ndis

Delivered by the National Disability Insurance Agency

Quarterly Report

Q4 2025–26

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Introduction

Key highlights for Quarter 4, 2025–26

Securing the future of the NDIS

The Australian Government announced changes in the 2026-27 Budget to protect the National Disability Insurance Scheme (NDIS) for people with significant and permanent disability and for future generations who will rely on it.

The National Disability Insurance Scheme Amendment (Securing the NDIS for Future Generations) Bill 2026, introduced on 14 May 2026, proposes changes across four pillars:

- Fighting fraud and stopping rorts
- Slowing rapid cost increases
- Clarifying eligibility requirements
- Delivering quality services and supports

Following 3 days of public hearings in June, the Community Affairs Legislation Committee tabled an interim report on the bill on 23 June 2026. The committee is scheduled to conduct further public hearings and table its final report in August.

The NDIA is required to implement Government policy on the NDIS and comply with the National Disability Insurance Scheme Act 2013 (Cth).

The NDIA will advise participants in advance of any changes that will impact them. General updates will also be provided on the NDIS website and in the NDIA's fortnightly newsletter to participants.

Key highlights for Quarter 4, 2025–26

NDIA Board appointments

The Australian Government recently announced 3 new appointments and 3 reappointments to the NDIA Board.

Mr Nigel Ray PSM, Ms Lois Boswell and Ms Jane Spring AM have been appointed to the NDIA Board, bringing extensive experience in disability advocacy, public administration, human services and governance.

Dr Graeme Innes AM, Dr Richard Fejo and Ms Estelle Pearson have been re-appointed for a further 3-year term.

The Minister for Disability and the NDIS, The Hon Mark Butler MP, expressed deep gratitude to outgoing Board members, Ms Maryanne Diamond AO, Dr Denis Napthine AO and Mrs Joan McKenna-Kerr AM, for their valuable contributions to the NDIA Board over the previous term.

Key highlights for Quarter 4, 2025–26

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.

Ongoing achievement in key areas of participant experience with the NDIS is demonstrated in NDIA longitudinal data:

- Families and carers reporting paid employment increased from 48% at baseline to 54% at the latest reassessment.
- Participation in community and social activities among participants aged 15 years and over increased from 33% to 41%.
- Young children (birth to school age) improved by 4 or more percentage points across all life domains, with the largest gains (7+ percentage points) in choice and control, fitting into family life, and fitting into community life.
- Children between starting school and age 14 had improvements of 13 or more percentage points across all domain measures. Daily living had the strongest improvement at 16 percentage points.
- Participants aged 15-24 years improved across all domains, particularly in choice and control, daily living, and social, community and civic participation (13+ percentage points).
- Participants aged 25 years and over improved across all domains, with the largest gains (14+ percentage points) in choice and control, daily living, relationships, health and wellbeing, and social, community and civic participation.

Key highlights for Quarter 4, 2025–26

Improved NDIA operational performance

The NDIA is committed to improving how we support people applying to the NDIS, NDIS participants and their families.

Key highlights this quarter include:

- Hospital discharge delays for NDIS participants have continued to reduce, with more than half of participants discharged on the same day they are deemed medically ready. The average time for discharge reduced from 15 days to 14 days this quarter, significantly lower than the 27 days recorded in March 2023.
- Of participants meeting access, 79% rated their experience with the NDIS as good or very good.
- More than 95% of access decisions were made within the 21-day service guarantee after a request was received.
- A sustained focus on approving first plans continued to deliver the level of service expected for participants, meeting the 95% service guarantee.
- National Contact Centre (NCC) customer satisfaction remained strong at 93%, exceeding the 80% target.
- Eighty-eight per cent of NCC callers reported their enquiries were 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 4, 2025–26

A new way of planning

The NDIA has made significant progress in designing and testing a new way of planning for participant plans and budgets.

Following consultation with people with disability and their families, carers and advocates, the government announced the rollout will now commence from April 2027, allowing more time to listen to feedback, test proposed rules and processes, and share more detailed information about the transition.

The new approach includes a support needs assessment, a guided conversation between the participant and a trained assessor to help the NDIA understand a participant's disability-related support needs. The assessment tool has been tested with 300 participants to assess usability, accessibility, clarity and overall user experience. Early feedback showed the experience was respectful and supportive. Participants also asked for clearer and simpler information before the assessment and about how decisions are made.

The NDIA is expanding testing to ensure the process works well at scale and delivers consistent outcomes for participants with similar needs, with a goal of testing the approach with up to 10,000 participants by early next year. In the next phase of testing, participants are being recruited through NDIS Engage, representing different disability types, support needs and lived experiences. Participation is voluntary and will not affect a participant's current plan, funding or eligibility.

Key highlights for Quarter 4, 2025–26

Guidance on fair NDIS pricing

The NDIA recently released the Annual Pricing Review (APR), which sets out guidance on appropriate NDIS prices for 2026–27.

This year's review was informed by the most extensive engagement of any APR to date, and the largest data set of 16 million therapy transactions across private health insurance and comparable government schemes.

The APR found provider NDIS markets are stable and competitive, with strong growth in provider services nationwide. Some targeted adjustments are recommended to keep NDIS pricing in line with other markets and ensure participants pay a fair price.

An NDIS pricing schedule has also been published to complement the APR. This schedule helps guide providers on fair and appropriate pricing from 1 July 2026 and helps ensure that participants get value for money when they purchase the supports they need.

Key highlights for Quarter 4, 2025–26

Working with the disability community

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

During the quarter, the NDIA delivered 464 engagement activities, attended by more than 7,800 participants, sector representatives and other stakeholders, including 13 public webinars and dedicated information sessions for health and hospital staff. The NDIA also engaged with Motor Neurone Disease (MND) associations across Australia to understand how the MND Priority Pathway works in practice. Representatives were very supportive of the pathway and its positive impact, while also identifying opportunities for improvement.

The NDIA and the NDIS Quality and Safeguards Commission engaged with participants and sector stakeholders to support the transition to mandatory registration for supported independent living (SIL) providers and digital platform providers, which commenced on 1 July 2026.

NDIS Engage, the NDIA's official online consultation and engagement platform, recorded more than 20,000 visits during the quarter and received more than 1,000 survey responses. Engagement increased noticeably in late May and early June, demonstrating strong interest in contributing to the new way of planning and broader reform activities.

Key highlights for Quarter 4, 2025–26

Improving outcomes for First Nations people with disability

The NDIA continues to strengthen outcomes for First Nations people with disability by embedding culturally safe, community-led approaches across the NDIS, consistent with the NDIS First Nations Strategy 2025–30.

One of the highlights this quarter was the launch of First Nations Connect, a new phone service that gives First Nations people with disability a tailored pathway to contact centre staff that will provide respectful service and can explain the NDIS clearly.

The phone service will evolve based on feedback and community needs. First Nations Connect is available through the NDIS National Contact Centre on 1800 411 640.

