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The Participant Service Charter includes timeframes for our processes – set out under the Participant Service Guarantee.

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

The NDIA must make decisions about access, plan approvals, plan reviews and nominee changes within these timeframes. This gives participants, families and carers greater certainty about how long processes will take.

Each quarter, the Agency reports against Participant Service Guarantee (PSG) timeframes in the Quarterly Report.

The NDIA continued to monitor and report on 18 PSG measures throughout the quarter. Reporting for PSG measures 3, 5 and 15 remains unavailable.

Of the 18 PSG measures, 10 (56%) met or exceeded their target timeframes at least 95% of the time (PSGs 2, 6, 7, 9, 10, 12, 16, 17b, 19 and 20).* A further 5 measures (28%) achieved results above 80% (PSGs 1, 8, 13, 14 and 18).

On 27 August 2026, amendments to the NDIS laws came into effect. The changes included updated timeframes for access decisions (PSG 2) and plan reassessments (PSG 12), with both moving from 21 days to 90 days. In this report, performance for PSGs 2 and 12 is measured for requests on or after 27 August 2026.

* Meeting the target is measured using unrounded performance.

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 performance was 100% with all requests submitted on or after 27 August 2026 completed within the timeframe. PSG 14 improved by 37 percentage points to 82%. PSG 13 reduced slightly to 82%.

We are committed to improving the timeliness of reassessments. More staff have been allocated to reviewing unscheduled reassessments, with a focus on finalising the oldest requests first, while also ensuring review requests are prioritised based on participant risk and urgency.

Performance for internal review decisions (PSG 17a) improved significantly to 66%, an 18 percentage point increase from the previous quarter. This improvement is also the result of a focus on reducing the oldest work first. PSG 17b remains consistent at 99%, and PSG 18 maintained strong performance at 91%. Improving performance for conducting reviews will remain a focus in the second quarter of 2026–27.

The tables below show the timeframes for each of the key NDIS processes, which have been pulled from the latest Quarterly Report. How the Agency publishes the performance results of the Participant Service Guarantee is detailed in this policy .

Use the ‘Print this Page’ function to download a PDF or print a copy of the current status of the Participant Service Guarantee timeframes.

Getting started with the NDIS

What we will do	The most days it will take us	Performance at September 2026 quarter (most current data)	How does this compare to last quarter (June 2026)
Explain a decision	28 days	94%	Within 3 percentage points

What we will do	The most days it will take us	Performance at September 2026 quarter (most current data)	How does this compare to last quarter (June 2026)
Decide who can use the NDIS	90 days	100%	PSG timeframe has been updated since the previous quarter
Make a decision about who can use the NDIS after we've been given more information	14 days	79%	Within 3 percentage points

Getting a plan

What we will do	The most days it will take us	Performance at September 2026 quarter (most current data)	How does this compare to last quarter (June 2026)
Approve a plan	56 days	97%	Within 3 percentage points
Approve a plan for a child under 9 years	56 days	99%	Within 3 percentage points
Make a time to have a meeting to start your plan if you want to	7 days	90%	Within 3 percentage points
Have a meeting to start your plan if you want to	28 days	99%	Within 3 percentage points
Give you a copy of your approved plan †	7 days	100%	Within 3 percentage points

Changing a plan

What we will do	The most days it will take us	Performance at September 2026 quarter (most current data)	How does this compare to last quarter (June 2026)

Start setting up a plan reassessment†	56 days before the review date	42%	Within 3 percentage points
Decide whether to do a plan reassessment, if you ask us to	90 days	100%	PSG timeframe has been updated since the previous quarter
Do a plan reassessment we have agreed to	28 days	82%	More than 3 percentage points lower
Make changes to a plan †	28 days	82%	More than 3 percentage points higher
Review our decisions if we need to	60 days	66%	More than 3 percentage points higher
Make changes according to the review of a decision	28 days	99%	Within 3 percentage points
Put changes into place when the Administrative Review Tribunal asks us to †	28 days	91%	Within 3 percentage points
Cancel a participant-requested nominee	14 days	100%	Within 3 percentage points
Cancel a CEO-initiated nominee	14 days	100%	More than 3 percentage points higher

Note: The NDIA's participant check-in process ensures that every scheduled reassessment begins with contact from the planner or partner to discuss reassessment options well before and scheduled reassessment date. Plans are extended automatically if they have not been reassessed before expiry so participants have continuity of support. That is, participants do not stop receiving supports.

†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 being measured from available data on processes and dates in the new computer system.

Making a complaint

What we will do	The most days it will take us	Performance at September 2026 quarter (most current data)	How does this compare to last quarter (June 2026)
Fix your complaint if we can	21 days	96%	Within 3 percentage points

This page current as of
18 November 2026