



Delivered by the
National Disability
Insurance Agency

Quarterly Report

Q2 2025–26

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Introduction

Key highlights for Quarter 2, 2025–26

Sustained improvement in participant outcomes

The National Disability Insurance Scheme (NDIS) supports 761,442 Australians with disability to live with independence, choice and control, and the National Disability Insurance Agency (NDIA) continues to prioritise participant outcomes while progressing Australian Government’s Scheme reforms.

NDIA longitudinal data shows sustained achievement in key areas of participant experience, 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):** 13+ percentage point improvements across all domains; daily living improved by 16 points.
- **Participants aged 15–24:** continued improvement across all domains, particularly in choice and control, daily living and social, community and civic participation.
- **Participants aged 15+:** 12+ point improvements in choice and control, daily living, relationships, 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:** employment increased from 10% to 23%.

Key highlights for Quarter 2, 2025–26

Improved NDIA performance

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

Key highlights this quarter include:

- Access timeframes continued to improve, with 92% of decisions made within 21 days.
- Of participants meeting access, 78% rated their experience as good or very good.
- Focus on approving first plans met the 95% service guarantee.
- Collaboration with state and territory governments improved hospital discharge times. More than half of hospitalised participants were discharged on the same day they were medically ready. The average time between being medically ready and discharge was 15 days, compared with 16 days over the previous three quarters and a peak of 27 days in March 2023.
- National Contact Centre customer satisfaction was 92%, above the 80% target.
- Eighty-six per cent of National Contact Centre callers reported their enquiries were resolved at the first point of contact (target: 80%).

Key highlights for Quarter 2, 2025–26

New CEO Mr Graeme Head AO

Graeme Head was appointed by the NDIA Board as the new Chief Executive Officer for a 3 year term starting in November 2025.

Mr Head brings substantial knowledge of the NDIS to the role, having served as the inaugural NDIS Quality and Safeguards Commissioner (2018–2021). He also brings decades of experience in public administration and social policy at the highest levels in Australia.

Mr Head said it is a great privilege to be entrusted to lead the NDIA.

‘I am really excited to be working in the NDIS again, and to be given the opportunity to play a role in shaping and rolling out key reforms to the Scheme,’ he said.

‘People with disability, who are NDIS participants, will continue to be at the centre of all aspects of reform design and implementation, ensuring that participants are supported to achieve positive outcomes.’

Key highlights for Quarter 2, 2025–26

Making the NDIS stronger

The NDIS planning process is changing to become fairer, more consistent and easier for participants.

The new approach reflects extensive feedback from people with disability, families, carers and providers through the Independent Review of the NDIS, as well as ongoing engagement with disability representative and carer organisations. With people with disability at the centre of decision making, the NDIA aims to build a Scheme that better reflects diverse needs and supports a stronger and more sustainable NDIS.

Changes to the NDIS Act in October 2024 enable planning to focus on a person's disability support needs rather than functional impairment. The NDIA and the Department of Health, Disability and Ageing are working with states, territories and the disability sector to develop rules for the new framework planning, with public consultation to begin in early 2026. The first participants are expected to experience the new approach from mid 2026, introduced in stages.

The new way of planning will:

- use a person-centred and strengths-based approach
- create fairer and more consistent budgets
- reduce the need for expensive reports
- result in simpler plans that are more flexible for participants.

In the first quarter of 2026 we will produce a co-design workplan with participants, families, providers and the broader disability community and finalise how the support needs assessment tool will be used during assessment meetings.

Key highlights for Quarter 2, 2025–26

Working with the disability community

The NDIA continues to work collaboratively with the disability community to co-design and implement processes that improve the participant experience and support the sustainability of the NDIS.

During the December quarter we held almost 500 engagement activities involving nearly 5,500 participants, providers and other stakeholders, and distributed 26 e-newsletters to more than 10,000 stakeholders.

To support the design of the new way of planning, we established the NDIS Design Hub, which brings together participants and NDIA staff to refine the participant experience through online focus groups, in person and online interviews and a two day workshop. A series of webinars was also delivered to help participants, families and carers understand more about the NDIS and the new planning approach, supported by a broader engagement strategy to inform and educate the community.

We co-hosted four webinars with the Department of Health, Disability and Ageing to ensure disability sector organisations are well informed about the new planning process and support needs assessment. We also launched NDIS Engage, a new online platform for participants, providers and the disability community to contribute to NDIS reforms. Since its launch in August 2025 the platform has had more than 25,000 unique visitors, 17,000 document downloads and 1,000 submissions received.

Key highlights for Quarter 2, 2025–26

New approaches to pricing

The NDIA is reviewing pricing approaches to improve how NDIS price limits are set, guided by the Independent Pricing Committee and engagement with the disability sector.

Consultations for the 2025–26 Annual Pricing Review began in November, earlier than in previous years. As part of the consultation process, five areas of focus were identified:

- disability support worker supports
- therapy supports
- support coordination
- plan managements
- social, community and civic participation.

A key consideration for this year’s review is whether more differentiated approaches to pricing could better reflect the diversity of supports, delivery contexts and participant needs across the NDIS market.

In December, the NDIA published its first, multi-year [NDIS Pricing Workplan](#), shifting from one off annual adjustments to a staged, programmatic approach. Developed with the Department of Health, Disability and Ageing, the NDIS Quality and Safeguards Commission, states and territories, provider peaks and advisory groups, the workplan sets out a sequenced program of pricing improvements that responds to emerging market pressures and builds the evidence base for longer term reform. The evidence base will be expanded through a range of initiatives, including the quality supports program.

Key highlights for Quarter 2, 2025–26

Quality supports program

We will work with providers to evaluate the characteristics of quality service provision, including the costs and outcomes of providing quality services.

The supported independent living and support coordination pilot programs are underway, with applications for the therapy support pilot program launched on Grant Connect in November 2025.

Over the next quarter, we will collate feedback from the Annual Pricing Review consultation, with early insights from the pilot programs and other data, to inform the 2025–26 Annual Pricing Review.

Key highlights for Quarter 2, 2025–26

Supporting participants to use their plans

Since legislative changes took effect in October 2024, the focus has been on ensuring participants use NDIS funds exclusively for NDIS supports.

The 12-month transition period for adjusting to the NDIS supports lists ended on 2 October 2025. During the transition period, the NDIA did not raise debts for first or second purchases of items that were not [NDIS supports](#), where the purchase was under \$1,500. With the transition complete, the NDIA is providing guidance to help participants make informed budgeting decisions and access supports appropriately.

During the December quarter the NDIA published two new operational guidelines: the [operational guideline for short term respite](#) and the [operational guideline for therapy supports](#). These explain eligibility, inclusions and how decisions are made, clarify what the NDIS does and does not fund, and support participants and carers to use these supports appropriately.

Most businesses do the right thing, but some used misleading terms such as NDIS approved, NDIS permitted or 100% NDIS funded. In the 18 months to December 2025 the NDIA identified more than 600 concerning practices under Australian Consumer Law, referred matters to the ACCC resulting in more than \$100,000 in fines, and made further referrals to the Fraud Fusion Taskforce and the NDIS Quality and Safeguards Commission. Clear guidance and enforcement help ensure participants have the right information to spend their budgets on NDIS listed supports.

Key highlights for Quarter 2, 2025–26

Improving outcomes for First Nations peoples with disability

The NDIA Board has endorsed the NDIA Statement of Commitment to Closing the Gap, outlining how the Agency will meet its commitments under the National Agreement on Closing the Gap.

The statement complements the NDIS First Nations Strategy 2025–30. Engagement with First Nations organisations, peak bodies and governments began in November 2025 to inform how the strategy will be put into action, supporting the co-development of an implementation plan by mid-2026. A monitoring and evaluation framework is also being developed to address strategic priority 4, Gathering, sharing and revisiting knowledge about meaningful change.

Work continues across the strategy's four priority areas. To support strategic priority 1, Fair and equitable access and support, an organisational cultural safety initiative is underway, including an assessment of current cultural safety and recommendations to develop an organisational plan. Several initiatives are progressing to meet strategic priority 2, NDIS our way, including continued partnership with the Aboriginal community controlled health sector on co-designed policy and the establishment of a NDIS First Nations innovation circle to develop First Nations led approaches to improving the participant experience.

A First Nations market and sector development roadmap is being developed for release in 2026 to address strategic priority 3, Working together well within and across sectors. A discussion paper was released in October ahead of roundtables held across the country in November and December with First Nations and other providers.

Key highlights for Quarter 2, 2025–26

Improving access and experience in regional and remote areas

The NDIA is committed to improving access to the NDIS and the participant experience for people with disability, regardless of location.

People in regional and rural areas can access in-person support through Services Australia’s mobile service centres (MSCs), a fleet of four purpose-built offices on wheels operated in partnership between the NDIA and Services Australia. In the three months to December, these centres visited 185 locations across rural and remote New South Wales, Queensland, South Australia and Tasmania.

