

Delivered by the
National Disability
Insurance Agency

Quarterly Report

Q1 2026–27

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Introduction

Key highlights for Quarter 1, 2026–27

Securing the future of the NDIS

The National Disability Insurance Scheme (NDIS) remains one of Australia's most important social programs, delivering life-changing outcomes for people with disability.

The passage of the *National Disability Insurance Scheme Amendment (Securing the NDIS for Future Generations) Act 2026* marked a significant step in strengthening the long-term sustainability, fairness and effectiveness of the NDIS.

The National Disability Insurance Agency (NDIA) delivered the first tranche of reforms from 27 August 2026, including:

- new arrangements for plan reassessments
- updated timeframes for access decisions
- the introduction of a new definition of functional capacity
- transfer of NDIS pricing decision-making authority to the Minister for Disability and the NDIS.

This milestone supports the implementation of future reforms, including a new approach to planning. The NDIA continues to work with the disability community and government partners to deliver clear, practical and participant-centred changes, while improving participant outcomes, operational performance and the financial sustainability of the NDIS.

Key highlights for Quarter 1, 2026–27

Sustained improvement in participant outcomes

The NDIS makes a real difference in the lives of Australians with significant and permanent disability. It provides the reasonable and necessary supports they need to improve their independence, participate in their communities and achieve their goals.

NDIA longitudinal data shows continued improvement in key areas of participant experience:

- Families and carers reporting paid employment increased from 48% at baseline to 54% at latest reassessment
- Participation in community and social activities increased from 33% to 41% for participants aged 15 years and over
- Young children from birth to starting school improved across all life domain measures, with the largest gains in choice and control, fitting into family life, and fitting into community life
- Children between starting school and age 14 improved across all domain measures, with the strongest improvement in daily living
- Participants aged 15 to 24 years reported improvements across all domain measures, particularly choice and control, daily living, and health and wellbeing
- Participants aged 25 years and older reported improvements across all domain measures, with the largest gains in choice and control, daily living, relationships, health and wellbeing, and social, community and civic participation.

Key highlights for Quarter 1, 2026–27

Improved NDIA operational performance

The NDIA is committed to improving how we support people applying to the NDIS, NDIS participants and their families. Highlights this quarter include:

- Hospital discharge delays for NDIS participants continued to reduce, with more than half discharged on the same day they were deemed medically ready; average discharge time reduced from 14 days to 13 days
- Eighty-one per cent of participants meeting access rated their experience with the NDIS as good or very good
- A sustained focus on approving first plans continued, with the service guarantee met in more than 95% of cases
- National Contact Centre customer satisfaction remained strong at 93%, exceeding the 80% target
- Eighty-eight per cent of National Contact Centre callers reported their enquiry was resolved at the first point of contact, exceeding the 80% target
- Timeframes for closing complaints continued to improve, with 96% closed within 21 days this quarter.

Key highlights for Quarter 1, 2026–27

A new way of planning

The NDIA continues to test and refine the new way of planning ahead of its introduction in April 2027. More than 3,000 simulated support needs assessments were completed across Australia.

Testing with First Nations participants, people living in remote and very remote communities and people from culturally and linguistically diverse backgrounds has begun. We are gaining valuable insights into how the support needs assessment can work across different locations, cultures and circumstances.

Participant feedback is improving the new way of planning and informing future implementation. As a result of testing, we are making refinements and developing more accessible information and resources to help participants understand and prepare for the new way of planning. This includes guidance in plain language, Easy Read resources, and information and workbooks in alternative formats.

Key highlights for Quarter 1, 2026–27

Stronger, more sustainable NDIS markets

In September, Minister for Disability and the NDIS Mark Butler made the first pricing determination for NDIS supports under new powers introduced by the *National Disability Insurance Scheme Amendment (Securing the NDIS for Future Generations) Act 2026*. The determination formalised existing pricing settings, and participants and providers did not need to take any action.

The NDIA published pricing schedules, supported by updated pricing arrangements and claiming documents, to help participants and providers understand how price arrangements work in the NDIS and how to claim for NDIS supports.

The NDIA also opened public consultation on the Annual Pricing Review for 2027–28, inviting participants, providers and the wider disability community to have their say on NDIS pricing. The six-week consultation focused on:

- disability support worker-related supports
- supported independent living
- therapy
- social and community participation
- support coordination.

Feedback from the consultation will help develop recommendations and advice for the Minister on NDIS prices and pricing arrangements for 2027–28.

Key highlights for Quarter 1, 2026–27

Working with the disability community

The NDIA is committed to engaging with participants and their families, carers and communities about changes to the NDIS.

During the quarter, we developed a new webinar series to inform participants, providers and the public about changes to the NDIS. Feedback from disability representative and carer organisations and the Participant Reference Group helped shape the content.

We also published a new suite of resources to help people feel confident, informed and prepared to take part in our engagement activities. They explain what our engagement activities involve, what participants can expect, and how their contributions inform NDIA decisions. The new resources have already been accessed more than 1,500 times.

We have also been working in partnership with participants, MND Australia and Huntington's Australia to improve access to the NDIS and the experience of participants who have rapidly progressing conditions.

The Huntington's pathway, launched in July, adds to our suite of priority pathways, which includes motor neurone disease (MND) and childhood dementia. Priority pathways enable faster access to specialised and individualised NDIS supports, with dedicated planners trained to respond quickly as a person's needs change.

Key highlights for Quarter 1, 2026–27

Improving outcomes for First Nations people with disability

The NDIA continues to strengthen outcomes for First Nations people with disability and is making sure that First Nations perspectives are embedded in the implementation of the Government's reforms.

We are working with First Nations people with disability across Australia to ensure implementation is culturally safe, accessible and responsive to their needs and circumstances.

In August, we heard feedback from the First Nations Sector Policy Advisory Group on a range of topics, including the new way of planning, Thriving Kids and other NDIS reforms. This group is an important way for us to receive advice from the sector about First Nations disability policy and reform.

We have also finalised the key priorities for implementing the NDIS First Nations Strategy 2025–30. This followed 25 national roundtables held across all states and territories. The key priorities draw on feedback from nearly 300 stakeholders and are the foundation of the strategy implementation plan.

Key highlights for Quarter 1, 2026–27

Safeguarding participants and strengthening the integrity of the NDIS

The NDIA continues to strengthen integrity systems to improve participant safeguards and ensure NDIS funds are used for safe, high-quality supports.

During the September 2026 quarter, the NDIA delivered new capabilities under the **Crack Down on Fraud Phase 2 – Digital Enrolment Access and Payment program**, including a new integrity portal and other fraud detection and treatment capabilities.

Because of the progressive implementation of these capabilities over the last few years, the number of pre-payment integrity interventions has significantly increased. The NDIA has also disrupted **more than 6,000 high-risk providers** as at the end of the September 2026 quarter.

The NDIA has increased criminal investigations and interventions in partnership with Fraud Fusion Taskforce agencies. At the end of September 2026, the Taskforce was investigating **more than 375 matters across 84 operations**.

