

Supplement E:

National

Adapting to the new computer system and processes has impacted some data detailed in this supplement. This includes the proportion of active participant plans with not-stated culturally and linguistically diverse (CALD) status; missing data about reported level of function, and 'other disability' types. There may be some minor instances of information being restated in this report as data is further refined.

When interpreting the results detailed in this supplement, please also consider the following:

Percentage figures have been rounded and may not always total to one hundred per cent.

Totals include participants with missing characteristics, where applicable.

Throughout this supplement, results are not adjusted for underlying differences in population characteristics, and hence comparisons of the results for subsections of the population should be interpreted with caution.

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

There are five parts to this supplement.

Part One: Participants and their plans

The number of participants residing in remote and very remote areas is based on the Modified Monash Model measure of remoteness (Tables E.10).

Table E.1 Active participants by quarter of entry, by service previously received and entry type – National

Participant breakdown	Prior Quarters	Quarter 1, 2025-26	Total
Access decisions	966,288	27,837	994,125
Currently Eligible - Total	737,811	22,199	760,010
Currently Eligible - New	523,484	21,925	545,409
Currently Eligible - State	173,362	189	173,551
Currently Eligible - Commonwealth	40,964	85	41,049
Active Participant Plans - Total	730,550	20,896	751,446
Active Participant Plans - New	517,090	20,657	537,747
Active Participant Plans - State	172,608	163	172,771
Active Participant Plans - Commonwealth	40,851	76	40,927
Active Participant Plans - Total	730,550	20,896	751,446
Active Participant Plans - Early Intervention (s25)	228,028	10,139	238,167
Active Participant Plans - Permanent Disability (s24)	490,053	5,252	495,305
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	12,469	5,505	17,974

Table E.2 People who have left the Scheme since 1 July 2013 as at 30 September 2025 – National ¹

People leaving the Scheme	Prior Quarters	Quarter 1, 2025-26	Total
Number of people who have left the Scheme	73,596	8,895	82,491

¹ The number of people who have left the Scheme is people leaving net of people returning to the Scheme.

Table E.3 Assessment of access by age group at access decision and gender – National

Age group at access decision	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
0 to 8	239,389	97%	104,476	97%	2,628	89%	346,493	97%
9 to 14	72,799	91%	41,571	92%	1,694	84%	116,064	91%
15 to 18	30,908	92%	20,762	90%	1,370	88%	53,040	91%
19 to 24	24,210	90%	16,794	85%	1,107	77%	42,111	88%
25 to 34	30,611	86%	25,383	79%	1,078	65%	57,072	83%
35 to 44	31,180	82%	28,730	75%	648	54%	60,558	78%
45 to 54	38,886	79%	36,529	70%	645	45%	76,060	74%
55 to 64	50,923	74%	45,812	62%	776	38%	97,511	68%
65+	<2,380	n/a	<2,180	n/a	<40	n/a	<4,590	n/a
Missing	<11	n/a	<10	n/a	<11	n/a	<11	n/a
Total	521,284	89%	322,232	81%	9,984	69%	853,500	86%

Table E.4 Assessment of access by primary disability group and gender – National

Primary disability group	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
Acquired brain injury	16,010	91%	8,167	90%	164	66%	24,341	90%
Autism	210,709	98%	100,969	98%	5,834	94%	317,512	98%
Cerebral palsy	10,975	97%	8,870	97%	106	88%	19,951	97%
Developmental delay	76,106	98%	33,268	98%	823	93%	110,197	98%
Down syndrome	6,984	100%	5,879	100%	70	96%	12,933	100%
Global developmental delay	16,970	99%	7,139	99%	153	96%	24,262	99%
Hearing impairment	15,184	90%	15,892	87%	275	75%	31,351	88%
Intellectual disability	60,010	95%	44,686	94%	597	77%	105,293	94%
Multiple sclerosis	3,365	92%	9,842	91%	80	70%	13,287	91%
Psychosocial disability	38,162	72%	35,048	62%	769	34%	73,979	66%
Spinal cord injury	5,275	93%	2,193	91%	73	80%	7,541	92%
Stroke	7,644	87%	5,411	84%	91	61%	13,146	85%
Visual impairment	6,330	87%	5,883	86%	92	59%	12,305	86%
Other neurological	19,186	82%	15,555	80%	267	57%	35,008	81%
Other physical	13,080	49%	13,361	38%	252	22%	26,693	42%
Other sensory/speech	2,596	49%	1,020	44%	22	19%	3,638	47%
Other	12,698	57%	9,049	41%	316	29%	22,063	49%
Total	521,284	89%	322,232	81%	9,984	69%	853,500	86%

Table E.5 Participant profile per quarter by participants identifying as First Nations Peoples – National

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
First Nations Participants	59,874	8%	2,158	10%	62,032	8%
Non-First Nations Participants	572,978	78%	16,851	81%	589,829	78%
Not Stated	97,698	13%	1,887	9%	99,585	13%
Total	730,550	100%	20,896	100%	751,446	100%

Table E.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – National

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	63,985	9%	1,597	8%	65,582	9%
Not culturally and linguistically diverse	635,349	87%	18,282	87%	653,631	87%
Not stated	31,216	4%	1,017	5%	32,233	4%
Total	730,550	100%	20,896	100%	751,446	100%

Table E.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 September 2025 – National ²

Age group	Total number of active participants
Under 45	<11
45 to 54	<80
55 to 64	516
Total YPIRAC (under 65)	601

² There are a further 1,519 active participants aged 65 years or over who are currently in residential aged care.

Table E.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – National ³

Quarter ending	Incremental	Cumulative
Sep-22	-194	2,336
Dec-22	-183	2,153
Mar-23	-222	1,931
Jun-23	-188	1,743
Sep-23	-178	1,565
Dec-23	-132	1,433
Mar-24	-126	1,307
Jun-24	-258	1,049
Sep-24	-138	911
Dec-24	-100	811
Mar-25	-77	734
Jun-25	-64	670
Sep-25	-69	601

Table E.9 Participants aged under 65 who have left residential aged care with housing support, by housing support type – National ^{4 5}

Housing support type	Prior Quarters	Last 12 months	Total
Aboriginal or Torres Strait Community Residence	0	0	0
Hospital/Rehab	32	0	32
Independent Living Options	59	0	59
Medium Term Accommodation	20	0	20
Own/Family Home (rented and owned)	<170	<11	172
Specialist Disability Accommodation (SDA)	288	38	326
Other group residential setting	435	41	476
Other	<30	<11	22
Total	1,025	82	1,107

³ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

⁴ Other includes participants with housing support data that is unavailable.

⁵ The number of participants who have left residential aged care do not include participants who are deceased or have left the NDIS.

Table E.10 Participant profile per quarter by remoteness – National

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Major cities	501,170	69%	14,446	69%	515,616	69%
Population > 50,000	79,310	11%	2,318	11%	81,628	11%
Population between 15,000 and 50,000	59,892	8%	1,566	7%	61,458	8%
Population between 5,000 and 15,000	32,395	4%	886	4%	33,281	4%
Population less than 5,000	46,676	6%	1,274	6%	47,950	6%
Remote	6,712	1%	252	1%	6,964	1%
Very Remote	<4,350	n/a	<160	n/a	4,493	1%
Missing	<60	n/a	<11	n/a	56	0%
Total	730,550	100%	20,896	100%	751,446	100%

Table E.11 Participant profile per quarter by primary disability group – National

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Autism	301,006	41%	8,510	41%	309,516	41%
Intellectual disability	96,371	13%	916	4%	97,287	13%
Developmental delay	71,713	10%	6,009	29%	77,722	10%
Psychosocial disability	64,879	9%	674	3%	65,553	9%
Hearing impairment	29,086	4%	520	2%	29,606	4%
Other neurological	24,727	3%	686	3%	25,413	3%
Global developmental delay	19,558	3%	1,313	6%	20,871	3%
Other physical	20,004	3%	184	1%	20,188	3%
Acquired brain injury	19,464	3%	383	2%	19,847	3%
Cerebral palsy	18,442	3%	151	1%	18,593	2%
Other	12,441	2%	640	3%	13,081	2%
Multiple sclerosis	11,862	2%	238	1%	12,100	2%
Down syndrome	<11,700	n/a	<80	n/a	11,772	2%
Visual impairment	10,825	1%	166	1%	10,991	1%
Stroke	10,320	1%	320	2%	10,640	1%
Spinal cord Injury	6,300	1%	104	0%	6,404	1%
Other sensory/speech	<1,860	n/a	<11	n/a	1,862	0%
Total	730,550	100%	20,896	100%	751,446	100%

Table E.12 Participant profile per quarter by primary disability group and Supported Independent Living (SIL) status – National

Primary disability group	All participants - Count	All participants - Percentage	Participants in SIL - Count	Participants in SIL - Percentage	Participants not in SIL - Count	Participants not in SIL - Percentage
Autism	309,516	41%	4,566	12%	304,950	43%
Intellectual disability	97,287	13%	13,399	37%	83,888	12%
Developmental delay	77,722	10%	0	0%	77,722	11%
Psychosocial disability	65,553	9%	4,351	12%	61,202	9%
Hearing impairment	29,606	4%	<20	n/a	<29,590	n/a
Other neurological	25,413	3%	2,792	8%	22,621	3%
Other physical	20,871	3%	0	0%	20,871	3%
Acquired brain injury	20,188	3%	377	1%	19,811	3%
Cerebral palsy	19,847	3%	3,258	9%	16,589	2%
Global developmental delay	18,593	2%	2,745	7%	15,848	2%
Down syndrome	13,081	2%	764	2%	12,317	2%
Other	12,100	2%	466	1%	11,634	2%
Multiple sclerosis	11,772	2%	2,212	6%	9,560	1%
Visual impairment	10,991	1%	124	0%	10,867	2%
Stroke	10,640	1%	1,226	3%	9,414	1%
Spinal cord Injury	6,404	1%	337	1%	6,067	1%
Other sensory/speech	1,862	0%	<11	n/a	<1,860	n/a
Total	751,446	100%	36,641	100%	714,805	100%

Table E.13 Participant profile per quarter by reported level of function – National

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
1 (High Function)	98,647	14%	5,509	26%	104,156	14%
2 (High Function)	1,562	0%	45	0%	1,607	0%
3 (High Function)	39,286	5%	1,685	8%	40,971	5%
4 (High Function)	40,015	5%	391	2%	40,406	5%
5 (High Function)	49,652	7%	1,686	8%	51,338	7%
6 (Moderate Function)	182,544	25%	5,358	26%	187,902	25%
7 (Moderate Function)	36,305	5%	889	4%	37,194	5%
8 (Moderate Function)	38,282	5%	551	3%	38,833	5%
9 (Moderate Function)	3,366	0%	35	0%	3,401	0%
10 (Moderate Function)	63,401	9%	738	4%	64,139	9%
11 (Low Function)	18,519	3%	203	1%	18,722	2%
12 (Low Function)	83,845	11%	1,268	6%	85,113	11%
13 (Low Function)	45,573	6%	416	2%	45,989	6%
14 (Low Function)	9,305	1%	34	0%	9,339	1%
15 (Low Function)	174	0%	0	0%	174	0%
Missing	20,074	3%	2,088	10%	22,162	3%
Total	730,550	100%	20,896	100%	751,446	100%

Table E.14 Participant profile per quarter by age group – National

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
0 to 8	160,486	22%	10,300	49%	170,786	23%
9 to 14	145,293	20%	3,551	17%	148,844	20%
15 to 18	74,547	10%	1,372	7%	75,919	10%
19 to 24	66,111	9%	857	4%	66,968	9%
25 to 34	64,888	9%	1,017	5%	65,905	9%
35 to 44	52,886	7%	977	5%	53,863	7%
45 to 54	57,379	8%	1,058	5%	58,437	8%
55 to 64	68,525	9%	1,592	8%	70,117	9%
65+	40,435	6%	172	1%	40,607	5%
Total	730,550	100%	20,896	100%	751,446	100%

Table E.15 Number and proportion of active participants by gender and age group as at 30 September 2025 – National

Age Group	Male - Count	Male - Percentage	Female - Count	Female - Percentage	Other - Count	Other - Percentage	Total - Count	Total - Percentage	Male to Female ratio
0 to 8	116,593	16%	53,006	7%	1,187	0%	170,786	23%	2.2
9 to 14	99,461	13%	47,973	6%	1,410	0%	148,844	20%	2.1
15 to 18	47,575	6%	26,813	4%	1,531	0%	75,919	10%	1.8
19 to 24	41,515	6%	23,895	3%	1,558	0%	66,968	9%	1.7
25 to 34	37,973	5%	26,621	4%	1,311	0%	65,905	9%	1.4
35 to 44	28,297	4%	24,909	3%	657	0%	53,863	7%	1.1
45 to 54	29,806	4%	28,156	4%	475	0%	58,437	8%	1.1
55 to 64	35,663	5%	33,966	5%	488	0%	70,117	9%	1.0
65+	20,483	3%	19,898	3%	226	0%	40,607	5%	1.0
Total	457,366	61%	285,237	38%	8,843	1%	751,446	100%	1.6

Table E.16 Number and proportion of active participants by gender and primary disability group as at 30 September 2025 – National

Primary disability group	Male - Count	Male - Percentage	Female - Count	Female - Percentage	Other - Count	Other - Percentage	Total - Count	Total - Percentage	Male to Female ratio
Autism	205,469	27%	98,426	13%	5,621	1%	309,516	41%	2.1
Intellectual disability	55,419	7%	41,337	6%	531	0%	97,287	13%	1.3
Psychosocial disability	33,290	4%	31,566	4%	697	0%	65,553	9%	1.1
Developmental delay	53,209	7%	23,929	3%	584	0%	77,722	10%	2.2
Hearing impairment	14,301	2%	15,050	2%	255	0%	29,606	4%	1.0
Other neurological	13,743	2%	11,505	2%	165	0%	25,413	3%	1.2
Other physical	9,599	1%	10,410	1%	179	0%	20,188	3%	0.9
Cerebral palsy	10,206	1%	8,293	1%	94	0%	18,593	2%	1.2
Acquired brain injury	13,000	2%	6,743	1%	104	0%	19,847	3%	1.9
Global developmental delay	14,542	2%	6,197	1%	132	0%	20,871	3%	2.3
Visual impairment	5,601	1%	5,308	1%	82	0%	10,991	1%	1.1
Multiple sclerosis	2,973	0%	9,054	1%	73	0%	12,100	2%	0.3
Stroke	6,145	1%	4,437	1%	58	0%	10,640	1%	1.4
Spinal cord injury	4,462	1%	1,885	0%	57	0%	6,404	1%	2.4
Other	7,679	1%	5,262	1%	140	0%	13,081	2%	1.5
Other sensory/speech	1,333	0%	517	0%	12	0%	1,862	0%	2.6
Down syndrome	6,395	1%	5,318	1%	59	0%	11,772	2%	1.2
Total	457,366	61%	285,237	38%	8,843	1%	751,446	100%	1.6

Table E.17 Participation rates by age group and gender as at 30 September 2025 – National ⁶

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	8%	4%	6%
9 to 14	10%	5%	7%
15 to 18	7%	4%	6%
19 to 24	4%	2%	3%
25 to 44	2%	1%	2%
45 to 64	2%	2%	2%
65+	1%	1%	1%
Total (0-64)	4%	2%	3%
Total (All ages)	3%	2%	3%

⁶ Participation rate refers to the proportion of the general population that are NDIS participants. A small proportion of participants have a gender of 'Other'. The participation rates for this group are included within the total rates.

Table E.18 Proportion of active participants with approved plans accessing mainstream supports – National

Mainstream service	Prior Quarters	Quarter 1, 2025-26	Total
Choice and control over my life	4%	5%	4%
Daily life	18%	19%	18%
Health and wellbeing	75%	83%	76%
Learning	35%	37%	35%
Relationships	4%	4%	4%
Social and community activities	8%	8%	8%
Where I live	1%	2%	1%
Work	4%	3%	4%
Unknown	6%	0%	6%
Any mainstream service	96%	96%	96%

Part Two: Participant and family/carers outcomes

Results are drawn from participants' responses to Short Form (SF) questionnaires. Responses are collected at entry to the NDIS (baseline) and at subsequent SF questionnaire reassessment or check-in. Responses are collected at entry to the NDIS (baseline) for 98% of participants who had their first plan approved since 1 July 2016 and have had a second Short Form (SF) questionnaire reassessment to date.

Targets are not provided for 'family and carer employment rate' and 'participant choice and control', as the NDIA corporate plan no longer lists these as performance measures (Tables E.19 to E.23).

Table E.19 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1) and second (R2) Short Form (SF) questionnaires reassessment – National ⁷

Metric by age group	Baseline	R1	R2	2025-26 Target
Participant employment rate - Aged 15 to 24 years	12%	16%	21%	22%
Participant employment rate - Aged 25 to 34 years	28%	26%	29%	22%
Participant employment rate - Aged 35 to 44 years	25%	24%	25%	22%
Participant employment rate - Aged 45 to 54 years	21%	21%	21%	22%
Participant employment rate - Aged 55 to 64 years	17%	16%	15%	22%
Participant employment rate - Aged 65+ years	12%	10%	8%	22%
Participant employment rate - Aged 25 to 64 years	22%	21%	22%	22%
Participant employment rate - Aged 15 to 64 years	19%	20%	21%	22%
Participant social and community engagement rate - Aged 15 to 24 years	31%	35%	35%	43%
Participant social and community engagement rate - Aged 25 to 34 years	29%	38%	35%	43%
Participant social and community engagement rate - Aged 35 to 44 years	29%	36%	34%	43%
Participant social and community engagement rate - Aged 45 to 54 years	30%	36%	35%	43%
Participant social and community engagement rate - Aged 55 to 64 years	31%	36%	36%	43%
Participant social and community engagement rate - Aged 65+ years	33%	39%	40%	43%
Participant social and community engagement rate - Aged 25+ years	30%	36%	35%	43%
Participant social and community engagement rate - Aged 15+ years	30%	36%	35%	43%
Family and carer employment rate - Aged 0 to 14 years	48%	50%	53%	n/a
Family and carer employment rate - Aged 15+ years	48%	47%	49%	n/a
Family and carer employment rate - All ages	48%	49%	52%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	63%	71%	n/a
Participant Choice and Control - Aged 25+ years	n/a	72%	81%	n/a
Participant Choice and Control - Aged 15+ years	n/a	69%	78%	n/a

⁷ Denominators for each metric are: 'participant employment rate' (n=46,388), 'participant social and community engagement rate' (n=46,535), family and carer employment rate' (n=51,428) and 'participant choice and control' (n=22,220). Participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.

Table E.20 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2) and third (R3) Short Form (SF) questionnaires reassessment – National ⁸

Metric by age group	Baseline	R1	R2	R3	2025-26 Target
Participant employment rate - Aged 15 to 24 years	10%	14%	16%	22%	22%
Participant employment rate - Aged 25 to 34 years	27%	28%	25%	29%	22%
Participant employment rate - Aged 35 to 44 years	27%	27%	24%	27%	22%
Participant employment rate - Aged 45 to 54 years	23%	23%	20%	21%	22%
Participant employment rate - Aged 55 to 64 years	18%	17%	15%	14%	22%
Participant employment rate - Aged 65+ years	12%	11%	10%	8%	22%
Participant employment rate - Aged 25 to 64 years	23%	24%	21%	22%	22%
Participant employment rate - Aged 15 to 64 years	19%	21%	19%	22%	22%
Participant social and community engagement rate - Aged 15 to 24 years	32%	36%	39%	37%	43%
Participant social and community engagement rate - Aged 25 to 34 years	33%	39%	43%	40%	43%
Participant social and community engagement rate - Aged 35 to 44 years	32%	38%	40%	39%	43%
Participant social and community engagement rate - Aged 45 to 54 years	32%	36%	38%	38%	43%
Participant social and community engagement rate - Aged 55 to 64 years	32%	37%	38%	38%	43%
Participant social and community engagement rate - Aged 65+ years	35%	40%	41%	41%	43%
Participant social and community engagement rate - Aged 25+ years	32%	38%	40%	39%	43%
Participant social and community engagement rate - Aged 15+ years	32%	37%	40%	38%	43%
Family and carer employment rate - Aged 0 to 14 years	46%	48%	51%	54%	n/a
Family and carer employment rate - Aged 15+ years	48%	50%	50%	50%	n/a
Family and carer employment rate - All ages	47%	49%	51%	53%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	62%	67%	73%	n/a
Participant Choice and Control - Aged 25+ years	n/a	72%	76%	82%	n/a
Participant Choice and Control - Aged 15+ years	n/a	69%	73%	80%	n/a

⁸ Denominators for each metric are: 'participant employment rate' (n=42,219), 'participant social and community engagement rate' (n=42,421), family and carer employment rate' (n=36,808) and 'participant choice and control' (n=27,186). Participants who had their first plan approved since 1 July 2016 and have had a third SF survey reassessment to date.

Table E.21 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3) and fourth (R4) Short Form (SF) questionnaires reassessment – National ⁹

Metric by age group	Baseline	R1	R2	R3	R4	2025-26 Target
Participant employment rate - Aged 15 to 24 years	9%	13%	16%	19%	25%	22%
Participant employment rate - Aged 25 to 34 years	28%	28%	29%	26%	31%	22%
Participant employment rate - Aged 35 to 44 years	28%	28%	28%	25%	28%	22%
Participant employment rate - Aged 45 to 54 years	24%	24%	23%	21%	22%	22%
Participant employment rate - Aged 55 to 64 years	19%	19%	17%	16%	16%	22%
Participant employment rate - Aged 65+ years	14%	13%	11%	10%	9%	22%
Participant employment rate - Aged 25 to 64 years	24%	25%	24%	22%	24%	22%
Participant employment rate - Aged 15 to 64 years	21%	22%	22%	21%	24%	22%
Participant social and community engagement rate - Aged 15 to 24 years	34%	38%	39%	41%	40%	43%
Participant social and community engagement rate - Aged 25 to 34 years	34%	42%	45%	46%	44%	43%
Participant social and community engagement rate - Aged 35 to 44 years	34%	38%	40%	42%	41%	43%
Participant social and community engagement rate - Aged 45 to 54 years	34%	38%	40%	43%	41%	43%
Participant social and community engagement rate - Aged 55 to 64 years	34%	37%	40%	41%	40%	43%
Participant social and community engagement rate - Aged 65+ years	35%	39%	38%	40%	43%	43%
Participant social and community engagement rate - Aged 25+ years	34%	39%	41%	43%	42%	43%
Participant social and community engagement rate - Aged 15+ years	34%	39%	40%	42%	41%	43%
Family and carer employment rate - Aged 0 to 14 years	46%	48%	48%	53%	55%	n/a
Family and carer employment rate - Aged 15+ years	50%	51%	51%	51%	52%	n/a
Family and carer employment rate - All ages	47%	49%	49%	52%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	62%	67%	70%	75%	n/a
Participant Choice and Control - Aged 25+ years	n/a	71%	76%	79%	84%	n/a
Participant Choice and Control - Aged 15+ years	n/a	68%	73%	75%	81%	n/a

⁹ Denominators for each metric are: 'participant employment rate' (n=34,450), 'participant social and community engagement rate' (n=34,665), family and carer employment rate' (n=25,156) and 'participant choice and control' (n=24,900). Participants who had their first plan approved since 1 July 2016 and have had a fourth SF survey reassessment to date.

Table E.22 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) Short Form (SF) questionnaires reassessment – National ¹⁰

Metric by age group	Baseline	R1	R2	R3	R4	R5	2025-26 Target
Participant employment rate - Aged 15 to 24 years	8%	12%	14%	19%	22%	27%	22%
Participant employment rate - Aged 25 to 34 years	27%	28%	28%	30%	26%	30%	22%
Participant employment rate - Aged 35 to 44 years	29%	29%	26%	27%	25%	28%	22%
Participant employment rate - Aged 45 to 54 years	27%	27%	25%	25%	24%	24%	22%
Participant employment rate - Aged 55 to 64 years	22%	21%	19%	17%	15%	16%	22%
Participant employment rate - Aged 65+ years	15%	13%	10%	11%	7%	8%	22%
Participant employment rate - Aged 25 to 64 years	26%	26%	24%	24%	22%	24%	22%
Participant employment rate - Aged 15 to 64 years	22%	23%	22%	23%	22%	25%	22%
Participant social and community engagement rate - Aged 15 to 24 years	33%	37%	39%	41%	44%	41%	43%
Participant social and community engagement rate - Aged 25 to 34 years	36%	42%	44%	45%	45%	46%	43%
Participant social and community engagement rate - Aged 35 to 44 years	36%	41%	43%	44%	45%	44%	43%
Participant social and community engagement rate - Aged 45 to 54 years	36%	41%	42%	42%	44%	44%	43%
Participant social and community engagement rate - Aged 55 to 64 years	35%	39%	41%	40%	42%	43%	43%
Participant social and community engagement rate - Aged 65+ years	37%	39%	40%	39%	41%	42%	43%
Participant social and community engagement rate - Aged 25+ years	36%	41%	42%	42%	44%	44%	43%
Participant social and community engagement rate - Aged 15+ years	36%	40%	42%	42%	44%	43%	43%
Family and carer employment rate - Aged 0 to 14 years	43%	45%	47%	49%	52%	56%	n/a
Family and carer employment rate - Aged 15+ years	49%	51%	51%	53%	53%	52%	n/a
Family and carer employment rate - All ages	45%	47%	48%	50%	53%	55%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	62%	66%	68%	71%	77%	n/a
Participant Choice and Control - Aged 25+ years	n/a	71%	76%	79%	81%	86%	n/a
Participant Choice and Control - Aged 15+ years	n/a	69%	73%	75%	77%	83%	n/a

¹⁰ Denominators for each metric are: 'participant employment rate' (n=28,328), 'participant social and community engagement rate' (n=28,581), family and carer employment rate' (n=18,351) and 'participant choice and control' (n=22,477). Participants who had their first plan approved since 1 July 2016 and have had a fifth SF survey reassessment to date.

Table E.23 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) Short Form (SF) questionnaires reassessment – National ¹¹

Metric by age group	Baseline	R1	R2	R3	R4	R5	R6+	2025-26 Target
Participant employment rate - Aged 15 to 24 years	7%	10%	13%	15%	20%	21%	27%	22%
Participant employment rate - Aged 25 to 34 years	22%	24%	25%	25%	26%	25%	28%	22%
Participant employment rate - Aged 35 to 44 years	31%	31%	30%	29%	30%	29%	30%	22%
Participant employment rate - Aged 45 to 54 years	31%	31%	28%	28%	28%	27%	25%	22%
Participant employment rate - Aged 55 to 64 years	25%	24%	22%	21%	18%	18%	18%	22%
Participant employment rate - Aged 65+ years	17%	16%	13%	11%	10%	8%	8%	22%
Participant employment rate - Aged 25 to 64 years	27%	27%	26%	26%	25%	24%	25%	22%
Participant employment rate - Aged 15 to 64 years	24%	25%	24%	24%	25%	24%	26%	22%
Participant social and community engagement rate - Aged 15 to 24 years	36%	40%	43%	45%	45%	44%	43%	43%
Participant social and community engagement rate - Aged 25 to 34 years	35%	43%	47%	48%	48%	47%	47%	43%
Participant social and community engagement rate - Aged 35 to 44 years	38%	44%	48%	48%	50%	50%	49%	43%
Participant social and community engagement rate - Aged 45 to 54 years	39%	44%	46%	48%	48%	50%	48%	43%
Participant social and community engagement rate - Aged 55 to 64 years	37%	40%	43%	43%	43%	44%	44%	43%
Participant social and community engagement rate - Aged 65+ years	37%	42%	44%	44%	41%	44%	45%	43%
Participant social and community engagement rate - Aged 25+ years	37%	42%	46%	46%	46%	47%	47%	43%
Participant social and community engagement rate - Aged 15+ years	37%	42%	45%	46%	46%	46%	46%	43%
Family and carer employment rate - Aged 0 to 14 years	44%	46%	47%	47%	51%	54%	58%	n/a
Family and carer employment rate - Aged 15+ years	48%	50%	51%	52%	53%	53%	51%	n/a
Family and carer employment rate - All ages	46%	48%	49%	50%	52%	53%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	67%	69%	70%	72%	83%	n/a
Participant Choice and Control - Aged 25+ years	n/a	69%	75%	78%	81%	82%	90%	n/a
Participant Choice and Control - Aged 15+ years	n/a	67%	72%	75%	77%	79%	88%	n/a

¹¹ Denominators for each metric are: 'participant employment rate' (n=40,396), 'participant social and community engagement rate' (n=40,823), family and carer employment rate' (n=22,741) and 'participant choice and control' (n=35,161). Participants who had their first plan approved since 1 July 2016 and have had at least a sixth SF survey reassessment to date.

Part Three: Participant experience

For quarters June 2025 and earlier, performance is measured from available data on processes and dates in the new computer system. data. For the September 2025 quarter, performance is being measured from milestones built into the new computer system for most measures. For PSGs 11, 14 and 18, performance is measured from available data on processes and dates in the new computer system.

Reporting for PSG measures 5 and 15 are not yet available and these will not be reported at this stage.

The tables in Part Three, summarise complaints submitted from the 1 July 2016 until the end of quarter 1, 2025-26. Table E.45 shows the number of complaints in quarter 1, 2025-26 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in quarter 1, 2025-26 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Tables E.49 to E.52 show the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

Figures reported for participant critical incidents (PCIs) exclude counts of 'withdrawn' or 'miscategorised' PCIs (Tables E.44, E.45, E.47 and E.51).

Table E.24 PSG 1: Explain a previous decision within 28 days after a request for explanation is received – National

PSG 1	Sep-25
Number of tasks	1,614
Within timeframe	1,540
Percentage within timeframe	95%

Table E.25 PSG 2: Make an access decision, or request for more information within 21 days after an access request has been received by quarter – National

PSG 2	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25
Number of tasks	14,351	17,762	27,467	26,321	39,268	34,365	28,836
Within timeframe	6,997	5,323	5,334	3,840	3,701	16,230	26,137
Percentage within timeframe	49%	30%	19%	15%	9%	47%	91%

Table E.26 PSG 3: Allow sufficient time (90 days) for prospective participants to provide information, after NDIA has requested further information – National

PSG 3	Sep-25
Number of tasks	1,011
Within timeframe	927
Percentage within timeframe	92%

Table E.27 PSG 4: Make an access decision within 14 days after more information has been provided by quarter – National

PSG 4	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25
Number of tasks	1,471	1,505	2,210	1,594	2,589	2,032	1,917
Within timeframe	786	607	575	411	345	933	1,047
Percentage within timeframe	53%	40%	26%	26%	13%	46%	55%

Table E.28 PSG 6: Approve a participant's plan within 56 days after an access decision has been made (excludes those ECA that have received initial supports) by quarter – National ¹²

PSG 6	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25
Number of tasks	1,509	6,566	11,124	9,700	11,823	14,081	10,379
Within timeframe	832	1,484	5,442	7,838	10,177	13,228	9,930
Percentage within timeframe	55%	23%	49%	81%	86%	94%	96%

Table E.29 PSG 7: Approve a plan for ECA participants, after an access decision has been made by quarter – National ^{13 14}

PSG 7	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25
Number of tasks	4,273	7,858	13,060	10,226	15,596	14,239	10,387
Within timeframe	4,195	7,811	12,824	10,176	15,511	14,161	10,349
Percentage within timeframe	98%	99%	98%	100%	99%	99%	100%

Table E.30 PSG 8: Offer to hold a plan implementation meeting, after the plan is approved and proportion achieved within 7 days timeframe by quarter – National

PSG 8	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25
Number of tasks	26,668	72,503	91,304	84,192	82,277	84,762	81,771
Within timeframe	21,260	59,029	75,559	69,724	68,736	70,396	69,256
Percentage within timeframe	80%	81%	83%	83%	84%	83%	85%

Table E.31 PSG 9: If the participant accepts the offer, hold a plan implementation meeting within 28 days – National

PSG 9	Sep-25
Number of tasks	39,065
Within timeframe	38,357
Percentage within timeframe	98%

Table E.32 PSG 10 and 16: Provide a copy of the plan to a participant within 7 days after the plan is approved (PSG 10) or amended (PSG 16) – National

PSG 10	Sep-25
Number of tasks	83,143
Within timeframe	82,422
Percentage within timeframe	99%

¹² ECA stands for early childhood approach.

¹³ From the September 2024 quarter, the PSG timeframe (Service Agreement) to approve a plan for early childhood approach (ECA) participants after an access decision has been made was altered to 56 days (previously 90 days).

¹⁴ ECA stands for early childhood approach.

Table E.33 PSG 11: Commence facilitating a scheduled plan reassessment at least 56 days prior to the scheduled reassessment date by quarter – National ¹⁵

PSG 11	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25
Number of tasks	7,444	7,666	11,260	21,246	25,347	20,321	15,776
Within timeframe	4,842	5,401	6,699	10,740	16,323	12,685	7,994
Percentage within timeframe	65%	70%	59%	51%	64%	62%	51%

Table E.34 PSG 12: Decide whether to undertake a Participant Requested Plan Reassessment within 21 days after the request is received by quarter – National

PSG 12	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25
Number of tasks	12,499	16,769	19,991	22,233	22,918	20,697	22,488
Within timeframe	2,645	2,964	5,857	5,184	5,054	5,439	5,919
Percentage within timeframe	21%	18%	29%	23%	22%	26%	26%

Table E.35 PSG 13: Complete a reassessment within 28 days after the decision to accept the request was made by quarter – National

PSG 13	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25
Number of tasks	9,828	22,873	22,987	9,812	26,021	25,426	35,443
Within timeframe	6,193	17,005	20,500	8,831	21,838	20,630	29,320
Percentage within timeframe	63%	74%	89%	90%	84%	81%	83%

Table E.36 PSG 14: Amend a plan within 28 days after the receipt of information that triggers the plan amendment process by quarter – National

PSG 14	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25
Number of tasks	2,027	5,259	10,027	14,692	17,121	17,349	22,280
Within timeframe	1,282	2,053	5,188	6,345	6,673	7,760	9,772
Percentage within timeframe	63%	39%	52%	43%	39%	45%	44%

Table E.37 PSG 17a: Complete an Internal Review of a Reviewable Decision within 60 days after a request is received by quarter – National

PSG 17	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25
Number of tasks	3,839	6,960	9,928	10,046	11,262	11,547	13,451
Within timeframe	763	1,689	5,822	6,615	5,489	8,689	9,371
Percentage within timeframe	20%	24%	59%	66%	49%	75%	70%

Table E.38 PSG 17b: Enact outcome of a reviewable decision within 28 days once decision has been made – National

PSG 17	Sep-25
Number of tasks	2,331
Within timeframe	2,272
Percentage within timeframe	97%

¹⁵ Note that plans are extended automatically if they have not been reassessed before expiry, so participants have continuity of support.

Table E.39 PSG 18: Implement an Administrative Review Tribunal decision to amend a plan within 28 days after the Administrative Review Tribunal decision is made – National

PSG 18	Sep-25
Number of tasks	823
Within timeframe	718
Percentage within timeframe	87%

Table E.40 PSG 19: Cancel participant requested nominee within 14 days – National

PSG 19	Sep-25
Number of tasks	523
Within timeframe	476
Percentage within timeframe	91%

Table E.41 PSG 20: Cancel CEO initiated nominee within 14 days – National

PSG 20	Sep-25
Number of tasks	710
Within timeframe	697
Percentage within timeframe	98%

Table E.42 National - Proportion of respondents who responded positively to questions about 'Early Supports' (n = 847 in Prior Quarters, n = 114 in quarter 1, 2025-26), 'Community Connections' (n = 8,468 in Prior Quarters, n = 1,646 in quarter 1, 2025-26), 'Apply for NDIS (overall)' (n = 8,144 in Prior Quarters, n = 1,375 in quarter 1, 2025-26), 'Plan Approval' (n = 21,246 in Prior Quarters, n = 3,011 in quarter 1, 2025-26), 'Plan Implementation' (n = 18,230 in Prior Quarters, n = 2,134 in quarter 1, 2025-26) and 'Plan Reassessment' (n = 49,956 in Prior Quarters, n = 8,504 in quarter 1, 2025-26) ^{16 17}

NDIA planning process	Prior Quarters	Quarter 1, 2025-26
Early Supports - Were you treated with respect?	98%	96%
Early Supports - Were decisions and outcomes explained to you?	87%	86%
Early Supports - Were your questions and concerns acknowledged?	89%	87%
Early Supports - How well does your early supports plan meet your child's needs?	49%	45%
Community Connections - Was information easy to understand?	84%	85%
Community Connections - Was communication in your preferred format?	94%	95%
Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life?	77%	77%
Community Connections - To what extent were your circumstances and needs considered?	77%	77%
Community Connections - To what extent were you included in decisions that were made?	76%	77%
Community Connections - How confident are you in reaching out to community supports and other government services?	53%	58%
Apply for NDIS (overall) - Were you treated with respect?	93%	96%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	73%	83%
Apply for NDIS (overall) - Was information easy to understand?	69%	77%
Apply for NDIS (overall) - Was communication in your preferred format?	85%	89%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	54%	64%

¹⁶ Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards.

¹⁷ Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

NDIA planning process	Prior Quarters	Quarter 1, 2025-26
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	53%	65%
Plan Approval - Were you treated with respect?	91%	87%
Plan Approval - Were decisions and outcomes explained to you?	78%	75%
Plan Approval - Were your questions and concerns acknowledged?	76%	70%
Plan Approval - Do you know where to go for more help with using your plan?	85%	83%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	55%	49%
Plan Approval - How well does your NDIS plan meet your needs?	59%	53%
Plan Implementation - Do you know where to go for more help with using your plan?	84%	83%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	60%	59%
Plan Implementation - To what extent were your circumstances and needs considered?	61%	59%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	60%	61%
Plan Implementation - Do you feel confident in using your plan?	64%	59%
Plan Implementation - Do you feel confident in accessing supports?	65%	61%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	85%	85%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	66%	64%
Plan Reassessment - To what extent were your circumstances and needs considered?	67%	65%
Plan Reassessment - To what extent were you included in decisions that were made?	68%	67%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	64%	62%
Plan Reassessment - Do you feel confident in using your plan?	67%	66%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	64%	63%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	78%	78%

Table E.43 Open and closed complaints over time – National

Quarter ending	Open complaints	Percentage open more than 21 days	Closed complaints	Percentage closed within 21 days
Sep-22	938	16%	8,340	88%
Dec-22	691	14%	7,448	84%
Mar-23	1,363	4%	6,883	91%
Jun-23	1,705	14%	8,004	76%
Sep-23	1,955	11%	9,279	60%
Dec-23	3,528	44%	9,732	69%
Mar-24	8,432	51%	14,286	39%
Jun-24	8,060	56%	21,732	36%
Sep-24	4,205	53%	22,844	54%
Dec-24	1,957	27%	19,560	74%
Mar-25	1,562	12%	15,453	86%
Jun-25	3,171	3%	13,400	90%
Sep-25	2,351	10%	17,194	80%

Table E.44 Closed and open Participant Critical Incident (PCIs) cases over time – National

Quarter ending	Closed PCIs	Percentage closed within 21 days	Open PCIs
Sep-22	2,022	99%	118
Dec-22	2,195	99%	124
Mar-23	3,171	98%	332
Jun-23	3,735	97%	229
Sep-23	3,889	99%	225
Dec-23	3,759	96%	390
Mar-24	4,038	88%	805
Jun-24	4,751	81%	599
Sep-24	4,594	89%	561
Dec-24	4,492	90%	475
Mar-25	4,573	90%	763
Jun-25	5,083	91%	757
Sep-25	6,119	91%	352

Table E.45 Complaints and Participant Critical Incidents (PCIs) by quarter – National ^{18 19 20 21 22}

Complaints made by or on behalf of:	Prior Quarters	Quarter 1, 2025-26	Total	Number of unique complainants
Participants: Complaints about Early Connections Partner	1,069	78	1,147	1,079
Participants: Complaints about Local Area Coordination (LAC) Partner	5,883	353	6,236	5,615
Participants: Complaints about service providers	15,393	963	16,356	13,357
Participants: Complaints about the Agency	239,281	12,667	251,948	129,221
Participants: Unclassified	3,326	0	3,326	2,992
Participants: Total	264,952	14,061	279,013	140,690
Percentage of the number of active participants	0	0	0	n/a
Providers: Complaints about Early Connections Partner	<20	<11	12	12
Providers: Complaints about Local Area Coordination (LAC) Partner	<180	<20	195	180
Providers: Complaints about service providers	1,295	197	1,492	1,336
Providers: Complaints about the Agency	14,801	1,691	16,492	13,379
Providers: Unclassified	244	0	244	226
Providers: Total	16,529	1,906	18,435	14,666
Percentage of all registration requests	0	0	0	n/a
Other: Complaints about Early Connections Partner	<30	<11	30	30
Other: Complaints about Local Area Coordination (LAC) Partner	<120	<11	120	119
Other: Complaints about service providers	1,587	150	1,737	1,737
Other: Complaints about the Agency	7,173	255	7,428	7,422
Other: Unclassified	116	0	116	116
Other: Total	9,024	407	9,431	9,421
Total Complaints	286,603	16,374	302,977	164,777
New Participant Critical Incidents (PCIs)	59,848	5,714	65,562	n/a

¹⁸ Complaints made by or on behalf of Providers refer to those submitted by registered providers. Complaints made by or on behalf of unregistered providers are not included.

¹⁹ Percent of all registration requests is calculated as the number of complaints made by registered providers divided by the number of registered providers. The number of registered providers used in the calculation considers the length of time since the providers have submitted a registration request for the Scheme.

²⁰ Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

²¹ 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.

²² Note that 65% of all complainants made only one complaint, 17% made two complaints, and 18% made three or more complaints.

Table E.46 Number and proportion of participant complaints over time, incrementally and cumulatively – National

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Sep-22	7,579	6%	125,553	7%
Dec-22	6,691	5%	132,244	7%
Mar-23	7,039	5%	139,283	7%
Jun-23	7,920	5%	147,203	7%
Sep-23	9,061	6%	156,264	6%
Dec-23	10,562	7%	166,826	6%
Mar-24	17,981	11%	184,807	7%
Jun-24	20,224	12%	205,031	7%
Sep-24	17,932	11%	222,963	7%
Dec-24	16,055	9%	239,018	7%
Mar-25	13,773	8%	252,791	7%
Jun-25	12,161	7%	264,952	7%
Sep-25	14,061	8%	279,013	7%

Table E.47 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively – National

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Sep-22	2,013	1%	14,929	1%
Dec-22	2,201	2%	17,130	1%
Mar-23	3,379	2%	20,509	1%
Jun-23	3,632	2%	24,141	1%
Sep-23	3,885	3%	28,026	1%
Dec-23	3,924	2%	31,950	1%
Mar-24	4,453	3%	36,403	1%
Jun-24	4,545	3%	40,948	1%
Sep-24	4,556	3%	45,504	1%
Dec-24	4,406	3%	49,910	2%
Mar-25	4,861	3%	54,771	2%
Jun-25	5,077	3%	59,848	2%
Sep-25	5,714	3%	65,562	2%

Table E.48 Number and proportion of provider complaints over time, incrementally and cumulatively – National ²³

Quarter ending	Incremental	Incremental as a percentage of active providers	Cumulative	Cumulative as a percentage of active providers
Sep-22	351	4%	8,167	5%
Dec-22	217	2%	8,384	5%
Mar-23	222	2%	8,606	4%
Jun-23	241	2%	8,847	4%
Sep-23	237	2%	9,084	4%
Dec-23	468	4%	9,552	4%
Mar-24	861	8%	10,413	4%
Jun-24	798	7%	11,211	5%
Sep-24	831	7%	12,042	5%
Dec-24	973	8%	13,015	5%
Mar-25	990	8%	14,005	5%
Jun-25	2,524	20%	16,529	6%
Sep-25	1,906	14%	18,435	6%

Table E.49 Participant complaints by type. Complaints with a related party who has submitted an access request – National ²⁴

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	5,376	2%	0	0%	5,376	2%
Complaints about the Agency - Information unclear	2,057	1%	0	0%	2,057	1%
Complaints about the Agency - NDIA Access	6,053	3%	285	2%	6,338	3%
Complaints about the Agency - NDIA Engagement	352	0%	19	0%	371	0%
Complaints about the Agency - NDIA Finance	15,299	6%	761	6%	16,060	6%
Complaints about the Agency - NDIA Fraud and Compliance	1,166	0%	107	1%	1,273	1%
Complaints about the Agency - NDIA Plan	52,747	22%	3,738	30%	56,485	22%
Complaints about the Agency - NDIA Process	23,006	10%	1,870	15%	24,876	10%
Complaints about the Agency - NDIA Resources	2,495	1%	315	2%	2,810	1%
Complaints about the Agency - NDIA Staff	15,277	6%	1,450	11%	16,727	7%
Complaints about the Agency - NDIA Timeliness	73,313	31%	4,101	32%	77,414	31%
Complaints about the Agency - Participation, engagement and inclusion	468	0%	0	0%	468	0%
Complaints about the Agency - Provider Portal	157	0%	0	0%	157	0%
Complaints about the Agency - Quality & Safeguards Commission	<180	n/a	<20	n/a	190	0%
Complaints about the Agency - Reasonable and necessary supports	6,269	3%	0	0%	6,269	2%
Complaints about the Agency - Staff conduct - Agency	1,752	1%	0	0%	1,752	1%
Complaints about the Agency - The way the NDIA carried out its decision making	3,220	1%	0	0%	3,220	1%
Complaints about the Agency - Timeliness	16,693	7%	0	0%	16,693	7%
Complaints about the Agency - Other	<13,410	n/a	<11	n/a	13,412	5%

²³ Complaints made by or on behalf of Providers refer to those submitted by registered providers. Complaints made by or on behalf of unregistered providers are not included.

