

Appendix A:

Key definitions

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

Access requirements: The criteria a person 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: A person who has been determined eligible for the NDIS and has an approved plan. ('Active participant' also includes any participant whose plan has expired, but a new plan has not formally commenced, and they have not left the NDIS.)

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

Administrative Review Tribunal: The Administrative Review Tribunal reviews decisions made by Australian Government agencies, departments and ministers.

Annualised committed supports: The committed supports (on a participant's current plan) scaled to a 12-month period (see Committed supports).

First Nations Peoples: Aboriginal and Torres Strait Islander peoples.

Individualised living options: Funding to support participants to live where they choose, increase their independence, and maximise their social and economic participation.

In-kind programs: Existing federal, state or territory government disability-related programs that are delivered under existing block grant funding arrangements.

Internal review of decision: A request for an internal review of a decision the NDIA has made about a participant under section 100 of the NDIS Act.

Inter-plan inflation: Occurs when a participant's NDIS plan budget is increased when it is reassessed.

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

Market: In the context of the NDIS, the market is where participants and providers interact to trade for disability supports.

National Disability Insurance Agency (NDIA): The Australian Government organisation administering the NDIS.

National Disability Insurance Scheme (NDIS): A national scheme for people with disability, administered by the NDIA. It provides funding to eligible Australians with disability to purchase NDIS supports related to their disability. These supports help participants in their everyday life, and to pursue their goals. In this report, the NDIS is also referred to as ‘the Scheme’.

NDIA-managed funding: NDIS participants can opt to have the NDIA manage their plan funding. The NDIA pays for NDIS supports from a participant’s plan, on their behalf. Participants must use NDIS-registered providers.

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

Outcomes framework questionnaires: A series of surveys that collect information from participants and their families and carers about how they are doing in 8 different areas of their lives.

Paid provider: A provider with a bank account into which the NDIA has made a payment. For NDIA-managed funding, this will be the provider of supports. For plan-managed funding, this will be the plan manager. For self-managed funding, there is no paid provider, as the participant is paid directly.

Participant: A person who is a participant in the NDIS, having met the eligibility requirements for either permanent disability (section 24 of the NDIS Act) or early intervention (section 25).

Participant critical incident (PCI): An instance or allegation of serious harm occurring to a participant.

Participant First: A group of people who have signed up to help improve the NDIS through engagement activities, such as focus groups, co-design workshops, surveys and research projects.

Participant provider pathway: The process by which participants, their families, carers and providers interact with the NDIS.

Participant reassessment request: A review of a participant’s plan requested by the participant under section 48 of the NDIS Act.

Payment: Refers to a payment made to a participant or their nominee for supports received as part of the participant’s plan; or to a payment made to a provider on behalf of a participant as part of the 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 registered provider who is approved to manage the funding of supports in participant plans. With respect to a payment request, a plan manager is any provider who submits claims associated with a plan-managed budget or payment, or submits claims for plan management fees under the capacity building budget (choice and control category).

Pricing: The NDIA provides guidance on the price to be paid for each support item through pricing arrangements and price limits.

Provider of supports: The provider responsible for providing disability supports to an NDIS participant. With respect to a payment request in the case of NDIA-managed funding, this is the provider paid by the NDIA (paid provider). In the case of self-managed or plan-managed funding, it 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 Safeguards Commission.

Revenue: The amount of money received from federal, state and territory governments for participant supports as outlined in a bilateral agreement. This includes both cash and in-kind amounts.

Specialist disability accommodation (SDA): Specialist housing solutions for people with an extreme functional impairment or very high support needs. SDA does not refer to support services, but the homes in which these are delivered. SDA may incorporate a specialist design, be in a particular location, or have features that make it feasible to provide complex or costly supports for independent living.

Supported independent living (SIL): Support provided to a person to help them live as independently as possible in their home. It includes help with or supervision of daily tasks, like personal care or cooking meals.

Unregistered provider: A provider of supports that is not registered as a provider with the NDIS Quality and Safeguards Commission. An unregistered provider can support participants whose funding is 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

The NDIS outcomes framework questionnaires measure the medium and long-term benefits of the NDIS to participants and their families and carers. These questionnaires are one way the NDIA measures outcomes.

Using the questionnaires, we collect baseline measures when participants enter the NDIS and then further information when participants' plans are reviewed. This allows outcomes to be tracked against baseline measures to assess progress and determine which types of support lead to the best outcomes. Baseline measures have been collected from 98% of participants who received their initial plan since 1 July 2016.

We use a lifespan approach to measuring outcomes, recognising that different outcomes will be important to participants at different stages of their life.

The information collected tracks how participants are progressing in the following 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, their degree of contact with family and friends, and their relationships with support staff.