The NDIA is also developing a First Nations market and sector development strategy for release later this year. The strategy will increase the number of Aboriginal Community Controlled Health Organisations and Aboriginal Business Enterprises in the NDIS market, giving First Nations participants better access to services, and more choice and control.

Key highlights for Quarter 4, 2025–26

Improving access and experience in regional and remote areas

The NDIA continues to improve access to the NDIS and the experience of people with disability living in regional and remote communities.

Through targeted initiatives, more people in remote communities are being supported to access the NDIS, develop their plans and use funded supports.

During the quarter, NDIA Access Clinics were held in five regional and remote communities in the Northern Territory and in Wilcannia, New South Wales, helping improve access to the NDIS for people with disability living in those locations. The NDIA is also building local workforce capability and creating employment opportunities in Yalata, South Australia, by engaging local community members to deliver essential supports, with further expansion underway.

The NDIA is trialling alternative commissioning approaches in Wadeye, Northern Territory, to better respond to thin markets, where limited NDIS supports are available to participants, through coordinated, place-based solutions developed with government and community partners. In regional Western Australia, the Joint Work Program improved access and engagement, with plan budget utilisation in Carnarvon increasing from 48% to 57% during 2025-26, alongside growth in participant numbers and improved connections to providers. The number of First Nations participants in the south-west region increased by 16% over the same period.

Together, these initiatives are strengthening local service systems and improving access to more culturally appropriate and sustainable supports across regional and remote Australia.

Key highlights for Quarter 4, 2025–26

Safeguarding participants and strengthening the integrity of the NDIS

The NDIA is strengthening safeguards for NDIS participants through enhanced integrity programs to help ensure NDIS funds are used for safe, high-quality disability supports.

In the 2026-27 Budget, the Government announced continued investment to strengthen NDIS integrity and participant safeguarding.

This includes $358.5 million over five years from 2025-26 to develop and implement a new enrolment and digital payment system to strengthen payment integrity and reduce fraud. In June 2026, the NDIA commenced a pilot of the Integrity Portal, an online submission platform that collects evidence from providers, plan managers and participants. The portal will form the foundation for broader capabilities across NDIS systems and connect to the new enrolment and digital payment system as it is developed.

The 2026–27 Budget also includes $280.1 million over five years from 2025-26, and $53.0 million per year ongoing, to continue the Fraud Fusion Taskforce and expand the NDIA's ability to detect and respond to fraud and non-compliance. At the end of June 2026, the Taskforce was investigating more than 525 matters across 108 operations and had expanded to 25 government agencies, with Comcare recently joining.

Key highlights for Quarter 4, 2025–26

Scheme financial experience

Scheme expense growth was 10.5% for the 12 months to June 2026. The growth rate was 10.8% for the 12 months to June 2025.

For the 12 months to June 2026, total Scheme expenses were $51.2 billion, which was $492 million (1.0%) above the June 2025 Annual Financial Sustainability Report projections.

Plan inflation in the June 2026 quarter was 4.7%, which was lower than the 9.7% recorded in the June 2025 quarter. Inflation occurring at plan reassessment (inter-plan inflation) reduced from 4.7% in the June 2025 quarter to 2.1% in the June 2026 quarter, while inflation occurring within a plan, between reassessments (intra-plan inflation), reduced from 5.0% to 2.6% during the same period.

Section 1

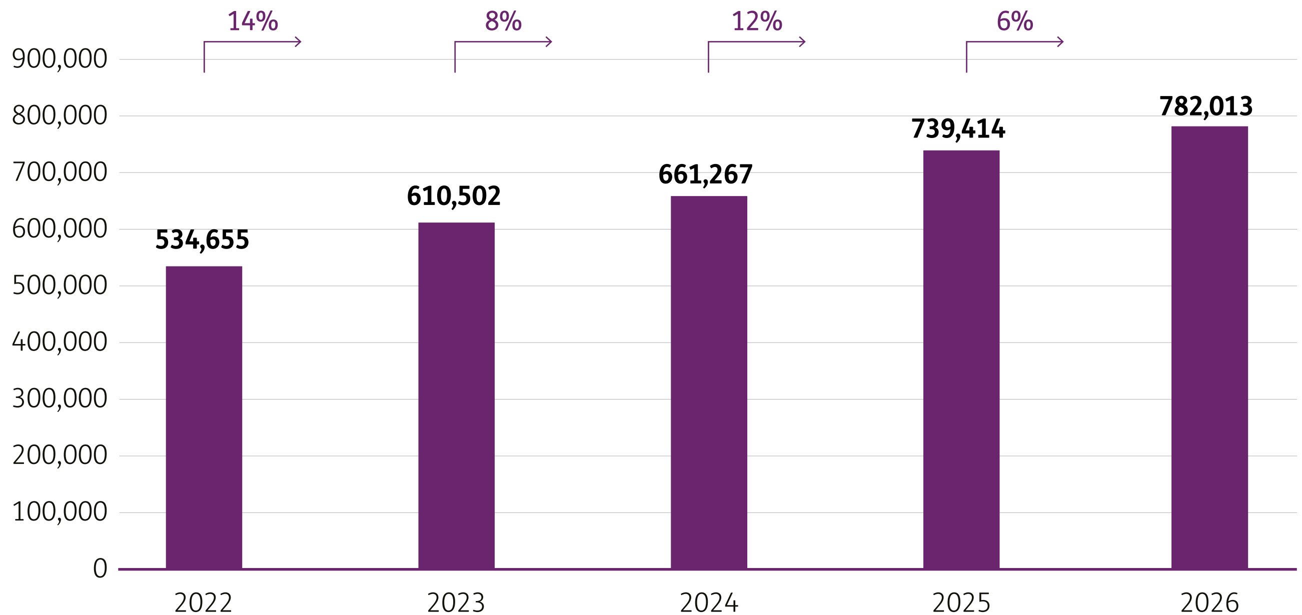
Participants and their plans

1.1 Number of participants in the NDIS

More than 782,000 participants are receiving support from the NDIS, and more than 16,100 participants entered the Scheme during the quarter.

As at 30 June 2026, **782,013** participants had approved NDIS plans. This represents a net increase of **7,557** participants since March 2026 (1.0% increase).