The NDIA is also preparing for the implementation of additional powers and reforms, including civil penalties, regulatory powers, information-gathering powers, record-retention requirements, and reduced timeframes for claims for payment.

Key highlights for Quarter 1, 2026–27

Scheme financial experience

Scheme expenses grew by 9.8% for the 12 months to September 2026. The growth rate was 10.1% for the 12 months to September 2025.

For the 3 months to September 2026, total Scheme expenses were $13.7 billion, which was $68 million (0.5%) below the June 2026 Annual Financial Sustainability Report projections.

Plan inflation, excluding price indexation, was 6.5% in the September 2026 quarter, which was lower than the 9.5% recorded in the September 2025 quarter.

- Inflation at unscheduled plan reassessments reduced from 7.9% in the September 2025 quarter to 5.5% in the September 2026 quarter.
- Inflation at scheduled plan reassessments reduced from 0.3% to -0.9% during the same period.
- Inflation from other activities increased from 1.2% to 1.8% during this period.

Section 1

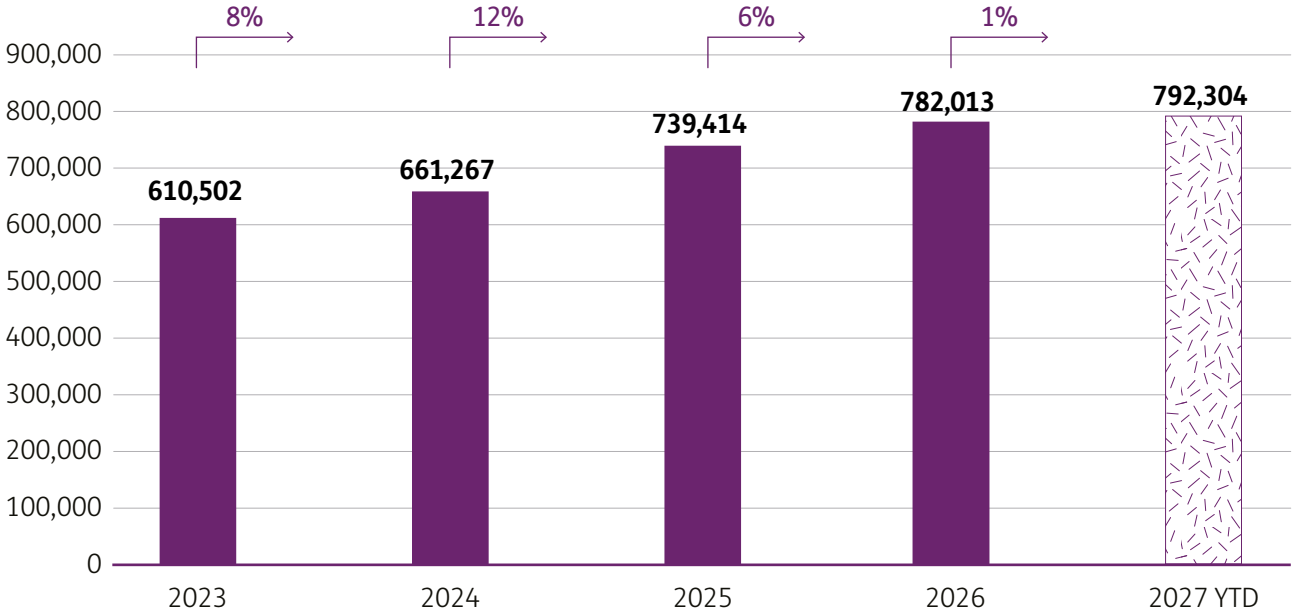
Participants and their plans

1.1 Number of participants in the NDIS

More than 792,000 participants are receiving support from the NDIS, and more than 17,800 participants entered the NDIS during the quarter.

As at 30 September 2026, **792,304** participants had approved NDIS plans. This represents a net increase of **10,291** participants since June 2026 (1.3% increase).

Active participants with approved plans and percentage increase over time for years ending 30 June[1]



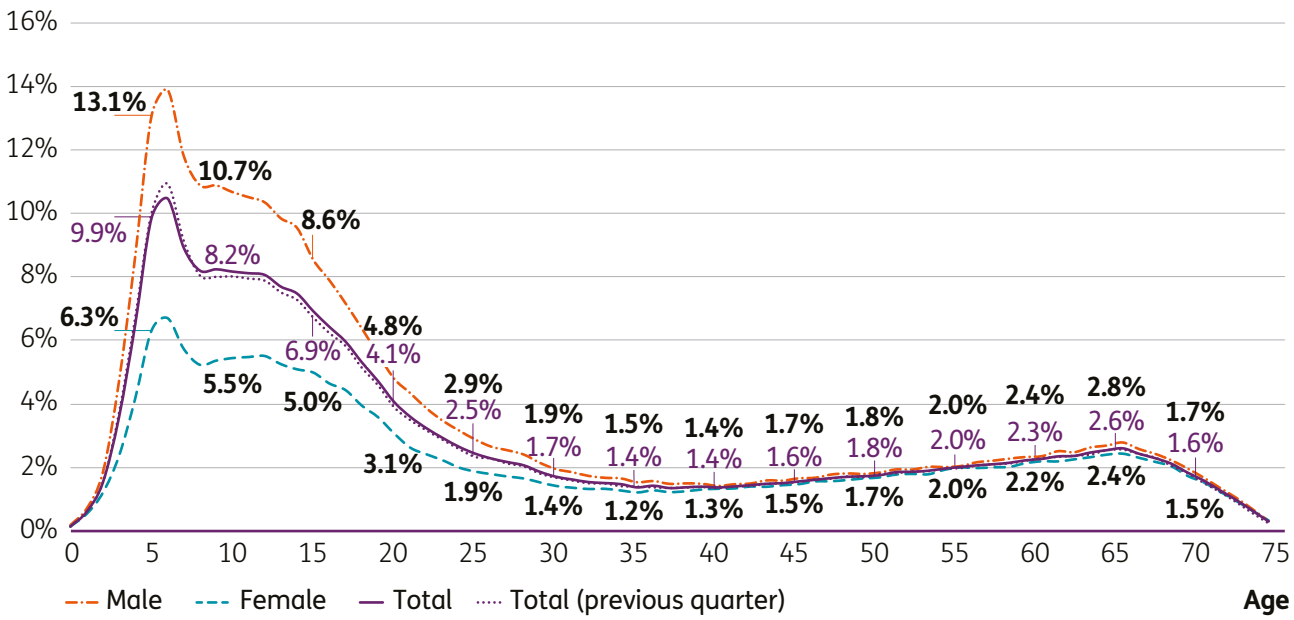
1 This is the net increase in the number of active participants in the NDIS each period, noting some participants have left the NDIS.