Health and wellbeing: Relates to health, lifestyle and access to health services.

Work: Participants' experiences in the workforce and goals for employment.

Daily living activities: The level of independence participants have in 9 areas of daily living, for example, shopping and home cleaning.

Home: Relates to a participant's satisfaction with 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 and leisure activities, and whether the participant feels they have a voice.

We also collect information from families and carers of participants, for example, in relation to their employment.

Appendix C:

Children accessing the NDIS and early connections

A detailed summary of children younger than 9 in the NDIS, by state and territory, is shown in Table C.1. It includes children accessing early connections.

Table C.1 Summary of children younger than 9 who have approached the NDIS for support by jurisdiction and status ¹

State/ Territory	Active approved plans (children younger than 9 as at 31 December 2025)	Access met but yet to have an approved plan (children younger than 9 as at 31 December 2025)	Access request (no decision)	Total	Number of children accessing early connections throughout the quarter
NSW	51,679	873	1,034	55,775	7,333
VIC	47,162	664	801	50,905	6,257
QLD	35,713	556	682	38,593	4,769
SA	12,300	192	211	13,250	1,436
WA	12,986	243	291	13,822	2,338
TAS	2,924	34	89	3,193	414
ACT	2,422	48	44	2,709	427
NT	1,557	43	21	1,707	152
OT	<20	0	0	11	0
Missing	<11	0	<11	27	59
Total	166,757	2,653	3,176	179,992	23,185

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:

Comparison of key metrics by state and territory

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.

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 31 December 2025. Average payments (**Table D.24**) are calculated as the sum of the payments in the 12-month period to 31 December 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 31 December 2025. 'Total payments' (**Table D.24**) refers to those paid over the 12 months to 31 December 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 31 December 2025 ²

State/Territory	Active participant plans - Count	Active participant plans - Percentage
NSW	224,537	29.5%
VIC	205,144	26.9%
QLD	163,122	21.4%
WA	67,695	8.9%
SA	65,233	8.6%
TAS	16,439	2.2%
ACT	12,431	1.6%
NT	6,741	0.9%
OT	88	0.0%
Missing	12	0.0%
National	761,442	100.0%

Table D.2 Numbers of active participant plans by age group as at 31 December 2025

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 8	51,679	47,162	35,713	12,986	12,300	2,924	2,422	1,557	166,757
9 to 14	43,273	42,224	33,610	13,153	13,947	2,970	2,384	1,283	152,868
15 to 18	22,108	20,127	17,424	7,211	7,742	1,759	1,270	679	78,330
19 to 24	19,864	17,270	15,186	6,965	6,685	1,723	1,230	559	69,495
25 to 34	20,329	17,185	13,889	6,638	5,521	1,877	1,268	538	67,256
35 to 44	15,413	15,068	11,456	5,434	4,687	1,218	940	619	54,843
45 to 54	17,299	16,386	12,237	5,234	4,729	1,331	1,052	621	58,896
55 to 64	21,111	18,986	14,946	6,415	6,001	1,659	1,056	624	70,808
65+	13,461	10,736	8,661	3,659	3,621	978	809	261	42,189
Total	224,537	205,144	163,122	67,695	65,233	16,439	12,431	6,741	761,442

Table D.3 Proportion of active participant plans by age group as at 31 December 2025

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 8	23%	23%	22%	19%	19%	18%	19%	23%	22%
9 to 14	19%	21%	21%	19%	21%	18%	19%	19%	20%
15 to 18	10%	10%	11%	11%	12%	11%	10%	10%	10%
19 to 24	9%	8%	9%	10%	10%	10%	10%	8%	9%
25 to 34	9%	8%	9%	10%	8%	11%	10%	8%	9%
35 to 44	7%	7%	7%	8%	7%	7%	8%	9%	7%
45 to 54	8%	8%	8%	8%	7%	8%	8%	9%	8%
55 to 64	9%	9%	9%	9%	9%	10%	8%	9%	9%
65+	6%	5%	5%	5%	6%	6%	7%	4%	6%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

² 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 31 December 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	73	51	72	32	38	<11	<11	<11	286
19 to 24	910	540	623	272	285	<100	<50	73	2,839
25 to 34	1,860	1,072	1,231	567	501	200	91	97	5,619
35 to 44	1,852	1,316	1,257	602	506	166	99	122	5,920
45 to 54	2,341	1,559	1,367	653	583	179	149	122	6,953
55 to 64	3,232	2,188	1,861	890	862	264	157	150	9,604
65+	1,999	1,151	1,031	507	510	181	95	<60	5,528
Total	12,268	7,879	7,443	3,524	3,285	1,092	641	623	36,755