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



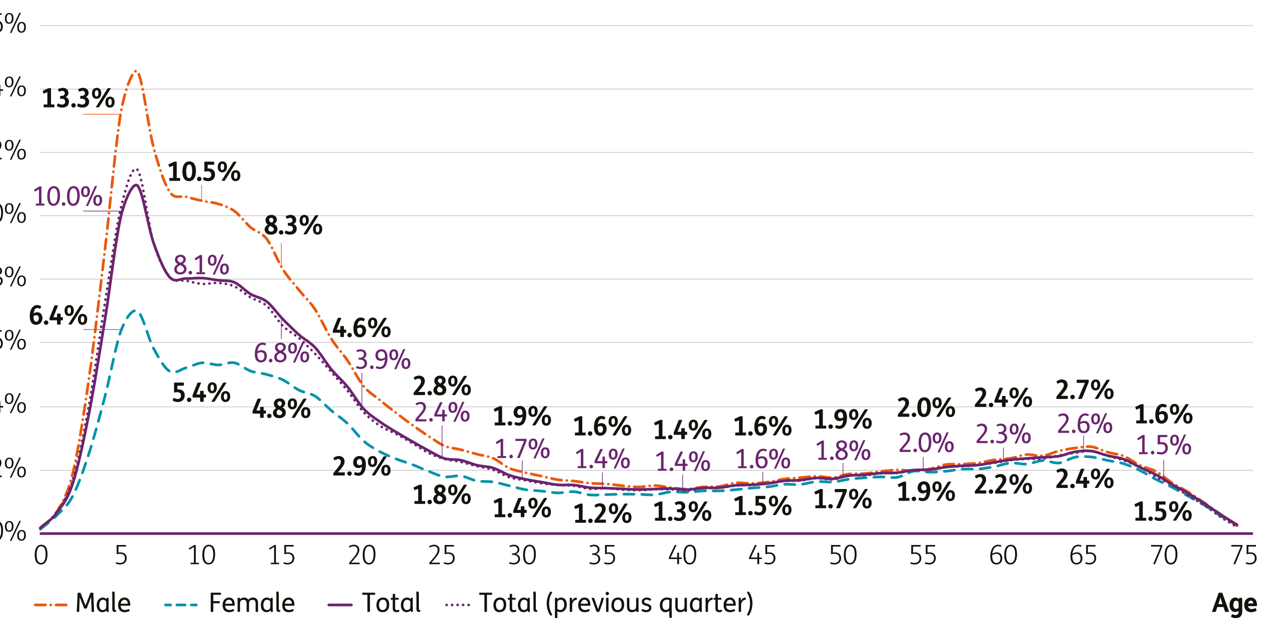
1 This is the net increase in the number of active participants in the NDIS each period, noting some participants have left the NDIS.

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 11% 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 (15%) is more than 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 as culturally and linguistically diverse (CALD), and those who are from remote and very remote areas.[2]

Of the **16,138** participants entering and receiving a plan in the quarter:

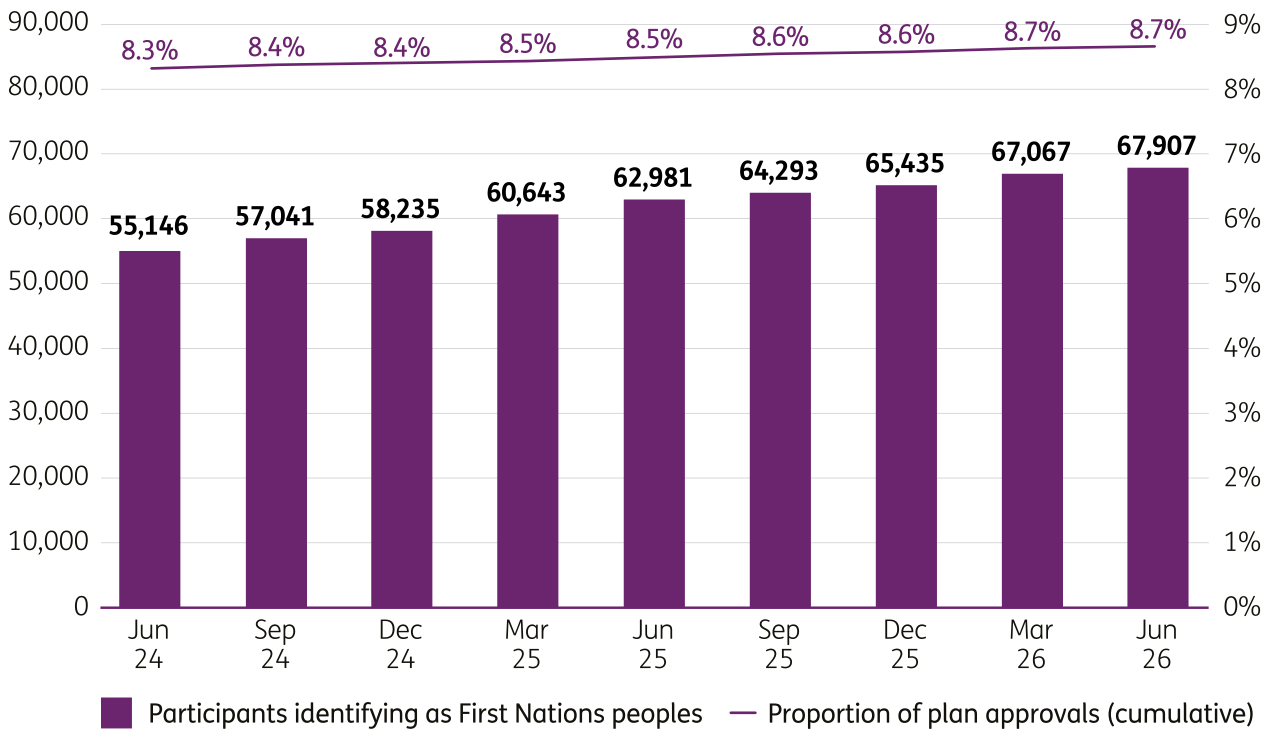
- **10.9%** were **First Nations Peoples**[3]
- **9.6%** were **CALD**[4]
- **2.0%** were from **remote and very remote areas**[5]

The total proportion of First Nations participants in the NDIS was 8.7% at the end of the June 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 **34%** to **41%** 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 2025–26 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. 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 questionnaire.
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, continues to be 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]
- **Three** percentage point increase from **26%** 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
- **Four** percentage point decrease from **20%** 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 2025–26 target of 22%.

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 **77%** 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
- **Thirteen** percentage point increase from **72%** to **85%** 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	+9
Social, community and civic participation (fitting into community life)	63	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	+16
Lifelong learning (access to education)	42	58	+15
Relationships (with family and friends)	51	66	+15
Social, community and civic participation (social and recreational life)	46	60	+13

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	77	+15
Daily living	62	78	+16
Relationships	51	61	+11
Home	23	28	+5
Health and wellbeing	45	61	+16
Lifelong learning	36	45	+9
Work	19	26	+7
Social, community and civic participation	56	69	+13

The largest improvement over time in the NDIS was for the daily living and health and wellbeing domains (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 5 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	85	+14
Daily living	74	88	+14
Relationships	53	70	+17
Home	31	43	+12
Health and wellbeing	54	71	+18
Lifelong learning	31	41	+10
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 (10 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 guide 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 June 2026 quarter	Change from last quarter*
Transparent	We will make it easy to access and understand our information and decisions.	79%	↔
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.	68%	↔
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 – **79%** of respondents experienced interactions that were transparent, with **93%** indicating that communication was in their preferred format and **78%** saying that decisions and outcomes were explained to them.