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 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 10% 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 0.3% by age 74.
- Participation rates for males and females differ considerably at younger ages. At age 6, the participation rate for males (14%) is 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.
- For participants aged over 18, autism, intellectual disability and psychosocial disability are the largest 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 are culturally and linguistically diverse (CALD), and those who are from remote and very remote areas.[2]

Of the **17,823** participants entering and receiving a plan in the quarter:

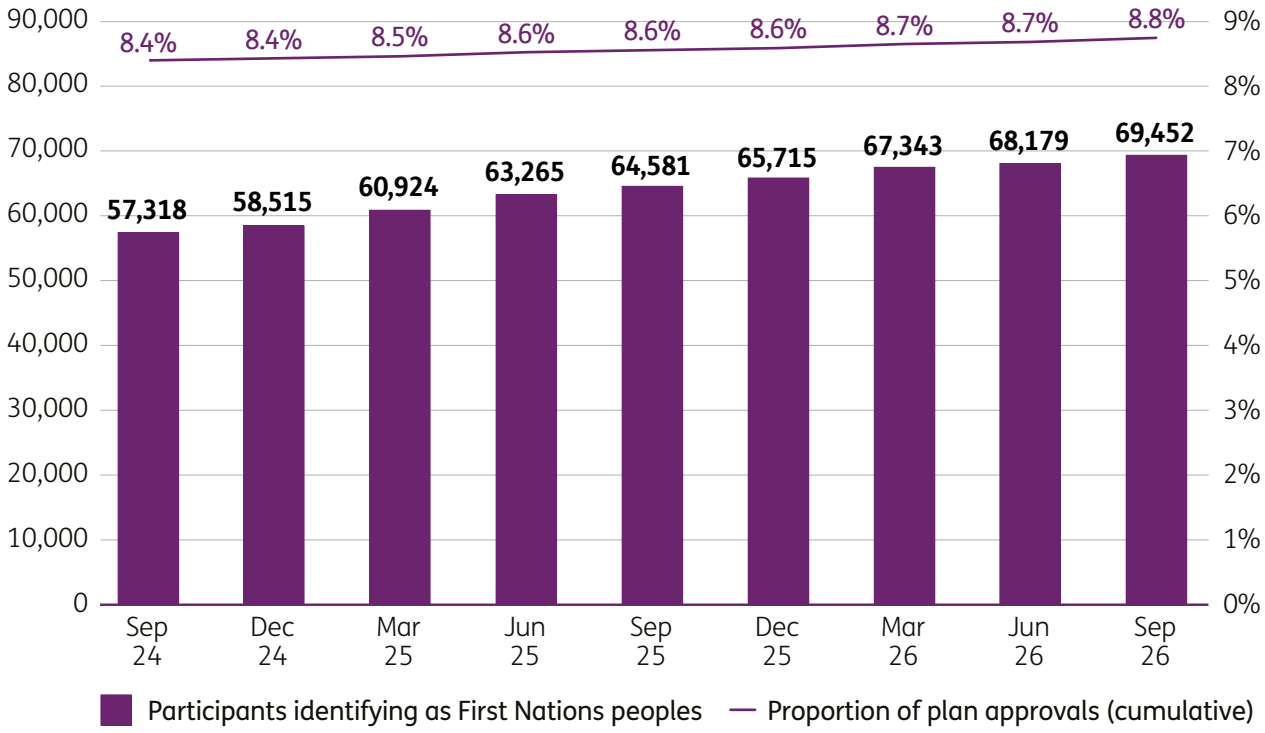
- **11.6%** were **First Nations Peoples**[3]
- **9.8%** were **CALD**[4]
- **2.3%** were from **remote and very remote areas**[5]

The proportion of First Nations participants in the NDIS was 8.8% at the end of the September 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 **42%** 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 **33%** to **40%** for participants aged 45 to 54 years
- **Seven** 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 **33%** to **41%** for participants aged 15 years and older.

The overall result of 41% compares to a 2026–27 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 and differences of less than 1 percentage point are treated as no change. 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 questionnaires.

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, is 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 in the 25 to 34 age group also increased.

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 years[8]
- **Four** percentage point increase from **25%** to **29%** for participants aged 25 to 34 years
- **No change** from **28%** to **28%** for participants aged 35 to 44 years
- **Three** percentage point decrease from **25%** to **23%** for participants aged 45 to 54 years
- **Five** percentage point decrease from **21%** to **16%** for participants aged 55 to 64 years[9]
- **Seven** percentage point decrease from **15%** to **8%** for participants aged 65 years and older[10]
- **Three** percentage point increase from **21%** to **24%** for participants aged 15–64 years.

The overall result of 24% of participants aged 15 to 64 years in paid work compares to a 2026–27 target of 25%.

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

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 **78%** for participants aged 15 to 24 years
- **Fifteen** percentage point increase from **68%** to **83%** for participants aged 25 to 34 years
- **Fourteen** percentage point increase from **70%** to **84%** for participants aged 35 to 44 years
- **Fourteen** percentage point increase from **72%** to **86%** for participants aged 45 to 54 years
- **Thirteen** percentage point increase from **74%** 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 percentage 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 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)	78	86	+8
Social, community and civic participation (fitting into community life)	64	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	79	+17
Lifelong learning (access to education)	42	59	+16
Relationships (with family and friends)	51	67	+16
Social, community and civic participation (social and recreational life)	46	60	+14

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	78	+15
Daily living	62	78	+16
Relationships	51	62	+11
Home	23	29	+6
Health and wellbeing	45	62	+16
Lifelong learning	37	46	+9
Work	19	26	+7
Social, community and civic participation	56	70	+13

The largest improvement over time in the NDIS was for daily living, and health and wellbeing (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 6 and 7 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	86	+14
Daily living	74	88	+14
Relationships	54	71	+17
Home	31	44	+12
Health and wellbeing	54	72	+18
Lifelong learning	31	41	+11
Work	20	27	+7
Social, community and civic participation	61	78	+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 (18 percentage points); social, community and civic participation (17 percentage points); and relationships (17 percentage points). There were also strong improvements for choice and control, and daily living (both 14 percentage points).

Similar to the younger adult group, lifelong learning and work showed smaller increases (11 and 7 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.[11]

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 27% agreed that being in the NDIS had helped them find a suitable job, which was a 7-percentage point increase from their first assessment.

11 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 five engagement principles that outline how the NDIA and its partners engage with participants, and the level of service participants can expect.

Performance against the five PSC engagement principles is measured through participant satisfaction survey results.

Performance against the PSC engagement principles

Engagement principles		Performance in the September 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%	↔

Transparent – **81%** of respondents experienced interactions that were transparent, with **94%** indicating that communication was in their preferred format and **81%** saying that decisions and outcomes were explained to them.

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. In addition, **63%** of respondents reported the person they spoke with understood how their disability, delay or concern affects their day-to-day life.

Empowering – **67%** of respondents experienced interactions that were empowering, with **61%** of participants feeling prepared for their plan-related meetings, **66%** feeling confident in using their plan, and 85% 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 **88%** reporting they could connect with the NDIS in their preferred way, and **62%** feeling confident in accessing supports.

*** 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

The Participant Service Guarantee (PSG) sets clear timeframes for key NDIS processes.

The NDIA continued to monitor and report on 18 Participant Service Guarantee measures, with reporting for measures 3, 5 and 15 remaining unavailable. Of the 18 measures, 10 (56%) met or exceeded their target timeframes at least 95% of the time, while a further five (28%) achieved results above 80%. From 27 August 2026, updated NDIS legislation increased the timeframes for access decisions and plan reassessments from 21 to 90 days.