²⁴ It is possible to record multiple related parties as the source of a complaint, and in some cases, both participants and providers or other parties are linked to a single complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Total	239,281	100%	12,667	100%	251,948	100%
Complaints about Early Connections Partner - Early Connections Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	11	1%	0	0%	11	1%
Complaints about Early Connections Partner - Early Connections Plan	<110	n/a	<11	n/a	109	10%
Complaints about Early Connections Partner - Early Connections Process	124	12%	11	14%	135	12%
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	523	49%	41	53%	564	49%
Complaints about Early Connections Partner - Early Connections Timeliness	293	27%	21	27%	314	27%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Total	1,069	100%	78	100%	1,147	100%
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	<30	n/a	<11	n/a	24	0%
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<80	n/a	<11	n/a	75	1%
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	715	12%	19	5%	734	12%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	629	11%	45	13%	674	11%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<40	n/a	<11	n/a	47	1%
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	3,782	64%	249	71%	4,031	65%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	620	11%	31	9%	651	10%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - Total	5,883	100%	353	100%	6,236	100%
Complaints about service providers - Provider Costs	342	2%	0	0%	342	2%
Complaints about service providers - Provider Finance	<1,040	n/a	<100	n/a	1,128	7%
Complaints about service providers - Provider Fraud and Compliance	1,804	12%	196	20%	2,000	12%
Complaints about service providers - Provider Process	399	3%	0	0%	399	2%
Complaints about service providers - Provider Service	5,495	36%	352	37%	5,847	36%
Complaints about service providers - Provider Staff	3,414	22%	323	34%	3,737	23%
Complaints about service providers - Service Delivery	581	4%	0	0%	581	4%
Complaints about service providers - Staff Conduct	574	4%	0	0%	574	4%
Complaints about service providers - Supports being provided	638	4%	0	0%	638	4%
Complaints about service providers - Other	<1,110	n/a	<11	n/a	1,110	7%
Complaints about service providers - Total	15,393	100%	963	100%	16,356	100%
Unclassified	3,326	n/a	0	n/a	3,326	n/a
Participants total	264,952	n/a	14,061	n/a	279,013	n/a

Table E.50 Provider complaints by type. Complaints with a related party who has submitted a provider registration request – National ²⁵

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	349	2%	0	0%	349	2%
Complaints about the Agency - Information unclear	228	2%	0	0%	228	1%
Complaints about the Agency - NDIA Access	<30	n/a	<11	n/a	34	0%
Complaints about the Agency - NDIA Engagement	<40	n/a	<11	n/a	34	0%
Complaints about the Agency - NDIA Finance	3,605	24%	445	26%	4,050	25%
Complaints about the Agency - NDIA Fraud and Compliance	114	1%	31	2%	145	1%
Complaints about the Agency - NDIA Plan	1,122	8%	142	8%	1,264	8%
Complaints about the Agency - NDIA Process	1,131	8%	124	7%	1,255	8%
Complaints about the Agency - NDIA Resources	2,690	18%	629	37%	3,319	20%
Complaints about the Agency - NDIA Staff	844	6%	108	6%	952	6%
Complaints about the Agency - NDIA Timeliness	1,917	13%	193	11%	2,110	13%
Complaints about the Agency - Participation, engagement and inclusion	49	0%	0	0%	49	0%
Complaints about the Agency - Provider Portal	424	3%	0	0%	424	3%
Complaints about the Agency - Quality & Safeguards Commission	112	1%	12	1%	124	1%
Complaints about the Agency - Reasonable and necessary supports	117	1%	0	0%	117	1%
Complaints about the Agency - Staff conduct - Agency	126	1%	0	0%	126	1%
Complaints about the Agency - The way the NDIA carried out its decision making	74	0%	0	0%	74	0%
Complaints about the Agency - Timeliness	820	6%	0	0%	820	5%
Complaints about the Agency - Other	1,018	7%	0	0%	1,018	6%
Complaints about the Agency - Total	14,801	100%	1,691	100%	16,492	100%
Complaints about Early Connections Partner - Early Connections Engagement	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Plan	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Process	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Resources	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Staff	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Timeliness	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Total	<20	n/a	<11	n/a	12	100%
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	13	7%	0	0%	13	7%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<30	n/a	<11	n/a	25	13%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	<120	n/a	<20	n/a	129	66%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	17	10%	0	0%	17	9%

²⁵ Complaints made by or on behalf of Providers refer to those submitted by registered providers. Complaints made by or on behalf of unregistered providers are not included.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - Total	178	100%	17	100%	195	100%
Complaints about service providers - Provider costs	15	1%	0	0%	15	1%
Complaints about service providers - Provider Finance	133	10%	20	10%	153	10%
Complaints about service providers - Provider Fraud and Compliance	189	15%	37	19%	226	15%
Complaints about service providers - Provider Process	31	2%	0	0%	31	2%
Complaints about service providers - Provider Service	396	31%	66	34%	462	31%
Complaints about service providers - Provider Staff	319	25%	74	38%	393	26%
Complaints about service providers - Service Delivery	34	3%	0	0%	34	2%
Complaints about service providers - Staff Conduct	28	2%	0	0%	28	2%
Complaints about service providers - Supports being provided	32	2%	0	0%	32	2%
Complaints about service providers - Other	118	9%	0	0%	118	8%
Complaints about service providers - Total	1,295	100%	197	100%	1,492	100%
Unclassified	244	n/a	0	n/a	244	n/a
Providers total	16,529	n/a	1,906	n/a	18,435	n/a

Table E.51 Other complaints and Participant Critical Incidents (PCIs) by type – National

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	378	5%	0	0%	378	5%
Complaints about the Agency - Information unclear	170	2%	0	0%	170	2%
Complaints about the Agency - NDIA Access	<260	n/a	<11	n/a	263	4%
Complaints about the Agency - NDIA Engagement	<70	n/a	<11	n/a	75	1%
Complaints about the Agency - NDIA Finance	504	7%	52	20%	556	7%
Complaints about the Agency - NDIA Fraud and Compliance	<240	n/a	<11	n/a	243	3%
Complaints about the Agency - NDIA Plan	996	14%	41	16%	1037	14%
Complaints about the Agency - NDIA Process	1,057	15%	30	12%	1,087	15%
Complaints about the Agency - NDIA Resources	656	9%	47	18%	703	9%
Complaints about the Agency - NDIA Staff	615	9%	22	9%	637	9%
Complaints about the Agency - NDIA Timeliness	958	13%	33	13%	991	13%
Complaints about the Agency - Participation, engagement and inclusion	76	1%	0	0%	76	1%
Complaints about the Agency - Provider Portal	14	0%	0	0%	14	0%
Complaints about the Agency - Quality & Safeguards Commission	<130	n/a	<11	n/a	137	2%
Complaints about the Agency - Reasonable and necessary supports	87	1%	0	0%	87	1%
Complaints about the Agency - Staff conduct - Agency	68	1%	0	0%	68	1%
Complaints about the Agency - The way the NDIA carried out its decision making	47	1%	0	0%	47	1%
Complaints about the Agency - Timeliness	324	5%	0	0%	324	4%
Complaints about the Agency - Other	535	7%	0	0%	535	7%
Complaints about the Agency - Total	7,173	100%	255	100%	7,428	100%
Complaints about Early Connections Partner - Early Connections Engagement	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	<11	n/a	0	0%	<11	n/a

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about Early Connections Partner - Early Connections Process	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	<20	n/a	<11	n/a	13	43%
Complaints about Early Connections Partner - Early Connections Timeliness	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Total	<30	n/a	<11	n/a	30	100%
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	11	9%	0	0%	11	9%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	<90	n/a	<11	n/a	87	73%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - Total	<120	n/a	<11	n/a	120	100%
Complaints about service providers - Provider costs	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Provider Finance	<90	n/a	<11	n/a	92	5%
Complaints about service providers - Provider Fraud and Compliance	<260	n/a	<40	n/a	294	17%
Complaints about service providers - Provider Process	<20	n/a	0	0%	<20	n/a
Complaints about service providers - Provider Service	605	38%	49	33%	654	38%
Complaints about service providers - Provider Staff	434	27%	60	40%	494	28%
Complaints about service providers - Service Delivery	29	2%	0	0%	29	2%
Complaints about service providers - Staff Conduct	42	3%	0	0%	42	2%
Complaints about service providers - Supports being provided	28	2%	0	0%	28	2%
Complaints about service providers - Other	82	5%	0	0%	82	5%
Complaints about service providers - Total	1,587	100%	150	100%	1,737	100%
Unclassified	116	n/a	0	n/a	116	n/a
Other complaints total	9,024	n/a	407	n/a	9,431	n/a
New Reportable PCIs were NOT Withdrawn or miscategorised	10,150	17%	860	15%	11,010	17%
New Non-reportable PCIs were NOT Withdrawn or miscategorised	49,698	83%	4,854	85%	54,552	83%
New PCIs - Total	59,848	100%	5,714	100%	65,562	100%

Table E.52 Unique complaints by type – National ²⁶

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	6,103	2%	0	0%	6,103	2%
Complaints about the Agency - Information unclear	2,455	1%	0	0%	2,455	1%
Complaints about the Agency - NDIA Access	6,282	2%	295	2%	6,577	2%
Complaints about the Agency - NDIA Engagement	<450	n/a	<30	n/a	475	0%
Complaints about the Agency - NDIA Finance	18,594	7%	1,258	9%	19,852	7%
Complaints about the Agency - NDIA Fraud and Compliance	1,489	1%	148	1%	1,637	1%
Complaints about the Agency - NDIA Plan	54,154	21%	3,921	27%	58,075	21%
Complaints about the Agency - NDIA Process	24,854	10%	2,024	14%	26,878	10%
Complaints about the Agency - NDIA Resources	5,797	2%	991	7%	6,788	2%
Complaints about the Agency - NDIA Staff	16,413	6%	1,580	11%	17,993	7%
Complaints about the Agency - NDIA Timeliness	75,378	29%	4,327	30%	79,705	29%
Complaints about the Agency - Participation, engagement and inclusion	593	0%	0	0%	593	0%
Complaints about the Agency - Provider Portal	595	0%	0	0%	595	0%
Complaints about the Agency - Quality & Safeguards Commission	416	0%	32	0%	448	0%
Complaints about the Agency - Reasonable and necessary supports	6,473	3%	0	0%	6,473	2%
Complaints about the Agency - Staff conduct - Agency	1,946	1%	0	0%	1,946	1%
Complaints about the Agency - The way the NDIA carried out its decision making	3,341	1%	0	0%	3,341	1%
Complaints about the Agency - Timeliness	17,837	7%	0	0%	17,837	7%
Complaints about the Agency - Other	<14,960	n/a	<11	n/a	14,965	5%
Complaints about the Agency - Total	258,123	100%	14,613	100%	272,736	100%
Complaints about Early Connections Partner - Early Connections Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	12	1%	0	0%	12	1%
Complaints about Early Connections Partner - Early Connections Plan	<110	n/a	<11	n/a	106	9%
Complaints about Early Connections Partner - Early Connections Process	122	12%	11	14%	133	12%
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	520	49%	43	54%	563	49%
Complaints about Early Connections Partner - Early Connections Timeliness	289	27%	21	26%	310	27%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Total	1,059	100%	80	100%	1,139	100%
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	<30	n/a	<11	n/a	25	0%
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<90	n/a	<11	n/a	84	1%
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	708	12%	19	5%	727	11%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	634	11%	47	13%	681	11%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<50	n/a	<11	n/a	52	1%
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	3,848	65%	265	71%	4,113	65%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	612	10%	31	8%	643	10%

²⁶ Complaints linked to multiple related parties have been treated as one complaint in order to show the total number of unique complaints. This total will not be equal to the sum of participant, provider and other complaints.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner – Other	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - Total	5,954	100%	371	100%	6,325	100%
Complaints about service providers - Provider costs	366	2%	0	0%	366	2%
Complaints about service providers - Provider Finance	<1,210	n/a	<120	n/a	1,321	7%
Complaints about service providers - Provider Fraud and Compliance	2,171	12%	269	21%	2,440	13%
Complaints about service providers - Provider Process	443	2%	0	0%	443	2%
Complaints about service providers - Provider Service	6,272	35%	467	36%	6,739	35%
Complaints about service providers - Provider Staff	4,029	23%	457	35%	4,486	23%
Complaints about service providers - Service Delivery	644	4%	0	0%	644	3%
Complaints about service providers - Staff Conduct	644	4%	0	0%	644	3%
Complaints about service providers - Supports being provided	698	4%	0	0%	698	4%
Complaints about service providers - Other	<1,310	n/a	<11	n/a	1,310	7%
Complaints about service providers - Total	17,781	100%	1,310	100%	19,091	100%
Unclassified	3,686	n/a	0	n/a	3,686	n/a
Unique complaints total	286,603	n/a	16,374	n/a	302,977	n/a

Table E.53 Actual outcomes for complaints – National

Actual Outcome	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaint	<8,500	n/a	<11	n/a	8,499	3%
Compliment	57	0%	0	0%	57	0%
Deleted - Duplicate	1,424	1%	19	0%	1,443	0%
Desired Action Completed	172,889	61%	14,266	83%	187,155	62%
Determined to not be a Complaint	<1,190	n/a	<11	n/a	1,185	0%
Formal Reply Endorsed and Issued	12,283	4%	669	4%	12,952	4%
General	42,878	15%	0	0%	42,878	14%
Referred to NDIS Quality & Safeguards Commission	0	0%	0	0%	0	0%
Referred to State/Territory Authority	0	0%	0	0%	0	0%
Reassessment Completed	0	0%	0	0%	0	0%
Reassessment Requested	0	0%	0	0%	0	0%
Unable to contact - Record Closed	<1,680	n/a	<11	n/a	1,683	1%
Withdrawn by Participant/Representative	161	0%	0	0%	161	0%
Other	42,387	15%	2,226	13%	44,613	15%
Total	283,432	100%	17,194	100%	300,626	100%

Table E.54 Administrative Review Tribunal (ART) Cases by category as at 30 September 2025 – National

Category	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Access	5,398	20%	682	27%	6,080	20%
Planning	20,571	75%	1743	70%	22,314	74%
Compensation	<130	n/a	<11	n/a	124	0%
Jurisdiction	822	3%	0	0%	822	3%
Extension of Time	311	1%	0	0%	311	1%
Other	<290	n/a	<60	n/a	337	1%
Total cases	27,507	100%	2,481	100%	29,988	100%
Percentage of the number of active participants	0.8%	n/a	1.3%	n/a	0.8%	n/a

Table E.55 Number and proportion of Administrative Review Tribunal (ART) cases over time, incrementally and cumulatively – National

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Sep-22	1,189	1%	13,185	1%
Dec-22	1,115	1%	14,300	1%
Mar-23	961	1%	15,261	1%
Jun-23	1,064	1%	16,325	1%
Sep-23	1,045	1%	17,370	1%
Dec-23	1,147	1%	18,517	1%
Mar-24	681	0%	19,198	1%
Jun-24	1,171	1%	20,369	1%
Sep-24	1,769	1%	22,138	1%
Dec-24	1,896	1%	24,034	1%
Mar-25	1852	1%	25,886	1%
Jun-25	1,621	1%	27,507	1%
Sep-25	2,481	1%	29,988	1%

Table E.56 Administrative Review Tribunal (ART) cases by open/closed and decision – National ²⁷

ART cases by open/closed and decision	Number of cases	Number of unique active participants
ART Cases	29,988	26,927
Open ART Cases	6,102	5,944
Closed ART Cases	23,886	21,579
Resolved before hearing	23,218	21,012
Gone to hearing and received a substantive decision	668	567

²⁷ The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.

Table E.57 Administrative Review Tribunal (ART) Supports in dispute – National ^{28 29 30}

Type of support	Prior Quarters	Quarter 1, 2025-26	Total
Plan Management Decision	594	25	619
Core (excluding Consumables and Transport)	4,322	372	4,694
Capacity Building	5,192	487	5,679
General Support	1,324	128	1,452
Assistive Technology	1,520	101	1,621
Specialist Disability Accommodation	578	29	607
Home Modifications	<400	26	<420
Supported Independent Living	1,555	111	1,666
Everyday Living Costs	430	39	469
Transport	883	75	958
Other	<11	0	<11
Total number of unique participants counted across disputed supports	8,393	700	9,093
Total number of instances of participants counted across disputed supports	16,792	1,393	18,185

Table E.58 Closed Administrative Review Tribunal (ART) cases by outcome – National

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	598	3%	70	4%	668	3%
Decided by Tribunal - Affirmed	282	1%	40	3%	322	1%
Decided by Tribunal - Varied	<110	n/a	<11	n/a	112	0%
Decided by Tribunal - Set Aside	<210	n/a	<30	n/a	234	1%
Not Decided by Tribunal - Total	21,717	97%	1,501	96%	23,218	97%
Not Decided by Tribunal - Resolved by consent	15,401	69%	1,059	67%	16,460	69%
Not Decided by Tribunal - Withdrawn	4,510	20%	305	19%	4,815	20%
Not Decided by Tribunal - No jurisdiction	<290	n/a	<20	n/a	300	1%
Not Decided by Tribunal - Extension of Time Declined	63	0%	0	n/a	<70	n/a
Not Decided by Tribunal - Extension of Time Not opposed	<90	n/a	<11	n/a	90	0%
Not Decided by Tribunal - Dismissed	1,368	6%	120	8%	1,488	6%
Not Decided by Tribunal - Other	<11	n/a	0	n/a	<11	n/a
Total	22,315	100%	1,571	100%	23,886	100%

²⁸ It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceed the total in each period.

²⁹ Data is reported with one month lag; therefore results for last month of the current quarter are not included.

³⁰ Supports in dispute data is only available for 2022-23 Q3 onwards.

Part Four: Providers and the growing market

Part Four has been updated to focus on active provider counts and payments made to these providers across varying registration status and funds management types.

‘Active providers’ refers to those who have received payment in the quarter for supporting NDIS participants (Table E.59). The count of active providers excludes providers with a missing Australian Business Number (ABN).

Plan management fees, which are payments from NDIA-managed funding, are reclassified as plan-managed funding payments for the purpose of counting providers. Therefore, the count of NDIA-managed providers excludes providers that only received plan management fees and no other NDIA-managed funding payments (Table E.60).

From 14 October 2024, it is mandatory for participants with self-managed funding payments to include the Australian Business Number (ABN) of the associated provider or provide a reason why it isn’t available. Prior to this date, providing the Australian Business Number (ABN) was voluntary; therefore, the count of providers for self-managed participants before this date should only be used as a reference (Table E.59)

Total active provider payments are on a cash and in-kind basis. In-kind payments are included in the total NDIA-managed payments to registered providers (Table E.60).

Table E.59 Number of active providers in quarter 1, 2025-26 by registration status and funds management type – National ³¹

Funds management type	Registered	Unregistered	Total providers
NDIA-managed	9,930	0	9,930
Plan-managed	16,190	185,427	200,668
Self-managed	9,474	127,676	136,761
All funds management types	17,374	257,318	273,673

Table E.60 Total active provider payments in quarter 1, 2025-26 by registration status and funds management type (\$m) – National ^{32 33}

Funds management type	Registered	Unregistered	All registration statuses
NDIA-managed	3,410	0	3,410
Plan-managed	4,702	3,161	7,902
Self-managed	387	694	1,258
All funds management types	8,499	3,855	12,570

³¹ Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.

³² A small number of providers have a missing Australian Business Number (ABN). Payments associated with these providers are not shown separately but are included in the "All registration statuses".

³³ Registration status is determined as at the posting date of payment.

Part Five: Financial sustainability

Average annualised committed supports (Tables E.61 to E.65) are derived from the total annualised committed supports in the current plans of active participants as at 30 September 2025. Average payments (Tables E.63 to E.65) are calculated as the sum of the payments in the 12-month period to 30 September 2025, divided by the average number of participants who are active per working day in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Total annualised committed supports are those in the current plans of active participants as at 30 September 2025. 'Total payments' refers to those paid over the 12 months to 30 September 2025 (Tables E.66 to E.68).

Table E.61 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter) – National

Average annualised committed support band	As at quarter 4, 2024-25 distribution of participants	As at quarter 1, 2025-26 distribution of participants
\$0-\$5,000	1.9%	1.9%
\$5,001-\$10,000	4.7%	4.7%
\$10,001-\$15,000	9.7%	9.4%
\$15,001-\$20,000	14.6%	14.5%
\$20,001-\$25,000	12.3%	12.2%
\$25,001-\$30,000	5.4%	5.4%
\$30,001-\$50,000	13.8%	13.7%
\$50,001-\$100,000	17.0%	17.1%
\$100,001-\$150,000	6.8%	6.9%
\$150,001-\$200,000	3.5%	3.6%
\$200,001-\$250,000	2.1%	2.1%
\$250,001+	8.3%	8.6%

Table E.62 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter, excluding participants with Supported Independent Living (SIL) supports) – National

Average annualised committed support band	As at quarter 4, 2024-25 distribution of participants	As at quarter 1, 2025-26 distribution of participants
\$0-\$5,000	2.0%	2.0%
\$5,001-\$10,000	5.0%	4.9%
\$10,001-\$15,000	10.2%	9.9%
\$15,001-\$20,000	15.4%	15.2%
\$20,001-\$25,000	12.9%	12.8%
\$25,001-\$30,000	5.6%	5.7%
\$30,001-\$50,000	14.5%	14.4%
\$50,001-\$100,000	17.9%	18.0%
\$100,001-\$150,000	7.2%	7.3%
\$150,001-\$200,000	3.6%	3.7%
\$200,001-\$250,000	2.1%	2.1%
\$250,001+	3.8%	4.1%

Table E.63 Average annualised committed supports as at 30 September 2025 and average payments for the year ending 30 September 2025 by age group and participants' Supported Independent Living (SIL) status as at 30 September 2025 – National

Age group	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
0 to 8	\$18,900	\$27,400	n/a	n/a	\$18,900	\$27,400
9 to 14	\$22,800	\$31,000	n/a	n/a	\$22,800	\$31,000
15 to 18	\$34,700	\$48,500	\$554,300	\$643,900	\$32,400	\$46,200
19 to 24	\$75,800	\$101,800	\$532,200	\$602,300	\$53,900	\$79,600
25 to 34	\$103,700	\$129,800	\$464,700	\$515,400	\$68,800	\$94,200
35 to 44	\$115,900	\$144,200	\$429,400	\$477,400	\$75,800	\$102,900
45 to 54	\$121,900	\$151,300	\$418,200	\$462,200	\$79,500	\$108,900
55 to 64	\$133,900	\$167,600	\$421,300	\$465,100	\$86,700	\$120,100
65+	\$132,800	\$166,900	\$419,900	\$459,200	\$90,300	\$122,700
All	\$65,800	\$84,500	\$438,200	\$485,400	\$45,900	\$63,900

Table E.64 Average annualised committed supports as at 30 September 2025 and average payments for the year ending 30 September 2025 by primary disability group and participants' Supported Independent Living (SIL) status – National

Primary disability group	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
Acquired brain injury	\$169,100	\$210,100	\$474,200	\$525,800	\$108,500	\$148,100
Autism	\$35,400	\$47,400	\$498,700	\$544,500	\$27,900	\$39,900
Cerebral palsy	\$169,100	\$202,000	\$492,800	\$545,000	\$112,000	\$142,600
Developmental delay	\$13,900	\$22,300	\$0	\$0	\$13,900	\$22,300
Global developmental delay	\$19,600	\$27,500	\$0	\$0	\$19,600	\$27,500
Hearing impairment	\$9,800	\$18,900	n/a	n/a	\$9,600	\$18,600
Intellectual disability	\$112,400	\$136,700	\$395,800	\$437,000	\$66,000	\$88,700
Multiple sclerosis	\$103,500	\$136,900	\$531,800	\$598,100	\$85,300	\$118,400
Psychosocial disability	\$90,300	\$118,800	\$384,800	\$439,800	\$69,500	\$95,900
Spinal cord injury	\$174,600	\$230,300	\$629,500	\$725,400	\$148,200	\$202,800
Stroke	\$159,100	\$205,800	\$506,500	\$561,700	\$113,100	\$159,500
Visual impairment	\$45,800	\$63,100	\$370,200	\$410,400	\$42,100	\$59,100
Other neurological	\$158,200	\$202,000	\$510,800	\$559,900	\$113,800	\$157,800
Other physical	\$74,400	\$106,600	\$492,600	\$547,800	\$66,300	\$98,200
Other sensory/speech	\$12,000	\$21,900	n/a	n/a	\$11,200	\$20,900
Other	\$99,300	\$133,400	\$492,400	\$539,700	\$72,700	\$107,900
Down Syndrome	\$135,100	\$160,200	\$357,500	\$391,000	\$83,200	\$106,800
All	\$65,800	\$84,500	\$438,200	\$485,400	\$45,900	\$63,900

Table E.65 Average annualised committed supports as at 30 September 2025 and average payments for the year ending 30 September 2025 by reported level of function and participants' Supported Independent Living (SIL) status – National

Reported level of function	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
1	\$13,900	\$22,300	\$372,800	\$435,800	\$13,700	\$22,100
2	\$20,000	\$34,900	n/a	n/a	\$19,500	\$34,400
3	\$22,500	\$33,800	\$370,400	\$425,200	\$20,300	\$31,400
4	\$18,200	\$30,000	\$404,200	\$457,500	\$16,400	\$28,000
5	\$31,800	\$43,900	\$380,000	\$433,400	\$27,200	\$39,000
6	\$24,400	\$38,400	\$350,700	\$414,900	\$22,400	\$36,200
7	\$52,900	\$68,100	\$392,300	\$439,300	\$37,700	\$51,600
8	\$64,400	\$92,000	\$357,100	\$413,800	\$51,500	\$77,600
9	\$81,400	\$118,100	\$429,200	\$484,800	\$71,700	\$107,900
10	\$103,900	\$138,200	\$369,800	\$419,300	\$78,700	\$111,400
11	\$110,000	\$133,300	\$444,100	\$480,900	\$70,700	\$93,100
12	\$195,600	\$234,700	\$443,900	\$487,500	\$130,900	\$170,700
13	\$109,700	\$129,000	\$560,700	\$605,400	\$77,300	\$95,400
14	\$328,100	\$384,600	\$525,500	\$579,800	\$243,500	\$300,500
15	\$463,400	\$511,700	\$710,000	\$790,800	\$407,000	\$453,600
All	\$65,800	\$84,500	\$438,200	\$485,400	\$45,900	\$63,900

Table E.66 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 30 September 2025 (\$m) – National ^{34 35}

Support Category	Total payments for the year ending 30 September 2025	Total annualised committed supports at 30 September 2025
Core: Daily Activities	11,926.6	12,602.5
Core: Consumables	113.0	127.5
Core: Social and Civic	2,378.4	3,010.5
Core: Transport	64.5	86.2
Capacity Building: Choice and Control	39.5	42.3
Capacity Building: Daily Activities	339.1	495.3
Capacity Building: Employment	4.9	15.1
Capacity Building: Health and Wellbeing	2.8	5.0
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	319.8	472.3
Capacity Building: Social and Civic	3.2	6.4
Capacity Building: Support Coordination	215.9	255.6
Capital: Assistive Technology	127.7	229.9
Capital: Home Modifications	358.4	435.7
All	15,895.9	17,784.5

³⁴ There were \$2.0 million in total payments for the year ending 30 September 2025, with support category information missing. These payments are not shown separately but are included in the total payments for all support categories.

³⁵ Total payments for home modifications were \$358.4 million. Of which, \$356.0 million (99.3%) has been paid for specialised disability accommodation (SDA) supports, and \$2.4 million (0.7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$435.7 million. Of which, \$431.1 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$4.6 million (1%) has been allocated for non-SDA supports.

Table E.67 Total annualised committed supports and total payments (participants not in Supported Independent Living (SIL)) by support category as at 30 September 2025 (\$m) – National ^{36 37}

Support Category	Total payments for the year ending 30 September 2025	Total annualised committed supports at 30 September 2025
Core: Daily Activities	12,335.1	17,941.5
Core: Consumables	505.6	872.8
Core: Social and Civic	8,801.9	10,482.9
Core: Transport	803.0	457.4
Capacity Building: Choice and Control	600.6	706.7
Capacity Building: Daily Activities	5,368.1	9,537.0
Capacity Building: Employment	162.3	542.4
Capacity Building: Health and Wellbeing	25.0	54.9
Capacity Building: Home Living	1.1	5.8
Capacity Building: Lifelong learning	0.3	1.7
Capacity Building: Relationships	581.4	1,222.6
Capacity Building: Social and Civic	217.2	607.1
Capacity Building: Support Coordination	961.2	1,436.2
Capital: Assistive Technology	632.0	1,433.7
Capital: Home Modifications	239.4	404.1
All	31,237.5	45,706.8

Table E.68 Payments by financial year in which support was provided, compared to committed supports – National ³⁸

Financial year	Total Committed (\$m)	Total Paid (\$m)	Percentage utilised to date
2013-14	134.0	85.8	64%
2014-15	497.2	370.9	75%
2015-16	942.4	704.3	75%
2016-17	3,243.4	2,187.0	67%
2017-18	7,773.0	5,443.1	70%
2018-19	14,566.8	10,404.6	71%
2019-20	24,373.1	17,311.9	71%
2020-21	32,355.6	23,543.1	73%
2021-22	37,202.6	28,470.8	77%
2022-23	46,239.6	35,266.9	76%
2023-24	54,053.6	41,669.8	77%
2024-25	60,347.5	45,669.0	76%
2025-26 to date (Experience still emerging)	16,387.3	10,637.5	65%

³⁶ There were \$3.2 million in total payments for the year ending 30 September 2025, with support category information missing. These payments are not shown separately but are included in the total payments for all support categories.

³⁷ Total payments for home modifications were \$239.4 million. Of which, \$125.2 million (52.3%) has been paid for specialised disability accommodation (SDA) supports, and \$114.2 million (47.7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$404.1 million. Of which, \$160.5 million (40%) has been allocated for specialised disability accommodation (SDA) supports, and \$243.6 million (60%) has been allocated for non-SDA supports.

³⁸ The utilisation rate for 2025-26 to date will likely increase due to a lag between when support is provided and when it is paid for.

Table E.69 Percentage change in plan budgets for active participants per quarter – National ³⁹

Inflation type	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25
Intraplan Inflation	9.6%	6.9%	5.7%	7.6%	8.0%	6.9%	5.4%	5.0%	5.9%
Interplan Inflation	5.5%	4.2%	1.8%	2.5%	4.8%	5.2%	5.6%	4.7%	5.1%
Total Inflation	15.1%	11.2%	7.5%	10.1%	12.8%	12.1%	11.0%	9.7%	11.0%

Table E.70 Percentage change in plan budgets for plans reassessed - 1 July 2025 to 30 September 2025 by participants in Supported Independent Living (SIL) and not in SIL – National

Percentage change in plan budgets	Number of reassessments, participants in SIL	Percentage of reassessments, participants in SIL	Number of reassessments, participants not in SIL	Percentage of reassessments, participants not in SIL
Below -80%	0	0	235	0%
-80% to -65%	0	0	372	1%
-65% to -50%	<11	n/a	819	2%
-50% to -35%	<30	n/a	1,690	3%
-35% to -20%	127	3%	2,915	6%
-20% to -5%	546	12%	5,574	11%
Reassessments with 5%+ deflation	695	15%	11,605	24%
-5% to 0%	502	11%	4,083	8%
0% to 5%	1,001	21%	4,728	10%
Reassessments within 5% inflation and deflation	1,503	32%	8,811	18%
5% to 20%	1,358	29%	7,268	15%
20% to 35%	397	9%	4,336	9%
35% to 50%	201	4%	3,182	6%
50% to 65%	110	2%	2,396	5%
65% to 80%	65	1%	1,809	4%
Above 80%	337	7%	9,725	20%
Reassessments with 5%+ inflation	2,468	53%	28,716	58%

³⁹ The Annual Pricing Review saw price limit increases from 1 July 2025. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2025.

Supplement F: New South Wales

Adapting to the new computer system and processes has impacted some data detailed in this supplement. This includes the proportion of active participant plans with not-stated culturally and linguistically diverse (CALD) status; missing data about reported level of function, and 'other disability' types. There may be some minor instances of information being restated in this report as data is further refined.

When interpreting the results detailed in this supplement, please also consider the following:

Percentage figures have been rounded and may not always total to one hundred per cent.

Totals include participants with missing characteristics, where applicable.

Throughout this supplement, results are not adjusted for underlying differences in population characteristics, and hence comparisons of the results for subsections of the population should be interpreted with caution.

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

There are five parts to this supplement.

Part One: Participants and their plans

The number of participants residing in remote and very remote areas is based on the Modified Monash Model measure of remoteness (Tables F.9).

Table F.1 Active participants by quarter of entry, by service previously received and entry type – New South Wales

Participant breakdown	Prior Quarters	Quarter 1, 2025-26	Total
Access decisions	291,012	7,918	298,930
Currently Eligible - Total	217,539	6,216	223,755
Currently Eligible - New	155,310	6,159	161,469
Currently Eligible - State	49,037	33	49,070
Currently Eligible - Commonwealth	13,192	24	13,216
Active Participant Plans - Total	215,508	5,812	221,320
Active Participant Plans - New	153,536	5,773	159,309
Active Participant Plans - State	48,813	22	48,835
Active Participant Plans - Commonwealth	13,159	17	13,176
Active Participant Plans - Total	215,508	5,812	221,320
Active Participant Plans - Early Intervention (s25)	69,735	2,992	72,727
Active Participant Plans - Permanent Disability (s24)	142,312	1,408	143,720
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	3,461	1,412	4,873

Table F.2 People who have left the Scheme since 1 July 2013 as at 30 September 2025 – New South Wales ⁴⁰

People leaving the Scheme	Prior Quarters	Quarter 1, 2025-26	Total
Number of people who have left the Scheme	23,022	2,453	25,475

⁴⁰ The number of people who have left the Scheme is people leaving net of people returning to the Scheme.

Table F.3 Assessment of access by age group at access decision and gender – New South Wales

Age group at access decision	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
0 to 8	74,269	97%	30,971	96%	656	85%	105,896	96%
9 to 14	19,579	87%	10,506	88%	399	78%	30,484	87%
15 to 18	9,684	90%	6,135	88%	339	83%	16,158	89%
19 to 24	7,236	90%	4,740	84%	250	71%	12,226	87%
25 to 34	8,919	86%	6,857	78%	218	60%	15,994	82%
35 to 44	9,400	82%	7,933	73%	173	49%	17,506	77%
45 to 54	11,947	79%	10,436	68%	187	41%	22,570	73%
55 to 64	16,330	74%	14,017	61%	258	37%	30,605	67%
65+	757	55%	<630	n/a	<11	n/a	<1,400	n/a
Missing	0	n/a	<11	n/a	<11	n/a	<11	n/a
Total	158,121	89%	92,222	79%	2,489	63%	252,832	85%

Table F.4 Assessment of access by primary disability group and gender – New South Wales

Primary disability group	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
Acquired brain injury	4,367	91%	2,137	89%	35	54%	6,539	90%
Autism	62,719	98%	26,400	98%	1,394	93%	90,513	98%
Cerebral palsy	3,516	97%	2,782	97%	27	96%	6,325	97%
Developmental delay	20,188	97%	8,708	97%	116	83%	29,012	97%
Down syndrome	2,215	100%	1,901	100%	23	92%	4,139	100%
Global developmental delay	6,847	99%	2,718	99%	32	94%	9,597	99%
Hearing impairment	4,689	88%	4,822	85%	98	74%	9,609	86%
Intellectual disability	18,799	94%	13,845	94%	182	77%	32,826	94%
Multiple sclerosis	987	91%	<2,650	n/a	<30	n/a	3,649	90%
Psychosocial disability	12,153	71%	9,902	58%	212	30%	22,267	64%
Spinal cord injury	1,702	93%	678	90%	21	75%	2,401	92%
Stroke	2,651	88%	1,801	84%	25	58%	4,477	86%
Visual impairment	2,003	85%	1,849	85%	36	58%	3,888	85%
Other neurological	6,265	80%	4,939	78%	99	56%	11,303	79%
Other physical	4,118	48%	3,961	36%	78	20%	8,157	41%
Other sensory/speech	930	50%	<400	n/a	<11	n/a	1,333	48%
Other	3,972	56%	2,743	41%	82	26%	6,797	48%
Total	158,121	89%	92,222	79%	2,489	63%	252,832	85%

Table F.5 Participant profile per quarter by participants identifying as First Nations Peoples – New South Wales

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
First Nations Participants	20,343	9%	737	13%	21,080	10%
Non-First Nations Participants	157,878	73%	4,676	80%	162,554	73%
Not Stated	37,287	17%	399	7%	37,686	17%
Total	215,508	100%	5,812	100%	221,320	100%

Table F.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – New South Wales

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	22,985	11%	586	10%	23,571	11%
Not culturally and linguistically diverse	185,101	86%	4,956	85%	190,057	86%
Not stated	7,422	3%	270	5%	7,692	3%
Total	215,508	100%	5,812	100%	221,320	100%

Table F.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 September 2025 – New South Wales ⁴¹

Age group	Total number of active participants
Under 45	<11
45 to 54	<30
55 to 64	162
Total YPIRAC (under 65)	185

⁴¹ There are a further 548 active participants aged 65 years or over who are currently in residential aged care.

Table F.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – New South Wales ⁴²

Quarter ending	Incremental	Cumulative
Sep-22	-70	747
Dec-22	-60	687
Mar-23	-64	623
Jun-23	-52	571
Sep-23	-65	506
Dec-23	-50	456
Mar-24	-43	413
Jun-24	-73	340
Sep-24	-50	290
Dec-24	-33	257
Mar-25	-19	238
Jun-25	-28	210
Sep-25	-25	185

Table F.9 Participant profile per quarter by remoteness – New South Wales

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Major cities	151,465	70%	4,207	72%	155,672	70%
Population > 50,000	6,673	3%	194	3%	6,867	3%
Population between 15,000 and 50,000	28,695	13%	685	12%	29,380	13%
Population between 5,000 and 15,000	12,737	6%	308	5%	13,045	6%
Population less than 5,000	15,130	7%	382	7%	15,512	7%
Remote	<710	n/a	<40	n/a	741	0%
Very Remote	<100	n/a	<11	n/a	<100	n/a
Missing	<11	n/a	0	0%	<11	n/a
Total	215,508	100%	5,812	100%	221,320	100%

⁴² The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

Table F.10 Participant profile per quarter by primary disability group – New South Wales

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Autism	85,868	40%	2,137	37%	88,005	40%
Intellectual disability	29,711	14%	239	4%	29,950	14%
Developmental delay	18,551	9%	1,624	28%	20,175	9%
Psychosocial disability	19,457	9%	230	4%	19,687	9%
Hearing impairment	8,896	4%	171	3%	9,067	4%
Other neurological	7,808	4%	217	4%	8,025	4%
Global developmental delay	7,986	4%	531	9%	8,517	4%
Other physical	5,810	3%	51	1%	5,861	3%
Acquired brain injury	5,236	2%	92	2%	5,328	2%
Cerebral palsy	5,865	3%	35	1%	5,900	3%
Other	3,753	2%	191	3%	3,944	2%
Multiple sclerosis	3,215	1%	82	1%	3,297	1%
Down syndrome	<3,750	n/a	<30	n/a	3,762	2%
Visual impairment	3,401	2%	56	1%	3,457	2%
Stroke	3,482	2%	101	2%	3,583	2%
Spinal cord Injury	1,997	1%	32	1%	2,029	1%
Other sensory/speech	<740	n/a	<11	n/a	733	0%
Total	215,508	100%	5,812	100%	221,320	100%

Table F.11 Participant profile per quarter by primary disability group and Supported Independent Living (SIL) status – New South Wales

Primary disability group	All participants - Count	All participants - Percentage	Participants in SIL - Count	Participants in SIL - Percentage	Participants not in SIL - Count	Participants not in SIL - Percentage
Autism	88,005	40%	1,433	12%	86,572	41%
Intellectual disability	29,950	14%	4,507	37%	25,443	12%
Developmental delay	20,175	9%	0	0%	20,175	10%
Psychosocial disability	19,687	9%	1,896	16%	17,791	9%
Hearing impairment	9,067	4%	<11	n/a	<9,060	n/a
Other neurological	8,025	4%	922	8%	7,103	3%
Other physical	8,517	4%	0	0%	8,517	4%
Acquired brain injury	5,861	3%	115	1%	5,746	3%
Cerebral palsy	5,328	2%	873	7%	4,455	2%
Global developmental delay	5,900	3%	849	7%	5,051	2%
Down syndrome	3,944	2%	255	2%	3,689	2%
Other	3,297	1%	125	1%	3,172	2%
Multiple sclerosis	3,762	2%	655	5%	3,107	1%
Visual impairment	3,457	2%	35	0%	3,422	2%
Stroke	3,583	2%	425	3%	3,158	2%
Spinal cord Injury	2,029	1%	98	1%	1,931	1%
Other sensory/speech	733	0%	<11	n/a	<740	n/a
Total	221,320	100%	12,198	100%	209,122	100%

Table F.12 Participant profile per quarter by reported level of function – New South Wales

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
1 (High Function)	29,678	14%	1,709	29%	31,387	14%
2 (High Function)	409	0%	20	0%	429	0%
3 (High Function)	11,755	5%	535	9%	12,290	6%
4 (High Function)	14,420	7%	128	2%	14,548	7%
5 (High Function)	15,613	7%	564	10%	16,177	7%
6 (Moderate Function)	49,468	23%	1,163	20%	50,631	23%
7 (Moderate Function)	12,262	6%	295	5%	12,557	6%
8 (Moderate Function)	10,426	5%	139	2%	10,565	5%
9 (Moderate Function)	<980	n/a	<20	n/a	992	0%
10 (Moderate Function)	17,805	8%	196	3%	18,001	8%
11 (Low Function)	5,767	3%	46	1%	5,813	3%
12 (Low Function)	25,295	12%	366	6%	25,661	12%
13 (Low Function)	13,103	6%	73	1%	13,176	6%
14 (Low Function)	<2,980	n/a	<11	n/a	2,979	1%
15 (Low Function)	56	0%	0	0%	56	0%
Missing	5,497	3%	561	10%	6,058	3%
Total	215,508	100%	5,812	100%	221,320	100%

Table F.13 Participant profile per quarter by age group – New South Wales

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
0 to 8	49,248	23%	3,080	53%	52,328	24%
9 to 14	41,328	19%	878	15%	42,206	19%
15 to 18	21,022	10%	326	6%	21,348	10%
19 to 24	19,046	9%	209	4%	19,255	9%
25 to 34	19,722	9%	219	4%	19,941	9%
35 to 44	14,972	7%	218	4%	15,190	7%
45 to 54	16,845	8%	304	5%	17,149	8%
55 to 64	20,409	9%	524	9%	20,933	9%
65+	12,916	6%	54	1%	12,970	6%
Total	215,508	100%	5,812	100%	221,320	100%

Table F.14 Participation rates by age group and gender as at 30 September 2025 – New South Wales ⁴³

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	8%	4%	6%
9 to 14	9%	4%	7%
15 to 18	6%	4%	5%
19 to 24	4%	2%	3%
25 to 44	2%	1%	1%
45 to 64	2%	2%	2%
65+	1%	1%	1%
Total (0-64)	4%	2%	3%
Total (All ages)	3%	2%	3%

Table F.15 Proportion of active participants with approved plans accessing mainstream supports – New South Wales

Mainstream service	Prior Quarters	Quarter 1, 2025-26	Total
Choice and control over my life	3%	5%	3%
Daily life	17%	18%	17%
Health and wellbeing	80%	86%	81%
Learning	37%	38%	37%
Relationships	5%	4%	5%
Social and community activities	9%	9%	9%
Where I live	1%	2%	1%
Work	4%	3%	4%
Unknown	5%	0%	5%
Any mainstream service	97%	97%	97%

⁴³ Participation rate refers to the proportion of the general population that are NDIS participants. A small proportion of participants have a gender of 'Other'. The participation rates for this group are included within the total rates.

Part Two: Participant and family/carers outcomes

Results are drawn from participants' responses to Short Form (SF) questionnaires. Responses are collected at entry to the NDIS (baseline) and at subsequent SF questionnaire reassessment or check-in. Responses are collected at entry to the NDIS (baseline) for 98% of participants who had their first plan approved since 1 July 2016 and have had a second Short Form (SF) questionnaire reassessment to date.

Targets are not provided for 'family and carer employment rate' and 'participant choice and control', as the NDIA corporate plan no longer lists these as performance measures (Tables F.16 to F.20).

