



Delivered by the
National Disability
Insurance Agency

Quarterly Report

Q3 2025-26

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Introduction

Key highlights for Quarter 3, 2025–26

Reforms to make the NDIS fairer and sustainable

This report covers activities and achievements of the National Disability Insurance Scheme (NDIS) in the first three months of 2026, but it is important to acknowledge key announcements made by the Australian Government subsequent to 31 March.

On 22 April, the Minister for Disability and the NDIS, the Hon Mark Butler MP, delivered a speech at the National Press Club outlining planned reforms to secure the NDIS for Australians with permanent and significant disability and for future generations.

The Minister described the Government’s plan to secure the NDIS through four pillars:

- Fighting fraud and stopping rorts
- Slowing rapid cost increases
- Clearer eligibility requirements
- Delivering quality services and supports to participants.

The NDIA, led by its Board, has worked to keep the NDIS strong and effective, while recognising underlying trends that make fundamental change necessary. The NDIA alerted Government to unexpected forecast Scheme cost growth beyond Annual Financial Sustainability Report projections.

The NDIA will work with the Department of Health, Disability and Ageing to implement changes as legislation requires. Reforms will be introduced progressively, with participants provided clear and timely information. The NDIA will report on implementation in future quarterly reports.

Key highlights for Quarter 3, 2025–26

Sustained improvement in participant outcomes

The National Disability Insurance Scheme (NDIS) contributes every day to a fairer Australia by funding supports that help Australians with significant and permanent disability improve their independence, and social and economic participation.

NDIA's longitudinal data shows sustained achievement in key areas of participant experience, including:

- **Families and carers:** paid employment increased by 6 percentage points, from 47% at baseline to 53% at latest reassessment.
- **Participants aged 15+:** participation in community and social activities increased from 34% at baseline to 41% at latest reassessment (21% relative increase).
- **Young children (birth to starting school):** improvements of 4 or more percentage points across all life domains; parents and carers reported the largest improvements (7+ points) in choice and control, fitting into family life and fitting into community life.
- **Children (starting school to age 14):** improvements of 13 or more percentage points across all domains, with daily living showing the strongest improvement (16 percentage points).
- **Participants aged 15–24:** continued improvements across all domains, with further improvement this quarter in choice and control, daily living, and social, community and civic participation.
- **Participants aged 15+:** improvements across all domain measures, with the largest improvements (14+ percentage points) 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:** 83% report greater choice and control in their lives, up from 69% at first reassessment or check-in.

Key highlights for Quarter 3, 2025–26

Improved NDIA performance

The NDIA continues to improve its processes and performance.

Key highlights this quarter include:

- Hospital discharge delays for NDIS participants have continued to reduce, with more than half of participants now discharged on the same day they are deemed medically ready. The average time to discharge remained steady at 15 days this quarter, down from around 16 days in recent quarters and significantly lower than the 27 days recorded in March 2023.
- Of participants meeting access, 80% rated their experience with the NDIS as good or very good.
- A continued focus on approving first plans has delivered the level of service expected for participants, meeting the 95% service guarantee.
- The National Contact Centre customer satisfaction rate remained very strong at 92%, exceeding the target of 80%.
- Eighty-seven per cent of National Contact Centre callers reported their enquiries were resolved at the first point of contact (target: 80%).
- Timeframes for closing complaints continued to improve, with 86% closed within 21 days this quarter.

Key highlights for Quarter 3, 2025–26

NDIA Board appointment

In January 2026, Mr Kurt Fearnley AO was reappointed as Chair of the NDIA Board for a second 3-year term.

The Board is responsible for overseeing strategy, governance and the performance of the NDIS.

Mr Fearnley is a highly respected disability advocate and former Australian Paralympian, originally appointed in September 2022, as the first person with disability to serve as Chair of the NDIA Board.

Mr Fearnley brings strong leadership and strategic guidance to the NDIS at a crucial time of reform and improvements to the NDIS.

Key highlights for Quarter 3, 2025–26

A new way of planning

The Government will introduce a new way of creating participant plans to make the process fairer, more consistent and easier. The NDIA is working to a revised implementation date of 1 April 2027, announced by the Government in April 2026.

The new way of planning responds directly to feedback received through the Independent Review of the NDIS from thousands of people with disability, their families and carers, and providers. In preparation, participants are helping to refine both the planning experience and the rules that will guide how plans are developed, and the NDIA has worked with staff and participants to test the new approach and gather feedback.

A key focus is the introduction of a support needs assessment. In January 2026, the first round of simulated assessments was conducted with 30 participants to test usability, accessibility, comprehension and the participant experience. This builds on more than 10,000 desktop exercises already completed, with testing and refinement continuing as implementation approaches.

More than 7,000 people have helped shape the new way of planning through workshops, forums and other engagement activities. Engagement will continue to ensure the process reflects what matters to participants and continues to improve the NDIS. During the March quarter, participants, families, carers and the broader disability community were invited to share their views on the new planning rules with the Department of Health, Disability and Ageing.

Key highlights for Quarter 3, 2025–26

Working with the disability community

The NDIA is committed to working with the disability community. Over the March quarter, nearly 400 engagement activities were held with more than 8,400 participants, providers and other stakeholders, including activities to help shape the new way of planning.

The NDIA also held its largest public consultation on pricing. Between November 2025 and February 2026, nearly 600 participants and more than 2,500 providers made submissions, completed surveys and participated in focus groups. Feedback was invited on five key areas of pricing:

- disability support worker supports
- therapy supports
- support coordination
- plan management
- social and community participation.

The feedback received is being considered alongside expanded research and benchmarking to support future pricing that is transparent and evidence-based. A consultation report, titled ‘What we heard’, and the Annual Pricing Review will be released next quarter.

The NDIA is also working closely with providers on the \$45 million quality supports program pilots to examine the cost of delivering high quality supports. The therapy pilot has commenced, with 27 providers sharing up to \$20 million in grant funding over the next 12 months to support data collection and delivery across a range of service models, including remote and regional services. The pilots will inform future pricing improvements.

Key highlights for Quarter 3, 2025–26

Improving outcomes for First Nations people with disability

The NDIA is committed to working with and listening to First Nations communities to build an NDIS that is culturally safe, accessible and responsive to First Nations people with disability.

In March, the NDIA released its Statement of Commitment to the National Agreement on Closing the Gap, endorsed by the NDIA Board. The statement outlines how cultural safety, accountability and partnership with community will be embedded across all programs.

Progress continues on the NDIS First Nations Strategy 2025–30, including development of an implementation plan and a monitoring and evaluation framework. This work is being informed by national engagement and roundtables held across states and territories.

Work is also underway on a First Nations Market and Sector Development Strategy, informed by consultations with Aboriginal Community Controlled Health Organisations and providers. This will strengthen the market and improve choice and access for First Nations participants.

The Aboriginal disability liaison officer program has been extended to July 2027 to support ongoing connections between First Nations people with disability and the NDIS.

Key highlights for Quarter 3, 2025–26

Improving access and experience in regional and remote areas

The NDIA is improving access to the NDIS and the NDIS experience for people with disability living in regional and remote communities. Through a range of initiatives, more people in remote areas are being supported to access the NDIS, build their plans and use their funded supports.

This quarter, the NDIA's access clinic program continued across remote Australia, and the remote community connector program expanded to support more than 500 remote First Nations communities to access the NDIS and required services. These activities form part of the NDIA's response to the Disability Royal Commission's recommendations to improve access to the NDIS for remote Australia, particularly for First Nations peoples.

