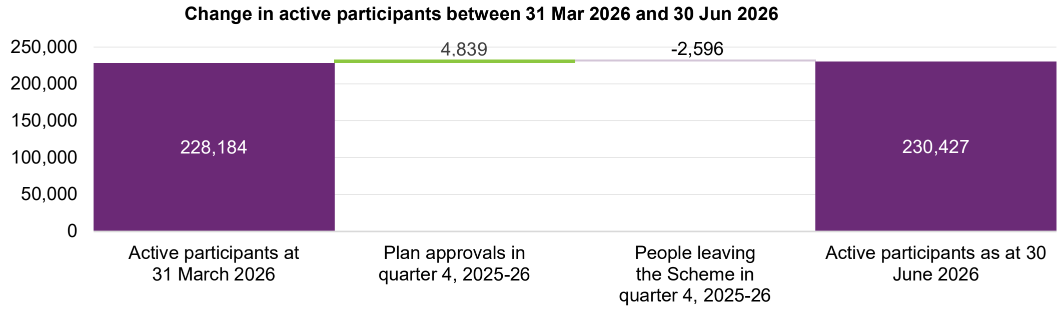
## Participants and Planning

| Participant experience | As at 30 Jun | As at 31 Mar |
|---|---|---|
| Active participants with approved plans (excluding children accessing early connections) | 230,427 | 228,184 |
| Children accessing early connections throughout the quarter | 8,352 | 7,398 |
| Percentage of participants fully or partially self managing their plan | 25% | 25% |
| Percentage of plans activated within 90 days [1] | 89% | 89% |
| Number of completed plan reassessments in the quarter | 14,331 | 13,309 |
| Number of completed plan variations in the quarter | 4,696 | 3,901 |




**Performance summary:**

- 262,602 participants (excluding children accessing early connections) have had an approved plan since July 2013. 230,427 of these continue to be active.
- 169,145 active participants have not previously received disability support via State and Commonwealth government programs in the past.
- 4,839 participants have entered the Scheme in the June 2026 quarter and net participants leaving the Scheme [2] are 2,596, reflecting active participant movements in and out of the Scheme and New South Wales.
- 6,585 access decisions have been made in the June 2026 quarter, of which 5,026 met access.
- 649 (13.4%) of the new active participants in the June 2026 quarter identified as First Nations participants, taking the total number of First Nations participants in New South Wales to 23,535 (10.2%).
- 588 (12.2%) of the new active participants in the June 2026 quarter are Culturally and Linguistically Diverse (CALD) , taking the total number of CALD participants in New South Wales to 24,670 (10.7%).

## NDIA Metrics Progress: Participants, Families and Carers Outcomes, and Participant Satisfaction

| Participants, Families and Carers Outcomes, and Participant Satisfaction | | |
|---|---|---|
| **Participants, Families and Carers Outcome metrics as at 30 June 2026 [3]** | **Latest Reassessment** | **Baseline** |
| • Participant employment rate - Aged 15 - 64 years | 25% | 22% |
| • Participant social and community engagement rate - Aged 15+ years | 43% | 33% |
| • Family and carer employment rate - All ages | 56% | 49% |
| | **Latest Reassessment** | **First Reassessment** |
| • Participant choice and control - Aged 15+ years | 82% | 67% |
| **% of participants rating their overall experience as very good or good by pathway stage – current vs previous quarter** | **Quarter 4, 2025-26** | **Quarter 3, 2025-26** |
| • Early Supports Process | 60% | 75% |
| • Community Connections Process | 73% | 81% |
| • Apply for NDIS Process (access met) | 79% | 82% |
| • Apply for NDIS Process (access not met) | 25% | 37% |
| • Plan Approval Process | 54% | 56% |
| • Plan Implementation Process | 65% | 64% |
| • Plan Reassessment Process | 71% | 71% |

[1] Trial participants (participants with initial plans approved prior to 1 July 2016) and those with initial plans approved after the end of quarter 2, 2025-26 have been excluded.
[2] The number of people who have left the Scheme is people leaving net of people returning to the Scheme.
[3] 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.