Responsive – **65%** of respondents reported an experience that was responsive, with **67%** saying that their circumstances and needs were considered.

Respectful – **68%** of respondents experienced respectful service, with **90%** of participants and other people with disability engaging with the NDIS noting they were treated with respect. In addition, 62% 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 **87%** 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 NDIA continued to monitor and report on 18 PSG measures during the quarter, with reporting for PSGs 3, 5 and 15 remaining unavailable. Of the 18 measures, 9 (50%) met or exceeded their target timeframes at least 95% of the time, while a further 4 measures achieved results above 80%.

Scheme eligibility and access (PSGs 2 and 4)

Performance improved, with PSG 2 increasing to 96% and PSG 4 to 79%, reflecting the ongoing focus on improving access decisions.

First plans (PSGs 6 and 7)

More than 97% of participants received their first plan within the PSG timeframe.

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

High volumes of reassessment requests continued to impact performance. PSG 12 improved to 32%, PSG 14 improved to 44%, and PSG 13 achieved 86%. Internal review performance also improved, with PSG 17a increasing to 48%, PSG 17b reaching 99%, and PSG 18 maintaining strong performance at 90%. Improving the timeliness of reviews and reassessments remains a key focus.

3.2 Participant Service Guarantee

Performance against the Participant Service Guarantee

*** Change from last quarter** ↑ More than 3 percentage points higher ↔ Within 3 percentage points ↓ More than 3 percentage points lower

PSG	Service type	Description of the service being guaranteed	Service Guarantee	Performance in the June 2026 quarter	Change from last quarter*
1	Access	Explanation of a previous decision, after a request for explanation is received.	28 days	96%	↔
2	Access	Make an access decision, or request for more information, after an access request has been received.	21 days	96%	↑
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	96%	↔
7	Planning	Approve a plan for ECA participants, after an access decision has been made.	56 days	100%	↔
8	Implementation	Offer to hold a plan implementation meeting, after the plan is approved.	7 days	89%	↑
9	Implementation	If a participant accepts the offer, hold a plan implementation meeting.	28 days	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	99%	↔
11	Plan reassessment	Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date.	56 days	45%	↔

3.2 Participant Service Guarantee

Performance against the Participant Service Guarantee cont.

*** Change from last quarter** ↑ More than 3 percentage points higher ↔ Within 3 percentage points ↓ More than 3 percentage points lower

PSG	Service type	Description of the service being guaranteed	Service Guarantee	Performance in the June 2026 quarter	Change from last quarter*
12	Plan reassessment	Decide whether to undertake a participant-initiated plan reassessment, after the request is received.	21 days	32%	↔
13	Plan reassessment	Complete a reassessment, after the decision to accept the request was made.	28 days	86%	↔
14	Plan variations	Amend a plan, after the receipt of information that triggers the plan amendment process.	28 days	44%	↑
17a	Reviewable decisions	Complete an internal review of a reviewable decision after a request is received.	60 days	48%	↑
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	90%	↔
19	Manage authorised representative	Cancel participant requested nominee.	14 days	99%	↔
20	Manage authorised representative	Cancel CEO initiated nominee	14 days	95%	↔

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

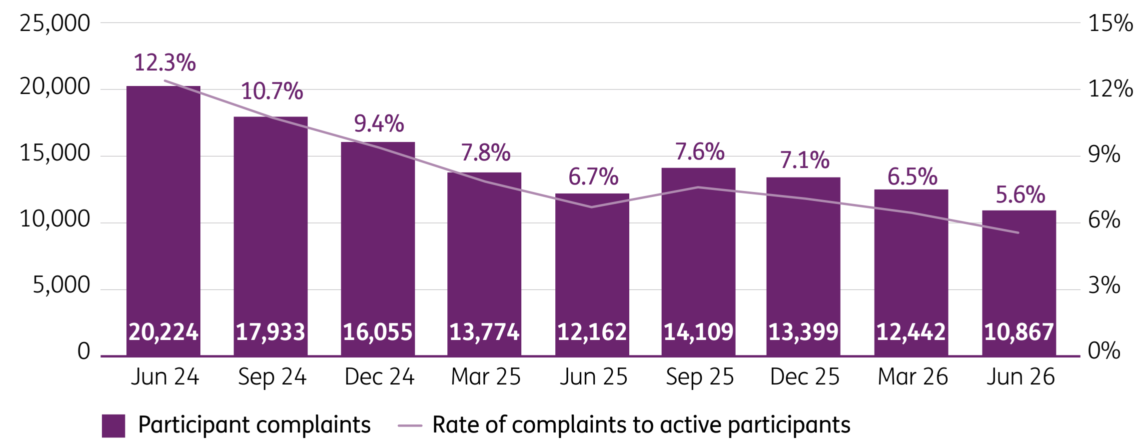
The number of complaints from both participants and providers reduced this quarter.

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 10,867 participant complaints, which is 5.6% of active participants. This is the lowest complaint rate in the past 2 years.

Number and proportion of participant complaints



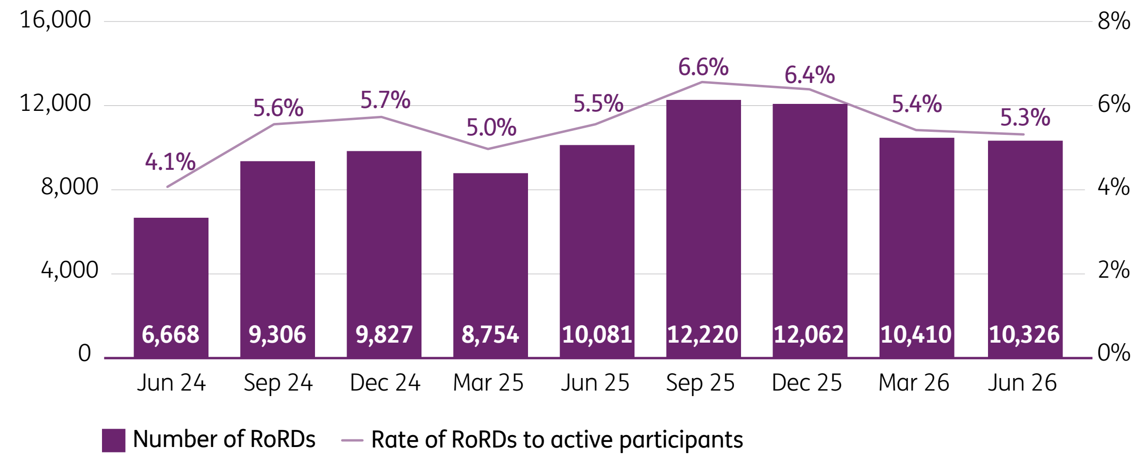
12 It is possible to record multiple related parties as the source of a complaint. In some cases, different complainant types (participants, providers or other parties) are linked to a single complaint. As a result, the sum of participant complaints, provider complaints and other complaints is higher 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 5.4% in the March 2026 quarter to 5.3% in the June 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

