



Delivered by the  
National Disability  
Insurance Agency

# Quarterly Report

Q1 2025–26



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# Introduction

## Key highlights for Quarter 1, 2025–26

### Sustained improvement in participant outcomes

The National Disability Insurance Scheme (NDIS) sets a global benchmark in supporting people with disability to participate in and contribute to their community.

Made progressively stronger by ongoing reform, the NDIS provides measurable social and economic benefits for participants, their families and friends and the nation.

The latest NDIA longitudinal data shows sustained achievement in key areas of participants' experience with the NDIS, including:

- **Participants aged 15+:** community and social participation increased from 34% at baseline to 41% at latest reassessment (22% relative increase).
- **Families and carers:** paid employment increased from 47% to 53%.
- **Young children (birth to school age):** 4+ percentage point improvements across all domains; parents and carers reported 7+ point gains in choice and control, fitting into family life, and fitting into community life.
- **Children (school age to 14):** 12+ percentage point improvements across all domains; daily living showed the strongest improvement at 16 points.
- **Participants aged 15+:** reported 12+ point improvements in choice and control, daily living, health and wellbeing, and social, community and civic participation.
- **Participants aged 15+ in NDIS for over 2 years:** 82% report greater choice and control, up from 68% at first reassessment.
- **Participants aged 15–24 in NDIS for over 2 years:** participation in work more than doubled, increasing from 10% to 23%.

## Key highlights for Quarter 1, 2025–26

### Improved NDIA performance

The NDIA continues to improve its processes and performance to optimise the NDIS experience for participants.

Improvements this quarter include:

- **Access decisions:** 91% of decisions were made within 21 days. Of participants who met access requirements, 80% rated their experience with the NDIS as good or very good. This reflects an improvement on the previous quarter and demonstrates sustained delivery against service standards.
- **First plans:** The NDIA met the 95% service guarantee through continued focus on timely approvals.
- **Unscheduled reassessments:** The number of open items decreased, despite a strong volume of new requests.
- **Hospital discharge:** The average time between being medically ready and discharge was 16 days. This has remained steady since June 2025 and is down from a peak of 27 days in March 2023. More than half of participants were discharged on the same day they were medically ready.
- **Aged care:** The number of participants younger than 65 in aged care reduced from 670 on 30 June 2025 to 601 on 30 September 2025. This excludes First Nations Peoples aged 50 to 64 years who meet exceptional circumstances criteria.
- **National Contact Centre:** Customer satisfaction reached 91%, exceeding the target of 80%. 86% of callers reported their enquiries were resolved at the first point of contact, surpassing the target of 80%.

## Key highlights for Quarter 1, 2025–26

### Making a fairer, simpler and stronger NDIS

The NDIS supports more than 751,000 Australians with disability to live with more independence and choice.

The NDIA is progressing reforms to make the NDIS fairer, simpler and more sustainable, supporting Australians with disability to live with greater independence and choice. A new way of planning will begin from mid-2026, introducing a support needs assessment delivered by trained assessors. The NDIA is working with the disability community, providers and partners to shape this approach, with lived experience at its centre. Changes will be introduced in stages to allow real-time feedback and improve navigation, clarity and consistency. These reforms build on legislative changes from October 2024 and respond to recommendations of the independent NDIS Review.

In April 2023, National Cabinet set a target to reduce annual growth in NDIS expenses to 8% from 2026–27. The rate of cost growth has steadily reduced. At 30 September 2025, annual growth of Scheme expenses was 10.1%, down from 10.8% the previous quarter. These figures indicate the Scheme is on track to meet the target.

In August, the Ministers announced Thriving Kids, a new approach to foundational supports for children aged 8 and under with developmental delay or disability and low to moderate support needs. Children with permanent and significant disability will continue to be supported through the NDIS. Existing participants will continue to receive supports, subject to usual arrangements. The NDIA will work closely with families and the disability community to support implementation.

## Key highlights for Quarter 1, 2025–26

### A new tool to assess support needs

In September, the NDIA released details of a key aspect of the new way of planning – a dedicated support needs assessment tool and process.

Developed in close collaboration with the disability community, the approach includes a core needs assessment tool, a personal and environmental circumstances questionnaire, and targeted assessments for more complex support needs. The tool will be refined over coming months, with participant feedback critical as the new way of planning rolls out from mid-2026.

This approach will save people with disability time and money by removing the need to source and pay for specialist reports, while improving consistency and clarity. Following a competitive process involving an expert advisory panel with lived experience, the NDIA contracted the University of Melbourne to use and adapt the Classification and Assessment of Support Needs (I-CAN) version 6 tool for people aged 16 and over. Developed by the Centre for Disability Studies over more than 20 years, I-CAN will be supported by a jointly developed training program for assessors.

Assessments will be conducted by trained and accredited assessors through a strengths-based meeting with participants to establish support needs. The NDIA, University of Melbourne and CDS will work together over five years to adapt the tool for optimal use in the NDIS. Participant outcomes will guide this work, with ongoing consultation and engagement with the disability community.

## Key highlights for Quarter 1, 2025–26

### Working with the disability community

The NDIA continues to work closely with participants, the disability community and key stakeholders to improve participant experience through NDIS reforms. This is achieved through co-design, consultation, engagement and information sharing, ensuring the Scheme reflects the values and aspirations of the community it serves.

The NDIA Engagement Framework provides a consistent approach to building strong relationships, gathering insights from lived experience, and working together to improve the NDIS.

Recent engagement activities include:

- Establishment of a dedicated First Nations participant consultation group to inform future NDIS design.
- In-depth consultation and testing on the new way of planning, including for participants with supported decision-making needs, autism and psychosocial disability.
- Launch of NDIS Engage, a digital platform to support consultation and engagement.
- Workshops led by disability representative organisations as part of the participant safeguarding initiative, involving around 100 participants, carers and sector representatives.

## Key highlights for Quarter 1, 2025–26

### Working with the disability community cont.

The NDIA also facilitated:

- 10 co-design working group sessions
- 4 children’s pathway parent and carer engagement meetings
- 22 participant engagement sessions on the new pathway and navigator service, involving approximately 270 participants, parents and carers

The NDIA continues to inform participants and families through the ‘Understanding the NDIS’ webinar series, with over 2,500 attendees across 28 events this year and 10 more planned next quarter.

Work is also ongoing to improve the NDIS for people from diverse backgrounds. The new LGBTIQASB+ Strategy will be released later this year, and implementation of the Culturally and Linguistically Diverse (CALD) Strategy and First Nations Strategy continues. In addition, the NDIA is developing a set of inclusion principles to inform the design and implementation of reforms to the NDIS.

## Key highlights for Quarter 1, 2025–26

### Improving outcomes for First Nations Peoples with disability

The NDIA continues to take action under the four strategic priorities of the NDIS First Nations Strategy 2025–30 to ensure the Scheme meets the needs of First Nations Peoples.

**To support Priority 1:** Fair and equitable access and support, the NDIA is progressing an organisational cultural safety change initiative. An internal assessment has been conducted to establish a baseline cultural safety maturity level and inform development of a comprehensive cultural safety plan.

**Under Priority 2:** NDIS ‘our way’ – transformation for power-sharing, the NDIA is establishing a First Nations Innovation Space to support First Nations-led approaches to improving participant experience. First Nations voices are also being strengthened across governance, representation and co-design channels.

**To address Priority 3:** Working together well within and across sectors, the NDIA is developing a First Nations Market and Sector Development Strategy for release in 2026. A discussion paper was published in October, with consultations scheduled for November and December.

**For Priority 4:** Gathering, sharing and revisiting knowledge about meaningful change, the NDIA is developing a monitoring and evaluation framework. Work is also underway to scope the application of Indigenous data sovereignty and governance principles in line with Closing the Gap Priority Reform 4.

## Key highlights for Quarter 1, 2025–26

### An NDIS for all Australians, regardless of postcode

The NDIS is for all eligible Australians with disability. The NDIA's remote service delivery model ensures people in remote and very remote areas, including those without local partners, can access all elements of the Scheme: information and education, community connection, planning, connection to service providers, reviews and changes.

This model works with entire communities, not just individuals, and strengthens local capacity by actively shaping and supporting the disability services market in remote areas. Recent activities:

- Re-tendered the remote community connector program with Aboriginal Community Controlled Organisations for three years
- Prepared to expand the program, with a new tender scheduled for the second quarter
- Delivered remote access clinics in NT, SA and QLD
- Initiated tailored service coordination in selected remote locations
- Applied lessons from the alternative commissioning pilot to roll out community connection and market facilitation activities in more areas.

## Key highlights for Quarter 1, 2025–26

### Quality supports pilot programs

The NDIA continues to progress the quality supports program, with successful grant recipients announced in August for two pilots focused on support coordination and supported independent living (SIL).

Preliminary work on a third pilot for therapy supports will begin in late 2025. The program aims to capture the characteristics, costs, benefits and outcomes of different service delivery models, including regional and remote delivery, complex and standard supports, and varied service models.