Table D.5 Proportion of active participant plans (participants in Supported Independent Living (SIL)) by age group as at 31 December 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	7%	7%	8%	8%	9%	n/a	n/a	12%	8%
25 to 34	15%	14%	17%	16%	15%	18%	14%	16%	15%
35 to 44	15%	17%	17%	17%	15%	15%	15%	20%	16%
45 to 54	19%	20%	18%	19%	18%	16%	23%	20%	19%
55 to 64	26%	28%	25%	25%	26%	24%	24%	24%	26%
65+	16%	15%	14%	14%	16%	17%	15%	n/a	15%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table D.6 Numbers of active participant plans (participants not in Supported Independent Living (SIL)) by age group as at 31 December 2025

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 8	51,679	47,162	35,713	12,985	12,300	2,924	2,422	1,557	166,756
9 to 14	43,272	42,222	33,609	13,153	13,947	2,970	2,383	1,283	152,863
15 to 18	22,035	20,076	17,352	7,179	7,704	1,751	1,263	674	78,044
19 to 24	18,954	16,730	14,563	6,693	6,400	1,629	1,188	486	66,656
25 to 34	18,469	16,113	12,658	6,071	5,020	1,677	1,177	441	61,637
35 to 44	13,561	13,752	10,199	4,832	4,181	1,052	841	497	48,923
45 to 54	14,958	14,827	10,870	4,581	4,146	1,152	903	499	51,943
55 to 64	17,879	16,798	13,085	5,525	5,139	1,395	899	474	61,204
65+	11,462	9,585	7,630	3,152	3,111	797	714	207	36,661
Total	212,269	197,265	155,679	64,171	61,948	15,347	11,790	6,118	724,687

Table D.7 Proportion of active participant plans (participants not in Supported Independent Living (SIL)) by age group as at 31 December 2025

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 8	24%	24%	23%	20%	20%	19%	21%	25%	23%
9 to 14	20%	21%	22%	20%	23%	19%	20%	21%	21%
15 to 18	10%	10%	11%	11%	12%	11%	11%	11%	11%
19 to 24	9%	8%	9%	10%	10%	11%	10%	8%	9%
25 to 34	9%	8%	8%	9%	8%	11%	10%	7%	9%
35 to 44	6%	7%	7%	8%	7%	7%	7%	8%	7%
45 to 54	7%	8%	7%	7%	7%	8%	8%	8%	7%
55 to 64	8%	9%	8%	9%	8%	9%	8%	8%	8%
65+	5%	5%	5%	5%	5%	5%	6%	3%	5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table D.8 Number of active participant plans by primary disability group as at 31 December 2025

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	92,270	84,811	71,536	29,645	31,901	6,759	5,261	1,974	324,206
Intellectual disability	30,292	26,979	18,594	8,467	8,628	2,841	1,395	1,256	98,469
Developmental delay	18,481	23,928	16,168	5,330	3,777	1,151	1,123	641	70,602
Psychosocial disability	19,771	20,449	12,691	5,701	4,190	1,215	1,165	641	65,827
Hearing impairment	9,060	7,694	6,895	2,601	2,119	554	484	247	29,656
Other neurological	8,198	6,227	5,570	2,624	1,953	573	452	227	25,829
Other physical	5,877	4,733	4,871	1,863	1,778	417	514	185	20,242
Acquired brain injury	5,398	5,260	4,671	1,822	1,872	503	243	334	20,106
Global developmental delay	8,100	3,655	3,740	1,186	2,224	256	283	245	19,692
Cerebral palsy	5,932	4,480	4,030	1,950	1,359	452	308	208	18,719
Other	4,139	3,189	3,188	1,419	1,041	355	228	223	13,784
Down syndrome	3,764	2,899	2,499	1,175	793	305	228	109	11,775
Multiple sclerosis	3,346	3,727	2,244	1,167	1,092	435	253	21	12,286
Visual impairment	3,476	3,169	2,070	1,000	873	222	198	81	11,089
Stroke	3,652	2,431	2,404	891	854	223	164	232	10,853
Spinal cord injury	2,055	1,130	1,738	752	484	146	82	96	6,484
Other sensory/speech	726	383	213	102	295	32	50	21	1,823
Total	224,537	205,144	163,122	67,695	65,233	16,439	12,431	6,741	761,442

Table D.9 Proportion of active participant plans by primary disability group as at 31 December 2025