In March, Senator Jenny McAllister, Minister for the NDIS, announced the new Joint Work Program between the Australian and Western Australian governments. As a result, we are working to boost delivery of the NDIS in 5 regions of Western Australia:

- South West
- Gascoyne
- Great Southern
- Wheatbelt
- Goldfields–Esperance.

This work will draw on findings from the successful \$7.6 million alternative commissioning pilot programs in Katanning (WA) and Maningrida (NT). These were established in response to recommendations by the 2023 NDIS Review. The Joint Work Program will support provider market expansion and strengthen access to the NDIS for more than 11,000 participants living in the rollout areas.

Key highlights for Quarter 3, 2025–26

Safeguarding participants and strengthening the integrity of the NDIS

The NDIA is strengthening safeguards for NDIS participants through enhanced integrity programs to ensure NDIS funding is directed to safe, high-quality supports.

At the end of March, the Fraud Fusion Taskforce was investigating more than 630 allegations and coordinating with 24 government agencies to detect, disrupt and prosecute offender. Since its establishment in November 2022, more than 88,000 tip-offs have been assessed and over 2,500 problematic providers removed from the NDIS.

This quarter, four offenders were successfully prosecuted, with prison sentences ranging from 2 to 6 years, and five warrants were executed across three operations targeting nearly \$9 million in suspicious NDIS claims. The NDIA is now reviewing more high risk claims each day than were reviewed in an entire year prior to 2023. In the three months to March, more than 19,200 high-risk claims worth over \$53.5 million were reviewed prior to payment, with 2 out of 3 claims rejected.

In March 2026, the NDIA Crack Down on Fraud program received a ‘green’ rating across all categories in the Department of Finance Gateway Review, recognising improvements including stronger identity checks, improved claiming systems and processes, a new integrity management system, and a more accessible NDIS mobile app with enhanced features.

Key highlights for Quarter 3, 2025–26

Scheme financial experience

Scheme expense growth was 11.3% for the 12 months to March 2026. The growth rate was 11.8% for the 12 months to March 2025.

For the 9 months to March 2026, total Scheme expenses were \$38.0 billion, which was \$350 million (0.9%) above the June 2025 Annual Financial Sustainability Report projections.

Plan inflation in the March 2026 quarter was 5.9%, which was lower than the 11% in the March 2025 quarter. Inflation occurring at plan reassessment (inter-plan inflation) reduced from 5.6% in the March 2025 quarter to 3.0% in the March 2026 quarter, while inflation occurring within a plan, between reassessments (intra-plan inflation), reduced from 5.4% to 2.8% during the same period.

Section 1

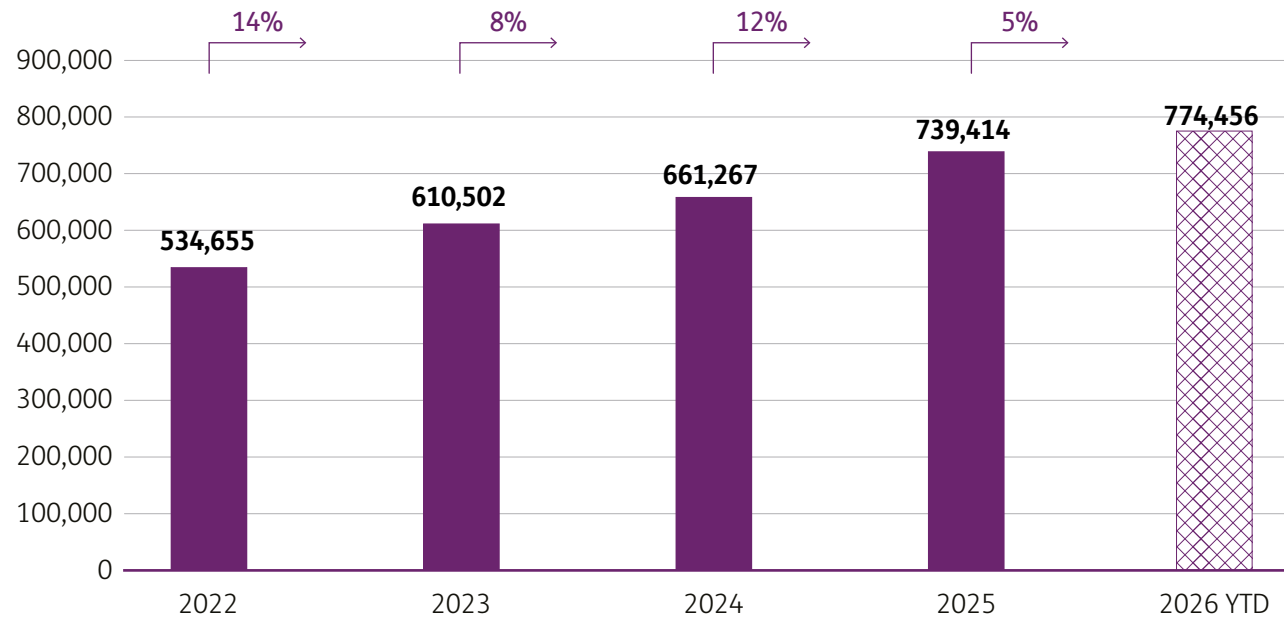
Participants and their plans

1.1 Number of participants in the NDIS

More than 774,000 participants are receiving support from the NDIS, and more than 18,500 participants entered the Scheme during the quarter.

As at 31 March 2026, **774,456** participants had approved NDIS plans. This represents a net increase of **13,014** participants since December 2025 (a 1.7% increase).

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



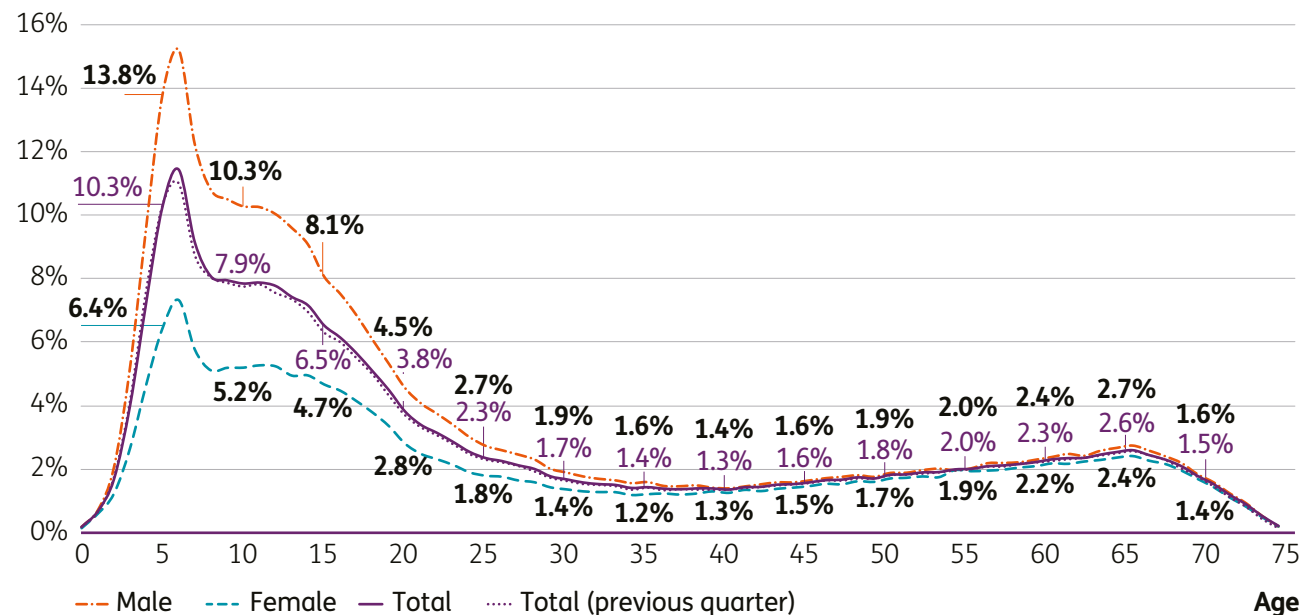
¹ This is the net increase in the number of active participants in the NDIS each period, noting some participants have left the NDIS.