Table F.16 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1) and second (R2) Short Form (SF) questionnaires reassessment – New South Wales ⁴⁴

Metric by age group	Baseline	R1	R2	2025-26 Target
Participant employment rate - Aged 15 to 24 years	11%	15%	20%	22%
Participant employment rate - Aged 25 to 34 years	28%	27%	29%	22%
Participant employment rate - Aged 35 to 44 years	26%	26%	27%	22%
Participant employment rate - Aged 45 to 54 years	22%	23%	22%	22%
Participant employment rate - Aged 55 to 64 years	16%	15%	13%	22%
Participant employment rate - Aged 65+ years	11%	11%	8%	22%
Participant employment rate - Aged 25 to 64 years	22%	22%	21%	22%
Participant employment rate - Aged 15 to 64 years	19%	20%	21%	22%
Participant social and community engagement rate - Aged 15 to 24 years	33%	35%	36%	43%
Participant social and community engagement rate - Aged 25 to 34 years	26%	37%	35%	43%
Participant social and community engagement rate - Aged 35 to 44 years	26%	33%	33%	43%
Participant social and community engagement rate - Aged 45 to 54 years	28%	35%	34%	43%
Participant social and community engagement rate - Aged 55 to 64 years	29%	34%	35%	43%
Participant social and community engagement rate - Aged 65+ years	31%	38%	39%	43%
Participant social and community engagement rate - Aged 25+ years	28%	35%	35%	43%
Participant social and community engagement rate - Aged 15+ years	29%	35%	35%	43%
Family and carer employment rate - Aged 0 to 14 years	50%	52%	55%	n/a
Family and carer employment rate - Aged 15+ years	48%	49%	49%	n/a
Family and carer employment rate - All ages	49%	51%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	65%	72%	n/a
Participant Choice and Control - Aged 25+ years	n/a	72%	81%	n/a
Participant Choice and Control - Aged 15+ years	n/a	70%	79%	n/a

⁴⁴ Denominators for each metric are: 'participant employment rate' (n=12,197), 'participant social and community engagement rate' (n=12,238), family and carer employment rate' (n=15,379) and 'participant choice and control' (n=6,116). Participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.

Table F.17 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2) and third (R3) Short Form (SF) questionnaires reassessment – New South Wales ⁴⁵

Metric by age group	Baseline	R1	R2	R3	2025-26 Target
Participant employment rate - Aged 15 to 24 years	8%	13%	15%	22%	22%
Participant employment rate - Aged 25 to 34 years	30%	31%	28%	31%	22%
Participant employment rate - Aged 35 to 44 years	28%	29%	28%	29%	22%
Participant employment rate - Aged 45 to 54 years	25%	26%	21%	24%	22%
Participant employment rate - Aged 55 to 64 years	18%	19%	16%	15%	22%
Participant employment rate - Aged 65+ years	13%	12%	10%	9%	22%
Participant employment rate - Aged 25 to 64 years	25%	26%	23%	24%	22%
Participant employment rate - Aged 15 to 64 years	19%	22%	20%	23%	22%
Participant social and community engagement rate - Aged 15 to 24 years	35%	38%	42%	41%	43%
Participant social and community engagement rate - Aged 25 to 34 years	30%	39%	44%	43%	43%
Participant social and community engagement rate - Aged 35 to 44 years	30%	36%	43%	42%	43%
Participant social and community engagement rate - Aged 45 to 54 years	32%	38%	42%	42%	43%
Participant social and community engagement rate - Aged 55 to 64 years	32%	37%	38%	40%	43%
Participant social and community engagement rate - Aged 65+ years	38%	42%	44%	45%	43%
Participant social and community engagement rate - Aged 25+ years	32%	38%	42%	42%	43%
Participant social and community engagement rate - Aged 15+ years	33%	38%	42%	42%	43%
Family and carer employment rate - Aged 0 to 14 years	47%	50%	52%	55%	n/a
Family and carer employment rate - Aged 15+ years	50%	54%	52%	52%	n/a
Family and carer employment rate - All ages	48%	51%	52%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	65%	72%	n/a
Participant Choice and Control - Aged 25+ years	n/a	72%	77%	82%	n/a
Participant Choice and Control - Aged 15+ years	n/a	68%	73%	79%	n/a

⁴⁵ Denominators for each metric are: 'participant employment rate' (n=12,007), 'participant social and community engagement rate' (n=12,106), family and carer employment rate' (n=11,714) and 'participant choice and control' (n=8,040). Participants who had their first plan approved since 1 July 2016 and have had a third SF survey reassessment to date.

Table F.18 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3) and fourth (R4) Short Form (SF) questionnaires reassessment – New South Wales ⁴⁶

Metric by age group	Baseline	R1	R2	R3	R4	2025-26 Target
Participant employment rate - Aged 15 to 24 years	9%	12%	16%	20%	26%	22%
Participant employment rate - Aged 25 to 34 years	30%	32%	30%	30%	32%	22%
Participant employment rate - Aged 35 to 44 years	32%	33%	31%	29%	32%	22%
Participant employment rate - Aged 45 to 54 years	28%	28%	27%	26%	26%	22%
Participant employment rate - Aged 55 to 64 years	21%	22%	19%	17%	18%	22%
Participant employment rate - Aged 65+ years	16%	14%	14%	10%	10%	22%
Participant employment rate - Aged 25 to 64 years	27%	29%	27%	25%	27%	22%
Participant employment rate - Aged 15 to 64 years	22%	24%	23%	24%	27%	22%
Participant social and community engagement rate - Aged 15 to 24 years	33%	37%	41%	45%	43%	43%
Participant social and community engagement rate - Aged 25 to 34 years	35%	44%	51%	50%	50%	43%
Participant social and community engagement rate - Aged 35 to 44 years	33%	38%	43%	47%	45%	43%
Participant social and community engagement rate - Aged 45 to 54 years	34%	39%	43%	51%	45%	43%
Participant social and community engagement rate - Aged 55 to 64 years	34%	39%	43%	43%	44%	43%
Participant social and community engagement rate - Aged 65+ years	36%	39%	40%	47%	46%	43%
Participant social and community engagement rate - Aged 25+ years	34%	40%	45%	48%	46%	43%
Participant social and community engagement rate - Aged 15+ years	34%	39%	44%	47%	45%	43%
Family and carer employment rate - Aged 0 to 14 years	48%	50%	52%	54%	57%	n/a
Family and carer employment rate - Aged 15+ years	51%	53%	53%	53%	53%	n/a
Family and carer employment rate - All ages	49%	51%	52%	54%	56%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	62%	67%	70%	74%	n/a
Participant Choice and Control - Aged 25+ years	n/a	70%	75%	77%	82%	n/a
Participant Choice and Control - Aged 15+ years	n/a	67%	72%	74%	79%	n/a

⁴⁶ Denominators for each metric are: 'participant employment rate' (n=10,879), 'participant social and community engagement rate' (n=11,014), family and carer employment rate' (n=8,215) and 'participant choice and control' (n=8,365). Participants who had their first plan approved since 1 July 2016 and have had a fourth SF survey reassessment to date.

Table F.19 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) Short Form (SF) questionnaires reassessment – New South Wales ⁴⁷

Metric by age group	Baseline	R1	R2	R3	R4	R5	2025-26 Target
Participant employment rate - Aged 15 to 24 years	7%	12%	13%	21%	22%	28%	22%
Participant employment rate - Aged 25 to 34 years	29%	31%	30%	31%	28%	33%	22%
Participant employment rate - Aged 35 to 44 years	32%	34%	30%	32%	29%	31%	22%
Participant employment rate - Aged 45 to 54 years	31%	31%	27%	27%	26%	26%	22%
Participant employment rate - Aged 55 to 64 years	24%	24%	21%	20%	19%	18%	22%
Participant employment rate - Aged 65+ years	17%	15%	12%	14%	10%	10%	22%
Participant employment rate - Aged 25 to 64 years	29%	30%	27%	27%	25%	27%	22%
Participant employment rate - Aged 15 to 64 years	23%	25%	23%	26%	24%	27%	22%
Participant social and community engagement rate - Aged 15 to 24 years	33%	39%	42%	44%	47%	44%	43%
Participant social and community engagement rate - Aged 25 to 34 years	35%	43%	47%	49%	49%	50%	43%
Participant social and community engagement rate - Aged 35 to 44 years	32%	39%	43%	46%	48%	47%	43%
Participant social and community engagement rate - Aged 45 to 54 years	33%	40%	42%	42%	46%	45%	43%
Participant social and community engagement rate - Aged 55 to 64 years	34%	39%	44%	44%	43%	42%	43%
Participant social and community engagement rate - Aged 65+ years	36%	38%	41%	41%	42%	43%	43%
Participant social and community engagement rate - Aged 25+ years	34%	40%	44%	45%	46%	46%	43%
Participant social and community engagement rate - Aged 15+ years	34%	40%	43%	45%	46%	45%	43%
Family and carer employment rate - Aged 0 to 14 years	44%	45%	49%	48%	52%	57%	n/a
Family and carer employment rate - Aged 15+ years	50%	52%	52%	55%	56%	56%	n/a
Family and carer employment rate - All ages	46%	47%	50%	50%	53%	57%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	64%	68%	69%	73%	n/a
Participant Choice and Control - Aged 25+ years	n/a	69%	74%	77%	79%	83%	n/a
Participant Choice and Control - Aged 15+ years	n/a	66%	70%	74%	75%	80%	n/a

⁴⁷ Denominators for each metric are: 'participant employment rate' (n=9,044), 'participant social and community engagement rate' (n=9,188), family and carer employment rate' (n=5,539) and 'participant choice and control' (n=7,454). Participants who had their first plan approved since 1 July 2016 and have had a fifth SF survey reassessment to date.

Table F.20 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) Short Form (SF) questionnaires reassessment – New South Wales ⁴⁸

Metric by age group	Baseline	R1	R2	R3	R4	R5	R6+	2025-26 Target
Participant employment rate - Aged 15 to 24 years	6%	8%	11%	14%	22%	20%	29%	22%
Participant employment rate - Aged 25 to 34 years	22%	24%	24%	25%	26%	27%	30%	22%
Participant employment rate - Aged 35 to 44 years	35%	36%	33%	32%	33%	32%	33%	22%
Participant employment rate - Aged 45 to 54 years	34%	35%	32%	31%	31%	29%	27%	22%
Participant employment rate - Aged 55 to 64 years	28%	28%	25%	23%	21%	20%	20%	22%
Participant employment rate - Aged 65+ years	19%	18%	14%	13%	12%	9%	8%	22%
Participant employment rate - Aged 25 to 64 years	29%	30%	28%	27%	27%	27%	27%	22%
Participant employment rate - Aged 15 to 64 years	26%	27%	26%	25%	27%	26%	28%	22%
Participant social and community engagement rate - Aged 15 to 24 years	36%	41%	45%	48%	48%	49%	44%	43%
Participant social and community engagement rate - Aged 25 to 34 years	32%	42%	49%	51%	50%	51%	49%	43%
Participant social and community engagement rate - Aged 35 to 44 years	36%	43%	50%	50%	52%	50%	51%	43%
Participant social and community engagement rate - Aged 45 to 54 years	37%	43%	47%	51%	51%	54%	51%	43%
Participant social and community engagement rate - Aged 55 to 64 years	36%	41%	45%	45%	46%	47%	46%	43%
Participant social and community engagement rate - Aged 65+ years	36%	41%	44%	45%	43%	45%	45%	43%
Participant social and community engagement rate - Aged 25+ years	35%	42%	47%	49%	49%	49%	49%	43%
Participant social and community engagement rate - Aged 15+ years	35%	42%	47%	49%	49%	49%	48%	43%
Family and carer employment rate - Aged 0 to 14 years	46%	49%	49%	49%	53%	55%	60%	n/a
Family and carer employment rate - Aged 15+ years	49%	52%	53%	53%	55%	55%	55%	n/a
Family and carer employment rate - All ages	48%	51%	51%	51%	54%	55%	57%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	65%	68%	69%	70%	81%	n/a
Participant Choice and Control - Aged 25+ years	n/a	68%	74%	78%	80%	81%	89%	n/a
Participant Choice and Control - Aged 15+ years	n/a	65%	71%	75%	76%	77%	87%	n/a

⁴⁸ Denominators for each metric are: 'participant employment rate' (n=16,602), 'participant social and community engagement rate' (n=16,856), family and carer employment rate' (n=8,853) and 'participant choice and control' (n=14,542). Participants who had their first plan approved since 1 July 2016 and have had at least a sixth SF survey reassessment to date.

Part Three: Participant experience

The tables in Part Three, summarise complaints submitted from the 1 July 2016 until the end of quarter 1, 2025-26. Table F.22 shows the number of complaints in quarter 1, 2025-26 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in quarter 1, 2025-26 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Table F.25 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

Figures reported for participant critical incidents (PCIs) exclude counts of 'withdrawn' or 'miscategorised' PCIs (Tables F.22 and F.24).

Table F.21 Proportion of respondents who responded positively to questions about 'Early Supports' (n = 256 in Prior Quarters, n = 39 in quarter 1, 2025-26), 'Community Connections' (n = 2,233 in Prior Quarters, n = 448 in quarter 1, 2025-26), 'Apply for NDIS (overall)' (n = 2,207 in Prior Quarters, n = 380 in quarter 1, 2025-26), 'Plan Approval' (n = 5,150 in Prior Quarters, n = 715 in quarter 1, 2025-26), 'Plan Implementation' (n = 5,014 in Prior Quarters, n = 636 in quarter 1, 2025-26) and 'Plan Reassessment' (n = 13,092 in Prior Quarters, n = 1,990 in quarter 1, 2025-26) – New South Wales ^{49 50}

NDIA planning process	Prior Quarters	Quarter 1, 2025-26
Early Supports - Were you treated with respect?	98%	95%
Early Supports - Were decisions and outcomes explained to you?	86%	83%
Early Supports - Were your questions and concerns acknowledged?	89%	86%
Early Supports - How well does your early supports plan meet your child's needs?	49%	38%
Community Connections - Was information easy to understand?	85%	85%
Community Connections - Was communication in your preferred format?	94%	94%
Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life?	79%	79%
Community Connections - To what extent were your circumstances and needs considered?	77%	77%
Community Connections - To what extent were you included in decisions that were made?	76%	76%
Community Connections - How confident are you in reaching out to community supports and other government services?	53%	58%
Apply for NDIS (overall) - Were you treated with respect?	93%	97%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	72%	86%
Apply for NDIS (overall) - Was information easy to understand?	71%	78%
Apply for NDIS (overall) - Was communication in your preferred format?	86%	90%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	53%	66%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	52%	65%
Plan Approval - Were you treated with respect?	91%	87%
Plan Approval - Were decisions and outcomes explained to you?	78%	75%
Plan Approval - Were your questions and concerns acknowledged?	77%	70%
Plan Approval - Do you know where to go for more help with using your plan?	85%	83%

⁴⁹ Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards.

⁵⁰ Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

NDIA planning process	Prior Quarters	Quarter 1, 2025-26
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	57%	52%
Plan Approval - How well does your NDIS plan meet your needs?	61%	53%
Plan Implementation - Do you know where to go for more help with using your plan?	85%	85%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	63%	61%
Plan Implementation - To what extent were your circumstances and needs considered?	64%	60%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	62%	65%
Plan Implementation - Do you feel confident in using your plan?	67%	61%
Plan Implementation - Do you feel confident in accessing supports?	68%	65%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	86%	87%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	68%	66%
Plan Reassessment - To what extent were your circumstances and needs considered?	69%	68%
Plan Reassessment - To what extent were you included in decisions that were made?	69%	70%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	67%	66%
Plan Reassessment - Do you feel confident in using your plan?	71%	70%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	67%	66%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	80%	81%

Table F.22 Complaints and Participant Critical Incidents (PCIs) by quarter – New South Wales
51 52

Complaints made by or on behalf of:	Prior Quarters	Quarter 1, 2025-26	Total	Number of unique complainants
Participants: Complaints about Early Connections Partner	273	34	307	291
Participants: Complaints about Local Area Coordination (LAC) Partner	1,278	78	1,356	1,217
Participants: Complaints about service providers	4,198	266	4,464	3,534
Participants: Complaints about the Agency	70,345	3,649	73,994	36,637
Participants: Unclassified	1,504	0	1,504	1,321
Participants: Total	77,598	4,027	81,625	39,419
Percentage of the number of active participants	6.7%	7.3%	6.7%	n/a
New Participant Critical Incidents (PCIs)	15,217	1,481	16,698	n/a

⁵¹ Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

⁵² Note that 58% of all complainants made only one complaint, 20% made two complaints, and 22% made three or more complaints.

Table F.23 Number and proportion of participant complaints over time, incrementally and cumulatively – New South Wales

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Sep-22	1,994	5%	38,148	6%
Dec-22	1,743	4%	39,891	6%
Mar-23	1,778	4%	41,669	6%
Jun-23	2,092	5%	43,761	6%
Sep-23	2,493	5%	46,254	6%
Dec-23	3,014	6%	49,268	6%
Mar-24	5,351	11%	54,619	6%
Jun-24	5,835	12%	60,454	6%
Sep-24	5,065	10%	65,519	7%
Dec-24	4,626	9%	70,145	7%
Mar-25	3,938	8%	74,083	7%
Jun-25	3,515	7%	77,598	7%
Sep-25	4,027	7%	81,625	7%

Table F.24 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively – New South Wales

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Sep-22	559	1%	3,594	1%
Dec-22	581	1%	4,175	1%
Mar-23	836	2%	5,011	1%
Jun-23	930	2%	5,941	1%
Sep-23	995	2%	6,936	1%
Dec-23	1,013	2%	7,949	1%
Mar-24	1,137	2%	9,086	1%
Jun-24	1,180	2%	10,266	1%
Sep-24	1,151	2%	11,417	1%
Dec-24	1,173	2%	12,590	1%
Mar-25	1,294	2%	13,884	1%
Jun-25	1,333	2%	15,217	1%
Sep-25	1,481	3%	16,698	1%

Table F.25 Participant complaints by type. Complaints with a related party who has submitted an access request – New South Wales ⁵³

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	2,360	3%	0	0%	2,360	3%
Complaints about the Agency - Information unclear	738	1%	0	0%	738	1%
Complaints about the Agency - NDIA Access	1,560	2%	81	2%	1,641	2%
Complaints about the Agency - NDIA Engagement	<100	n/a	<11	n/a	99	0%
Complaints about the Agency - NDIA Finance	4,056	6%	198	5%	4,254	6%
Complaints about the Agency - NDIA Fraud and Compliance	296	0%	29	1%	325	0%
Complaints about the Agency - NDIA Plan	14,512	21%	1,081	30%	15,593	21%
Complaints about the Agency - NDIA Process	6,079	9%	514	14%	6,593	9%
Complaints about the Agency - NDIA Resources	566	1%	74	2%	640	1%
Complaints about the Agency - NDIA Staff	3,662	5%	396	11%	4,058	5%
Complaints about the Agency - NDIA Timeliness	21,332	30%	1,266	35%	22,598	31%
Complaints about the Agency - Participation, engagement and inclusion	178	0%	0	0%	178	0%
Complaints about the Agency - Provider Portal	44	0%	0	0%	44	0%
Complaints about the Agency - Quality & Safeguards Commission	<50	n/a	<11	n/a	45	0%
Complaints about the Agency - Reasonable and necessary supports	2,256	3%	0	0%	2,256	3%
Complaints about the Agency - Staff conduct - Agency	677	1%	0	0%	677	1%
Complaints about the Agency - The way the NDIA carried out its decision making	1,262	2%	0	0%	1,262	2%
Complaints about the Agency - Timeliness	5,926	8%	0	0%	5,926	8%
Complaints about the Agency - Other	<4,710	n/a	<11	n/a	4,707	6%
Complaints about the Agency - Total	70,345	100%	3,649	100%	73,994	100%
Complaints about Early Connections Partner - Early Connections Engagement	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	<30	n/a	<11	n/a	21	7%
Complaints about Early Connections Partner - Early Connections Process	<30	n/a	<11	n/a	30	10%
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	166	61%	23	68%	189	62%
Complaints about Early Connections Partner - Early Connections Timeliness	<60	n/a	<11	n/a	64	21%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Total	273	100%	34	100%	307	100%
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	14	1%	0	0%	14	1%
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	<160	n/a	<11	n/a	167	12%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<140	n/a	<11	n/a	142	10%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	843	66%	53	68%	896	66%

⁵³ It is possible to record multiple related parties as the source of a complaint, and in some cases, both participants and providers or other parties are linked to a single complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<110	n/a	<11	n/a	119	9%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - Total	1,278	100%	78	100%	1,356	100%
Complaints about service providers - Provider Costs	146	3%	0	0%	146	3%
Complaints about service providers - Provider Finance	276	7%	23	9%	299	7%
Complaints about service providers - Provider Fraud and Compliance	445	11%	50	19%	495	11%
Complaints about service providers - Provider Process	142	3%	0	0%	142	3%
Complaints about service providers - Provider Service	1,323	32%	94	35%	1,417	32%
Complaints about service providers - Provider Staff	755	18%	99	37%	854	19%
Complaints about service providers - Service Delivery	235	6%	0	0%	235	5%
Complaints about service providers - Staff Conduct	216	5%	0	0%	216	5%
Complaints about service providers - Supports being provided	253	6%	0	0%	253	6%
Complaints about service providers - Other	407	10%	0	0%	407	9%
Complaints about service providers - Total	4,198	100%	266	100%	4,464	100%
Unclassified	1,504	n/a	0	n/a	1,504	n/a
Participants total	77,598	n/a	4,027	n/a	81,625	n/a

Table F.26 Administrative Review Tribunal (ART) Cases by category as at 30 September 2025 – New South Wales

Category	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Access	1,598	21%	170	25%	1,768	22%
Planning	5,477	73%	498	72%	5,975	73%
Compensation	39	1%	0	0%	39	0%
Jurisdiction	222	3%	0	0%	222	3%
Extension of Time	77	1%	0	0%	77	1%
Other	79	1%	19	3%	98	1%
Total cases	7,492	100%	687	100%	8,179	100%
Percentage of the number of active participants	0.6%	n/a	1.3%	n/a	0.7%	n/a

Table F.27 Number and proportion of Administrative Review Tribunal (ART) cases over time, incrementally and cumulatively – New South Wales

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Sep-22	305	1%	3,898	1%
Dec-22	273	1%	4,171	1%
Mar-23	265	1%	4,436	1%
Jun-23	311	1%	4,747	1%
Sep-23	255	1%	5,002	1%
Dec-23	286	1%	5,288	1%
Mar-24	171	0%	5,459	1%
Jun-24	277	1%	5,736	1%
Sep-24	429	1%	6,165	1%
Dec-24	458	1%	6,623	1%
Mar-25	412	1%	7,035	1%
Jun-25	457	1%	7,492	1%
Sep-25	687	1%	8,179	1%

Table F.28 Administrative Review Tribunal (ART) cases by open/closed and decision – New South Wales ⁵⁴

ART cases by open/closed and decision	Number of cases	Number of unique active participants
ART Cases	8,179	7,276
Open ART Cases	1,614	1,577
Closed ART Cases	6,565	5,880
Resolved before hearing	6,316	5,665
Gone to hearing and received a substantive decision	249	215

⁵⁴ The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.

Table F.29 Administrative Review Tribunal (ART) Supports in dispute – New South Wales ^{55 56 57}

Type of support	Prior Quarters	Quarter 1, 2025-26	Total
Plan Management Decision	<120	<11	122
Core (excluding Consumables and Transport)	1,066	111	1,177
Capacity Building	1,284	131	1,415
General Support	301	31	332
Assistive Technology	331	34	365
Specialist Disability Accommodation	<110	<11	114
Home Modifications	<80	<11	87
Supported Independent Living	387	37	424
Everyday Living Costs	97	19	116
Transport	155	19	174
Other	0	0	0
Total number of unique participants counted across disputed supports	2,044	199	2,243
Total number of instances of participants counted across disputed supports	3,929	397	4,326

Table F.30 Closed Administrative Review Tribunal (ART) cases by outcome – New South Wales

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	221	4%	28	7%	249	4%
Decided by Tribunal - Affirmed	115	2%	15	4%	130	2%
Decided by Tribunal - Varied	<40	n/a	<11	n/a	38	1%
Decided by Tribunal - Set Aside	<70	n/a	<20	n/a	81	1%
Not Decided by Tribunal - Total	5,962	96%	354	93%	6,316	96%
Not Decided by Tribunal - Resolved by consent	4,254	69%	228	60%	4,482	68%
Not Decided by Tribunal - Withdrawn	1,189	19%	81	21%	1,270	19%
Not Decided by Tribunal - No jurisdiction	<100	n/a	<11	n/a	96	1%
Not Decided by Tribunal - Extension of Time Declined	17	0%	0	n/a	17	0%
Not Decided by Tribunal - Extension of Time Not opposed	26	0%	0	n/a	26	0%
Not Decided by Tribunal - Dismissed	<390	n/a	<50	n/a	425	6%
Not Decided by Tribunal - Other	0	n/a	0	n/a	0	n/a
Total	6,183	100%	382	100%	6,565	100%

⁵⁵ It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceed the total in each period.

⁵⁶ Data is reported with one month lag; therefore results for last month of the current quarter are not included.

⁵⁷ Supports in dispute data is only available for 2022-23 Q3 onwards.

Part Four: Providers and the growing market

Part Four has been updated to focus on active provider counts and payments made to these providers across varying registration status and funds management types.

‘Active providers’ refers to those who have received payment in the quarter for supporting NDIS participants (Table F.31). The count of active providers excludes providers with a missing Australian Business Number (ABN).

Plan management fees, which are payments from NDIA-managed funding, are reclassified as plan-managed funding payments for the purpose of counting providers. Therefore, the count of NDIA-managed providers excludes providers that only received plan management fees and no other NDIA-managed funding payments (Table F.32).

From 14 October 2024, it is mandatory for participants with self-managed funding payments to include the Australian Business Number (ABN) of the associated provider or provide a reason why it isn’t available. Prior to this date, providing the Australian Business Number (ABN) was voluntary; therefore, the count of providers for self-managed participants before this date should only be used as a reference (Table F.31).

Total active provider payments are on a cash and in-kind basis. In-kind payments are included in the total NDIA-managed payments to registered providers (Table F.32).

Table F.31 Number of active providers in quarter 1, 2025-26 by registration status and funds management type – New South Wales ⁵⁸

Funds management type	Registered	Unregistered	Total providers
NDIA-managed	4,455	0	4,455
Plan-managed	7,181	52,019	58,886
Self-managed	3,906	36,739	40,516
All funds management types	8,022	73,962	81,646

Table F.32 Total active provider payments in quarter 1, 2025-26 by registration status and funds management type (\$m) – New South Wales ^{59 60}

Funds management type	Registered	Unregistered	All registration statuses
NDIA-managed	1,277	0	1,277
Plan-managed	1,400	837	2,247
Self-managed	132	189	375
All funds management types	2,809	1,026	3,899

⁵⁸ Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.

⁵⁹ A small number of providers have a missing Australian Business Number (ABN). Payments associated with these providers are not shown separately but are included in the "All registration statuses".

⁶⁰ Registration status is determined as at the posting date of payment.

Part Five: Financial sustainability

Average annualised committed supports (Tables F.33 to F.37) are derived from the total annualised committed supports in the current plans of active participants as at 30 September 2025. Average payments (Tables F.35 to F.37) are calculated as the sum of the payments in the 12-month period to 30 September 2025, divided by the average number of participants who are active per working day in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Total annualised committed supports are those in the current plans of active participants as at 30 September 2025. 'Total payments' refers to those paid over the 12 months to 30 September 2025 (Tables F.38 to F.40).

Table F.33 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter) – New South Wales

Average annualised committed support band	As at quarter 4, 2024-25 distribution of participants	As at quarter 1, 2025-26 distribution of participants
\$0-\$5,000	2.3%	2.3%
\$5,001-\$10,000	5.1%	5.0%
\$10,001-\$15,000	9.8%	9.6%
\$15,001-\$20,000	15.1%	14.9%
\$20,001-\$25,000	12.1%	12.0%
\$25,001-\$30,000	4.9%	4.9%
\$30,001-\$50,000	12.9%	12.9%
\$50,001-\$100,000	16.5%	16.6%
\$100,001-\$150,000	6.7%	6.8%
\$150,001-\$200,000	3.5%	3.6%
\$200,001-\$250,000	2.2%	2.2%
\$250,001+	8.9%	9.1%

Table F.34 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter, excluding participants with Supported Independent Living (SIL) supports) – New South Wales

Average annualised committed support band	As at quarter 4, 2024-25 distribution of participants	As at quarter 1, 2025-26 distribution of participants
\$0-\$5,000	2.5%	2.4%
\$5,001-\$10,000	5.4%	5.3%
\$10,001-\$15,000	10.4%	10.1%
\$15,001-\$20,000	16.0%	15.7%
\$20,001-\$25,000	12.8%	12.7%
\$25,001-\$30,000	5.2%	5.2%
\$30,001-\$50,000	13.7%	13.7%
\$50,001-\$100,000	17.4%	17.6%
\$100,001-\$150,000	7.1%	7.2%
\$150,001-\$200,000	3.7%	3.8%
\$200,001-\$250,000	2.1%	2.2%
\$250,001+	3.8%	4.1%

Table F.35 Average annualised committed supports as at 30 September 2025 and average payments for the year ending 30 September 2025 by age group and participants' Supported Independent Living (SIL) status as at 30 September 2025 – New South Wales

Age group	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
0 to 8	\$20,500	\$26,900	n/a	n/a	\$20,500	\$26,900
9 to 14	\$24,400	\$29,100	n/a	n/a	\$24,400	\$29,100
15 to 18	\$36,700	\$46,900	\$555,400	\$650,500	\$34,300	\$44,800
19 to 24	\$79,500	\$103,800	\$518,300	\$585,200	\$55,800	\$79,700
25 to 34	\$104,100	\$127,800	\$442,900	\$482,300	\$68,400	\$91,900
35 to 44	\$119,400	\$146,000	\$407,000	\$444,400	\$77,800	\$104,300
45 to 54	\$127,600	\$155,300	\$405,100	\$439,700	\$81,300	\$110,000
55 to 64	\$138,600	\$171,100	\$405,600	\$446,000	\$88,800	\$120,900
65+	\$137,600	\$169,700	\$406,400	\$441,400	\$91,600	\$122,300
All	\$68,800	\$85,200	\$421,100	\$461,000	\$47,500	\$63,200

Table F.36 Average annualised committed supports as at 30 September 2025 and average payments for the year ending 30 September 2025 by primary disability group and participants' Supported Independent Living (SIL) status – New South Wales

Primary disability group	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
Acquired brain injury	\$165,100	\$203,900	\$438,700	\$484,500	\$110,800	\$149,000
Autism	\$37,800	\$46,500	\$475,500	\$513,500	\$30,000	\$38,700
Cerebral palsy	\$163,700	\$190,300	\$486,300	\$523,100	\$108,200	\$134,400
Developmental delay	\$14,900	\$22,100	\$0	\$0	\$14,900	\$22,100
Global developmental delay	\$20,000	\$25,700	\$0	\$0	\$20,000	\$25,700
Hearing impairment	\$9,800	\$17,800	n/a	n/a	\$9,500	\$17,300
Intellectual disability	\$113,800	\$134,700	\$392,000	\$424,900	\$63,600	\$83,300
Multiple sclerosis	\$110,000	\$141,000	\$521,200	\$582,100	\$93,200	\$123,600
Psychosocial disability	\$100,600	\$129,200	\$369,000	\$415,500	\$71,900	\$98,700
Spinal cord injury	\$175,400	\$229,300	\$579,600	\$662,600	\$154,300	\$207,300
Stroke	\$158,300	\$203,900	\$498,900	\$553,100	\$112,300	\$156,900
Visual impairment	\$44,300	\$59,200	\$363,400	\$384,400	\$41,000	\$55,900
Other neurological	\$154,600	\$195,200	\$480,500	\$526,000	\$111,800	\$152,300
Other physical	\$77,300	\$107,700	\$493,000	\$544,100	\$68,600	\$99,000
Other sensory/speech	\$10,800	\$19,600	n/a	n/a	\$10,000	\$18,700
Other	\$97,900	\$130,800	\$454,600	\$522,500	\$72,500	\$103,500
Down Syndrome	\$127,700	\$147,700	\$352,100	\$375,100	\$79,800	\$99,800
All	\$68,800	\$85,200	\$421,100	\$461,000	\$47,500	\$63,200

Table F.37 Average annualised committed supports as at 30 September 2025 and average payments for the year ending 30 September 2025 by reported level of function and participants' Supported Independent Living (SIL) status – New South Wales

Reported level of function	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
1	\$15,200	\$22,000	n/a	n/a	\$15,100	\$21,900
2	\$21,200	\$33,100	n/a	n/a	\$19,200	\$31,200
3	\$23,500	\$33,000	\$342,200	\$402,000	\$21,600	\$30,800
4	\$17,200	\$27,500	\$380,100	\$439,200	\$15,600	\$25,500
5	\$32,200	\$41,900	\$355,100	\$398,000	\$27,300	\$36,900
6	\$27,000	\$38,500	\$333,800	\$392,700	\$24,700	\$35,900
7	\$60,700	\$73,600	\$380,000	\$420,600	\$40,200	\$51,700
8	\$63,800	\$89,700	\$349,500	\$392,300	\$51,000	\$75,900
9	\$76,800	\$108,900	\$397,200	\$448,400	\$69,900	\$101,600
10	\$104,000	\$137,000	\$355,400	\$398,600	\$79,100	\$110,500
11	\$141,400	\$161,100	\$432,900	\$464,800	\$81,100	\$100,500
12	\$194,800	\$231,600	\$421,400	\$459,500	\$131,300	\$169,200
13	\$119,200	\$135,700	\$533,900	\$571,600	\$82,000	\$96,500
14	\$320,700	\$369,900	\$519,800	\$560,500	\$241,100	\$293,600
15	\$465,200	\$527,300	n/a	n/a	\$452,600	\$503,600
All	\$68,800	\$85,200	\$421,100	\$461,000	\$47,500	\$63,200

Table F.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 30 September 2025 (\$m) – New South Wales ⁶¹

Support Category	Total payments for the year ending 30 September 2025	Total annualised committed supports at 30 September 2025
Core: Daily Activities	3,834.6	4,014.8
Core: Consumables	35.5	40.1
Core: Social and Civic	757.4	932.9
Core: Transport	24.2	28.7
Capacity Building: Choice and Control	11.3	12.5
Capacity Building: Daily Activities	102.6	150.5
Capacity Building: Employment	1.1	3.9
Capacity Building: Health and Wellbeing	1.4	2.2
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	110.0	157.9
Capacity Building: Social and Civic	0.9	1.7
Capacity Building: Support Coordination	63.6	76.4
Capital: Assistive Technology	40.0	75.4
Capital: Home Modifications	105.3	125.9
All	5,087.9	5,622.8

⁶¹ Total payments for home modifications were \$105.3 million. Of which, \$104.5 million (99.3%) has been paid for specialised disability accommodation (SDA) supports, and \$0.8 million (0.7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$125.9 million. Of which, \$124.7 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.2 million (1%) has been allocated for non-SDA supports.

Table F.39 Total annualised committed supports and total payments (participants not in Supported Independent Living (SIL)) by support category as at 30 September 2025 (\$m) – New South Wales ⁶²

Support Category	Total payments for the year ending 30 September 2025	Total annualised committed supports at 30 September 2025
Core: Daily Activities	3,636.2	5,144.4
Core: Consumables	149.5	238.7
Core: Social and Civic	2,727.2	3,098.4
Core: Transport	330.6	138.5
Capacity Building: Choice and Control	165.8	195.9
Capacity Building: Daily Activities	1,632.2	2,749.2
Capacity Building: Employment	54.3	163.0
Capacity Building: Health and Wellbeing	10.8	20.8
Capacity Building: Home Living	0.2	1.3
Capacity Building: Lifelong learning	0.1	0.4
Capacity Building: Relationships	187.7	383.0
Capacity Building: Social and Civic	65.8	170.0
Capacity Building: Support Coordination	252.7	373.7
Capital: Assistive Technology	203.1	438.0
Capital: Home Modifications	65.2	110.0
All	9,481.4	13,225.2

Table F.40 Payments by financial year in which support was provided, compared to committed supports – New South Wales ⁶³

Financial year	Total Committed (\$m)	Total Paid (\$m)	Percentage utilised to date
2013-14	50.2	37.2	74%
2014-15	184.7	141.5	77%
2015-16	354.5	260.2	73%
2016-17	1,766.5	1,209.1	68%
2017-18	4,262.0	3,095.2	73%
2018-19	5,887.4	4,463.9	76%
2019-20	8,015.2	5,971.2	74%
2020-21	10,155.9	7,699.7	76%
2021-22	11,477.5	8,935.9	78%
2022-23	14,030.6	11,031.0	79%
2023-24	16,242.0	12,894.6	79%
2024-25	18,074.0	14,071.6	78%
2 025-26 to date (Experience still emerging)	4,905.7	3,310.3	67%

⁶² Total payments for home modifications were \$65.2 million. Of which, \$33.7 million (51.7%) has been paid for specialised disability accommodation (SDA) supports, and \$31.5 million (48.3%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$110.0 million. Of which, \$41.0 million (37%) has been allocated for specialised disability accommodation (SDA) supports, and \$69.0 million (63%) has been allocated for non-SDA supports.

⁶³ The utilisation rate for 2025-26 to date will likely increase due to a lag between when support is provided and when it is paid for.

Table F.41 Percentage change in plan budgets for active participants per quarter – New South Wales ⁶⁴

Inflation type	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25
Intraplan Inflation	8.7%	6.2%	4.6%	6.7%	7.1%	6.4%	4.6%	4.4%	5.5%
Interplan Inflation	5.1%	3.4%	2.6%	2.9%	5.0%	5.0%	5.8%	5.1%	5.3%
Total Inflation	13.8%	9.6%	7.2%	9.6%	12.1%	11.4%	10.4%	9.5%	10.8%

⁶⁴ The Annual Pricing Review saw price limit increases from 1 July 2025. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2025.

Supplement G:

Victoria

Adapting to the new computer system and processes has impacted some data detailed in this supplement. This includes the proportion of active participant plans with not-stated culturally and linguistically diverse (CALD) status; missing data about reported level of function, and 'other disability' types. There may be some minor instances of information being restated in this report as data is further refined.

When interpreting the results detailed in this supplement, please also consider the following:

Percentage figures have been rounded and may not always total to one hundred per cent.

Totals include participants with missing characteristics, where applicable.

Throughout this supplement, results are not adjusted for underlying differences in population characteristics, and hence comparisons of the results for subsections of the population should be interpreted with caution.

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

There are five parts to this supplement.

Part One: Participants and their plans

The number of participants residing in remote and very remote areas is based on the Modified Monash Model measure of remoteness (Tables G.9).

Table G.1 Active participants by quarter of entry, by service previously received and entry type – Victoria

Participant breakdown	Prior Quarters	Quarter 1, 2025-26	Total
Access decisions	258,547	7,512	266,059
Currently Eligible - Total	199,068	6,091	205,159
Currently Eligible - New	132,393	5,972	138,365
Currently Eligible - State	56,699	95	56,794
Currently Eligible - Commonwealth	9,976	24	10,000
Active Participant Plans - Total	197,010	5,694	202,704
Active Participant Plans - New	130,736	5,594	136,330
Active Participant Plans - State	56,326	78	56,404
Active Participant Plans - Commonwealth	9,948	22	9,970
Active Participant Plans - Total	197,010	5,694	202,704
Active Participant Plans - Early Intervention (s25)	63,143	2,865	66,008
Active Participant Plans - Permanent Disability (s24)	130,513	1,272	131,785
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	3,354	1,557	4,911

Table G.2 People who have left the Scheme since 1 July 2013 as at 30 September 2025 – Victoria ⁶⁵

People leaving the Scheme	Prior Quarters	Quarter 1, 2025-26	Total
Number of people who have left the Scheme	19,891	2,652	22,543

⁶⁵ The number of people who have left the Scheme is people leaving net of people returning to the Scheme.

Table G.3 Assessment of access by age group at access decision and gender – Victoria

Age group at access decision	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
0 to 8	65,828	98%	29,400	98%	1,248	92%	96,476	98%
9 to 14	18,403	92%	11,313	93%	511	88%	30,227	92%
15 to 18	7,522	93%	5,329	91%	393	88%	13,244	92%
19 to 24	6,208	90%	4,615	85%	300	77%	11,123	87%
25 to 34	8,205	86%	7,300	80%	367	66%	15,872	82%
35 to 44	8,422	83%	8,423	76%	181	53%	17,026	79%
45 to 54	10,139	79%	<10,620	n/a	<160	n/a	20,907	75%
55 to 64	12,497	74%	12,111	64%	164	36%	24,772	68%
65+	608	58%	<570	n/a	<11	n/a	1,182	53%
Missing	0	n/a	0	n/a	0	n/a	0	
Total	137,832	90%	89,672	83%	3,325	74%	230,829	87%

Table G.4 Assessment of access by primary disability group and gender – Victoria

Primary disability group	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
Acquired brain injury	4,276	90%	2,166	90%	46	65%	6,488	90%
Autism	53,058	98%	27,708	98%	1,934	94%	82,700	98%
Cerebral palsy	2,609	97%	2,145	96%	32	89%	4,786	97%
Developmental delay	25,109	98%	11,031	98%	509	96%	36,649	98%
Down syndrome	1,742	100%	1,449	100%	23	100%	3,214	100%
Global developmental delay	3,121	100%	1,358	99%	56	95%	4,535	99%
Hearing impairment	3,899	90%	4,138	88%	80	74%	8,117	89%
Intellectual disability	16,845	95%	11,790	94%	121	72%	28,756	94%
Multiple sclerosis	1,000	93%	3,024	92%	20	69%	4,044	92%
Psychosocial disability	11,001	73%	12,060	67%	252	37%	23,313	69%
Spinal cord injury	889	94%	<430	n/a	<20	n/a	1,332	92%
Stroke	1,727	86%	1,201	83%	20	57%	2,948	85%
Visual impairment	1,837	91%	1,712	88%	25	60%	3,574	89%
Other neurological	4,515	84%	3,876	82%	72	64%	8,463	83%
Other physical	2,787	46%	3,260	37%	58	22%	6,105	41%
Other sensory/speech	477	53%	<210	n/a	<11	n/a	688	51%
Other	2,940	56%	2,121	40%	56	21%	5,117	47%
Total	137,832	90%	89,672	83%	3,325	74%	230,829	87%

Table G.5 Participant profile per quarter by participants identifying as First Nations Peoples – Victoria

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
First Nations Participants	7,316	4%	249	4%	7,565	4%
Non-First Nations Participants	163,519	83%	5,045	89%	168,564	83%
Not Stated	26,175	13%	400	7%	26,575	13%
Total	197,010	100%	5,694	100%	202,704	100%

Table G.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Victoria

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	22,011	11%	520	9%	22,531	11%
Not culturally and linguistically diverse	168,828	86%	4,843	85%	173,671	86%
Not stated	6,171	3%	331	6%	6,502	3%
Total	197,010	100%	5,694	100%	202,704	100%

Table G.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 September 2025 – Victoria ⁶⁶

Age group	Total number of active participants
Under 45	<11
45 to 54	<40
55 to 64	216
Total YPIRAC (under 65)	257

⁶⁶ There are a further 451 active participants aged 65 years or over who are currently in residential aged care.