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	41%	41%	44%	44%	49%	41%	42%	29%	43%
Intellectual disability	13%	13%	11%	13%	13%	17%	11%	19%	13%
Developmental delay	8%	12%	10%	8%	6%	7%	9%	10%	9%
Psychosocial disability	9%	10%	8%	8%	6%	7%	9%	10%	9%
Hearing impairment	4%	4%	4%	4%	3%	3%	4%	4%	4%
Other neurological	4%	3%	3%	4%	3%	3%	4%	3%	3%
Other physical	3%	2%	3%	3%	3%	3%	4%	3%	3%
Acquired brain injury	2%	3%	3%	3%	3%	3%	2%	5%	3%
Global developmental delay	4%	2%	2%	2%	3%	2%	2%	4%	3%
Cerebral palsy	3%	2%	2%	3%	2%	3%	2%	3%	2%
Other	2%	2%	2%	2%	2%	2%	2%	3%	2%
Down syndrome	2%	1%	2%	2%	1%	2%	2%	2%	2%
Multiple sclerosis	1%	2%	1%	2%	2%	3%	2%	0%	2%
Visual impairment	2%	2%	1%	1%	1%	1%	2%	1%	1%
Stroke	2%	1%	1%	1%	1%	1%	1%	3%	1%
Spinal cord injury	1%	1%	1%	1%	1%	1%	1%	1%	1%
Other sensory/speech	0%	0%	0%	0%	0%	0%	0%	0%	0%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table D.10 Number of active participant plans by other characteristics as at 31 December 2025^{3 4}

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
First Nations Participants	21,666	7,695	17,908	5,512	4,595	1,782	649	3,570	63,381
Culturally and linguistically diverse participants	23,965	22,835	8,344	5,105	4,340	410	1,154	342	66,517
Participants residing in remote and very remote areas	850	<100	2,860	3,081	1,663	204	<11	2,906	11,744
Younger people in residential aged care (under 65)	169	235	68	32	28	11	<11	<11	546
Participants with supported independent living	12,268	7,879	7,443	3,524	3,285	1,092	641	623	36,755
Participants using specialised disability accommodation	5,112	5,393	2,678	750	1,566	<120	210	<110	15,925
Participants specialised disability accommodation eligible, not yet using specialised disability accommodation	3,012	1,947	1,812	1,119	950	388	139	210	9,577

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.

Table D.11 Proportion of active participant plans by other characteristics as at 31 December 2025

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
First Nations Participants	9.6%	3.8%	11.0%	8.1%	7.0%	10.8%	5.2%	53.0%	8.3%
Culturally and linguistically diverse participants	10.7%	11.1%	5.1%	7.5%	6.7%	2.5%	9.3%	5.1%	8.7%
Participants residing in remote and very remote areas	0.4%	n/a	1.8%	4.6%	2.5%	1.2%	n/a	43.1%	1.5%
Younger people in residential aged care (under 65)	24.0%	34.4%	20.7%	22.2%	24.8%	28.2%	n/a	n/a	26.8%
Participants with supported independent living	5.5%	3.8%	4.6%	5.2%	5.0%	6.6%	5.2%	9.2%	4.8%
Participants using specialised disability accommodation	2.3%	2.6%	1.6%	1.1%	2.4%	n/a	1.7%	n/a	2.1%
Participants specialised disability accommodation eligible, not yet using specialised disability accommodation	1.3%	0.9%	1.1%	1.7%	1.5%	2.4%	1.1%	3.1%	1.3%

Table D.12 Participation rates by gender as at 31 December 2025 ⁵

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	3.3%	3.5%	3.5%	2.8%	4.2%	3.3%	3.1%	3.3%	3.4%
Female	1.9%	2.2%	2.2%	1.8%	2.5%	2.2%	2.0%	1.8%	2.1%
Total	2.6%	2.9%	2.9%	2.3%	3.4%	2.8%	2.6%	2.6%	2.8%

Table D.13 Participation rates by age group as at 31 December 2025 ⁶

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0-8	5.7%	6.6%	6.1%	4.2%	6.7%	5.4%	4.8%	4.8%	5.9%
9-14	6.8%	8.3%	7.8%	5.8%	10.5%	7.4%	6.7%	5.9%	7.5%
15-18	5.2%	5.9%	5.8%	4.8%	8.4%	6.2%	5.5%	4.9%	5.7%
19-24	3.0%	3.1%	3.4%	3.2%	4.8%	4.3%	3.1%	2.7%	3.3%
25-44	1.5%	1.6%	1.6%	1.5%	2.0%	2.0%	1.4%	1.3%	1.6%
45-64	1.9%	2.1%	2.0%	1.6%	2.4%	2.1%	1.9%	2.1%	2.0%
65+	0.8%	0.9%	0.9%	0.7%	0.9%	0.7%	1.2%	1.0%	0.8%
Total (aged 0-64)	3.0%	3.3%	3.3%	2.6%	4.1%	3.4%	2.8%	2.7%	3.2%
Total	2.6%	2.9%	2.9%	2.3%	3.4%	2.8%	2.6%	2.6%	2.8%

⁵ Participation rate refers to the proportion of the general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

⁶ Participation rate refers to the proportion of the general population that are NDIS participants.