This quarter families in remote communities also received face to face support at two Access Clinics in Wadeye and Cloncurry, both focused on the early childhood approach. More than 70 NDIS access requests were completed across the two clinics, with further opportunities for planning and engagement in surrounding regions. These clinics have strengthened culturally responsive pathways, built strong local relationships and reinforced the NDIA’s commitment to supporting people with disability in remote communities.

Planning and community pre-engagement is underway for additional Access Clinics in Ali Curung, Tennant Creek, Elliot, Umbakumba and Alyangula in 2026.

Key highlights for Quarter 2, 2025–26

Safeguarding participants and strengthening Scheme integrity

The NDIA continues to strengthen the integrity of the NDIS through programs that detect, prevent and respond to non-compliance and fraud, ensuring NDIS funds are used appropriately.

The Fraud Fusion Taskforce brings together 24 agencies to share intelligence and disrupt individuals seeking to exploit the Scheme. Alongside the Crack Down on Fraud program and the payment integrity program, these efforts have improved provider risk detection and proactive review activity.

In the six months to December 2025, the NDIA reviewed more than 34,000 high risk claims worth over \$110 million before payment, with a 66% rejection rate. Integrity interventions also prevented non-compliant payments and redirected funds towards quality disability supports. System upgrades under the Crack Down on Fraud program continue to embed stronger fraud prevention into NDIA processes.

As at 31 December 2025:

- more than 605 taskforce investigations were underway
- more than 110 NDIA led search warrants had been executed on suspected criminals since the start of the taskforce. One coordinated enforcement campaign led by the Australian Federal Police targeted alleged criminal operations involving up to \$50 million in NDIS claims.
- more than 2,000 problematic providers claiming from the NDIS had been disrupted since the start of the taskforce.

Key highlights for Quarter 2, 2025–26

Safeguarding participants and strengthening Scheme integrity (cont.)

The Fraud Fusion Taskforce, Crack Down on Fraud program and the payment integrity program have improved detection of provider risk and enabled proactive reviews of manual payments. In the six months to December 2025, the NDIA reviewed more than 34,000 high-risk claims totalling over \$110 million before payment, with a 66% rejection rate. Integrity interventions prevented non-compliant payments and redirected funds from problematic providers to higher quality disability supports and services. System upgrades are embedding fraud detection and prevention directly into NDIA systems; these improvements make it easier for participants, nominees and providers to get it right and harder to get it wrong.

Achievements in the December 2025 quarter include:

- **Stronger identity checks:** NDIS providers must now use myID and the Relationship Authorisation Manager to verify identity when accessing provider portals.
- **Stronger identity and access controls:** One time codes for email and mobile updates, notifications when critical details change, and enhanced caller verification to reduce identity fraud.
- **Improved participant experience:** A new mobile app was piloted with improved accessibility and usability.
- **Claims efficiency:** Streamlined claims processing, real-time prompts and an e invoicing pilot to improve timeliness and evidence quality.
- **Strengthened provider security and controls:** A new authentication tool for digital partners and a seven-day payment delay for unauthorised support coordinators to give participants time to review claims.

Key highlights for Quarter 2, 2025–26

A diverse workforce supporting the NDIS

The NDIA received back-to-back recognition in November for fostering an inclusive, supportive and empowering workplace.

The NDIA was named a Diversity Council of Australia Inclusive Employer for 2025–26. We also won the Innovative Initiatives Award for our Neuroinclusion Plan at the 2025 Public Sector Neurodiversity Excellence Awards.

According to the latest Australian Public Service Employee Census (2024–25):

- **23%** of NDIA staff identify as having a disability
- **16%** identify as neurodivergent
- **3%** identify as First Nations
- **10%** identify as LGBTIQ+
- **26%** identify as culturally and linguistically diverse
- **69%** identify as female or gender diverse
- **44%** identify as mature age.

Key highlights for Quarter 2, 2025–26

A diverse workforce supporting the NDIS (cont.)

The lived experience that our diverse staff bring helps the NDIA connect, empathise and communicate effectively with participants, families and carers, supporting the delivery of quality services.

This quarter's initiatives to attract, retain and uplift staff include:

- introduction of the NDIA Gender Equity Action Plan
- diversity and inclusion training modules and toolkits
- provision of a wide range of individual workplace supports.

The Office of Agency, Accessibility and Inclusion continues to drive accessibility and inclusion for all NDIA staff. The NDIA's vision is to be an employer of choice and a leader in access and inclusion.

Key highlights for Quarter 2, 2025–26

Scheme financial experience

For the 6 months to December 2025, total Scheme expenses were \$25.4 billion, which was \$142 million (0.6%) above the June 2025 Annual Financial Sustainability Report projections.

As at 31 December 2025, annual Scheme expense growth was 10.3%, compared with 10.1% at the end of the previous quarter.

Plan inflation in the December 2025 quarter was 7.6%, of which 4.2% was intra-plan inflation and 3.4% was inter-plan inflation. This was lower than the total figure of 12.1% in the December 2024 quarter, of which 6.9% was intra-plan inflation and 5.2% was inter-plan inflation.

Section 1

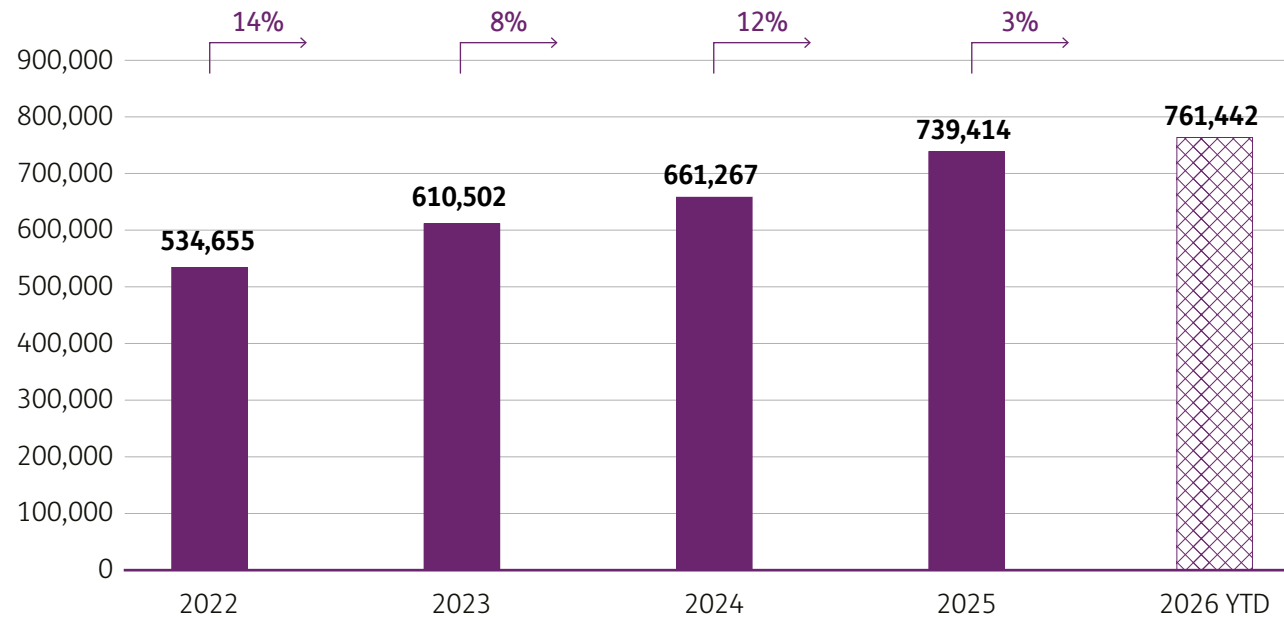
Participants and their plans

1.1 Number of participants in the NDIS

More than 761,000 participants are receiving support from the NDIS, and more than 19,600 participants entered the Scheme during the quarter.

As at 31 December 2025, **761,442** participants had approved NDIS plans. This represents a net increase of **9,996** participants since September 2025 (a 1.3% increase).