Scheme eligibility and access (PSGs 2 and 4)

PSG 2 performance was 100%, with all requests submitted on or after 27 August 2026 completed within the timeframe. PSG 4 performance was consistent at 79%, reflecting both the continued focus on improving our performance in making access decisions and improvements to the process for participants returning evidence.

First plans (PSGs 6 and 7)

Another focus for the NDIA has been ensuring participants receive their first plan in a timely manner.

More than 98% of participants received their first plan within the PSG timeframe this quarter.

Reviews and reassessments (PSGs 12, 13, 14, 17a, 17b and 18)

PSG 12 achieved 100% performance, while PSG 14 improved by 37 percentage points to 82% and PSG 13 decreased slightly to 82%. PSG 17a improved by 18 percentage points to 66%, with PSG 17b remaining strong at 99% and PSG 18 at 91%. Improving review timeliness remains a focus for Quarter 2 2026–27.

3.2 Participant Service Guarantee

*** Change from last quarter**

↑ More than 3 percentage points higher ↔ Within 3 percentage points ↓ More than 3 percentage points lower ● PSG timeframe has been updated since the previous quarter

Performance against the Participant Service Guarantee

PSG	Service type	Description of the service being guaranteed	Service Guarantee	Performance in the September 2026 quarter	Change from last quarter*
1	Access	Explanation of a previous decision, after a request for explanation is received.	28 days	94%	↔
2	Access	Make an access decision, or request for more information, after an access request has been received.	90 days	100%	●
4	Access	Make an access decision, or request for additional information, after more information has been provided.	14 days	79%	↔
6	Planning	Approve a participant's plan, after an access decision has been made (excludes those supported by the early childhood approach [ECA] who have received initial supports).	56 days	97%	↔
7	Planning	Approve a plan for ECA participants, after an access decision has been made.	56 days	99%	↔
8	Implementation	Offer to hold a plan implementation meeting, after the plan is approved.	7 days	90%	↔
9	Implementation	If a participant accepts the offer, hold a plan implementation meeting.	28 days	99%	↔
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	100%	↔
11	Plan reassessment	Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date.	56 days	42%	↔

3.2 Participant Service Guarantee

*** Change from last quarter**

↑ More than 3 percentage points higher ↔ Within 3 percentage points ↓ More than 3 percentage points lower ● PSG timeframe has been updated since the previous quarter

Performance against the Participant Service Guarantee cont.

PSG	Service type	Description of the service being guaranteed	Service Guarantee	Performance in the September 2026 quarter	Change from last quarter*
12	**Plan reassessment**	Decide whether to undertake a participant-initiated plan reassessment, after the request is received.	90 days	100%	●
13	**Plan reassessment**	Complete a reassessment, after the decision to accept the request was made.	28 days	82%	↓
14	**Plan variations**	Amend a plan, after the receipt of information that triggers the plan amendment process.	28 days	82%	↑
17a	**Reviewable decisions**	Complete an internal review of a reviewable decision after a request is received.	60 days	66%	↑
17b	**Reviewable decisions**	Enact on outcome of a reviewable decision.	28 days	99%	↔
18	**Participant budget update**	Implement an Administrative Review Tribunal (ART) decision to vary a plan, after receiving notification of the ART decision	28 days	91%	↔
19	**Manage authorised representative**	Cancel participant requested nominee.	14 days	100%	↔
20	**Manage authorised representative**	Cancel CEO initiated nominee	14 days	100%	↑

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.

3.3 Complaints, Review Requests and ART Cases

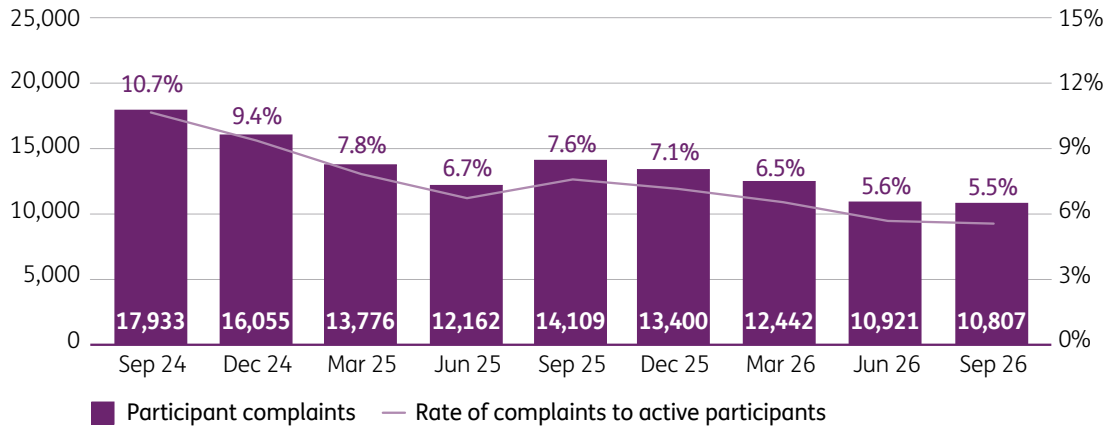
The number of complaints from participants, providers and others was stable this quarter.

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.[12,13,14]

This quarter, there were 10,807 participant complaints, which is 5.5% of active participants. This is the lowest rate of complaints the NDIA has received in the past 2 years and is similar to the previous quarter.

Number and proportion of participant complaints



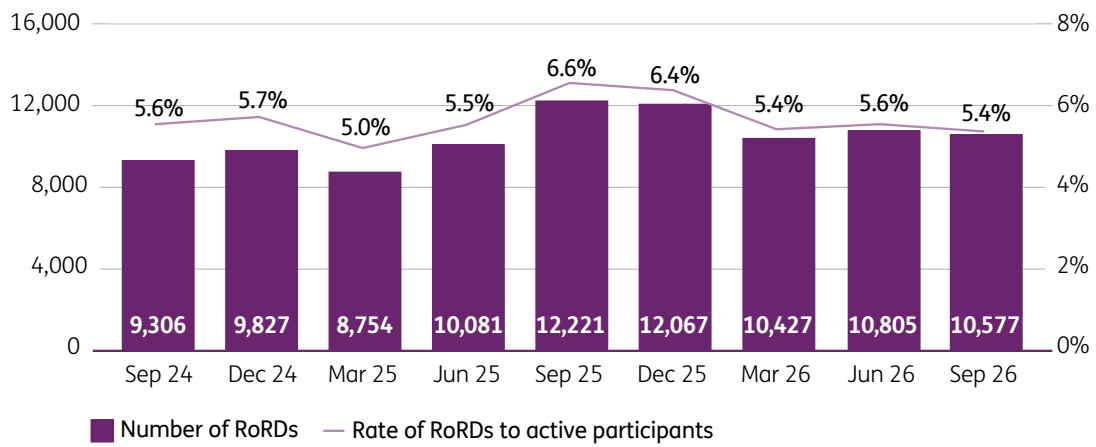
12 It is possible to record multiple related parties as the source of a complaint. In some cases, different complainant types (participants, providers or other parties) are linked to a single complaint. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.
13 Numbers of complaints reported for the most recent quarter may still vary due to a lag in data collection.
14 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 decision[15]

The number of requests for a review of a reviewable decision (RoRD), as a percentage of active participants, decreased from 5.6% in the June 2026 quarter to 5.4% in the September 2026 quarter.