Table G.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Victoria ⁶⁷

Quarter ending	Incremental	Cumulative
Sep-22	-38	769
Dec-22	-33	736
Mar-23	-78	658
Jun-23	-59	599
Sep-23	-49	550
Dec-23	-41	509
Mar-24	-34	475
Jun-24	-62	413
Sep-24	-54	359
Dec-24	-39	320
Mar-25	-31	289
Jun-25	-16	273
Sep-25	-16	257

Table G.9 Participant profile per quarter by remoteness – Victoria

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Major cities	142,828	72%	4,183	73%	147,011	73%
Population > 50,000	19,289	10%	572	10%	19,861	10%
Population between 15,000 and 50,000	12,946	7%	345	6%	13,291	7%
Population between 5,000 and 15,000	<10,520	n/a	<290	n/a	10,796	5%
Population less than 5,000	11,356	6%	307	5%	11,663	6%
Remote	<70	n/a	<11	n/a	68	0%
Very Remote	0	0%	0	0%	0	0%
Missing	14	0%	0	0%	14	0%
Total	197,010	100%	5,694	100%	202,704	100%

⁶⁷ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

Table G.10 Participant profile per quarter by primary disability group – Victoria

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Autism	78,486	40%	2,329	41%	80,815	40%
Intellectual disability	26,406	13%	267	5%	26,673	13%
Developmental delay	24,387	12%	1,864	33%	26,251	13%
Psychosocial disability	20,228	10%	162	3%	20,390	10%
Hearing impairment	7,523	4%	139	2%	7,662	4%
Other neurological	5,955	3%	154	3%	6,109	3%
Global developmental delay	3,625	2%	248	4%	3,873	2%
Other physical	4,655	2%	48	1%	4,703	2%
Acquired brain injury	5,098	3%	94	2%	5,192	3%
Cerebral palsy	4,401	2%	37	1%	4,438	2%
Other	2,860	1%	151	3%	3,011	1%
Multiple sclerosis	3,604	2%	62	1%	3,666	2%
Down syndrome	2,883	1%	18	0%	2,901	1%
Visual impairment	3,095	2%	39	1%	3,134	2%
Stroke	2,309	1%	66	1%	2,375	1%
Spinal cord Injury	<1,110	n/a	<20	n/a	1,115	1%
Other sensory/speech	<400	n/a	<11	n/a	396	0%
Total	197,010	100%	5,694	100%	202,704	100%

Table G.11 Participant profile per quarter by primary disability group and Supported Independent Living (SIL) status – Victoria

Primary disability group	All participants - Count	All participants - Percentage	Participants in SIL - Count	Participants in SIL - Percentage	Participants not in SIL - Count	Participants not in SIL - Percentage
Autism	80,815	40%	974	12%	79,841	41%
Intellectual disability	26,673	13%	3,104	40%	23,569	12%
Developmental delay	26,251	13%	0	0%	26,251	13%
Psychosocial disability	20,390	10%	685	9%	19,705	10%
Hearing impairment	7,662	4%	<11	n/a	<7,660	n/a
Other neurological	6,109	3%	471	6%	5,638	3%
Other physical	3,873	2%	0	0%	3,873	2%
Acquired brain injury	4,703	2%	62	1%	4,641	2%
Cerebral palsy	5,192	3%	716	9%	4,476	2%
Global developmental delay	4,438	2%	661	8%	3,777	2%
Down syndrome	3,011	1%	134	2%	2,877	1%
Other	3,666	2%	135	2%	3,531	2%
Multiple sclerosis	2,901	1%	566	7%	2,335	1%
Visual impairment	3,134	2%	<40	n/a	<3,110	n/a
Stroke	2,375	1%	220	3%	2,155	1%
Spinal cord Injury	1,115	1%	66	1%	1,049	1%
Other sensory/speech	396	0%	0	0%	396	0%
Total	202,704	100%	7,828	100%	194,876	100%

Table G.12 Participant profile per quarter by reported level of function – Victoria

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
1 (High Function)	27,766	14%	1,525	27%	29,291	14%
2 (High Function)	508	0%	13	0%	521	0%
3 (High Function)	10,848	6%	458	8%	11,306	6%
4 (High Function)	9,406	5%	94	2%	9,500	5%
5 (High Function)	15,426	8%	505	9%	15,931	8%
6 (Moderate Function)	46,600	24%	1,526	27%	48,126	24%
7 (Moderate Function)	10,129	5%	244	4%	10,373	5%
8 (Moderate Function)	9,659	5%	140	2%	9,799	5%
9 (Moderate Function)	<800	n/a	<11	n/a	808	0%
10 (Moderate Function)	17,140	9%	189	3%	17,329	9%
11 (Low Function)	4,875	2%	67	1%	4,942	2%
12 (Low Function)	25,188	13%	345	6%	25,533	13%
13 (Low Function)	11,342	6%	107	2%	11,449	6%
14 (Low Function)	<2,140	n/a	<11	n/a	2,140	1%
15 (Low Function)	35	0%	0	0%	35	0%
Missing	5,156	3%	465	8%	5,621	3%
Total	197,010	100%	5,694	100%	202,704	100%

Table G.13 Participant profile per quarter by age group – Victoria

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
0 to 8	46,067	23%	2,771	49%	48,838	24%
9 to 14	39,872	20%	1,023	18%	40,895	20%
15 to 18	18,984	10%	408	7%	19,392	10%
19 to 24	16,332	8%	249	4%	16,581	8%
25 to 34	16,566	8%	274	5%	16,840	8%
35 to 44	14,503	7%	287	5%	14,790	7%
45 to 54	15,969	8%	276	5%	16,245	8%
55 to 64	18,457	9%	370	6%	18,827	9%
65+	10,260	5%	36	1%	10,296	5%
Total	197,010	100%	5,694	100%	202,704	100%

Table G.14 Participation rates by age group and gender as at 30 September 2025 – Victoria ⁶⁸

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	9%	4%	7%
9 to 14	10%	5%	8%
15 to 18	7%	4%	6%
19 to 24	3%	2%	3%
25 to 44	2%	1%	2%
45 to 64	2%	2%	2%
65+	1%	1%	1%
Total (0-64)	4%	3%	3%
Total (All ages)	3%	2%	3%

Table G.15 Proportion of active participants with approved plans accessing mainstream supports – Victoria

Mainstream service	Prior Quarters	Quarter 1, 2025-26	Total
Choice and control over my life	3%	4%	3%
Daily life	20%	21%	20%
Health and wellbeing	72%	82%	73%
Learning	34%	38%	35%
Relationships	5%	4%	4%
Social and community activities	8%	8%	8%
Where I live	1%	2%	1%
Work	4%	3%	4%
Unknown	9%	1%	8%
Any mainstream service	96%	96%	96%

⁶⁸ Participation rate refers to the proportion of the general population that are NDIS participants. A small proportion of participants have a gender of 'Other'. The participation rates for this group are included within the total rates.

Part Two: Participant and family/carers outcomes

Results are drawn from participants' responses to Short Form (SF) questionnaires. Responses are collected at entry to the NDIS (baseline) and at subsequent SF questionnaire reassessment or check-in. Responses are collected at entry to the NDIS (baseline) for 98% of participants who had their first plan approved since 1 July 2016 and have had a second Short Form (SF) questionnaire reassessment to date.

Targets are not provided for 'family and carer employment rate' and 'participant choice and control', as the NDIA corporate plan no longer lists these as performance measures (Tables G.16 to G.20).

Table G.16 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1) and second (R2) Short Form (SF) questionnaires reassessment – Victoria ⁶⁹

Metric by age group	Baseline	R1	R2	2025-26 Target
Participant employment rate - Aged 15 to 24 years	12%	14%	19%	22%
Participant employment rate - Aged 25 to 34 years	26%	21%	27%	22%
Participant employment rate - Aged 35 to 44 years	23%	20%	24%	22%
Participant employment rate - Aged 45 to 54 years	20%	18%	19%	22%
Participant employment rate - Aged 55 to 64 years	16%	15%	14%	22%
Participant employment rate - Aged 65+ years	13%	8%	7%	22%
Participant employment rate - Aged 25 to 64 years	21%	18%	20%	22%
Participant employment rate - Aged 15 to 64 years	18%	17%	20%	22%
Participant social and community engagement rate - Aged 15 to 24 years	30%	34%	33%	43%
Participant social and community engagement rate - Aged 25 to 34 years	28%	34%	33%	43%
Participant social and community engagement rate - Aged 35 to 44 years	28%	34%	33%	43%
Participant social and community engagement rate - Aged 45 to 54 years	27%	32%	31%	43%
Participant social and community engagement rate - Aged 55 to 64 years	31%	37%	36%	43%
Participant social and community engagement rate - Aged 65+ years	36%	42%	40%	43%
Participant social and community engagement rate - Aged 25+ years	29%	34%	34%	43%
Participant social and community engagement rate - Aged 15+ years	29%	34%	33%	43%
Family and carer employment rate - Aged 0 to 14 years	47%	48%	52%	n/a
Family and carer employment rate - Aged 15+ years	47%	46%	48%	n/a
Family and carer employment rate - All ages	47%	47%	51%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	71%	n/a
Participant Choice and Control - Aged 25+ years	n/a	68%	79%	n/a
Participant Choice and Control - Aged 15+ years	n/a	66%	77%	n/a

⁶⁹ Denominators for each metric are: 'participant employment rate' (n=13,285), 'participant social and community engagement rate' (n=13,305), family and carer employment rate' (n=15,097) and 'participant choice and control' (n=7,042). Participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.

Table G.17 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2) and third (R3) Short Form (SF) questionnaires reassessment – Victoria ⁷⁰

Metric by age group	Baseline	R1	R2	R3	2025-26 Target
Participant employment rate - Aged 15 to 24 years	9%	13%	16%	21%	22%
Participant employment rate - Aged 25 to 34 years	25%	25%	22%	28%	22%
Participant employment rate - Aged 35 to 44 years	26%	25%	21%	26%	22%
Participant employment rate - Aged 45 to 54 years	23%	22%	20%	22%	22%
Participant employment rate - Aged 55 to 64 years	18%	17%	15%	14%	22%
Participant employment rate - Aged 65+ years	10%	11%	9%	7%	22%
Participant employment rate - Aged 25 to 64 years	23%	22%	19%	22%	22%
Participant employment rate - Aged 15 to 64 years	19%	20%	18%	22%	22%
Participant social and community engagement rate - Aged 15 to 24 years	29%	33%	36%	35%	43%
Participant social and community engagement rate - Aged 25 to 34 years	32%	38%	42%	38%	43%
Participant social and community engagement rate - Aged 35 to 44 years	32%	38%	38%	38%	43%
Participant social and community engagement rate - Aged 45 to 54 years	29%	33%	35%	34%	43%
Participant social and community engagement rate - Aged 55 to 64 years	31%	34%	37%	37%	43%
Participant social and community engagement rate - Aged 65+ years	33%	39%	40%	39%	43%
Participant social and community engagement rate - Aged 25+ years	31%	36%	38%	37%	43%
Participant social and community engagement rate - Aged 15+ years	31%	35%	37%	36%	43%
Family and carer employment rate - Aged 0 to 14 years	47%	47%	50%	54%	n/a
Family and carer employment rate - Aged 15+ years	49%	49%	49%	50%	n/a
Family and carer employment rate - All ages	47%	48%	50%	53%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	58%	67%	72%	n/a
Participant Choice and Control - Aged 25+ years	n/a	68%	73%	81%	n/a
Participant Choice and Control - Aged 15+ years	n/a	66%	71%	79%	n/a

⁷⁰ Denominators for each metric are: 'participant employment rate' (n=11,902), 'participant social and community engagement rate' (n=11,953), family and carer employment rate' (n=10,510) and 'participant choice and control' (n=8,368). Participants who had their first plan approved since 1 July 2016 and have had a third SF survey reassessment to date.

Table G.18 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3) and fourth (R4) Short Form (SF) questionnaires reassessment – Victoria ⁷¹

Metric by age group	Baseline	R1	R2	R3	R4	2025-26 Target
Participant employment rate - Aged 15 to 24 years	8%	11%	14%	17%	23%	22%
Participant employment rate - Aged 25 to 34 years	24%	24%	28%	23%	30%	22%
Participant employment rate - Aged 35 to 44 years	27%	27%	29%	23%	27%	22%
Participant employment rate - Aged 45 to 54 years	23%	23%	23%	17%	21%	22%
Participant employment rate - Aged 55 to 64 years	17%	16%	16%	15%	14%	22%
Participant employment rate - Aged 65+ years	13%	13%	11%	13%	9%	22%
Participant employment rate - Aged 25 to 64 years	22%	22%	23%	19%	22%	22%
Participant employment rate - Aged 15 to 64 years	19%	20%	21%	19%	22%	22%
Participant social and community engagement rate - Aged 15 to 24 years	34%	37%	36%	41%	40%	43%
Participant social and community engagement rate - Aged 25 to 34 years	31%	38%	40%	41%	39%	43%
Participant social and community engagement rate - Aged 35 to 44 years	31%	33%	34%	36%	36%	43%
Participant social and community engagement rate - Aged 45 to 54 years	30%	33%	35%	36%	37%	43%
Participant social and community engagement rate - Aged 55 to 64 years	34%	36%	39%	44%	37%	43%
Participant social and community engagement rate - Aged 65+ years	35%	39%	41%	43%	44%	43%
Participant social and community engagement rate - Aged 25+ years	32%	35%	38%	40%	38%	43%
Participant social and community engagement rate - Aged 15+ years	32%	36%	37%	40%	39%	43%
Family and carer employment rate - Aged 0 to 14 years	45%	48%	47%	52%	55%	n/a
Family and carer employment rate - Aged 15+ years	50%	52%	51%	51%	52%	n/a
Family and carer employment rate - All ages	46%	49%	48%	52%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	66%	68%	75%	n/a
Participant Choice and Control - Aged 25+ years	n/a	68%	75%	77%	83%	n/a
Participant Choice and Control - Aged 15+ years	n/a	66%	72%	74%	81%	n/a

⁷¹ Denominators for each metric are: 'participant employment rate' (n=9,003), 'participant social and community engagement rate' (n=9,019), family and carer employment rate' (n=6,738) and 'participant choice and control' (n=6,806). Participants who had their first plan approved since 1 July 2016 and have had a fourth SF survey reassessment to date.

Table G.19 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) Short Form (SF) questionnaires reassessment – Victoria ⁷²

Metric by age group	Baseline	R1	R2	R3	R4	R5	2025-26 Target
Participant employment rate - Aged 15 to 24 years	7%	10%	13%	16%	16%	24%	22%
Participant employment rate - Aged 25 to 34 years	24%	25%	27%	29%	26%	28%	22%
Participant employment rate - Aged 35 to 44 years	27%	26%	25%	24%	22%	25%	22%
Participant employment rate - Aged 45 to 54 years	25%	23%	23%	24%	22%	22%	22%
Participant employment rate - Aged 55 to 64 years	18%	17%	17%	15%	12%	13%	22%
Participant employment rate - Aged 65+ years	14%	14%	10%	11%	7%	9%	22%
Participant employment rate - Aged 25 to 64 years	23%	23%	23%	23%	21%	22%	22%
Participant employment rate - Aged 15 to 64 years	20%	20%	20%	22%	20%	22%	22%
Participant social and community engagement rate - Aged 15 to 24 years	32%	35%	36%	37%	37%	39%	43%
Participant social and community engagement rate - Aged 25 to 34 years	33%	37%	40%	39%	40%	42%	43%
Participant social and community engagement rate - Aged 35 to 44 years	36%	40%	40%	40%	42%	41%	43%
Participant social and community engagement rate - Aged 45 to 54 years	35%	39%	40%	38%	43%	40%	43%
Participant social and community engagement rate - Aged 55 to 64 years	35%	37%	39%	38%	42%	43%	43%
Participant social and community engagement rate - Aged 65+ years	37%	38%	40%	38%	40%	41%	43%
Participant social and community engagement rate - Aged 25+ years	35%	38%	40%	39%	42%	41%	43%
Participant social and community engagement rate - Aged 15+ years	35%	38%	39%	38%	41%	41%	43%
Family and carer employment rate - Aged 0 to 14 years	43%	46%	47%	50%	51%	57%	n/a
Family and carer employment rate - Aged 15+ years	49%	50%	53%	53%	49%	50%	n/a
Family and carer employment rate - All ages	45%	47%	49%	51%	50%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	57%	64%	67%	68%	78%	n/a
Participant Choice and Control - Aged 25+ years	n/a	69%	74%	78%	81%	86%	n/a
Participant Choice and Control - Aged 15+ years	n/a	66%	71%	74%	76%	83%	n/a

⁷² Denominators for each metric are: 'participant employment rate' (n=7,396), 'participant social and community engagement rate' (n=7,428), family and carer employment rate' (n=5,099) and 'participant choice and control' (n=6,088). Participants who had their first plan approved since 1 July 2016 and have had a fifth SF survey reassessment to date.

Table G.20 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) Short Form (SF) questionnaires reassessment – Victoria ⁷³

Metric by age group	Baseline	R1	R2	R3	R4	R5	R6+	2025-26 Target
Participant employment rate - Aged 15 to 24 years	6%	8%	10%	12%	16%	14%	22%	22%
Participant employment rate - Aged 25 to 34 years	19%	21%	23%	23%	24%	21%	25%	22%
Participant employment rate - Aged 35 to 44 years	26%	27%	27%	26%	25%	24%	26%	22%
Participant employment rate - Aged 45 to 54 years	28%	29%	25%	25%	28%	24%	24%	22%
Participant employment rate - Aged 55 to 64 years	22%	22%	19%	18%	17%	15%	16%	22%
Participant employment rate - Aged 65+ years	17%	15%	13%	12%	12%	11%	8%	22%
Participant employment rate - Aged 25 to 64 years	24%	24%	23%	23%	23%	21%	23%	22%
Participant employment rate - Aged 15 to 64 years	22%	22%	22%	21%	22%	20%	22%	22%
Participant social and community engagement rate - Aged 15 to 24 years	34%	37%	40%	41%	40%	39%	43%	43%
Participant social and community engagement rate - Aged 25 to 34 years	36%	40%	43%	44%	43%	41%	48%	43%
Participant social and community engagement rate - Aged 35 to 44 years	37%	41%	45%	45%	47%	46%	47%	43%
Participant social and community engagement rate - Aged 45 to 54 years	37%	40%	40%	41%	40%	41%	43%	43%
Participant social and community engagement rate - Aged 55 to 64 years	36%	38%	39%	42%	38%	41%	44%	43%
Participant social and community engagement rate - Aged 65+ years	41%	46%	46%	46%	42%	48%	48%	43%
Participant social and community engagement rate - Aged 25+ years	37%	41%	42%	43%	42%	43%	46%	43%
Participant social and community engagement rate - Aged 15+ years	37%	40%	42%	43%	42%	43%	46%	43%
Family and carer employment rate - Aged 0 to 14 years	42%	45%	46%	47%	48%	53%	58%	n/a
Family and carer employment rate - Aged 15+ years	46%	48%	48%	50%	50%	54%	49%	n/a
Family and carer employment rate - All ages	45%	47%	47%	49%	49%	53%	53%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	66%	69%	71%	73%	84%	n/a
Participant Choice and Control - Aged 25+ years	n/a	65%	73%	77%	80%	83%	90%	n/a
Participant Choice and Control - Aged 15+ years	n/a	63%	71%	75%	77%	80%	88%	n/a

⁷³ Denominators for each metric are: 'participant employment rate' (n=9,237), 'participant social and community engagement rate' (n=9,331), family and carer employment rate' (n=5,788) and 'participant choice and control' (n=7,996). Participants who had their first plan approved since 1 July 2016 and have had at least a sixth SF survey reassessment to date.

Part Three: Participant experience

The tables in Part Three, summarise complaints submitted from the 1 July 2016 until the end of quarter 1, 2025-26. Table G.22 shows the number of complaints in quarter 1, 2025-26 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in quarter 1, 2025-26 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Table G.25 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

Figures reported for participant critical incidents (PCIs) exclude counts of 'withdrawn' or 'miscategorised' PCIs (Tables G.22 and G.24).

Table G.21 Proportion of respondents who responded positively to questions about 'Early Supports' (n = 188 in Prior Quarters, n = 37 in quarter 1, 2025-26), 'Community Connections' (n = 2,101 in Prior Quarters, n = 484 in quarter 1, 2025-26), 'Apply for NDIS (overall)' (n = 1,923 in Prior Quarters, n = 359 in quarter 1, 2025-26), 'Plan Approval' (n = 4,979 in Prior Quarters, n = 697 in quarter 1, 2025-26), 'Plan Implementation' (n = 4,241 in Prior Quarters, n = 471 in quarter 1, 2025-26) and 'Plan Reassessment' (n = 10,909 in Prior Quarters, n = 1,615 in quarter 1, 2025-26) – Victoria ^{74 75}

NDIA planning process	Prior Quarters	Quarter 1, 2025-26
Early Supports - Were you treated with respect?	98%	97%
Early Supports - Were decisions and outcomes explained to you?	87%	88%
Early Supports - Were your questions and concerns acknowledged?	86%	85%
Early Supports - How well does your early supports plan meet your child's needs?	44%	54%
Community Connections - Was information easy to understand?	85%	86%
Community Connections - Was communication in your preferred format?	95%	94%
Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life?	77%	80%
Community Connections - To what extent were your circumstances and needs considered?	76%	77%
Community Connections - To what extent were you included in decisions that were made?	77%	77%
Community Connections - How confident are you in reaching out to community supports and other government services?	54%	60%
Apply for NDIS (overall) - Were you treated with respect?	93%	94%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	75%	86%
Apply for NDIS (overall) - Was information easy to understand?	70%	79%
Apply for NDIS (overall) - Was communication in your preferred format?	85%	89%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	53%	67%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	53%	68%
Plan Approval - Were you treated with respect?	89%	84%
Plan Approval - Were decisions and outcomes explained to you?	77%	72%
Plan Approval - Were your questions and concerns acknowledged?	74%	68%
Plan Approval - Do you know where to go for more help with using your plan?	83%	79%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	53%	45%

⁷⁴ Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards.

⁷⁵ Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

NDIA planning process	Prior Quarters	Quarter 1, 2025-26
Plan Approval - How well does your NDIS plan meet your needs?	57%	48%
Plan Implementation - Do you know where to go for more help with using your plan?	84%	85%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	58%	63%
Plan Implementation - To what extent were your circumstances and needs considered?	59%	62%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	58%	63%
Plan Implementation - Do you feel confident in using your plan?	65%	65%
Plan Implementation - Do you feel confident in accessing supports?	65%	66%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	86%	85%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	66%	64%
Plan Reassessment - To what extent were your circumstances and needs considered?	68%	65%
Plan Reassessment - To what extent were you included in decisions that were made?	68%	67%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	64%	64%
Plan Reassessment - Do you feel confident in using your plan?	68%	67%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	65%	63%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	78%	78%

Table G.22 Complaints and Participant Critical Incidents (PCIs) by quarter – Victoria ^{76 77}

Complaints made by or on behalf of:	Prior Quarters	Quarter 1, 2025-26	Total	Number of unique complainants
Participants: Complaints about Early Connections Partner	212	11	223	211
Participants: Complaints about Local Area Coordination (LAC) Partner	1,138	72	1,210	1,088
Participants: Complaints about service providers	3,728	234	3,962	3,154
Participants: Complaints about the Agency	62,287	3,428	65,715	31,876
Participants: Unclassified	636	0	636	590
Participants: Total	68,001	3,745	71,746	34,022
Percentage of the number of active participants	7.2%	7.4%	7.2%	n/a
New Participant Critical Incidents (PCIs)	17,326	1,670	18,996	n/a

⁷⁶ Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

⁷⁷ Note that 58% of all complainants made only one complaint, 20% made two complaints, and 22% made three or more complaints.

Table G.23 Number and proportion of participant complaints over time, incrementally and cumulatively – Victoria

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Sep-22	1,969	5%	30,235	6%
Dec-22	1,769	5%	32,004	6%
Mar-23	1,885	5%	33,889	6%
Jun-23	2,161	5%	36,050	6%
Sep-23	2,311	6%	38,361	6%
Dec-23	2,714	6%	41,075	6%
Mar-24	4,781	11%	45,856	6%
Jun-24	5,698	13%	51,554	7%
Sep-24	5,040	11%	56,594	7%
Dec-24	4,370	9%	60,964	7%
Mar-25	3,786	8%	64,750	7%
Jun-25	3,251	7%	68,001	7%
Sep-25	3,745	7%	71,746	7%

Table G.24 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively – Victoria

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Sep-22	569	2%	3,939	1%
Dec-22	633	2%	4,572	1%
Mar-23	1,028	3%	5,600	1%
Jun-23	1,115	3%	6,715	1%
Sep-23	1,198	3%	7,913	1%
Dec-23	1,183	3%	9,096	1%
Mar-24	1,300	3%	10,396	1%
Jun-24	1,359	3%	11,755	2%
Sep-24	1,372	3%	13,127	2%
Dec-24	1,307	3%	14,434	2%
Mar-25	1,361	3%	15,795	2%
Jun-25	1,531	3%	17,326	2%
Sep-25	1,670	3%	18,996	2%

Table G.25 Participant complaints by type. Complaints with a related party who has submitted an access request – Victoria ⁷⁸

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	1,141	2%	0	0%	1,141	2%
Complaints about the Agency - Information unclear	482	1%	0	0%	482	1%
Complaints about the Agency - NDIA Access	1,483	2%	61	2%	1,544	2%
Complaints about the Agency - NDIA Engagement	<100	n/a	<11	n/a	101	0%
Complaints about the Agency - NDIA Finance	4,242	7%	208	6%	4,450	7%
Complaints about the Agency - NDIA Fraud and Compliance	305	0%	28	1%	333	1%
Complaints about the Agency - NDIA Plan	13,977	22%	1,049	31%	15,026	23%
Complaints about the Agency - NDIA Process	6,002	10%	526	15%	6,528	10%
Complaints about the Agency - NDIA Resources	597	1%	65	2%	662	1%
Complaints about the Agency - NDIA Staff	4,029	6%	414	12%	4,443	7%
Complaints about the Agency - NDIA Timeliness	19,204	31%	1,069	31%	20,273	31%
Complaints about the Agency - Participation, engagement and inclusion	101	0%	0	0%	101	0%
Complaints about the Agency - Provider Portal	29	0%	0	0%	29	0%
Complaints about the Agency - Quality & Safeguards Commission	<40	n/a	<11	n/a	43	0%
Complaints about the Agency - Reasonable and necessary supports	1,556	2%	0	0%	1,556	2%
Complaints about the Agency - Staff conduct - Agency	454	1%	0	0%	454	1%
Complaints about the Agency - The way the NDIA carried out its decision making	789	1%	0	0%	789	1%
Complaints about the Agency - Timeliness	4,517	7%	0	0%	4,517	7%
Complaints about the Agency - Other	<3,250	n/a	<11	n/a	3,243	5%
Complaints about the Agency - Total	62,287	100%	3,428	100%	65,715	100%
Complaints about Early Connections Partner - Early Connections Engagement	<10	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	29	14%	0	0%	29	13%
Complaints about Early Connections Partner - Early Connections Process	<20	n/a	<11	n/a	19	9%
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	<90	n/a	<11	n/a	86	39%
Complaints about Early Connections Partner - Early Connections Timeliness	<80	n/a	<11	n/a	83	37%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Total	212	100%	11	100%	223	100%
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	<130	n/a	<11	n/a	133	11%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	110	10%	11	15%	121	10%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a

⁷⁸ It is possible to record multiple related parties as the source of a complaint, and in some cases, both participants and providers or other parties are linked to a single complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	772	68%	49	68%	821	68%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<110	n/a	<11	n/a	113	9%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - Total	1,138	100%	72	100%	1,210	100%
Complaints about service providers - Provider Costs	53	1%	0	0%	53	1%
Complaints about service providers - Provider Finance	<270	n/a	<30	n/a	294	7%
Complaints about service providers - Provider Fraud and Compliance	473	13%	55	24%	528	13%
Complaints about service providers - Provider Process	91	2%	0	0%	91	2%
Complaints about service providers - Provider Service	1,422	38%	73	31%	1,495	38%
Complaints about service providers - Provider Staff	814	22%	81	35%	895	23%
Complaints about service providers - Service Delivery	122	3%	0	0%	122	3%
Complaints about service providers - Staff Conduct	127	3%	0	0%	127	3%
Complaints about service providers - Supports being provided	136	4%	0	0%	136	3%
Complaints about service providers - Other	<220	n/a	<11	n/a	221	6%
Complaints about service providers - Total	3,728	100%	234	100%	3,962	100%
Unclassified	636	n/a	0	n/a	636	n/a
Participants total	68,001	n/a	3,745	n/a	71,746	n/a

Table G.26 Administrative Review Tribunal (ART) Cases by category as at 30 September 2025 – Victoria

Category	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Access	1,359	19%	198	29%	1,557	20%
Planning	5,400	75%	481	69%	5,881	74%
Compensation	29	0%	0	0%	29	0%
Jurisdiction	258	4%	0	0%	258	3%
Extension of Time	100	1%	0	0%	100	1%
Other	70	1%	15	2%	85	1%
Total cases	7,216	100%	694	100%	7,910	100%
Percentage of the number of active participants	0.8%	n/a	1.4%	n/a	0.8%	n/a

Table G.27 Number and proportion of Administrative Review Tribunal (ART) cases over time, incrementally and cumulatively – Victoria

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Sep-22	299	1%	3,233	1%
Dec-22	304	1%	3,537	1%
Mar-23	284	1%	3,821	1%
Jun-23	294	1%	4,115	1%
Sep-23	281	1%	4,396	1%
Dec-23	274	1%	4,670	1%
Mar-24	165	0%	4,835	1%
Jun-24	319	1%	5,154	1%
Sep-24	521	1%	5,675	1%
Dec-24	537	1%	6,212	1%
Mar-25	546	1%	6,758	1%
Jun-25	458	1%	7,216	1%
Sep-25	694	1%	7,910	1%

Table G.28 Administrative Review Tribunal (ART) cases by open/closed and decision – Victoria ⁷⁹

ART cases by open/closed and decision	Number of cases	Number of unique active participants
ART Cases	7,910	7,084
Open ART Cases	1,622	1,577
Closed ART Cases	6,288	5,646
Resolved before hearing	6,144	5,525
Gone to hearing and received a substantive decision	144	121

⁷⁹ The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.

Table G.29 Administrative Review Tribunal (ART) Supports in dispute – Victoria ^{80 81 82}

Type of support	Prior Quarters	Quarter 1, 2025-26	Total
Plan Management Decision	<200	<11	200
Core (excluding Consumables and Transport)	1,193	106	1,299
Capacity Building	1,495	144	1,639
General Support	363	42	405
Assistive Technology	412	21	433
Specialist Disability Accommodation	<170	<11	169
Home Modifications	<120	<11	117
Supported Independent Living	386	25	411
Everyday Living Costs	<140	<11	144
Transport	274	20	294
Other	0	0	0
Total number of unique participants counted across disputed supports	2,373	204	2,577
Total number of instances of participants counted across disputed supports	4,723	388	5,111

Table G.30 Closed Administrative Review Tribunal (ART) cases by outcome – Victoria

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	<140	n/a	<11	n/a	144	2%
Decided by Tribunal - Affirmed	<50	n/a	<11	n/a	55	1%
Decided by Tribunal - Varied	25	0%	0	n/a	25	0%
Decided by Tribunal - Set Aside	<60	n/a	<11	n/a	64	1%
Not Decided by Tribunal - Total	<5,740	n/a	<420	n/a	6,144	98%
Not Decided by Tribunal - Resolved by consent	3,914	67%	320	76%	4,234	67%
Not Decided by Tribunal - Withdrawn	1,253	21%	67	16%	1,320	21%
Not Decided by Tribunal - No jurisdiction	<120	n/a	<11	n/a	118	2%
Not Decided by Tribunal - Extension of Time Declined	17	0%	0	n/a	17	0%
Not Decided by Tribunal - Extension of Time Not opposed	34	1%	0	n/a	34	1%
Not Decided by Tribunal - Dismissed	<400	n/a	<30	n/a	419	7%
Not Decided by Tribunal - Other	<11	n/a	0	n/a	<11	n/a
Total	5,867	100%	421	100%	6,288	100%

⁸⁰ It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceed the total in each period.

⁸¹ Data is reported with one month lag; therefore results for last month of the current quarter are not included.

⁸² Supports in dispute data is only available for 2022-23 Q3 onwards.

Part Four: Providers and the growing market

Part Four has been updated to focus on active provider counts and payments made to these providers across varying registration status and funds management types.

‘Active providers’ refers to those who have received payment in the quarter for supporting NDIS participants (Table G.31). The count of active providers excludes providers with a missing Australian Business Number (ABN).

Plan management fees, which are payments from NDIA-managed funding, are reclassified as plan-managed funding payments for the purpose of counting providers. Therefore, the count of NDIA-managed providers excludes providers that only received plan management fees and no other NDIA-managed funding payments (Table G.32).

From 14 October 2024, it is mandatory for participants with self-managed funding payments to include the Australian Business Number (ABN) of the associated provider or provide a reason why it isn’t available. Prior to this date, providing the Australian Business Number (ABN) was voluntary; therefore, the count of providers for self-managed participants before this date should only be used as a reference (Table G.31).

Total active provider payments are on a cash and in-kind basis. In-kind payments are included in the total NDIA-managed payments to registered providers (Table G.32).

Table G.31 Number of active providers in quarter 1, 2025-26 by registration status and funds management type – Victoria ⁸³

Funds management type	Registered	Unregistered	Total providers
NDIA-managed	2,835	0	2,835
Plan-managed	6,036	55,144	60,846
Self-managed	3,046	41,370	44,297
All funds management types	6,669	79,031	85,342

Table G.32 Total active provider payments in quarter 1, 2025-26 by registration status and funds management type (\$m) – Victoria ^{84 85}

Funds management type	Registered	Unregistered	All registration statuses
NDIA-managed	645	0	645
Plan-managed	1,216	876	2,100
Self-managed	103	215	365
All funds management types	1,964	1,090	3,111

⁸³ Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.

⁸⁴ A small number of providers have a missing Australian Business Number (ABN). Payments associated with these providers are not shown separately but are included in the "All registration statuses".

⁸⁵ Registration status is determined as at the posting date of payment.

Part Five: Financial sustainability

Average annualised committed supports (Tables G.33 to G.37) are derived from the total annualised committed supports in the current plans of active participants as at 30 September 2025. Average payments (Tables G.35 to G.37) are calculated as the sum of the payments in the 12-month period to 30 September 2025, divided by the average number of participants who are active per working day in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Total annualised committed supports are those in the current plans of active participants as at 30 September 2025. 'Total payments' refers to those paid over the 12 months to 30 September 2025 (Tables G.38 to G.40).

Table G.33 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter) – Victoria

Average annualised committed support band	As at quarter 4, 2024-25 distribution of participants	As at quarter 1, 2025-26 distribution of participants
\$0-\$5,000	1.7%	1.7%
\$5,001-\$10,000	4.0%	4.0%
\$10,001-\$15,000	9.3%	9.1%
\$15,001-\$20,000	15.7%	15.5%
\$20,001-\$25,000	13.6%	13.4%
\$25,001-\$30,000	5.4%	5.4%
\$30,001-\$50,000	14.2%	14.1%
\$50,001-\$100,000	17.7%	17.8%
\$100,001-\$150,000	6.4%	6.6%
\$150,001-\$200,000	3.1%	3.2%
\$200,001-\$250,000	1.8%	1.9%
\$250,001+	7.0%	7.2%

Table G.34 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter, excluding participants with Supported Independent Living (SIL) supports) – Victoria

Average annualised committed support band	As at quarter 4, 2024-25 distribution of participants	As at quarter 1, 2025-26 distribution of participants
\$0-\$5,000	1.8%	1.8%
\$5,001-\$10,000	4.2%	4.2%
\$10,001-\$15,000	9.7%	9.5%
\$15,001-\$20,000	16.3%	16.2%
\$20,001-\$25,000	14.1%	14.0%
\$25,001-\$30,000	5.6%	5.6%
\$30,001-\$50,000	14.8%	14.7%
\$50,001-\$100,000	18.4%	18.5%
\$100,001-\$150,000	6.7%	6.8%
\$150,001-\$200,000	3.2%	3.3%
\$200,001-\$250,000	1.8%	1.8%
\$250,001+	3.3%	3.6%

Table G.35 Average annualised committed supports as at 30 September 2025 and average payments for the year ending 30 September 2025 by age group and participants' Supported Independent Living (SIL) status as at 30 September 2025 – Victoria

Age group	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
0 to 8	\$18,500	\$26,900	n/a	n/a	\$18,500	\$26,900
9 to 14	\$23,400	\$31,600	n/a	n/a	\$23,400	\$31,600
15 to 18	\$36,900	\$48,800	\$713,600	\$752,600	\$34,700	\$46,900
19 to 24	\$76,100	\$99,500	\$616,100	\$683,700	\$57,000	\$80,300
25 to 34	\$95,600	\$120,900	\$476,600	\$537,400	\$68,900	\$93,200
35 to 44	\$103,700	\$129,800	\$434,600	\$485,700	\$70,500	\$94,500
45 to 54	\$109,000	\$134,700	\$422,200	\$461,000	\$74,400	\$100,400
55 to 64	\$125,100	\$153,400	\$426,600	\$463,700	\$83,600	\$111,900
65+	\$119,700	\$150,200	\$424,100	\$455,100	\$84,300	\$114,100
All	\$61,100	\$77,900	\$448,300	\$492,400	\$44,900	\$61,200

Table G.36 Average annualised committed supports as at 30 September 2025 and average payments for the year ending 30 September 2025 by primary disability group and participants' Supported Independent Living (SIL) status – Victoria

Primary disability group	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
Acquired brain injury	\$160,700	\$196,800	\$506,000	\$544,300	\$105,800	\$141,300
Autism	\$35,000	\$46,600	\$541,200	\$589,000	\$28,300	\$40,000
Cerebral palsy	\$175,500	\$208,200	\$476,000	\$526,900	\$121,900	\$152,400
Developmental delay	\$14,100	\$22,300	\$0	\$0	\$14,100	\$22,300
Global developmental delay	\$20,000	\$27,700	\$0	\$0	\$20,000	\$27,700
Hearing impairment	\$9,600	\$18,800	n/a	n/a	\$9,500	\$18,700
Intellectual disability	\$106,500	\$127,800	\$397,400	\$435,000	\$67,100	\$87,300
Multiple sclerosis	\$102,000	\$132,700	\$561,400	\$632,800	\$83,000	\$113,600
Psychosocial disability	\$73,800	\$97,300	\$389,500	\$445,500	\$63,100	\$85,200
Spinal cord injury	\$173,400	\$222,900	\$633,700	\$740,600	\$144,900	\$190,300
Stroke	\$152,500	\$193,500	\$529,800	\$577,700	\$114,300	\$154,300
Visual impairment	\$44,400	\$60,200	\$384,500	\$419,600	\$41,300	\$56,700
Other neurological	\$145,100	\$185,300	\$533,700	\$585,600	\$111,200	\$151,800
Other physical	\$71,000	\$98,900	\$521,300	\$559,000	\$64,700	\$92,700
Other sensory/speech	\$12,700	\$22,200	\$0	\$0	\$12,700	\$22,200
Other	\$96,100	\$127,400	\$543,300	\$588,100	\$73,000	\$105,500
Down Syndrome	\$140,400	\$164,000	\$361,500	\$393,400	\$86,600	\$108,400
All	\$61,100	\$77,900	\$448,300	\$492,400	\$44,900	\$61,200

Table G.37 Average annualised committed supports as at 30 September 2025 and average payments for the year ending 30 September 2025 by reported level of function and participants' Supported Independent Living (SIL) status – Victoria

Reported level of function	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
1	\$13,300	\$21,900	n/a	n/a	\$13,100	\$21,800
2	\$19,100	\$33,900	\$0	\$0	\$19,100	\$33,900
3	\$21,300	\$31,900	\$388,300	\$452,400	\$19,700	\$30,200
4	\$16,500	\$27,800	\$448,500	\$458,600	\$15,500	\$26,800
5	\$29,600	\$41,100	\$354,900	\$413,100	\$27,100	\$38,200
6	\$22,200	\$36,000	\$412,800	\$495,700	\$21,000	\$34,600
7	\$48,100	\$60,500	\$422,500	\$471,300	\$38,100	\$49,600
8	\$53,600	\$77,400	\$346,200	\$409,300	\$47,300	\$69,700
9	\$79,200	\$111,800	n/a	n/a	\$68,400	\$101,700
10	\$87,100	\$116,500	\$366,300	\$417,500	\$70,600	\$98,100
11	\$94,100	\$113,200	\$462,700	\$501,700	\$69,200	\$87,300
12	\$177,300	\$211,700	\$442,500	\$481,800	\$122,000	\$156,700
13	\$115,100	\$131,500	\$611,700	\$649,000	\$84,700	\$100,500
14	\$317,600	\$369,100	\$507,300	\$557,800	\$243,100	\$294,800
15	\$395,900	\$432,400	n/a	n/a	\$297,900	\$290,900
All	\$61,100	\$77,900	\$448,300	\$492,400	\$44,900	\$61,200

Table G.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 30 September 2025 (\$m) – Victoria ⁸⁶

Support Category	Total payments for the year ending 30 September 2025	Total annualised committed supports at 30 September 2025
Core: Daily Activities	2,493.7	2,619.9
Core: Consumables	24.2	26.6
Core: Social and Civic	576.2	721.0
Core: Transport	16.3	20.2
Capacity Building: Choice and Control	9.9	10.3
Capacity Building: Daily Activities	81.8	115.4
Capacity Building: Employment	1.0	2.3
Capacity Building: Health and Wellbeing	0.3	0.8
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	68.5	102.9
Capacity Building: Social and Civic	0.6	1.1
Capacity Building: Support Coordination	51.5	57.4
Capital: Assistive Technology	29.3	48.9
Capital: Home Modifications	114.2	127.6
All	3,467.5	3,854.3

⁸⁶ Total payments for home modifications were \$114.2 million. Of which, \$113.6 million (99.5%) has been paid for specialised disability accommodation (SDA) supports, and \$0.6 million (0.5%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$127.6 million. Of which, \$126.6 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.0 million (1%) has been allocated for non-SDA supports.

Table G.39 Total annualised committed supports and total payments (participants not in Supported Independent Living (SIL)) by support category as at 30 September 2025 (\$m) – Victoria ⁸⁷

Support Category	Total payments for the year ending 30 September 2025	Total annualised committed supports at 30 September 2025
Core: Daily Activities	3,177.7	4,453.0
Core: Consumables	129.1	233.1
Core: Social and Civic	2,381.0	2,855.5
Core: Transport	216.7	128.5
Capacity Building: Choice and Control	161.1	187.4
Capacity Building: Daily Activities	1,492.8	2,630.9
Capacity Building: Employment	36.5	116.3
Capacity Building: Health and Wellbeing	5.3	13.1
Capacity Building: Home Living	0.5	2.4
Capacity Building: Lifelong learning	0.1	0.4
Capacity Building: Relationships	154.4	317.6
Capacity Building: Social and Civic	55.0	158.3
Capacity Building: Support Coordination	291.8	408.0
Capital: Assistive Technology	138.3	323.3
Capital: Home Modifications	61.4	102.9
All	8,301.8	11,930.8

Table G.40 Payments by financial year in which support was provided, compared to committed supports – Victoria ⁸⁸

Financial year	Total Committed (\$m)	Total Paid (\$m)	Percentage utilised to date
2013-14	54.0	32.5	60%
2014-15	162.8	128.2	79%
2015-16	205.5	161.9	79%
2016-17	499.4	339.7	68%
2017-18	1,442.4	958.4	66%
2018-19	3,460.2	2,371.1	69%
2019-20	6,024.7	4,133.5	69%
2020-21	7,933.3	5,464.9	69%
2021-22	9,276.8	6,822.1	74%
2022-23	11,627.5	8,672.0	75%
2023-24	13,590.4	10,393.0	76%
2024-25	15,080.7	11,407.4	76%
2025-26 to date (Experience still emerging)	4,076.0	2,624.5	64%

⁸⁷ Total payments for home modifications were \$61.4 million. Of which, \$29.1 million (47.3%) has been paid for specialised disability accommodation (SDA) supports, and \$32.3 million (52.7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$102.9 million. Of which, \$38.9 million (38%) has been allocated for specialised disability accommodation (SDA) supports, and \$64.0 million (62%) has been allocated for non-SDA supports.

⁸⁸ The utilisation rate for 2025-26 to date will likely increase due to a lag between when support is provided and when it is paid for.

Table G.41 Percentage change in plan budgets for active participants per quarter – Victoria ⁸⁹

Inflation type	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25
Intraplan Inflation	10.8%	7.9%	6.4%	8.9%	9.0%	8.0%	6.3%	6.1%	6.7%
Interplan Inflation	3.6%	1.7%	0.3%	0.9%	2.9%	3.4%	3.8%	3.1%	4.1%
Total Inflation	14.4%	9.6%	6.8%	9.8%	11.9%	11.4%	10.1%	9.1%	10.8%

⁸⁹ The Annual Pricing Review saw price limit increases from 1 July 2025. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2025.

Supplement H: Queensland

Adapting to the new computer system and processes has impacted some data detailed in this supplement. This includes the proportion of active participant plans with not-stated culturally and linguistically diverse (CALD) status; missing data about reported level of function, and 'other disability' types. There may be some minor instances of information being restated in this report as data is further refined.

When interpreting the results detailed in this supplement, please also consider the following:

Percentage figures have been rounded and may not always total to one hundred per cent.

Totals include participants with missing characteristics, where applicable.

Throughout this supplement, results are not adjusted for underlying differences in population characteristics, and hence comparisons of the results for subsections of the population should be interpreted with caution.

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

There are five parts to this supplement.

Part One: Participants and their plans

The number of participants residing in remote and very remote areas is based on the Modified Monash Model measure of remoteness (Tables H.9).

Table H.1 Active participants by quarter of entry, by service previously received and entry type – Queensland

Participant breakdown	Prior Quarters	Quarter 1, 2025-26	Total
Access decisions	206,690	6,013	212,703
Currently Eligible - Total	158,537	4,818	163,355
Currently Eligible - New	115,372	4,753	120,125
Currently Eligible - State	33,096	42	33,138
Currently Eligible - Commonwealth	10,069	23	10,092
Active Participant Plans - Total	157,067	4,508	161,575
Active Participant Plans - New	113,995	4,439	118,434
Active Participant Plans - State	33,031	45	33,076
Active Participant Plans - Commonwealth	10,041	24	10,065
Active Participant Plans - Total	157,067	4,508	161,575
Active Participant Plans - Early Intervention (s25)	49,365	2,204	51,569
Active Participant Plans - Permanent Disability (s24)	105,212	1,214	106,426
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	2,490	1,090	3,580

Table H.2 People who have left the Scheme since 1 July 2013 as at 30 September 2025 – Queensland ⁹⁰

People leaving the Scheme	Prior Quarters	Quarter 1, 2025-26	Total
Number of people who have left the Scheme	14,958	2,299	17,257

⁹⁰ The number of people who have left the Scheme is people leaving net of people returning to the Scheme.