Active participants with approved plans and percentage increase over time for years ending 30 June¹



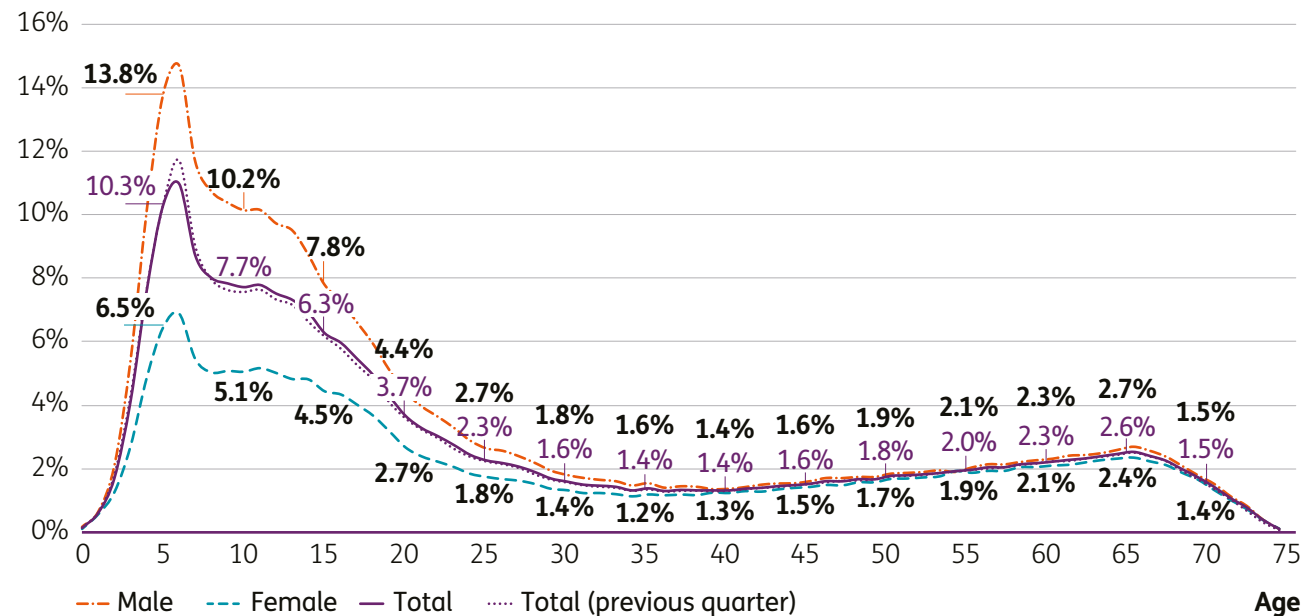
¹ This is the net increase in the number of active participants in the NDIS each period, noting some participants have left the NDIS.

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 rises steeply from birth and peaks at around 11% at age 6, then declines to around 1% by ages 35 to 40, before increasing gradually to 2.6% by age 65. Beyond age 65, participation rates decline to around 0.1% by age 74.
- Participation rates for males and females differ considerably at younger ages. At age 6, the participation rate for males (15%) is more than double that of females (7%).
- This difference is largely explained by diagnosis patterns in early childhood disability types.
- For participants under 18, the most common disability types are autism and developmental delay, both diagnosed more frequently in males.
- Psychosocial disability and intellectual disability make up a high proportion of remaining disability types.

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 who are from remote and very remote areas.²

Of the **19,656** participants entering and receiving a plan in the quarter:

- **10.7%** were **First Nations Peoples**³
- **8.5%** were **CALD**⁴
- **2.1%** were from **remote and very remote areas**⁵

The total proportion of First Nations participants in the NDIS was 8.3% at the end of the December quarter.

² For some participants, the identification as First Nations or CALD is not known.

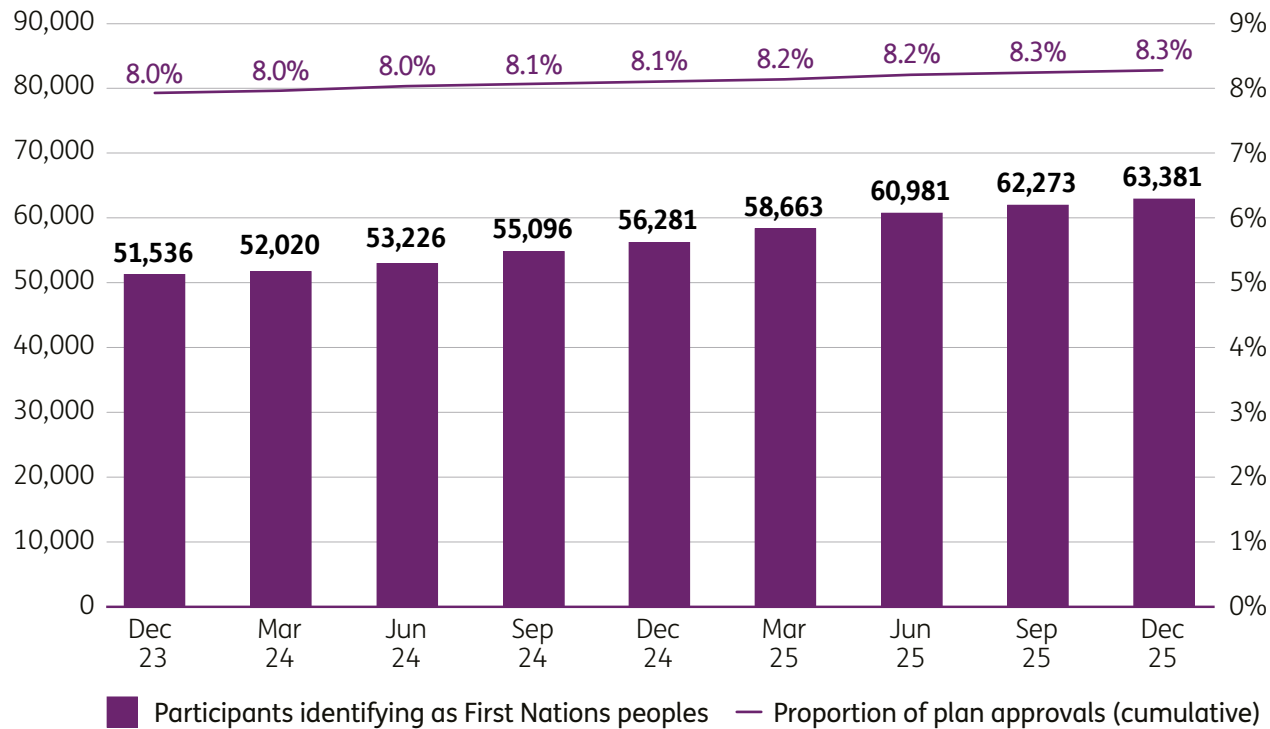
³ This compares to 8% of the Australian population identifying as First Nations Peoples who have a need for assistance. Source: Census of Population and Housing 2021 ('Need for Assistance' variable), Persons Place of Usual Residence, by Indigenous Status.

⁴ The percentage of CALD participants excludes participants who identify as First Nations Peoples.

⁵ 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 participants



1.3 Participant characteristics

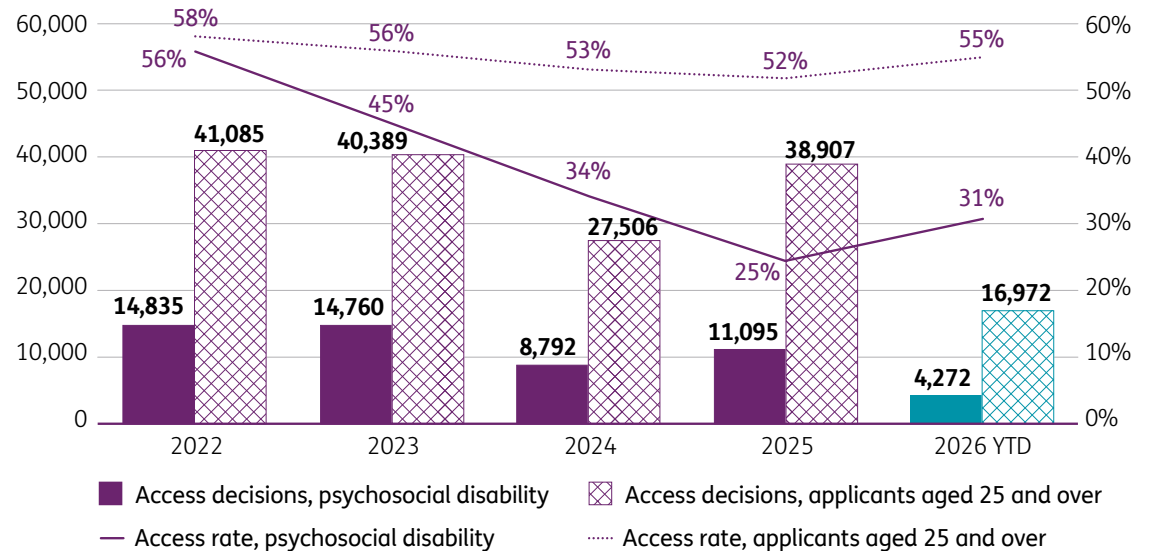
Participants with a primary psychosocial disability

As at 31 December 2025, there are 65,827 participants with a primary psychosocial disability. This is slightly higher than the Productivity Commission’s 2020 projections that, upon completion of the national rollout, there would be 64,000 participants with a primary psychosocial disability in the NDIS.

