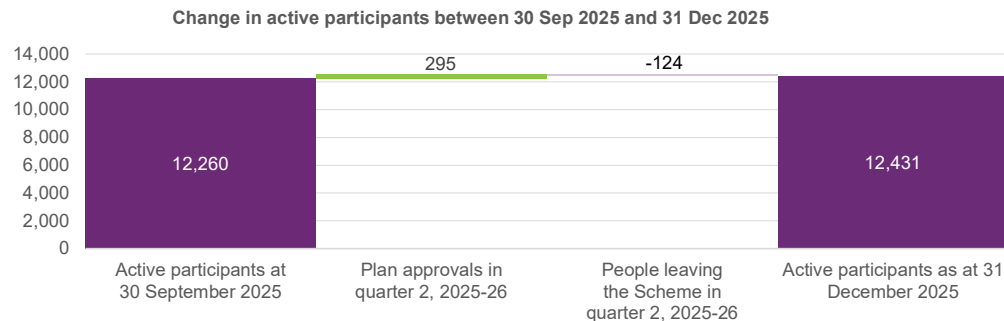


Participants and Planning

Participant experience	As at 31 Dec	As at 30 Sep
Active participants with approved plans (excluding children accessing early connections)	12,431	12,260
Children accessing early connections throughout the quarter	427	484
Percentage of participants fully or partially self managing their plan	40%	41%
Percentage of plans activated within 90 days <sup>1</sup>	84%	84%
Number of completed plan reassessments in the quarter	735	756
Number of completed plan variations in the quarter	162	211



**Performance summary:**

- 14,781 participants (excluding children accessing early connections) have had an approved plan since July 2013. 12,431 of these continue to be active.
- 9,798 active participants have not previously received disability support via State and Commonwealth government programs in the past.
- 295 participants have entered the Scheme in the December 2025 quarter and net participants leaving the Scheme are 124, reflecting active participant movements in and out of the Scheme and Australian Capital Territory.
- 396 access decisions have been made in the quarter, of which 316 met access.
- 15 (5.1%) of the new active participants this quarter identified as First Nations participants, taking the total number of First Nations participants in Australian Capital Territory to 649 (5.2%).
- 22 (7.5%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD), taking the total number of CALD participants in Australian Capital Territory to 1,154 (9.3%).

Participant outcomes and satisfaction

Participant outcomes and satisfaction	Latest Reassessment	Baseline
<b>Participant and Scheme Outcome metrics as at 31 December 2025 <sup>2</sup></b>		
• Participant employment rate - Aged 15 - 64 years	32%	30%
• Participant social and community engagement rate - Aged 15+ years	42%	35%
• Family and carer employment rate - All ages	65%	58%
• Participant choice and control - Aged 15+ years	83%	72%
<b>% of participants rating their overall experience as very good or good by pathway stage – current vs previous quarter <sup>3</sup></b>	<b>Quarter 2, 2025-26</b>	<b>Quarter 1, 2025-26</b>
• Early Supports Process	n/a	n/a
• Community Connections Process	n/a	70%
• Apply for NDIS Process (access met)	n/a	77%
• Apply for NDIS Process (access not met)	n/a	n/a
• Plan Approval Process	41%	55%
• Plan Implementation Process	44%	58%
• Plan Reassessment Process	62%	60%

<sup>1</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) and those with initial plans approved after the end of quarter 4, 2024-25 have been excluded.

<sup>2</sup> Results are based on responses to the Short Form Outcomes Framework questionnaires, with responses collected at entry to the NDIS (baseline measure) and at subsequent intervals. This section compares baseline indicator results when participants entered the NDIS, with latest results. Trial participants are excluded. The participant age reported in this section is as per participants' latest completed questionnaire.