Table H.3 Assessment of access by age group at access decision and gender – Queensland

Age group at access decision	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
0 to 8	50,217	98%	22,883	97%	287	88%	73,387	97%
9 to 14	16,702	92%	9,717	93%	308	81%	26,727	92%
15 to 18	6,876	92%	4,675	91%	303	91%	11,854	92%
19 to 24	5,226	91%	3,623	86%	241	82%	9,090	88%
25 to 34	6,363	87%	5,386	80%	226	68%	11,975	83%
35 to 44	6,427	82%	<5,980	n/a	<110	n/a	12,505	77%
45 to 54	8,041	78%	7,580	68%	113	41%	15,734	72%
55 to 64	10,768	73%	9,567	60%	126	33%	20,461	66%
65+	479	58%	<470	n/a	<11	n/a	941	53%
Missing	0	n/a	0	n/a	0	0%	0	0%
Total	111,099	90%	69,864	81%	1,711	67%	182,674	86%

Table H.4 Assessment of access by primary disability group and gender – Queensland

Primary disability group	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
Acquired brain injury	3,558	91%	1,876	90%	27	69%	5,461	91%
Autism	46,065	98%	23,051	97%	1,095	94%	70,211	97%
Cerebral palsy	2,376	97%	1,892	96%	12	71%	4,280	96%
Developmental delay	17,969	98%	8,094	98%	85	91%	26,148	98%
Down syndrome	1,490	100%	<1,240	n/a	<11	n/a	2,725	99%
Global developmental delay	3,067	99%	1,403	99%	19	95%	4,489	99%
Hearing impairment	3,513	90%	3,687	89%	40	67%	7,240	89%
Intellectual disability	10,704	95%	8,789	94%	80	69%	19,573	94%
Multiple sclerosis	573	92%	1,797	92%	13	81%	2,383	92%
Psychosocial disability	7,195	71%	6,712	61%	164	38%	14,071	65%
Spinal cord injury	1,408	93%	562	91%	12	71%	1,982	92%
Stroke	1,642	85%	1,224	83%	16	57%	2,882	84%
Visual impairment	1,170	86%	<1,070	n/a	<11	n/a	2,245	84%
Other neurological	4,064	83%	3,247	78%	43	48%	7,354	80%
Other physical	3,175	50%	2,980	37%	45	19%	6,200	43%
Other sensory/speech	275	39%	<100	n/a	<11	n/a	375	37%
Other	2,855	58%	2,153	42%	47	24%	5,055	49%
Total	111,099	90%	69,864	81%	1,711	67%	182,674	86%

Table H.5 Participant profile per quarter by participants identifying as First Nations Peoples – Queensland

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
First Nations Participants	17,019	11%	628	14%	17,647	11%
Non-First Nations Participants	124,672	79%	3,498	78%	128,170	79%
Not Stated	15,376	10%	382	8%	15,758	10%
Total	157,067	100%	4,508	100%	161,575	100%

Table H.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Queensland

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	8,014	5%	223	5%	8,237	5%
Not culturally and linguistically diverse	143,832	92%	4,102	91%	147,934	92%
Not stated	5,221	3%	183	4%	5,404	3%
Total	157,067	100%	4,508	100%	161,575	100%

Table H.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 September 2025 – Queensland ⁹¹

Age group	Total number of active participants
Under 45	<11
45 to 54	<11
55 to 64	60
Total YPIRAC (under 65)	71

⁹¹ There are a further 268 active participants aged 65 years or over who are currently in residential aged care.

Table H.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Queensland ⁹²

Quarter ending	Incremental	Cumulative
Sep-22	-44	404
Dec-22	-49	355
Mar-23	-49	306
Jun-23	-45	261
Sep-23	-31	230
Dec-23	-13	217
Mar-24	-26	191
Jun-24	-60	131
Sep-24	-18	113
Dec-24	<11	<110
Mar-25	-13	<100
Jun-25	<11	86
Sep-25	-15	71

Table H.9 Participant profile per quarter by remoteness – Queensland

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Major cities	97,356	62%	2,801	62%	100,157	62%
Population > 50,000	34,767	22%	984	22%	35,751	22%
Population between 15,000 and 50,000	5,768	4%	160	4%	5,928	4%
Population between 5,000 and 15,000	6,234	4%	195	4%	6,429	4%
Population less than 5,000	10,207	6%	299	7%	10,506	7%
Remote	1,444	1%	42	1%	1,486	1%
Very Remote	<1,290	n/a	27	1%	<1,320	n/a
Missing	<11	n/a	0	0%	<11	n/a
Total	157,067	100%	4,508	100%	161,575	100%

⁹² The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

Table H.10 Participant profile per quarter by primary disability group – Queensland

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Autism	66,875	43%	1,715	38%	68,590	42%
Intellectual disability	18,133	12%	202	4%	18,335	11%
Developmental delay	16,787	11%	1,391	31%	18,178	11%
Psychosocial disability	12,505	8%	146	3%	12,651	8%
Hearing impairment	6,775	4%	97	2%	6,872	4%
Other neurological	5,325	3%	158	4%	5,483	3%
Global developmental delay	3,629	2%	274	6%	3,903	2%
Other physical	4,826	3%	45	1%	4,871	3%
Acquired brain injury	4,505	3%	99	2%	4,604	3%
Cerebral palsy	3,985	3%	34	1%	4,019	2%
Other	2,871	2%	146	3%	3,017	2%
Multiple sclerosis	2,148	1%	54	1%	2,202	1%
Down syndrome	<2,480	n/a	<30	n/a	2,499	2%
Visual impairment	2,021	1%	28	1%	2,049	1%
Stroke	2,299	1%	68	2%	2,367	1%
Spinal cord Injury	1,683	1%	30	1%	1,713	1%
Other sensory/speech	<230	n/a	<11	n/a	222	0%
Total	157,067	100%	4,508	100%	161,575	100%

Table H.11 Participant profile per quarter by primary disability group and Supported Independent Living (SIL) status – Queensland

Primary disability group	All participants - Count	All participants - Percentage	Participants in SIL - Count	Participants in SIL - Percentage	Participants not in SIL - Count	Participants not in SIL - Percentage
Autism	68,590	42%	952	13%	67,638	44%
Intellectual disability	18,335	11%	2,542	34%	15,793	10%
Developmental delay	18,178	11%	0	0%	18,178	12%
Psychosocial disability	12,651	8%	791	11%	11,860	8%
Hearing impairment	6,872	4%	<11	n/a	<6,870	n/a
Other neurological	5,483	3%	637	9%	4,846	3%
Other physical	3,903	2%	0	0%	3,903	3%
Acquired brain injury	4,871	3%	102	1%	4,769	3%
Cerebral palsy	4,604	3%	756	10%	3,848	2%
Global developmental delay	4,019	2%	553	7%	3,466	2%
Down syndrome	3,017	2%	187	3%	2,830	2%
Other	2,202	1%	84	1%	2,118	1%
Multiple sclerosis	2,499	2%	468	6%	2,031	1%
Visual impairment	2,049	1%	26	0%	2,023	1%
Stroke	2,367	1%	286	4%	2,081	1%
Spinal cord Injury	1,713	1%	71	1%	1,642	1%
Other sensory/speech	222	0%	<11	n/a	<220	n/a
Total	161,575	100%	7,462	100%	154,113	100%

Table H.12 Participant profile per quarter by reported level of function – Queensland

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
1 (High Function)	23,620	15%	1,335	30%	24,955	15%
2 (High Function)	254	0%	11	0%	265	0%
3 (High Function)	8,109	5%	344	8%	8,453	5%
4 (High Function)	8,704	6%	74	2%	8,778	5%
5 (High Function)	8,678	6%	290	6%	8,968	6%
6 (Moderate Function)	44,202	28%	1,140	25%	45,342	28%
7 (Moderate Function)	6,507	4%	166	4%	6,673	4%
8 (Moderate Function)	8,727	6%	123	3%	8,850	5%
9 (Moderate Function)	819	1%	13	0%	832	1%
10 (Moderate Function)	13,971	9%	158	4%	14,129	9%
11 (Low Function)	3,489	2%	45	1%	3,534	2%
12 (Low Function)	14,829	9%	267	6%	15,096	9%
13 (Low Function)	8,620	5%	59	1%	8,679	5%
14 (Low Function)	2,244	1%	14	0%	2,258	1%
15 (Low Function)	51	0%	0	0%	51	0%
Missing	4,243	3%	469	10%	4,712	3%
Total	157,067	100%	4,508	100%	161,575	100%

Table H.13 Participant profile per quarter by age group – Queensland

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
0 to 8	34,723	22%	2,291	51%	37,014	23%
9 to 14	32,211	21%	664	15%	32,875	20%
15 to 18	16,708	11%	274	6%	16,982	11%
19 to 24	14,434	9%	176	4%	14,610	9%
25 to 34	13,334	8%	260	6%	13,594	8%
35 to 44	11,040	7%	214	5%	11,254	7%
45 to 54	11,922	8%	236	5%	12,158	8%
55 to 64	14,414	9%	348	8%	14,762	9%
65+	8,281	5%	45	1%	8,326	5%
Total	157,067	100%	4,508	100%	161,575	100%

Table H.14 Participation rates by age group and gender as at 30 September 2025 – Queensland ⁹³

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	8%	4%	6%
9 to 14	10%	5%	8%
15 to 18	7%	4%	6%
19 to 24	4%	3%	3%
25 to 44	2%	1%	2%
45 to 64	2%	2%	2%
65+	1%	1%	1%
Total (0-64)	4%	3%	3%
Total (All ages)	3%	2%	3%

Table H.15 Proportion of active participants with approved plans accessing mainstream supports – Queensland

Mainstream service	Prior Quarters	Quarter 1, 2025-26	Total
Choice and control over my life	4%	6%	5%
Daily life	19%	19%	19%
Health and wellbeing	75%	81%	75%
Learning	33%	35%	33%
Relationships	3%	3%	3%
Social and community activities	8%	7%	7%
Where I live	1%	2%	1%
Work	4%	3%	4%
Unknown	7%	1%	6%
Any mainstream service	95%	95%	95%

⁹³ Participation rate refers to the proportion of the general population that are NDIS participants. A small proportion of participants have a gender of 'Other'. The participation rates for this group are included within the total rates.

Part Two: Participant and family/carer outcomes

Results are drawn from participants' responses to Short Form (SF) questionnaires. Responses are collected at entry to the NDIS (baseline) and at subsequent SF questionnaire reassessment or check-in. Responses are collected at entry to the NDIS (baseline) for 98% of participants who had their first plan approved since 1 July 2016 and have had a second Short Form (SF) questionnaire reassessment to date.

Targets are not provided for 'family and carer employment rate' and 'participant choice and control', as the NDIA corporate plan no longer lists these as performance measures (Tables H.16 to H.20).

Table H.16 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1) and second (R2) Short Form (SF) questionnaires reassessment – Queensland ⁹⁴

Metric by age group	Baseline	R1	R2	2025-26 Target
Participant employment rate - Aged 15 to 24 years	12%	17%	20%	22%
Participant employment rate - Aged 25 to 34 years	24%	24%	26%	22%
Participant employment rate - Aged 35 to 44 years	21%	22%	20%	22%
Participant employment rate - Aged 45 to 54 years	18%	18%	18%	22%
Participant employment rate - Aged 55 to 64 years	15%	15%	14%	22%
Participant employment rate - Aged 65+ years	11%	9%	8%	22%
Participant employment rate - Aged 25 to 64 years	19%	20%	19%	22%
Participant employment rate - Aged 15 to 64 years	17%	19%	19%	22%
Participant social and community engagement rate - Aged 15 to 24 years	30%	39%	36%	43%
Participant social and community engagement rate - Aged 25 to 34 years	31%	42%	38%	43%
Participant social and community engagement rate - Aged 35 to 44 years	32%	41%	37%	43%
Participant social and community engagement rate - Aged 45 to 54 years	31%	41%	37%	43%
Participant social and community engagement rate - Aged 55 to 64 years	32%	36%	35%	43%
Participant social and community engagement rate - Aged 65+ years	33%	38%	37%	43%
Participant social and community engagement rate - Aged 25+ years	32%	40%	37%	43%
Participant social and community engagement rate - Aged 15+ years	31%	39%	36%	43%
Family and carer employment rate - Aged 0 to 14 years	46%	48%	50%	n/a
Family and carer employment rate - Aged 15+ years	48%	47%	48%	n/a
Family and carer employment rate - All ages	47%	47%	49%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	66%	73%	n/a
Participant Choice and Control - Aged 25+ years	n/a	77%	85%	n/a
Participant Choice and Control - Aged 15+ years	n/a	75%	81%	n/a

⁹⁴ Denominators for each metric are: 'participant employment rate' (n=10,121), 'participant social and community engagement rate' (n=10,156), family and carer employment rate' (n=10,489) and 'participant choice and control' (n=4,611). Participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.

Table H.17 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2) and third (R3) Short Form (SF) questionnaires reassessment – Queensland ⁹⁵

Metric by age group	Baseline	R1	R2	R3	2025-26 Target
Participant employment rate - Aged 15 to 24 years	12%	15%	15%	23%	22%
Participant employment rate - Aged 25 to 34 years	23%	23%	21%	25%	22%
Participant employment rate - Aged 35 to 44 years	23%	23%	22%	23%	22%
Participant employment rate - Aged 45 to 54 years	19%	18%	15%	17%	22%
Participant employment rate - Aged 55 to 64 years	14%	13%	11%	12%	22%
Participant employment rate - Aged 65+ years	13%	10%	8%	7%	22%
Participant employment rate - Aged 25 to 64 years	20%	19%	17%	19%	22%
Participant employment rate - Aged 15 to 64 years	17%	18%	17%	20%	22%
Participant social and community engagement rate - Aged 15 to 24 years	33%	38%	40%	37%	43%
Participant social and community engagement rate - Aged 25 to 34 years	34%	42%	44%	42%	43%
Participant social and community engagement rate - Aged 35 to 44 years	33%	40%	41%	39%	43%
Participant social and community engagement rate - Aged 45 to 54 years	33%	39%	40%	38%	43%
Participant social and community engagement rate - Aged 55 to 64 years	31%	39%	41%	37%	43%
Participant social and community engagement rate - Aged 65+ years	34%	40%	43%	39%	43%
Participant social and community engagement rate - Aged 25+ years	33%	40%	42%	39%	43%
Participant social and community engagement rate - Aged 15+ years	33%	39%	41%	38%	43%
Family and carer employment rate - Aged 0 to 14 years	43%	43%	48%	52%	n/a
Family and carer employment rate - Aged 15+ years	45%	46%	48%	47%	n/a
Family and carer employment rate - All ages	44%	44%	48%	50%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	69%	71%	76%	n/a
Participant Choice and Control - Aged 25+ years	n/a	77%	80%	86%	n/a
Participant Choice and Control - Aged 15+ years	n/a	75%	77%	83%	n/a

⁹⁵ Denominators for each metric are: 'participant employment rate' (n=8,976), 'participant social and community engagement rate' (n=9,011), family and carer employment rate' (n=7,282) and 'participant choice and control' (n=5,428). Participants who had their first plan approved since 1 July 2016 and have had a third SF survey reassessment to date.

Table H.18 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3) and fourth (R4) Short Form (SF) questionnaires reassessment – Queensland ⁹⁶

Metric by age group	Baseline	R1	R2	R3	R4	2025-26 Target
Participant employment rate - Aged 15 to 24 years	11%	15%	15%	19%	26%	22%
Participant employment rate - Aged 25 to 34 years	22%	24%	24%	21%	26%	22%
Participant employment rate - Aged 35 to 44 years	24%	23%	21%	21%	24%	22%
Participant employment rate - Aged 45 to 54 years	19%	19%	15%	16%	17%	22%
Participant employment rate - Aged 55 to 64 years	16%	15%	12%	13%	13%	22%
Participant employment rate - Aged 65+ years	11%	10%	7%	5%	6%	22%
Participant employment rate - Aged 25 to 64 years	20%	20%	18%	18%	20%	22%
Participant employment rate - Aged 15 to 64 years	18%	19%	17%	18%	21%	22%
Participant social and community engagement rate - Aged 15 to 24 years	34%	42%	40%	36%	39%	43%
Participant social and community engagement rate - Aged 25 to 34 years	37%	45%	45%	42%	44%	43%
Participant social and community engagement rate - Aged 35 to 44 years	35%	43%	44%	43%	43%	43%
Participant social and community engagement rate - Aged 45 to 54 years	36%	41%	43%	40%	41%	43%
Participant social and community engagement rate - Aged 55 to 64 years	35%	37%	38%	36%	41%	43%
Participant social and community engagement rate - Aged 65+ years	35%	42%	39%	36%	40%	43%
Participant social and community engagement rate - Aged 25+ years	35%	41%	42%	40%	42%	43%
Participant social and community engagement rate - Aged 15+ years	35%	41%	41%	39%	41%	43%
Family and carer employment rate - Aged 0 to 14 years	45%	46%	44%	49%	55%	n/a
Family and carer employment rate - Aged 15+ years	47%	47%	47%	44%	50%	n/a
Family and carer employment rate - All ages	46%	46%	45%	48%	53%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	69%	73%	73%	79%	n/a
Participant Choice and Control - Aged 25+ years	n/a	77%	81%	84%	88%	n/a
Participant Choice and Control - Aged 15+ years	n/a	75%	79%	80%	85%	n/a

⁹⁶ Denominators for each metric are: 'participant employment rate' (n=7,084), 'participant social and community engagement rate' (n=7,138), family and carer employment rate' (n=5,215) and 'participant choice and control' (n=4,923). Participants who had their first plan approved since 1 July 2016 and have had a fourth SF survey reassessment to date.

Table H.19 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) Short Form (SF) questionnaires reassessment – Queensland ⁹⁷

Metric by age group	Baseline	R1	R2	R3	R4	R5	2025-26 Target
Participant employment rate - Aged 15 to 24 years	10%	14%	14%	17%	23%	25%	22%
Participant employment rate - Aged 25 to 34 years	21%	22%	19%	23%	20%	23%	22%
Participant employment rate - Aged 35 to 44 years	24%	23%	19%	20%	21%	23%	22%
Participant employment rate - Aged 45 to 54 years	22%	22%	20%	17%	22%	20%	22%
Participant employment rate - Aged 55 to 64 years	19%	19%	15%	14%	13%	14%	22%
Participant employment rate - Aged 65+ years	10%	10%	8%	6%	4%	6%	22%
Participant employment rate - Aged 25 to 64 years	21%	21%	18%	19%	19%	20%	22%
Participant employment rate - Aged 15 to 64 years	19%	20%	17%	18%	20%	21%	22%
Participant social and community engagement rate - Aged 15 to 24 years	37%	39%	41%	40%	47%	42%	43%
Participant social and community engagement rate - Aged 25 to 34 years	40%	46%	45%	45%	41%	44%	43%
Participant social and community engagement rate - Aged 35 to 44 years	40%	47%	49%	47%	45%	47%	43%
Participant social and community engagement rate - Aged 45 to 54 years	39%	46%	47%	43%	45%	46%	43%
Participant social and community engagement rate - Aged 55 to 64 years	36%	41%	39%	41%	41%	43%	43%
Participant social and community engagement rate - Aged 65+ years	38%	43%	40%	38%	44%	41%	43%
Participant social and community engagement rate - Aged 25+ years	38%	45%	44%	43%	43%	44%	43%
Participant social and community engagement rate - Aged 15+ years	38%	44%	43%	42%	44%	44%	43%
Family and carer employment rate - Aged 0 to 14 years	41%	42%	44%	47%	53%	54%	n/a
Family and carer employment rate - Aged 15+ years	47%	49%	45%	50%	53%	51%	n/a
Family and carer employment rate - All ages	43%	45%	44%	48%	53%	53%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	71%	74%	73%	78%	81%	n/a
Participant Choice and Control - Aged 25+ years	n/a	78%	84%	84%	85%	89%	n/a
Participant Choice and Control - Aged 15+ years	n/a	76%	80%	80%	82%	86%	n/a

⁹⁷ Denominators for each metric are: 'participant employment rate' (n=5,924), 'participant social and community engagement rate' (n=5,967), family and carer employment rate' (n=4,058) and 'participant choice and control' (n=4,626). Participants who had their first plan approved since 1 July 2016 and have had a fifth SF survey reassessment to date.

Table H.20 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) Short Form (SF) questionnaires reassessment – Queensland ⁹⁸

Metric by age group	Baseline	R1	R2	R3	R4	R5	R6+	2025-26 Target
Participant employment rate - Aged 15 to 24 years	9%	14%	17%	18%	19%	22%	27%	22%
Participant employment rate - Aged 25 to 34 years	21%	23%	23%	21%	24%	23%	25%	22%
Participant employment rate - Aged 35 to 44 years	26%	25%	23%	23%	25%	25%	25%	22%
Participant employment rate - Aged 45 to 54 years	25%	25%	21%	23%	19%	23%	22%	22%
Participant employment rate - Aged 55 to 64 years	20%	20%	17%	17%	15%	16%	15%	22%
Participant employment rate - Aged 65+ years	12%	12%	10%	7%	6%	5%	6%	22%
Participant employment rate - Aged 25 to 64 years	23%	23%	21%	21%	21%	22%	22%	22%
Participant employment rate - Aged 15 to 64 years	21%	22%	21%	20%	21%	22%	22%	22%
Participant social and community engagement rate - Aged 15 to 24 years	37%	44%	45%	48%	47%	47%	44%	43%
Participant social and community engagement rate - Aged 25 to 34 years	38%	46%	48%	48%	50%	46%	46%	43%
Participant social and community engagement rate - Aged 35 to 44 years	41%	49%	50%	51%	50%	52%	48%	43%
Participant social and community engagement rate - Aged 45 to 54 years	42%	48%	53%	50%	51%	54%	50%	43%
Participant social and community engagement rate - Aged 55 to 64 years	38%	42%	45%	42%	45%	44%	43%	43%
Participant social and community engagement rate - Aged 65+ years	37%	44%	43%	44%	41%	39%	43%	43%
Participant social and community engagement rate - Aged 25+ years	39%	46%	48%	47%	48%	47%	46%	43%
Participant social and community engagement rate - Aged 15+ years	39%	46%	47%	47%	48%	47%	46%	43%
Family and carer employment rate - Aged 0 to 14 years	41%	43%	45%	44%	50%	53%	56%	n/a
Family and carer employment rate - Aged 15+ years	47%	47%	49%	48%	51%	49%	50%	n/a
Family and carer employment rate - All ages	44%	46%	47%	47%	50%	51%	52%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	69%	74%	73%	75%	77%	85%	n/a
Participant Choice and Control - Aged 25+ years	n/a	75%	80%	82%	85%	87%	92%	n/a
Participant Choice and Control - Aged 15+ years	n/a	73%	78%	79%	82%	83%	90%	n/a

⁹⁸ Denominators for each metric are: 'participant employment rate' (n=8,206), 'participant social and community engagement rate' (n=8,272), family and carer employment rate' (n=4,188) and 'participant choice and control' (n=7,302). Participants who had their first plan approved since 1 July 2016 and have had at least a sixth SF survey reassessment to date.

Part Three: Participant experience

The tables in Part Three, summarise complaints submitted from the 1 July 2016 until the end of quarter 1, 2025-26. Table H.22 shows the number of complaints in quarter 1, 2025-26 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in quarter 1, 2025-26 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Table H.25 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

Figures reported for participant critical incidents (PCIs) exclude counts of 'withdrawn' or 'miscategorised' PCIs (Tables H.22 and H.24).

Table H.21 Proportion of respondents who responded positively to questions about 'Early Supports' (n = 267 in Prior Quarters, n = n/a in quarter 1, 2025-26), 'Community Connections' (n = 2,325 in Prior Quarters, n = 316 in quarter 1, 2025-26), 'Apply for NDIS (overall)' (n = 2,016 in Prior Quarters, n = 283 in quarter 1, 2025-26), 'Plan Approval' (n = 4,579 in Prior Quarters, n = 561 in quarter 1, 2025-26), 'Plan Implementation' (n = 3,973 in Prior Quarters, n = 454 in quarter 1, 2025-26) and 'Plan Reassessment' (n = 11,584 in Prior Quarters, n = 2,224 in quarter 1, 2025-26) – Queensland^{99 100}

NDIA planning process	Prior Quarters	Quarter 1, 2025-26
Early Supports - Were you treated with respect?	99%	n/a
Early Supports - Were decisions and outcomes explained to you?	92%	n/a
Early Supports - Were your questions and concerns acknowledged?	95%	n/a
Early Supports - How well does your early supports plan meet your child's needs?	56%	n/a
Community Connections - Was information easy to understand?	85%	87%
Community Connections - Was communication in your preferred format?	94%	95%
Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life?	79%	75%
Community Connections - To what extent were your circumstances and needs considered?	79%	78%
Community Connections - To what extent were you included in decisions that were made?	78%	77%
Community Connections - How confident are you in reaching out to community supports and other government services?	53%	51%
Apply for NDIS (overall) - Were you treated with respect?	94%	98%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	74%	82%
Apply for NDIS (overall) - Was information easy to understand?	68%	74%
Apply for NDIS (overall) - Was communication in your preferred format?	85%	87%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	57%	62%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	56%	63%
Plan Approval - Were you treated with respect?	91%	86%
Plan Approval - Were decisions and outcomes explained to you?	77%	75%
Plan Approval - Were your questions and concerns acknowledged?	76%	66%
Plan Approval - Do you know where to go for more help with using your plan?	85%	83%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	54%	44%

⁹⁹ Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards.

¹⁰⁰ Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

NDIA planning process	Prior Quarters	Quarter 1, 2025-26
Plan Approval - How well does your NDIS plan meet your needs?	59%	49%
Plan Implementation - Do you know where to go for more help with using your plan?	84%	80%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	60%	53%
Plan Implementation - To what extent were your circumstances and needs considered?	62%	54%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	60%	56%
Plan Implementation - Do you feel confident in using your plan?	63%	55%
Plan Implementation - Do you feel confident in accessing supports?	64%	55%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	84%	85%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	64%	63%
Plan Reassessment - To what extent were your circumstances and needs considered?	66%	65%
Plan Reassessment - To what extent were you included in decisions that were made?	67%	66%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	62%	59%
Plan Reassessment - Do you feel confident in using your plan?	66%	64%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	62%	62%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	78%	78%

Table H.22 Complaints and Participant Critical Incidents (PCIs) by quarter – Queensland ^{101 102}

Complaints made by or on behalf of:	Prior Quarters	Quarter 1, 2025-26	Total	Number of unique complainants
Participants: Complaints about Early Connections Partner	340	19	359	330
Participants: Complaints about Local Area Coordination (LAC) Partner	1,265	110	1,375	1,195
Participants: Complaints about service providers	2,950	212	3,162	2,490
Participants: Complaints about the Agency	45,989	2,831	48,820	24,469
Participants: Unclassified	256	0	256	231
Participants: Total	50,800	3,172	53,972	26,370
Percentage of the number of active participants	7.2%	7.9%	7.2%	n/a
New Participant Critical Incidents (PCIs)	11,814	1,265	13,079	n/a

¹⁰¹ Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

¹⁰² Note that 58% of all complainants made only one complaint, 20% made two complaints, and 21% made three or more complaints.

Table H.23 Number and proportion of participant complaints over time, incrementally and cumulatively – Queensland

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Sep-22	1,460	5%	19,890	6%
Dec-22	1,409	5%	21,299	6%
Mar-23	1,505	5%	22,804	6%
Jun-23	1,685	5%	24,489	6%
Sep-23	2,049	6%	26,538	6%
Dec-23	2,339	7%	28,877	6%
Mar-24	4,063	12%	32,940	6%
Jun-24	4,556	13%	37,496	7%
Sep-24	4,004	11%	41,500	7%
Dec-24	3,555	10%	45,055	7%
Mar-25	3,016	8%	48,071	7%
Jun-25	2,729	7%	50,800	7%
Sep-25	3,172	8%	53,972	7%

Table H.24 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively – Queensland

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Sep-22	382	1%	2,801	1%
Dec-22	401	1%	3,202	1%
Mar-23	667	2%	3,869	1%
Jun-23	735	2%	4,604	1%
Sep-23	729	2%	5,333	1%
Dec-23	697	2%	6,030	1%
Mar-24	1,001	3%	7,031	1%
Jun-24	943	3%	7,974	1%
Sep-24	936	3%	8,910	2%
Dec-24	944	3%	9,854	2%
Mar-25	931	2%	10,785	2%
Jun-25	1,029	3%	11,814	2%
Sep-25	1,265	3%	13,079	2%

Table H.25 Participant complaints by type. Complaints with a related party who has submitted an access request – Queensland ¹⁰³

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	757	2%	0	0%	757	2%
Complaints about the Agency - Information unclear	283	1%	0	0%	283	1%
Complaints about the Agency - NDIA Access	1,327	3%	64	2%	1,391	3%
Complaints about the Agency - NDIA Engagement	<60	n/a	<11	n/a	63	0%
Complaints about the Agency - NDIA Finance	3,041	7%	179	6%	3,220	7%
Complaints about the Agency - NDIA Fraud and Compliance	222	0%	17	1%	239	0%
Complaints about the Agency - NDIA Plan	11,293	25%	821	29%	12,114	25%
Complaints about the Agency - NDIA Process	4,705	10%	402	14%	5,107	10%
Complaints about the Agency - NDIA Resources	407	1%	48	2%	455	1%
Complaints about the Agency - NDIA Staff	2,835	6%	296	10%	3,131	6%
Complaints about the Agency - NDIA Timeliness	15,824	34%	996	35%	16,820	34%
Complaints about the Agency - Participation, engagement and inclusion	75	0%	0	0%	75	0%
Complaints about the Agency - Provider Portal	27	0%	0	0%	27	0%
Complaints about the Agency - Quality & Safeguards Commission	<40	n/a	<11	n/a	44	0%
Complaints about the Agency - Reasonable and necessary supports	773	2%	0	0%	773	2%
Complaints about the Agency - Staff conduct - Agency	258	1%	0	0%	258	1%
Complaints about the Agency - The way the NDIA carried out its decision making	500	1%	0	0%	500	1%
Complaints about the Agency - Timeliness	1,701	4%	0	0%	1,701	3%
Complaints about the Agency - Other	1,862	4%	0	0%	1,862	4%
Complaints about the Agency - Total	45,989	100%	2,831	100%	48,820	100%
Complaints about Early Connections Partner - Early Connections Engagement	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	<30	n/a	<11	n/a	30	8%
Complaints about Early Connections Partner - Early Connections Process	<50	n/a	<11	n/a	43	12%
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	<170	n/a	<11	n/a	175	49%
Complaints about Early Connections Partner - Early Connections Timeliness	<100	n/a	<11	n/a	104	29%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Total	340	100%	19	100%	359	100%
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	21	2%	0	0%	21	2%
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	<160	n/a	<11	n/a	155	11%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	116	9%	17	15%	133	10%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<10	n/a	<11	n/a	<11	n/a

¹⁰³ It is possible to record multiple related parties as the source of a complaint, and in some cases, both participants and providers or other parties are linked to a single complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	818	65%	76	69%	894	65%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	149	12%	12	11%	161	12%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - Total	1,265	100%	110	100%	1,375	100%
Complaints about service providers - Provider Costs	70	2%	0	0%	70	2%
Complaints about service providers - Provider Finance	183	6%	21	10%	204	6%
Complaints about service providers - Provider Fraud and Compliance	331	11%	42	20%	373	12%
Complaints about service providers - Provider Process	67	2%	0	0%	67	2%
Complaints about service providers - Provider Service	1,066	36%	88	42%	1,154	36%
Complaints about service providers - Provider Staff	673	23%	61	29%	734	23%
Complaints about service providers - Service Delivery	105	4%	0	0%	105	3%
Complaints about service providers - Staff Conduct	128	4%	0	0%	128	4%
Complaints about service providers - Supports being provided	121	4%	0	0%	121	4%
Complaints about service providers - Other	206	7%	0	0%	206	7%
Complaints about service providers - Total	2,950	100%	212	100%	3,162	100%
Unclassified	256	n/a	0	n/a	256	n/a
Participants total	50,800	n/a	3,172	n/a	53,972	n/a

Table H.26 Administrative Review Tribunal (ART) Cases by category as at 30 September 2025 – Queensland

Category	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Access	1,057	19%	142	26%	1,199	20%
Planning	4,201	76%	382	71%	4,583	75%
Compensation	28	1%	0	0%	28	0%
Jurisdiction	157	3%	0	0%	157	3%
Extension of Time	47	1%	0	0%	47	1%
Other	67	1%	12	2%	79	1%
Total cases	5,557	100%	536	100%	6,093	100%
Percentage of the number of active participants	0.8%	n/a	1.3%	n/a	0.8%	n/a

Table H.27 Number and proportion of Administrative Review Tribunal (ART) cases over time, incrementally and cumulatively – Queensland

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Sep-22	258	1%	2,568	1%
Dec-22	208	1%	2,776	1%
Mar-23	99	0%	2,875	1%
Jun-23	191	1%	3,066	1%
Sep-23	262	1%	3,328	1%
Dec-23	272	1%	3,600	1%
Mar-24	158	0%	3,758	1%
Jun-24	253	1%	4,011	1%
Sep-24	377	1%	4,388	1%
Dec-24	410	1%	4,798	1%
Mar-25	409	1%	5,207	1%
Jun-25	350	1%	5,557	1%
Sep-25	536	1%	6,093	1%

Table H.28 Administrative Review Tribunal (ART) cases by open/closed and decision – Queensland ¹⁰⁴

ART cases by open/closed and decision	Number of cases	Number of unique active participants
ART Cases	6,093	5,530
Open ART Cases	1,353	1,320
Closed ART Cases	4,740	4,336
Resolved before hearing	4,607	4,224
Gone to hearing and received a substantive decision	133	112

¹⁰⁴ The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.

Table H.29 Administrative Review Tribunal (ART) Supports in dispute – Queensland ^{105 106 107}

Type of support	Prior Quarters	Quarter 1, 2025-26	Total
Plan Management Decision	<150	<11	151
Core (excluding Consumables and Transport)	968	81	1,049
Capacity Building	1,082	107	1,189
General Support	307	29	336
Assistive Technology	347	21	368
Specialist Disability Accommodation	<150	<11	155
Home Modifications	<100	<11	102
Supported Independent Living	326	22	348
Everyday Living Costs	<80	<11	84
Transport	221	19	240
Other	0	0	0
Total number of unique participants counted across disputed supports	1,777	150	1,927
Total number of instances of participants counted across disputed supports	3,715	307	4,022

Table H.30 Closed Administrative Review Tribunal (ART) cases by outcome – Queensland

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	116	3%	17	5%	133	3%
Decided by Tribunal - Affirmed	<60	n/a	<11	n/a	64	1%
Decided by Tribunal - Varied	<20	n/a	<11	n/a	22	0%
Decided by Tribunal - Set Aside	<50	n/a	<11	n/a	47	1%
Not Decided by Tribunal - Total	4,276	97%	331	95%	4,607	97%
Not Decided by Tribunal - Resolved by consent	3,121	71%	231	66%	3,352	71%
Not Decided by Tribunal - Withdrawn	808	18%	66	19%	874	18%
Not Decided by Tribunal - No jurisdiction	<30	n/a	<11	n/a	34	1%
Not Decided by Tribunal - Extension of Time Declined	<20	n/a	0	n/a	<20	n/a
Not Decided by Tribunal - Extension of Time Not opposed	<11	n/a	0	n/a	<11	n/a
Not Decided by Tribunal - Dismissed	<300	n/a	<30	n/a	327	7%
Not Decided by Tribunal - Other	0	n/a	0	n/a	0	n/a
Total	4,392	100%	348	100%	4,740	100%

¹⁰⁵ It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceed the total in each period.

¹⁰⁶ Data is reported with one month lag; therefore results for last month of the current quarter are not included.

¹⁰⁷ Supports in dispute data is only available for 2022-23 Q3 onwards.

Part Four: Providers and the growing market

Part Four has been updated to focus on active provider counts and payments made to these providers across varying registration status and funds management types.

‘Active providers’ refers to those who have received payment in the quarter for supporting NDIS participants (Table H.31). The count of active providers excludes providers with a missing Australian Business Number (ABN).

Plan management fees, which are payments from NDIA-managed funding, are reclassified as plan-managed funding payments for the purpose of counting providers. Therefore, the count of NDIA-managed providers excludes providers that only received plan management fees and no other NDIA-managed funding payments (Table H.32).

From 14 October 2024, it is mandatory for participants with self-managed funding payments to include the Australian Business Number (ABN) of the associated provider or provide a reason why it isn’t available. Prior to this date, providing the Australian Business Number (ABN) was voluntary; therefore, the count of providers for self-managed participants before this date should only be used as a reference (Table H.31).

Total active provider payments are on a cash and in-kind basis. In-kind payments are included in the total NDIA-managed payments to registered providers (Table H.32).

Table H.31 Number of active providers in quarter 1, 2025-26 by registration status and funds management type – Queensland ¹⁰⁸

Funds management type	Registered	Unregistered	Total providers
NDIA-managed	2,557	0	2,557
Plan-managed	4,818	49,858	54,453
Self-managed	2,433	29,512	31,871
All funds management types	5,343	65,991	71,095

Table H.32 Total active provider payments in quarter 1, 2025-26 by registration status and funds management type (\$m) – Queensland ^{109 110}

Funds management type	Registered	Unregistered	All registration statuses
NDIA-managed	644	0	644
Plan-managed	957	828	1,794
Self-managed	71	164	268
All funds management types	1,672	992	2,706

¹⁰⁸ Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.

¹⁰⁹ A small number of providers have a missing Australian Business Number (ABN). Payments associated with these providers are not shown separately but are included in the "All registration statuses".

¹¹⁰ Registration status is determined as at the posting date of payment.

Part Five: Financial sustainability

Average annualised committed supports (Tables H.33 to H.37) are derived from the total annualised committed supports in the current plans of active participants as at 30 September 2025. Average payments (Tables H.35 to H.37) are calculated as the sum of the payments in the 12-month period to 30 September 2025, divided by the average number of participants who are active per working day in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Total annualised committed supports are those in the current plans of active participants as at 30 September 2025. 'Total payments' refers to those paid over the 12 months to 30 September 2025 (Tables H.38 to H.40).

Table H.33 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter) – Queensland

Average annualised committed support band	As at quarter 4, 2024-25 distribution of participants	As at quarter 1, 2025-26 distribution of participants
\$0-\$5,000	1.4%	1.4%
\$5,001-\$10,000	4.8%	4.8%
\$10,001-\$15,000	10.6%	10.3%
\$15,001-\$20,000	15.4%	15.1%
\$20,001-\$25,000	11.1%	11.2%
\$25,001-\$30,000	5.1%	5.1%
\$30,001-\$50,000	12.7%	12.7%
\$50,001-\$100,000	16.6%	16.8%
\$100,001-\$150,000	7.7%	7.7%
\$150,001-\$200,000	3.8%	3.9%
\$200,001-\$250,000	2.3%	2.3%
\$250,001+	8.4%	8.7%

Table H.34 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter, excluding participants with Supported Independent Living (SIL) supports) – Queensland

Average annualised committed support band	As at quarter 4, 2024-25 distribution of participants	As at quarter 1, 2025-26 distribution of participants
\$0-\$5,000	1.5%	1.5%
\$5,001-\$10,000	5.1%	5.0%
\$10,001-\$15,000	11.2%	10.8%
\$15,001-\$20,000	16.2%	15.9%
\$20,001-\$25,000	11.7%	11.7%
\$25,001-\$30,000	5.4%	5.4%
\$30,001-\$50,000	13.3%	13.3%
\$50,001-\$100,000	17.5%	17.6%
\$100,001-\$150,000	8.0%	8.1%
\$150,001-\$200,000	4.0%	4.1%
\$200,001-\$250,000	2.2%	2.3%
\$250,001+	4.0%	4.4%

Table H.35 Average annualised committed supports as at 30 September 2025 and average payments for the year ending 30 September 2025 by age group and participants' Supported Independent Living (SIL) status as at 30 September 2025 – Queensland

Age group	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
0 to 8	\$16,200	\$26,400	n/a	n/a	\$16,200	\$26,400
9 to 14	\$20,300	\$30,900	n/a	n/a	\$20,300	\$30,900
15 to 18	\$32,600	\$48,900	\$486,700	\$546,300	\$30,200	\$46,700
19 to 24	\$76,600	\$104,700	\$488,200	\$555,000	\$56,300	\$84,000
25 to 34	\$112,700	\$139,500	\$463,300	\$512,400	\$75,300	\$102,300
35 to 44	\$124,900	\$155,000	\$441,100	\$491,400	\$84,000	\$113,000
45 to 54	\$127,700	\$159,600	\$423,700	\$474,000	\$87,900	\$119,400
55 to 64	\$136,900	\$175,000	\$435,000	\$482,100	\$91,700	\$129,900
65+	\$138,000	\$175,000	\$428,600	\$477,400	\$99,600	\$134,100
All	\$65,500	\$86,500	\$442,900	\$493,500	\$46,500	\$66,800

Table H.36 Average annualised committed supports as at 30 September 2025 and average payments for the year ending 30 September 2025 by primary disability group and participants' Supported Independent Living (SIL) status – Queensland

Primary disability group	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
Acquired brain injury	\$174,600	\$218,300	\$469,100	\$526,000	\$115,200	\$157,800
Autism	\$33,700	\$47,900	\$498,100	\$542,300	\$26,700	\$41,000
Cerebral palsy	\$170,700	\$206,300	\$507,900	\$563,700	\$116,700	\$149,300
Developmental delay	\$11,800	\$21,200	\$0	\$0	\$11,800	\$21,200
Global developmental delay	\$18,700	\$28,600	\$0	\$0	\$18,700	\$28,600
Hearing impairment	\$9,600	\$19,300	n/a	n/a	\$9,300	\$19,000
Intellectual disability	\$116,400	\$143,900	\$393,400	\$439,100	\$70,400	\$96,300
Multiple sclerosis	\$109,400	\$144,000	\$526,100	\$560,000	\$90,900	\$127,500
Psychosocial disability	\$96,700	\$127,600	\$393,100	\$455,100	\$77,300	\$105,800
Spinal cord injury	\$169,400	\$226,600	\$607,200	\$725,500	\$149,400	\$205,000
Stroke	\$164,200	\$213,100	\$491,200	\$555,400	\$117,200	\$166,100
Visual impairment	\$49,500	\$68,000	\$345,100	\$389,400	\$45,600	\$63,800
Other neurological	\$175,600	\$223,000	\$527,400	\$575,900	\$127,400	\$176,600
Other physical	\$79,400	\$115,500	\$477,400	\$542,400	\$71,000	\$106,400
Other sensory/speech	\$19,700	\$31,600	n/a	n/a	\$17,500	\$28,700
Other	\$103,600	\$139,100	\$483,100	\$521,000	\$76,000	\$113,600
Down Syndrome	\$138,000	\$165,900	\$365,200	\$406,500	\$84,800	\$110,400
All	\$65,500	\$86,500	\$442,900	\$493,500	\$46,500	\$66,800

Table H.37 Average annualised committed supports as at 30 September 2025 and average payments for the year ending 30 September 2025 by reported level of function and participants' Supported Independent Living (SIL) status – Queensland

Reported level of function	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
1	\$12,100	\$21,500	n/a	n/a	\$12,000	\$21,500
2	\$21,200	\$38,100	\$0	\$0	\$21,200	\$38,100
3	\$21,200	\$34,500	\$367,700	\$424,000	\$18,800	\$31,800
4	\$19,700	\$33,000	\$437,200	\$472,800	\$17,400	\$30,600
5	\$34,200	\$48,300	\$409,400	\$458,600	\$28,100	\$42,100
6	\$24,700	\$40,500	\$356,200	\$420,700	\$22,700	\$38,200
7	\$52,800	\$72,100	\$392,400	\$444,200	\$37,000	\$55,000
8	\$71,600	\$100,800	\$364,000	\$417,400	\$57,100	\$84,700
9	\$90,300	\$132,400	\$369,200	\$469,300	\$80,900	\$121,500
10	\$118,000	\$156,800	\$364,500	\$413,700	\$90,400	\$128,300
11	\$101,100	\$128,500	\$421,300	\$462,700	\$70,100	\$96,000
12	\$215,400	\$258,000	\$461,500	\$509,000	\$150,200	\$194,300
13	\$118,400	\$143,600	\$572,800	\$618,700	\$84,400	\$108,400
14	\$337,200	\$398,300	\$533,100	\$593,500	\$251,300	\$311,800
15	\$486,900	\$515,700	n/a	n/a	\$430,100	\$465,700
All	\$65,500	\$86,500	\$442,900	\$493,500	\$46,500	\$66,800

Table H.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 30 September 2025 (\$m) – Queensland ¹¹¹

Support Category	Total payments for the year ending 30 September 2025	Total annualised committed supports at 30 September 2025
Core: Daily Activities	2,468.2	2,638.5
Core: Consumables	23.9	27.2
Core: Social and Civic	490.6	616.4
Core: Transport	11.1	16.8
Capacity Building: Choice and Control	8.1	8.5
Capacity Building: Daily Activities	65.6	99.0
Capacity Building: Employment	0.9	3.1
Capacity Building: Health and Wellbeing	0.4	0.8
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	51.7	78.5
Capacity Building: Social and Civic	0.6	1.0
Capacity Building: Support Coordination	43.9	52.7
Capital: Assistive Technology	27.6	47.4
Capital: Home Modifications	78.5	92.5
All	3,271.2	3,682.4

¹¹¹ Total payments for home modifications were \$78.5 million. Of which, \$77.9 million (99.2%) has been paid for specialised disability accommodation (SDA) supports, and \$0.6 million (0.8%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$92.5 million. Of which, \$91.5 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.0 million (1%) has been allocated for non-SDA supports.