Requests for an RoRD by date of request[16]



15 The count of RoRDs excludes administrative cases, and draft and miscategorised RoRDs.
16 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

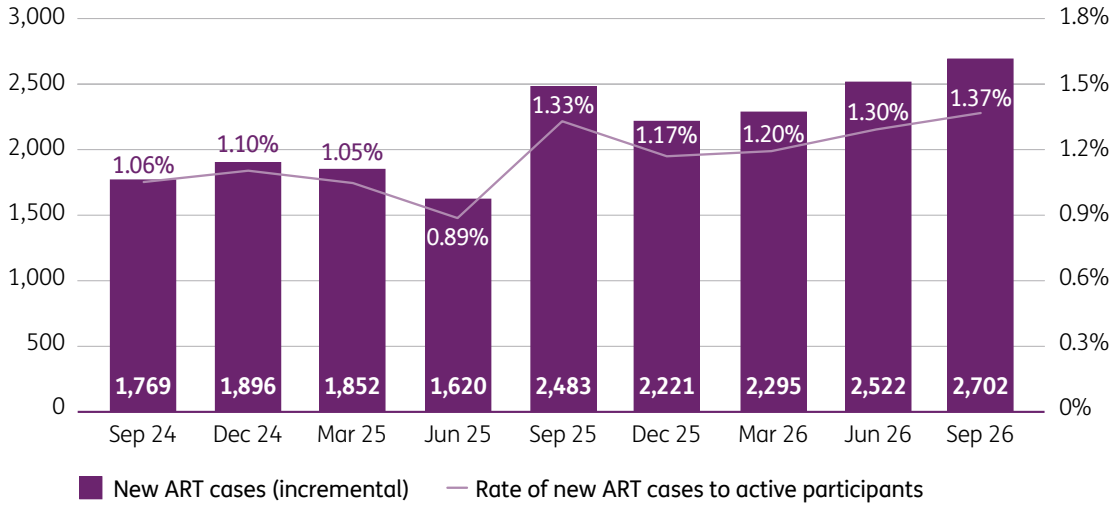
Administrative Review Tribunal (ART)

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.[17,18] The NDIA is committed to acting as a model litigant in the ART as required by the Legal Services Directions 2025. As a result, we work with applicants and their legal representatives to resolve matters as early as possible in the ART process.

There were 2,702 new ART cases in the September 2026 quarter. This is higher than the previous quarter and is the highest number of cases received in a single quarter. The number of new ART cases (as a proportion of active participants) has increased from 1.30% in the June 2026 quarter to 1.37% in the September 2026 quarter.

The NDIA is addressing the increase in cases by focusing on early engagement with participants to support timely resolutions.

Number and proportion of new ART cases



17 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.
18 Further information about the ART process can be found on the ART website (www.art.gov.au).

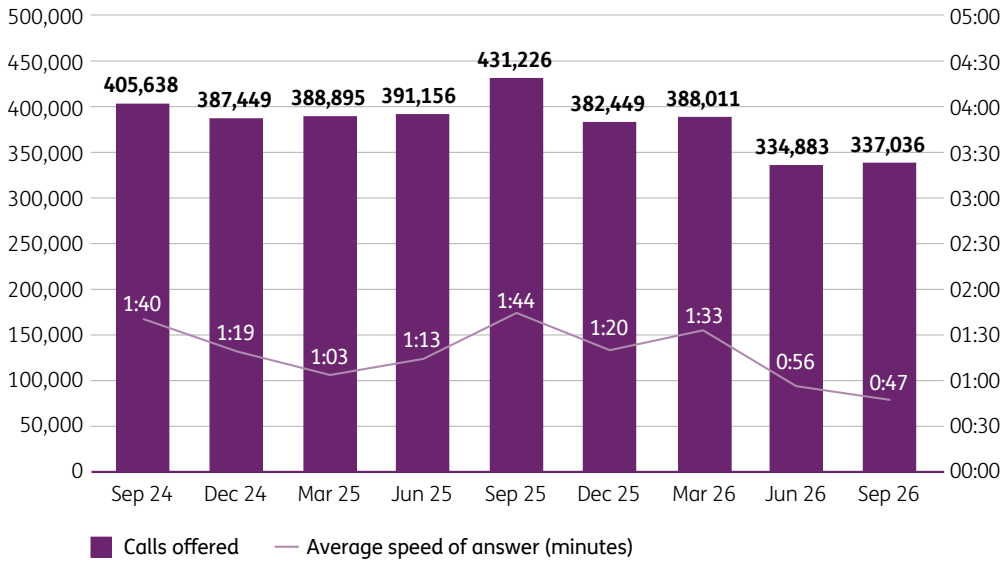
3.4 The NDIS National Contact Centre

The National Contact Centre (NCC) provides personalised, high-quality services and information about the NDIA for people with disability and their families and carers, and service providers.

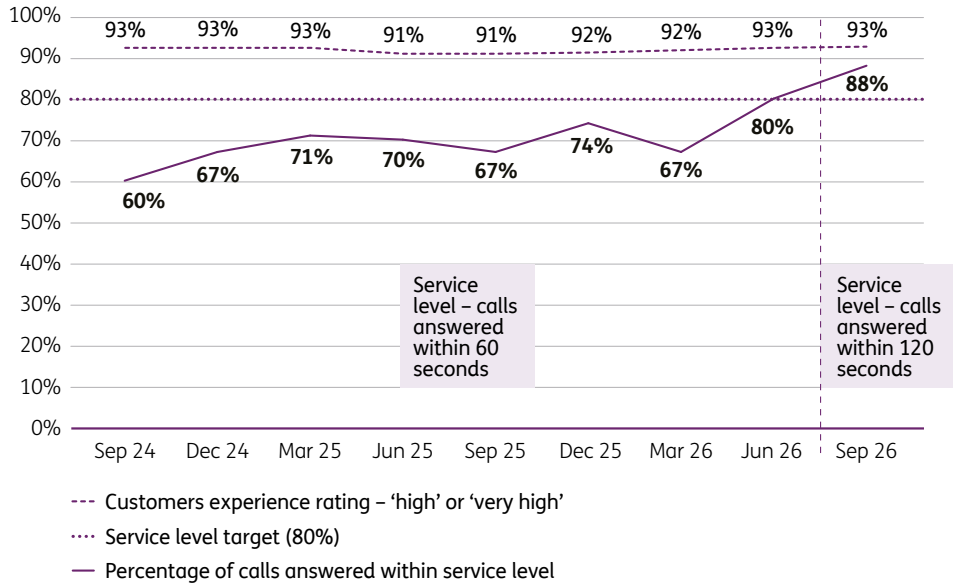
In the September 2026 quarter, the NCC received **758,894 contacts**, a **1% increase** from the June 2026 quarter, and a **17% decrease** from the same quarter in the previous year (September 2025 quarter).

