

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

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.

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 status¹

State/ Territory	Active approved plans (children younger than 9 as at 31 March 2026)	Access met but yet to have an approved plan (children younger than 9 as at 31 March 2026)	Access request (no decision)	Total	Number of children accessing early connections throughout the quarter
NSW	52,198	689	617	56,869	7,398
VIC	47,360	530	494	51,235	6,034
QLD	35,687	373	365	38,367	4,131
SA	12,318	163	128	13,271	1,414
WA	13,249	197	191	14,240	2,222
TAS	2,979	38	43	3,216	354
ACT	2,472	<30	23	2,716	391
NT	1,509	43	<20	1,649	138
OT	<20	<11	0	13	<11
Missing	<11	0	<11	27	<50
Total	167,787	2,062	1,876	181,603	22,128

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 and missing data about reported level of function. 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 disability group Down syndrome is reported separately to the intellectual disability group.

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**).

The count of active providers excludes providers with a missing Australian Business Number (ABN) (**Table D.20**).

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**).

Self-managed participants are required to include the provider's Australian Business Number (ABN), or a reason where an ABN is not available. However, as entering a Support Item Number remains optional, most self-managed payments are recorded at the Support Category level only. As a result, it cannot be determined whether the provider was registered or unregistered for that specific support at the time. These providers and their associated payments are classified as having an unknown registration status and are not shown separately, but are included in 'All providers'.

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 March 2026. Average payments (**Table D.24**) are calculated as the sum of the payments in the 12-month period to 31

March 2026, 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 March 2026. 'Total payments' (**Table D.24**) refers to those paid over the 12 months to 31 March 2026. Totals include payments with missing characteristics, where applicable.

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 March 2026²

State/Territory	Active participant plans - Count	Active participant plans - Percentage
NSW	228,184	29.5%
VIC	208,851	27.0%
QLD	165,611	21.4%
WA	69,231	8.9%
SA	66,339	8.6%
TAS	16,723	2.2%
ACT	12,597	1.6%
NT	6,819	0.9%
OT	89	0.0%
Missing	12	0.0%
National	774,456	100.0%

Table D.2 Numbers of active participant plans by age group as at 31 March 2026

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 8	52,198	47,360	35,687	13,249	12,318	2,979	2,472	1,509	167,787
9 to 14	44,093	43,208	34,062	13,496	14,182	2,979	2,359	1,299	155,702
15 to 18	22,657	20,871	17,904	7,467	7,950	1,815	1,321	706	80,700
19 to 24	20,469	17,929	15,827	7,189	6,944	1,760	1,260	600	71,991
25 to 34	20,708	17,539	14,190	6,810	5,644	1,919	1,290	538	68,648
35 to 44	15,564	15,208	11,606	5,489	4,746	1,234	943	626	55,423
45 to 54	17,344	16,503	12,322	5,252	4,763	1,343	1,049	632	59,216
55 to 64	21,288	19,098	15,058	6,504	6,036	1,670	1,064	642	71,370
65+	13,863	11,135	8,955	3,775	3,756	1,024	839	267	43,619
Total	228,184	208,851	165,611	69,231	66,339	16,723	12,597	6,819	774,456

Table D.3 Proportion of active participant plans by age group as at 31 March 2026

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 8	23%	23%	22%	19%	19%	18%	20%	22%	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%	9%	10%	10%	10%	11%	10%	9%	9%
25 to 34	9%	8%	9%	10%	9%	11%	10%	8%	9%
35 to 44	7%	7%	7%	8%	7%	7%	7%	9%	7%
45 to 54	8%	8%	7%	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 March 2026

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	58	43	57	29	34	<11	<11	<11	238
19 to 24	902	541	621	268	284	<100	<50	75	2,824
25 to 34	1,868	1,097	1,226	569	513	203	92	96	5,664
35 to 44	1,859	1,318	1,248	600	500	161	100	118	5,904
45 to 54	2,318	1,557	1,379	649	577	183	141	121	6,926
55 to 64	3,225	2,157	1,841	885	860	266	164	144	9,542
65+	2,055	1,190	1,061	530	524	184	99	<70	5,704
Total	12,286	7,905	7,434	3,531	3,292	1,094	645	620	36,808