Implementation is supported by over \$45 million in program funding, including approximately \$25 million for participating SIL providers and up to \$2 million for support coordination providers. This funding enables providers to work closely with the NDIA to evaluate features of quality service provision and associated costs and outcomes.

Participant engagement has commenced through focus sessions and workshops exploring experiences with home-based supports and support coordination. In October, SIL pilot providers joined NDIA-led community-of-practice workshops to build shared understanding of current SIL delivery, challenges faced by providers, and new approaches to improve quality. Insights from these workshops will be informed by detailed financial and operational data submitted by participating providers.

## Key highlights for Quarter 1, 2025–26

### Review backs evidence-based therapies

The NDIA accepted recommendations from Dr Stephen Duckett AM following his Independent Review of Art and Music Therapy.

The review confirmed that art and music therapies should remain available to NDIS participants where evidence supports beneficial outcomes. Over 600 submissions were received during three months of consultation, including input from participants, providers, carers and representative organisations.

New pricing will take effect from 24 November 2025. Dr Duckett found the current price limit of \$193.99 per hour was too high. From this date, therapy delivered by qualified therapists registered with a recognised professional association will be funded at a national price limit of \$156.16 per hour, consistent with the rate for counselling. NDIS funding cannot be used for art or music activities, but participants may pay for support to access these activities at a capped rate of \$70.23 per hour.

- Dr Duckett made 19 recommendations, 15 directed to the NDIA.
- All recommendations were accepted in full or in principle.
- The review reinforced that NDIS-funded therapies must be evidence-based and outcome-focused.

The NDIA thanks Dr Duckett for his detailed work and all contributors to the review, especially participants, families, carers and advocates. The NDIA's full response is published alongside the final report on the NDIS website.

## Quarter 1 updates

### Specialist disability accommodation design in focus

A review of Specialist Disability Accommodation (SDA) design standards will ensure new homes keep pace with industry expectations and deliver safe, high-quality options that meet the needs of eligible NDIS participants.

SDA is designed for people with extreme functional impairment or very high support needs, with accessible features to support more independent living. More than 15,500 NDIS participants currently live in SDA.

Announced in September, the SDA Design Standard Review will draw heavily on the experience of NDIS participants. In addition to people living in SDA, the review will seek insights from carers, support workers, and those who design, build and invest in SDA. The SDA Design Standard outlines the minimum design requirements for new-build SDA. The review will consider lived experience alongside changes in building specifications, technology, accessibility and environmental sustainability.

The review is scheduled to run for at least 12 months and will include broad consultation through accessible interviews, workshops, online submissions and surveys. Easy Read materials, interpreters, captioning and translations will be available to support inclusive participation. Further information is available on the [SDA Design Standard webpage](#).

To learn more about the review, visit [SDA Design Standard](#).

## Quarter 1 updates – Key areas of improvement

### Review, consultation leads to new approach to debt management

Debt represents a very small proportion of NDIS costs, at approximately 0.06%.

A review of the NDIA's historical debt practices, alongside new legislation, has led to a participant-focused approach to debt management. This approach, informed by consultation, balances participant wellbeing with the NDIA's legal responsibility to ensure appropriate use of NDIS funding. Laws passed in 2024 allow the NDIA to consider a person's disability when deciding whether to waive a debt.

In August, the NDIA released findings from the review, which resulted in debts being revoked for some participants and providers, and repayments authorised. The NDIA apologised for human errors that led to incorrect debts being raised. Debts were revoked for 115 participants, with repayments approved in 26 cases totalling around \$145,000. Approximately 60 providers will also receive repayments. While individual financial and emotional impacts may be significant, the number of affected participants and providers remains small in proportion to the overall Scheme.

## Quarter 1 updates – Key areas of improvement

### Combatting fraud, protecting participants

The NDIA's integrity programs are making it easier for participants, nominees and providers to get it right and harder to get it wrong. The Fraud Fusion Taskforce continues to expand, with 24 agencies sharing data and working together to identify and prosecute individuals seeking to exploit NDIS participants and other government payment programs.

As at 30 September 2025:

- More than 635 investigations were undertaken across the 24 member agencies.
- NDIA warrant executions increased from 30 (2018–2021) to over 35 in the first four months of 2025.
- Over 1,900 providers submitting incorrect or non-compliant claims were disrupted.

The Fraud Fusion Taskforce, Crack Down on Fraud and Payment Integrity programs have strengthened the NDIA's ability to detect provider risk and implement proactive manual payment reviews. Integrity interventions are delivering benefits through prevented non-compliant payments and redirection of funding toward higher quality supports.

Achievements in the September quarter included:

- Expanded data-sharing arrangements with key regulators and agencies.
- Improved evidence requirements across digital channels for self-managed participants.
- Progressive rollout of myID for provider identity verification.

## Quarter 1 updates – Key areas of improvement

### Scheme financial experience

Total Scheme expenses for the 3 months to September 2025 were \$12.7 billion (on an accrual basis), which is \$19 million (0.2%) above the June 2025 Annual Financial Sustainability Report projections.

As at 30 September 2025, annual Scheme expense growth was 10.1%, down from 10.8% at the end of the previous quarter.

Plan inflation in the September 2025 quarter was 9.5% excluding price indexation, of which 4.4% was intra-plan inflation and 5.1% was inter-plan inflation. This was lower than the total figure in the September 2024 quarter of 11.5%, of which 6.6% was intra-plan inflation and 4.8% was inter-plan inflation.

## Section 1

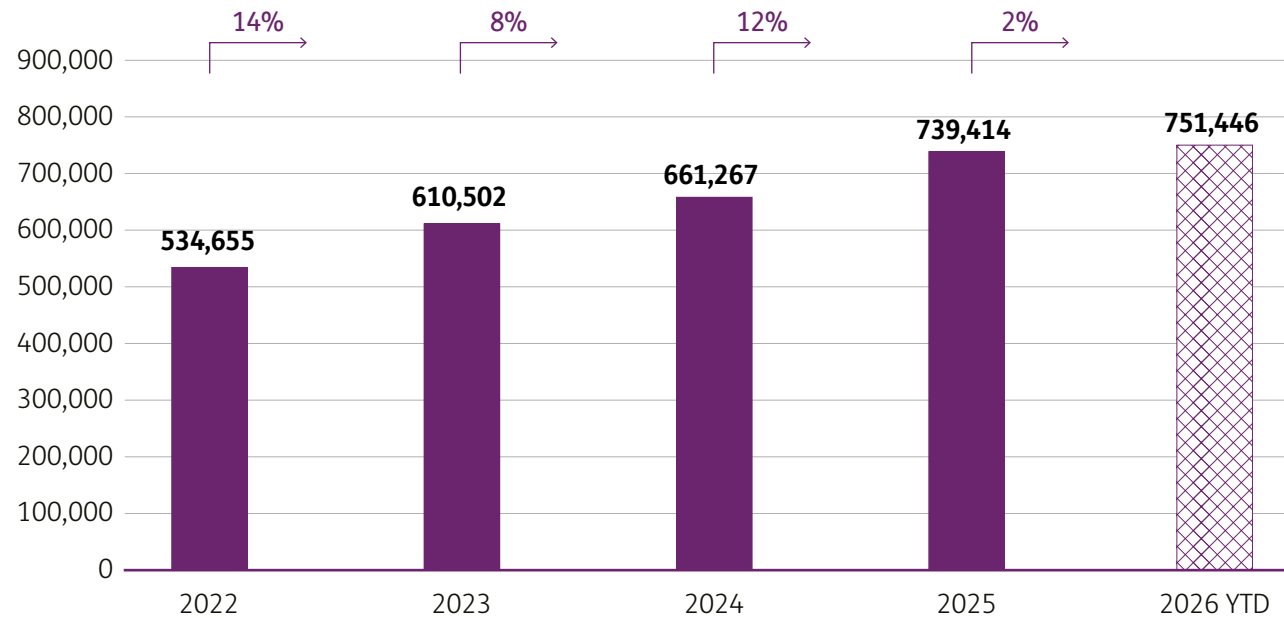
# Participants and their plans

# 1.1 Number of participants in the NDIS

More than 751,000 participants are receiving support from the NDIS, and more than 20,800 participants entered the Scheme during the quarter.

As at 30 September 2025, **751,446** participants had approved NDIS plans. This represents a net increase of **12,032** participants since June 2025 (a 1.6% increase).