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 11.5% at age 6, then declines to around 1.4% by ages 35 to 40, before increasing gradually to 2.6% by age 65. Beyond age 65, participation rates decline to around 0.2% 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%).
- Much of the difference in children's participation rates by gender can be explained by differences in diagnosis by disability type.
- 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 **18,530** participants entering and receiving a plan in the quarter:

- **11.4%** were **First Nations Peoples**³
- **8.3%** were **CALD**⁴
- **1.7%** were from **remote and very remote areas**⁵

The total proportion of First Nations participants in the NDIS was 8.6% at the end of the March quarter.

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

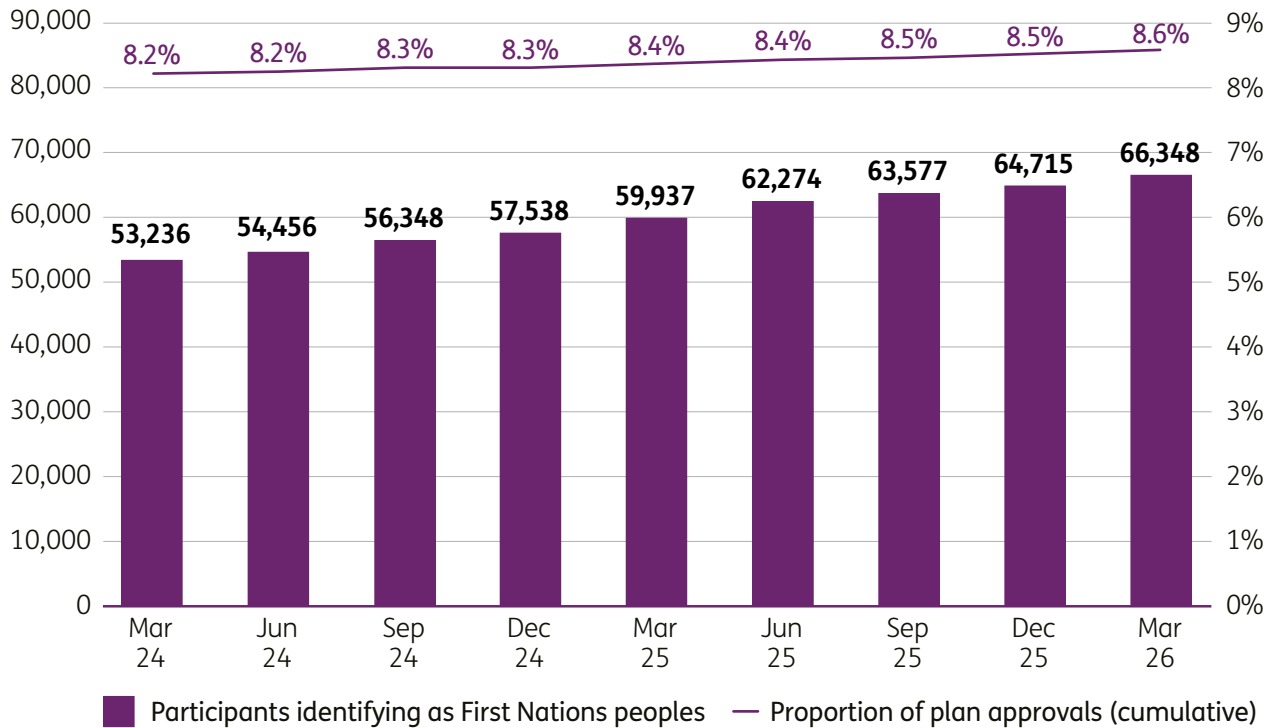
³ This compares to 8% of the Australian population identifying as First Nations Peoples who have a need for assistance. Source: Census of Population and Housing 2021 ('Need for Assistance' variable), Persons Place of Usual Residence, by Indigenous Status.

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



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

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.⁷

Comparing responses at the latest reassessment (around 2 to 10 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 **40%** 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. 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. Trial participants are excluded. The participant age reported in this section is as per participants' latest completed questionnaire.

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

- **Fourteen** percentage point increase from **10%** to **24%** for participants aged 15 to 24 years⁸
- **Three** percentage point increase from **26%** to **29%** for participants aged 25 to 34 years
- **One** percentage point decrease from **28%** to **27%** for participants aged 35 to 44 years
- **Three** 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 years⁹
- **Seven** percentage point decrease from **15%** to **8%** for participants aged 65 years and older¹⁰
- **Three** 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%.

⁸ Some of the increase may be due to participants leaving school and starting work.

⁹ Some of the decrease for older age groups is due to participants retiring from the workforce.

¹⁰ 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.¹¹

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.¹²

¹¹ Figures in this section have been rounded to the nearest whole percentage. Differences are calculated from unrounded metrics.

¹² Rounded to the nearest complete year since the first plan was approved.

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 **83%** 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 **69%** to **83%** 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 of participants who responded 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	78	+16
Relationships	50	61	+11
Home	23	28	+5
Health and wellbeing	45	61	+16
Lifelong learning	36	45	+9
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 and health and wellbeing domains (both 16 percentage points). There were also strong improvements for choice and control (15 percentage points); social, community and civic participation (13 percentage points); relationships (11 percentage points); and lifelong learning (9 percentage points). Home and work increased by 5 and 6 percentage points, respectively.

2.2 Perceptions of whether the NDIS has helped

For participants aged 25 and over, the table below shows the percentages of participants 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 25 and over

Domain	First assessment %	Latest reassessment %	Percentage point change
Choice and control	71	85	+14
Daily living	74	88	+14
Relationships	53	70	+16
Home	31	43	+12
Health and wellbeing	54	71	+17
Lifelong learning	31	40	+10
Work	20	26	+6
Social, community and civic participation	60	77	+17

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, and social, community and civic participation (both 17 percentage points). There were also strong improvements for relationships (16 percentage points); choice and control, and daily living (both 14 percentage points).

Similar to the younger adult group, lifelong learning and work showed smaller increases (10 and 6 percentage points, respectively). However, there was a larger improvement for the home domain (12 percentage points) in the older adult group compared to the younger adult group.¹³

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.

¹³ Noting that the education and housing systems have a major role to play in the lifelong learning and home domains.

Section 3

Participant experience

3.1 Participant Service Charter

The Participant Service Charter (PSC) is based on 5 engagement principles that outline how the NDIA and partner organisations should engage with participants.

The PSC sets out the level of service participants can expect from the NDIA and partners in the community. It outlines in plain English how NDIA staff and partners should engage with participants and 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.¹⁴

¹⁴ 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 in the March 2026 quarter	Change from last quarter*
Transparent	We will make it easy to access and understand our information and decisions.	81%	↑
Responsive	We will respond to your individual needs and circumstances.	65%	↑
Respectful	We will recognise your individual experience and acknowledge you are an expert in your own life.	69%	↑
Empowering	We will make it easy to access and use information and be supported by the NDIS to lead your life	67%	↔
Connected	We will support you to access the services and supports you need.	76%	↔

* Change from last quarter

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

Transparent – **81%** of respondents experienced interactions that were transparent, with **93%** indicating that communication was in their preferred format.