The number of people with a primary psychosocial disability seeking access to the NDIS, and the access rate, have been generally decreasing year on year since 2022.

In the 6 months to 31 December 2025, 4,272 access decisions were made for people with a primary psychosocial disability. The annualised number of access decisions in 2026 is lower than in the previous four years, and the access rate has fallen from 56% in 2022 to 31% in 2025–26 to date.

Access decisions and access rates for people with a primary psychosocial disability aged 25 and over, for years ending 30 June



1.3 Participant characteristics

Participants with a primary psychosocial disability (cont.)

There has been no change to how access to the NDIS is assessed. Under the National Disability Insurance Scheme Act 2013 (NDIS Act), the NDIA assesses eligibility based on a person's impairments, not their disability type or diagnosis. Access depends on whether impairments are permanent and cause a substantial reduction in functional capacity. Section 24 of the NDIS Act also makes clear that episodic or fluctuating impairments, such as psychosocial impairments, can be considered permanent.

In the 6 months to 31 December 2025, 16,972 access decisions were made for people aged 25 and over. The annualised number for 2026 is lower than in three of the previous four years, and the access rate has reduced slightly from 58% in 2021–22 to 55% in 2025–26 to date.

While access rates for psychosocial disability (56%) and for all applicant types aged 25 and over (58%) were similar in 2021–22, the psychosocial access rate has since become significantly lower. The primary disability profile of adults applying for access is also changing, with strong growth in the number of adults with autism applying, and access rates vary by disability type.

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 is stable.^{6,7}

Participation in community and social activities

Participants who have been in the NDIS for 2 or more years experienced an increase in their community and social participation since they first entered.⁸

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

- **Five** percentage point increase from **33%** to **38%** for participants aged 15 to 24 years
- **Nine** percentage point increase from **33%** to **43%** for participants aged 25 to 34 years
- **Eight** percentage point increase from **33%** 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 increased the longer participants have been in the NDIS.

⁶ Figures in this section have been rounded to the nearest whole percentage. Differences are calculated from unrounded metrics.

⁷ 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

⁸ Rounded to the nearest complete year since the first plan was approved.

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 (around 2 to 9 years after entry) with baseline responses (i.e. around entry to the NDIS), the changes were:

- **Fourteen** percentage point increase from **10%** to **23%** for participants aged 15 to 24 years⁹
- **Three** percentage point increase from **26%** to **29%** for participants aged 25 to 34 years
- **Less than 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 years¹⁰
- **Six** percentage point decrease from **15%** to **8%** for participants aged 65 years and older¹¹
- **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%.

⁹ 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.

¹⁰ Some of the decrease for older age groups is due to participants retiring from the workforce.

¹¹ 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 groups.¹²

At each plan reassessment or check-in, participants may be asked whether the NDIS helped with various aspects and areas of functioning included in the life domain measures. For these questions, change is measured from the first reassessment, since the NDIS has not had an opportunity to help at baseline. Results shown in this section compare responses from the first reassessment with the latest reassessment for participants entering the NDIS since 1 July 2016 and who have been in the NDIS for 2 or more years.¹³

¹² Figures in this section have been rounded to the nearest whole percentage. Differences are calculated from unrounded metrics.

¹³ Rounded to the nearest complete year since first plan approval date.

2.2 Perceptions of whether the NDIS has helped

Participant choice and control

The choice and control metric for participants aged 15 and over is based 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 the NDIS helped them to have more choices and more control over their life were:

- **Fifteen** percentage point increase from **62%** to **77%** 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 **84%** 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 **87%** for participants aged 55 to 64 years
- **Sixteen** percentage point increase from **74%** to **90%** 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

Results improved across all life domain measures for children aged from birth to starting school. The table below shows the percentages who responded positively at first reassessment 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	57	+15
Relationships (with family and friends)	51	66	+15
Social, community and civic participation (social and recreational life)	46	59	+13

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	77	+15
Daily living	62	77	+16
Relationships	50	61	+10
Home	23	27	+4
Health and wellbeing	45	60	+15
Lifelong learning	36	45	+8
Work	19	25	+6
Social, community and civic participation	56	69	+13

The largest improvement over time in the NDIS was for the daily living domain (16 percentage points). There were also strong improvements for health and wellbeing (15 percentage points); choice and control (15 percentage points); social, community and civic participation (13 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	54	70	+17
Lifelong learning	30	40	+9
Work	20	26	+6
Social, community and civic participation	60	77	+16

From the table on the left, perceptions were more positive for those aged 25 and over 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 health and wellbeing (17 percentage points). There were also strong improvements for relationships (16 percentage points); social, community and civic participation (16 percentage points); choice and control (14 percentage points); and daily living (14 percentage points).

Similar to the younger adult group, lifelong learning and work showed smaller increases (9 and 6 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.¹⁴

Results continue to improve with time in the NDIS

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 26% agreed that being in the NDIS had helped them find a suitable job, which was a 6-percentage point increase from their first assessment.

¹⁴ 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) 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 what our accountabilities are.

The Participant Service Improvement Plan sets out what the NDIA and partners do to meet the promises of the PSC and deliver an NDIS that meets expectations. In the Participant Service Improvement Plan, 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.¹⁵

¹⁵ 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.	75%	↓
Responsive	We will respond to your individual needs and circumstances.	61%	↔
Respectful	We will recognise your individual experience and acknowledge you are an expert in your own life.	64%	↔
Empowering	We will make it easy to access and use information and be supported by the NDIS to lead your life	64%	↔
Connected	We will support you to access the services and supports you need.	73%	↔

* Change from last quarter

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

Transparent – **75%** of respondents experienced interactions that were transparent, with **89%** indicating that communication was in their preferred format.

Responsive – **61%** of respondents reported an experience that was responsive, with **62%** saying that their circumstances and needs were considered.

Respectful – **64%** of respondents experienced respectful service, with **87%** of participants and other people with disability engaging with the NDIS noting they were treated with respect.

Empowering – **64%** of respondents experienced interactions that were empowering, with **58%** of participants feeling prepared for their plan-related meetings, **63%** feeling confident in using their plan, and 82% knowing where to find more help with using their plan.

Connected – **73%** of participants and other people with disability engaging with the NDIS experienced interactions that enabled them to be connected, with **84%** reporting they could connect with the NDIS in their preferred way and **60%** feeling confident in accessing supports.

3.2 Participant Service Guarantee

Performance against the Participant Service Guarantee

PSG	Service type	Description of the service being guaranteed	Service Guarantee	Performance in the December 2025 quarter	Change from the last quarter*
1	Access	Explanation of a previous decision, after a request for explanation is received.	28 days	96%	↔
2	Access	Make an access decision, or request for more information, after an access request has been received.	21 days	92%	↔
4	Access	Make an access decision, or request for additional information, after more information has been provided.	14 days	69%	↑
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	97%	↔
7	Planning	Approve a plan for ECA participants, after an access decision has been made.	56 days	99%	↔
8	Implementation	Offer to hold a plan implementation meeting, after the plan is approved.	7 days	86%	↔

* 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 December 2025 quarter	Change from the last quarter*
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	53%	↔
12	Plan reassessment	Decide whether to undertake a participant-initiated plan reassessment, after the request is received.	21 days	31%	↑
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 December 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	44%	↓
17b	Reviewable decisions	Enact on outcome of a reviewable decision.	28 days	98%	↔
18	Participant budget update	Implement an Administrative Review Tribunal (ART) decision to vary a plan, after receiving notification of the ART decision	28 days	86%	↔
19	Manage authorised representative	Cancel participant requested nominee.	14 days	98%	↑
20	Manage authorised representative	Cancel CEO initiated nominee	14 days	99%	↔

* **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 number of complaints from both participants and providers reduced this quarter.

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.^{16,17,18}

This quarter, there were 13,390 participant complaints, a decrease from 14,109 in the September 2025 quarter.

Participant plans are the most common focus of complaints from participants, providers and others. In particular, complaints involve:

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

We continue 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. Recent changes have improved our ability to resolve participants' concerns the first time they are raised with the NDIA.
- monitoring and reporting on complaint volumes and trends to inform continuous improvement initiatives.

¹⁶ 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.

¹⁷ Numbers of complaints reported for the most recent quarter may still vary to the extent there is a data collection lag.