Table D.5 Proportion of active participant plans (participants in Supported Independent Living (SIL)) by age group as at 31 March 2026

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	0%	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%	16%	16%	16%	19%	14%	15%	15%
35 to 44	15%	17%	17%	17%	15%	15%	16%	19%	16%
45 to 54	19%	20%	19%	18%	18%	17%	22%	20%	19%
55 to 64	26%	27%	25%	25%	26%	24%	25%	23%	26%
65+	17%	15%	14%	15%	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 March 2026

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 8	52,198	47,360	35,687	13,248	12,318	2,979	2,472	1,509	167,786
9 to 14	44,092	43,206	34,061	13,496	14,182	2,979	2,358	1,299	155,697
15 to 18	22,599	20,828	17,847	7,438	7,916	1,809	1,315	701	80,462
19 to 24	19,567	17,388	15,206	6,921	6,660	1,669	1,218	525	69,167
25 to 34	18,840	16,442	12,964	6,241	5,131	1,716	1,198	442	62,984
35 to 44	13,705	13,890	10,358	4,889	4,246	1,073	843	508	49,519
45 to 54	15,026	14,946	10,943	4,603	4,186	1,160	908	511	52,290
55 to 64	18,063	16,941	13,217	5,619	5,176	1,404	900	498	61,828
65+	11,808	9,945	7,894	3,245	3,232	840	740	206	37,915
Total	215,898	200,946	158,177	65,700	63,047	15,629	11,952	6,199	737,648

Table D.7 Proportion of active participant plans (participants not in Supported Independent Living (SIL)) by age group as at 31 March 2026

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 8	24%	24%	23%	20%	20%	19%	21%	24%	23%
9 to 14	20%	22%	22%	21%	22%	19%	20%	21%	21%
15 to 18	10%	10%	11%	11%	13%	12%	11%	11%	11%
19 to 24	9%	9%	10%	11%	11%	11%	10%	8%	9%
25 to 34	9%	8%	8%	9%	8%	11%	10%	7%	9%
35 to 44	6%	7%	7%	7%	7%	7%	7%	8%	7%
45 to 54	7%	7%	7%	7%	7%	7%	8%	8%	7%
55 to 64	8%	8%	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 March 2026

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	96,113	88,866	74,197	31,110	33,275	6,973	5,457	2,056	338,099
Intellectual disability	30,599	27,269	18,859	8,546	8,710	2,857	1,399	1,283	99,535
Developmental delay	17,707	22,886	15,359	5,215	3,413	1,157	1,065	578	67,382
Psychosocial disability	19,833	20,454	12,723	5,717	4,208	1,220	1,155	650	65,964
Hearing impairment	9,067	7,689	6,913	2,618	2,124	546	485	238	29,682
Other neurological	8,282	6,322	5,641	2,664	1,956	575	459	240	26,145
Other physical	5,860	4,763	4,886	1,861	1,768	420	519	188	20,268
Acquired brain injury	5,427	5,292	4,710	1,868	1,899	515	238	339	20,292
Global developmental delay	7,862	3,592	3,641	1,092	2,103	258	289	241	19,083
Cerebral palsy	5,986	4,524	4,058	1,962	1,367	457	310	211	18,875
Other	4,315	3,334	3,345	1,464	1,095	365	236	233	14,388
Multiple sclerosis	3,377	3,774	2,282	1,171	1,104	440	255	22	12,426
Down syndrome	3,771	2,898	2,510	1,174	794	306	226	110	11,792
Visual impairment	3,503	3,196	2,092	1,015	871	225	200	79	11,182
Stroke	3,710	2,475	2,422	898	878	226	166	237	11,014
Spinal cord Injury	2,072	1,144	1,767	761	491	152	88	94	6,570
Other sensory/speech	700	373	206	95	283	31	50	20	1,759
Total	228,184	208,851	165,611	69,231	66,339	16,723	12,597	6,819	774,456

Table D.9 Proportion of active participant plans by primary disability group as at 31 March 2026