Responsive – **65%** of respondents reported an experience that was responsive, with **68%** saying that their circumstances and needs were considered.

Respectful – **69%** of respondents experienced respectful service, with **91%** of participants and other people with disability engaging with the NDIS noting they were treated with respect.

Empowering – **67%** of respondents experienced interactions that were empowering, with **62%** of participants feeling prepared for their plan-related meetings, **64%** feeling confident in using their plan, and **86%** knowing where to find more help with using their plan.

Connected – **76%** of participants and other people with disability engaging with the NDIS experienced interactions that enabled them to be connected, with **87%** reporting they could connect with the NDIS in their preferred way and **62%** 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 March 2026 quarter	Change from 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	82%	↓
4	Access	Make an access decision, or request for additional information, after more information has been provided.	14 days	68%	↔
6	Planning	Approve a participant's plan, after an access decision has been made (excludes those supported by the early childhood approach [ECA] who have received initial supports).	56 days	96%	↔
7	Planning	Approve a plan for ECA participants, after an access decision has been made.	56 days	100%	↔
8	Implementation	Offer to hold a plan implementation meeting, after the plan is approved.	7 days	85%	↔
9	Implementation	If a participant accepts the offer, hold a plan implementation meeting.	28 days	98%	↔

* 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 March 2026 quarter	Change from last quarter*
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	47%	↓
12	Plan reassessment	Decide whether to undertake a participant-initiated plan reassessment, after the request is received.	21 days	29%	↔
13	Plan reassessment	Complete a reassessment, after the decision to accept the request was made.	28 days	87%	↑
14	Plan variations	Amend a plan, after the receipt of information that triggers the plan amendment process.	28 days	39%	↓
17a	Reviewable decisions	Complete an internal review of a reviewable decision after a request is received.	60 days	34%	↓

* **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 March 2026 quarter	Change from last quarter*
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	90%	↑
19	Manage authorised representative	Cancel participant requested nominee.	14 days	99%	↔
20	Manage authorised representative	Cancel CEO initiated nominee	14 days	95%	↓

Note: From the September 2025 quarter, performance of most PSGs is measured from milestones built into the new computer system. PSGs 10 and 16 are captured within the same milestone. For PSGs 11, 14 and 18, performance is measured from available data on processes and dates in the new computer system.

* **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.^{15,16,17}

This quarter, there were 12,337 participant complaints, which is a complaint rate of 6.4% of active participants. This is the lowest complaint rate in the past 2 years.

¹⁵ 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.

¹⁶ Numbers of complaints reported for the most recent quarter may still vary due to a lag in data collection.

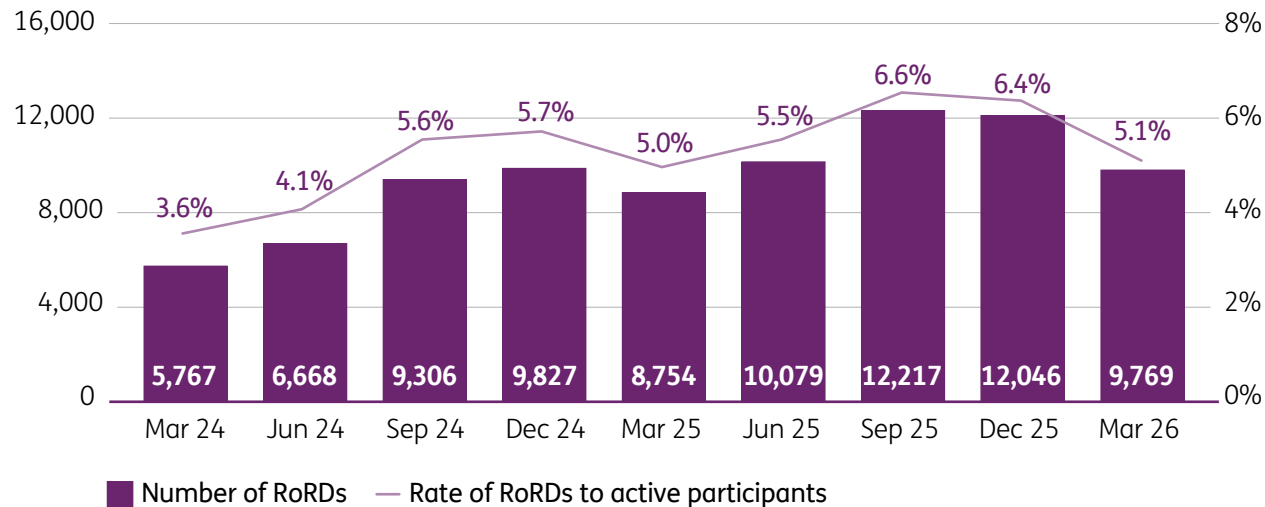
¹⁷ Numbers may change as complaints reporting in the new computer system is refined, including identifying complaints lodged via multiple channels.

3.3 Complaints, Review Requests and ART Cases

Review of a reviewable decision¹⁸

The number of requests for a review of a reviewable decision (RoRD), as a percentage of active participants, increased from 3.6% in the March 2024 quarter to 6.6% in the September 2025 quarter, before decreasing to 6.4% in the December 2025 quarter and 5.1% in the March 2026 quarter.

Requests for an RoRD by date of request¹⁹



¹⁸ The count of RoRDs excludes administrative cases, and draft and miscategorised RoRDs.

¹⁹ 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 a review of a decision made by a reviewer.^{20,21} The NDIA is committed to acting as a model litigant in the ART as required by the Legal Services Directions 2017. As a result, we work with applicants and their legal representatives to resolve matters as early as possible in the ART process.

There were 2,294 new ART cases in the March 2026 quarter, relating to 2,271 participants. The number of new ART cases (as a proportion of active participants) has increased slightly from 1.17% in the December 2025 quarter to 1.19% in the March 2026 quarter.

²⁰ 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.

²¹ 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.

In the March 2026 quarter, the NCC received 803,508 contacts, a 1% decrease from the December 2025 quarter, and a 1% decrease from the same quarter in the previous year (March 2025 quarter).

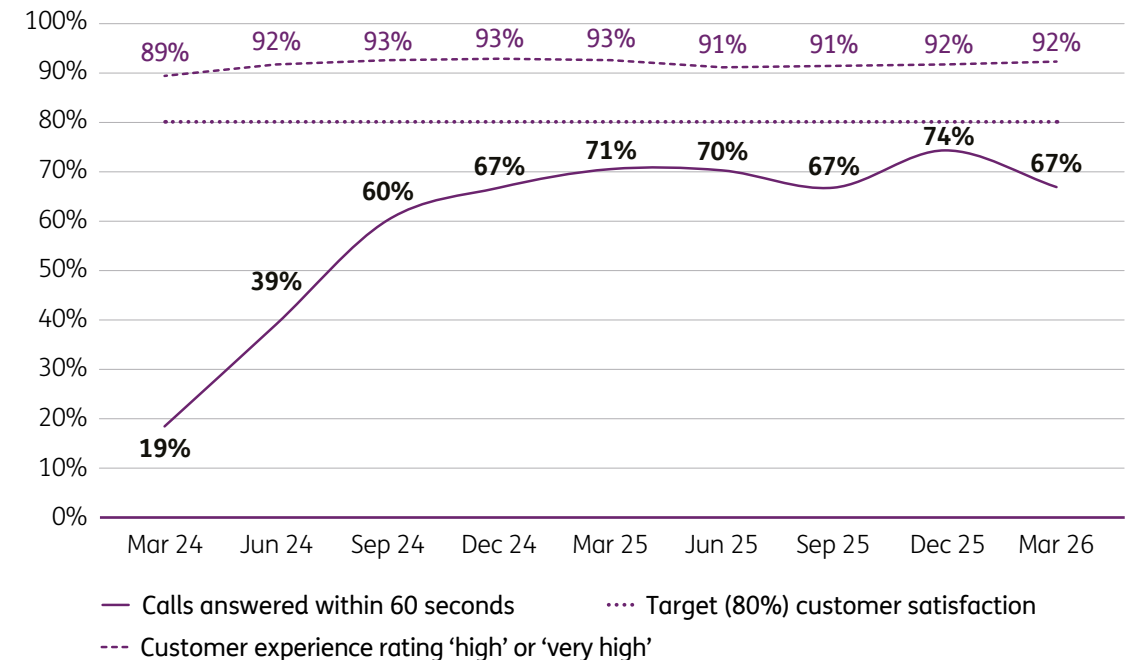
The following is a breakdown of contacts received in the March 2026 quarter by channel:

- **Voice** – 388,011 (1% increase from previous quarter)
- **Email** – 367,831 (4% decrease from previous quarter)
- **Webchat** – 47,666 (0.2% increase from previous quarter)

The average speed of answer for voice increased to 93 seconds, with 67% of calls answered within 60 seconds. Customer satisfaction reached 92%, above the 80% target, and 87% of callers reported their enquiries were resolved at the first point of contact.

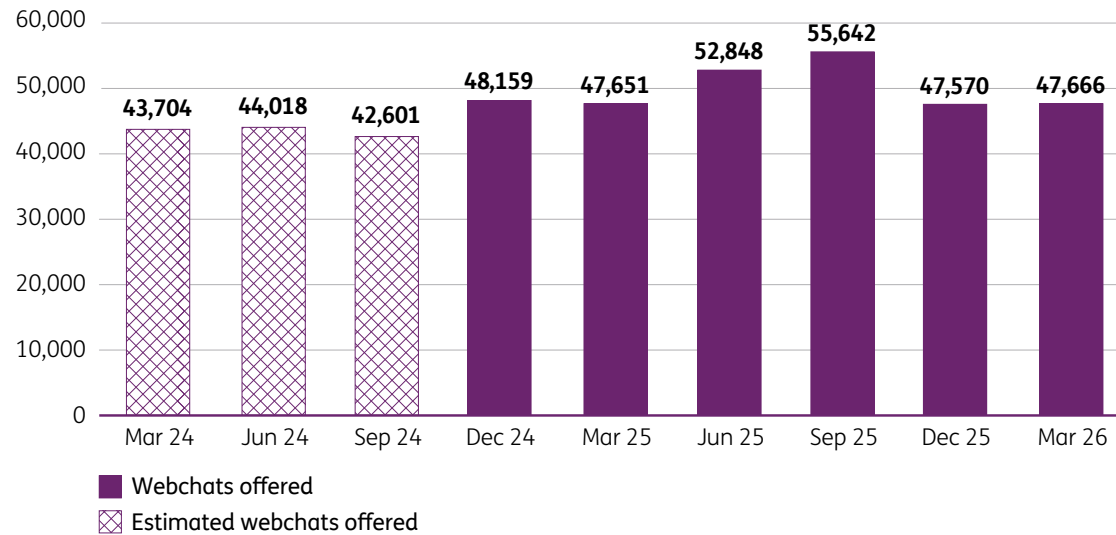
Email response performance improved, with 94% of emails answered within two business days and an average response time of 1.2 business days.

NCC telephony performance

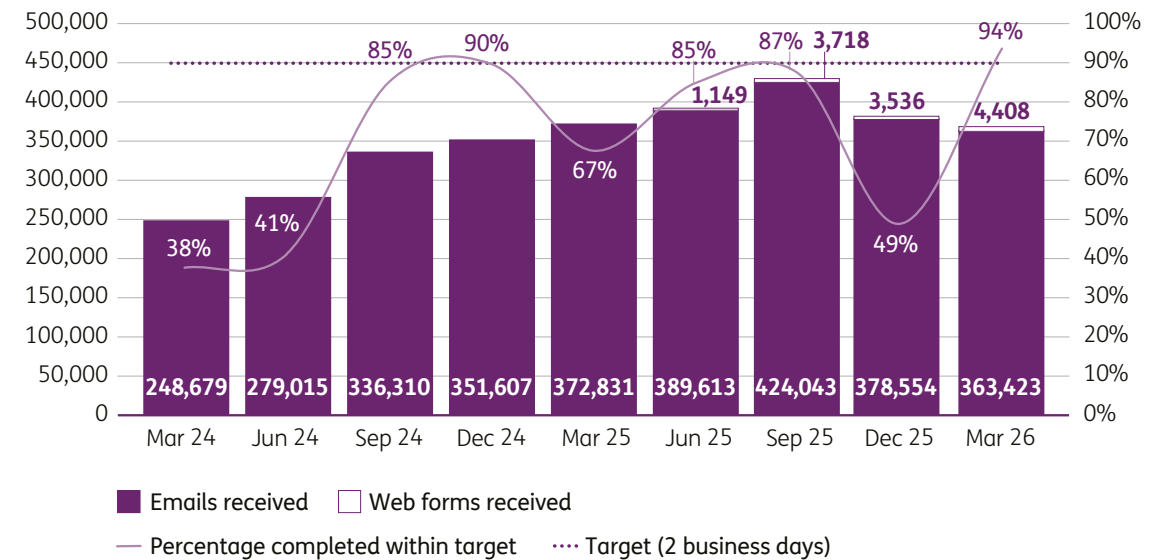


3.4 The NDIS National Contact Centre

NCC webchat performance²²



NCC email performance



²² 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 March 2026, \$50.1 billion in support has been provided.²³ 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 \$26.0 billion in payments for core daily activities in the 12 months to 31 March 2026, \$12.2 billion was for payments related to participants in SIL.

Total payments from 1 April 2025 to 31 March 2026

Support category	Total payments (in \$m)	Percentage of total payments
Core – daily activities	25,997	51.9%
Core – social and community participation	11,898	23.7%
Core – consumables and transport	1,512	3.0%
Capacity building – daily activities ²⁴	5,887	11.7%
Capacity building – other	3,337	6.7%
Capital	1,469	2.9%
Total²⁵	50,102	100.0%

²³ This represents total payments on a cash basis (including payments made under in-kind arrangements). On an accrual basis, total payments were \$50.2 billion.

²⁴ Includes therapy services.

²⁵ Total includes \$1.9 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 March 2026 quarter, a minority of participants (6%) had their funding managed entirely by the NDIA, while the majority (68%)²⁶ 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. The NDIA's guide to self-management 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.

The table shows the volume of payments in the quarter by funding management type.

Active providers and payments by funding management type in the March 2026 quarter

Plan management type	Payments made to active providers (\$b), ²⁷ and proportion of total payments	Number of active providers ²⁸
Agency-managed	3.3 (27%)	10,451
Plan-managed	7.9 (64%)	207,052
Self-managed	1.2 (9%)	133,781
Total	12.4	277,376

²⁶ This figure excludes participants who have opted to self-manage part of their funding.

²⁷ Includes cash and in-kind payments.

²⁸ 'Active providers' refers to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with an invalid Australian Business Number (ABN).