Active participants with approved plans and percentage increase over time for years ending 30 June<sup>1</sup>



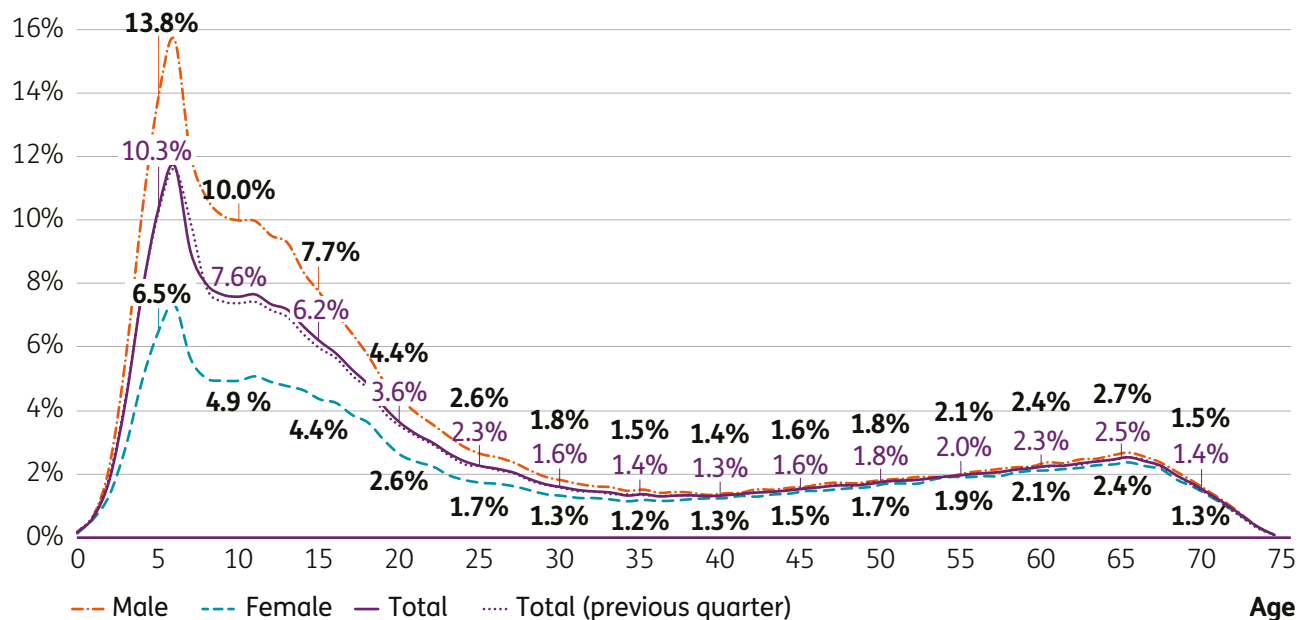
<sup>1</sup> This is the net increase in the number of active participants in the NDIS each period, noting some participants have left the NDIS.

## 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 10% 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 rates<sup>2</sup>



<sup>2</sup> There were 8,843 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.<sup>3</sup>

Of the **20,896** participants entering and receiving a plan in the quarter:

- **10.3%** were **First Nations Peoples**<sup>4</sup>
- **7.6%** were **CALD**<sup>5</sup>
- **1.9%** were from **remote and very remote areas**<sup>6</sup>

The total proportion of First Nations participants in the NDIS was 8.3% at the end of the September quarter. This is slightly higher compared to the previous quarter at 8.2%.

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

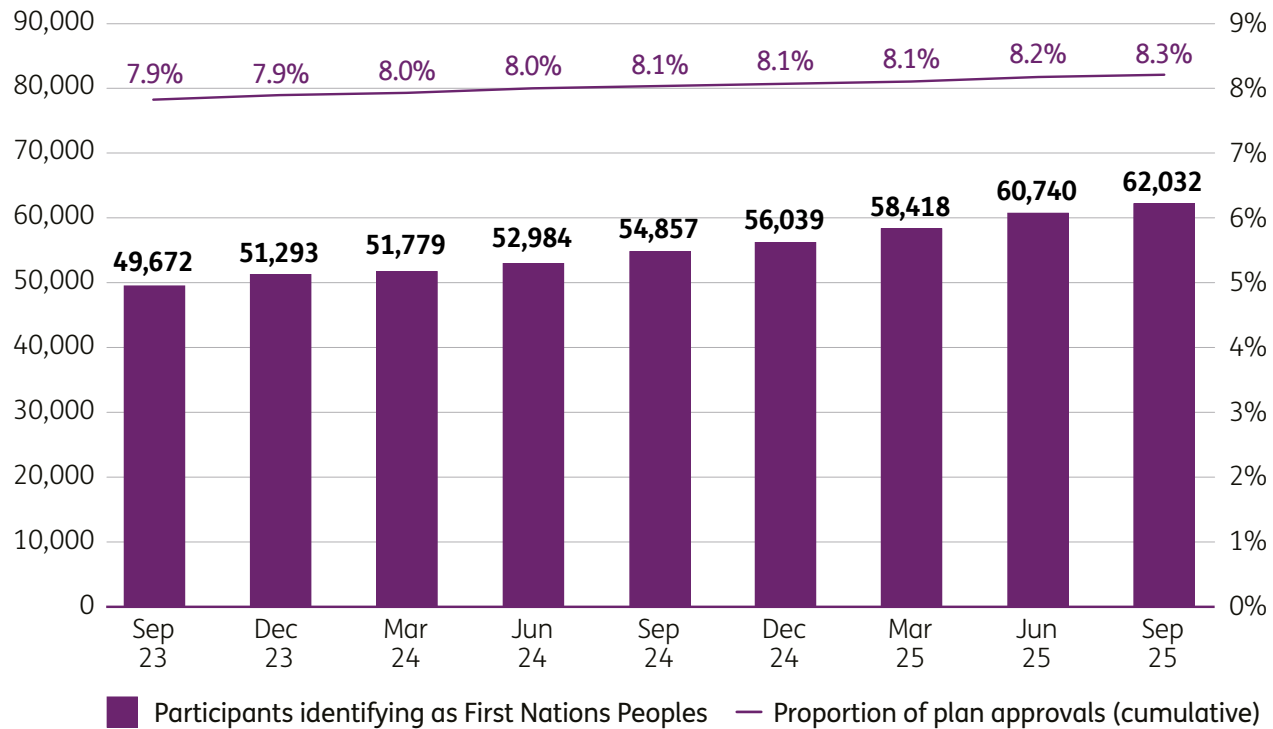
<sup>4</sup> This compares to 8% of the Australian population identifying as First Nations Peoples who have a need for assistance. Source: Census of Population and Housing 2021 ('Need for Assistance' variable), Persons Place of Usual Residence, by Indigenous Status.

<sup>5</sup> The percentage of CALD participants excludes participants who identify as First Nations Peoples.

<sup>6</sup> 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 Nations<sup>7</sup>



<sup>7</sup> The Explore data webpage (<https://dataresearch.ndis.gov.au/explore-data>) has details 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 remained stable.

### Participation in community and social activities

Participants who have been in the NDIS for at least 2 years<sup>8</sup> experienced an increase in their community and social participation since they first entered.<sup>9,10,11,12</sup>

Comparing responses at the latest reassessment (about 2 and 9 years after entry) with baseline responses (i.e. around entry to the NDIS), showed the following changes:

- **Five** percentage point increase from **33%** to **38%** for participants aged 15 to 24 years
- **Nine** percentage point increase from **34%** to **43%** for participants aged 25 to 34 years
- **Eight** percentage point increase from **34%** to **41%** 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
- **Seven** 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 2025–26 target of 43%. In general, participation in community and social activities has increased the longer participants have been in the NDIS.**

<sup>8</sup> Rounded to the nearest complete year since first plan approval date.

<sup>9</sup> Figures in this section have been rounded to the nearest whole percentage. Differences are calculated from unrounded metrics.

<sup>10</sup> 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.

<sup>11</sup> 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.

<sup>12</sup> 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 2 or more years, continues to be relatively stable. However, the percentage in a paid job and the change by number of years in the NDIS differ by age group. For example, 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 remained stable or declined for all other age bands. Comparing responses at the latest reassessment (about 2 and 9 years after entry) with baseline responses (i.e. around entry to the NDIS), showed the following changes:

- **Fourteen** percentage point increase from **10%** to **23%** for participants aged 15 to 24 years<sup>13</sup>
- **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 years<sup>14</sup>
- **Six** percentage point decrease from **14%** to **8%** for participants aged 65 years and older<sup>15</sup>
- **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 2025–26 target of 22%.**

<sup>13</sup> Some of the increase is due to participants leaving school and starting work. It will be possible to analyse the extent to which the percentage gap.

<sup>14</sup> Some of the decrease for older age groups is due to participants retiring from the workforce.

<sup>15</sup> 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 life domains and age group.<sup>16</sup>

We may ask participants at each plan reassessment or check-in whether the NDIS helped with various aspects and areas of functioning included in the life domain measures. For these questions, longitudinal change is measured from first Short Form reassessment, since the NDIS has not had an opportunity to help at baseline. Results shown in this section compare responses from first Short Form reassessment with latest reassessment for participants entering the NDIS since 1 July 2016 and who have been in the NDIS for 2 or more years.<sup>17</sup>

<sup>16</sup> Figures in this section have been rounded to the nearest whole percentage. Differences are calculated from unrounded metrics.

<sup>17</sup> Rounded to the nearest complete year since first plan approval date.

## 2.2 Perceptions of whether the NDIS has helped

### Participant choice and control

We base the choice and control metric for participants aged 15 and over on the question ‘Has the NDIS helped you have more choices and more control over your life?’

