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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](#).

The tables below shows the timeframes for each of the key NDIS processes, which has 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 2023 quarter (most current data)
Explain a decision	28 days	97%
Decide who can use the NDIS	21 days	100%
Give people time to prepare information if we ask for it	90 days	100%
Make a decision about who can use the NDIS after we've been given more information	14 days	91%

Getting a plan

What we will do	The most days it will take us	Performance at September 2023 quarter (most current data)
Start making your plan	21 days	95%
Approve a plan	56 days	93%
Approve a plan for a child under 7 years	90 days	97%
Make a time to have a meeting to start your plan if you want to	As soon as we can	Reporting will start in 2024
Have a meeting to start your plan if you want to	28 days	100%
Give you a copy of your approved plan	7 days	Reporting will start in 2024

Changing a plan

What we will do	The most days it will take us	Performance at September 2023 quarter (most current data)
Start setting up a plan reassessment	56 days before the review date	73%*
Decide whether to do a plan reassessment, if you ask us to	21 days	72%
Do a plan reassessment we have agreed to	28 days	64%
Make small changes to a plan	28 days	93%
Make big changes to a plan	50 days	88%
Give you a copy of the plan after it has changed	7 days	Reporting will start in 2024
Review our decisions if we need to	60 days	94%

What we will do	The most days it will take us	Performance at September 2023 quarter (mostcurrent data)
Put changes into place when the Administrative Appeals Tribunal asks us to	28 days	99%
Cancel a participant-requested nominee	14 days	97%
Cancel a CEO-initiated nominee	14 days	97%

*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.

Making a complaint

What we will do	The most days it will take us	Performance at September 2023 quarter (most current data)
Tell you that we have received your complaint	1 day	Not reported.
Get in touch after we receive your complaint	2 days	Not reported.
Fix your complaint if we can	21 days	61%

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