Contacts comprised **337,036 voice contacts** (+1% from the previous quarter), **394,209 emails** (+3%), and **27,649 webchats** (-14%).

NCC telephony – call volume



NCC telephony – performance



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 30 September 2026, $52.5 billion in support has been provided.[19] 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 (11% of total payments).

Core daily activities include funding for daily life tasks and activities, such as support with cleaning, gardening, cooking and personal care. This includes payments to participants in supported independent living (SIL). Of the $27.4 billion in payments for core daily activities in the 12 months to 30 September 2026, $12.4 billion was for payments related to participants in SIL.

Total payments from1 October 2025 to 30 September 2026

Support category	Total payments (in $m)	Percentage of total payments
Core – daily activities	27,433	52.2%
Core – social and community participation	12,442	23.7%
Core – consumables and transport	1,513	2.9%
Capacity building – daily activities[20]	6,022	11.5%
Capacity building – other	3,555	6.8%
Capital	1,577	3.0%
Total	**52,542**	**100.0%**

19 This represents total payments on a cash basis (including payments made under in-kind arrangements). On an accrual basis, total payments were $52.2 billion.

20 Includes therapy services.

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.

As at 30 September 2026, a minority of participants (6%) had their funding managed entirely by the NDIA, while the majority (70%)[21] preferred to engage a plan manager for some or all of their funding. The remaining 25% 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 September 2026 quarter

Plan management type	Payments made to active providers ($b),[22] and proportion of total payments	Number of active providers[23]
NDIA-managed	3.4 (25%)	11,083
Plan-managed	9.0 (66%)	213,603
Self-managed	1.2 (9%)	131,356
Total	**13.7**	**280,228**

21 This figure excludes participants who have opted to self-manage part of their funding.
22 Includes cash and in-kind payments.
23 '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

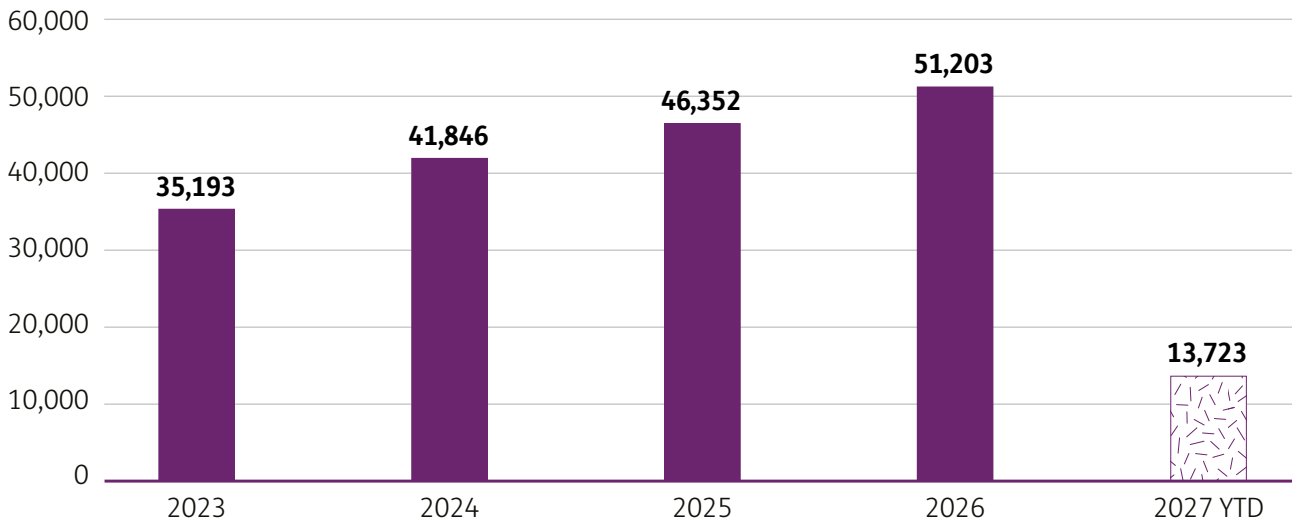
A financially sustainable NDIS achieves outcomes for participants across their lifetimes and is affordable now and into the future.

Total NDIS payments continued to increase due to increased participant numbers and higher average costs per participant.[24]

Total payments in the year to 30 June 2026 were $51.2 billion, while the payments in the 3 months to 30 September 2026 were $13.7 billion.

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

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



24 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 2026–27 financial year are provisional results and subject to further changes, including the audit by the Australian National Audit Office.

5.2 Average and median payment trends

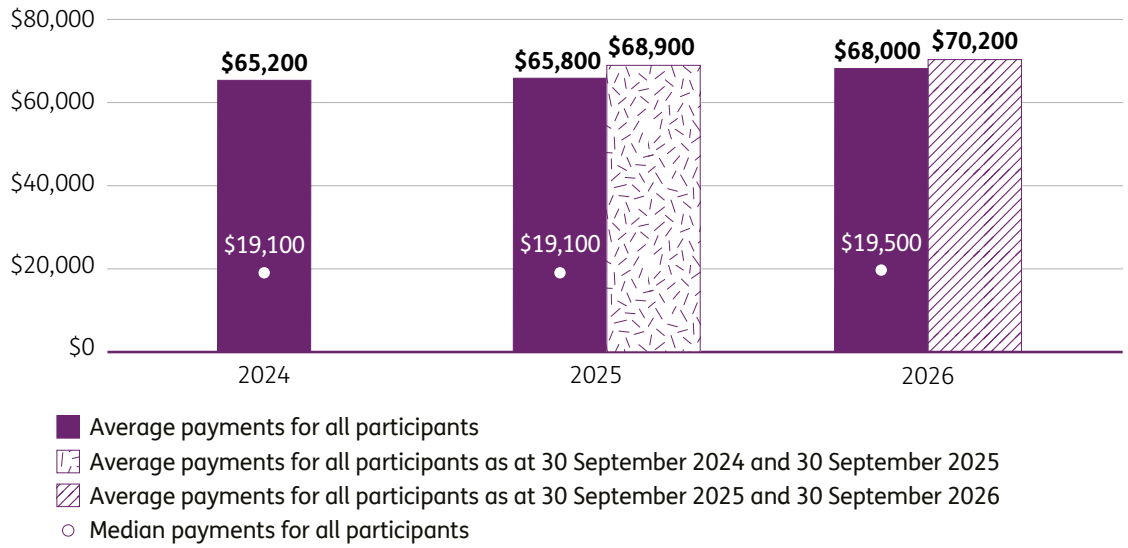
Average and median payments per participant increased by 2.1% and 1.0% per annum respectively over the past 2 years.

The average (mean) payment per participant and the median payment per participant provide useful information. The average payments are much higher than the median payments because of 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 October 2024 and 30 September 2026 indicate that average payments have increased by 2.1% per annum and median payments have increased by 1.0% per annum.

Average payments for participants continuing in the NDIS are higher than the overall average. For example, average payments increased from $65,800 to $70,200 (6.7%) for participants in the NDIS as at 30 September 2025 and continuing to 30 September 2026.