Positive perceptions of whether the NDIS helped with choice and control increased for the latest reassessment compared to the first reassessment across all age bands. Older participants tended to have higher levels of satisfaction than the 15 to 24 age group.

The percentage increases of those who think that the NDIS has helped them to have more choice and more control over their life were:

- **Fourteen** percentage point increase from **62%** to **76%** for participants aged 15 to 24 years
- **Fourteen** percentage point increase from **68%** to **82%** for participants aged 25 to 34 years
- **Thirteen** percentage point increase from **70%** to **83%** for participants aged 35 to 44 years
- **Thirteen** percentage point increase from **72%** to **85%** for participants aged 45 to 54 years
- **Thirteen** percentage point increase from **73%** to **86%** for participants aged 55 to 64 years
- **Sixteen** percentage point increase from **73%** to **89%** for participants aged 65 years and older
- **Fourteen percentage point increase from 68% to 82% 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, 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	+7
Relationships (fitting into family life)	77	86	+9
Social, community and civic participation (fitting into community life)	63	72	+9

Improvements were slightly stronger for fitting into family and community life (although results for these life domain measures began at a lower level and 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, 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	78	+16
Lifelong learning (access to education)	42	56	+14
Relationships (with family and friends)	51	65	+15
Social, community and civic participation (social and recreational life)	46	59	+12

The results were generally less positive than for the younger age group but show stronger improvement over time.

## 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 and at latest reassessment, 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	62	76	+14
Daily living	62	77	+15
Relationships	50	60	+10
Home	23	27	+4
Health and wellbeing	45	59	+15
Lifelong learning	36	44	+8
Work	19	24	+6
Social, community and civic participation	56	68	+12

The largest improvements over time in the NDIS were for the daily living and health and wellbeing domains (15 percentage points). There were also strong improvements for choice and control (14 percentage points); social, community and civic participation (12 percentage points); relationships (10 percentage points); and lifelong learning (8 percentage points). Home and work increased by 4 and 6 percentage points, 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, 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	71	85	+14
Daily living	74	88	+14
Relationships	53	69	+16
Home	31	42	+11
Health and wellbeing	53	70	+16
Lifelong learning	30	39	+9
Work	20	25	+5
Social, community and civic participation	60	76	+16

From the table on the left, perceptions were more positive than for those aged 15 to 24, and the older adult group also showed a stronger improvement over time.

The largest improvements over time in the NDIS for participants aged 25 and over were for relationships; health and wellbeing; and social, community and civic participation (16 percentage points). There were also strong improvements for choice and control and daily living (14 percentage points).

Similar to the younger adult group, lifelong learning and work showed smaller increases (9 and 5 percentage points, respectively). However, there was a larger improvement for the home domain (11 percentage points) in the older adult group compared to the younger adult group.<sup>18</sup>

### 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 we could improve outcomes. For example, for participants aged 25 and over (who have been in the NDIS for 2 or more years), only 25% agreed that being in the NDIS had helped them find a suitable job, which is a 5 percentage point increase from their first plan assessment.

<sup>18</sup> 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 NDIA staff and partners should engage with participants and our accountabilities.

The Participant Service Improvement Plan (PSIP) sets out what the NDIA and partners do to meet the PSC's promises and deliver an NDIS that meets expectations. In the PSIP, the NDIA commits 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.<sup>19</sup>

<sup>19</sup> 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 result	Change from last quarter*
Transparent	We will make it easy to access and understand our information and decisions.	80%	↔
Responsive	We will respond to your individual needs and circumstances.	64%	↔
Respectful	We will recognise your individual experience and acknowledge you are an expert in your own life.	67%	↔
Empowering	We will make it easy to access and use information and be supported by the NDIS to lead your life	66%	↔
Connected	We will support you to access the services and supports you need.	74%	↔

### \* Change from last quarter

↑ More than 3 percentage points higher     
 ↔ Within 3 percentage points     
 ↓ More than 3 percentage points lower

- **Transparent** – overall, **80%** of respondents experienced interactions that were transparent, with **92%** indicating that communication was in their preferred format.
- **Responsive** – **64%** of respondents reported an experience that was responsive, with **66%** saying that their circumstances and needs were considered.
- **Respectful** – **67%** 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, **66%** of respondents experienced interactions that were empowering, with **62%** of participants feeling prepared for their plan-related meetings, **64%** feeling confident in using their plan, and **83%** knowing where to go for more help with using their plan.
- **Connected** – finally, **74%** of participants and other people with disability engaging with the NDIS experienced interactions that enabled them to be connected, with **85%** reporting they were able to connect with the NDIS in their preferred way and **61%** feeling confident in accessing supports.

## 3.2 Participant Service Guarantee

### Performance against the Participant Service Guarantee<sup>20</sup>

PSG	Service type	Description of the service being guaranteed	Service Guarantee	Performance in the September 2025 quarter	Change from the last quarter*
1	Access	Explanation of a previous decision, after a request for explanation is received.	28 days	95%	●
2	Access	Make an access decision, or request for more information, after an access request has been received.	21 days	91%	↑
3	Access	Allow sufficient time for prospective participants to provide information, after the NDIA has requested further information	90 days	92%	●
4	Access	Make an access decision, or request for additional information, after more information has been provided.	14 days	55%	↑
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	96%	↔
7	Planning	Approve a plan for ECA participants, after an access decision has been made.	56 days	100%	↔

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

<sup>20</sup> 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.

## 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 September 2025 quarter	Change from the last quarter*
8	Implementation	Offer to hold a plan implementation meeting, after the plan is approved.	7 days	85%	↔
9	Implementation	If a participant accepts the offer, hold a plan implementation meeting.	28 days	98%	●
10, 16	Plan approval	Provide a copy of the plan to a participant, after the plan is approved (PSG 10) or amended (PSG 16).	7 days	99%	●
11	Plan reassessment	Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date.	56 days	51%	↓
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	83%	↔
14	Plan variations	Amend a plan, after the receipt of information that triggers the plan amendment process.	28 days	44%	↔

\* Change from last quarter



More than 3 percentage points higher



Within 3 percentage points



More than 3 percentage points lower

## 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 September 2025 quarter	Change from the last quarter*
17a	Reviewable decisions	Complete an internal review of a reviewable decision after a request is received.	60 days	70%	↓
17b	Reviewable decisions	Enact on outcome of a reviewable decision.	28 days	97%	●
18	Participant budget update	Implement an Administrative Review Tribunal (ART) decision to vary a plan, after receiving notification of the ART decision	28 days	87%	●
19	Manage authorised representative	Cancel participant requested nominee.	14 days	91%	●
20	Manage authorised representative	Cancel CEO initiated nominee	14 days	98%	●

\* 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 increased this quarter due to increased participant contact about all complaint topics as well as the Annual Pricing Review.

### 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.<sup>21,22,23</sup>

In June 2025, the NDIA received 1,590 complaints about the outcome of the 2024–25 Annual Pricing Review (APR). Of these, 94% (1,495) were from providers, with many being templated submissions sent to multiple individual and group email addresses. This required the NDIA to consolidate and assess all contacts before it could provide responses. We recorded the contacts in our system against the date they were received. This means that in July 2025, we added more complaints that were received in June 2025.

During the September 2025 quarter, there was an increase in complaints from participants to 14,061, compared to 12,161 in the June 2025 quarter. While we received a small number of complaints from participants about the Annual Pricing Review this quarter, the growth reflects a general increase in contacts from participants about all complaint topics.

<sup>21</sup> 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.

<sup>22</sup> Numbers of complaints reported for the most recent quarter may still vary to the extent there is a data collection lag.

<sup>23</sup> Numbers may change as complaints reporting in the new computer system is refined, including identifying complaints lodged via multiple channels.

## 3.3 Complaints, Review Requests and ART Cases

When exploring both participant and provider and other complains, participant plans are the most common focus of complaints, in particular:

- the type and amount of funding approved
- communication about changes to participant plans
- the plan review process
- delays in receiving payment.

The NDIA continues to work to improve participants' experience of the complaint process by:

- Reinforcing the responsibility of all front-line staff to identify and respond to feedback and complaints including by, wherever possible, resolving participants' concerns when they first raise them.
- Monitoring and reporting on complaint volumes and trends to inform continuous improvement initiatives.