## Participant Service Guarantee (PSG) [4]

| PSG | Service Type | Description of the service being guaranteed | Service Guarantee | Performance in the June 2026 quarter | Performance in the March 2026 quarter |
|---|---|---|---|---|---|
| 1 | Access | Explanation of a previous decision, after a request for explanation is received. | 28 days | 93% | 95% |
| 2 | Access | Make an access decision, or request for more information, after an access request has been received. | 21 days | 96% | 82% |
| 4 | Access | Make an access decision, or request for additional information, after more information has been provided. | 14 days | 77% | 70% |
| 6 | Planning | Approve a participant's plan, after an access decision has been made (excludes those supported by the ECA [5] who have received initial supports). | 56 days | 96% | 97% |
| 7 | Planning | Approve a plan for ECA [5] participants, after an access decision has been made. | 56 days | 100% | 100% |
| 8 | Implementation | Offer to hold a plan implementation meeting, after the plan is approved. | 7 days | 88% | 84% |
| 9 | Implementation | If the participant accepts the offer, hold a plan implementation meeting. | 28 days | 99% | 98% |
| 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% | 99% |
| 11 | Plan Reassessments | Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date. | 56 days | 45% | 48% |
| 12 | Plan Reassessments | Decide whether to undertake a participant-initiated plan reassessment, after the request is received. | 21 days | 32% | 28% |
| 13 | Plan Reassessments | Complete a reassessment, after the decision to accept the request was made. | 28 days | 86% | 87% |
| 14 | Plan Variations | Amend a plan, after the receipt of information that triggers the plan amendment process. | 28 days | 41% | 38% |
| 17a | Reviewable Decisions | Complete an internal review of a reviewable decision, after a request is received. | 60 days | 50% | 34% |
| 17b | Reviewable Decisions | Enact outcome of a reviewable decision. | 28 days | 99% | 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 | 85% | 87% |
| 19 | Manage Authorised Representative | Cancel participant-requested nominee. | 14 days | 99% | 99% |
| 20 | Manage Authorised Representative | Cancel CEO-initiated nominee. | 14 days | 92% | 98% |

[4] 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.
[5] ECA stands for early childhood approach.