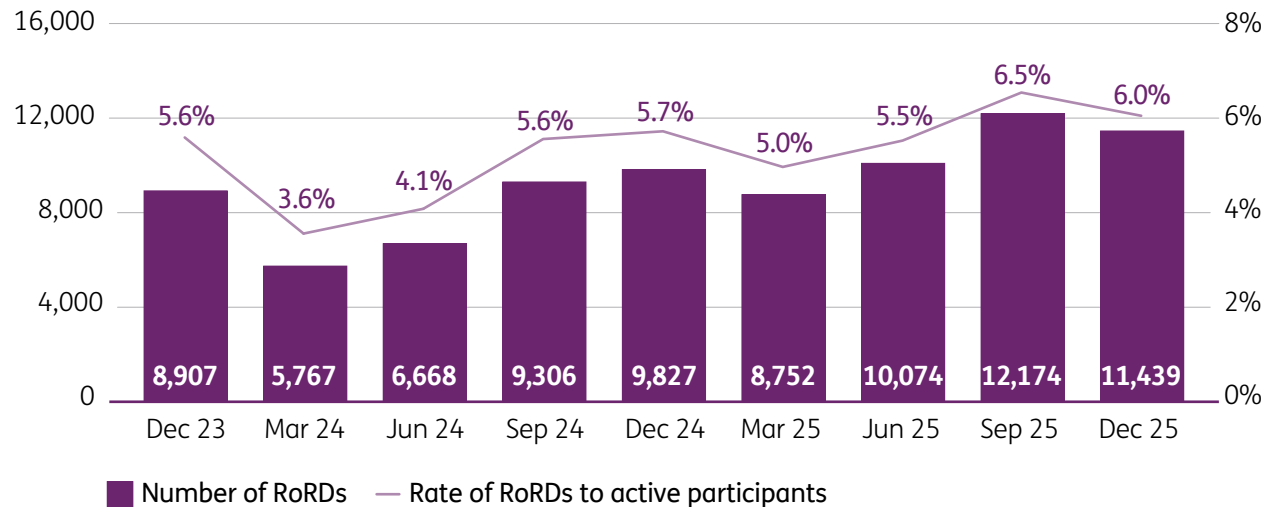
¹⁸ Numbers may change as complaints reporting in the new computer system is refined, including identifying complaints lodged via multiple channels.

3.3 Complaints, Review Requests and ART Cases

Review of a Reviewable Decision¹⁹

The number of requests for a review of a reviewable decision (RoRD), as a percentage of active participants, decreased from 5.6% in the December 2023 quarter to 3.6% in the March 2024 quarter, before increasing to 6.5% in the September 2025 quarter and 6.0% in the December 2025 quarter.

Requests for an RoRD by date of request²⁰



¹⁹ The count of RoRDs excludes administrative cases, and draft and miscategorised RoRDs.

²⁰ Number of RoRDs reported for the recent quarters may vary, due to 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.^{21,22} 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 2,221 new ART cases in the December 2025 quarter, relating to 2,202 participants . The number of new ART cases (as a proportion of active participants) has decreased from 1.33% in the September 2025 quarter to 1.17% in the December 2025 quarter.

²¹ 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.

²² Further information about the ART process can be found on the ART website (www.art.gov.au).

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 812,109 contacts in the December 2025 quarter, an 11% decrease from the September 2025 quarter and a 3% increase compared with the same quarter last year.

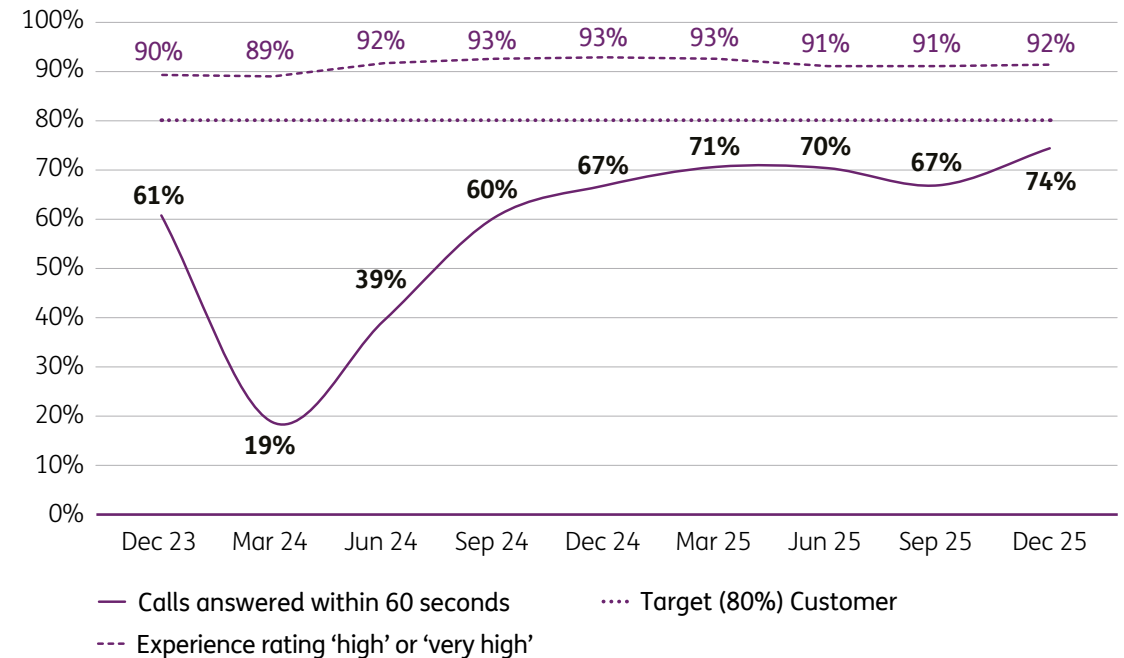
The following breaks down Q2 contacts by channel:

- **Voice** – 382,449 (11% decrease from previous quarter)
- **Email** – 382,090 (11% decrease from previous quarter)
- **Webchat** – 47,570 (15% decrease from previous quarter)

The average speed of answer for voice improved to 80 seconds, with 74% of calls answered within 60 seconds. Customer satisfaction reached 92%, above the 80% target, and 86% of callers reported their enquiries were resolved at the first point of contact.

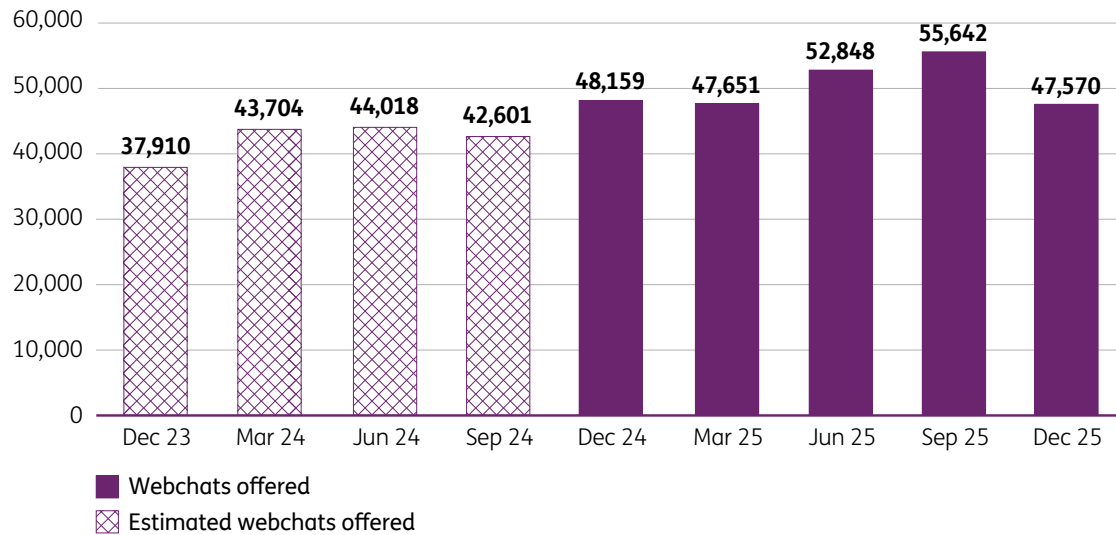
Email response performance declined, with 49% of emails answered within two business days and an average response time of 2.04 business days.