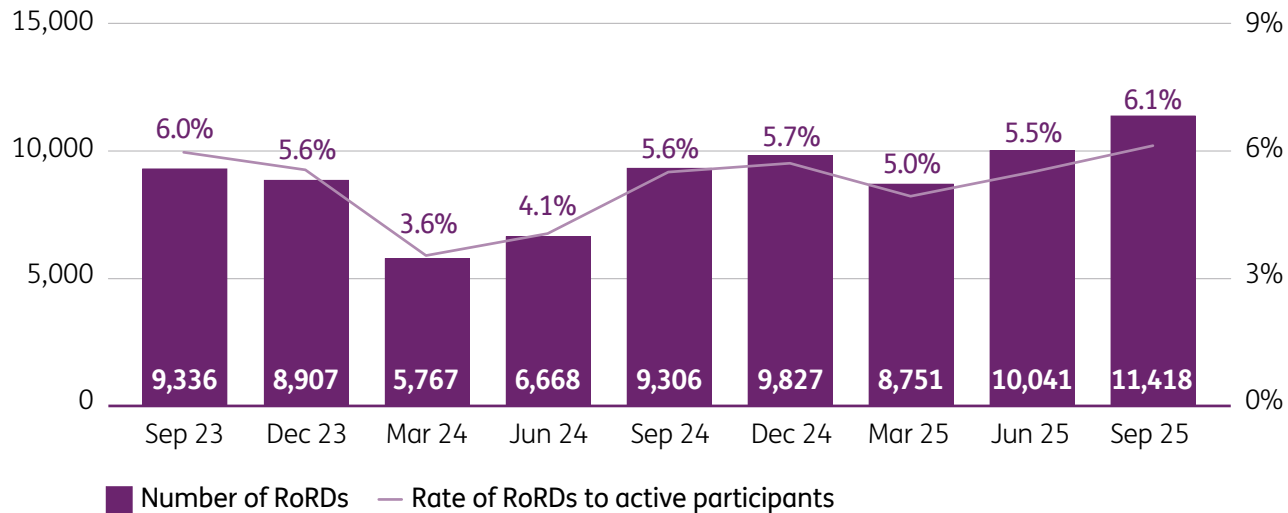
Due to the significant volume of complaints that the NDIA received about the outcome of the Annual Pricing Review, the proportion of complaints resolved within 21 days declined to 80%, compared to 90% in the June 2025 quarter. However, the processes developed to manage these contacts are expected to enhance the NDIA's capacity to respond effectively to future complaint surges.

### 3.3 Complaints, Review Requests and ART Cases

#### Review of a Reviewable Decision (RoRD)<sup>24</sup>

The number of requests for a review of a reviewable decision (RoRDs), as a percentage of active participants decreased from 6.0% in the September 2023 quarter to 3.6% in the March 2024 quarter, before increasing to 6.1% in the September 2025 quarter.

#### Requests for a RoRD by date of decision<sup>25</sup>



<sup>24</sup> Operational changes in late 2023 increased the recorded number of RoRDs due to reviews being raised when the timeframe for plan change requests elapsed and due to reviews being withdrawn for administrative reasons. The count of historical reviews has been restated to exclude these instances and to exclude draft and miscategorised RoRDs. This has caused retrospective changes in RoRDs counts for previous periods.

<sup>25</sup> 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 ART for review of a decision made by a reviewer.<sup>26,27</sup> 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 2,481 new ART cases in the September 2025 quarter, relating to 2,441 participants. The number of new ART cases (as a proportion of active participants) increased from 0.67% in the September 2023 quarter to 1.33% in the September 2025 quarter. The September 2025 quarter saw an increase from 0.89% recorded in the June 2025 quarter.

<sup>26</sup> 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.

<sup>27</sup> 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, high-quality services and information about the NDIA for people with disability, their families and carers, and service providers.

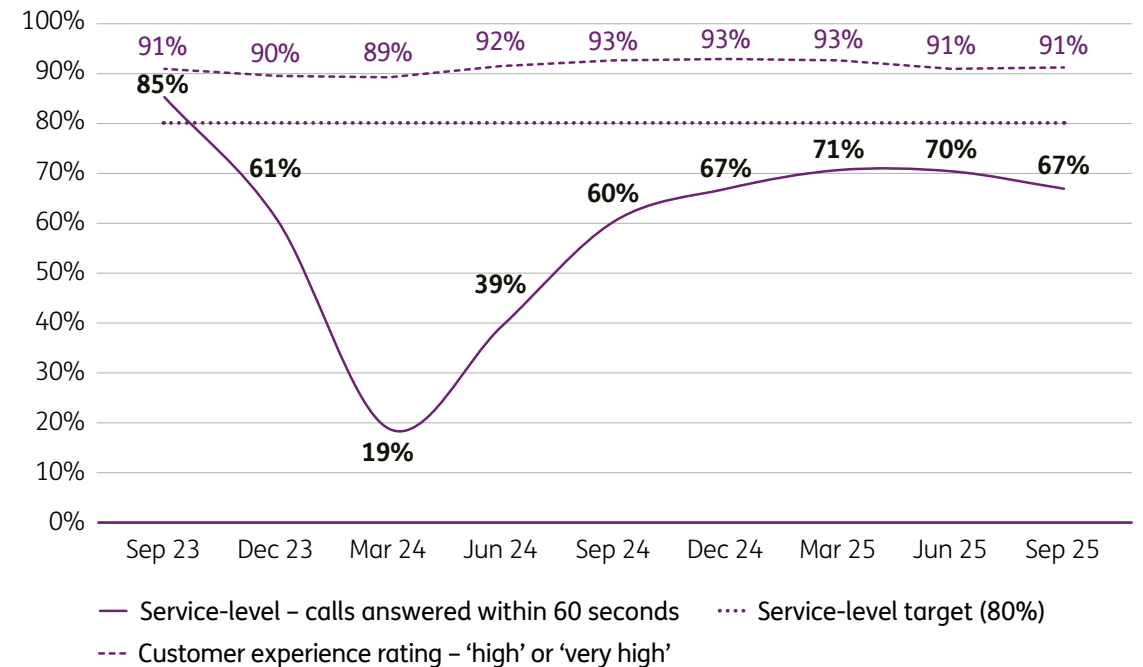
The NCC received 914,629 contacts in the September 2025 quarter, a 10% increase from the June 2025 quarter.

The following breaks down Q1 contacts by channel:

- **Voice** – 431,226 (10% increase from previous quarter)
- **Email** – 427,761 (9% increase from previous quarter)
- **Webchat** – 55,642 (5% increase from previous quarter)

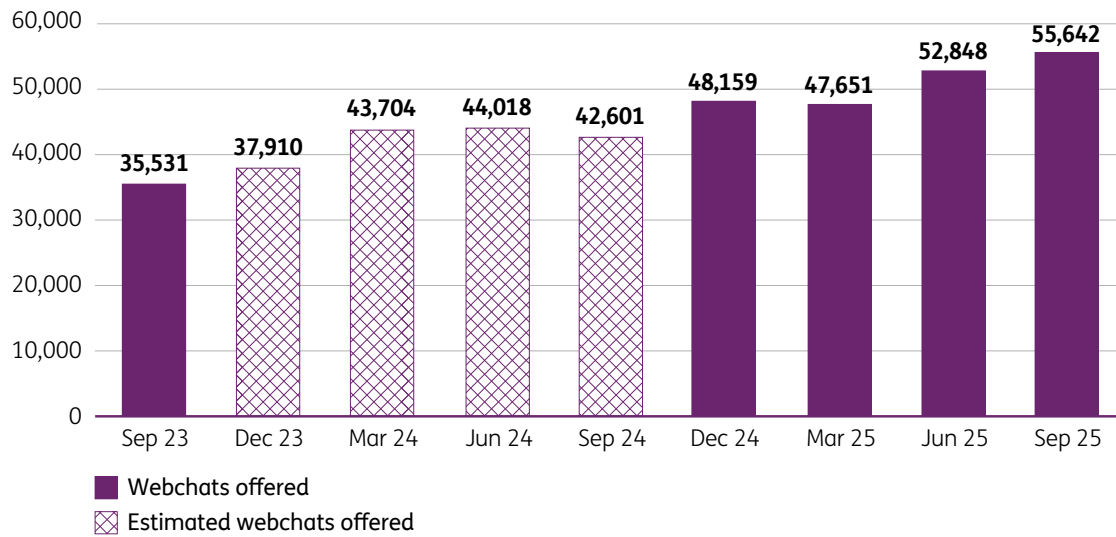
The volume of voice calls increased by 10% from the previous quarter, with 67% of all calls answered within 60 seconds, below the service level target (80%). The average speed of answer for voice was 104 seconds. The NCC maintained customer satisfaction at 91%, exceeding the target (80%) and received no significant complaints about call wait times.