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

NDIA planning process	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Early Supports	n/a	59%	65%	n/a	n/a	n/a	n/a	n/a	66%
Community Connections	74%	80%	80%	75%	75%	72%	61%	n/a	77%
Apply for NDIS (overall)	44%	48%	41%	39%	44%	34%	47%	n/a	44%
Plan Approval	59%	53%	55%	55%	52%	66%	60%	58%	56%
Plan Implementation	67%	62%	63%	61%	54%	66%	47%	n/a	63%
Plan Reassessment	70%	68%	67%	68%	66%	75%	60%	75%	69%

Table D.15 NDIA Metrics Progress: Participants, Families and Carers ⁷

Measures for participants (15 years and over), and families and carers	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participants in work - Baseline	21%	19%	18%	23%	24%	18%	29%	14%	20%
Participants in work - Latest Reassessment	24%	21%	19%	26%	24%	19%	30%	16%	22%
Participants engaged in community - Baseline	33%	32%	35%	36%	35%	29%	35%	41%	34%
Participants engaged in community - Latest Reassessment	43%	38%	41%	40%	39%	34%	42%	45%	41%
Family and carer employment - Baseline	48%	46%	45%	48%	47%	42%	58%	51%	47%
Family and carer employment - Latest Reassessment	55%	52%	51%	54%	51%	49%	65%	55%	53%
Participant choice and control - First Reassessment	67%	65%	75%	73%	66%	69%	71%	57%	68%
Participant choice and control - Latest Reassessment	82%	81%	85%	82%	80%	82%	82%	77%	82%

Table D.16 Distribution of active participants by funds management type as at 31 December 2025

Funds management type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed Fully	21%	25%	21%	18%	16%	15%	34%	8%	21%
Self-managed Partly	5%	5%	4%	7%	3%	4%	6%	3%	5%
Plan-managed	65%	67%	71%	65%	76%	75%	55%	86%	68%
NDIA-managed	10%	3%	5%	10%	4%	6%	5%	3%	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 31 December 2025

Funds management type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed	11%	14%	12%	12%	8%	9%	18%	3%	12%
Plan-managed	50%	61%	59%	50%	60%	51%	57%	52%	55%
NDIA-managed	40%	26%	29%	38%	32%	40%	25%	45%	33%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

⁷ Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2023 and have had a second plan reassessment to date.

Table D.18 Number and rates of participant complaints ⁸

Participant complaints	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participant complaints in quarter 2, 2025-26	3,696	3,576	3,051	1,098	1,193	277	182	66	13,390
Complaints as a percentage of active participants	6.6%	7.0%	7.5%	6.5%	7.4%	6.8%	5.9%	3.9%	7.1%
All participant complaints	85,325	75,412	56,957	21,543	28,098	5,780	5,355	1,614	292,453
Complaints as a percentage of active participants	6.7%	7.2%	7.2%	6.7%	7.9%	6.6%	6.7%	4.7%	7.4%

Table D.19 Number and rates of Participants Critical Incidents (PCIs) ⁹

PCIs	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
PCIs in 2025-26 quarter 2, 2025-26	1,251	1,431	1,077	422	493	92	64	57	4,893
PCIs as a percentage of active participants	2.2%	2.8%	2.7%	2.5%	3.1%	2.3%	2.1%	3.4%	2.6%
All PCIs	18,040	20,448	14,177	7,025	7,751	1,316	820	913	70,613
PCIs as a percentage of active participants	1.4%	2.0%	1.8%	2.2%	2.2%	1.5%	1.1%	2.7%	1.8%

Table D.20 Number of active providers in Quarter 2, 2025-26 by funds management type, registration status and the residing State/Territory ¹⁰

Registration status/funds management type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Registered providers - Total	8,199	6,872	5,443	2,669	2,496	1,120	1,179	874	17,982
Registered providers - NDIA-managed	4,565	2,944	2,595	1,285	943	354	335	299	10,335
Registered providers - Plan-managed	7,384	6,247	4,919	2,377	2,266	946	979	773	16,762
Registered providers - Self-managed	3,836	3,074	2,422	1,122	966	416	496	178	9,468
Unregistered providers - Total	74,347	79,569	66,523	24,652	21,126	6,160	4,527	1,654	259,179
Unregistered providers - NDIA-managed	<5	<5	<5	<5	<5	<5	<5	<5	<5
Unregistered providers - Plan-managed	52,454	55,678	50,386	16,787	15,828	4,495	2,482	1,316	187,422
Unregistered providers - Self-managed	36,751	41,376	29,390	12,628	9,782	2,802	2,990	522	127,408
All providers - Total	82,347	86,266	71,828	27,261	23,561	7,265	5,686	2,515	276,581
All providers - NDIA-managed	4,565	2,944	2,595	1,285	943	354	335	299	10,335
All providers - Plan-managed	59,661	61,769	55,180	19,108	18,037	5,427	3,444	2,078	203,658
All providers - Self-managed	40,525	44,382	31,753	13,727	10,733	3,212	3,476	695	136,652

⁸ The National totals include participant complaints where jurisdiction information was missing.