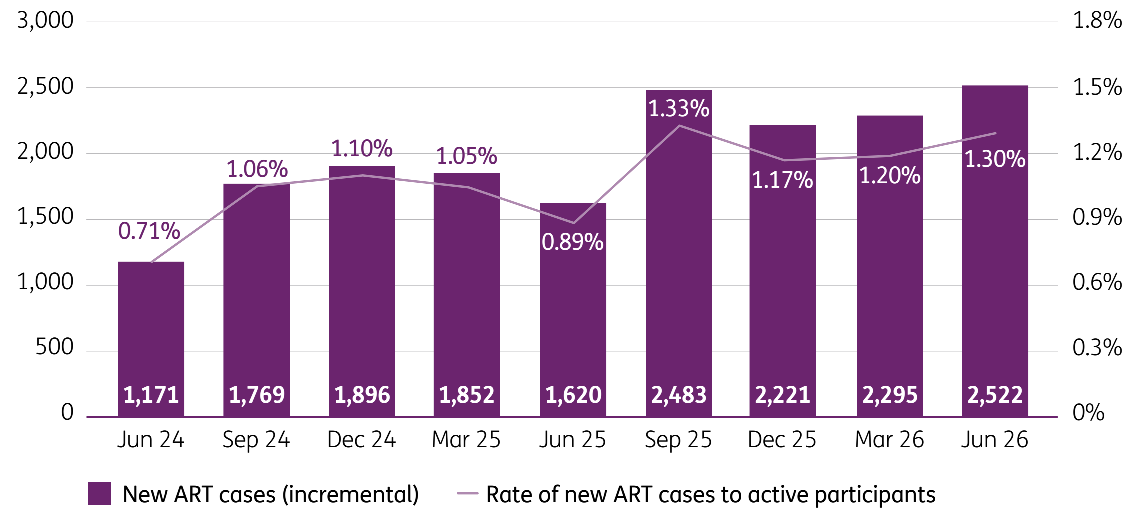
Administrative Review Tribunal (ART)

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 2,522 new ART cases in the June 2026 quarter, relating to 2,510 participants. The number of new ART cases (as a proportion of active participants) has increased from 1.2% in the March 2026 quarter to 1.3% in the June 2026 quarter.

The NDIA is addressing the increase and case resolution rates as a priority, with a focus on ensuring timely, high-quality outcomes for participants.

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).

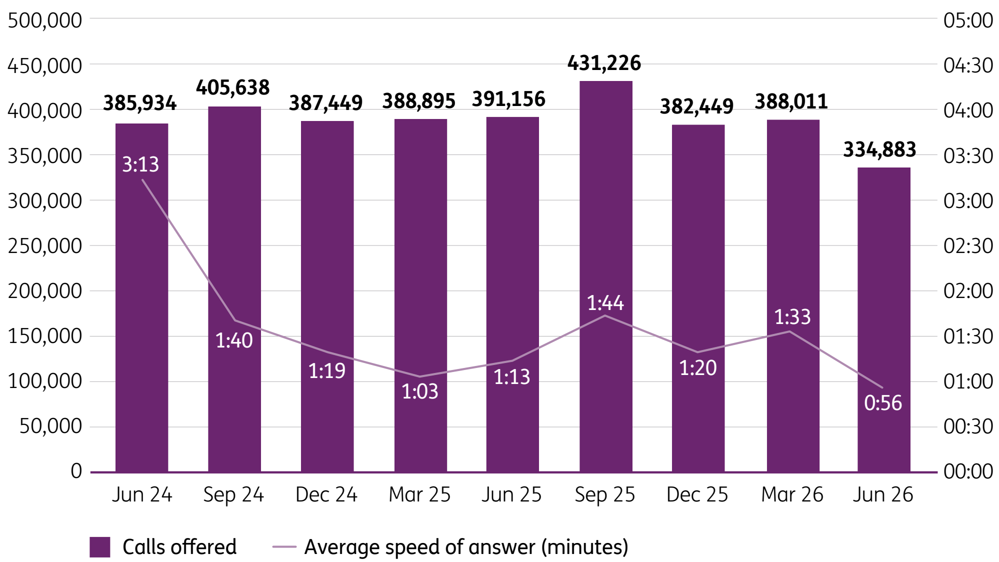
3.4 The NDIS National Contact Centre

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

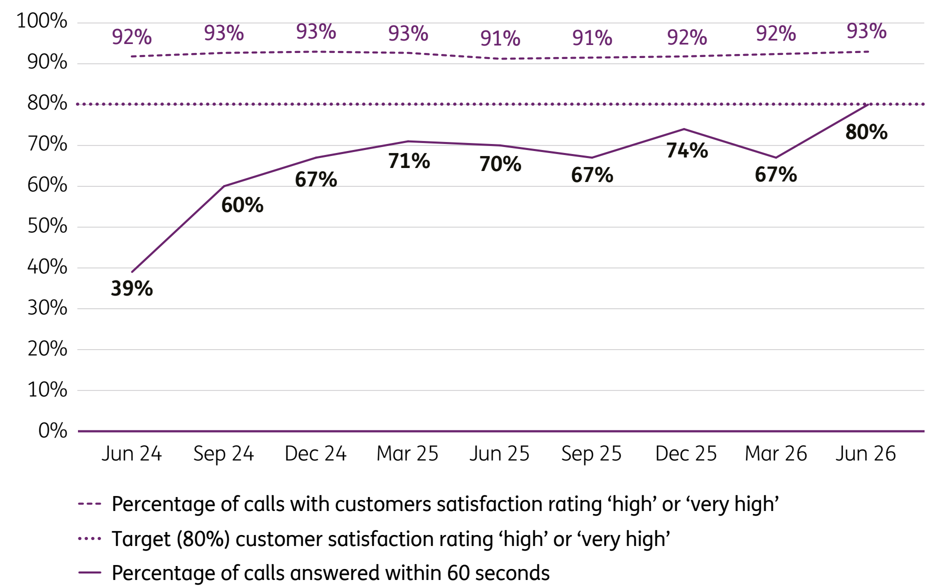
In the June 2026 quarter, the NCC received **751,219 contacts**, a **7% decrease** from the March 2026 quarter and a **10% decrease** from the June 2025 quarter.

Contacts comprised **384,124 emails** (+4% from the previous quarter), **334,883 voice contacts** (-14%), and **32,212 webchats** (-32%).

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 June 2026, $51.5 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 (12% 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 $26.8 billion in payments for core daily activities in the 12 months to 30 June 2026, $12.4 billion was for payments related to participants in SIL.