Section 5

Financial sustainability

5.1 Total payments

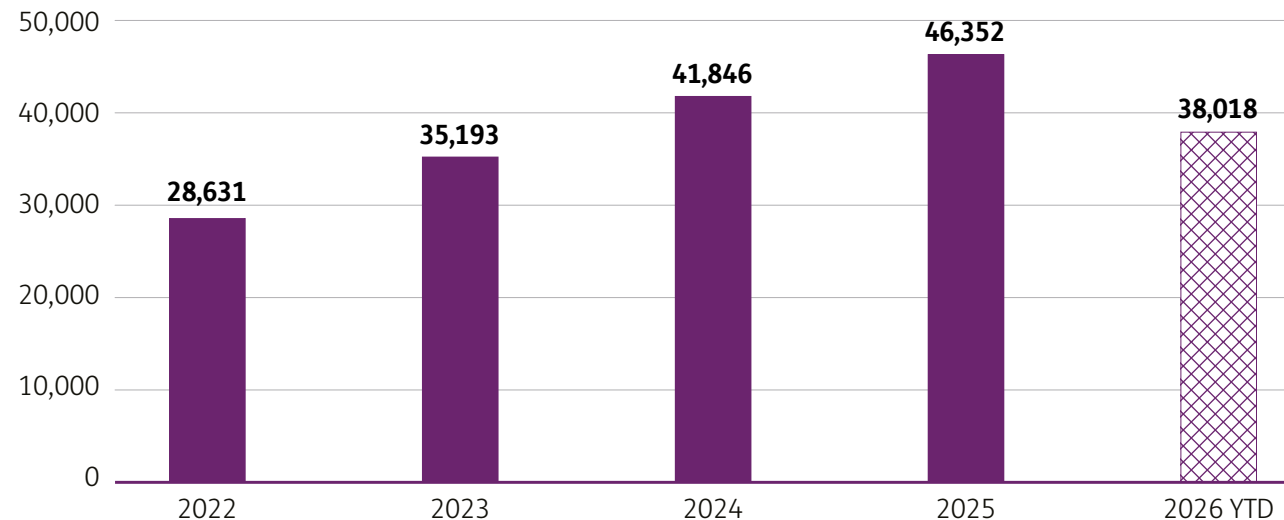
A financially sustainable NDIS achieves outcomes for participants across their lifetimes and is affordable now and into the future.

Total NDIS payments continued to increase due to increased participant numbers and higher average costs per participant.²⁹

Total payments in the year to 30 June 2025 were \$46.4 billion, while the payments in the 9 months to 31 March 2026 were \$38.0 billion.

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

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



²⁹ Total NDIS costs are presented by financial year on an accrual basis, sourced from the NDIA financial accounts. The NDIS costs figure is made up of total NDIS expenses, less NDIS grant payments, write-downs and write-offs. The NDIS and NDIA costs for the 2025–26 financial year are provisional results and subject to further changes, including the Australian National Audit Office audit.

5.2 Average and median payment trends

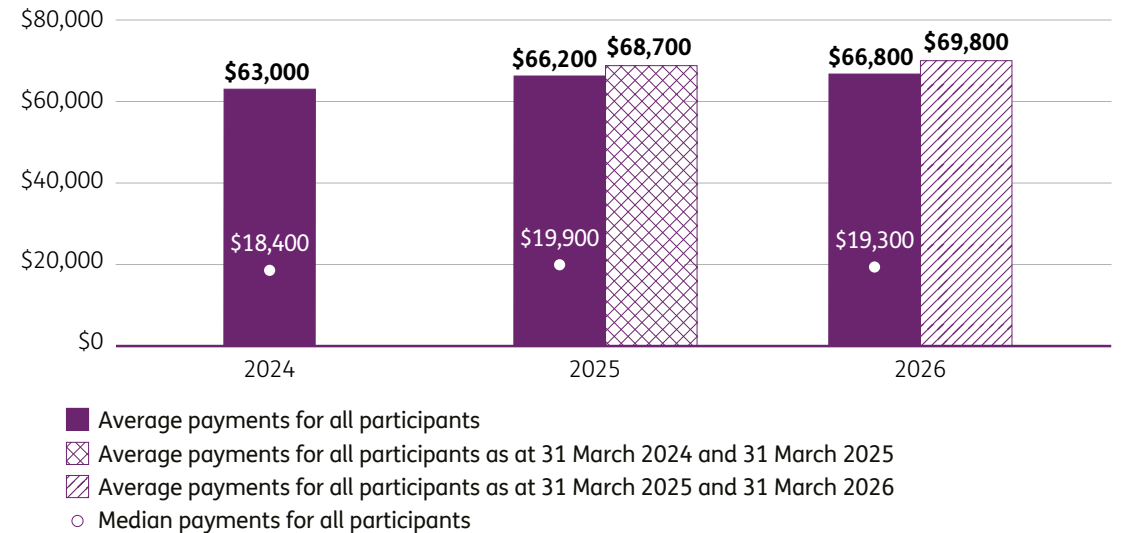
Average and median payments per participant increased by 3.0% and 2.4% per annum respectively over the past 2 years.

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 April 2024 and 31 March 2026 indicate that average payments have increased by 3.0% per annum and median payments have increased by 2.4% per annum.

Average payments for participants continuing in the NDIS are higher than the overall average. For example, average payments increased from \$66,200 to \$69,800 (5.4%) for participants in the NDIS as at 31 March 2025 and continuing to 31 March 2026.

Average and median payments for years ending 31 March



5.3 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 March 2026 by:

- **4.1%** per annum for all participants
- **4.5%** per annum for participants in supported independent living (SIL)
- **5.8%** per annum for participants not in SIL.

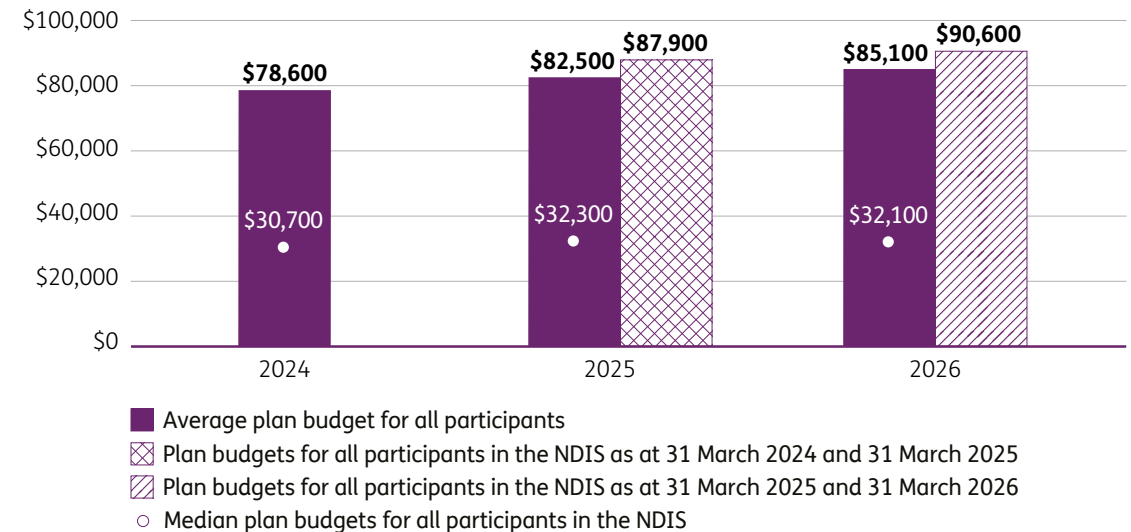
Median plan budgets increased by 2.3% over the 2-year period to 31 March 2026.