NCC telephony performance

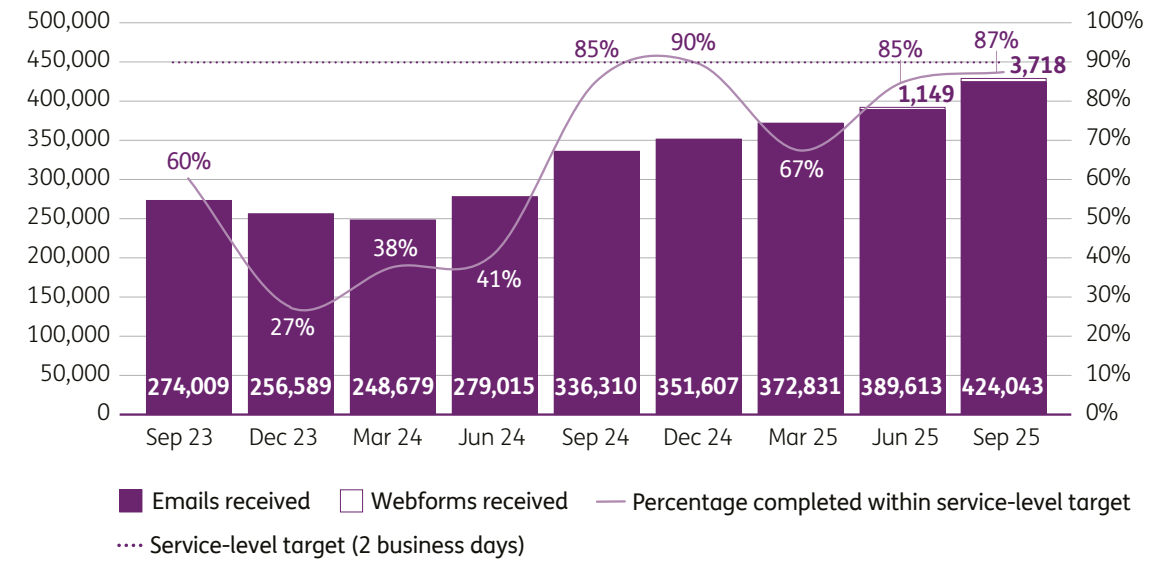


# 3.4 The NDIS National Contact Centre

NCC webchat performance<sup>28</sup>



NCC email performance



<sup>28</sup> 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 September 2025, \$47.1 billion in support has been provided.<sup>29</sup> 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 \$24.3 billion in payments for core daily activities in the 12 months to 30 September 2025, \$11.9 billion was for payments related to participants in SIL.

#### Total payments from 1 October 2024 to 30 September 2025

Support category	Total payments (in \$m)	Percentage of total payments
Core – daily activities	24,268	51.5%
Core – social and community participation	11,180	23.7%
Core – consumables and transport	1,486	3.2%
Capacity building – daily activities <sup>30</sup>	5,707	12.1%
Capacity building – other	3,135	6.7%
Capital	1,358	2.9%
<b>Total<sup>31</sup></b>	<b>47,140</b>	<b>100.0%</b>

<sup>29</sup> This represents total payments on a cash basis (including payments made under in-kind arrangements). On an accrual basis, total payments were \$47.6 billion.

<sup>30</sup> Includes therapy services.

<sup>31</sup> Total includes \$5.2 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 September 2025 quarter, a minority (6%) chose to have their funding managed entirely by the NDIA, while the majority (67%)<sup>32</sup> preferred to engage a plan manager for some or all of their funding. The remaining 26% 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. We have released an updated guide to self-management that 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 are able to make changes at any time. 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 September 2025 quarter

Plan management type	Payments made to active providers (\$b), <sup>33</sup> and proportion of total payments	Number of active providers <sup>34</sup>
Agency-managed	3.4 (27%)	9,930
Plan-managed	7.9 (63%)	200,668
Self-managed	1.3 (10%)	136,761
<b>Total</b>	<b>12.6</b>	<b>273,673</b>

<sup>32</sup> This figure excludes participants who have opted to self-manage part of their funding.

<sup>33</sup> Includes cash and in-kind payments.

<sup>34</sup> ‘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

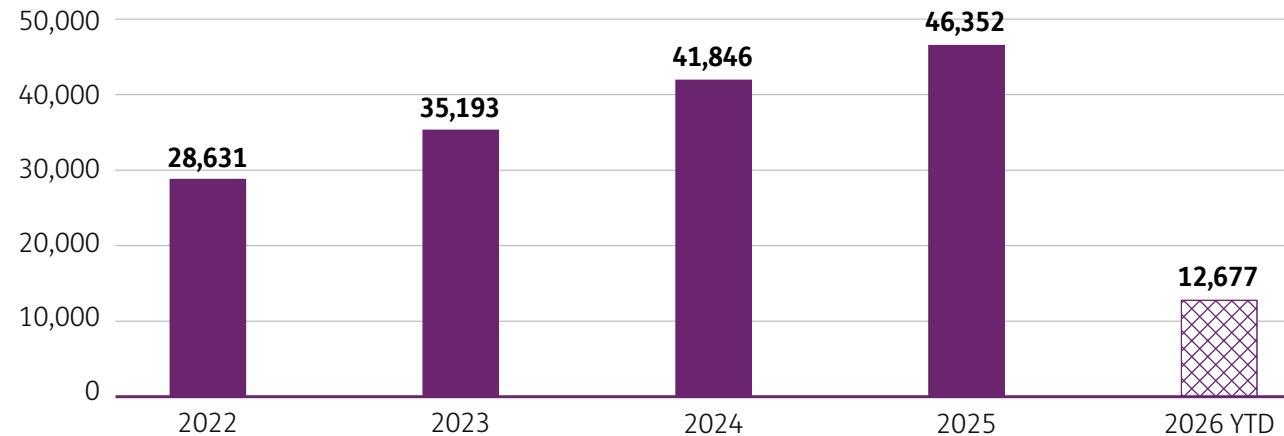
## 5.1 Total payments

A financially sustainable Scheme achieves participant outcomes across their lifetimes and is affordable now and into the future.

Total NDIS payments continued to increase due to increased participant numbers and higher average costs per participant.<sup>35</sup>

Total payments in the year to 30 June 2025 were \$46.4 billion, while the payments in the 3 months to 30 September 2025 were \$12.7 billion. The increased number of participants accessing the NDIS contributed to the increased payments.

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



<sup>35</sup> 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 2025–26 financial year are provisional results and subject to further changes, including the Australian National Audit Office audit

## 5.2 Average and median payment trends

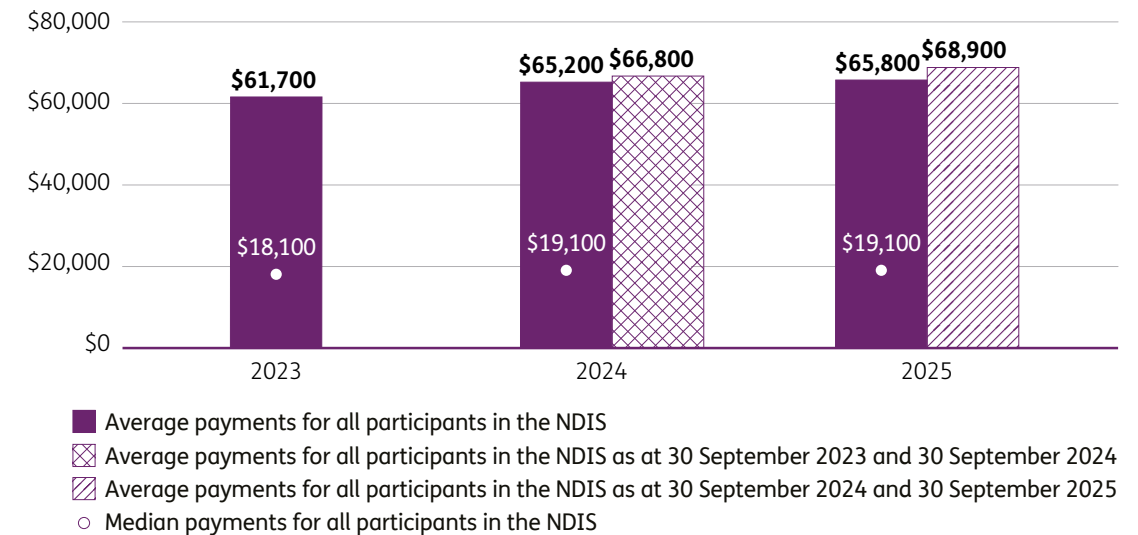
Average and median payments per participant increased by 3.3% and 2.7% per annum respectively over the past 2 years.

The average (mean) payment per participant and the median payment per participant provide useful information. The average payment in the NDIS 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 October 2022 and 30 September 2025 indicate that average payments have increased by 3.3% per annum, and median payments have increased by 2.7% per annum.

Average payments of participants continuing in the NDIS are higher than the overall average. For example, average payments increased from \$65,200 to \$68,900 (5.7%) for participants in the NDIS as at 30 September 2024 and as at 30 September 2025.

Average and median payments for years ending 30 September



## 5.3 Average plan budget trends

Average plan budgets have also increased over time for all participants.