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	42%	43%	45%	45%	50%	42%	43%	30%	44%
Intellectual disability	13%	13%	11%	12%	13%	17%	11%	19%	13%
Developmental delay	8%	11%	9%	8%	5%	7%	8%	8%	9%
Psychosocial disability	9%	10%	8%	8%	6%	7%	9%	10%	9%
Hearing impairment	4%	4%	4%	4%	3%	3%	4%	3%	4%
Other neurological	4%	3%	3%	4%	3%	3%	4%	4%	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	3%	2%	2%	2%	3%	2%	2%	4%	2%
Cerebral palsy	3%	2%	2%	3%	2%	3%	2%	3%	2%
Other	2%	2%	2%	2%	2%	2%	2%	3%	2%
Multiple sclerosis	1%	2%	1%	2%	2%	3%	2%	0%	2%
Down syndrome	2%	1%	2%	2%	1%	2%	2%	2%	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 March 2026^{3 4}

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
First Nations Participants	22,842	8,073	18,609	5,791	4,785	1,865	683	3,694	66,348
Culturally and linguistically diverse participants	24,300	23,227	8,468	5,194	4,375	413	1,171	332	67,501
Participants residing in remote and very remote areas	854	98	2,922	3,127	1,661	214	<11	2,916	11,876
Younger people in residential aged care (under 65)	147	221	60	31	25	<11	<11	<11	497
Participants with supported independent living	12,286	7,905	7,434	3,531	3,292	1,094	645	620	36,808
Participants using specialised disability accommodation	5,137	5,489	2,765	803	1,614	<140	212	<120	16,263
Participants specialised disability accommodation eligible, not yet using specialised disability accommodation	2,991	1,874	1,781	1,076	919	384	140	205	9,370

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 computer 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 March 2026

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
First Nations Participants	10.0%	3.9%	11.2%	8.4%	7.2%	11.2%	5.4%	54.2%	8.6%
Culturally and linguistically diverse participants	10.6%	11.1%	5.1%	7.5%	6.6%	2.5%	9.3%	4.9%	8.7%
Participants residing in remote and very remote areas	0.4%	0.0%	1.8%	4.5%	2.5%	1.3%	n/a	42.8%	1.5%
Younger people in residential aged care (under 65)	21.9%	32.9%	19.2%	22.1%	22.7%	n/a	n/a	n/a	25.3%
Participants with supported independent living	5.5%	3.9%	4.6%	5.2%	5.0%	6.7%	5.2%	9.2%	4.8%
Participants using specialised disability accommodation	2.3%	2.7%	1.7%	1.2%	2.5%	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%	1.6%	1.4%	2.3%	1.1%	3.0%	1.2%

Table D.12 Participation rates by gender as at 31 March 2026⁵

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

Table D.13 Participation rates by age group as at 31 March 2026⁶

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0-8	5.8%	6.6%	6.1%	4.3%	6.7%	5.5%	4.9%	4.7%	5.9%
9-14	7.0%	8.5%	7.9%	6.0%	10.6%	7.5%	6.6%	6.0%	7.7%
15-18	5.3%	6.1%	6.0%	5.0%	8.6%	6.4%	5.7%	5.1%	5.8%
19-24	3.1%	3.2%	3.5%	3.3%	4.9%	4.4%	3.2%	2.9%	3.4%
25-44	1.5%	1.6%	1.7%	1.5%	2.0%	2.0%	1.4%	1.3%	1.6%
45-64	1.9%	2.2%	2.0%	1.6%	2.4%	2.1%	1.9%	2.1%	2.0%
65+	0.9%	0.9%	0.9%	0.7%	0.9%	0.8%	1.2%	1.0%	0.9%
Total (aged 0-64)	3.0%	3.4%	3.4%	2.7%	4.1%	3.4%	2.8%	2.8%	3.2%
Total	2.6%	2.9%	2.9%	2.3%	3.5%	2.8%	2.6%	2.6%	2.8%

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

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 as good or very good in the latest quarter

NDIA planning process	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Early Supports	75%	78%	75%	n/a	n/a	n/a	n/a	n/a	76%
Community Connections	81%	80%	76%	76%	78%	82%	55%	n/a	79%
Apply for NDIS (overall)	70%	68%	69%	75%	63%	62%	48%	n/a	68%
Plan Approval	56%	52%	53%	51%	53%	55%	55%	63%	53%
Plan Implementation	64%	60%	62%	58%	56%	63%	68%	n/a	61%
Plan Reassessment	71%	71%	68%	68%	65%	70%	67%	82%	69%