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 \$78,600 to \$87,900 (11.8%) for participants in the NDIS as at 31 March 2024 and 31 March 2025.

Similarly, average plan budgets for participants in the NDIS as at 31 March 2025 and 31 March 2026 increased from \$82,500 to \$90,600 (9.8%).

Average annualised plan budgets for years ending 31 March



5.3 Average plan budget trends

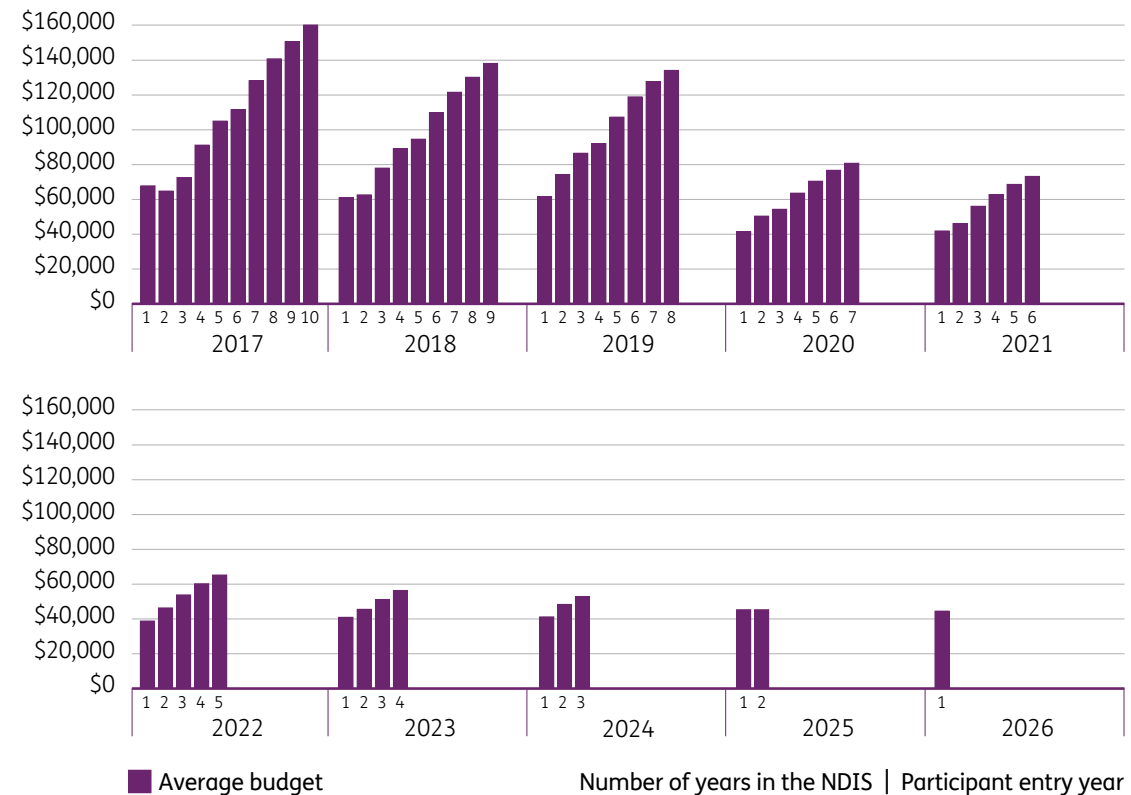
As the mix of participants (across various characteristics) changes over time, it is important to understand trends in average plan budgets for the same group of participants over time.

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 \$138,200 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 at 31 March 2026, by year of entry ending 30 June, and number of years in the NDIS



5.3 Average plan budget trends

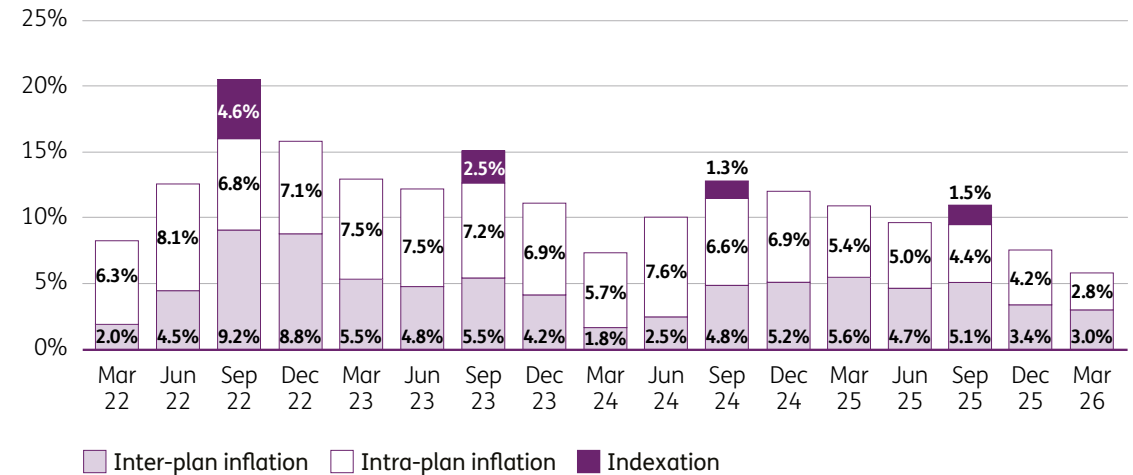
Plan inflation

Total annualised plan inflation in the March 2026 quarter was 5.9%, of which 3.0% was due to changes made at plan reassessment, and 2.8% was due to changes occurring within a plan between reassessments.

The inflation rate of 5.9% per annum in March 2026 compares with a rate of 7.6% per annum in December 2025 and 9.5% (11.0% including indexation) per annum in September 2025. Inflation occurring at plan reassessment (inter-plan inflation) was 3.0% per annum in March 2026, which compares with 3.4% per annum in December 2025 and 5.1% per annum in September 2025.

Inflation occurring within a plan, between reassessments (intra-plan inflation), was 2.8% per annum in March 2026, which compares with inflation of 4.2% per annum in December 2025 and 4.4% per annum in September 2025.

Annualised percentage change in plan budgets for active participants



5.3 Average plan budget trends

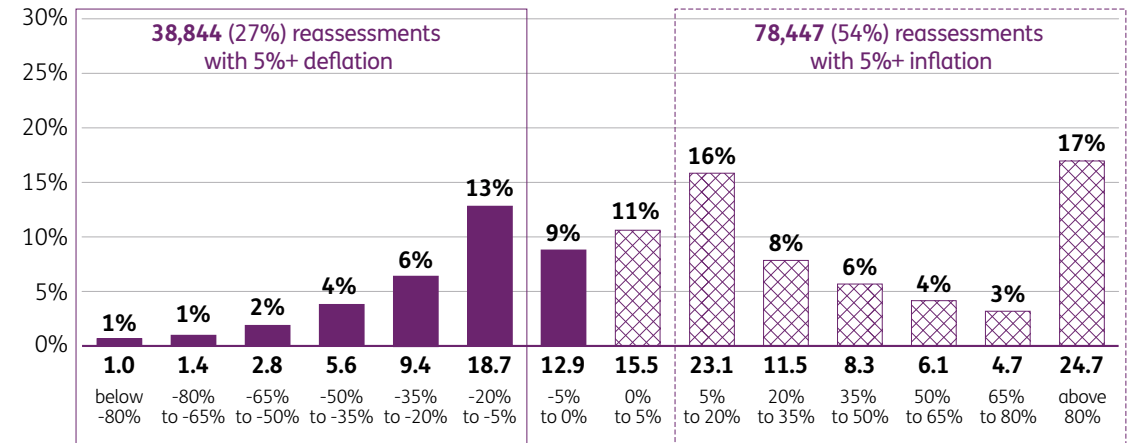
Individual plan budgets can vary significantly. In the past 3 quarters, considering total plan inflation, plan budgets were more likely to increase than decrease.