Table H.39 Total annualised committed supports and total payments (participants not in Supported Independent Living (SIL)) by support category as at 30 September 2025 (\$m) – Queensland ¹¹²

Support Category	Total payments for the year ending 30 September 2025	Total annualised committed supports at 30 September 2025
Core: Daily Activities	2,799.9	4,287.1
Core: Consumables	117.2	208.7
Core: Social and Civic	1,977.1	2,297.4
Core: Transport	127.9	92.5
Capacity Building: Choice and Control	136.2	159.7
Capacity Building: Daily Activities	1,097.6	2,058.6
Capacity Building: Employment	32.0	112.1
Capacity Building: Health and Wellbeing	4.5	10.6
Capacity Building: Home Living	0.1	1.0
Capacity Building: Lifelong learning	0.0	0.3
Capacity Building: Relationships	92.4	211.8
Capacity Building: Social and Civic	38.1	109.9
Capacity Building: Support Coordination	198.0	306.4
Capital: Assistive Technology	150.9	330.4
Capital: Home Modifications	65.4	105.2
All	6,837.4	10,291.5

Table H.40 Payments by financial year in which support was provided, compared to committed supports – Queensland ¹¹³

Financial year	Total Committed (\$m)	Total Paid (\$m)	Percentage utilised to date
2013-14	1.5	0.7	49%
2014-15	5.0	2.6	52%
2015-16	13.8	6.6	48%
2016-17	233.5	131.7	56%
2017-18	875.8	558.3	64%
2018-19	2,538.3	1,669.8	66%
2019-20	5,153.0	3,608.4	70%
2020-21	6,841.6	5,014.6	73%
2021-22	7,952.2	6,141.0	77%
2022-23	9,951.3	7,589.3	76%
2023-24	11,750.0	8,976.8	76%
2024-25	13,202.9	9,817.9	74%
2025-26 to date (Experience still emerging)	3,586.3	2,310.3	64%

¹¹² Total payments for home modifications were \$65.4 million. Of which, \$38.6 million (59.1%) has been paid for specialised disability accommodation (SDA) supports, and \$26.7 million (40.9%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$105.2 million. Of which, \$47.4 million (45%) has been allocated for specialised disability accommodation (SDA) supports, and \$57.8 million (55%) has been allocated for non-SDA supports.

¹¹³ The utilisation rate for 2025-26 to date will likely increase due to a lag between when support is provided and when it is paid for.

Table H.41 Percentage change in plan budgets for active participants per quarter – Queensland ¹¹⁴

Inflation type	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25
Intraplan Inflation	10.1%	6.8%	5.7%	7.1%	8.1%	6.6%	5.1%	4.9%	5.6%
Interplan Inflation	6.2%	7.2%	2.5%	3.6%	5.3%	5.9%	6.0%	5.2%	5.1%
Total Inflation	16.4%	14.0%	8.2%	10.7%	13.4%	12.6%	11.1%	10.1%	10.7%

¹¹⁴ The Annual Pricing Review saw price limit increases from 1 July 2025. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2025.

Supplement I:

Western Australia

Adapting to the new computer system and processes has impacted some data detailed in this supplement. This includes the proportion of active participant plans with not-stated culturally and linguistically diverse (CALD) status; missing data about reported level of function, and 'other disability' types. There may be some minor instances of information being restated in this report as data is further refined.

When interpreting the results detailed in this supplement, please also consider the following:

Percentage figures have been rounded and may not always total to one hundred per cent.

Totals include participants with missing characteristics, where applicable.

Throughout this supplement, results are not adjusted for underlying differences in population characteristics, and hence comparisons of the results for subsections of the population should be interpreted with caution.

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

There are five parts to this supplement.

Part One: Participants and their plans

The number of participants residing in remote and very remote areas is based on the Modified Monash Model measure of remoteness (Tables I.9).

Table I.1 Active participants by quarter of entry, by service previously received and entry type – Western Australia

Participant breakdown	Prior Quarters	Quarter 1, 2025-26	Total
Access decisions	81,786	2,660	84,446
Currently Eligible - Total	65,264	2,090	67,354
Currently Eligible - New	46,800	2,079	48,879
Currently Eligible - State	<15,700	<11	15,697
Currently Eligible - Commonwealth	<2,780	<11	2,778
Active Participant Plans - Total	64,520	2,049	66,569
Active Participant Plans - New	46,113	2,035	48,148
Active Participant Plans - State	<15,660	<11	15,658
Active Participant Plans - Commonwealth	<2,760	<11	2,763
Active Participant Plans - Total	64,520	2,049	66,569
Active Participant Plans - Early Intervention (s25)	15,589	873	16,462
Active Participant Plans - Permanent Disability (s24)	47,679	639	48,318
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	1,252	537	1,789

Table I.2 People who have left the Scheme since 1 July 2013 as at 30 September 2025 – Western Australia ¹¹⁵

People leaving the Scheme	Prior Quarters	Quarter 1, 2025-26	Total
Number of people who have left the Scheme	4,751	578	5,329

¹¹⁵ The number of people who have left the Scheme is people leaving net of people returning to the Scheme.

Table I.3 Assessment of access by age group at access decision and gender – Western Australia

Age group at access decision	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
0 to 8	17,643	97%	7,497	97%	103	87%	25,243	97%
9 to 14	7,671	94%	4,116	94%	169	88%	11,956	94%
15 to 18	2,950	94%	1,899	92%	128	90%	4,977	93%
19 to 24	2,538	92%	1,682	88%	111	77%	4,331	90%
25 to 34	3,089	89%	2,556	83%	99	65%	5,744	85%
35 to 44	2,749	85%	2,622	76%	62	48%	5,433	79%
45 to 54	3,485	82%	<3,150	n/a	<50	n/a	6,674	77%
55 to 64	4,524	76%	4,098	65%	54	36%	8,676	70%
65+	<240	n/a	<220	n/a	<11	n/a	<460	n/a
Missing	<11	n/a	<11	n/a	0	n/a	<11	n/a
Total	44,889	91%	27,832	82%	773	68%	73,494	87%

Table I.4 Assessment of access by primary disability group and gender – Western Australia

Primary disability group	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
Acquired brain injury	1,408	91%	776	91%	12	55%	2,196	91%
Autism	19,390	98%	9,013	98%	497	95%	28,900	98%
Cerebral palsy	1,121	97%	903	98%	11	85%	2,035	97%
Developmental delay	4,973	97%	2,084	97%	30	91%	7,087	97%
Down syndrome	680	99%	587	99%	0	n/a	1,267	99%
Global developmental delay	1,254	98%	<490	n/a	<11	n/a	1,746	98%
Hearing impairment	1,280	91%	1,419	88%	20	83%	2,719	89%
Intellectual disability	5,102	96%	3,877	95%	38	72%	9,017	96%
Multiple sclerosis	310	92%	<930	n/a	<11	n/a	1,244	92%
Psychosocial disability	3,267	75%	2,979	63%	50	28%	6,296	68%
Spinal cord injury	618	95%	<240	n/a	<11	n/a	859	94%
Stroke	643	88%	<430	n/a	<11	n/a	1,074	85%
Visual impairment	541	87%	<530	n/a	<11	n/a	1,073	87%
Other neurological	1,886	85%	1,529	83%	18	60%	3,433	84%
Other physical	1,104	52%	1,210	43%	20	22%	2,334	46%
Other sensory/speech	106	40%	<40	n/a	<11	n/a	146	38%
Other	1,206	58%	820	41%	42	34%	2,068	49%
Total	44,889	91%	27,832	82%	773	68%	73,494	87%

Table I.5 Participant profile per quarter by participants identifying as First Nations Peoples – Western Australia

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
First Nations Participants	5,288	8%	192	9%	5,480	8%
Non-First Nations Participants	52,283	81%	1,507	74%	53,790	81%
Not Stated	6,949	11%	350	17%	7,299	11%
Total	64,520	100%	2,049	100%	66,569	100%

Table I.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Western Australia

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	4,897	8%	134	7%	5,031	8%
Not culturally and linguistically diverse	53,578	83%	1,834	90%	55,412	83%
Not stated	6,045	9%	81	4%	6,126	9%
Total	64,520	100%	2,049	100%	66,569	100%

Table I.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 September 2025 – Western Australia ¹¹⁶

Age group	Total number of active participants
Under 45	0
45 to 54	<11
55 to 64	<40
Total YPIRAC (under 65)	38

¹¹⁶ There are a further 113 active participants aged 65 years or over who are currently in residential aged care.

Table I.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Western Australia ¹¹⁷

Quarter ending	Incremental	Cumulative
Sep-22	-20	201
Dec-22	-15	186
Mar-23	<11	<180
Jun-23	-14	<170
Sep-23	-18	<150
Dec-23	-11	<140
Mar-24	-17	<120
Jun-24	-44	<80
Sep-24	<11	66
Dec-24	<11	<60
Mar-25	<11	53
Jun-25	<11	<50
Sep-25	<11	38

Table I.9 Participant profile per quarter by remoteness – Western Australia

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Major cities	50,874	79%	1,570	77%	52,444	79%
Population > 50,000	3,346	5%	122	6%	3,468	5%
Population between 15,000 and 50,000	3,872	6%	114	6%	3,986	6%
Population between 5,000 and 15,000	<730	n/a	<30	n/a	<760	n/a
Population less than 5,000	2,777	4%	77	4%	2,854	4%
Remote	1,821	3%	87	4%	1,908	3%
Very Remote	1,102	2%	53	3%	1,155	2%
Missing	<10	n/a	<11	n/a	<11	n/a
Total	64,520	100%	2,049	100%	66,569	100%

¹¹⁷ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

Table I.10 Participant profile per quarter by primary disability group – Western Australia

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Autism	27,290	42%	933	46%	28,223	42%
Intellectual disability	8,346	13%	72	4%	8,418	13%
Developmental delay	5,263	8%	509	25%	5,772	9%
Psychosocial disability	5,608	9%	59	3%	5,667	9%
Hearing impairment	2,546	4%	63	3%	2,609	4%
Other neurological	2,528	4%	79	4%	2,607	4%
Global developmental delay	1,251	2%	62	3%	1,313	2%
Other physical	1,832	3%	24	1%	1,856	3%
Acquired brain injury	1,729	3%	52	3%	1,781	3%
Cerebral palsy	1,908	3%	24	1%	1,932	3%
Other	1,276	2%	71	3%	1,347	2%
Multiple sclerosis	1,146	2%	16	1%	1,162	2%
Down syndrome	<1,160	n/a	<11	n/a	1,168	2%
Visual impairment	969	2%	20	1%	989	1%
Stroke	837	1%	39	2%	876	1%
Spinal cord Injury	729	1%	17	1%	746	1%
Other sensory/speech	<110	n/a	<11	n/a	103	0%
Total	64,520	100%	2,049	100%	66,569	100%

Table I.11 Participant profile per quarter by primary disability group and Supported Independent Living (SIL) status – Western Australia

Primary disability group	All participants - Count	All participants - Percentage	Participants in SIL - Count	Participants in SIL - Percentage	Participants not in SIL - Count	Participants not in SIL - Percentage
Autism	28,223	42%	450	13%	27,773	44%
Intellectual disability	8,418	13%	1,194	34%	7,224	11%
Developmental delay	5,772	9%	0	0%	5,772	9%
Psychosocial disability	5,667	9%	344	10%	5,323	8%
Hearing impairment	2,609	4%	0	0%	2,609	4%
Other neurological	2,607	4%	333	9%	2,274	4%
Other physical	1,313	2%	0	0%	1,313	2%
Acquired brain injury	1,856	3%	35	1%	1,821	3%
Cerebral palsy	1,781	3%	373	11%	1,408	2%
Global developmental delay	1,932	3%	296	8%	1,636	3%
Down syndrome	1,347	2%	72	2%	1,275	2%
Other	1,162	2%	45	1%	1,117	2%
Multiple sclerosis	1,168	2%	203	6%	965	2%
Visual impairment	989	1%	<11	n/a	<980	n/a
Stroke	876	1%	109	3%	767	1%
Spinal cord Injury	746	1%	45	1%	701	1%
Other sensory/speech	103	0%	<11	n/a	<110	n/a
Total	66,569	100%	3,509	100%	63,060	100%

Table I.12 Participant profile per quarter by reported level of function – Western Australia

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
1 (High Function)	6,688	10%	354	17%	7,042	11%
2 (High Function)	<210	n/a	<11	n/a	207	0%
3 (High Function)	3,449	5%	137	7%	3,586	5%
4 (High Function)	2,913	5%	57	3%	2,970	4%
5 (High Function)	3,628	6%	146	7%	3,774	6%
6 (Moderate Function)	16,206	25%	632	31%	16,838	25%
7 (Moderate Function)	2,703	4%	66	3%	2,769	4%
8 (Moderate Function)	3,861	6%	68	3%	3,929	6%
9 (Moderate Function)	294	0%	0	0%	294	0%
10 (Moderate Function)	6,100	9%	94	5%	6,194	9%
11 (Low Function)	1,869	3%	26	1%	1,895	3%
12 (Low Function)	8,624	13%	143	7%	8,767	13%
13 (Low Function)	5,206	8%	80	4%	5,286	8%
14 (Low Function)	<900	n/a	<11	n/a	902	1%
15 (Low Function)	16	0%	0	0%	16	0%
Missing	1,858	3%	242	12%	2,100	3%
Total	64,520	100%	2,049	100%	66,569	100%

Table I.13 Participant profile per quarter by age group – Western Australia

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
0 to 8	12,291	19%	865	42%	13,156	20%
9 to 14	12,309	19%	439	21%	12,748	19%
15 to 18	6,875	11%	157	8%	7,032	11%
19 to 24	6,650	10%	100	5%	6,750	10%
25 to 34	6,408	10%	103	5%	6,511	10%
35 to 44	5,203	8%	106	5%	5,309	8%
45 to 54	5,104	8%	104	5%	5,208	8%
55 to 64	6,164	10%	163	8%	6,327	10%
65+	3,516	5%	12	1%	3,528	5%
Total	64,520	100%	2,049	100%	66,569	100%

Table I.14 Participation rates by age group and gender as at 30 September 2025 – Western Australia ¹¹⁸

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	6%	3%	4%
9 to 14	7%	4%	6%
15 to 18	6%	3%	5%
19 to 24	4%	2%	3%
25 to 44	2%	1%	1%
45 to 64	2%	2%	2%
65+	1%	1%	1%
Total (0-64)	3%	2%	3%
Total (All ages)	3%	2%	2%

Table I.15 Proportion of active participants with approved plans accessing mainstream supports – Western Australia

Mainstream service	Prior Quarters	Quarter 1, 2025-26	Total
Choice and control over my life	6%	8%	7%
Daily life	17%	18%	17%
Health and wellbeing	78%	84%	79%
Learning	36%	35%	36%
Relationships	4%	3%	4%
Social and community activities	10%	10%	10%
Where I live	2%	3%	2%
Work	7%	6%	7%
Unknown	5%	0%	4%
Any mainstream service	96%	96%	96%

¹¹⁸ Participation rate refers to the proportion of the general population that are NDIS participants. A small proportion of participants have a gender of 'Other'. The participation rates for this group are included within the total rates.

Part Two: Participant and family/carers outcomes

Results are drawn from participants' responses to Short Form (SF) questionnaires. Responses are collected at entry to the NDIS (baseline) and at subsequent SF questionnaire reassessment or check-in. Responses are collected at entry to the NDIS (baseline) for 98% of participants who had their first plan approved since 1 July 2016 and have had a second Short Form (SF) questionnaire reassessment to date.

Targets are not provided for 'family and carer employment rate' and 'participant choice and control', as the NDIA corporate plan no longer lists these as performance measures (Tables I.16 to I.20).

Table I.16 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1) and second (R2) Short Form (SF) questionnaires reassessment – Western Australia ¹¹⁹

Metric by age group	Baseline	R1	R2	2025-26 Target
Participant employment rate - Aged 15 to 24 years	17%	22%	26%	22%
Participant employment rate - Aged 25 to 34 years	32%	36%	34%	22%
Participant employment rate - Aged 35 to 44 years	28%	29%	28%	22%
Participant employment rate - Aged 45 to 54 years	25%	25%	25%	22%
Participant employment rate - Aged 55 to 64 years	21%	18%	19%	22%
Participant employment rate - Aged 65+ years	13%	11%	9%	22%
Participant employment rate - Aged 25 to 64 years	26%	27%	26%	22%
Participant employment rate - Aged 15 to 64 years	23%	25%	26%	22%
Participant social and community engagement rate - Aged 15 to 24 years	34%	35%	35%	43%
Participant social and community engagement rate - Aged 25 to 34 years	34%	41%	35%	43%
Participant social and community engagement rate - Aged 35 to 44 years	32%	41%	36%	43%
Participant social and community engagement rate - Aged 45 to 54 years	37%	44%	39%	43%
Participant social and community engagement rate - Aged 55 to 64 years	32%	35%	36%	43%
Participant social and community engagement rate - Aged 65+ years	35%	40%	45%	43%
Participant social and community engagement rate - Aged 25+ years	34%	40%	37%	43%
Participant social and community engagement rate - Aged 15+ years	34%	38%	37%	43%
Family and carer employment rate - Aged 0 to 14 years	48%	49%	53%	n/a
Family and carer employment rate - Aged 15+ years	49%	49%	51%	n/a
Family and carer employment rate - All ages	48%	49%	52%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	62%	68%	n/a
Participant Choice and Control - Aged 25+ years	n/a	76%	81%	n/a
Participant Choice and Control - Aged 15+ years	n/a	71%	77%	n/a

¹¹⁹ Denominators for each metric are: 'participant employment rate' (n=4,850), 'participant social and community engagement rate' (n=4,852), family and carer employment rate' (n=4,288) and 'participant choice and control' (n=1,970). Participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.

Table I.17 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2) and third (R3) Short Form (SF) questionnaires reassessment – Western Australia ¹²⁰

Metric by age group	Baseline	R1	R2	R3	2025-26 Target
Participant employment rate - Aged 15 to 24 years	14%	17%	19%	27%	22%
Participant employment rate - Aged 25 to 34 years	33%	34%	25%	33%	22%
Participant employment rate - Aged 35 to 44 years	27%	30%	21%	27%	22%
Participant employment rate - Aged 45 to 54 years	24%	27%	21%	23%	22%
Participant employment rate - Aged 55 to 64 years	20%	20%	17%	18%	22%
Participant employment rate - Aged 65+ years	12%	10%	9%	8%	22%
Participant employment rate - Aged 25 to 64 years	26%	28%	21%	25%	22%
Participant employment rate - Aged 15 to 64 years	23%	25%	21%	26%	22%
Participant social and community engagement rate - Aged 15 to 24 years	33%	36%	40%	36%	43%
Participant social and community engagement rate - Aged 25 to 34 years	35%	38%	43%	39%	43%
Participant social and community engagement rate - Aged 35 to 44 years	35%	40%	37%	40%	43%
Participant social and community engagement rate - Aged 45 to 54 years	34%	36%	40%	40%	43%
Participant social and community engagement rate - Aged 55 to 64 years	35%	38%	37%	35%	43%
Participant social and community engagement rate - Aged 65+ years	34%	38%	32%	38%	43%
Participant social and community engagement rate - Aged 25+ years	34%	38%	38%	39%	43%
Participant social and community engagement rate - Aged 15+ years	34%	37%	39%	38%	43%
Family and carer employment rate - Aged 0 to 14 years	45%	49%	48%	54%	n/a
Family and carer employment rate - Aged 15+ years	51%	53%	49%	53%	n/a
Family and carer employment rate - All ages	47%	50%	48%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	64%	66%	70%	n/a
Participant Choice and Control - Aged 25+ years	n/a	77%	80%	84%	n/a
Participant Choice and Control - Aged 15+ years	n/a	73%	75%	79%	n/a

¹²⁰ Denominators for each metric are: 'participant employment rate' (n=4,033), 'participant social and community engagement rate' (n=4,036), family and carer employment rate' (n=2,740) and 'participant choice and control' (n=2,293). Participants who had their first plan approved since 1 July 2016 and have had a third SF survey reassessment to date.

Table I.18 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3) and fourth (R4) Short Form (SF) questionnaires reassessment – Western Australia ¹²¹

Metric by age group	Baseline	R1	R2	R3	R4	2025-26 Target
Participant employment rate - Aged 15 to 24 years	12%	14%	21%	18%	27%	22%
Participant employment rate - Aged 25 to 34 years	31%	32%	30%	25%	35%	22%
Participant employment rate - Aged 35 to 44 years	28%	30%	25%	24%	30%	22%
Participant employment rate - Aged 45 to 54 years	27%	24%	27%	20%	24%	22%
Participant employment rate - Aged 55 to 64 years	20%	18%	14%	10%	15%	22%
Participant employment rate - Aged 65+ years	15%	11%	12%	11%	10%	22%
Participant employment rate - Aged 25 to 64 years	26%	26%	24%	19%	26%	22%
Participant employment rate - Aged 15 to 64 years	23%	23%	23%	19%	26%	22%
Participant social and community engagement rate - Aged 15 to 24 years	39%	41%	39%	38%	41%	43%
Participant social and community engagement rate - Aged 25 to 34 years	37%	42%	35%	46%	44%	43%
Participant social and community engagement rate - Aged 35 to 44 years	37%	43%	39%	41%	44%	43%
Participant social and community engagement rate - Aged 45 to 54 years	38%	41%	38%	38%	44%	43%
Participant social and community engagement rate - Aged 55 to 64 years	33%	37%	34%	39%	39%	43%
Participant social and community engagement rate - Aged 65+ years	35%	36%	34%	32%	43%	43%
Participant social and community engagement rate - Aged 25+ years	36%	40%	36%	40%	43%	43%
Participant social and community engagement rate - Aged 15+ years	37%	40%	37%	39%	42%	43%
Family and carer employment rate - Aged 0 to 14 years	45%	47%	46%	51%	55%	n/a
Family and carer employment rate - Aged 15+ years	51%	51%	50%	58%	52%	n/a
Family and carer employment rate - All ages	48%	49%	48%	53%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	67%	69%	72%	75%	n/a
Participant Choice and Control - Aged 25+ years	n/a	74%	77%	80%	85%	n/a
Participant Choice and Control - Aged 15+ years	n/a	72%	74%	77%	82%	n/a

¹²¹ Denominators for each metric are: 'participant employment rate' (n=3,099), 'participant social and community engagement rate' (n=3,081), family and carer employment rate' (n=1,916) and 'participant choice and control' (n=1,935). Participants who had their first plan approved since 1 July 2016 and have had a fourth SF survey reassessment to date.

Table I.19 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) Short Form (SF) questionnaires reassessment – Western Australia ¹²²

Metric by age group	Baseline	R1	R2	R3	R4	R5	2025-26 Target
Participant employment rate - Aged 15 to 24 years	9%	15%	22%	27%	30%	33%	22%
Participant employment rate - Aged 25 to 34 years	34%	32%	33%	34%	36%	36%	22%
Participant employment rate - Aged 35 to 44 years	35%	34%	32%	30%	28%	33%	22%
Participant employment rate - Aged 45 to 54 years	32%	32%	30%	28%	23%	29%	22%
Participant employment rate - Aged 55 to 64 years	27%	23%	24%	15%	16%	19%	22%
Participant employment rate - Aged 65+ years	17%	16%	9%	10%	4%	8%	22%
Participant employment rate - Aged 25 to 64 years	32%	30%	30%	27%	27%	29%	22%
Participant employment rate - Aged 15 to 64 years	27%	27%	28%	27%	27%	30%	22%
Participant social and community engagement rate - Aged 15 to 24 years	35%	38%	34%	37%	42%	40%	43%
Participant social and community engagement rate - Aged 25 to 34 years	39%	43%	45%	44%	51%	48%	43%
Participant social and community engagement rate - Aged 35 to 44 years	38%	38%	40%	44%	43%	43%	43%
Participant social and community engagement rate - Aged 45 to 54 years	42%	41%	45%	46%	38%	42%	43%
Participant social and community engagement rate - Aged 55 to 64 years	40%	40%	39%	35%	41%	45%	43%
Participant social and community engagement rate - Aged 65+ years	36%	37%	35%	34%	40%	43%	43%
Participant social and community engagement rate - Aged 25+ years	39%	40%	41%	41%	43%	44%	43%
Participant social and community engagement rate - Aged 15+ years	38%	40%	40%	40%	43%	44%	43%
Family and carer employment rate - Aged 0 to 14 years	42%	47%	43%	46%	56%	56%	n/a
Family and carer employment rate - Aged 15+ years	52%	52%	52%	56%	55%	55%	n/a
Family and carer employment rate - All ages	47%	50%	47%	51%	56%	55%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	67%	73%	70%	74%	81%	n/a
Participant Choice and Control - Aged 25+ years	n/a	78%	81%	83%	82%	88%	n/a
Participant Choice and Control - Aged 15+ years	n/a	74%	78%	79%	79%	86%	n/a

¹²² Denominators for each metric are: 'participant employment rate' (n=2,487), 'participant social and community engagement rate' (n=2,495), family and carer employment rate' (n=1,574) and 'participant choice and control' (n=1,768). Participants who had their first plan approved since 1 July 2016 and have had a fifth SF survey reassessment to date.

Table I.20 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) Short Form (SF) questionnaires reassessment – Western Australia ¹²³

Metric by age group	Baseline	R1	R2	R3	R4	R5	R6+	2025-26 Target
Participant employment rate - Aged 15 to 24 years	9%	16%	25%	27%	23%	38%	37%	22%
Participant employment rate - Aged 25 to 34 years	33%	34%	35%	33%	34%	29%	36%	22%
Participant employment rate - Aged 35 to 44 years	42%	36%	36%	33%	38%	36%	37%	22%
Participant employment rate - Aged 45 to 54 years	33%	33%	33%	33%	23%	30%	31%	22%
Participant employment rate - Aged 55 to 64 years	28%	26%	24%	24%	25%	17%	22%	22%
Participant employment rate - Aged 65+ years	14%	14%	12%	12%	5%	7%	6%	22%
Participant employment rate - Aged 25 to 64 years	33%	32%	32%	31%	30%	27%	31%	22%
Participant employment rate - Aged 15 to 64 years	30%	30%	31%	30%	29%	28%	32%	22%
Participant social and community engagement rate - Aged 15 to 24 years	42%	44%	44%	44%	36%	32%	45%	43%
Participant social and community engagement rate - Aged 25 to 34 years	48%	49%	54%	48%	51%	42%	48%	43%
Participant social and community engagement rate - Aged 35 to 44 years	41%	42%	44%	40%	45%	53%	48%	43%
Participant social and community engagement rate - Aged 45 to 54 years	44%	47%	49%	52%	44%	46%	49%	43%
Participant social and community engagement rate - Aged 55 to 64 years	40%	40%	39%	42%	44%	39%	45%	43%
Participant social and community engagement rate - Aged 65+ years	38%	42%	45%	38%	38%	46%	46%	43%
Participant social and community engagement rate - Aged 25+ years	43%	44%	46%	44%	45%	45%	47%	43%
Participant social and community engagement rate - Aged 15+ years	43%	44%	46%	44%	44%	43%	47%	43%
Family and carer employment rate - Aged 0 to 14 years	40%	40%	45%	45%	54%	56%	57%	n/a
Family and carer employment rate - Aged 15+ years	51%	54%	52%	52%	60%	55%	53%	n/a
Family and carer employment rate - All ages	47%	49%	49%	49%	58%	56%	55%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	67%	72%	73%	75%	75%	85%	n/a
Participant Choice and Control - Aged 25+ years	n/a	76%	79%	82%	85%	88%	92%	n/a
Participant Choice and Control - Aged 15+ years	n/a	73%	77%	79%	82%	84%	89%	n/a

¹²³ Denominators for each metric are: 'participant employment rate' (n=1,884), 'participant social and community engagement rate' (n=1,889), family and carer employment rate' (n=1,428) and 'participant choice and control' (n=1,622). Participants who had their first plan approved since 1 July 2016 and have had at least a sixth SF survey reassessment to date.

Part Three: Participant experience

The tables in Part Three, summarise complaints submitted from the 1 July 2016 until the end of quarter 1, 2025-26. Table I.22 shows the number of complaints in quarter 1, 2025-26 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in quarter 1, 2025-26 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Table I.25 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

Figures reported for participant critical incidents (PCIs) exclude counts of 'withdrawn' or 'miscategorised' PCIs (Tables I.22 and I.24).

Table I.21 Proportion of respondents who responded positively to questions about 'Early Supports' (n = 28 in Prior Quarters, n = n/a in quarter 1, 2025-26), 'Community Connections' (n = 629 in Prior Quarters, n = 141 in quarter 1, 2025-26), 'Apply for NDIS (overall)' (n = 660 in Prior Quarters, n = 101 in quarter 1, 2025-26), 'Plan Approval' (n = 2,032 in Prior Quarters, n = 323 in quarter 1, 2025-26), 'Plan Implementation' (n = 1,579 in Prior Quarters, n = 171 in quarter 1, 2025-26) and 'Plan Reassessment' (n = 4,960 in Prior Quarters, n = 893 in quarter 1, 2025-26) – Western Australia ^{124 125}

NDIA planning process	Prior Quarters	Quarter 1, 2025-26
Early Supports - Were you treated with respect?	100%	n/a
Early Supports - Were decisions and outcomes explained to you?	64%	n/a
Early Supports - Were your questions and concerns acknowledged?	72%	n/a
Early Supports - How well does your early supports plan meet your child's needs?	39%	n/a
Community Connections - Was information easy to understand?	83%	82%
Community Connections - Was communication in your preferred format?	93%	93%
Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life?	74%	72%
Community Connections - To what extent were your circumstances and needs considered?	73%	78%
Community Connections - To what extent were you included in decisions that were made?	72%	77%
Community Connections - How confident are you in reaching out to community supports and other government services?	49%	65%
Apply for NDIS (overall) - Were you treated with respect?	92%	93%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	70%	80%
Apply for NDIS (overall) - Was information easy to understand?	63%	74%
Apply for NDIS (overall) - Was communication in your preferred format?	84%	90%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	48%	56%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	48%	64%
Plan Approval - Were you treated with respect?	92%	89%
Plan Approval - Were decisions and outcomes explained to you?	78%	77%
Plan Approval - Were your questions and concerns acknowledged?	76%	72%
Plan Approval - Do you know where to go for more help with using your plan?	86%	86%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	57%	54%

¹²⁴ Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards.

¹²⁵ Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

NDIA planning process	Prior Quarters	Quarter 1, 2025-26
Plan Approval - How well does your NDIS plan meet your needs?	60%	58%
Plan Implementation - Do you know where to go for more help with using your plan?	84%	81%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	59%	56%
Plan Implementation - To what extent were your circumstances and needs considered?	60%	58%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	60%	58%
Plan Implementation - Do you feel confident in using your plan?	64%	57%
Plan Implementation - Do you feel confident in accessing supports?	65%	59%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	84%	84%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	65%	61%
Plan Reassessment - To what extent were your circumstances and needs considered?	68%	66%
Plan Reassessment - To what extent were you included in decisions that were made?	66%	65%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	62%	60%
Plan Reassessment - Do you feel confident in using your plan?	65%	63%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	62%	61%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	76%	75%

Table I.22 Complaints and Participant Critical Incidents (PCIs) by quarter – Western Australia
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Complaints made by or on behalf of:	Prior Quarters	Quarter 1, 2025-26	Total	Number of unique complainants
Participants: Complaints about Early Connections Partner	<50	<11	50	48
Participants: Complaints about Local Area Coordination (LAC) Partner	<650	<50	682	619
Participants: Complaints about service providers	1,006	69	1,075	881
Participants: Complaints about the Agency	17,591	942	18,533	9,949
Participants: Unclassified	91	0	91	86
Participants: Total	19,372	1,059	20,431	10,741
Percentage of the number of active participants	6.8%	6.4%	6.7%	n/a
New Participant Critical Incidents (PCIs)	6,135	451	6,586	n/a

¹²⁶ Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

¹²⁷ Note that 61% of all complainants made only one complaint, 20% made two complaints, and 19% made three or more complaints.

Table I.23 Number and proportion of participant complaints over time, incrementally and cumulatively – Western Australia

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Sep-22	702	6%	7,816	6%
Dec-22	601	5%	8,417	6%
Mar-23	654	5%	9,071	6%
Jun-23	626	5%	9,697	6%
Sep-23	741	6%	10,438	6%
Dec-23	885	6%	11,323	6%
Mar-24	1,436	10%	12,759	6%
Jun-24	1,693	12%	14,452	6%
Sep-24	1,525	10%	15,977	7%
Dec-24	1,320	9%	17,297	7%
Mar-25	1,121	7%	18,418	7%
Jun-25	954	6%	19,372	7%
Sep-25	1,059	6%	20,431	7%

Table I.24 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively – Western Australia

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Sep-22	185	2%	1,806	1%
Dec-22	205	2%	2,011	1%
Mar-23	349	3%	2,360	2%
Jun-23	364	3%	2,724	2%
Sep-23	433	3%	3,157	2%
Dec-23	413	3%	3,570	2%
Mar-24	418	3%	3,988	2%
Jun-24	412	3%	4,400	2%
Sep-24	407	3%	4,807	2%
Dec-24	406	3%	5,213	2%
Mar-25	471	3%	5,684	2%
Jun-25	451	3%	6,135	2%
Sep-25	451	3%	6,586	2%

Table I.25 Participant complaints by type. Complaints with a related party who has submitted an access request – Western Australia ¹²⁸

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	156	1%	0	0%	156	1%
Complaints about the Agency - Information unclear	82	0%	0	0%	82	0%
Complaints about the Agency - NDIA Access	433	2%	27	3%	460	2%
Complaints about the Agency - NDIA Engagement	<30	n/a	<11	n/a	31	0%
Complaints about the Agency - NDIA Finance	1,203	7%	39	4%	1,242	7%
Complaints about the Agency - NDIA Fraud and Compliance	<110	n/a	<11	n/a	108	1%
Complaints about the Agency - NDIA Plan	4,321	25%	280	30%	4,601	25%
Complaints about the Agency - NDIA Process	2,009	11%	145	15%	2,154	12%
Complaints about the Agency - NDIA Resources	220	1%	21	2%	241	1%
Complaints about the Agency - NDIA Staff	1,260	7%	125	13%	1,385	7%
Complaints about the Agency - NDIA Timeliness	6,276	36%	297	32%	6,573	35%
Complaints about the Agency - Participation, engagement and inclusion	<20	n/a	0	0%	<20	n/a
Complaints about the Agency - Provider Portal	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - Quality & Safeguards Commission	16	0%	0	0%	16	0%
Complaints about the Agency - Reasonable and necessary supports	173	1%	0	0%	173	1%
Complaints about the Agency - Staff conduct - Agency	68	0%	0	0%	68	0%
Complaints about the Agency - The way the NDIA carried out its decision making	150	1%	0	0%	150	1%
Complaints about the Agency - Timeliness	536	3%	0	0%	536	3%
Complaints about the Agency - Other	<540	n/a	<11	n/a	539	3%
Complaints about the Agency - Total	17,591	100%	942	100%	18,533	100%
Complaints about Early Connections Partner - Early Connections Engagement	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Process	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	<20	n/a	<11	n/a	17	34%
Complaints about Early Connections Partner - Early Connections Timeliness	<20	n/a	<11	n/a	15	30%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Total	<50	n/a	<11	n/a	50	100%
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	<70	n/a	<11	n/a	69	10%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<80	n/a	<11	n/a	78	11%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	415	65%	28	68%	443	65%

¹²⁸ It is possible to record multiple related parties as the source of a complaint, and in some cases, both participants and providers or other parties are linked to a single complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<80	n/a	<11	n/a	77	11%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - Total	641	100%	41	100%	682	100%
Complaints about service providers - Provider Costs	16	2%	0	0%	16	1%
Complaints about service providers - Provider Finance	<80	n/a	<11	n/a	82	8%
Complaints about service providers - Provider Fraud and Compliance	<130	n/a	<11	n/a	129	12%
Complaints about service providers - Provider Process	16	2%	0	0%	16	1%
Complaints about service providers - Provider Service	431	43%	31	45%	462	43%
Complaints about service providers - Provider Staff	226	22%	24	35%	250	23%
Complaints about service providers - Service Delivery	24	2%	0	0%	24	2%
Complaints about service providers - Staff Conduct	19	2%	0	0%	19	2%
Complaints about service providers - Supports being provided	27	3%	0	0%	27	3%
Complaints about service providers - Other	50	5%	0	0%	50	5%
Complaints about service providers - Total	1,006	100%	69	100%	1,075	100%
Unclassified	91	n/a	0	n/a	91	n/a
Participants total	19,372	n/a	1,059	n/a	20,431	n/a

Table I.26 Administrative Review Tribunal (ART) Cases by category as at 30 September 2025 – Western Australia

Category	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Access	408	18%	69	33%	477	20%
Planning	1,734	78%	131	63%	1,865	76%
Compensation	<11	n/a	<11	n/a	<11	n/a
Jurisdiction	36	2%	0	0%	36	1%
Extension of Time	40	2%	0	0%	40	2%
Other	<11	n/a	<11	n/a	<20	n/a
Total cases	2,233	100%	207	100%	2,440	100%
Percentage of the number of active participants	0.8%	n/a	1.3%	n/a	0.8%	n/a

Table I.27 Number and proportion of Administrative Review Tribunal (ART) cases over time, incrementally and cumulatively – Western Australia

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Sep-22	84	1%	940	1%
Dec-22	109	1%	1,049	1%
Mar-23	127	1%	1,176	1%
Jun-23	78	1%	1,254	1%
Sep-23	88	1%	1,342	1%
Dec-23	97	1%	1,439	1%
Mar-24	55	0%	1,494	1%
Jun-24	104	1%	1,598	1%
Sep-24	164	1%	1,762	1%
Dec-24	179	1%	1,941	1%
Mar-25	158	1%	2,099	1%
Jun-25	134	1%	2,233	1%
Sep-25	207	1%	2,440	1%

Table I.28 Administrative Review Tribunal (ART) cases by open/closed and decision – Western Australia ¹²⁹

ART cases by open/closed and decision	Number of cases	Number of unique active participants
ART Cases	2,440	2,214
Open ART Cases	563	546
Closed ART Cases	1,877	1,722
Resolved before hearing	1,843	1,694
Gone to hearing and received a substantive decision	34	28

¹²⁹ The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.

Table I.29 Administrative Review Tribunal (ART) Supports in dispute – Western Australia ^{130 131}
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Type of support	Prior Quarters	Quarter 1, 2025-26	Total
Plan Management Decision	<60	<11	59
Core (excluding Consumables and Transport)	371	25	396
Capacity Building	485	33	518
General Support	<140	<11	141
Assistive Technology	<160	<11	164
Specialist Disability Accommodation	<60	<11	62
Home Modifications	<50	<11	44
Supported Independent Living	<130	<11	134
Everyday Living Costs	44	0	44
Transport	<90	<11	86
Other	0	0	0
Total number of unique participants counted across disputed supports	767	44	811
Total number of instances of participants counted across disputed supports	1,556	92	1,648

Table I.30 Closed Administrative Review Tribunal (ART) cases by outcome – Western Australia

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	<30	n/a	<11	n/a	34	2%
Decided by Tribunal - Affirmed	<20	n/a	<11	n/a	20	1%
Decided by Tribunal - Varied	<11	n/a	<11	n/a	<11	n/a
Decided by Tribunal - Set Aside	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - Total	<1,720	n/a	<130	n/a	1,843	98%
Not Decided by Tribunal - Resolved by consent	1,284	74%	95	71%	1,379	73%
Not Decided by Tribunal - Withdrawn	329	19%	25	19%	354	19%
Not Decided by Tribunal - No jurisdiction	<11	n/a	<11	n/a	11	1%
Not Decided by Tribunal - Extension of Time Declined	<11	n/a	0	n/a	<11	n/a
Not Decided by Tribunal - Extension of Time Not opposed	<20	n/a	<11	n/a	19	1%
Not Decided by Tribunal - Dismissed	<70	n/a	<11	n/a	75	4%
Not Decided by Tribunal - Other	0	n/a	0	n/a	0	n/a
Total	1,743	100%	134	100%	1,877	100%

¹³⁰ It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceed the total in each period.

¹³¹ Data is reported with one month lag; therefore results for last month of the current quarter are not included.

¹³² Supports in dispute data is only available for 2022-23 Q3 onwards.

Part Four: Providers and the growing market

Part Four has been updated to focus on active provider counts and payments made to these providers across varying registration status and funds management types.

‘Active providers’ refers to those who have received payment in the quarter for supporting NDIS participants (Table I.31). The count of active providers excludes providers with a missing Australian Business Number (ABN).

Plan management fees, which are payments from NDIA-managed funding, are reclassified as plan-managed funding payments for the purpose of counting providers. Therefore, the count of NDIA-managed providers excludes providers that only received plan management fees and no other NDIA-managed funding payments (Table I.32).

From 14 October 2024, it is mandatory for participants with self-managed funding payments to include the Australian Business Number (ABN) of the associated provider or provide a reason why it isn’t available. Prior to this date, providing the Australian Business Number (ABN) was voluntary; therefore, the count of providers for self-managed participants before this date should only be used as a reference (Table I.31).

Total active provider payments are on a cash and in-kind basis. In-kind payments are included in the total NDIA-managed payments to registered providers (Table I.32).

Table I.31 Number of active providers in quarter 1, 2025-26 by registration status and funds management type – Western Australia ¹³³

Funds management type	Registered	Unregistered	Total providers
NDIA-managed	1,247	0	1,247
Plan-managed	2,295	16,379	18,582
Self-managed	1,128	12,820	13,915
All funds management types	2,612	24,403	26,916

Table I.32 Total active provider payments in quarter 1, 2025-26 by registration status and funds management type (\$m) – Western Australia ^{134 135}

Funds management type	Registered	Unregistered	All registration statuses
NDIA-managed	347	0	347
Plan-managed	420	224	651
Self-managed	38	59	119
All funds management types	805	283	1,117

¹³³ Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.

¹³⁴ A small number of providers have a missing Australian Business Number (ABN). Payments associated with these providers are not shown separately but are included in the "All registration statuses".

¹³⁵ Registration status is determined as at the posting date of payment.

Part Five: Financial sustainability

Average annualised committed supports (Tables I.33 to I.37) are derived from the total annualised committed supports in the current plans of active participants as at 30 September 2025. Average payments (Tables I.35 to I.37) are calculated as the sum of the payments in the 12-month period to 30 September 2025, divided by the average number of participants who are active per working day in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Total annualised committed supports are those in the current plans of active participants as at 30 September 2025. 'Total payments' refers to those paid over the 12 months to 30 September 2025 (Tables I.38 to I.40).