NCC telephony performance

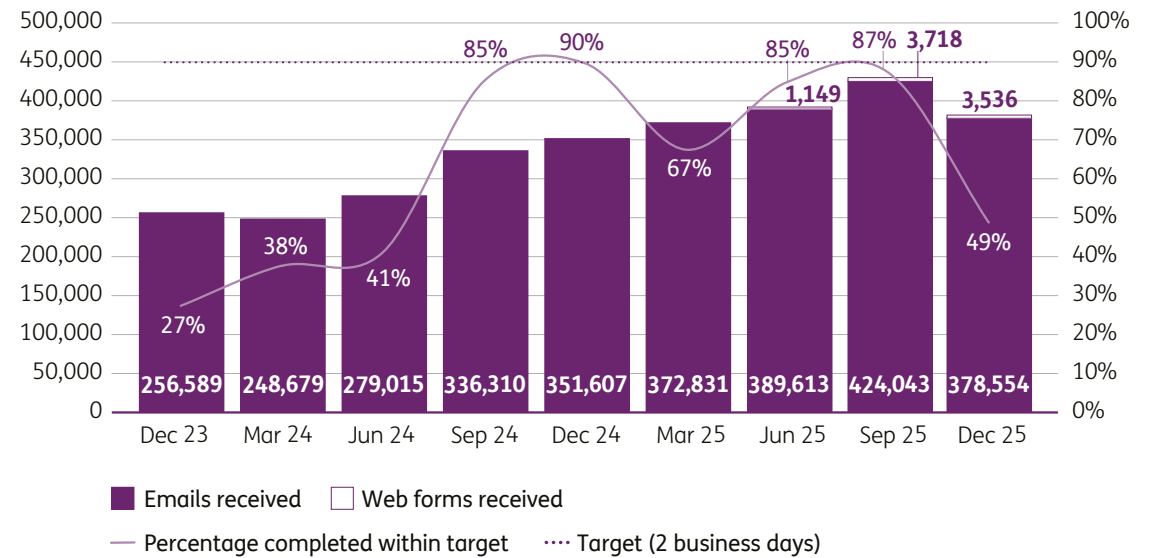


3.4 The NDIS National Contact Centre

NCC webchat performance²³



NCC email performance



²³ 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 31 December 2025, \$49.0 billion in support has been provided.²⁴ The largest support categories are core daily activities (52% 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 \$25.4 billion in payments for core daily activities in the 12 months to 31 December 2025, \$12.2 billion was for payments related to participants in SIL.

Total payments from 1 January 2025 to 31 December 2025

Support category	Total payments (in \$m)	Percentage of total payments
Core – daily activities	25,447	52.0%
Core – social and community participation	11,563	23.6%
Core – consumables and transport	1,500	3.1%
Capacity building – daily activities ²⁵	5,791	11.8%
Capacity building – other	3,238	6.6%
Capital	1,420	2.9%
Total²⁶	48,962	100.0%

²⁴ This represents total payments on a cash basis (including payments made under in-kind arrangements). On an accrual basis, total payments were \$48.8 billion.

²⁵ Includes therapy services.

²⁶ Total includes \$3.7 million of payments with no support category.

4.2 Funding management types

Participants have 3 options for managing their NDIS funding – plan-managed, self-managed and NDIA-managed.

Participants may choose one type of funding management or a combination. Most choose to use a plan manager. In some cases, where there is unreasonable risk, the NDIA may need to change how the funding is managed.

In the December 2025 quarter, a minority of participants (6%) had their funding managed entirely by the NDIA, while the majority (68%)²⁷ preferred to engage a plan manager for some or all of their funding. The remaining 26% of participants chose 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.

Active providers and payments by funding management type in the December 2025 quarter

Plan management type	Payments made to active providers (\$b), ²⁸ and proportion of total payments	Number of active providers ²⁹
Agency-managed	3.9 (29%)	10,335
Plan-managed	8.0 (61%)	203,658
Self-managed	1.2 (9%)	136,652
Total	13.1	276,581

²⁷ This figure excludes participants who have opted to self-manage part of their funding.

²⁸ Includes cash and in-kind payments.

²⁹ ‘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 Participants and cost projections

A financially sustainable NDIS achieves outcomes for participants across their lifetimes and is affordable now and into the future.

On 3 December 2025, the NDIA Board released both the Annual Financial Sustainability Report (AFSR) and the Peer Review Report.

The NDIA Board released the 30 June 2025 AFSR on 3 December 2025. The AFSR is prepared by the Scheme Actuary and provides an assessment of the financial sustainability of the NDIS, as is required under the NDIS Act (section 180B). It is produced using data at 30 June each year, and a summary of each year's AFSR is included in the NDIA Annual Report. The AFSR was independently peer reviewed by the Australian Government Actuary. A copy of this report was also released on 3 December 2025.

The June 2025 projection of Scheme expenses incorporates revisions to assumptions and changes in future expectations since the previous AFSR. This includes updates to the estimated savings due to Scheme reforms and impacts of changes to operational processes and measures.

The AFSR projects that:

- There will be 861,526 participants in the NDIS at the end of June 2029 (of which 802,724 are under the age of 65 years), and 1,072,099 at the end of June 2035 (of which 991,800 are under the age of 65 years). The June 2025 projection forecasts total participant numbers to be slightly higher for all future years compared to the June 2024 projections.
- The AFSR shows the growth rate of the NDIS is projected to reduce from 9.4% in 2025–26 to rates below 8% from 2026–27 onwards, consistent with the commitment made by National Cabinet in April 2023.

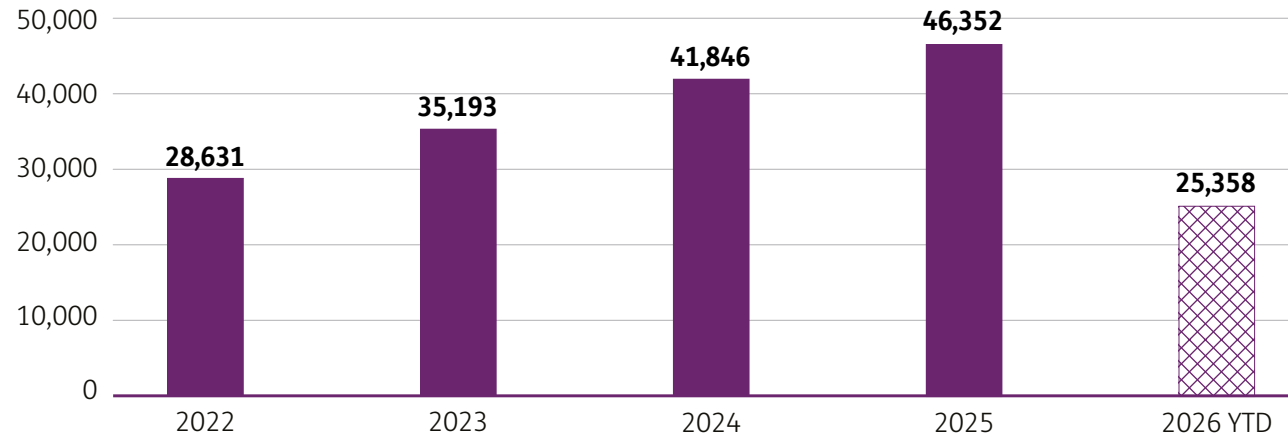
5.2 Total payments

Total NDIS payments continued to increase due to increased participant numbers and higher average costs per participant.³⁰

Total payments in the year to 30 June 2025 were \$46.4 billion, while the payments in the 6 months to 31 December 2025 were \$25.4 billion.

The increased number of participants accessing the NDIS contributed to the increased payments.

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



³⁰ 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

5.3 Average and median payment trends

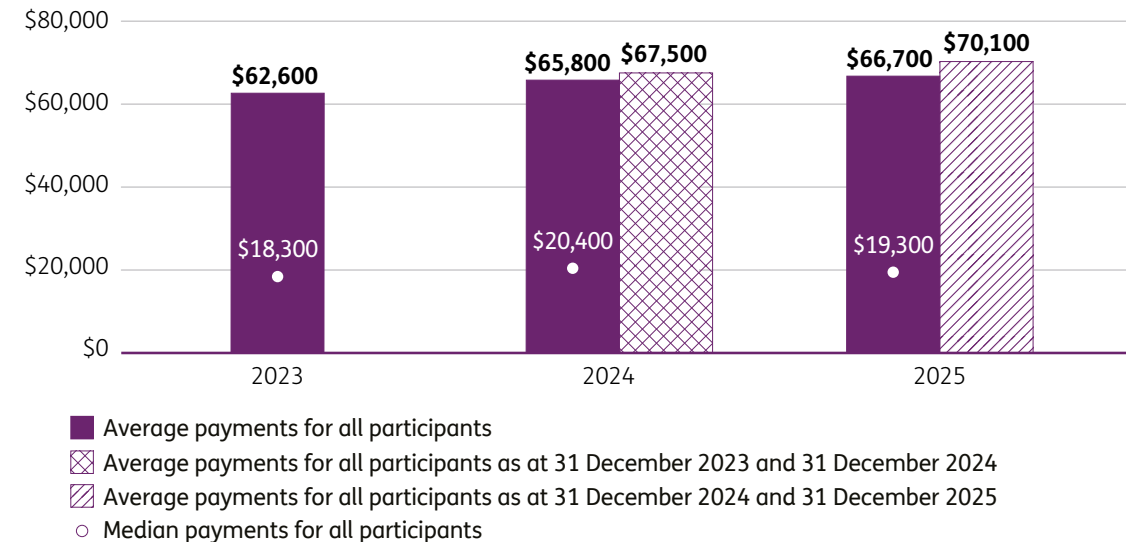
Average and median payments per participant increased by 3.2% and 2.7% per annum respectively over the past 2 years.

