Hence, utilisation is higher in reality when in-kind is included.

<sup>15</sup> Utilisation is not shown if there is insufficient data in the group.

<sup>16</sup> For quarters June 2025 and earlier, performance is measured from available data on processes and dates in the new computer system. data. For the September 2025 quarter, performance is being measured from milestones built into the new computer system for most measures. For PSGs 11, 14 and 18, performance is measured from available data on processes and dates in the new computer system.

<sup>17</sup> Reporting for PSG measures 5 and 15 are not yet available and these will not be reported at this stage.

<sup>18</sup> From the September 2024 quarter, the PSG timeframe (Service Agreement) to approve a plan for early childhood approach (ECA) participants after an access decision has been made was altered to 56 days (previously 90 days)

PSG	Service Guarantee	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
9. If the participant accepts the offer, hold a plan implementation meeting	28 days	99%	98%	98%	96%	98%	97%	99%	96%	98%
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%	99%	99%	99%	99%	99%	99%	98%	99%
11. Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date	56 days	49%	47%	55%	52%	51%	58%	64%	35%	51%
12. Decide whether to undertake a Participant Requested Plan reassessment, after the request is received	21 days	27%	25%	27%	24%	27%	26%	23%	46%	26%
13. Complete a reassessment, after the decision to accept the request was made	28 days	82%	84%	83%	81%	83%	85%	84%	72%	83%
14. Amend a plan, after the receipt of information that triggers the plan amendment process	28 days	44%	43%	41%	50%	46%	45%	32%	70%	44%
17a. Complete an internal Review of a Reviewable Decision, after a request is received	60 days	71%	72%	66%	68%	69%	73%	67%	76%	70%
17b. Enact outcome of a reviewable decision, once decision has been made	28 days	98%	97%	98%	97%	97%	98%	95%	87%	97%
18. Implement an AAT decision to amend a plan, after the AAT decision is made	28 days	79%	93%	89%	86%	88%	95%	91%	50%	87%
19. Cancel participant requested nominee	14 days	93%	90%	88%	95%	89%	100%	86%	100%	91%
20. Cancel CEO initiated nominee	14 days	98%	97%	99%	98%	98%	100%	100%	100%	98%

# Endnotes

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## Appendix C

- 1 The number of children accessing or waiting on early connections at the end of the quarter is not reported separately, however they are still included in the total.

## Appendix D

- 2 OT Includes participants living in other Australian territories, including Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.
- 3 [For SDA eligible] SDA eligible participants are participants who have been found eligible for SDA through the home and living application process or through legacy system processes but have SDA funding in their plan.
- 4 [For SDA in use] Evidence of SDA in use is estimated based on SDA payments, SDA service bookings and address matching to an enrolled SDA dwelling. Future enhancements to the PACE system will allow for better tracking and an ability to better understand why participants may not yet be using SDA funding.
- 5 [For SDA eligible] SDA eligible participants are participants who have been found eligible for SDA through the home and living application process or through legacy system processes but have SDA funding in their plan.
- 6 [For SDA in use] Evidence of SDA in use is estimated based on SDA payments, SDA service bookings and address matching to an enrolled SDA dwelling. Future enhancements to the PACE system will allow for better tracking and an ability to better understand why participants may not yet be using SDA funding.
- 7 Participation rate refers to the proportion of the general population that are NDIS participants. A small proportion of participants have a gender of 'Other'. The participation rates for this group are included within the total rates.
- 8 Participation rate refers to the proportion of the general population that are NDIS participants. A small proportion of participants have a gender of 'Other'. The participation rates for this group are included within the total rates.
- 9 Results are drawn from participants' responses to Short Form (SF) questionnaires, and only include participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.
- 10 The National totals include participant complaints where jurisdiction information was missing.
- 11 The National totals include PCIs where jurisdiction information was missing.

- 12 Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.
- 13 Utilisation of committed supports from 1 January 2025 to 30 June 2025 is shown in the table - experience in the most recent 3 months is still emerging and is not included.
- 14 Participants receiving in-kind supports are excluded from the analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Hence, utilisation is higher in reality when in-kind is included.
- 15 Utilisation is not shown if there is insufficient data in the group.
- 16 For quarters June 2025 and earlier, performance is measured from available data on processes and dates in the new computer system. data. For the September 2025 quarter, performance is being measured from milestones built into the new computer system for most measures. For PSGs 11, 14 and 18, performance is measured from available data on processes and dates in the new computer system.
- 17 Reporting for PSG measures 5 and 15 are not yet available and these will not be reported at this stage.
- 18 From the September 2024 quarter, the PSG timeframe (Service Agreement) to approve a plan for early childhood approach (ECA) participants after an access decision has been made was altered to 56 days (previously 90 days)