Table I.33 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter) – Western Australia

Average annualised committed support band	As at quarter 4, 2024-25 distribution of participants	As at quarter 1, 2025-26 distribution of participants
\$0-\$5,000	2.0%	1.9%
\$5,001-\$10,000	4.0%	4.0%
\$10,001-\$15,000	7.7%	7.6%
\$15,001-\$20,000	10.8%	10.9%
\$20,001-\$25,000	12.3%	12.2%
\$25,001-\$30,000	6.6%	6.6%
\$30,001-\$50,000	16.6%	16.5%
\$50,001-\$100,000	18.1%	18.1%
\$100,001-\$150,000	6.8%	6.9%
\$150,001-\$200,000	3.5%	3.6%
\$200,001-\$250,000	2.4%	2.3%
\$250,001+	9.2%	9.4%

Table I.34 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter, excluding participants with Supported Independent Living (SIL) supports) – Western Australia

Average annualised committed support band	As at quarter 4, 2024-25 distribution of participants	As at quarter 1, 2025-26 distribution of participants
\$0-\$5,000	2.1%	2.0%
\$5,001-\$10,000	4.2%	4.2%
\$10,001-\$15,000	8.2%	8.0%
\$15,001-\$20,000	11.4%	11.5%
\$20,001-\$25,000	13.0%	12.8%
\$25,001-\$30,000	7.0%	7.0%
\$30,001-\$50,000	17.6%	17.4%
\$50,001-\$100,000	19.1%	19.1%
\$100,001-\$150,000	7.2%	7.3%
\$150,001-\$200,000	3.7%	3.7%
\$200,001-\$250,000	2.3%	2.3%
\$250,001+	4.3%	4.7%

Table I.35 Average annualised committed supports as at 30 September 2025 and average payments for the year ending 30 September 2025 by age group and participants' Supported Independent Living (SIL) status as at 30 September 2025 – Western Australia

Age group	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
0 to 8	\$22,500	\$32,500	n/a	n/a	\$22,500	\$32,500
9 to 14	\$23,700	\$35,200	n/a	n/a	\$23,700	\$35,200
15 to 18	\$32,000	\$51,400	\$493,000	\$652,600	\$29,800	\$48,400
19 to 24	\$65,500	\$96,600	\$494,900	\$556,600	\$46,400	\$77,300
25 to 34	\$99,800	\$131,500	\$441,900	\$503,000	\$66,900	\$96,300
35 to 44	\$114,700	\$148,100	\$424,900	\$482,500	\$73,400	\$105,900
45 to 54	\$119,100	\$155,100	\$410,200	\$467,900	\$74,200	\$109,400
55 to 64	\$127,400	\$165,500	\$405,800	\$458,300	\$80,600	\$118,100
65+	\$128,800	\$172,300	\$399,300	\$457,000	\$85,400	\$125,500
All	\$66,700	\$90,100	\$422,400	\$480,600	\$46,000	\$68,300

Table I.36 Average annualised committed supports as at 30 September 2025 and average payments for the year ending 30 September 2025 by primary disability group and participants' Supported Independent Living (SIL) status – Western Australia

Primary disability group	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
Acquired brain injury	\$185,900	\$235,100	\$459,200	\$520,500	\$113,700	\$159,500
Autism	\$34,100	\$49,100	\$452,700	\$502,500	\$26,800	\$41,800
Cerebral palsy	\$159,900	\$202,900	\$479,400	\$550,400	\$100,300	\$140,100
Developmental delay	\$15,400	\$24,400	\$0	\$0	\$15,400	\$24,400
Global developmental delay	\$22,200	\$33,200	\$0	\$0	\$22,200	\$33,200
Hearing impairment	\$8,800	\$20,400	\$0	\$0	\$8,800	\$20,400
Intellectual disability	\$112,400	\$145,200	\$376,100	\$430,800	\$68,500	\$98,000
Multiple sclerosis	\$75,400	\$114,200	\$434,400	\$533,900	\$59,900	\$97,300
Psychosocial disability	\$85,000	\$118,900	\$378,800	\$449,500	\$66,000	\$97,500
Spinal cord injury	\$189,700	\$260,800	\$609,600	\$722,000	\$158,400	\$231,200
Stroke	\$149,300	\$207,400	\$465,900	\$513,400	\$102,200	\$163,900
Visual impairment	\$44,100	\$65,200	n/a	n/a	\$40,500	\$62,000
Other neurological	\$156,400	\$208,800	\$487,800	\$550,300	\$107,100	\$158,700
Other physical	\$67,500	\$105,200	\$498,800	\$558,400	\$60,000	\$96,500
Other sensory/speech	\$15,600	\$28,200	n/a	n/a	\$12,700	\$24,100
Other	\$91,200	\$124,200	\$498,200	\$516,900	\$64,000	\$101,700
Down Syndrome	\$124,600	\$157,300	\$335,600	\$382,100	\$80,800	\$109,900
All	\$66,700	\$90,100	\$422,400	\$480,600	\$46,000	\$68,300

Table I.37 Average annualised committed supports as at 30 September 2025 and average payments for the year ending 30 September 2025 by reported level of function and participants' Supported Independent Living (SIL) status – Western Australia

Reported level of function	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
1	\$16,200	\$25,300	n/a	n/a	\$15,500	\$24,600
2	\$16,200	\$31,800	\$0	\$0	\$16,200	\$31,800
3	\$24,700	\$38,200	\$412,300	\$422,300	\$21,300	\$35,200
4	\$20,400	\$35,200	n/a	n/a	\$18,400	\$32,600
5	\$31,600	\$46,700	\$390,600	\$459,500	\$27,100	\$41,900
6	\$23,000	\$39,200	\$362,400	\$413,500	\$20,900	\$37,000
7	\$36,000	\$54,500	\$368,300	\$420,800	\$31,200	\$48,700
8	\$60,800	\$93,900	\$340,300	\$428,800	\$49,900	\$81,000
9	\$76,600	\$126,000	n/a	n/a	\$69,900	\$116,700
10	\$95,600	\$133,800	\$354,700	\$412,000	\$72,700	\$109,000
11	\$67,900	\$97,800	\$416,000	\$469,800	\$54,400	\$82,400
12	\$191,900	\$240,600	\$432,100	\$485,700	\$122,700	\$171,300
13	\$77,000	\$98,100	\$469,700	\$532,200	\$57,800	\$77,500
14	\$327,600	\$402,300	\$508,900	\$578,800	\$235,900	\$312,200
15	n/a	n/a	n/a	n/a	n/a	n/a
All	\$66,700	\$90,100	\$422,400	\$480,600	\$46,000	\$68,300

Table I.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 30 September 2025 (\$m) – Western Australia ^{136 137}

Support Category	Total payments for the year ending 30 September 2025	Total annualised committed supports at 30 September 2025
Core: Daily Activities	1,104.2	1,194.0
Core: Consumables	11.3	13.7
Core: Social and Civic	200.5	268.7
Core: Transport	4.0	7.8
Capacity Building: Choice and Control	3.0	3.4
Capacity Building: Daily Activities	39.2	54.9
Capacity Building: Employment	0.9	2.9
Capacity Building: Health and Wellbeing	0.3	0.5
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	34.8	51.6
Capacity Building: Social and Civic	0.3	0.8
Capacity Building: Support Coordination	21.2	26.2
Capital: Assistive Technology	13.3	26.6
Capital: Home Modifications	25.5	35.4
All	1,460.6	1,686.4

¹³⁶ There were \$2.0 million in total payments for the year ending 30 September 2025, with support category information missing. These payments are not shown separately but are included in the total payments for all support categories.

¹³⁷ Total payments for home modifications were \$25.5 million. Of which, \$25.3 million (99.1%) has been paid for specialised disability accommodation (SDA) supports, and \$0.2 million (0.9%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$35.4 million. Of which, \$34.6 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.8 million (2%) has been allocated for non-SDA supports.

Table I.39 Total annualised committed supports and total payments (participants not in Supported Independent Living (SIL)) by support category as at 30 September 2025 (\$m) – Western Australia ^{138 139}

Support Category	Total payments for the year ending 30 September 2025	Total annualised committed supports at 30 September 2025
Core: Daily Activities	1,077.6	1,650.8
Core: Consumables	48.1	85.9
Core: Social and Civic	711.9	931.6
Core: Transport	52.7	39.7
Capacity Building: Choice and Control	51.1	62.5
Capacity Building: Daily Activities	498.8	899.3
Capacity Building: Employment	17.8	71.3
Capacity Building: Health and Wellbeing	1.3	3.5
Capacity Building: Home Living	0.1	0.5
Capacity Building: Lifelong learning	0.0	0.2
Capacity Building: Relationships	68.1	140.7
Capacity Building: Social and Civic	28.2	76.8
Capacity Building: Support Coordination	89.9	145.2
Capital: Assistive Technology	65.2	163.8
Capital: Home Modifications	20.3	37.6
All	2,734.2	4,309.3

Table I.40 Payments by financial year in which support was provided, compared to committed supports – Western Australia ¹⁴⁰

Financial year	Total Committed (\$m)	Total Paid (\$m)	Percentage utilised to date
2013-14	0.3	0.1	31%
2014-15	19.8	11.3	57%
2015-16	70.7	51.7	73%
2016-17	174.2	133.8	77%
2017-18	227.8	168.8	74%
2018-19	553.0	397.1	72%
2019-20	1,544.2	1,029.2	67%
2020-21	2,739.2	1,940.4	71%
2021-22	3,198.1	2,363.8	74%
2022-23	4,086.6	2,975.1	73%
2023-24	4,868.3	3,611.9	74%
2024-25	5,557.4	4,066.2	73%
2025-26 to date (Experience still emerging)	1,530.4	941.1	61%

¹³⁸ There were \$3.2 million in total payments for the year ending 30 September 2025, with support category information missing. These payments are not shown separately but are included in the total payments for all support categories.

¹³⁹ Total payments for home modifications were \$20.3 million. Of which, \$10.0 million (49.3%) has been paid for specialised disability accommodation (SDA) supports, and \$10.3 million (50.7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$37.6 million. Of which, \$13.8 million (37%) has been allocated for specialised disability accommodation (SDA) supports, and \$23.8 million (63%) has been allocated for non-SDA supports.

¹⁴⁰ The utilisation rate for 2025-26 to date will likely increase due to a lag between when support is provided and when it is paid for.

Table I.41 Percentage change in plan budgets for active participants per quarter - Western Australia ¹⁴¹

Inflation type	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25
Intraplan Inflation	7.9%	6.4%	5.1%	7.3%	6.5%	5.7%	4.7%	3.9%	5.1%
Interplan Inflation	8.3%	7.2%	2.7%	3.7%	8.4%	8.0%	8.2%	6.3%	6.7%
Total Inflation	16.1%	13.6%	7.8%	11.0%	14.9%	13.7%	12.9%	10.1%	11.8%

¹⁴¹ The Annual Pricing Review saw price limit increases from 1 July 2025. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2025.

Supplement J: South Australia

Adapting to the new computer system and processes has impacted some data detailed in this supplement. This includes the proportion of active participant plans with not-stated culturally and linguistically diverse (CALD) status; missing data about reported level of function, and 'other disability' types. There may be some minor instances of information being restated in this report as data is further refined.

When interpreting the results detailed in this supplement, please also consider the following:

Percentage figures have been rounded and may not always total to one hundred per cent.

Totals include participants with missing characteristics, where applicable.

Throughout this supplement, results are not adjusted for underlying differences in population characteristics, and hence comparisons of the results for subsections of the population should be interpreted with caution.

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

There are five parts to this supplement.

Part One: Participants and their plans

The number of participants residing in remote and very remote areas is based on the Modified Monash Model measure of remoteness (Tables J.9).

Table J.1 Active participants by quarter of entry, by service previously received and entry type – South Australia

Participant breakdown	Prior Quarters	Quarter 1, 2025-26	Total
Access decisions	81,445	2,344	83,789
Currently Eligible - Total	62,830	1,900	64,730
Currently Eligible - New	47,877	1,890	49,767
Currently Eligible - State	<12,130	<11	12,129
Currently Eligible - Commonwealth	<2,830	<11	2,834
Active Participant Plans - Total	62,249	1,797	64,046
Active Participant Plans - New	47,342	1,788	49,130
Active Participant Plans - State	<12,090	<11	12,090
Active Participant Plans - Commonwealth	<2,830	<11	2,826
Active Participant Plans - Total	62,249	1,797	64,046
Active Participant Plans - Early Intervention (s25)	19,084	679	19,763
Active Participant Plans - Permanent Disability (s24)	41,743	443	42,186
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	1,422	675	2,097

Table J.2 People who have left the Scheme since 1 July 2013 as at 30 September 2025 – South Australia ¹⁴²

People leaving the Scheme	Prior Quarters	Quarter 1, 2025-26	Total
Number of people who have left the Scheme	6,308	533	6,841

¹⁴² The number of people who have left the Scheme is people leaving net of people returning to the Scheme.

Table J.3 Assessment of access by age group at access decision and gender – South Australia

Age group at access decision	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
0 to 8	20,703	96%	9,005	96%	230	91%	29,938	96%
9 to 14	6,705	92%	3,962	93%	198	92%	10,865	92%
15 to 18	1,982	92%	1,518	90%	128	90%	3,628	91%
19 to 24	1,830	89%	1,301	86%	137	85%	3,268	88%
25 to 34	2,633	87%	2,083	81%	120	73%	4,836	84%
35 to 44	2,552	84%	2,287	76%	96	77%	4,935	80%
45 to 54	3,331	80%	2,915	70%	112	61%	6,358	75%
55 to 64	4,424	76%	3,704	63%	140	52%	8,268	69%
65+	190	57%	195	57%	15	52%	400	57%
Missing	0	n/a	0	n/a	0	n/a	0	
Total	44,350	90%	26,970	82%	1,176	76%	72,496	87%

Table J.4 Assessment of access by primary disability group and gender – South Australia

Primary disability group	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
Acquired brain injury	1,493	93%	804	89%	36	84%	2,333	91%
Autism	20,368	99%	10,326	98%	611	96%	31,305	99%
Cerebral palsy	790	97%	661	98%	17	89%	1,468	97%
Developmental delay	4,430	97%	1,896	97%	60	90%	6,386	97%
Down syndrome	489	100%	385	100%	16	100%	890	100%
Global developmental delay	1,962	99%	883	99%	34	100%	2,879	99%
Hearing impairment	1,116	91%	1,124	89%	26	84%	2,266	90%
Intellectual disability	5,131	95%	3,938	94%	137	86%	9,206	94%
Multiple sclerosis	323	91%	<860	n/a	<20	n/a	1,191	89%
Psychosocial disability	2,606	68%	1,956	55%	53	33%	4,615	61%
Spinal cord injury	380	93%	191	95%	16	100%	587	94%
Stroke	575	85%	395	84%	19	79%	989	85%
Visual impairment	487	87%	455	82%	14	82%	956	85%
Other neurological	1,470	81%	1,182	80%	21	60%	2,673	81%
Other physical	1,193	53%	1,089	40%	40	32%	2,322	46%
Other sensory/speech	572	54%	<200	n/a	<11	n/a	773	50%
Other	965	56%	634	37%	58	48%	1,657	47%
Total	44,350	90%	26,970	82%	1,176	76%	72,496	87%

Table J.5 Participant profile per quarter by participants identifying as First Nations Peoples – South Australia

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
First Nations Participants	4,245	7%	159	9%	4,404	7%
Non-First Nations Participants	50,334	81%	1,393	78%	51,727	81%
Not Stated	7,670	12%	245	14%	7,915	12%
Total	62,249	100%	1,797	100%	64,046	100%

Table J.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – South Australia

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	4,218	7%	81	5%	4,299	7%
Not culturally and linguistically diverse	56,042	90%	1,606	89%	57,648	90%
Not stated	1,989	3%	110	6%	2,099	3%
Total	62,249	100%	1,797	100%	64,046	100%

Table J.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 September 2025 – South Australia ¹⁴³

Age group	Total number of active participants
Under 45	<11
45 to 54	<11
55 to 64	29
Total YPIRAC (under 65)	33

¹⁴³ There are a further 87 active participants aged 65 years or over who are currently in residential aged care.

Table J.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – South Australia ¹⁴⁴

Quarter ending	Incremental	Cumulative
Sep-22	-13	132
Dec-22	-14	118
Mar-23	-13	105
Jun-23	-12	93
Sep-23	<11	<90
Dec-23	-14	<80
Mar-24	<11	65
Jun-24	<11	<60
Sep-24	<11	54
Dec-24	<11	<50
Mar-25	<11	41
Jun-25	<11	<40
Sep-25	<11	33

Table J.9 Participant profile per quarter by remoteness – South Australia

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Major cities	46,751	75%	1,334	74%	48,085	75%
Population > 50,000	1,262	2%	40	2%	1,302	2%
Population between 15,000 and 50,000	5,779	9%	188	10%	5,967	9%
Population between 5,000 and 15,000	2,114	3%	70	4%	2,184	3%
Population less than 5,000	4,796	8%	131	7%	4,927	8%
Remote	<1,110	n/a	<30	n/a	1,134	2%
Very Remote	<440	n/a	<11	n/a	<450	n/a
Missing	<11	n/a	0	0%	<11	n/a
Total	62,249	100%	1,797	100%	64,046	100%

¹⁴⁴ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

Table J.10 Participant profile per quarter by primary disability group – South Australia

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Autism	29,455	47%	974	54%	30,429	48%
Intellectual disability	8,406	14%	77	4%	8,483	13%
Developmental delay	3,884	6%	335	19%	4,219	7%
Psychosocial disability	4,089	7%	49	3%	4,138	6%
Hearing impairment	2,085	3%	19	1%	2,104	3%
Other neurological	1,890	3%	45	3%	1,935	3%
Global developmental delay	2,286	4%	144	8%	2,430	4%
Other physical	<1,760	n/a	<11	n/a	1,769	3%
Acquired brain injury	1,823	3%	25	1%	1,848	3%
Cerebral palsy	1,336	2%	13	1%	1,349	2%
Other	947	2%	47	3%	994	2%
Multiple sclerosis	1,057	2%	13	1%	1,070	2%
Down syndrome	<800	n/a	<11	n/a	798	1%
Visual impairment	853	1%	14	1%	867	1%
Stroke	807	1%	26	1%	833	1%
Spinal cord Injury	<480	n/a	<11	n/a	480	1%
Other sensory/speech	<300	n/a	<11	n/a	300	0%
Total	62,249	100%	1,797	100%	64,046	100%

Table J.11 Participant profile per quarter by primary disability group and Supported Independent Living (SIL) status – South Australia

Primary disability group	All participants - Count	All participants - Percentage	Participants in SIL - Count	Participants in SIL - Percentage	Participants not in SIL - Count	Participants not in SIL - Percentage
Autism	30,429	48%	449	14%	29,980	49%
Intellectual disability	8,483	13%	1,301	40%	7,182	12%
Developmental delay	4,219	7%	0	0%	4,219	7%
Psychosocial disability	4,138	6%	272	8%	3,866	6%
Hearing impairment	2,104	3%	0	0%	2,104	3%
Other neurological	1,935	3%	262	8%	1,673	3%
Other physical	2,430	4%	0	0%	2,430	4%
Acquired brain injury	1,769	3%	37	1%	1,732	3%
Cerebral palsy	1,848	3%	300	9%	1,548	3%
Global developmental delay	1,349	2%	208	6%	1,141	2%
Down syndrome	994	2%	65	2%	929	2%
Other	1,070	2%	54	2%	1,016	2%
Multiple sclerosis	798	1%	196	6%	602	1%
Visual impairment	867	1%	13	0%	854	1%
Stroke	833	1%	92	3%	741	1%
Spinal cord Injury	480	1%	21	1%	459	1%
Other sensory/speech	300	0%	0	0%	300	0%
Total	64,046	100%	3,270	100%	60,776	100%

Table J.12 Participant profile per quarter by reported level of function – South Australia

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
1 (High Function)	6,450	10%	334	19%	6,784	11%
2 (High Function)	<120	n/a	0	0%	<120	n/a
3 (High Function)	3,235	5%	132	7%	3,367	5%
4 (High Function)	2,498	4%	22	1%	2,520	4%
5 (High Function)	3,969	6%	117	7%	4,086	6%
6 (Moderate Function)	18,461	30%	656	37%	19,117	30%
7 (Moderate Function)	2,841	5%	77	4%	2,918	5%
8 (Moderate Function)	3,558	6%	37	2%	3,595	6%
9 (Moderate Function)	290	0%	0	0%	290	0%
10 (Moderate Function)	5,365	9%	62	3%	5,427	8%
11 (Low Function)	<1,660	n/a	<11	n/a	1,662	3%
12 (Low Function)	6,111	10%	99	6%	6,210	10%
13 (Low Function)	5,334	9%	79	4%	5,413	8%
14 (Low Function)	<590	n/a	<11	n/a	591	1%
15 (Low Function)	<11	n/a	0	0%	<11	n/a
Missing	1,778	3%	168	9%	1,946	3%
Total	62,249	100%	1,797	100%	64,046	100%

Table J.13 Participant profile per quarter by age group – South Australia

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
0 to 8	11,680	19%	810	45%	12,490	20%
9 to 14	13,196	21%	366	20%	13,562	21%
15 to 18	7,411	12%	135	8%	7,546	12%
19 to 24	6,290	10%	78	4%	6,368	10%
25 to 34	5,286	8%	103	6%	5,389	8%
35 to 44	4,490	7%	102	6%	4,592	7%
45 to 54	4,600	7%	80	4%	4,680	7%
55 to 64	5,824	9%	107	6%	5,931	9%
65+	3,472	6%	16	1%	3,488	5%
Total	62,249	100%	1,797	100%	64,046	100%

Table J.14 Participation rates by age group and gender as at 30 September 2025 – South Australia ¹⁴⁵

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	9%	4%	7%
9 to 14	13%	7%	10%
15 to 18	10%	6%	8%
19 to 24	5%	3%	5%
25 to 44	2%	2%	2%
45 to 64	3%	2%	2%
65+	1%	1%	1%
Total (0-64)	5%	3%	4%
Total (All ages)	4%	2%	3%

Table J.15 Proportion of active participants with approved plans accessing mainstream supports – South Australia

Mainstream service	Prior Quarters	Quarter 1, 2025-26	Total
Choice and control over my life	4%	4%	4%
Daily life	16%	18%	16%
Health and wellbeing	71%	79%	72%
Learning	38%	36%	38%
Relationships	3%	2%	3%
Social and community activities	6%	5%	6%
Where I live	2%	2%	2%
Work	4%	4%	4%
Unknown	7%	1%	6%
Any mainstream service	95%	95%	95%

¹⁴⁵ Participation rate refers to the proportion of the general population that are NDIS participants. A small proportion of participants have a gender of 'Other'. The participation rates for this group are included within the total rates.

Part Two: Participant and family/carers outcomes

Results are drawn from participants' responses to Short Form (SF) questionnaires. Responses are collected at entry to the NDIS (baseline) and at subsequent SF questionnaire reassessment or check-in. Responses are collected at entry to the NDIS (baseline) for 98% of participants who had their first plan approved since 1 July 2016 and have had a second Short Form (SF) questionnaire reassessment to date.

Targets are not provided for 'family and carer employment rate' and 'participant choice and control', as the NDIA corporate plan no longer lists these as performance measures (Tables J.16 to J.20).

Table J.16 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1) and second (R2) Short Form (SF) questionnaires reassessment – South Australia ¹⁴⁶

Metric by age group	Baseline	R1	R2	2025-26 Target
Participant employment rate - Aged 15 to 24 years	12%	18%	22%	22%
Participant employment rate - Aged 25 to 34 years	35%	35%	36%	22%
Participant employment rate - Aged 35 to 44 years	35%	34%	34%	22%
Participant employment rate - Aged 45 to 54 years	27%	29%	26%	22%
Participant employment rate - Aged 55 to 64 years	22%	19%	18%	22%
Participant employment rate - Aged 65+ years	14%	13%	9%	22%
Participant employment rate - Aged 25 to 64 years	29%	29%	28%	22%
Participant employment rate - Aged 15 to 64 years	25%	26%	26%	22%
Participant social and community engagement rate - Aged 15 to 24 years	31%	35%	32%	43%
Participant social and community engagement rate - Aged 25 to 34 years	31%	42%	39%	43%
Participant social and community engagement rate - Aged 35 to 44 years	33%	40%	35%	43%
Participant social and community engagement rate - Aged 45 to 54 years	31%	40%	36%	43%
Participant social and community engagement rate - Aged 55 to 64 years	34%	36%	38%	43%
Participant social and community engagement rate - Aged 65+ years	34%	41%	41%	43%
Participant social and community engagement rate - Aged 25+ years	33%	40%	37%	43%
Participant social and community engagement rate - Aged 15+ years	32%	39%	36%	43%
Family and carer employment rate - Aged 0 to 14 years	49%	50%	54%	n/a
Family and carer employment rate - Aged 15+ years	45%	44%	45%	n/a
Family and carer employment rate - All ages	48%	48%	51%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	62%	71%	n/a
Participant Choice and Control - Aged 25+ years	n/a	70%	78%	n/a
Participant Choice and Control - Aged 15+ years	n/a	68%	76%	n/a

¹⁴⁶ Denominators for each metric are: 'participant employment rate' (n=3,877), 'participant social and community engagement rate' (n=3,901), family and carer employment rate' (n=3,939) and 'participant choice and control' (n=1,637). Participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.

Table J.17 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2) and third (R3) Short Form (SF) questionnaires reassessment – South Australia ¹⁴⁷

Metric by age group	Baseline	R1	R2	R3	2025-26 Target
Participant employment rate - Aged 15 to 24 years	11%	16%	21%	26%	22%
Participant employment rate - Aged 25 to 34 years	32%	35%	32%	33%	22%
Participant employment rate - Aged 35 to 44 years	31%	31%	30%	29%	22%
Participant employment rate - Aged 45 to 54 years	26%	27%	24%	24%	22%
Participant employment rate - Aged 55 to 64 years	19%	19%	20%	15%	22%
Participant employment rate - Aged 65+ years	13%	13%	13%	10%	22%
Participant employment rate - Aged 25 to 64 years	26%	28%	26%	24%	22%
Participant employment rate - Aged 15 to 64 years	23%	25%	25%	25%	22%
Participant social and community engagement rate - Aged 15 to 24 years	32%	34%	34%	34%	43%
Participant social and community engagement rate - Aged 25 to 34 years	39%	40%	44%	39%	43%
Participant social and community engagement rate - Aged 35 to 44 years	35%	38%	38%	38%	43%
Participant social and community engagement rate - Aged 45 to 54 years	35%	37%	33%	37%	43%
Participant social and community engagement rate - Aged 55 to 64 years	34%	37%	40%	40%	43%
Participant social and community engagement rate - Aged 65+ years	35%	45%	44%	42%	43%
Participant social and community engagement rate - Aged 25+ years	35%	38%	39%	39%	43%
Participant social and community engagement rate - Aged 15+ years	35%	37%	38%	38%	43%
Family and carer employment rate - Aged 0 to 14 years	49%	49%	54%	53%	n/a
Family and carer employment rate - Aged 15+ years	43%	47%	50%	45%	n/a
Family and carer employment rate - All ages	47%	48%	53%	50%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	65%	74%	n/a
Participant Choice and Control - Aged 25+ years	n/a	68%	74%	79%	n/a
Participant Choice and Control - Aged 15+ years	n/a	67%	71%	78%	n/a

¹⁴⁷ Denominators for each metric are: 'participant employment rate' (n=3,626), 'participant social and community engagement rate' (n=3,624), family and carer employment rate' (n=3,023) and 'participant choice and control' (n=2,076). Participants who had their first plan approved since 1 July 2016 and have had a third SF survey reassessment to date.

Table J.18 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3) and fourth (R4) Short Form (SF) questionnaires reassessment – South Australia ¹⁴⁸

Metric by age group	Baseline	R1	R2	R3	R4	2025-26 Target
Participant employment rate - Aged 15 to 24 years	11%	15%	19%	20%	27%	22%
Participant employment rate - Aged 25 to 34 years	36%	35%	33%	26%	32%	22%
Participant employment rate - Aged 35 to 44 years	29%	30%	29%	25%	28%	22%
Participant employment rate - Aged 45 to 54 years	29%	25%	26%	20%	25%	22%
Participant employment rate - Aged 55 to 64 years	26%	27%	25%	20%	20%	22%
Participant employment rate - Aged 65+ years	14%	14%	11%	12%	10%	22%
Participant employment rate - Aged 25 to 64 years	30%	29%	28%	23%	26%	22%
Participant employment rate - Aged 15 to 64 years	26%	26%	26%	22%	26%	22%
Participant social and community engagement rate - Aged 15 to 24 years	36%	37%	37%	32%	33%	43%
Participant social and community engagement rate - Aged 25 to 34 years	36%	39%	39%	52%	40%	43%
Participant social and community engagement rate - Aged 35 to 44 years	35%	38%	36%	37%	38%	43%
Participant social and community engagement rate - Aged 45 to 54 years	38%	40%	37%	39%	37%	43%
Participant social and community engagement rate - Aged 55 to 64 years	36%	36%	41%	35%	37%	43%
Participant social and community engagement rate - Aged 65+ years	35%	36%	29%	31%	39%	43%
Participant social and community engagement rate - Aged 25+ years	36%	38%	37%	40%	38%	43%
Participant social and community engagement rate - Aged 15+ years	36%	38%	37%	38%	37%	43%
Family and carer employment rate - Aged 0 to 14 years	45%	47%	43%	52%	52%	n/a
Family and carer employment rate - Aged 15+ years	47%	51%	46%	49%	48%	n/a
Family and carer employment rate - All ages	46%	48%	44%	51%	51%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	61%	64%	71%	n/a
Participant Choice and Control - Aged 25+ years	n/a	67%	74%	79%	81%	n/a
Participant Choice and Control - Aged 15+ years	n/a	65%	70%	74%	78%	n/a

¹⁴⁸ Denominators for each metric are: 'participant employment rate' (n=3,019), 'participant social and community engagement rate' (n=3,039), family and carer employment rate' (n=1,973) and 'participant choice and control' (n=1,971). Participants who had their first plan approved since 1 July 2016 and have had a fourth SF survey reassessment to date.

Table J.19 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) Short Form (SF) questionnaires reassessment – South Australia ¹⁴⁹

Metric by age group	Baseline	R1	R2	R3	R4	R5	2025-26 Target
Participant employment rate - Aged 15 to 24 years	6%	8%	12%	21%	23%	25%	22%
Participant employment rate - Aged 25 to 34 years	31%	35%	37%	30%	29%	33%	22%
Participant employment rate - Aged 35 to 44 years	33%	30%	27%	32%	16%	30%	22%
Participant employment rate - Aged 45 to 54 years	31%	34%	31%	32%	31%	25%	22%
Participant employment rate - Aged 55 to 64 years	25%	23%	20%	16%	16%	18%	22%
Participant employment rate - Aged 65+ years	17%	13%	12%	8%	10%	8%	22%
Participant employment rate - Aged 25 to 64 years	30%	30%	28%	26%	22%	26%	22%
Participant employment rate - Aged 15 to 64 years	25%	26%	25%	25%	22%	26%	22%
Participant social and community engagement rate - Aged 15 to 24 years	31%	32%	35%	37%	37%	36%	43%
Participant social and community engagement rate - Aged 25 to 34 years	39%	45%	45%	44%	39%	46%	43%
Participant social and community engagement rate - Aged 35 to 44 years	36%	39%	41%	40%	43%	39%	43%
Participant social and community engagement rate - Aged 45 to 54 years	40%	43%	39%	44%	45%	43%	43%
Participant social and community engagement rate - Aged 55 to 64 years	37%	38%	38%	37%	41%	44%	43%
Participant social and community engagement rate - Aged 65+ years	39%	39%	42%	37%	43%	41%	43%
Participant social and community engagement rate - Aged 25+ years	38%	41%	41%	40%	42%	43%	43%
Participant social and community engagement rate - Aged 15+ years	37%	39%	40%	40%	41%	42%	43%
Family and carer employment rate - Aged 0 to 14 years	47%	49%	51%	54%	49%	57%	n/a
Family and carer employment rate - Aged 15+ years	45%	49%	50%	51%	47%	45%	n/a
Family and carer employment rate - All ages	46%	49%	51%	53%	48%	52%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	62%	65%	68%	71%	n/a
Participant Choice and Control - Aged 25+ years	n/a	69%	74%	76%	77%	84%	n/a
Participant Choice and Control - Aged 15+ years	n/a	66%	70%	72%	73%	80%	n/a

¹⁴⁹ Denominators for each metric are: 'participant employment rate' (n=2,409), 'participant social and community engagement rate' (n=2,423), family and carer employment rate' (n=1,248) and 'participant choice and control' (n=1,775). Participants who had their first plan approved since 1 July 2016 and have had a fifth SF survey reassessment to date.

Table J.20 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) Short Form (SF) questionnaires reassessment – South Australia ¹⁵⁰

Metric by age group	Baseline	R1	R2	R3	R4	R5	R6+	2025-26 Target
Participant employment rate - Aged 15 to 24 years	6%	12%	16%	20%	23%	24%	27%	22%
Participant employment rate - Aged 25 to 34 years	31%	33%	33%	35%	35%	23%	31%	22%
Participant employment rate - Aged 35 to 44 years	39%	37%	34%	35%	37%	29%	36%	22%
Participant employment rate - Aged 45 to 54 years	35%	34%	32%	32%	22%	29%	27%	22%
Participant employment rate - Aged 55 to 64 years	26%	25%	23%	20%	13%	15%	18%	22%
Participant employment rate - Aged 65+ years	18%	16%	16%	11%	8%	9%	8%	22%
Participant employment rate - Aged 25 to 64 years	32%	32%	30%	30%	26%	22%	27%	22%
Participant employment rate - Aged 15 to 64 years	28%	29%	28%	28%	26%	23%	27%	22%
Participant social and community engagement rate - Aged 15 to 24 years	32%	34%	35%	33%	34%	34%	36%	43%
Participant social and community engagement rate - Aged 25 to 34 years	35%	39%	45%	41%	41%	33%	44%	43%
Participant social and community engagement rate - Aged 35 to 44 years	40%	43%	41%	44%	43%	44%	47%	43%
Participant social and community engagement rate - Aged 45 to 54 years	44%	47%	48%	41%	42%	45%	46%	43%
Participant social and community engagement rate - Aged 55 to 64 years	37%	38%	39%	40%	35%	41%	39%	43%
Participant social and community engagement rate - Aged 65+ years	38%	39%	41%	37%	34%	37%	46%	43%
Participant social and community engagement rate - Aged 25+ years	38%	41%	43%	40%	39%	39%	44%	43%
Participant social and community engagement rate - Aged 15+ years	38%	40%	41%	39%	38%	38%	43%	43%
Family and carer employment rate - Aged 0 to 14 years	44%	46%	45%	45%	46%	58%	57%	n/a
Family and carer employment rate - Aged 15+ years	45%	47%	48%	55%	45%	41%	43%	n/a
Family and carer employment rate - All ages	44%	47%	47%	51%	45%	49%	49%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	53%	62%	64%	70%	69%	78%	n/a
Participant Choice and Control - Aged 25+ years	n/a	67%	73%	75%	78%	75%	91%	n/a
Participant Choice and Control - Aged 15+ years	n/a	63%	69%	71%	74%	72%	86%	n/a

¹⁵⁰ Denominators for each metric are: 'participant employment rate' (n=2,932), 'participant social and community engagement rate' (n=2,940), family and carer employment rate' (n=1,582) and 'participant choice and control' (n=2,348). Participants who had their first plan approved since 1 July 2016 and have had at least a sixth SF survey reassessment to date.

Part Three: Participant experience

The tables in Part Three, summarise complaints submitted from the 1 July 2016 until the end of quarter 1, 2025-26. Table J.22 shows the number of complaints in quarter 1, 2025-26 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in quarter 1, 2025-26 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Table J.25 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

Figures reported for participant critical incidents (PCIs) exclude counts of 'withdrawn' or 'miscategorised' PCIs (Tables J.22 and J.24).

Table J.21 Proportion of respondents who responded positively to questions about 'Early Supports' (n = 86 in Prior Quarters, n = n/a in quarter 1, 2025-26), 'Community Connections' (n = 784 in Prior Quarters, n = 140 in quarter 1, 2025-26), 'Apply for NDIS (overall)' (n = 828 in Prior Quarters, n = 144 in quarter 1, 2025-26), 'Plan Approval' (n = 2,054 in Prior Quarters, n = 333 in quarter 1, 2025-26), 'Plan Implementation' (n = 1,787 in Prior Quarters, n = 212 in quarter 1, 2025-26) and 'Plan Reassessment' (n = 4,866 in Prior Quarters, n = 932 in quarter 1, 2025-26) – South Australia ^{151 152}

NDIA planning process	Prior Quarters	Quarter 1, 2025-26
Early Supports - Were you treated with respect?	99%	n/a
Early Supports - Were decisions and outcomes explained to you?	87%	n/a
Early Supports - Were your questions and concerns acknowledged?	83%	n/a
Early Supports - How well does your early supports plan meet your child's needs?	38%	n/a
Community Connections - Was information easy to understand?	84%	87%
Community Connections - Was communication in your preferred format?	94%	96%
Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life?	77%	75%
Community Connections - To what extent were your circumstances and needs considered?	78%	78%
Community Connections - To what extent were you included in decisions that were made?	79%	79%
Community Connections - How confident are you in reaching out to community supports and other government services?	51%	61%
Apply for NDIS (overall) - Were you treated with respect?	93%	94%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	72%	82%
Apply for NDIS (overall) - Was information easy to understand?	67%	75%
Apply for NDIS (overall) - Was communication in your preferred format?	84%	86%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	53%	68%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	50%	67%
Plan Approval - Were you treated with respect?	89%	87%
Plan Approval - Were decisions and outcomes explained to you?	75%	74%
Plan Approval - Were your questions and concerns acknowledged?	74%	70%
Plan Approval - Do you know where to go for more help with using your plan?	84%	85%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	53%	46%
Plan Approval - How well does your NDIS plan meet your needs?	55%	53%
Plan Implementation - Do you know where to go for more help with using your plan?	82%	81%

¹⁵¹ Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards.

¹⁵² Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

NDIA planning process	Prior Quarters	Quarter 1, 2025-26
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	56%	54%
Plan Implementation - To what extent were your circumstances and needs considered?	57%	57%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	55%	58%
Plan Implementation - Do you feel confident in using your plan?	60%	53%
Plan Implementation - Do you feel confident in accessing supports?	62%	55%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	83%	84%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	64%	63%
Plan Reassessment - To what extent were your circumstances and needs considered?	66%	63%
Plan Reassessment - To what extent were you included in decisions that were made?	67%	68%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	62%	58%
Plan Reassessment - Do you feel confident in using your plan?	64%	62%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	61%	61%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	77%	76%

Table J.22 Complaints and Participant Critical Incidents (PCIs) by quarter – South Australia ¹⁵³
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Complaints made by or on behalf of:	Prior Quarters	Quarter 1, 2025-26	Total	Number of unique complainants
Participants: Complaints about Early Connections Partner	<60	<11	57	50
Participants: Complaints about Local Area Coordination (LAC) Partner	<600	<30	622	542
Participants: Complaints about service providers	1,201	82	1,283	1,031
Participants: Complaints about the Agency	23,377	1,084	24,461	11,788
Participants: Unclassified	512	0	512	471
Participants: Total	25,736	1,199	26,935	12,594
Percentage of the number of active participants	7.9%	7.6%	7.9%	n/a
New Participant Critical Incidents (PCIs)	6,693	577	7,270	n/a

¹⁵³ Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

¹⁵⁴ Note that 57% of all complainants made only one complaint, 21% made two complaints, and 22% made three or more complaints.

Table J.23 Number and proportion of participant complaints over time, incrementally and cumulatively – South Australia

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Sep-22	650	5%	13,875	8%
Dec-22	608	5%	14,483	8%
Mar-23	648	5%	15,131	8%
Jun-23	697	5%	15,828	8%
Sep-23	788	6%	16,616	7%
Dec-23	880	6%	17,496	7%
Mar-24	1,554	11%	19,050	8%
Jun-24	1,633	12%	20,683	8%
Sep-24	1,544	11%	22,227	8%
Dec-24	1,326	9%	23,553	8%
Mar-25	1,145	8%	24,698	8%
Jun-25	1,038	7%	25,736	8%
Sep-25	1,199	8%	26,935	8%

Table J.24 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively – South Australia

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Sep-22	235	2%	2,014	1%
Dec-22	259	2%	2,273	1%
Mar-23	350	3%	2,623	1%
Jun-23	337	3%	2,960	1%
Sep-23	360	3%	3,320	2%
Dec-23	425	3%	3,745	2%
Mar-24	441	3%	4,186	2%
Jun-24	474	3%	4,660	2%
Sep-24	534	4%	5,194	2%
Dec-24	418	3%	5,612	2%
Mar-25	570	4%	6,182	2%
Jun-25	511	3%	6,693	2%
Sep-25	577	4%	7,270	2%

Table J.25 Participant complaints by type. Complaints with a related party who has submitted an access request – South Australia ¹⁵⁵

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	562	2%	0	0%	562	2%
Complaints about the Agency - Information unclear	293	1%	0	0%	293	1%
Complaints about the Agency - NDIA Access	594	3%	23	2%	617	3%
Complaints about the Agency - NDIA Engagement	<40	n/a	<11	n/a	35	0%
Complaints about the Agency - NDIA Finance	1,239	5%	74	7%	1,313	5%
Complaints about the Agency - NDIA Fraud and Compliance	96	0%	13	1%	109	0%
Complaints about the Agency - NDIA Plan	4,793	21%	314	29%	5,107	21%
Complaints about the Agency - NDIA Process	1,983	8%	171	16%	2,154	9%
Complaints about the Agency - NDIA Resources	203	1%	33	3%	236	1%
Complaints about the Agency - NDIA Staff	1,256	5%	127	12%	1,383	6%
Complaints about the Agency - NDIA Timeliness	6,187	26%	324	30%	6,511	27%
Complaints about the Agency - Participation, engagement and inclusion	52	0%	0	0%	52	0%
Complaints about the Agency - Provider Portal	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - Quality & Safeguards Commission	<20	n/a	<11	n/a	<20	n/a
Complaints about the Agency - Reasonable and necessary supports	1,168	5%	0	0%	1,168	5%
Complaints about the Agency - Staff conduct - Agency	140	1%	0	0%	140	1%
Complaints about the Agency - The way the NDIA carried out its decision making	303	1%	0	0%	303	1%
Complaints about the Agency - Timeliness	2,936	13%	0	0%	2,936	12%
Complaints about the Agency - Other	1,515	6%	0	0%	1,515	6%
Complaints about the Agency - Total	23,377	100%	1,084	100%	24,461	100%
Complaints about Early Connections Partner - Early Connections Engagement	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Plan	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Process	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Resources	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Staff	28	52%	0	0%	28	49%
Complaints about Early Connections Partner - Early Connections Timeliness	<11	n/a	<11	n/a	11	19%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Total	<60	n/a	<11	n/a	57	100%
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<10	n/a	<11	n/a	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	92	16%	0	0%	92	15%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<80	n/a	<11	n/a	81	13%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	341	58%	25	83%	366	59%

¹⁵⁵ It is possible to record multiple related parties as the source of a complaint, and in some cases, both participants and providers or other parties are linked to a single complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<70	n/a	<11	n/a	71	11%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - Total	592	100%	30	100%	622	100%
Complaints about service providers - Provider Costs	29	2%	0	0%	29	2%
Complaints about service providers - Provider Finance	<100	n/a	<11	n/a	99	8%
Complaints about service providers - Provider Fraud and Compliance	<130	n/a	<20	n/a	145	11%
Complaints about service providers - Provider Process	35	3%	0	0%	35	3%
Complaints about service providers - Provider Service	437	36%	34	41%	471	37%
Complaints about service providers - Provider Staff	264	22%	25	30%	289	23%
Complaints about service providers - Service Delivery	36	3%	0	0%	36	3%
Complaints about service providers - Staff Conduct	38	3%	0	0%	38	3%
Complaints about service providers - Supports being provided	49	4%	0	0%	49	4%
Complaints about service providers - Other	92	8%	0	0%	92	7%
Complaints about service providers - Total	1,201	100%	82	100%	1,283	100%
Unclassified	512	n/a	0	n/a	512	n/a
Participants total	25,736	n/a	1,199	n/a	26,935	n/a

Table J.26 Administrative Review Tribunal (ART) Cases by category as at 30 September 2025 – South Australia

Category	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Access	<540	n/a	<70	n/a	604	18%
Planning	2,407	77%	177	73%	2,584	77%
Compensation	<11	n/a	0	0%	<11	n/a
Jurisdiction	94	3%	0	0%	94	3%
Extension of Time	<30	n/a	0	0%	<30	n/a
Other	<40	n/a	<11	n/a	35	1%
Total cases	3,108	100%	244	100%	3,352	100%
Percentage of the number of active participants	1.0%	n/a	1.5%	n/a	1.0%	n/a

Table J.27 Number and proportion of Administrative Review Tribunal (ART) cases over time, incrementally and cumulatively – South Australia

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Sep-22	152	1%	1,573	1%
Dec-22	129	1%	1,702	1%
Mar-23	113	1%	1,815	1%
Jun-23	106	1%	1,921	1%
Sep-23	103	1%	2,024	1%
Dec-23	136	1%	2,160	1%
Mar-24	89	1%	2,249	1%
Jun-24	133	1%	2,382	1%
Sep-24	192	1%	2,574	1%
Dec-24	182	1%	2,756	1%
Mar-25	208	1%	2,964	1%
Jun-25	144	1%	3,108	1%
Sep-25	244	2%	3,352	1%

Table J.28 Administrative Review Tribunal (ART) cases by open/closed and decision – South Australia ¹⁵⁶

ART cases by open/closed and decision	Number of cases	Number of unique active participants
ART Cases	3,352	2,999
Open ART Cases	640	626
Closed ART Cases	2,712	2,442
Resolved before hearing	2,658	2,397
Gone to hearing and received a substantive decision	54	45

¹⁵⁶ The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.

Table J.29 Administrative Review Tribunal (ART) Supports in dispute – South Australia ^{157 158 159}

Type of support	Prior Quarters	Quarter 1, 2025-26	Total
Plan Management Decision	<60	<11	62
Core (excluding Consumables and Transport)	483	37	520
Capacity Building	572	54	626
General Support	141	13	154
Assistive Technology	172	15	187
Specialist Disability Accommodation	<80	<11	75
Home Modifications	<50	<11	<50
Supported Independent Living	212	15	227
Everyday Living Costs	<50	<11	53
Transport	<100	<11	104
Other	<11	0	<11
Total number of unique participants counted across disputed supports	920	75	995
Total number of instances of participants counted across disputed supports	1,901	156	2,057

Table J.30 Closed Administrative Review Tribunal (ART) cases by outcome – South Australia

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	<50	n/a	<11	n/a	54	2%
Decided by Tribunal - Affirmed	<20	n/a	<11	n/a	26	1%
Decided by Tribunal - Varied	<11	n/a	0	n/a	<11	n/a
Decided by Tribunal - Set Aside	<20	n/a	<11	n/a	18	1%
Not Decided by Tribunal - Total	<2,470	n/a	<200	n/a	2,658	98%
Not Decided by Tribunal - Resolved by consent	1,766	70%	136	67%	1,902	70%
Not Decided by Tribunal - Withdrawn	544	22%	44	22%	588	22%
Not Decided by Tribunal - No jurisdiction	<30	n/a	<11	n/a	24	1%
Not Decided by Tribunal - Extension of Time Declined	<11	n/a	0	n/a	<11	n/a
Not Decided by Tribunal - Extension of Time Not opposed	<11	n/a	0	n/a	<11	n/a
Not Decided by Tribunal - Dismissed	<130	n/a	<20	n/a	140	5%
Not Decided by Tribunal - Other	0	n/a	0	n/a	0	n/a
Total	2,508	100%	204	100%	2,712	100%

¹⁵⁷ It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceed the total in each period.

¹⁵⁸ Data is reported with one month lag; therefore results for last month of the current quarter are not included.

¹⁵⁹ Supports in dispute data is only available for 2022-23 Q3 onwards.

Part Four: Providers and the growing market

Part Four has been updated to focus on active provider counts and payments made to these providers across varying registration status and funds management types.

'Active providers' refers to those who have received payment in the quarter for supporting NDIS participants (Table J.31). The count of active providers excludes providers with a missing Australian Business Number (ABN).

Plan management fees, which are payments from NDIA-managed funding, are reclassified as plan-managed funding payments for the purpose of counting providers. Therefore, the count of NDIA-managed providers excludes providers that only received plan management fees and no other NDIA-managed funding payments (Table J.32).

From 14 October 2024, it is mandatory for participants with self-managed funding payments to include the Australian Business Number (ABN) of the associated provider or provide a reason why it isn't available. Prior to this date, providing the Australian Business Number (ABN) was voluntary; therefore, the count of providers for self-managed participants before this date should only be used as a reference (Table J.31).