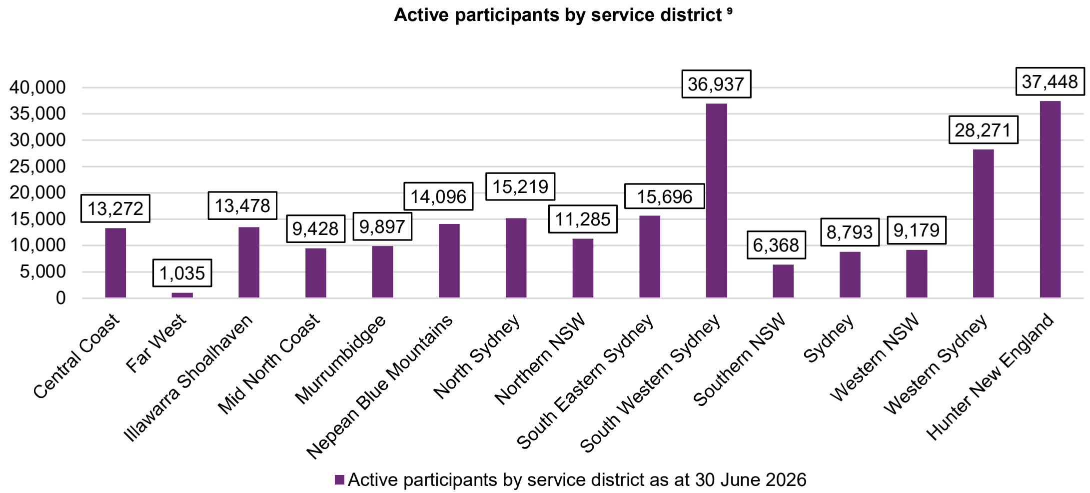
## Provider and market metrics

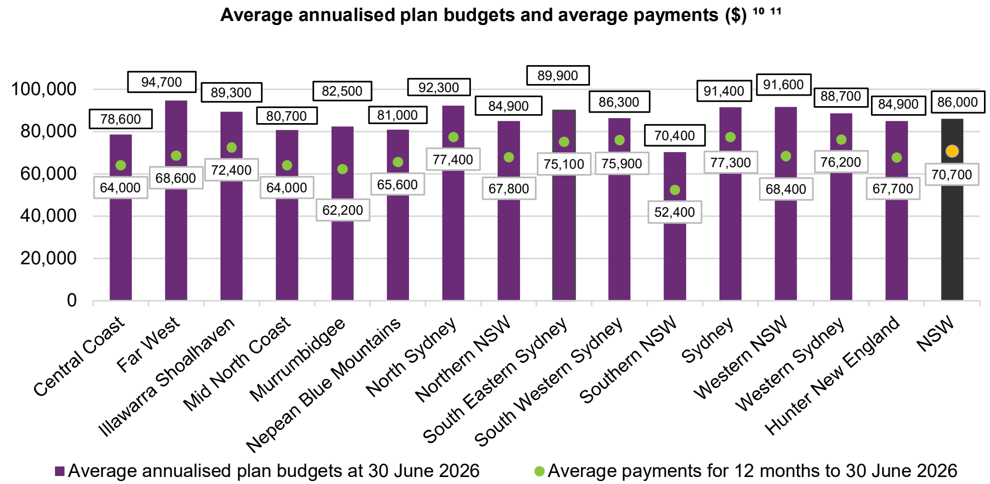
| Market supply and participant costs | As at 30 Jun | As at 31 Mar |
|---|---|---|
| Total number of active providers in the last quarter | 83,368 | 82,496 |
| Utilisation (6 month rolling average with 3 month lag) (%) | 76% | 77% |
| Payments made within agreed timeframes (3 business days) since 1 July 2025 (%) [6] | 98.4% | 98.4% |
| Total payments (on a cash basis) from 1 July 2025 ($m) | $15,878m | $11,779m |
| Total annualised plan budgets at the end of quarter ($m) [7] | $19,809m | $19,589m |
| Total plan inflation (current quarter % per annum) [8] | 4.7% | 6.0% |
| Inflation at plan reassessment (current quarter % per annum) | 2.3% | 3.4% |
| Inflation within a plan, between reassessments (current quarter % per annum) | 2.4% | 2.5% |

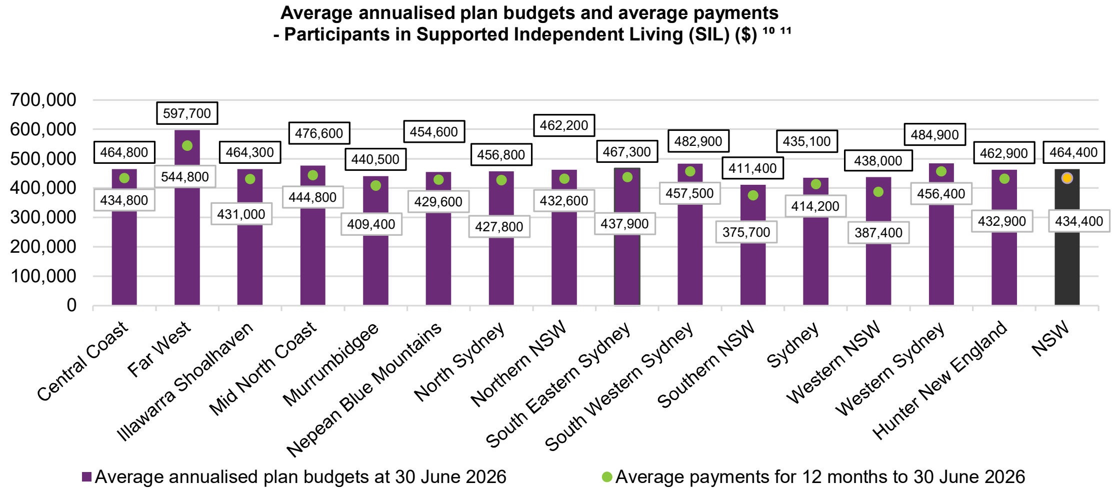
- Total annualised plan budgets at 30 June 2026 were $19,809m and payments from 1 July 2025 were $15,878m.
- Out of 83,368 active providers in the June 2026 quarter, 4,778 providers provided support to NDIA-managed participants, 61,710 providers provided support to plan-managed participants and 39,630 providers provided support to self-managed participants.
- Utilisation has been 76% from 1 October 2025 to 31 March 2026.