⁹ The National totals include PCIs where jurisdiction information was missing.

¹⁰ 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)	4,260	1,442	877	228	372	189	303	99	7,773
2018-19 (\$m)	5,884	3,461	2,540	553	1,161	400	366	200	14,567
2019-20 (\$m)	8,013	6,026	5,155	1,544	2,128	659	460	385	24,374
2020-21 (\$m)	10,152	7,934	6,845	2,737	2,776	845	554	506	32,355
2021-22 (\$m)	11,470	9,277	7,955	3,195	3,180	971	607	536	37,196
2022-23 (\$m)	14,019	11,627	9,954	4,083	3,957	1,177	717	686	46,227
2023-24 (\$m)	16,232	13,599	11,755	4,863	4,622	1,357	815	806	54,058
2024-25 (\$m)	18,114	15,163	13,251	5,567	5,158	1,491	894	913	60,566
2025-26 to date (\$m)	9,931	8,286	7,271	3,103	2,842	816	490	494	33,239
increase from 2017-18 to 2018-19 (%)	38%	140%	190%	143%	212%	112%	21%	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%	24%	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 (%)	12%	12%	13%	14%	12%	10%	10%	13%	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)	3,094	958	560	169	223	153	220	66	5,443
2018-19 (\$m)	4,462	2,372	1,672	397	794	296	275	135	10,405
2019-20 (\$m)	5,970	4,134	3,610	1,030	1,490	476	337	263	17,313
2020-21 (\$m)	7,697	5,466	5,018	1,939	2,003	632	415	371	23,544
2021-22 (\$m)	8,932	6,824	6,145	2,362	2,427	757	474	416	28,471
2022-23 (\$m)	11,025	8,674	7,595	2,973	2,997	885	543	525	35,269
2023-24 (\$m)	13,027	10,520	9,050	3,639	3,558	1,012	620	625	42,073
2024-25 (\$m)	14,135	11,478	9,860	4,081	3,874	1,096	672	684	45,893
2025-26 to date (\$m)	7,101	5,712	4,990	2,083	1,946	549	329	329	23,043
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%	88%	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%	15%	26%	24%
increase from 2022-23 to 2023-24 (%)	18%	21%	19%	22%	19%	14%	14%	19%	19%
increase from 2023-24 to 2024-25 (%)	9%	9%	9%	12%	9%	8%	8%	10%	9%

Table D.23 Total annualised committed supports and average annualised committed supports, including participants in Supported Independent Living (SIL) as at 31 December 2025

Type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Total (\$m)	19,280	16,121	14,234	6,124	5,608	1,575	945	935	64,833
Average (\$)	85,900	78,600	87,300	90,500	86,000	95,800	76,100	138,600	85,100
Total - SIL (\$m)	5,679	3,904	3,674	1,701	1,699	543	297	413	17,912
Average - SIL (\$)	462,900	495,500	493,600	482,800	517,300	497,700	463,100	663,600	487,300

Table D.24 Total payments and average payments, including participants in Supported Independent Living (SIL) as at 31 December 2025

Type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Total (\$m)	15,133	12,243	10,478	4,385	4,114	1,166	705	723	48,962
Average (\$)	69,900	61,900	66,300	67,800	65,900	74,000	58,900	110,900	66,700
Total - SIL (\$m)	5,185	3,529	3,340	1,508	1,514	498	273	371	16,219
Average - SIL (\$)	426,400	452,500	449,500	431,200	463,300	449,100	427,600	596,100	444,000

Table D.25 Total annualised committed supports by support category as at 31 December 2025 (\$m)

