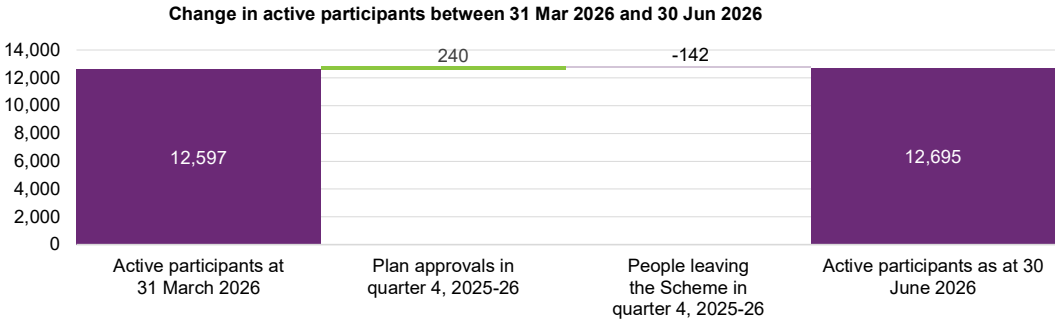


Participants and Planning

Participant experience	As at 30 Jun	As at 31 Mar
Active participants with approved plans (excluding children accessing early connections)	12,695	12,597
Children accessing early connections throughout the quarter	372	391
Percentage of participants fully or partially self managing their plan	39%	40%
Percentage of plans activated within 90 days ¹	85%	84%
Number of completed plan reassessments in the quarter	771	655
Number of completed plan variations in the quarter	208	182



Performance summary:

- 15,267 participants (excluding children accessing early connections) have had an approved plan since July 2013. 12,695 of these continue to be active.
- 10,085 active participants have not previously received disability support via State and Commonwealth government programs in the past.
- 240 participants have entered the Scheme in the June 2026 quarter and net participants leaving the Scheme ² are 142, reflecting active participant movements in and out of the Scheme and Australian Capital Territory.
- 362 access decisions have been made in the June 2026 quarter, of which 286 met access.
- 14 (5.8%) of the new active participants in the June 2026 quarter identified as First Nations participants, taking the total number of First Nations participants in Australian Capital Territory to 696 (5.5%).
- 28 (11.7%) of the new active participants in the June 2026 quarter are Culturally and Linguistically Diverse (CALD) , taking the total number of CALD participants in Australian Capital Territory to 1,184 (9.3%).

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 • Participant employment rate - Aged 15 - 64 years • Participant social and community engagement rate - Aged 15+ years • Family and carer employment rate - All ages	Latest Reassessment	Baseline
	32%	31%
	42%	35%
	66%	59%
	Latest Reassessment	First Reassessment
• Participant choice and control - Aged 15+ years	83%	72%
% of participants rating their overall experience as very good or good by pathway stage – current vs previous quarter ⁴	Quarter 4, 2025-26	Quarter 3, 2025-26
• Early Supports Process	n/a	n/a
• Community Connections Process	n/a	55%
• Apply for NDIS Process (access met)	n/a	60%
• Apply for NDIS Process (access not met)	n/a	n/a
• Plan Approval Process	46%	55%
• Plan Implementation Process	71%	68%
• Plan Reassessment Process	72%	67%

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.

⁴ "n/a" means that results cannot be measured.

Participant Service Guarantee (PSG) ⁵

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	92%	93%
2		Make an access decision, or request for more information, after an access request has been received.	21 days	94%	83%
4		Make an access decision, or request for additional information, after more information has been provided.	14 days	73%	60%
6	Planning	Approve a participant's plan, after an access decision has been made (excludes those supported by the ECA ⁶ who have received initial supports).	56 days	94%	95%
7		Approve a plan for ECA ⁶ 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	91%	87%
9		If the participant accepts the offer, hold a plan implementation meeting.	28 days	98%	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%	100%
11	Plan Reassessments	Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date.	56 days	45%	43%
12		Decide whether to undertake a participant-initiated plan reassessment, after the request is received.	21 days	27%	21%
13	Plan Variations	Complete a reassessment, after the decision to accept the request was made.	28 days	85%	85%
14		Amend a plan, after the receipt of information that triggers the plan amendment process.	28 days	38%	30%
17a	Reviewable	Complete an internal review of a reviewable decision, after a request is received.	60 days	49%	35%
17b	Decisions	Enact outcome of a reviewable decision.	28 days	100%	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	100%	100%
19	Manage Authorised Representative	Cancel participant-requested nominee.	14 days	100%	100%
20		Cancel CEO-initiated nominee.	14 days	100%	100%

⁵ 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.

⁶ 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	5,621	5,753
Utilisation (6 month rolling average with 3 month lag) (%)	73%	72%
Payments made within agreed timeframes (3 business days) since 1 July 2025 (%) ⁷	98.5%	98.5%
Total payments (on a cash basis) from 1 July 2025 (\$m)	\$732m	\$544m
Total annualised plan budgets at the end of quarter (\$m) ⁸	\$966m	\$958m
Total plan inflation (current quarter % per annum) ⁹	4.4%	4.9%
Inflation at plan reassessment (current quarter % per annum)	2.5%	3.0%
Inflation within a plan, between reassessments (current quarter % per annum)	2.0%	1.9%

- Total annualised plan budgets at 30 June 2026 were \$966m and payments from 1 July 2025 were \$732m.
- Out of 5,621 active providers in the June 2026 quarter, 345 providers provided support to NDIA-managed participants, 3,505 providers provided support to plan-managed participants and 3,347 providers provided support to self-managed participants.
- Utilisation has been 73% from 1 October 2025 to 31 March 2026.
- The average annualised plan budget ¹⁰ at the end of June for active participants is \$76,100 (\$462,800 for participants in Supported Independent Living (SIL) and \$55,400 for participants not in SIL).
- The average payment ¹¹ for the 12 month ending 30 June 2026 is \$59,100 (\$434,400 for participants in Supported Independent Living (SIL) and \$38,600 for participants not in SIL).

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>

⁷ The payment enquiries come from the Provider Portal, Participant Portal and NDIS App.

⁸ Total annualised plan budgets refer to those in the current plans of active participants at the end of quarter.

⁹ Total plan inflation consists of plan budget changes occurring at plan reassessment as well as changes occurring within a plan between reassessments.

¹⁰ Average annualised plan budgets are derived from total annualised plan budgets in the current plans of active participants at 30 June 2026.

¹¹ 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.