Average and median payments for years ending 30 September



5.3 Average plan budget trends

Average and median plan budgets have 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 30 September 2026 by:

- **3.9%** per annum for all participants
- **4.1%** per annum for participants in supported independent living (SIL)
- **5.7%** per annum for participants not in SIL.

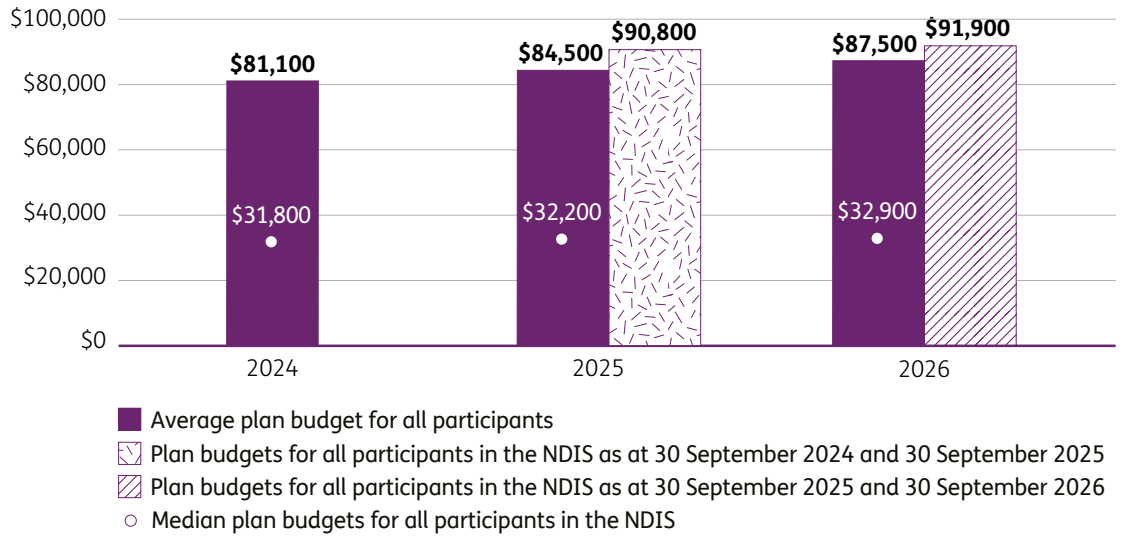
Median plan budgets increased by 1.7% over the 2-year period to 30 September 2026.

The proportion of participants in SIL has decreased over the past 2 years. This means 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 $81,100 to $90,800 (12.0%) for participants in the NDIS as at 30 September 2024 and 30 September 2025.

Similarly, average plan budgets for participants in the NDIS as at 30 September 2025 and 30 September 2026 increased from $84,500 to $91,900 (8.8%).

Average annualised plan budgets for years ending 30 September



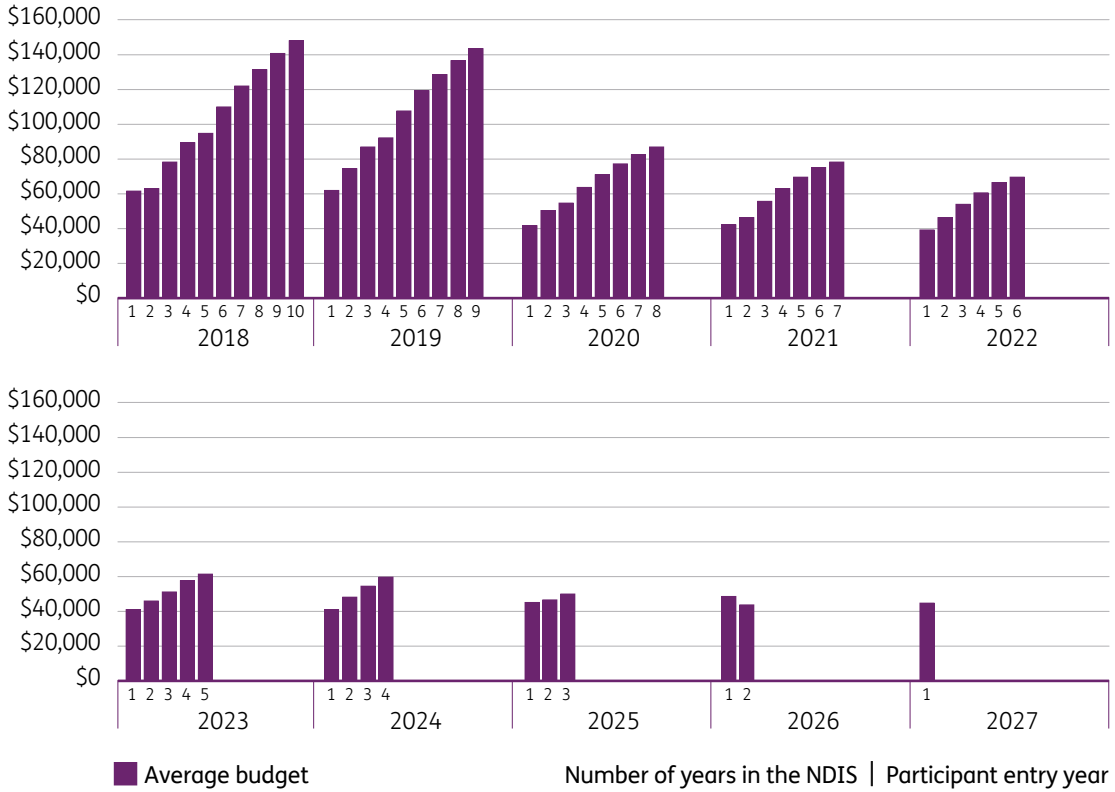
5.3 Average plan budget trends

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 $147,800 in the most recent year (for those who have been in the NDIS for 10 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 $61,300 for participants who entered in the year ending 30 June 2018. 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 30 September 2026, by year of entry ending 30 June, and number of years in the NDIS