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

Average plan budgets increased over the 2-year period to 30 September 2025 by:

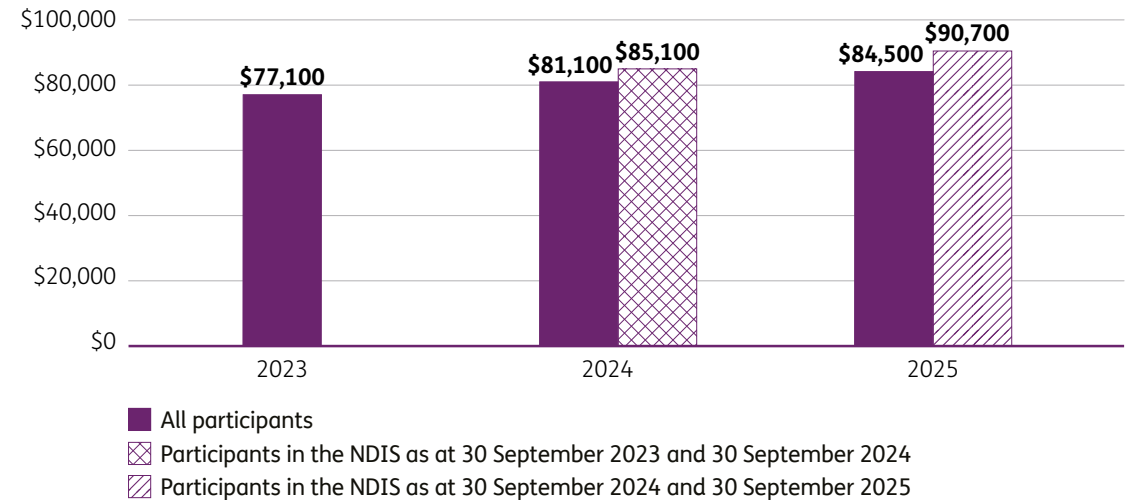
- **4.7%** per annum for all participants
- **5.5%** per annum for participants in SIL
- **5.6%** per annum for participants not in SIL.

The proportion of participants in SIL has decreased over the last two years, and therefore the overall growth in the average budget is less than the growth in the budgets for SIL and non-SIL.

Average plan budgets of participants continuing in the NDIS are higher than the overall average. For example, the average plan budget increased from \$77,100 to \$85,100 (10.4%) for participants in the NDIS as at 30 September 2023 and as at 30 September 2024.

Similarly, average plan budgets for participants in the NDIS as at 30 September 2024 and 30 September 2025 increased from \$81,100 to \$90,700 (11.8%).

Average annualised plan budgets for years ending 30 September



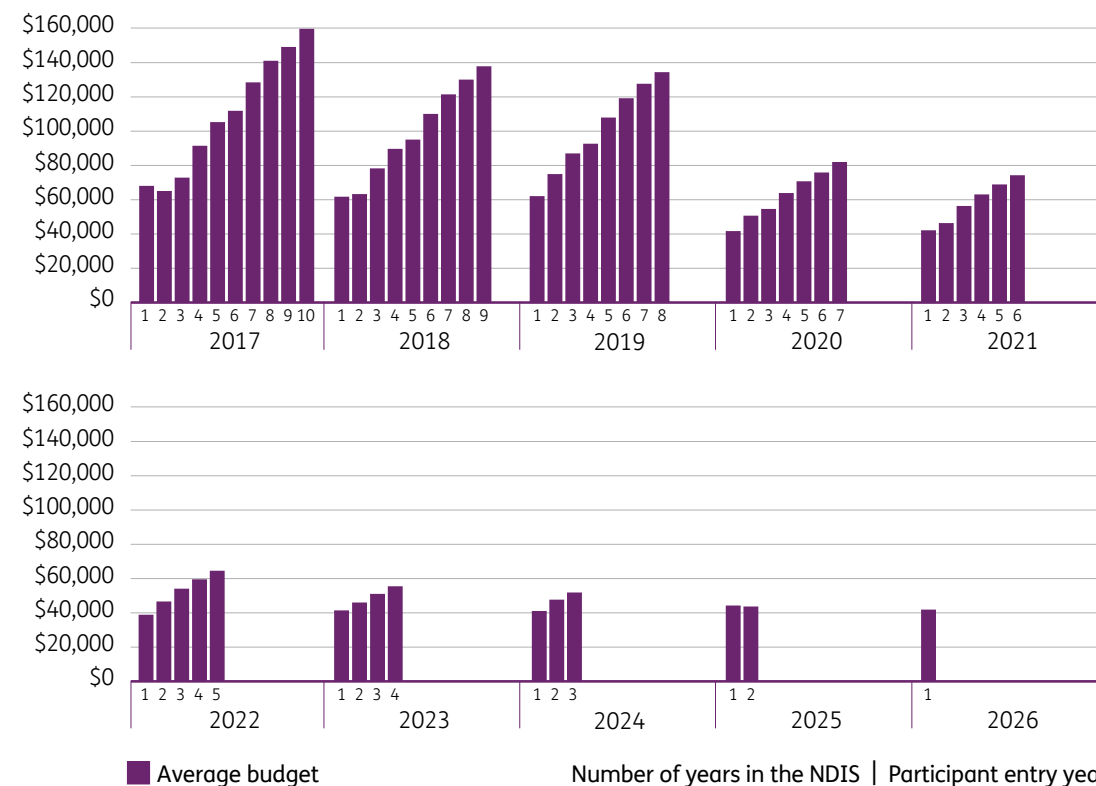
## 5.3 Average plan budget trends

As the mix of participants (across various characteristics) changed over time, it is important to understand trends in average plan budgets for the same group of participants over time.

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 \$137,700 in the most recent year (for those who have been in the NDIS for 9 years).

Participants who entered the NDIS in the year ending 30 June 2020 or later had lower average plan budgets 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 participant transition 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

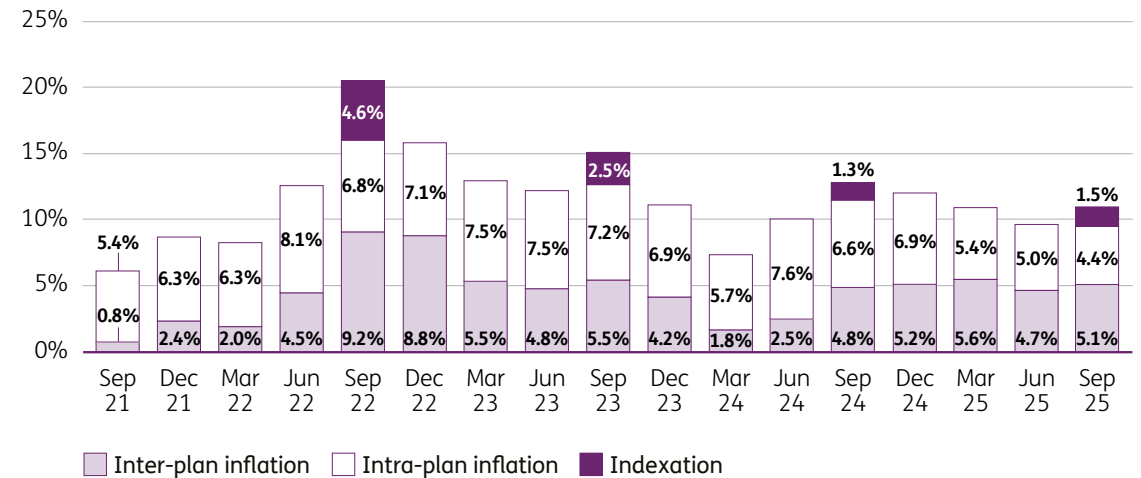
### Plan inflation

Total annualised plan inflation in the September 2025 quarter was 11.0%<sup>36</sup>, of which 5.1% was due to changes made at plan reassessment, and 5.9% was due to changes occurring within a plan between reassessments. The 5.9% includes a 1.5% one-off impact of the indexation of plans in July following the annual pricing review.<sup>37</sup>

The inflation rate of 11.0% per annum (9.5% excluding indexation) in September 2025 compare with a rate of 9.7% per annum in June 2025 and 11.0% per annum in March 2025. Inflation occurring at plan reassessment (inter-plan inflation) was 5.1% per annum, which compare with 4.7% per annum in June 2025, and 5.6% per annum in March 2025.

Inflation occurring within a plan, between reassessments (intra-plan inflation and excluding indexation), was 4.4% per annum, which compare with inflation of 5.0% per annum in June 2025, and 5.4% per annum in March 2025.

Annualised percentage change in plan budgets for active participants



<sup>36</sup> The annualisation calculation of inflation excludes the impact of plan indexation in July following the annual pricing review. The impact of this indexation is then explicitly added to the annualised calculation, which is a 1.5% one-off increase.

<sup>37</sup> 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.

## 5.3 Average plan budget trends

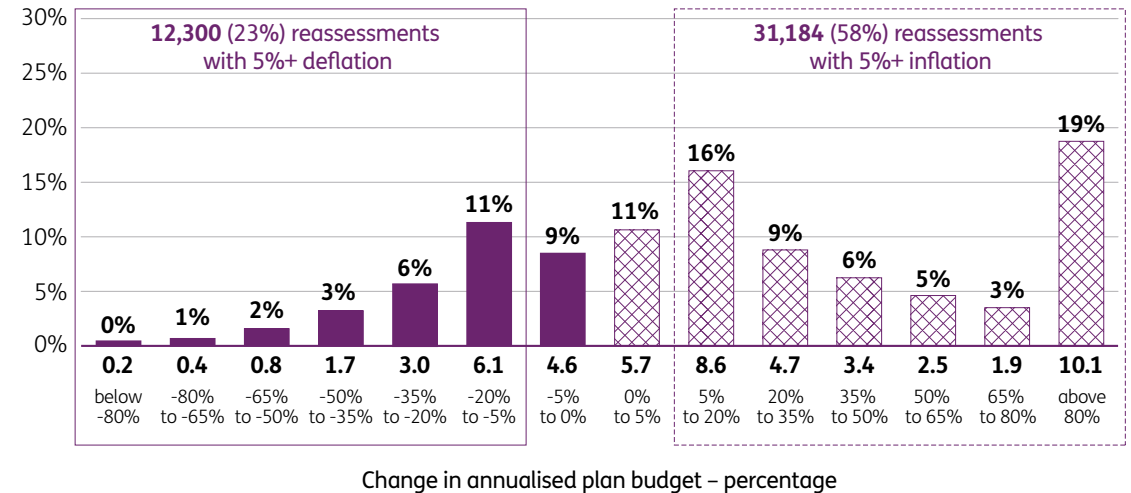
Plan budgets can vary significantly at the individual level. In this financial year, considering total plan inflation, plans were more likely to increase than decrease.