Table D.15 NDIA Metrics Progress: Participants, Families and Carers⁷

Measures for participants, 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%	40%	34%
Participants engaged in community - Latest Reassessment	43%	38%	41%	41%	39%	34%	42%	44%	41%
Family and carer employment - Baseline	48%	46%	45%	48%	47%	42%	58%	51%	47%
Family and carer employment - Latest Reassessment	55%	53%	51%	54%	51%	49%	65%	55%	53%
Participant choice and control - First Reassessment	67%	65%	75%	73%	66%	69%	72%	57%	68%
Participant choice and control - Latest Reassessment	82%	82%	85%	82%	80%	82%	83%	77%	82%

Table D.16 Distribution of active participants by funds management type as at 31 March 2026

Funds management type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed Fully	21%	25%	20%	18%	16%	15%	34%	8%	21%
Self-managed Partly	4%	5%	3%	7%	3%	4%	6%	3%	4%
Plan-managed	65%	67%	71%	66%	77%	75%	56%	86%	68%
NDIA-managed	9%	3%	5%	10%	4%	6%	4%	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 March 2026

Funds management type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed	11%	14%	12%	12%	8%	9%	18%	3%	11%
Plan-managed	51%	61%	60%	51%	61%	53%	58%	53%	57%
NDIA-managed	39%	25%	29%	37%	31%	38%	24%	44%	32%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

⁷ Results are based on 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. The results include responses for participants who have been in the NDIS for 2 or more years, rounded to the nearest complete year since the first plan was approved.

Table D.18 Number and rates of participant complaints⁸

Participant complaints	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participant complaints in quarter 3, 2025-26	3,469	3,193	2,830	1,055	1,089	228	169	59	12,337
Complaints as a percentage of active participants	6.1%	6.2%	6.9%	6.2%	6.6%	5.5%	5.4%	3.5%	6.4%
All participant complaints	88,734	78,605	59,882	22,613	29,175	6,030	5,509	1,668	304,797
Complaints as a percentage of active participants	6.7%	7.2%	7.2%	6.7%	7.8%	6.5%	6.6%	4.6%	7.3%

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

PCIs	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
PCIs in quarter 3, 2025-26	1,352	1,398	1,107	532	536	134	74	58	5,194
PCIs as a percentage of active participants	2.4%	2.7%	2.7%	3.1%	3.3%	3.2%	2.4%	3.4%	2.7%
All PCIs	19,443	21,873	15,329	7,563	8,285	1,447	897	976	75,938
PCIs as a percentage of active participants	1.5%	2.0%	1.9%	2.3%	2.2%	1.6%	1.1%	2.7%	1.8%

Table D.20 Number of active providers in Quarter 3, 2025-26 by funds management type, registration status and the residing State/Territory¹⁰

Registration status/funds management type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Registered providers - Total	7,972	6,622	5,239	2,565	2,394	1,010	1,024	779	17,717
Registered providers - NDIA-managed	4,590	3,030	2,646	1,267	962	358	329	289	10,451
Registered providers - Plan-managed	7,413	6,261	4,895	2,377	2,253	930	954	717	16,895
Registered providers - Self-managed	5	7	<5	<5	<5	<5	<5	<5	19
Unregistered providers - Total	76,218	81,035	67,978	25,184	21,558	6,394	4,645	1,749	264,970
Unregistered providers - Plan-managed	55,687	58,732	52,943	17,859	16,610	4,857	2,753	1,478	197,394
Unregistered providers - Self-managed	33,434	37,890	26,706	11,723	8,859	2,509	2,673	444	116,980
All providers - Total	82,496	86,356	72,196	27,439	23,535	7,402	5,753	2,454	277,376
All providers - NDIA-managed	4,590	3,030	2,646	1,267	962	358	329	289	10,451
All providers - Plan-managed	60,492	62,836	56,164	19,601	18,168	5,603	3,534	2,064	207,052
All providers - Self-managed	39,618	43,223	31,029	13,555	10,552	3,201	3,428	657	133,781

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 based on whether a provider was registered for a specific support on the support provision date. Providers claiming both registered and unregistered supports, or whose status changes during the quarter, are counted in both categories with payments reflected accordingly. This is a change from previous quarters, where providers were classified as registered if they were registered for at least one support, resulting in fewer registered and more unregistered providers for participants with self-managed funds management type. The total provider count and payments for 'all registration statuses' reflects unique providers based on ABN, regardless of registration status.