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	9,416	7,285	7,072	2,914	2,856	792	473	510	31,322
Core - Consumables	281	259	236	100	81	22	14	9	1,002
Core - Social and Civic	4,101	3,629	2,960	1,226	1,089	362	178	178	13,726
Core - Transport	168	149	110	48	44	14	9	5	546
Capacity Building - Choice and Control	211	199	169	67	72	18	10	10	755
Capacity Building - Daily Activities	2,934	2,765	2,171	964	833	196	151	111	10,128
Capacity Building - Employment	172	122	119	76	56	13	10	7	574
Capacity Building - Health and Wellbeing	22	13	11	4	3	2	2	0	58
Capacity Building - Home Living	1	2	1	1	0	0	0	0	6
Capacity Building - Lifelong learning	0	0	0	0	0	0	0	0	2
Capacity Building - Relationships	562	436	304	197	164	43	24	27	1,757
Capacity Building - Social and Civic	177	165	115	79	48	21	14	14	633
Capacity Building - Support Coordination	455	468	363	173	150	39	21	39	1,710
Capital - Assistive Technology	535	386	394	198	136	37	29	17	1,732
Capital - Home Modifications	247	243	209	78	74	15	10	8	884
Total	19,280	16,121	14,234	6,124	5,608	1,575	945	935	64,833

Table D.26 Total payments by support category for the year ending 31 December 2025 (\$m)

Support Category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	7,835	5,989	5,510	2,301	2,290	660	396	455	25,447
Core - Consumables	186	153	141	60	52	14	9	5	620
Core - Social and Civic	3,603	3,046	2,546	956	851	286	141	133	11,563
Core - Transport	356	243	139	57	49	14	14	8	880
Capacity Building - Choice and Control	179	173	145	55	62	15	8	8	645
Capacity Building - Daily Activities	1,762	1,600	1,176	547	481	88	82	53	5,791
Capacity Building - Employment	59	40	34	20	16	3	3	2	177
Capacity Building - Health and Wellbeing	12	5	5	2	1	1	1	0	27
Capacity Building - Home Living	0	1	0	0	0	0	0	0	1
Capacity Building - Lifelong learning	0	0	0	0	0	0	0	0	0
Capacity Building - Relationships	318	234	154	108	88	24	13	15	955
Capacity Building - Social and Civic	70	59	41	29	14	9	5	5	233
Capacity Building - Support Coordination	323	346	248	114	102	27	14	25	1,199
Capital - Assistive Technology	249	175	187	82	58	18	12	8	789
Capital - Home Modifications	180	178	151	52	49	8	6	6	631
Total	15,133	12,243	10,478	4,385	4,114	1,166	705	723	48,962

Table D.27 Percentage change in plan budgets for active participants in the quarter ending 31 December 2025

Inflation type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Intra-plan Inflation	3.8%	5.0%	3.8%	3.9%	4.8%	3.8%	3.8%	3.3%	4.2%
Inter-plan Inflation	4.2%	2.5%	3.1%	4.0%	4.2%	1.1%	3.5%	4.5%	3.4%
Total Inflation	8.0%	7.5%	7.0%	7.9%	8.9%	4.9%	7.3%	7.9%	7.6%

Table D.28 Percentage change in plan budgets for plans reassessed (1 July 2025 to 31 December 2025) all participants

Percentage change in plan budgets	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
below -80%	1%	0%	1%	1%	1%	0%	1%	0%	1%
-80% to -65%	1%	1%	1%	1%	1%	1%	1%	1%	1%
-65% to -50%	2%	2%	2%	2%	2%	2%	2%	2%	2%
-50% to -35%	3%	3%	4%	4%	3%	3%	3%	4%	3%
-35% to -20%	6%	6%	6%	6%	6%	6%	6%	8%	6%
-20% to -5%	12%	13%	12%	12%	12%	13%	12%	14%	12%
-5% to 0%	8%	10%	9%	8%	9%	11%	9%	9%	9%
0% to 5%	11%	12%	11%	10%	9%	11%	11%	10%	11%
5% to 20%	16%	16%	16%	15%	16%	17%	16%	13%	16%
20% to 35%	9%	8%	8%	8%	8%	8%	8%	7%	8%
35% to 50%	6%	6%	6%	6%	6%	6%	5%	6%	6%
50% to 65%	5%	4%	4%	4%	5%	3%	4%	4%	4%
65% to 80%	3%	3%	3%	3%	3%	3%	3%	3%	3%
above 80%	18%	16%	18%	19%	19%	16%	20%	18%	18%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table D.29 Utilisation rates for participants both in Supported Independent Living (SIL) and not in SIL, for first and subsequent plans - from 1 April 2025 to 30 September 2025 ^{11 12 13}

Participant breakdown	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
in SIL - First plan	78%	81%	81%	70%	86%	82%	n/a	n/a	79%
in SIL - Subsequent plans	89%	87%	87%	86%	87%	87%	89%	85%	87%
in SIL - Total	89%	87%	87%	85%	87%	87%	88%	85%	87%
Not in SIL - First plan	60%	59%	55%	56%	58%	45%	53%	53%	58%
Not in SIL - Subsequent plans	74%	72%	71%	68%	69%	66%	68%	65%	71%
Not in SIL - Total	72%	70%	68%	67%	68%	64%	65%	63%	69%
Both in SIL and not in SIL - First plan	62%	60%	57%	57%	59%	51%	54%	55%	59%
Both in SIL and not in SIL - Subsequent plans	79%	76%	76%	74%	76%	75%	76%	76%	77%
Both in SIL and not in SIL - Total	77%	74%	74%	72%	74%	73%	73%	74%	75%