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 January 2023 and 31 December 2025 indicate that average payments have increased by 3.2% 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 \$65,800 to \$70,100 (6.5%) for participants in the NDIS as at 31 December 2024 and continuing to 31 December 2025.

Average and median payments for years ending 31 December



5.4 Average plan budget trends

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

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

Average plan budgets increased over the 2-year period to 31 December 2025 by:

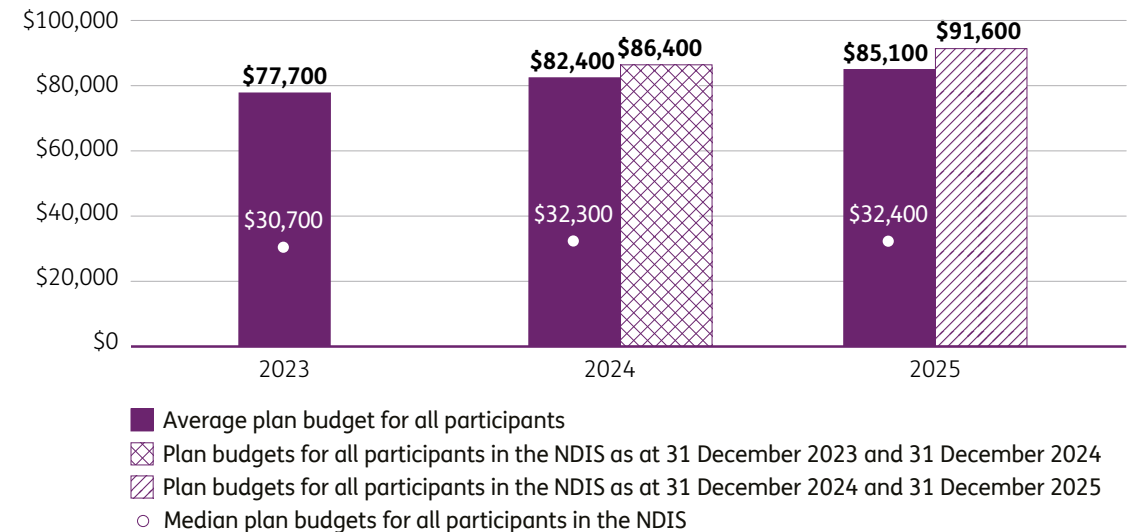
- **4.7%** per annum for all participants
- **4.8%** per annum for participants in supported independent living (SIL)
- **5.9%** per annum for participants not in SIL.

Median plan budgets increased by 2.7% over the 2-year period to 31 December 2025. The proportion of participants in SIL has decreased over the last 2 years, and therefore the overall growth in the average budget is less than the growth in the budgets for SIL and non-SIL participants.

Average plan budgets of participants continuing in the NDIS are higher than the overall average. For example, the average plan budget increased from \$77,700 to \$86,400 (11.2%) for participants in the NDIS as at 31 December 2023 and as at 31 December 2024.

Similarly, average plan budgets for participants in the NDIS as at 31 December 2024 and 31 December 2025 increased from \$82,400 to \$91,600 (11.2%).

Average annualised plan budgets for years ending 31 December



5.4 Average plan budget trends

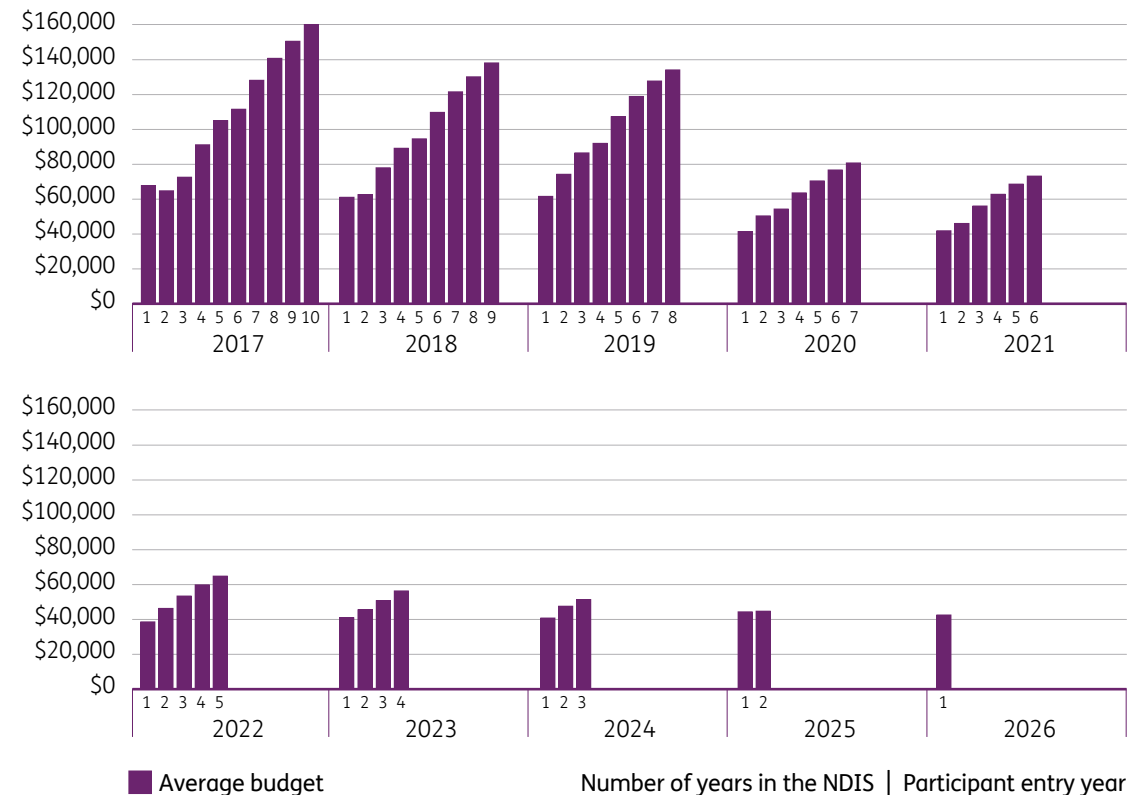
As the mix of participants (across various characteristics) changes over time, it is important to understand trends in average plan budgets for the same group of participants over time.

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 \$138,300 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 participants transitioning 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



5.4 Average plan budget trends

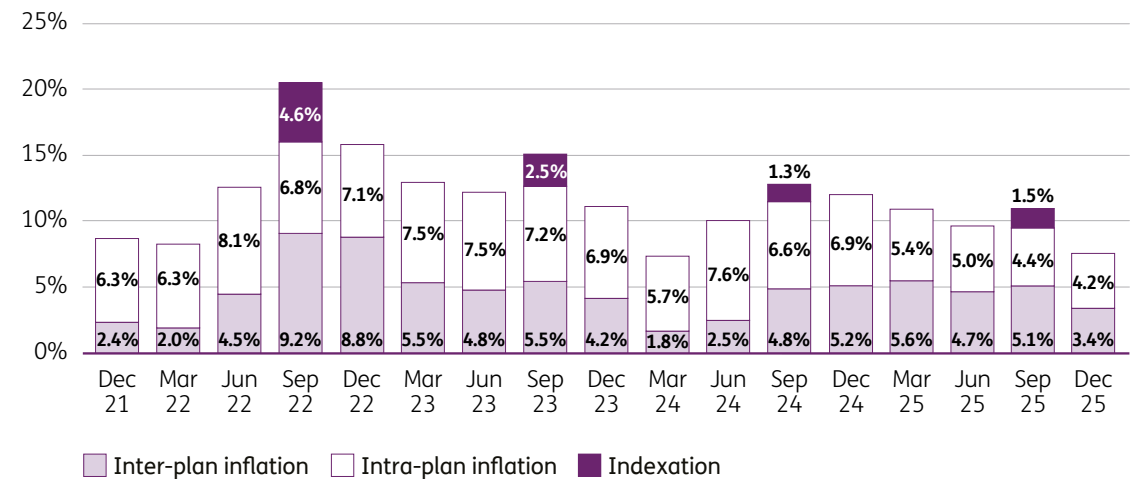
Plan inflation

Total annualised plan inflation in the December 2025 quarter was 7.6%, of which 3.4% was due to changes made at plan reassessment, and 4.2% was due to changes occurring within a plan between reassessments.

The inflation rate of 7.6% per annum in December 2025 compares with a rate of 9.5% (11.0% including indexation) in September 2025 and 9.7% per annum in June 2025. Inflation occurring at plan reassessment (inter-plan inflation) was 3.4% per annum, which compares with 5.1% per annum in September 2025 and 4.7% per annum in June 2025.

Inflation occurring within a plan, between reassessments (intra-plan inflation), was 4.2% per annum, which compares with inflation of 4.4% per annum in September 2025 and 5.0% per annum in June.