Table D.21 Committed supports by financial year in which support was provided and increase from previous years

Financial year	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18 (\$m)	4,259	1,444	878	228	372	189	303	99	7,773
2018-19 (\$m)	5,881	3,462	2,542	554	1,160	400	365	199	14,567
2019-20 (\$m)	8,010	6,027	5,157	1,544	2,128	660	459	384	24,373
2020-21 (\$m)	10,149	7,937	6,846	2,737	2,776	846	552	505	32,354
2021-22 (\$m)	11,466	9,279	7,955	3,194	3,179	973	604	535	37,191
2022-23 (\$m)	14,011	11,626	9,953	4,081	3,955	1,180	713	685	46,210
2023-24 (\$m)	16,226	13,602	11,756	4,860	4,620	1,360	813	806	54,051
2024-25 (\$m)	18,135	15,198	13,278	5,575	5,167	1,498	893	915	60,676
2025-26 to date (\$m)	14,940	12,487	10,942	4,688	4,286	1,227	733	743	50,057
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%	31%	33%
increase from 2020-21 to 2021-22 (%)	13%	17%	16%	17%	15%	15%	9%	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%	18%	17%
increase from 2023-24 to 2024-25 (%)	12%	12%	13%	15%	12%	10%	10%	14%	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)	3,093	959	560	169	223	153	219	66	5,443
2018-19 (\$m)	4,460	2,372	1,673	397	794	296	275	135	10,405
2019-20 (\$m)	5,968	4,135	3,612	1,030	1,490	477	337	263	17,313
2020-21 (\$m)	7,696	5,468	5,019	1,939	2,003	633	414	371	23,544
2021-22 (\$m)	8,930	6,827	6,146	2,362	2,426	759	472	416	28,472
2022-23 (\$m)	11,023	8,676	7,597	2,973	2,996	888	540	524	35,268
2023-24 (\$m)	13,023	10,526	9,051	3,639	3,558	1,014	618	624	42,075
2024-25 (\$m)	14,175	11,524	9,889	4,092	3,883	1,102	673	685	46,036
2025-26 to date (\$m)	10,928	8,804	7,667	3,204	2,982	841	506	515	35,453
increase from 2017-18 to 2018-19 (%)	44%	147%	199%	135%	256%	94%	25%	105%	91%
increase from 2018-19 to 2019-20 (%)	34%	74%	116%	159%	88%	61%	22%	95%	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%	9%	9%	10%	9%

Table D.23 Total annualised committed supports and average annualised committed supports, including participants in Supported Independent Living (SIL) as at 31 March 2026

Type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Total (\$m)	19,589	16,400	14,466	6,247	5,710	1,601	958	950	65,931
Average (\$)	85,800	78,500	87,300	90,200	86,100	95,700	76,000	139,300	85,100
Total - SIL (\$m)	5,703	3,923	3,682	1,716	1,711	541	300	409	17,986
Average - SIL (\$)	464,200	496,300	495,300	486,000	519,700	494,800	464,900	660,200	488,600

Table D.24 Total payments and average payments, including participants in Supported Independent Living (SIL) as at 31 March 2026

Type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Total (\$m)	15,474	12,494	10,754	4,511	4,214	1,186	718	737	50,102
Average (\$)	70,000	61,800	66,700	68,000	65,900	73,500	58,800	111,100	66,800
Total - SIL (\$m)	5,250	3,564	3,374	1,529	1,537	496	276	371	16,398
Average - SIL (\$)	429,700	454,500	452,900	435,100	468,500	448,900	430,900	595,300	447,100

Table D.25 Total annualised committed supports by support category as at 31 March 2026 (\$m)