Total payments from 1 July 2025 to 30 June 2026

Support category	Total payments (in $m)	Percentage of total payments
Core – daily activities	26,822	52.1%
Core – social and community participation	12,209	23.7%
Core – consumables and transport	1,502	2.9%
Capacity building – daily activities[20]	5,964	11.6%
Capacity building – other	3,436	6.7%
Capital	1,518	2.9%
Total[21]	**51,452**	**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 $51.2 billion.
20 www.ndis.gov.au/participants/using-your-funding/ndis-support-budgets/guide-ndis-support-budgets
21 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.

In the June 2026 quarter, a minority of participants (6%) had their funding managed entirely by the NDIA, while the majority (69%)[22] 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 June 2026 quarter

Plan management type	Payments made to active providers ($b),[23] and proportion of total payments	Number of active providers[24]
Agency-managed	3.5 (26%)	10,842
Plan-managed	8.6 (64%)	210,956
Self-managed	1.2 (9%)	133,703
Total	**13.3**	**280,258**

22 This figure excludes participants who have opted to self-manage part of their funding.
23 Includes cash and in-kind payments.
24 '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

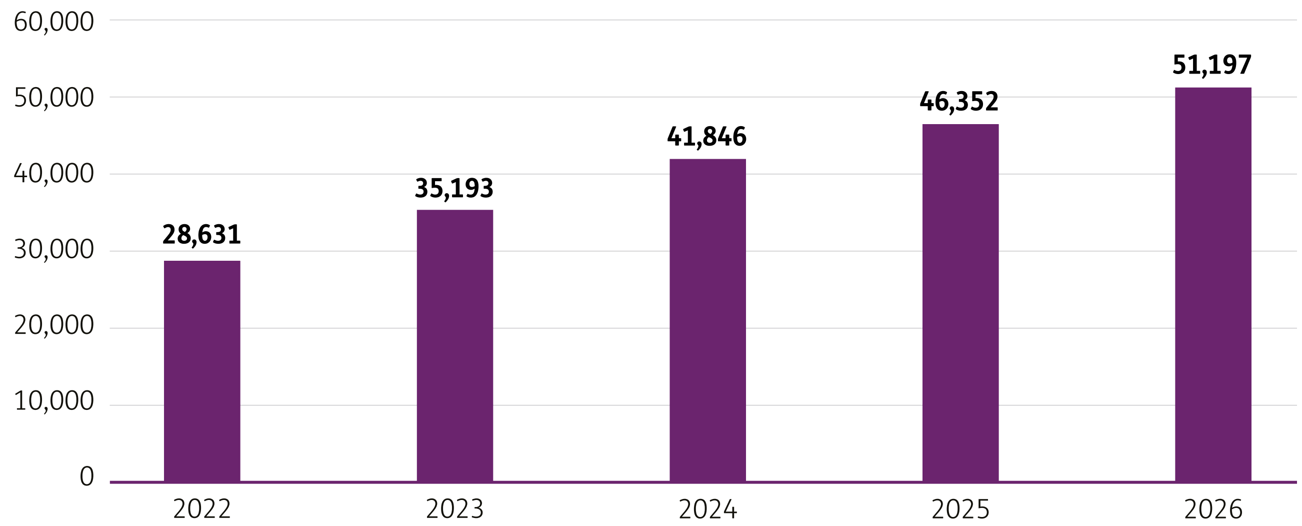
A financially sustainable NDIS achieves outcomes for participants across their lifetimes and is affordable now and into the future.

Total NDIS payments continued to increase due to increased participant numbers and higher average costs per participant.[25]

Total payments in the year to 30 June 2025 were $46.4 billion, while the payments in the year to 30 June 2026 were $51.2 billion.

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

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



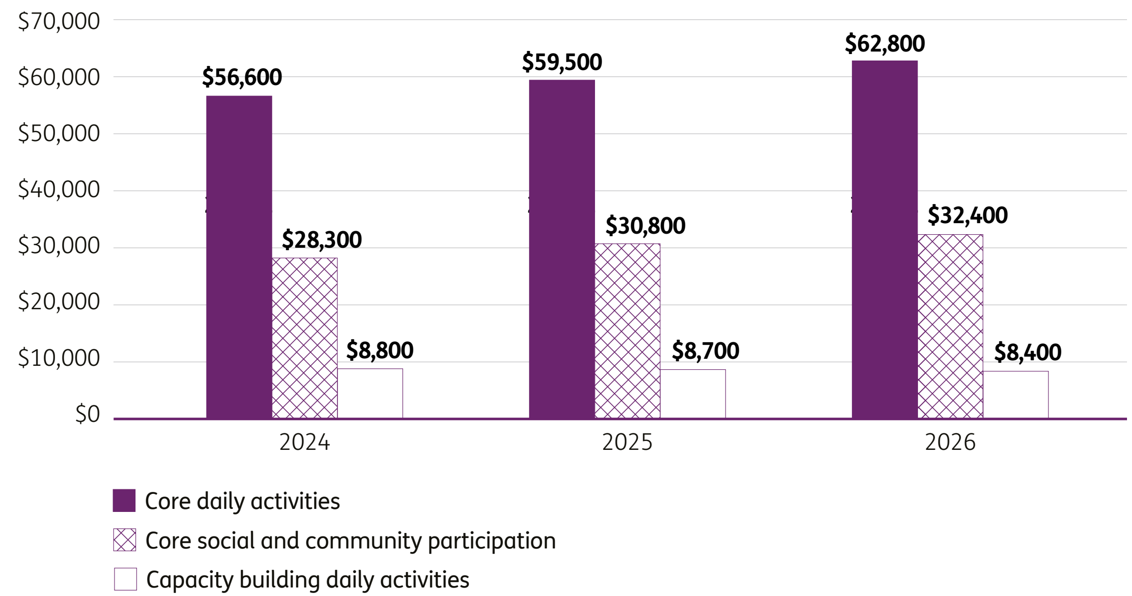
25 Total NDIS costs are presented by financial year on an accrual basis, sourced from the NDIA financial accounts. The NDIS costs figure is made up of total NDIS expenses, less NDIS grant payments, write-downs and write-offs. The NDIS and NDIA costs for the 2025–26 financial year are provisional results and subject to further changes, including the Australian National Audit Office audit.

5.2 Average and median payment trends

Eighty-seven per cent of payments in the 12 months to 30 June 2026 were for core daily activities, core social and community participation, and capacity building daily activities.[26]

Average payments in the 12 months to 30 June 2026 are $62,800 for core daily activities, $32,400 for core social and community participation and $8,400 for capacity building daily activities. This represents increases of 5.3% and 7.0% and a decrease of 2.3% per annum respectively between 1 July 2024 and 30 June 2026.

Average payments by support category for years ending 30 June



26 More information on support categories is available on the NDIS website: www.ndis.gov.au/participants/using-your-funding/ndis-support-budgets/guide-ndis-support-budgets

5.3 Average plan budget trends

Average and median plan budgets have also 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 June 2026 by:

- **3.6%** per annum for all participants
- **4.0%** per annum for participants in supported independent living (SIL)
- **5.4%** per annum for participants not in SIL.

