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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 timeframes in the [Quarterly Report](#).

In the September 2024 quarter, performance improved for most of the 10 PSG measures. Performance continues to be impacted by the increasing volume of work. The increased volume is observed for most types of services; the exception is the number of participants seeking a review of their NDIS plan, for which the volume of work is largely unchanged.

The NDIA continues to implement a remediation plan to address timeframes and improve the participant experience and PSG performance. Progress will continue to be closely monitored to track improvement in participant waiting times.

Performance is measured from available data on processes and dates in the new computer system. Milestones being built into the new computer system will improve the capture of performance data.

The tables below show the timeframes for each of the key NDIS processes, which have been pulled from the latest Quarterly Report.

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 2024 quarter (most current data)
Decide who can use the NDIS	21 days	19%
Make a decision about who can use the NDIS after we've been given more information	14 days	26%

Getting a plan

What we will do	The most days it will take us	Performance at September 2024 quarter (most current data)
Approve a plan	56 days	49%
Approve a plan for a child under 9 years	90 days	98%
Make a time to have a meeting to start your plan if you want to	7 days	83%

Changing a plan

What we will do	The most days it will take us	Performance at September 2024 quarter (most current data)
Start setting up a plan reassessment †	56 days before the review date	59%
Decide whether to do a plan reassessment, if you ask us to †	21 days	29%
Do a plan reassessment we have agreed to †	28 days	89%
Make small changes to a plan	28 days	52%
Review our decisions if we need to	60 days	59%

Note: The NDIA's new 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.

†Excludes reassessments initiated prior to migrating service processes to the new computer system.

Making a complaint

What we will do	The most days it will take us	Performance at September 2024 quarter (most current data)
Fix your complaint if we can	21 days	54%

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