5.3 Average plan budget trends

Plan inflation

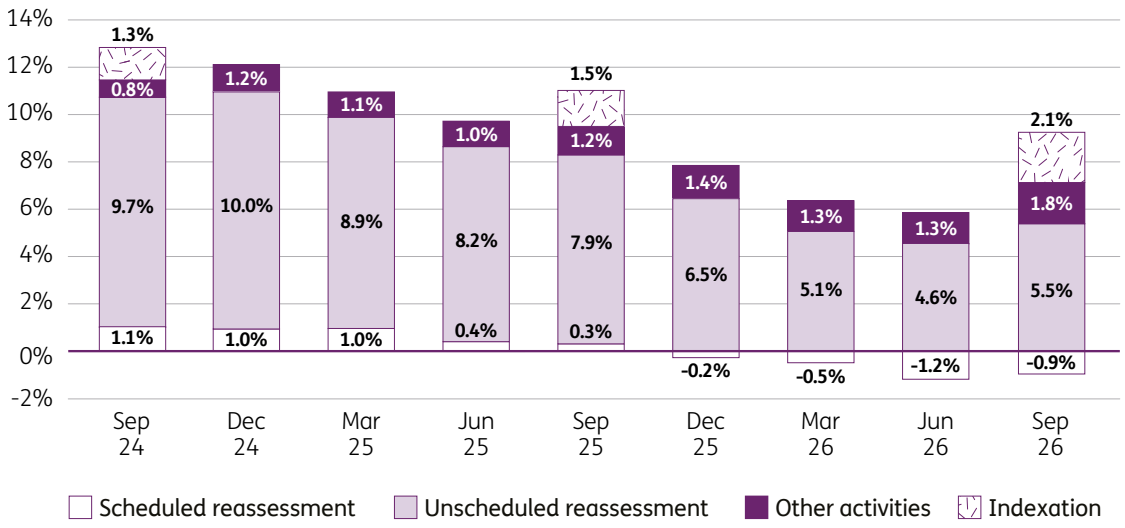
Total annualised plan inflation in the September 2026 quarter was 8.6%,[25] of which -0.9% was due to scheduled reassessment, 5.5% was due to unscheduled reassessment and 1.8% was due to other activities. The 8.6% includes a 2.1% one-off impact of the indexation of plans in July following the annual pricing review.[26]

The inflation rate of 8.6% per annum (6.5% excluding indexation) in September 2026 compares with a rate of 4.7% per annum in June 2026 and 5.9% per annum in March 2026. Inflation from scheduled reassessments was -0.9% per annum in September 2026, which compares with -1.2% per annum in June 2026 and -0.5% per annum in March 2026.

Inflation from unscheduled reassessments was 5.5% per annum in September 2026, which compares with 4.6% per annum in June 2026 and 5.1% per annum in March 2026.

Inflation arising from other activities was 1.8% per annum in September 2026, which compares with 1.3% per annum in June 2026 and 1.3% per annum in March 2026.

Annualised percentage change in plan budgets for active participants



25 The annualisation calculation of inflation excludes the impact of plan indexation in July following the annual pricing review. The impact of this indexation is then explicitly added to the annualised calculation, which is a 2.1% one-off increase.
26 The Annual Pricing Review included price limit increases in July 2026. Unspent portions of plan budgets were increased in line with new price limits to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in total inflation during the month of July 2026.

5.3 Average plan budget trends

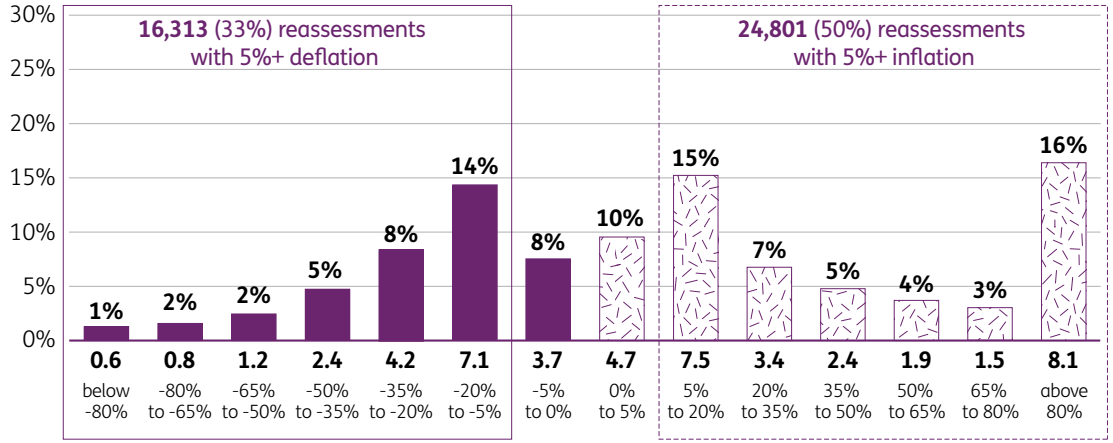
Individual plan budgets can vary significantly. In the past quarter, considering total plan inflation, plan budgets were more likely to increase than decrease.

During the 3 months to 30 September 2026, 6% of active participants had at least one plan reassessment. The table on the left shows that of the plans that were reassessed:[27]

- **50%** had their budgets increased by more than 5% (compared to **58%** in the 3 months to 30 September 2025)
- **33%** decreased by more than 5% (compared to **23%** in the 3 months to 30 September 2025)
- **17%** remained within 5% (compared to **19%** in the 3 months to 30 September 2025).

Of the plans reassessed, **16%** had their budgets increased by more than **80%** (compared to **16%** in the year to 30 June 2026 and **19%** in the 3 months to 30 September 2025).

Distribution of the percentage change in annualised plan budgets for plans reassessed between 1 July 2026 and 30 September 2026



Change in annualised plan budget – percentage

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

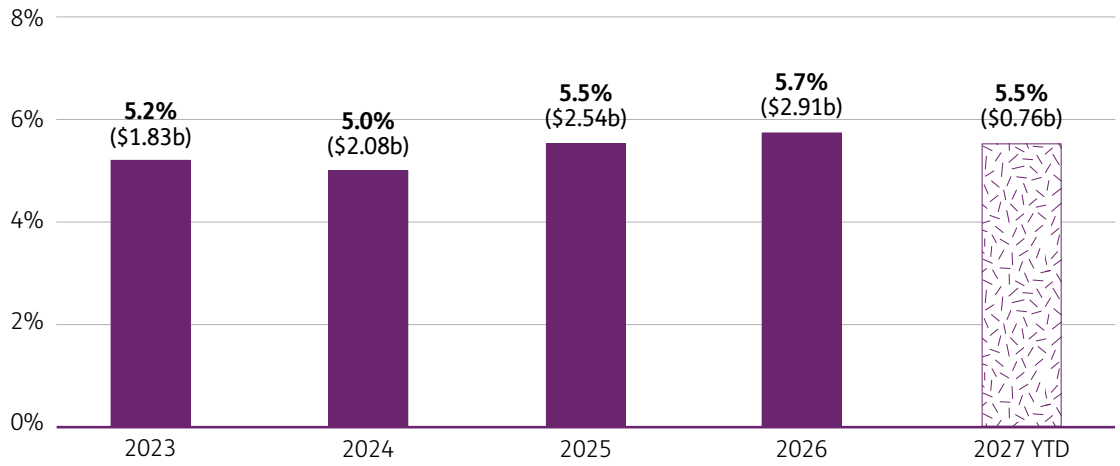
5.4 Operating expenses

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.

NDIA operating expenses for the year ending 30 June 2026 were $2.91 billion, and $758 million for the September 2026 quarter.

Operating expenses increased from 5.2% in 2022–23 to 5.5% in 2024–25 as a percentage of participant expenditure. The figure increased to 5.7% in the 2025–26 year before decreasing to 5.5% in the 2026–27 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



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 and differences of less than 1 percentage point are treated as no change. 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 questionnaires.

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

12 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.

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

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

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

16 Number of RoRDs reported for the recent quarters may vary, due to a lag in data collection.

17 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.

18 Further information about the ART process can be found on the ART website.

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

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