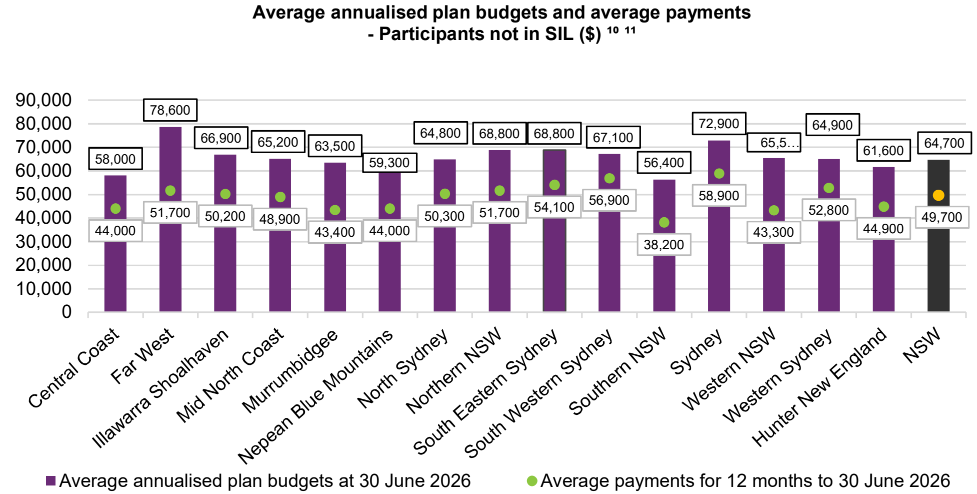
[6] The payment enquiries come from the Provider Portal, Participant Portal and NDIS App.
[7] Total annualised plan budgets refer to those in the current plans of active participants at the end of quarter.
[8] Total plan inflation consists of plan budget changes occurring at plan reassessment as well as changes occurring within a plan between reassessments.

## Summaries by Service Districts




- Hunter New England has the highest number (37,448) of active participants, while Far West has the lowest (1,035).
- The average annualised plan budget at the end of June for active participants is $86,000 ($64,700 for participants not in SIL and $464,400 for participants in SIL).
- The average payments for the 12 months ending 30 June 2026 are $70,700 ($49,700 for participants not in SIL and $434,400 for participants in SIL).
- Far West has the highest average annualised plan budgets and North Sydney has the highest average payments across all participants.

*Users of this dashboard can find these statistics and many more available via the NDIS Data Explorer at:* https://dataresearch.ndis.gov.au/explore-data

[9] There are 25 active participants as at 30 June 2026 residing in 'Other' service districts. 'Other' includes participants with service district information missing. The average annualised plan budgets and average payments for this group are not shown.
[10] Average annualised plan budgets are derived from total annualised plan budgets in the current plans of active participants as at 30 June 2026. Average payments are calculated as the average of the annualised monthly payments in the same 12 month period, weighted by the participants that are active in each month.
[11] Figures are not shown if there is insufficient data in the service district.