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

Participant Service Guarantee (PSG)

Percentage meeting the Service Guarantee in the quarter <sup>1</sup>		Service Guarantee	31 Dec	30 Sep
<b>General</b>	1. Explain a previous decision, after a request for explanation is received	28 days	100%	100%
<b>Access</b>	2. Make an access decision, or request for more information, after an access request has been received	21 days	91%	91%
	4. Make an access decision, after more information has been provided	14 days	71%	75%
<b>Implementation</b>	6. Approve a participant's plan, after an access decision has been made (excludes those ECA <sup>2</sup> that have received initial supports)	56 days	99%	97%
	7. Approve a plan for ECA <sup>2</sup> participants, after an access decision has been made	56 days	99%	99%
	8. Offer to hold a plan implementation meeting, after the plan is approved	7 days	87%	90%
<b>Plan Reassessments</b>	9. If the participant accepts the offer, hold a plan implementation meeting	28 days	99%	99%
	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%
	11. Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date	56 days	59%	64%
	12. Decide whether to undertake a Participant Requested Plan Reassessment, after the request is received	21 days	26%	23%
<b>Plan Amendments</b>	13. Complete a reassessment, after the decision to accept the request was made	28 days	83%	84%
	14. Amend a plan, after the receipt of information that triggers the plan amendment process	28 days	38%	32%
<b>Reviewable Decisions</b>	17a. Complete an Internal Review of a Reviewable Decision, after a request is received	60 days	46%	67%
	17b. Enact outcome of a reviewable decision, once decision has been made	28 days	98%	95%
	18. Implement an ART decision to amend a plan, after the ART decision is made	28 days	100%	91%
<b>Nominee</b>	19. Cancel participant requested nominee	14 days	100%	86%
	20. Cancel CEO initiated nominee	14 days	100%	100%

<sup>1</sup> From the September 2025 quarter, performance is being measured from milestones built into the new computer system for most measures. PSGs 10 and 16 are captured within the same milestone. For PSGs 11, 14 and 18, performance is being measured from available data on processes and dates in the new computer system. Reporting for PSG measures 3, 5 and 15 are not yet available and these will not be reported at this stage.

<sup>2</sup> ECA stands for early childhood approach.

Provider and market metrics

Market supply and participant costs	As at 31 Dec	As at 30 Sep
Total number of active providers in the last quarter	5,686	5,658
Utilisation (6 month rolling average with 3 month lag) (%)	74%	74%
Payments made within agreed timeframes (3 business days) since 1 July 2025 (%) <sup>1</sup>	98.5%	99.5%
Total payments from 1 July 2025 (\$m)	\$366m	\$182m
Total annualised plan budgets at the end of quarter (\$m) <sup>2</sup>	\$945m	\$928m
Total plan inflation (current quarter % per annum) <sup>3</sup>	7.3%	9.9%
Inflation at plan reassessment (current quarter % per annum)	3.5%	4.8%
Inflation within a plan, between reassessments (current quarter % per annum)	3.8%	5.1%

- Total annualised plan budgets at 31 December 2025 were \$945m and payments from 1 July 2025 were \$366m.
- Out of 5,686 active providers in the December 2025 quarter, 335 providers provided support to NDIA-managed participants, 3,444 providers provided support to plan-managed participants and 3,476 providers provided support to self-managed participants.
- Utilisation has been 74% from 1 April 2025 to 30 September 2025.
- The average annualised plan budget <sup>4</sup> at the end of December for active participants is \$76,100 (\$463,100 for participants in Supported Independent Living (SIL) and \$55,000 for participants not in SIL).
- The average payment <sup>5</sup> for the 12 month ending 31 December 2025 is \$58,900 (\$427,600 for participants in Supported Independent Living (SIL) and \$38,100 for participants not in SIL).

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

<sup>1</sup> The payment enquiries come from the Provider Portal, Participant Portal and NDIS App.  
<sup>2</sup> Total annualised plan budgets refer to those in the current plans of active participants at the end of quarter.  
<sup>3</sup> Total plan inflation consists of plan budget changes occurring at plan reassessment as well as changes occurring within a plan between reassessments.  
<sup>4</sup> Average annualised plan budgets are derived from total annualised plan budgets in the current plans of active participants at 31 December 2025.  
<sup>5</sup> Average payments are calculated as the average of the annualised monthly payments in the same 12 month period, weighted by the participants that are active in each month.