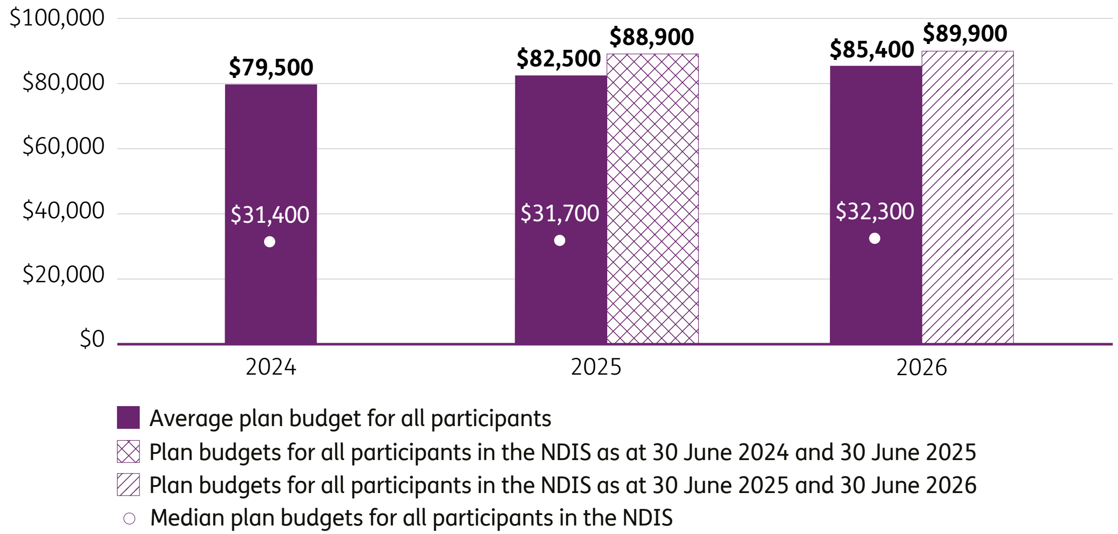
Median plan budgets increased by 1.4% over the 2-year period to 30 June 2026.

The proportion of participants in SIL has decreased over the last 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 $79,500 to $88,900 (11.8%) for participants in the NDIS as at 30 June 2024 and 30 June 2025.

Similarly, average plan budgets for participants in the NDIS as at 30 June 2025 and 30 June 2026 increased from $82,500 to $89,900 (9.0%).

Average annualised plan budgets for years ending 30 June



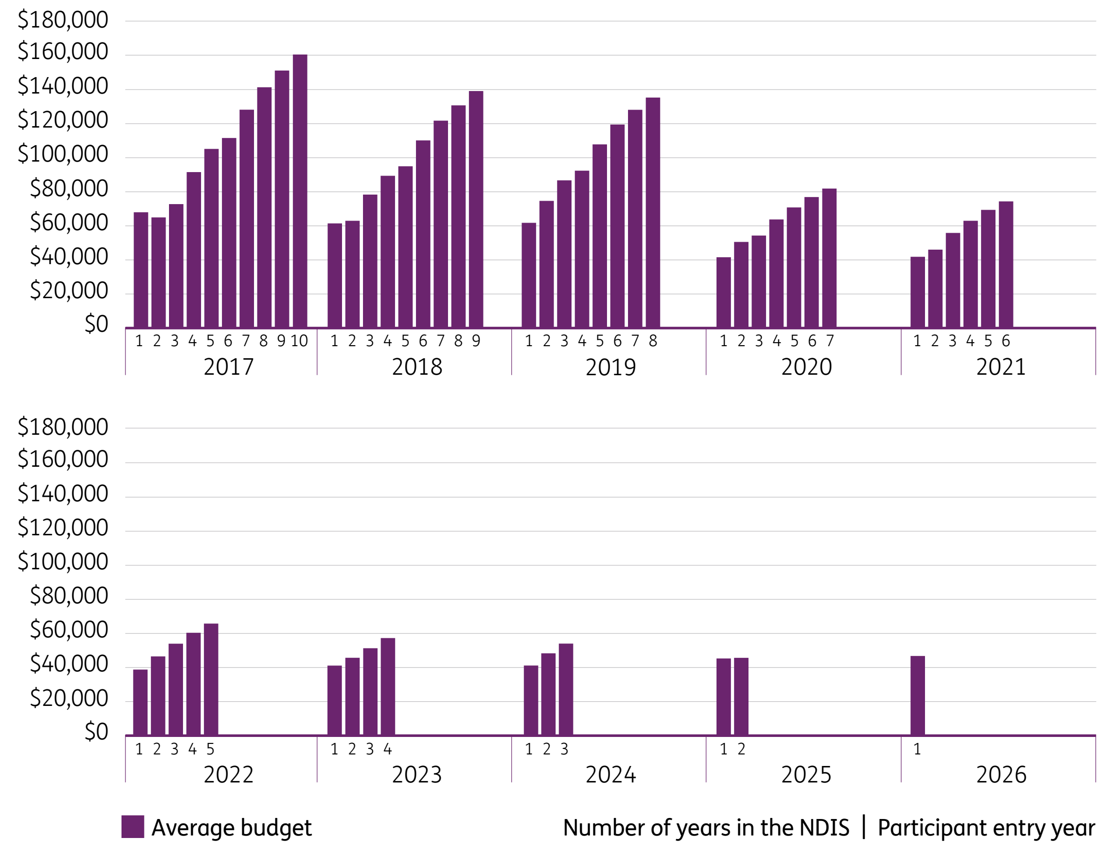
5.3 Average plan budget trends

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 $139,000 in the most recent year (for those who have been in the NDIS for 9 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 $67,800 for participants who entered in the year ending 30 June 2017. 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 June 2026, by year of entry ending 30 June, and number of years in the NDIS