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	9,577	7,436	7,190	2,979	2,909	806	478	520	31,898
Core - Consumables	281	259	236	100	81	22	14	9	1,003
Core - Social and Civic	4,151	3,667	2,999	1,244	1,107	366	180	182	13,899
Core - Transport	168	149	110	48	44	14	9	5	547
Capacity Building - Choice and Control	214	202	171	68	73	18	10	9	765
Capacity Building - Daily Activities	2,976	2,805	2,198	979	845	200	154	111	10,270
Capacity Building - Employment	174	125	122	77	56	13	10	7	584
Capacity Building - Health and Wellbeing	21	13	11	4	3	2	2	0	55
Capacity Building - Home Living	1	2	1	0	0	0	0	0	6
Capacity Building - Lifelong learning	0	0	0	0	0	0	0	0	2
Capacity Building - Relationships	580	449	316	203	167	44	25	27	1,811
Capacity Building - Social and Civic	181	170	120	81	50	21	14	14	651
Capacity Building - Support Coordination	458	469	365	175	152	40	21	40	1,721
Capital - Assistive Technology	557	400	412	205	142	40	30	17	1,803
Capital - Home Modifications	251	254	216	82	79	16	10	9	917
Total	19,589	16,400	14,466	6,247	5,710	1,601	958	950	65,931

Table D.26 Total payments by support category for the year ending 31 March 2026 (\$m)

Support Category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	8,006	6,110	5,647	2,364	2,330	668	401	461	25,997
Core - Consumables	188	153	143	61	53	14	9	5	625
Core - Social and Civic	3,699	3,120	2,622	992	887	292	146	139	11,898
Core - Transport	359	248	139	57	50	14	14	8	888
Capacity Building - Choice and Control	180	173	146	55	62	15	9	8	647
Capacity Building - Daily Activities	1,788	1,623	1,202	558	488	89	84	54	5,887
Capacity Building - Employment	62	42	36	21	16	4	3	2	186
Capacity Building - Health and Wellbeing	11	5	5	2	1	1	1	0	26
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	339	247	165	112	92	26	13	16	1,010
Capacity Building - Social and Civic	74	63	44	31	15	9	5	5	247
Capacity Building - Support Coordination	330	350	253	115	104	27	14	25	1,220
Capital - Assistive Technology	252	175	191	86	61	18	12	9	804
Capital - Home Modifications	186	186	160	56	56	9	6	6	665
Total	15,474	12,494	10,754	4,511	4,214	1,186	718	737	50,102

Table D.27 Percentage change in plan budgets for active participants in the quarter ending 31 March 2026

Inflation type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Intra-plan Inflation	2.5%	3.0%	2.8%	3.0%	3.6%	2.7%	1.9%	1.6%	2.8%
Inter-plan Inflation	3.4%	2.6%	2.8%	3.8%	3.3%	2.3%	3.0%	0.9%	3.0%
Total Inflation	6.0%	5.6%	5.7%	6.8%	6.9%	5.0%	4.9%	2.6%	5.9%

Table D.28 Percentage change in plan budgets for plans reassessed - 1 July 2025 to 31 March 2026 - all participants

Percentage change in plan budgets	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
below -80%	1%	1%	1%	1%	1%	1%	1%	1%	1%
-80% to -65%	1%	1%	1%	1%	1%	1%	1%	2%	1%
-65% to -50%	2%	2%	2%	2%	2%	2%	2%	2%	2%
-50% to -35%	4%	4%	4%	4%	4%	4%	4%	4%	4%
-35% to -20%	6%	6%	6%	7%	6%	6%	6%	8%	6%
-20% to -5%	12%	14%	13%	13%	12%	13%	13%	15%	13%
-5% to 0%	8%	10%	9%	8%	9%	10%	9%	10%	9%
0% to 5%	10%	11%	11%	10%	10%	11%	11%	10%	11%
5% to 20%	16%	16%	16%	15%	16%	17%	15%	13%	16%
20% to 35%	8%	8%	8%	8%	8%	7%	7%	6%	8%
35% to 50%	6%	5%	6%	6%	6%	5%	5%	5%	6%
50% to 65%	4%	4%	4%	4%	5%	3%	4%	4%	4%
65% to 80%	3%	3%	3%	3%	3%	3%	3%	3%	3%
above 80%	17%	16%	17%	18%	18%	15%	19%	16%	17%
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 July 2025 to 31 December 2025^{11 12 13}