Table D.30 Participant Service Guarantee Timeframes (% guarantees met) for the quarter ending 31 December 2025 (\$) ^{14 15 16 17 18}

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%	95%	97%	99%	92%	86%	100%	100%	96%
2. Make an access decision, or request for more information, after an access request has been received	21 days	93%	92%	92%	91%	92%	91%	91%	92%	92%
4. Make an access decision, or request further information, after more information has been provided.	14 days	71%	68%	71%	62%	69%	78%	71%	79%	69%
6. Approve a participant's plan, after an access decision has been made (excludes those ECA that have received initial supports)	56 days	97%	97%	97%	96%	96%	95%	99%	83%	97%
7. Approve a plan for ECA participants, after an access decision has been made	56 days	100%	100%	100%	99%	100%	100%	99%	86%	99%
8. Offer to hold a plan implementation meeting, after the plan is approved	7 days	86%	84%	87%	87%	86%	86%	87%	87%	86%
9. If the participant accepts the offer, hold a plan implementation meeting	28 days	99%	99%	99%	95%	98%	98%	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%	99%	99%
11. Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date	56 days	53%	51%	55%	57%	51%	51%	59%	27%	53%

¹¹ Utilisation is not shown if there is insufficient data in the group.

¹² 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.

¹³ Utilisation of committed supports from 1 April 2025 to 30 September 2025 is shown in the table – experience in the most recent 3 months is still emerging and is not included.

¹⁴ 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).

¹⁵ The Participant Service Guarantee (PSG) metrics exclude data from the old computer system.

¹⁶ From the March 2024 quarter, performance is measured from available data on processes and dates. Milestones being built into the new computer system will improve the capture of performance data.

¹⁷ Results are rounded to the nearest percent. Where 100% is shown, there are still a small number of cases which did not meet the required timeframe.

¹⁸ The Participant Service Guarantee timeframes continue to be refined and further developed. The results for the timeframes shown are based on preliminary calculations and the methodology used to determine the timeframes may change going forward.

PSG	Service Guarantee	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
12. Decide whether to undertake a Participant Requested Plan reassessment, after the request is received	21 days	31%	32%	29%	28%	30%	31%	26%	54%	31%
13. Complete a reassessment, after the decision to accept the request was made	28 days	83%	84%	82%	83%	84%	86%	83%	75%	83%
14. Amend a plan, after the receipt of information that triggers the plan amendment process	28 days	44%	44%	41%	51%	46%	44%	38%	66%	44%
17a. Complete an internal Review of a Reviewable Decision, after a request is received	60 days	43%	44%	43%	43%	45%	51%	46%	49%	44%
17b. Enact outcome of a reviewable decision, once decision has been made	28 days	99%	98%	98%	97%	99%	98%	98%	88%	98%
18. Implement an AAT decision to amend a plan, after the AAT decision is made	28 days	76%	93%	86%	84%	88%	86%	100%	100%	86%
19. Cancel participant requested nominee	14 days	99%	100%	98%	97%	87%	100%	100%	100%	98%
20. Cancel CEO initiated nominee	14 days	100%	100%	99%	97%	100%	100%	100%	100%	99%

Endnotes

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 Participation rate refers to the proportion of the general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.
- 6 Participation rate refers to the proportion of the general population that are NDIS participants.
- 7 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2023 and have had a second plan reassessment to date.
- 8 The National totals include participant complaints where jurisdiction information was missing.
- 9 The National totals include PCIs where jurisdiction information was missing.
- 10 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.
- 11 Utilisation is not shown if there is insufficient data in the group.
- 12 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.

- 13 Utilisation of committed supports from 1 April 2025 to 30 September 2025 is shown in the table – experience in the most recent 3 months is still emerging and is not included.
- 14 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).
- 15 The Participant Service Guarantee (PSG) metrics exclude data from the old computer system.
- 16 From the March 2024 quarter, performance is measured from available data on processes and dates. Milestones being built into the new computer system will improve the capture of performance data.
- 17 Results are rounded to the nearest percent. Where 100% is shown, there are still a small number of cases which did not meet the required timeframe.
- 18 The Participant Service Guarantee timeframes continue to be refined and further developed. The results for the timeframes shown are based on preliminary calculations and the methodology used to determine the timeframes may change going forward.