During the 9 months to 31 March 2026, 18% of active participants had at least one plan reassessment. The table on the right shows that out of the plans that were reassessed:³⁰

- **54%** increased at reassessment by more than 5% (compared to **60%** in the 9 months to 31 March 2025)
- **27%** decreased by more than 5% (compared to **17%** in the 9 months to 31 March 2025)
- **19%** remained within 5% (compared to **22%** in the 9 months to 31 March 2025).

Of the plans reassessed, **17%** had their budgets increased by more than **80%** (compared to **18%** in the prior quarter and 19% in the 9 months to 31 March 2025).

Distribution of the percentage change in annualised plan budgets for plans reassessed between 1 July 2025 and 31 March 2026



Change in annualised plan budget – percentage

³⁰ Numbers may not add to 100% due to rounding.

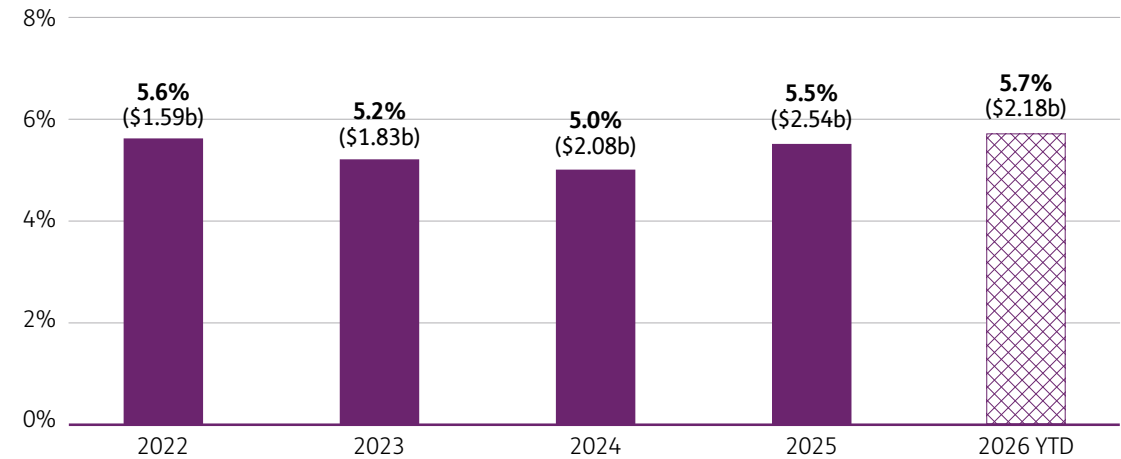
5.4 Operating expenses

In addition to the money spent through participant plans on supports for participants, the NDIA receives funding for its operating expenses, including NDIS general supports and staff wages.

Additional investments to strengthen the NDIS and improve the participant experience have increased the annual operating expense per participant to \$3,837 for the 2025–26 year to date. NDIA operating expenses for the year ending 30 June 2025 were \$2.54 billion and \$2.18 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 5.7% 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.

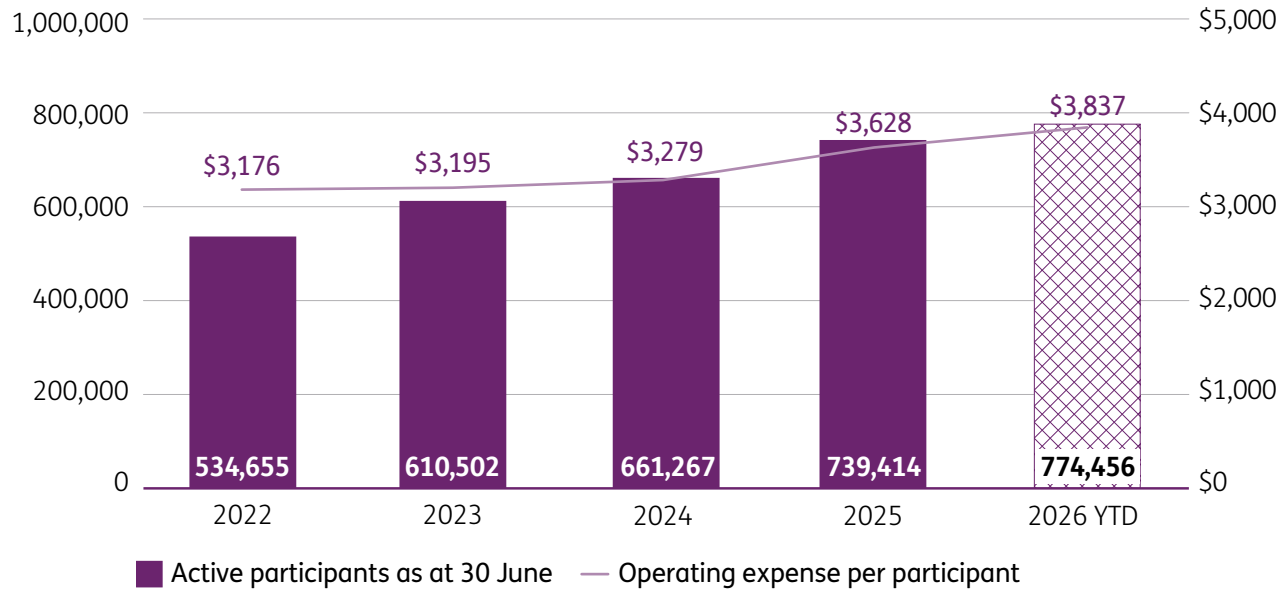
Operating expenses as a percentage of participant costs for years ending 30 June



5.4 Operating expenses

The annual operating expense per participant increased from \$3,628 in 2024–25 to \$3,837 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. 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. Trial participants are excluded. The participant age reported in this section is as per participants' latest completed questionnaire.
- 7 Rounded to the nearest complete year since the first plan was approved.
- 8 Some of the increase may be due to participants leaving school and starting work.
- 9 Some of the decrease for older age groups is due to participants retiring from the workforce.
- 10 Some of the decrease for older age groups is due to participants retiring from the workforce.
- 11 Figures in this section have been rounded to the nearest whole percentage. Differences are calculated from unrounded metrics.
- 12 Rounded to the nearest complete year since the first plan was approved.
- 13 Noting that the education and housing systems have a major role to play in the lifelong learning and home domains.
- 14 Respondents include NDIS participants, prospective participants, and people with disability engaging with the NDIS through community connections and early supports.
- 15 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.
- 16 Numbers of complaints reported for the most recent quarter may still vary due to a lag in data collection.
- 17 Numbers may change as complaints reporting in the new computer system is refined, including identifying complaints lodged via multiple channels.
- 18 The count of RoRDs excludes administrative cases, and draft and miscategorised RoRDs.
- 19 Number of RoRDs reported for the recent quarters may vary, due to a lag in data collection.
- 20 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.
- 21 Further information about the ART process can be found on the [ART website](#).
- 22 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.
- 23 This represents total payments on a cash basis (including payments made under in-kind arrangements). On an accrual basis, total payments were \$50.2 billion.
- 24 Includes therapy services.
- 25 Total includes \$1.9 million of payments with no support category.
- 26 This figure excludes participants who have opted to self-manage part of their funding.
- 27 Includes cash and in-kind payments.
- 28 '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).

Endnotes

29 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.

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



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