5.3 Average plan budget trends

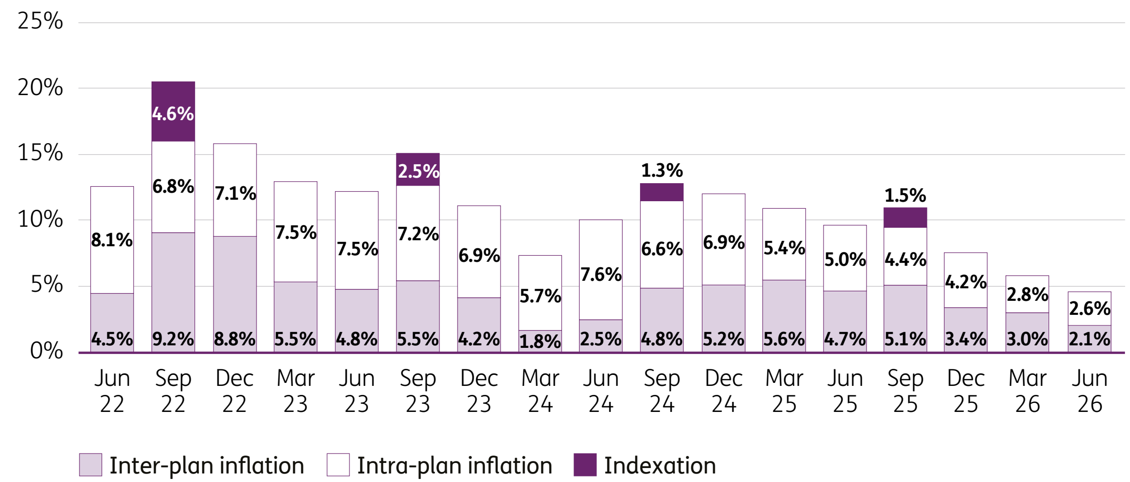
Plan inflation

Total annualised plan inflation in the June 2026 quarter was 4.7%, of which 2.1% was due to changes made at plan reassessment, and 2.6% was due to changes occurring within a plan between reassessments.

The inflation rate of 4.7% per annum in June 2026 compares with a rate of 5.9% per annum in March 2026 and 7.6% per annum in December 2025. Inflation occurring at plan reassessment (inter-plan inflation) was 2.1% per annum in June 2026, which compares with 3.0% per annum in March 2026 and 3.4% per annum in December 2025.

Inflation occurring within a plan, between reassessments (intra-plan inflation), was 2.6% per annum in June 2026, which compares with 2.8% per annum in March 2026 and 4.2% per annum in December 2025.

Annualised percentage change in plan budgets for active participants



5.3 Average plan budget trends

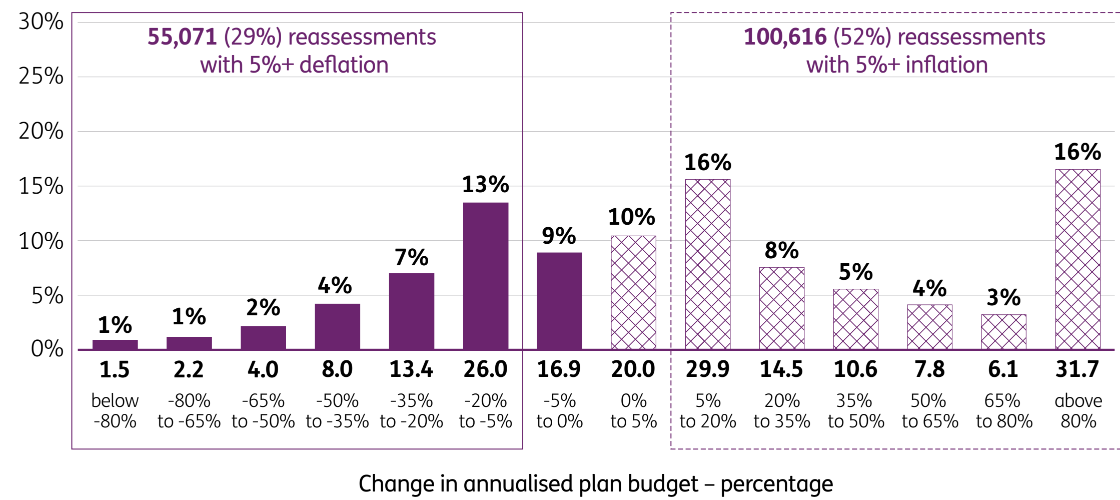
Individual plan budgets can vary significantly. In this financial year, considering total plan inflation, plan budgets were more likely to increase than decrease.

During the 12 months to 30 June 2026, 23% of active participants had at least one plan reassessment. The table on the left shows that out of the plans that were reassessed:[27]

- **52%** had their budgets increased by more than 5% (compared to **60%** in the year to 30 June 2025)
- **29%** decreased by more than 5% (compared to **18%** in the year to 30 June 2025)
- **19%** remained within 5% (compared to **22%** in the year to 30 June 2025).

Of the plans reassessed, **16%** had their budgets increased by more than **80%** (compared to **17%** in the 9 months to 31 March 2026 and **19%** in the year to 30 June 2025).

Distribution of the percentage change in annualised plan budgets for plans reassessed between 1 July 2025 and 30 June 2026



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

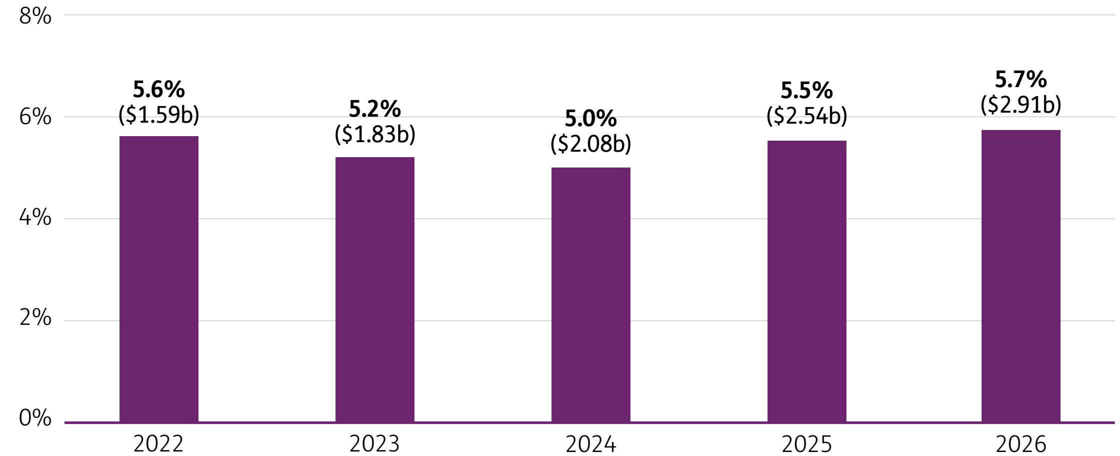
5.4 Operating expenses

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.

Additional investments to strengthen the NDIS and improve the participant experience have increased the annual operating expense per participant to $3,823 for the year ending 30 June 2026. NDIA operating expenses for the year ending 30 June 2025 were $2.54 billion, and $2.91 billion for the year ending 30 June 2026.

Operating expenses decreased from 5.6% in 2021–22 to 5.0% in 2023–24 as a percentage of participant expenditure. The figure increased to 5.5% in the 2024–25 year and increased further to 5.7% in the 2025–26 year. 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. 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 questionnaire.

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.

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20 www.ndis.gov.au/participants/using-your-funding/ndis-support-budgets/guide-ndis-support-budgets.

21 Includes therapy services.

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

ndis

ndis.gov.au

National Disability Insurance Agency

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Webchat ndis.gov.au

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For people who are deaf or hard of hearing

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