Annualised percentage change in plan budgets for active participants



5.4 Average plan budget trends

Individual plan budgets can vary significantly. In the past 2 quarters, considering total plan inflation, plans were more likely to increase than decrease.

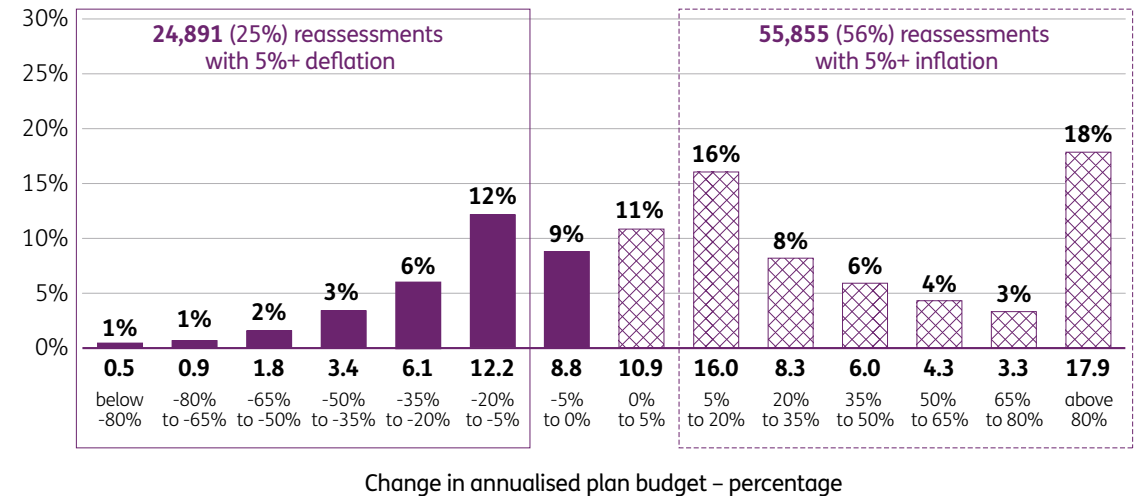
During the 6 months to 31 December 2025, 13% of active participants had at least one plan reassessment. Figure 36 shows that of the plans reassessed:

Average plan budgets increased over the 2-year period to 31 December 2025 by:³¹

- **56%** increased at reassessment by more than **5%** (compared to **60%** in the 6 months to 31 December 2024)
- **25%** decreased by more than 5% (compared to **17%** in the 6 months to 31 December 2024)
- **19%** remained within 5% (compared to **23%** in the 6 months to 31 December 2024).

Of the plans reassessed, **18%** had their budgets increased by more than **80%** (compared to **19%** in the prior quarter and the 6 months to 31 December 2024).

Distribution of the percentage change in annualised plan budgets for plans reassessed between 1 July 2025 and 31 December 2025



³¹ Numbers may not add to 100% due to rounding.

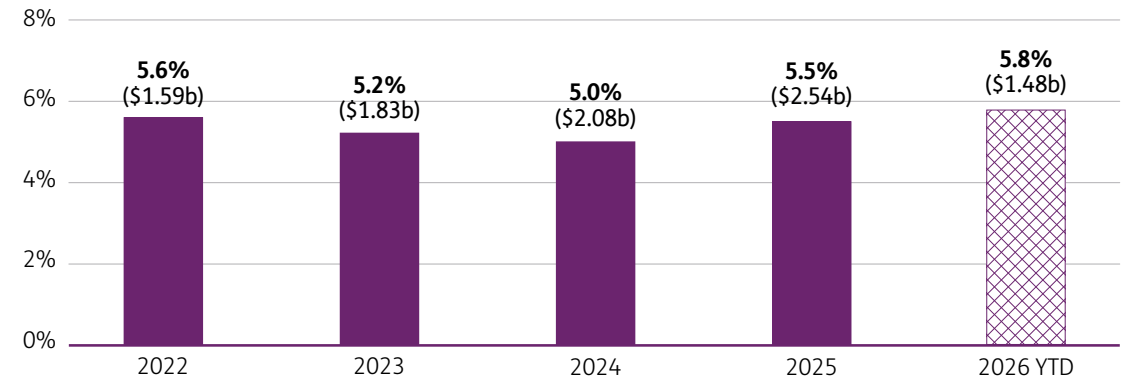
5.5 Operating expenses

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 expense per participant to \$3,942 for the 2025–26 year to date. NDIA operating expenses for the year ending 30 June 2025 were \$2.54 billion and \$1.48 billion for the 2025–26 year to date.

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 5.8% 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 expenses.

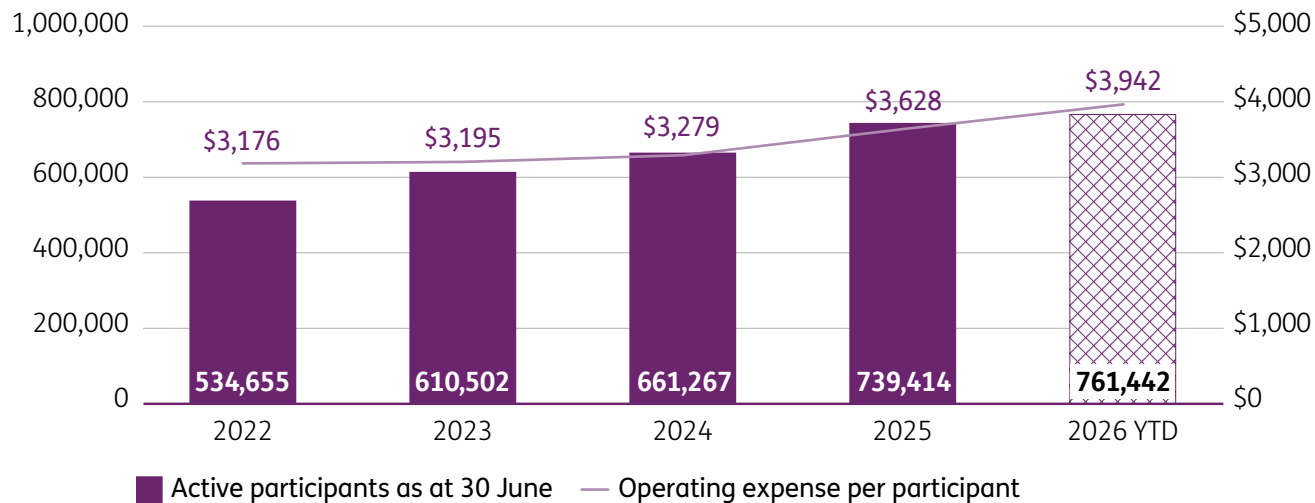
Operating expenses as a percentage of participant costs for years ending 30 June



5.5 Operating expenses

The annual operating expense per participant increased from \$3,628 in 2024–25 to \$3,942 in the 2025–26 year to date.

Operating expense per participant for years ending 30 June



Note: The operating expense per participant uses average participant numbers as the denominator. The average number of participants is a simple average of the active participants in 2 periods (opening and closing).

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 For some participants, the identification as First Nations or CALD is not known.
- 3 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.
- 4 The percentage of CALD participants excludes participants who identify as First Nations Peoples.
- 5 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.
- 6 Figures in this section have been rounded to the nearest whole percentage. Differences are calculated from unrounded metrics.
- 7 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.
- 8 Rounded to the nearest complete year since the first plan was approved.
- 9 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.
- 10 Some of the decrease for older age groups is due to participants retiring from the workforce.
- 11 Some of the decrease for older age groups is due to participants retiring from the workforce.
- 12 Figures in this section have been rounded to the nearest whole percentage. Differences are calculated from unrounded metrics.
- 13 Rounded to the nearest complete year since first plan approval date.
- 14 Noting that the education and housing systems have a major role to play in the lifelong learning and home domains.
- 15 Respondents include NDIS participants, prospective participants, and people with disability engaging with the NDIS through community connections and early supports.
- 16 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.
- 17 Numbers of complaints reported for the most recent quarter may still vary to the extent there is a data collection lag.
- 18 Numbers may change as complaints reporting in the new computer system is refined, including identifying complaints lodged via multiple channels.
- 19 The count of RoRDs excludes administrative cases, and draft and miscategorised RoRDs.
- 20 Number of RoRDs reported for the recent quarters may vary, due to a lag in data collection.
- 21 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.
- 22 Further information about the ART process can be found on the [ART website](#).
- 23 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.
- 24 This represents total payments on a cash basis (including payments made under in-kind arrangements). On an accrual basis, total payments were \$48.8 billion.
- 25 Includes therapy services.
- 26 Total includes \$3.7 million of payments with no support category.
- 27 This figure excludes participants who have opted to self-manage part of their funding.

Endnotes

- 28 Includes cash and in-kind payments.
- 29 '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).
- 30 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.
- 31 Numbers may not add to 100% due to rounding.



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