During the 3 months to 30 September 2025, 7% of active participants had at least one plan reassessment. Table on the right shows that of the plans reassessed:<sup>38</sup>

- **58%** increased at reassessment by more than 5% (compared to 59% in the 3 months to 30 September 2024)
- **23%** decreased by more than 5% (compared to 18% in the 3 months to 30 September 2024)
- **19%** remained within 5% (compared to 24% in the 3 months to 30 September 2024).

Of the plans reassessed, **19%** had their budgets increased by more than 80% (remaining unchanged from the prior quarter and the year to 30 September 2024).

Distribution of the percentage change in annualised plan budgets for plans reassessed between 1 July 2025 and 30 September 2025<sup>39</sup>



<sup>38</sup> Numbers may not add to 100% due to rounding.

<sup>39</sup> The number of plan reassessments (in thousands) in each inflation percentage band appears at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band appears at the top of each bar in the chart.

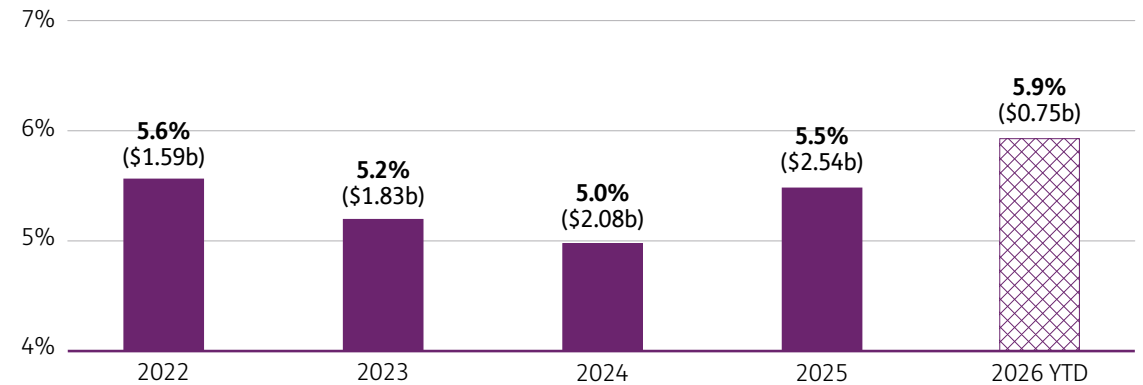
## 5.4 Operating expenses

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 staff wages.

Additional investments to strengthen the NDIS and improve the participant experience have increased the annual operating expenses per participant to \$4,030 in the quarter. NDIA operating expenses for the year ending 30 June 2025 were \$2.54 billion, and \$751 million for the year ending September 2025 quarter.

Operating expenses decreased from 5.6% in 2021–22 to 5.0% in 2023–24 as a percentage of participant expenditure. The figure increased to 5.5% in the 2024–25 year and increased further to 5.9% for the 2025–26 year to date. The Productivity Commission, in its 2017 study report, suggested a range of 7% to 10% as an appropriate benchmark for NDIA operating costs.

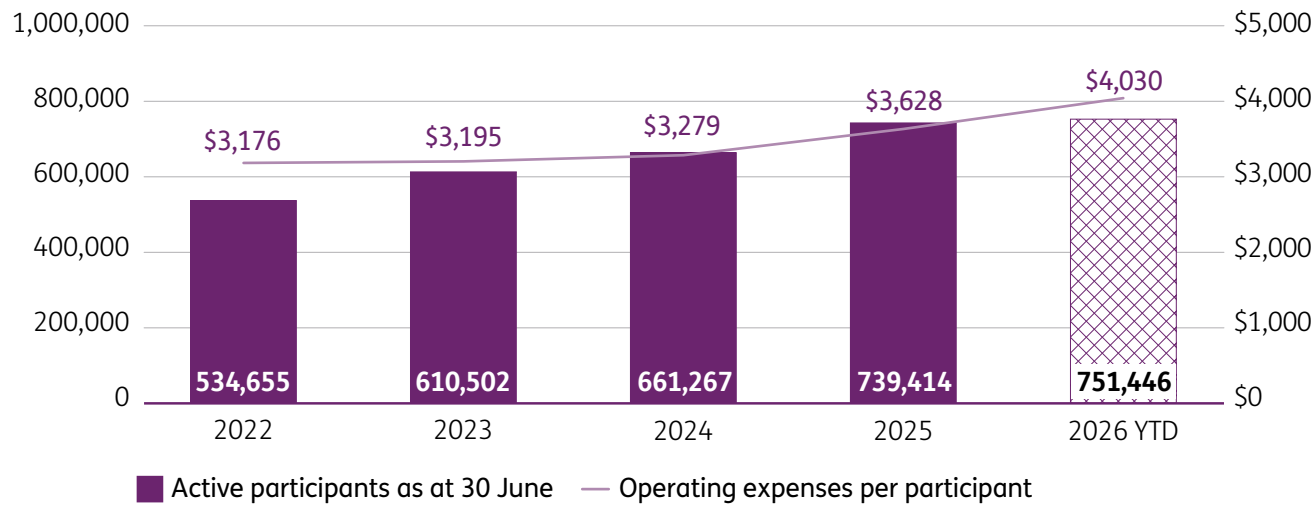
Operating expenses as a percentage of participant costs for years ending 30 June



## 5.4 Operating expenses

The annual operating cost per participant increased from \$3,628 in 2024–25 to \$4,030 in the 2025–26 year to date.

Operating expense per participant for years ending 30 June<sup>40</sup>



<sup>40</sup> 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 8,843 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 details on the numbers of CALD participants and remote and very remote participants.
- 8 Rounded to the nearest complete year since first plan approval date.
- 9 Figures in this section have been rounded to the nearest whole percentage. Differences are calculated from unrounded metrics.
- 10 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.
- 11 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.
- 12 The participant age reported in this section is as per their latest plan reassessment or check-in.
- 13 Some of the increase is due to participants leaving school and starting work. It will be possible to analyse the extent to which the percentage gap.
- 14 Some of the decrease for older age groups is due to participants retiring from the workforce.
- 15 Some of the decrease for older age groups is due to participants retiring from the workforce.
- 16 Figures in this section have been rounded to the nearest whole percentage. Differences are calculated from unrounded metrics.
- 17 Rounded to the nearest complete year since first plan approval date.
- 18 Noting that the education and housing systems have a major role to play in the lifelong learning and home domains.
- 19 Respondents include NDIS participants, prospective participants, and people with disability engaging with the NDIS through community connections and early supports.
- 20 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.
- 21 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.
- 22 Numbers of complaints reported for the most recent quarter may still vary to the extent there is a data collection lag.
- 23 Numbers may change as complaints reporting in the new computer system is refined, including identifying complaints lodged via multiple channels.
- 24 Operational changes in late 2023 increased the recorded number of RoRDs due to reviews being raised when the timeframe for plan change requests elapsed and due to reviews being withdrawn for administrative reasons. The count of historical reviews has been restated to exclude these instances and to exclude draft and miscategorised RoRDs. This has caused retrospective changes in RoRDs counts for previous periods.
- 25 Number of RoRDs reported for the recent quarters may vary, to the extent there is a lag in data collection.
- 26 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.

# Endnotes

- 27 Further information about the ART process can be found on the ART website.
- 28 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.
- 29 This represents total payments on a cash basis (including payments made under in-kind arrangements). On an accrual basis, total payments were \$47.6 billion.
- 30 Includes therapy services.
- 31 Total includes \$5.2 million of payments with no support category.
- 32 This figure excludes participants who have opted to self-manage part of their funding.
- 33 Includes cash and in-kind payments.
- 34 '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).
- 35 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 2025–26 financial year are provisional results and subject to further changes, including the Australian National Audit Office audit.
- 36 The annualisation calculation of inflation excludes the impact of plan indexation in July following the annual pricing review. The impact of this indexation is then explicitly added to the annualised calculation, which is a 1.5% one-off increase.
- 37 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.
- 38 Numbers may not add to 100% due to rounding.
- 39 The number of plan reassessments (in thousands) in each inflation percentage band appears at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band appears at the top of each bar in the chart.
- 40 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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