Participant breakdown	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
in SIL - First plan	82%	83%	79%	74%	81%	n/a	n/a	n/a	80%
in SIL - Subsequent plans	88%	86%	87%	85%	86%	85%	87%	84%	87%
in SIL - Total	88%	86%	86%	85%	86%	85%	87%	84%	87%
Not in SIL - First plan	59%	57%	54%	55%	56%	47%	53%	52%	56%
Not in SIL - Subsequent plans	72%	71%	70%	67%	68%	65%	66%	65%	70%
Not in SIL - Total	70%	69%	67%	65%	66%	63%	64%	63%	68%
Both in SIL and not in SIL - First plan	61%	58%	55%	56%	58%	51%	54%	54%	58%
Both in SIL and not in SIL - Subsequent plans	78%	75%	75%	73%	74%	73%	74%	75%	76%
Both in SIL and not in SIL - Total	76%	73%	73%	71%	73%	72%	72%	73%	74%

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 July 2025 to 31 December 2025 is shown in the table – experience in the most recent 3 months is still emerging and is not included.

Table D.30 Participant Service Guarantee Timeframes (% guarantees met) for the quarter ending 31 March 2026 ^{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	95%	95%	96%	97%	97%	96%	93%	96%	96%
2. Make an access decision, or request for more information, after an access request has been received	21 days	82%	82%	82%	81%	82%	82%	83%	89%	82%
4. Make an access decision, or request further information, after more information has been provided.	14 days	70%	66%	69%	66%	68%	65%	60%	93%	68%
6. Approve a participant's plan, after an access decision has been made (excludes those ECA that have received initial supports)	56 days	97%	95%	97%	96%	96%	92%	95%	87%	96%
7. Approve a plan for ECA participants, after an access decision has been made	56 days	100%	100%	99%	100%	100%	99%	100%	97%	100%
8. Offer to hold a plan implementation meeting, after the plan is approved	7 days	84%	84%	87%	86%	84%	83%	87%	89%	85%
9. If the participant accepts the offer, hold a plan implementation meeting	28 days	98%	99%	98%	94%	97%	99%	99%	98%	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%	100%	98%	99%
11. Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date	56 days	48%	48%	48%	49%	46%	47%	43%	26%	47%
12. Decide whether to undertake a Participant Requested Plan reassessment, after the request is received	21 days	28%	31%	29%	26%	26%	26%	21%	46%	29%
13. Complete a reassessment, after the decision to accept the request was made	28 days	87%	88%	86%	85%	88%	87%	85%	81%	87%
14. Amend a plan, after the receipt of information that triggers the plan amendment process	28 days	38%	40%	37%	46%	41%	40%	30%	65%	39%
17a. Complete an internal Review of a Reviewable Decision, after a request is received	60 days	34%	31%	35%	34%	36%	39%	35%	28%	34%
17b. Enact outcome of a reviewable decision, once decision has been made	28 days	98%	99%	98%	99%	98%	95%	98%	94%	98%
18. Implement an AAT decision to amend a plan, after the AAT decision is made	28 days	87%	95%	89%	88%	89%	89%	100%	83%	90%
19. Cancel participant requested nominee	14 days	99%	100%	98%	100%	100%	100%	100%	100%	99%
20. Cancel CEO initiated nominee	14 days	98%	96%	94%	98%	82%	100%	100%	100%	95%

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.

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 computer 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 Australian population that are NDIS participants. A small proportion of participants have a gender of 'Other'. The participation rates for this group are included within the total rates.
- 6 Participation rate refers to the proportion of the general population that are NDIS participants.
- 7 Results are based on 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. The results include responses for participants who have been in the NDIS for 2 or more years, rounded to the nearest complete year since the first plan was approved.
- 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 based on whether a provider was registered for a specific support on the support provision date. Providers claiming both registered and unregistered supports, or whose status changes during the quarter, are counted in both categories with payments reflected accordingly. This is a change from previous quarters, where providers were classified as registered if they were registered for at least one support, resulting in fewer registered and more unregistered providers for participants with self-managed funds management type. The total provider count and payments for 'all registration statuses' reflects unique providers based on ABN, regardless of registration status.
- 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 July 2025 to 31 December 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.