On this page:

Scheme eligibility and access (PSGs 2 and 4)
First plans (PSGs 6 and 7)
Reviews and reassessments (PSGs 12, 13, 14, 17a, 17b and 18)
Getting started with the NDIS
Getting a plan
Changing a plan
Making a complaint

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, 9 (50%) met or exceeded their target timeframes at least 95% of the time (PSGs 1, 2, 6, 7, 9, 10, 16, 17b and 19)[17].

A further 4 measures (22%) achieved results above 80% (PSGs 8, 13, 18 and 20).

Scheme eligibility and access (PSGs 2 and 4)

PSG 2 performance improved by 14 percentage points this quarter to 96%, driven by the NDIA's ongoing focus on improving our performance in access decisions. PSG 4 performance improved by 11 percentage points to 79%, reflecting both the continued focus on improving our performance in making access decisions and improvements to the process for 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 97% of participants received their first plan within the PSG timeframe this

quarter.

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

The high volume of participants seeking reassessments of their NDIS plans (PSGs 12, 13 and 14) has continued to impact performance. Despite this, PSG 12 improved to 32%, an increase of 3 percentage points, and PSG 14 improved by 5 percentage points to 44%. PSG 13 decreased by 1 percentage point to 86%.

The NDIA is 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 48%, a 14 percentage point increase from the previous quarter. PSG 17b improved slightly to 99%, and PSG 18 maintained strong performance at 90%.

Improving performance for conducting reviews will remain a focus in the first quarter of the 2026–27 financial year.

[17] The unrounded performance of PSG 20 is 94.8%. Meeting the target is measured using unrounded performance.

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 June 2026 quarter (most current data)	How does this compare to last quarter (March 2026)
Explain a decision	28 days	96%	Within 3 percentage points
Decide who can use the NDIS	90 days	96%	More than 3 percentage points higher

What we will do	The most days it will take us	Performance at June 2026 quarter (most current data)	How does this compare to last quarter (March 2026)
Make a decision about who can use the NDIS after we've been given more information	14 days	79%	More than 3 percentage points higher

Getting a plan

What we will do	The most days it will take us	Performance at June 2026 quarter (most current data)	How does this compare to last quarter (March 2026)
Approve a plan	56 days	96%	Within 3 percentage points
Approve a plan for a child under 9 years	56 days	100%	Within 3 percentage points
Make a time to have a meeting to start your plan if you want to	7 days	89%	More than 3 percentage points higher
Have a meeting to start your plan if you want to	28 days	98%	Within 3 percentage points
Give you a copy of your approved plan †	7 days	99%	Within 3 percentage points

Changing a plan

What we will do	The most days it will take us	Performance at June 2026 quarter (most current data)	How does this compare to last quarter (March 2026)
Start setting up a plan reassessment†	56 days before the review date	45%	Within 3 percentage points
Decide whether to do a plan reassessment, if you ask us to	90 days	32%	Within 3 percentage points

What we will do	The most days it will take us	Performance at June 2026 quarter (most current data)	How does this compare to last quarter (March 2026)
Do a plan reassessment we have agreed to	28 days	86%	Within 3 percentage points
Make changes to a plan †	28 days	44%	More than 3 percentage points higher
Review our decisions if we need to	60 days	48%	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	90%	Within 3 percentage points
Cancel a participant-requested nominee	14 days	99%	Within 3 percentage points
Cancel a CEO-initiated nominee	14 days	95%	Within 3 percentage points

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.

†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 June 2026 quarter (most current data)	How does this compare to last quarter (March 2026)

Fix your complaint if we can	21 days	96%	More than 3 percentage points higher

This page current as of
27 August 2026