Total active provider payments are on a cash and in-kind basis. In-kind payments are included in the total NDIA-managed payments to registered providers (Table J.32).

Table J.31 Number of active providers in quarter 1, 2025-26 by registration status and funds management type – South Australia ¹⁶⁰

Funds management type	Registered	Unregistered	Total providers
NDIA-managed	935	0	935
Plan-managed	2,182	15,774	17,869
Self-managed	982	9,772	10,722
All funds management types	2,420	20,989	23,320

Table J.32 Total active provider payments in quarter 1, 2025-26 by registration status and funds management type (\$m) – South Australia ^{161 162}

Funds management type	Registered	Unregistered	All registration statuses
NDIA-managed	268	0	268
Plan-managed	446	267	715
Self-managed	25	42	79
All funds management types	739	309	1,061

¹⁶⁰ Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.

¹⁶¹ A small number of providers have a missing Australian Business Number (ABN). Payments associated with these providers are not shown separately but are included in the "All registration statuses".

¹⁶² Registration status is determined as at the posting date of payment.

Part Five: Financial sustainability

Average annualised committed supports (Tables J.33 to J.37) are derived from the total annualised committed supports in the current plans of active participants as at 30 September 2025. Average payments (Tables J.35 to J.37) are calculated as the sum of the payments in the 12-month period to 30 September 2025, divided by the average number of participants who are active per working day in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Total annualised committed supports are those in the current plans of active participants as at 30 September 2025. 'Total payments' refers to those paid over the 12 months to 30 September 2025 (Tables J.38 to J.40).

Table J.33 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter) – South Australia

Average annualised committed support band	As at quarter 4, 2024-25 distribution of participants	As at quarter 1, 2025-26 distribution of participants
\$0-\$5,000	2.0%	2.0%
\$5,001-\$10,000	6.1%	6.0%
\$10,001-\$15,000	10.3%	10.2%
\$15,001-\$20,000	12.5%	12.6%
\$20,001-\$25,000	12.4%	12.3%
\$25,001-\$30,000	6.0%	5.9%
\$30,001-\$50,000	14.1%	14.1%
\$50,001-\$100,000	16.3%	16.3%
\$100,001-\$150,000	6.5%	6.6%
\$150,001-\$200,000	3.4%	3.5%
\$200,001-\$250,000	2.0%	2.0%
\$250,001+	8.4%	8.6%

Table J.34 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter, excluding participants with Supported Independent Living (SIL) supports) – South Australia

Average annualised committed support band	As at quarter 4, 2024-25 distribution of participants	As at quarter 1, 2025-26 distribution of participants
\$0-\$5,000	2.1%	2.1%
\$5,001-\$10,000	6.4%	6.3%
\$10,001-\$15,000	10.9%	10.8%
\$15,001-\$20,000	13.2%	13.3%
\$20,001-\$25,000	13.1%	13.0%
\$25,001-\$30,000	6.3%	6.3%
\$30,001-\$50,000	14.8%	14.8%
\$50,001-\$100,000	17.2%	17.1%
\$100,001-\$150,000	6.8%	6.9%
\$150,001-\$200,000	3.5%	3.6%
\$200,001-\$250,000	1.9%	2.0%
\$250,001+	3.6%	3.9%

Table J.35 Average annualised committed supports as at 30 September 2025 and average payments for the year ending 30 September 2025 by age group and participants' Supported Independent Living (SIL) status as at 30 September 2025 – South Australia

Age group	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
0 to 8	\$18,000	\$28,400	n/a	n/a	\$18,000	\$28,400
9 to 14	\$19,800	\$30,500	n/a	n/a	\$19,700	\$30,500
15 to 18	\$29,600	\$46,100	\$519,800	\$646,800	\$27,300	\$43,600
19 to 24	\$71,200	\$96,200	\$579,600	\$654,100	\$46,300	\$71,300
25 to 34	\$109,700	\$135,600	\$522,000	\$580,300	\$64,600	\$90,100
35 to 44	\$113,100	\$140,700	\$425,800	\$484,600	\$71,900	\$97,700
45 to 54	\$125,900	\$157,000	\$427,000	\$481,800	\$78,300	\$108,600
55 to 64	\$136,400	\$172,800	\$426,900	\$477,800	\$86,400	\$121,400
65+	\$140,100	\$175,600	\$436,800	\$477,900	\$91,800	\$125,600
All	\$65,100	\$85,500	\$456,400	\$511,600	\$43,100	\$62,600

Table J.36 Average annualised committed supports as at 30 September 2025 and average payments for the year ending 30 September 2025 by primary disability group and participants' Supported Independent Living (SIL) status – South Australia

Primary disability group	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
Acquired brain injury	\$158,500	\$201,800	\$485,200	\$549,400	\$93,300	\$134,400
Autism	\$33,100	\$47,000	\$523,100	\$581,600	\$25,000	\$39,000
Cerebral palsy	\$163,200	\$201,300	\$490,100	\$560,200	\$103,000	\$135,900
Developmental delay	\$14,300	\$23,900	\$0	\$0	\$14,300	\$23,900
Global developmental delay	\$17,800	\$27,300	\$0	\$0	\$17,800	\$27,300
Hearing impairment	\$10,100	\$18,900	n/a	n/a	\$10,000	\$18,900
Intellectual disability	\$119,700	\$148,000	\$405,500	\$454,200	\$66,300	\$92,500
Multiple sclerosis	\$117,300	\$156,700	\$564,900	\$655,800	\$94,200	\$130,200
Psychosocial disability	\$100,500	\$132,000	\$454,800	\$521,600	\$75,400	\$104,600
Spinal cord injury	\$143,400	\$195,900	\$700,300	\$836,600	\$116,000	\$166,600
Stroke	\$155,600	\$204,500	\$519,900	\$563,300	\$112,500	\$160,000
Visual impairment	\$48,900	\$69,800	n/a	n/a	\$43,700	\$64,100
Other neurological	\$170,800	\$217,000	\$542,300	\$585,100	\$113,500	\$159,400
Other physical	\$70,500	\$102,500	\$474,800	\$526,900	\$61,600	\$93,400
Other sensory/speech	\$6,700	\$16,900	\$0	\$0	\$6,700	\$16,900
Other	\$109,200	\$149,700	\$538,500	\$574,200	\$77,200	\$119,400
Down Syndrome	\$153,500	\$185,900	\$351,100	\$392,200	\$88,600	\$118,700
All	\$65,100	\$85,500	\$456,400	\$511,600	\$43,100	\$62,600

Table J.37 Average annualised committed supports as at 30 September 2025 and average payments for the year ending 30 September 2025 by reported level of function and participants' Supported Independent Living (SIL) status – South Australia

Reported level of function	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
1	\$13,700	\$23,000	n/a	n/a	\$13,600	\$22,900
2	\$22,900	\$41,000	\$0	\$0	\$22,900	\$41,000
3	\$21,900	\$34,400	\$305,100	\$363,900	\$19,100	\$31,200
4	\$19,900	\$32,500	\$446,600	\$486,200	\$17,000	\$28,900
5	\$33,200	\$47,900	\$449,000	\$493,000	\$25,500	\$39,900
6	\$21,900	\$35,900	\$311,400	\$366,100	\$19,800	\$33,700
7	\$44,200	\$63,800	\$409,100	\$481,500	\$30,600	\$48,500
8	\$72,400	\$102,700	\$327,400	\$381,000	\$53,500	\$82,200
9	\$75,300	\$113,000	n/a	n/a	\$70,000	\$107,500
10	\$121,300	\$158,600	\$400,400	\$456,300	\$83,600	\$118,100
11	\$96,900	\$127,200	\$556,800	\$598,800	\$63,600	\$92,700
12	\$222,100	\$264,700	\$481,700	\$532,700	\$139,200	\$182,700
13	\$82,900	\$104,100	\$608,200	\$676,200	\$59,700	\$79,800
14	\$328,000	\$395,500	\$531,700	\$605,000	\$237,400	\$300,700
15	n/a	n/a	n/a	n/a	n/a	n/a
All	\$65,100	\$85,500	\$456,400	\$511,600	\$43,100	\$62,600

Table J.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 30 September 2025 (\$m) – South Australia ¹⁶³

Support Category	Total payments for the year ending 30 September 2025	Total annualised committed supports at 30 September 2025
Core: Daily Activities	1,163.3	1,221.0
Core: Consumables	11.5	12.3
Core: Social and Civic	176.5	249.8
Core: Transport	5.2	7.5
Capacity Building: Choice and Control	4.3	4.5
Capacity Building: Daily Activities	29.5	43.2
Capacity Building: Employment	0.4	1.2
Capacity Building: Health and Wellbeing	0.2	0.4
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	33.4	49.7
Capacity Building: Social and Civic	0.2	0.7
Capacity Building: Support Coordination	20.5	24.9
Capital: Assistive Technology	10.7	18.4
Capital: Home Modifications	25.9	39.0
All	1,481.7	1,672.8

¹⁶³ Total payments for home modifications were \$25.9 million. Of which, \$25.8 million (99.7%) has been paid for specialised disability accommodation (SDA) supports, and \$0.1 million (0.3%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$39.0 million. Of which, \$38.7 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.3 million (1%) has been allocated for non-SDA supports.

Table J.39 Total annualised committed supports and total payments (participants not in Supported Independent Living (SIL)) by support category as at 30 September 2025 (\$m) – South Australia ¹⁶⁴

Support Category	Total payments for the year ending 30 September 2025	Total annualised committed supports at 30 September 2025
Core: Daily Activities	1,040.6	1,571.4
Core: Consumables	40.6	69.1
Core: Social and Civic	639.8	810.5
Core: Transport	43.5	35.9
Capacity Building: Choice and Control	57.3	66.7
Capacity Building: Daily Activities	445.5	775.8
Capacity Building: Employment	14.1	52.4
Capacity Building: Health and Wellbeing	1.2	3.0
Capacity Building: Home Living	0.0	0.4
Capacity Building: Lifelong learning	0.1	0.3
Capacity Building: Relationships	50.9	109.7
Capacity Building: Social and Civic	12.5	44.1
Capacity Building: Support Coordination	78.9	122.0
Capital: Assistive Technology	44.5	111.5
Capital: Home Modifications	17.0	30.3
All	2,486.6	3,803.3

Table J.40 Payments by financial year in which support was provided, compared to committed supports – South Australia ¹⁶⁵

Financial year	Total Committed (\$m)	Total Paid (\$m)	Percentage utilised to date
2013-14	10.5	5.6	54%
2014-15	48.3	29.6	61%
2015-16	101.8	62.9	62%
2016-17	186.7	104.8	56%
2017-18	371.8	222.8	60%
2018-19	1,160.4	794.2	68%
2019-20	2,125.6	1,490.1	70%
2020-21	2,772.4	2,001.7	72%
2021-22	3,175.7	2,426.5	76%
2022-23	3,954.3	2,994.5	76%
2023-24	4,616.4	3,529.7	76%
2024-25	5,134.3	3,855.0	75%
2025-26 to date (Experience still emerging)	1,400.6	893.0	64%

¹⁶⁴ Total payments for home modifications were \$17.0 million. Of which, \$9.2 million (53.9%) has been paid for specialised disability accommodation (SDA) supports, and \$7.9 million (46.1%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$30.3 million. Of which, \$13.2 million (43%) has been allocated for specialised disability accommodation (SDA) supports, and \$17.1 million (57%) has been allocated for non-SDA supports.

¹⁶⁵ The utilisation rate for 2025-26 to date will likely increase due to a lag between when support is provided and when it is paid for.

Table J.41 Percentage change in plan budgets for active participants per quarter – South Australia ¹⁶⁶

Inflation type	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25
Intraplan Inflation	10.9%	8.2%	7.3%	9.1%	9.7%	8.2%	6.7%	6.3%	6.8%
Interplan Inflation	6.2%	3.1%	0.7%	1.9%	4.7%	5.7%	6.4%	4.5%	5.8%
Total Inflation	17.1%	11.3%	7.9%	11.0%	14.4%	13.9%	13.1%	10.8%	12.7%

¹⁶⁶ The Annual Pricing Review saw price limit increases from 1 July 2025. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2025.

Supplement K: Tasmania

Adapting to the new computer system and processes has impacted some data detailed in this supplement. This includes the proportion of active participant plans with not-stated culturally and linguistically diverse (CALD) status; missing data about reported level of function, and 'other disability' types. There may be some minor instances of information being restated in this report as data is further refined.

When interpreting the results detailed in this supplement, please also consider the following:

Percentage figures have been rounded and may not always total to one hundred per cent.

Totals include participants with missing characteristics, where applicable.

Throughout this supplement, results are not adjusted for underlying differences in population characteristics, and hence comparisons of the results for subsections of the population should be interpreted with caution.

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

There are five parts to this supplement.

Part One: Participants and their plans

The number of participants residing in remote and very remote areas is based on the Modified Monash Model measure of remoteness (Tables K.9).

Table K.1 Active participants by quarter of entry, by service previously received and entry type – Tasmania

Participant breakdown	Prior Quarters	Quarter 1, 2025-26	Total
Access decisions	20,514	640	21,154
Currently Eligible - Total	15,898	497	16,395
Currently Eligible - New	<11,640	<500	12,134
Currently Eligible - State	<2,830	<11	2,831
Currently Eligible - Commonwealth	1,430	0	1,430
Active Participant Plans - Total	15,742	481	16,223
Active Participant Plans - New	<11,490	<490	11,967
Active Participant Plans - State	<2,830	<11	2,827
Active Participant Plans - Commonwealth	1,429	0	1,429
Active Participant Plans - Total	15,742	481	16,223
Active Participant Plans - Early Intervention (s25)	4,688	226	4,914
Active Participant Plans - Permanent Disability (s24)	10,823	132	10,955
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	231	123	354

Table K.2 People who have left the Scheme since 1 July 2013 as at 30 September 2025 – Tasmania ¹⁶⁷

People leaving the Scheme	Prior Quarters	Quarter 1, 2025-26	Total
Number of people who have left the Scheme	1,506	113	1,619

¹⁶⁷ The number of people who have left the Scheme is people leaving net of people returning to the Scheme.

Table K.3 Assessment of access by age group at access decision and gender – Tasmania

Age group at access decision	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
0 to 8	4,107	96%	1,905	97%	54	83%	6,066	96%
9 to 14	1,790	92%	935	91%	57	85%	2,782	91%
15 to 18	1,095	91%	708	90%	44	94%	1,847	91%
19 to 24	597	86%	421	81%	30	68%	1,048	83%
25 to 34	538	83%	<490	n/a	<20	n/a	1,040	78%
35 to 44	647	80%	<640	n/a	<11	n/a	1,296	77%
45 to 54	863	82%	860	73%	22	67%	1,745	77%
55 to 64	1,184	80%	1,066	70%	18	50%	2,268	74%
65+	45	60%	53	56%	0	0%	98	56%
Missing	0	n/a	0	n/a	0	n/a	0	
Total	10,866	89%	7,073	82%	251	72%	18,190	86%

Table K.4 Assessment of access by primary disability group and gender – Tasmania

Primary disability group	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
Acquired brain injury	397	91%	<190	n/a	<11	n/a	589	88%
Autism	4,356	97%	2,193	97%	143	85%	6,692	97%
Cerebral palsy	248	95%	<240	n/a	<11	n/a	488	96%
Developmental delay	1,174	97%	514	97%	11	92%	1,699	97%
Down syndrome	175	100%	<170	n/a	<11	n/a	339	100%
Global developmental delay	234	99%	<100	n/a	<11	n/a	333	99%
Hearing impairment	302	90%	<290	n/a	<11	n/a	590	88%
Intellectual disability	1,726	94%	1,311	93%	24	83%	3,061	93%
Multiple sclerosis	100	89%	<360	n/a	<11	n/a	463	92%
Psychosocial disability	714	69%	612	57%	14	30%	1,340	62%
Spinal cord injury	115	90%	<50	n/a	<11	n/a	159	90%
Stroke	151	88%	<120	n/a	<11	n/a	268	85%
Visual impairment	130	87%	<120	n/a	<11	n/a	245	85%
Other neurological	436	84%	<370	n/a	<11	n/a	806	83%
Other physical	281	57%	<270	n/a	<11	n/a	545	50%
Other sensory/speech	28	41%	<20	n/a	<11	n/a	44	44%
Other	299	59%	214	41%	16	47%	529	50%
Total	10,866	89%	7,073	82%	251	72%	18,190	86%

Table K.5 Participant profile per quarter by participants identifying as First Nations Peoples – Tasmania

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
First Nations Participants	1,668	11%	69	14%	1,737	11%
Non-First Nations Participants	11,654	74%	350	73%	12,004	74%
Not Stated	2,420	15%	62	13%	2,482	15%
Total	15,742	100%	481	100%	16,223	100%

Table K.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Tasmania

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	397	3%	12	2%	409	3%
Not culturally and linguistically diverse	11,660	74%	443	92%	12,103	75%
Not stated	3,685	23%	26	5%	3,711	23%
Total	15,742	100%	481	100%	16,223	100%

Table K.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 September 2025 – Tasmania ¹⁶⁸

Age group	Total number of active participants
Under 45	0
45 to 54	<11
55 to 64	<20
Total YPIRAC (under 65)	14

¹⁶⁸ There are a further 33 active participants aged 65 years or over who are currently in residential aged care.

Table K.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Tasmania ¹⁶⁹

Quarter ending	Incremental	Cumulative
Sep-22	<11	53
Dec-22	<11	<50
Mar-23	0	<50
Jun-23	<11	41
Sep-23	<11	<40
Dec-23	<11	33
Mar-24	<11	<40
Jun-24	<11	30
Sep-24	<11	<30
Dec-24	<11	21
Mar-25	<11	<20
Jun-25	<11	14
Sep-25	0	14

Table K.9 Participant profile per quarter by remoteness – Tasmania

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Major cities	0	0%	0	0%	0	0%
Population > 50,000	10,322	66%	322	67%	10,644	66%
Population between 15,000 and 50,000	2,832	18%	74	15%	2,906	18%
Population between 5,000 and 15,000	<80	n/a	<11	n/a	75	0%
Population less than 5,000	2,325	15%	77	16%	2,402	15%
Remote	<160	n/a	<11	n/a	158	1%
Very Remote	<40	n/a	<11	n/a	<40	n/a
Missing	<11	n/a	0	0%	<11	n/a
Total	15,742	100%	481	100%	16,223	100%

¹⁶⁹ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

Table K.10 Participant profile per quarter by primary disability group – Tasmania

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Autism	6,282	40%	221	46%	6,503	40%
Intellectual disability	2,804	18%	21	4%	2,825	17%
Developmental delay	1,094	7%	120	25%	1,214	7%
Psychosocial disability	1,200	8%	11	2%	1,211	7%
Hearing impairment	541	3%	14	3%	555	3%
Other neurological	557	4%	21	4%	578	4%
Global developmental delay	255	2%	20	4%	275	2%
Other physical	<420	n/a	<11	n/a	419	3%
Acquired brain injury	<500	n/a	<11	n/a	502	3%
Cerebral palsy	<450	n/a	<11	n/a	444	3%
Other	327	2%	17	4%	344	2%
Multiple sclerosis	<430	n/a	<11	n/a	433	3%
Down syndrome	<310	n/a	<11	n/a	306	2%
Visual impairment	<220	n/a	<11	n/a	219	1%
Stroke	<220	n/a	<11	n/a	216	1%
Spinal cord Injury	<150	n/a	<11	n/a	145	1%
Other sensory/speech	34	0%	0	0%	34	0%
Total	15,742	100%	481	100%	16,223	100%

Table K.11 Participant profile per quarter by primary disability group and Supported Independent Living (SIL) status – Tasmania

Primary disability group	All participants - Count	All participants - Percentage	Participants in SIL - Count	Participants in SIL - Percentage	Participants not in SIL - Count	Participants not in SIL - Percentage
Autism	6,503	40%	180	16%	6,323	42%
Intellectual disability	2,825	17%	397	36%	2,428	16%
Developmental delay	1,214	7%	0	0%	1,214	8%
Psychosocial disability	1,211	7%	151	14%	1,060	7%
Hearing impairment	555	3%	<11	n/a	<560	n/a
Other neurological	578	4%	81	7%	497	3%
Other physical	275	2%	0	0%	275	2%
Acquired brain injury	419	3%	11	1%	408	3%
Cerebral palsy	502	3%	91	8%	411	3%
Global developmental delay	444	3%	72	6%	372	2%
Down syndrome	344	2%	<11	n/a	<340	n/a
Other	433	3%	12	1%	421	3%
Multiple sclerosis	306	2%	67	6%	239	2%
Visual impairment	219	1%	<11	n/a	<220	n/a
Stroke	216	1%	21	2%	195	1%
Spinal cord Injury	145	1%	<11	n/a	<140	n/a
Other sensory/speech	34	0%	0	0%	34	0%
Total	16,223	100%	1,108	100%	15,115	100%

Table K.12 Participant profile per quarter by reported level of function – Tasmania

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
1 (High Function)	1,871	12%	101	21%	1,972	12%
2 (High Function)	<40	n/a	0	0%	<40	n/a
3 (High Function)	796	5%	54	11%	850	5%
4 (High Function)	<800	n/a	<11	n/a	800	5%
5 (High Function)	1,110	7%	38	8%	1,148	7%
6 (Moderate Function)	3,427	22%	123	26%	3,550	22%
7 (Moderate Function)	977	6%	28	6%	1,005	6%
8 (Moderate Function)	884	6%	22	5%	906	6%
9 (Moderate Function)	96	1%	0	0%	96	1%
10 (Moderate Function)	1,390	9%	25	5%	1,415	9%
11 (Low Function)	<430	n/a	<11	n/a	436	3%
12 (Low Function)	2,084	13%	30	6%	2,114	13%
13 (Low Function)	879	6%	11	2%	890	5%
14 (Low Function)	<210	n/a	<11	n/a	210	1%
15 (Low Function)	<11	n/a	0	0%	<11	n/a
Missing	754	5%	36	7%	790	5%
Total	15,742	100%	481	100%	16,223	100%

Table K.13 Participant profile per quarter by age group – Tasmania

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
0 to 8	2,731	17%	213	44%	2,944	18%
9 to 14	2,825	18%	84	17%	2,909	18%
15 to 18	1,683	11%	40	8%	1,723	11%
19 to 24	1,637	10%	23	5%	1,660	10%
25 to 34	1,835	12%	27	6%	1,862	11%
35 to 44	<1,180	n/a	<30	n/a	1,193	7%
45 to 54	1,311	8%	24	5%	1,335	8%
55 to 64	1,607	10%	43	9%	1,650	10%
65+	<950	n/a	<11	n/a	947	6%
Total	15,742	100%	481	100%	16,223	100%

Table K.14 Participation rates by age group and gender as at 30 September 2025 – Tasmania ¹⁷⁰

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	7%	4%	5%
9 to 14	9%	5%	7%
15 to 18	7%	4%	6%
19 to 24	5%	3%	4%
25 to 44	2%	2%	2%
45 to 64	2%	2%	2%
65+	1%	1%	1%
Total (0-64)	4%	3%	3%
Total (All ages)	3%	2%	3%

Table K.15 Proportion of active participants with approved plans accessing mainstream supports – Tasmania

Mainstream service	Prior Quarters	Quarter 1, 2025-26	Total
Choice and control over my life	6%	5%	6%
Daily life	17%	18%	17%
Health and wellbeing	79%	82%	80%
Learning	34%	36%	34%
Relationships	3%	3%	3%
Social and community activities	9%	12%	9%
Where I live	2%	2%	2%
Work	4%	3%	4%
Unknown	2%	n/a	2%
Any mainstream service	94%	94%	94%

¹⁷⁰ Participation rate refers to the proportion of the general population that are NDIS participants. A small proportion of participants have a gender of 'Other'. The participation rates for this group are included within the total rates.

Part Two: Participant and family/carer outcomes

Results are drawn from participants' responses to Short Form (SF) questionnaires. Responses are collected at entry to the NDIS (baseline) and at subsequent SF questionnaire reassessment or check-in. Responses are collected at entry to the NDIS (baseline) for 98% of participants who had their first plan approved since 1 July 2016 and have had a second Short Form (SF) questionnaire reassessment to date.

Targets are not provided for 'family and carer employment rate' and 'participant choice and control', as the NDIA corporate plan no longer lists these as performance measures (Tables K.16 to K.20).

Table K.16 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1) and second (R2) Short Form (SF) questionnaires reassessment – Tasmania ¹⁷¹

Metric by age group	Baseline	R1	R2	2025-26 Target
Participant employment rate - Aged 15 to 24 years	11%	12%	15%	22%
Participant employment rate - Aged 25 to 34 years	24%	23%	28%	22%
Participant employment rate - Aged 35 to 44 years	21%	17%	23%	22%
Participant employment rate - Aged 45 to 54 years	18%	13%	16%	22%
Participant employment rate - Aged 55 to 64 years	17%	16%	13%	22%
Participant employment rate - Aged 65+ years	14%	9%	12%	22%
Participant employment rate - Aged 25 to 64 years	19%	16%	19%	22%
Participant employment rate - Aged 15 to 64 years	17%	15%	18%	22%
Participant social and community engagement rate - Aged 15 to 24 years	26%	29%	28%	43%
Participant social and community engagement rate - Aged 25 to 34 years	24%	33%	30%	43%
Participant social and community engagement rate - Aged 35 to 44 years	26%	37%	36%	43%
Participant social and community engagement rate - Aged 45 to 54 years	28%	24%	31%	43%
Participant social and community engagement rate - Aged 55 to 64 years	27%	36%	32%	43%
Participant social and community engagement rate - Aged 65+ years	22%	25%	29%	43%
Participant social and community engagement rate - Aged 25+ years	26%	31%	32%	43%
Participant social and community engagement rate - Aged 15+ years	26%	31%	31%	43%
Family and carer employment rate - Aged 0 to 14 years	42%	43%	48%	n/a
Family and carer employment rate - Aged 15+ years	40%	33%	37%	n/a
Family and carer employment rate - All ages	42%	41%	45%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	50%	67%	n/a
Participant Choice and Control - Aged 25+ years	n/a	75%	81%	n/a
Participant Choice and Control - Aged 15+ years	n/a	69%	78%	n/a

¹⁷¹ Denominators for each metric are: 'participant employment rate' (n=1,101), 'participant social and community engagement rate' (n=1,123), family and carer employment rate' (n=1,279) and 'participant choice and control' (n=495). Participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.

Table K.17 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2) and third (R3) Short Form (SF) questionnaires reassessment – Tasmania ¹⁷²

Metric by age group	Baseline	R1	R2	R3	2025-26 Target
Participant employment rate - Aged 15 to 24 years	3%	4%	8%	16%	22%
Participant employment rate - Aged 25 to 34 years	20%	25%	14%	24%	22%
Participant employment rate - Aged 35 to 44 years	29%	32%	20%	22%	22%
Participant employment rate - Aged 45 to 54 years	23%	23%	21%	18%	22%
Participant employment rate - Aged 55 to 64 years	16%	14%	13%	13%	22%
Participant employment rate - Aged 65+ years	6%	3%	n/a	9%	22%
Participant employment rate - Aged 25 to 64 years	21%	22%	17%	18%	22%
Participant employment rate - Aged 15 to 64 years	16%	17%	14%	17%	22%
Participant social and community engagement rate - Aged 15 to 24 years	22%	21%	26%	30%	43%
Participant social and community engagement rate - Aged 25 to 34 years	26%	27%	29%	29%	43%
Participant social and community engagement rate - Aged 35 to 44 years	28%	29%	33%	37%	43%
Participant social and community engagement rate - Aged 45 to 54 years	25%	32%	28%	35%	43%
Participant social and community engagement rate - Aged 55 to 64 years	33%	44%	33%	41%	43%
Participant social and community engagement rate - Aged 65+ years	29%	30%	n/a	38%	43%
Participant social and community engagement rate - Aged 25+ years	29%	35%	31%	37%	43%
Participant social and community engagement rate - Aged 15+ years	26%	30%	30%	35%	43%
Family and carer employment rate - Aged 0 to 14 years	39%	39%	42%	45%	n/a
Family and carer employment rate - Aged 15+ years	44%	49%	37%	46%	n/a
Family and carer employment rate - All ages	41%	42%	41%	46%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	62%	67%	67%	n/a
Participant Choice and Control - Aged 25+ years	n/a	79%	81%	87%	n/a
Participant Choice and Control - Aged 15+ years	n/a	75%	76%	81%	n/a

¹⁷² Denominators for each metric are: 'participant employment rate' (n=876), 'participant social and community engagement rate' (n=891), family and carer employment rate' (n=878) and 'participant choice and control' (n=528). Participants who had their first plan approved since 1 July 2016 and have had a third SF survey reassessment to date.

Table K.18 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3) and fourth (R4) Short Form (SF) questionnaires reassessment – Tasmania ¹⁷³

Metric by age group	Baseline	R1	R2	R3	R4	2025-26 Target
Participant employment rate - Aged 15 to 24 years	4%	6%	8%	10%	19%	22%
Participant employment rate - Aged 25 to 34 years	37%	33%	40%	28%	29%	22%
Participant employment rate - Aged 35 to 44 years	24%	24%	18%	21%	20%	22%
Participant employment rate - Aged 45 to 54 years	21%	20%	14%	24%	15%	22%
Participant employment rate - Aged 55 to 64 years	20%	21%	21%	18%	16%	22%
Participant employment rate - Aged 65+ years	16%	13%	n/a	n/a	6%	22%
Participant employment rate - Aged 25 to 64 years	24%	24%	23%	22%	19%	22%
Participant employment rate - Aged 15 to 64 years	18%	18%	17%	17%	19%	22%
Participant social and community engagement rate - Aged 15 to 24 years	24%	26%	28%	27%	30%	43%
Participant social and community engagement rate - Aged 25 to 34 years	28%	30%	33%	28%	30%	43%
Participant social and community engagement rate - Aged 35 to 44 years	35%	30%	33%	39%	38%	43%
Participant social and community engagement rate - Aged 45 to 54 years	21%	22%	24%	27%	29%	43%
Participant social and community engagement rate - Aged 55 to 64 years	35%	39%	46%	34%	34%	43%
Participant social and community engagement rate - Aged 65+ years	25%	32%	n/a	n/a	43%	43%
Participant social and community engagement rate - Aged 25+ years	29%	31%	33%	36%	34%	43%
Participant social and community engagement rate - Aged 15+ years	28%	29%	31%	32%	33%	43%
Family and carer employment rate - Aged 0 to 14 years	36%	39%	37%	57%	47%	n/a
Family and carer employment rate - Aged 15+ years	49%	44%	52%	45%	53%	n/a
Family and carer employment rate - All ages	40%	41%	42%	54%	49%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	52%	64%	68%	74%	n/a
Participant Choice and Control - Aged 25+ years	n/a	77%	77%	82%	87%	n/a
Participant Choice and Control - Aged 15+ years	n/a	70%	71%	75%	82%	n/a

¹⁷³ Denominators for each metric are: 'participant employment rate' (n=680), 'participant social and community engagement rate' (n=688), family and carer employment rate' (n=690) and 'participant choice and control' (n=455). Participants who had their first plan approved since 1 July 2016 and have had a fourth SF survey reassessment to date.

Table K.19 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) Short Form (SF) questionnaires reassessment – Tasmania ¹⁷⁴

Metric by age group	Baseline	R1	R2	R3	R4	R5	2025-26 Target
Participant employment rate - Aged 15 to 24 years	2%	3%	5%	14%	19%	19%	22%
Participant employment rate - Aged 25 to 34 years	36%	36%	33%	46%	15%	38%	22%
Participant employment rate - Aged 35 to 44 years	24%	25%	21%	13%	n/a	22%	22%
Participant employment rate - Aged 45 to 54 years	29%	34%	32%	30%	n/a	27%	22%
Participant employment rate - Aged 55 to 64 years	26%	26%	15%	15%	n/a	15%	22%
Participant employment rate - Aged 65+ years	16%	9%	4%	n/a	n/a	2%	22%
Participant employment rate - Aged 25 to 64 years	28%	30%	24%	25%	14%	24%	22%
Participant employment rate - Aged 15 to 64 years	20%	21%	17%	20%	16%	22%	22%
Participant social and community engagement rate - Aged 15 to 24 years	29%	33%	33%	35%	33%	34%	43%
Participant social and community engagement rate - Aged 25 to 34 years	30%	36%	29%	38%	30%	34%	43%
Participant social and community engagement rate - Aged 35 to 44 years	33%	33%	34%	61%	n/a	35%	43%
Participant social and community engagement rate - Aged 45 to 54 years	43%	43%	56%	63%	n/a	40%	43%
Participant social and community engagement rate - Aged 55 to 64 years	33%	34%	31%	32%	n/a	38%	43%
Participant social and community engagement rate - Aged 65+ years	43%	40%	44%	n/a	n/a	43%	43%
Participant social and community engagement rate - Aged 25+ years	36%	37%	38%	48%	39%	38%	43%
Participant social and community engagement rate - Aged 15+ years	34%	36%	36%	43%	37%	37%	43%
Family and carer employment rate - Aged 0 to 14 years	43%	44%	40%	44%	59%	54%	n/a
Family and carer employment rate - Aged 15+ years	45%	47%	51%	54%	45%	51%	n/a
Family and carer employment rate - All ages	44%	45%	44%	48%	56%	53%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	46%	54%	56%	68%	72%	n/a
Participant Choice and Control - Aged 25+ years	n/a	74%	74%	83%	87%	92%	n/a
Participant Choice and Control - Aged 15+ years	n/a	64%	65%	69%	75%	83%	n/a

¹⁷⁴ Denominators for each metric are: 'participant employment rate' (n=495), 'participant social and community engagement rate' (n=494), family and carer employment rate' (n=528) and 'participant choice and control' (n=349). Participants who had their first plan approved since 1 July 2016 and have had a fifth SF survey reassessment to date.

Table K.20 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) Short Form (SF) questionnaires reassessment – Tasmania ¹⁷⁵

Metric by age group	Baseline	R1	R2	R3	R4	R5	R6+	2025-26 Target
Participant employment rate - Aged 15 to 24 years	4%	8%	12%	15%	22%	35%	32%	22%
Participant employment rate - Aged 25 to 34 years	21%	29%	31%	32%	35%	34%	34%	22%
Participant employment rate - Aged 35 to 44 years	39%	41%	30%	38%	43%	n/a	36%	22%
Participant employment rate - Aged 45 to 54 years	31%	31%	28%	29%	38%	n/a	24%	22%
Participant employment rate - Aged 55 to 64 years	24%	26%	19%	21%	n/a	n/a	19%	22%
Participant employment rate - Aged 65+ years	21%	18%	7%	17%	n/a	n/a	8%	22%
Participant employment rate - Aged 25 to 64 years	29%	32%	28%	30%	34%	31%	28%	22%
Participant employment rate - Aged 15 to 64 years	23%	26%	23%	26%	30%	32%	29%	22%
Participant social and community engagement rate - Aged 15 to 24 years	30%	36%	34%	38%	41%	29%	36%	43%
Participant social and community engagement rate - Aged 25 to 34 years	26%	29%	29%	24%	25%	18%	21%	43%
Participant social and community engagement rate - Aged 35 to 44 years	37%	41%	43%	43%	50%	n/a	45%	43%
Participant social and community engagement rate - Aged 45 to 54 years	44%	48%	42%	52%	46%	n/a	50%	43%
Participant social and community engagement rate - Aged 55 to 64 years	34%	35%	53%	53%	n/a	n/a	45%	43%
Participant social and community engagement rate - Aged 65+ years	27%	31%	41%	33%	n/a	n/a	33%	43%
Participant social and community engagement rate - Aged 25+ years	35%	38%	40%	41%	40%	33%	40%	43%
Participant social and community engagement rate - Aged 15+ years	33%	37%	38%	40%	40%	32%	39%	43%
Family and carer employment rate - Aged 0 to 14 years	43%	44%	45%	43%	47%	53%	61%	n/a
Family and carer employment rate - Aged 15+ years	51%	53%	56%	60%	64%	62%	59%	n/a
Family and carer employment rate - All ages	48%	49%	51%	53%	57%	57%	59%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	54%	58%	61%	62%	65%	83%	n/a
Participant Choice and Control - Aged 25+ years	n/a	74%	80%	84%	88%	79%	91%	n/a
Participant Choice and Control - Aged 15+ years	n/a	66%	68%	71%	70%	69%	87%	n/a

¹⁷⁵ Denominators for each metric are: 'participant employment rate' (n=586), 'participant social and community engagement rate' (n=590), family and carer employment rate' (n=569) and 'participant choice and control' (n=513). Participants who had their first plan approved since 1 July 2016 and have had at least a sixth SF survey reassessment to date.

Part Three: Participant experience

The tables in Part Three, summarise complaints submitted from the 1 July 2016 until the end of quarter 1, 2025-26. Table K.22 shows the number of complaints in quarter 1, 2025-26 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in quarter 1, 2025-26 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Table K.25 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

Figures reported for participant critical incidents (PCIs) exclude counts of 'withdrawn' or 'miscategorised' PCIs (Tables K.22 and K.24).

Table K.21 Proportion of respondents who responded positively to questions about 'Early Supports' (n = n/a in Prior Quarters, n = n/a in quarter 1, 2025-26), 'Community Connections' (n = 154 in Prior Quarters, n = 53 in quarter 1, 2025-26), 'Apply for NDIS (overall)' (n = 240 in Prior Quarters, n = 56 in quarter 1, 2025-26), 'Plan Approval' (n = 1,482 in Prior Quarters, n = 189 in quarter 1, 2025-26), 'Plan Implementation' (n = 1,178 in Prior Quarters, n = 107 in quarter 1, 2025-26) and 'Plan Reassessment' (n = 3,035 in Prior Quarters, n = 482 in quarter 1, 2025-26) – Tasmania^{176 177}

NDIA planning process	Prior Quarters	Quarter 1, 2025-26
Early Supports - Were you treated with respect?	n/a	n/a
Early Supports - Were decisions and outcomes explained to you?	n/a	n/a
Early Supports - Were your questions and concerns acknowledged?	n/a	n/a
Early Supports - How well does your early supports plan meet your child's needs?	n/a	n/a
Community Connections - Was information easy to understand?	80%	86%
Community Connections - Was communication in your preferred format?	92%	98%
Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life?	70%	79%
Community Connections - To what extent were your circumstances and needs considered?	74%	79%
Community Connections - To what extent were you included in decisions that were made?	67%	77%
Community Connections - How confident are you in reaching out to community supports and other government services?	47%	51%
Apply for NDIS (overall) - Were you treated with respect?	93%	93%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	72%	75%
Apply for NDIS (overall) - Was information easy to understand?	67%	81%
Apply for NDIS (overall) - Was communication in your preferred format?	88%	91%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	50%	57%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	51%	59%
Plan Approval - Were you treated with respect?	94%	94%
Plan Approval - Were decisions and outcomes explained to you?	82%	82%
Plan Approval - Were your questions and concerns acknowledged?	83%	84%
Plan Approval - Do you know where to go for more help with using your plan?	86%	86%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	63%	58%
Plan Approval - How well does your NDIS plan meet your needs?	69%	64%
Plan Implementation - Do you know where to go for more help with using your plan?	84%	87%

¹⁷⁶ Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards.

¹⁷⁷ Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

NDIA planning process	Prior Quarters	Quarter 1, 2025-26
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	64%	67%
Plan Implementation - To what extent were your circumstances and needs considered?	66%	68%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	63%	62%
Plan Implementation - Do you feel confident in using your plan?	65%	64%
Plan Implementation - Do you feel confident in accessing supports?	63%	60%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	88%	88%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	69%	67%
Plan Reassessment - To what extent were your circumstances and needs considered?	72%	69%
Plan Reassessment - To what extent were you included in decisions that were made?	74%	73%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	65%	62%
Plan Reassessment - Do you feel confident in using your plan?	68%	67%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	68%	64%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	77%	75%

Table K.22 Complaints and Participant Critical Incidents (PCIs) by quarter – Tasmania ^{178 179}

Complaints made by or on behalf of:	Prior Quarters	Quarter 1, 2025-26	Total	Number of unique complainants
Participants: Complaints about Early Connections Partner	20	0	20	18
Participants: Complaints about Local Area Coordination (LAC) Partner	<110	<11	117	105
Participants: Complaints about service providers	<320	<20	330	266
Participants: Complaints about the Agency	4,690	247	4,937	2,587
Participants: Unclassified	40	0	40	36
Participants: Total	5,172	272	5,444	2,792
Percentage of the number of active participants	6.5%	6.8%	6.5%	n/a
New Participant Critical Incidents (PCIs)	1,086	123	1,209	n/a

¹⁷⁸ Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

¹⁷⁹ Note that 60% of all complainants made only one complaint, 21% made two complaints, and 19% made three or more complaints.

Table K.23 Number and proportion of participant complaints over time, incrementally and cumulatively – Tasmania

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Sep-22	159	5%	2,312	6%
Dec-22	157	5%	2,469	6%
Mar-23	178	6%	2,647	6%
Jun-23	216	7%	2,863	6%
Sep-23	243	7%	3,106	6%
Dec-23	299	9%	3,405	6%
Mar-24	295	8%	3,700	6%
Jun-24	360	10%	4,060	6%
Sep-24	312	9%	4,372	6%
Dec-24	306	8%	4,678	6%
Mar-25	272	7%	4,950	6%
Jun-25	222	6%	5,172	6%
Sep-25	272	7%	5,444	6%

Table K.24 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively – Tasmania

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Sep-22	37	1%	257	1%
Dec-22	43	1%	300	1%
Mar-23	67	2%	367	1%
Jun-23	58	2%	425	1%
Sep-23	70	2%	495	1%
Dec-23	63	2%	558	1%
Mar-24	72	2%	630	1%
Jun-24	78	2%	708	1%
Sep-24	79	2%	787	1%
Dec-24	71	2%	858	1%
Mar-25	123	3%	981	1%
Jun-25	105	3%	1,086	1%
Sep-25	123	3%	1,209	1%

Table K.25 Participant complaints by type. Complaints with a related party who has submitted an access request – Tasmania ¹⁸⁰

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	81	2%	0	0%	81	2%
Complaints about the Agency - Information unclear	43	1%	0	0%	43	1%
Complaints about the Agency - NDIA Access	178	4%	11	4%	189	4%
Complaints about the Agency - NDIA Engagement	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - NDIA Finance	318	7%	14	6%	332	7%
Complaints about the Agency - NDIA Fraud and Compliance	<30	n/a	<11	n/a	30	1%
Complaints about the Agency - NDIA Plan	1,135	24%	88	36%	1,223	25%
Complaints about the Agency - NDIA Process	399	9%	40	16%	439	9%
Complaints about the Agency - NDIA Resources	<80	n/a	<11	n/a	77	2%
Complaints about the Agency - NDIA Staff	383	8%	21	9%	404	8%
Complaints about the Agency - NDIA Timeliness	1,221	26%	68	28%	1,289	26%
Complaints about the Agency - Participation, engagement and inclusion	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - Provider Portal	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - Quality & Safeguards Commission	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - Reasonable and necessary supports	80	2%	0	0%	80	2%
Complaints about the Agency - Staff conduct - Agency	42	1%	0	0%	42	1%
Complaints about the Agency - The way the NDIA carried out its decision making	70	1%	0	0%	70	1%
Complaints about the Agency - Timeliness	291	6%	0	0%	291	6%
Complaints about the Agency - Other	326	7%	0	0%	326	7%
Complaints about the Agency - Total	4,690	100%	247	100%	4,937	100%
Complaints about Early Connections Partner - Early Connections Engagement	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Plan	<11	n/a	0	0	<11	n/a
Complaints about Early Connections Partner - Early Connections Process	<11	n/a	0	0	<11	n/a
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	0	0	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	11	55%	0	0%	11	55%
Complaints about Early Connections Partner - Early Connections Timeliness	<11	n/a	0	0	<11	n/a
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Total	20	100%	0	n/a	20	100%
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Process	11	10%	0	0%	11	9%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<11	n/a	0	0%	<11	n/a

¹⁸⁰ It is possible to record multiple related parties as the source of a complaint, and in some cases, both participants and providers or other parties are linked to a single complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	<80	n/a	<11	n/a	83	71%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	11	10%	0	0%	11	9%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - Total	<110	n/a	<11	n/a	117	100%
Complaints about service providers - Provider Costs	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Provider Finance	<20	n/a	<11	n/a	18	5%
Complaints about service providers - Provider Fraud and Compliance	<40	n/a	<11	n/a	37	11%
Complaints about service providers - Provider Process	<20	n/a	0	0%	<20	n/a
Complaints about service providers - Provider Service	<110	n/a	<11	n/a	112	34%
Complaints about service providers - Provider Staff	<70	n/a	<11	n/a	69	21%
Complaints about service providers - Service Delivery	21	7%	0	0%	21	6%
Complaints about service providers - Staff Conduct	17	5%	0	0%	17	5%
Complaints about service providers - Supports being provided	14	4%	0	0%	14	4%
Complaints about service providers - Other	22	7%	0	0%	22	7%
Complaints about service providers - Total	312	100%	18	100%	330	100%
Unclassified	40	n/a	0	n/a	40	n/a
Participants total	5,172	n/a	272	n/a	5,444	n/a

Table K.26 Administrative Review Tribunal (ART) Cases by category as at 30 September 2025 – Tasmania

Category	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Access	109	20%	24	38%	133	21%
Planning	421	76%	40	63%	461	74%
Compensation	<11	n/a	0	0%	<11	n/a
Jurisdiction	13	2%	0	0%	13	2%
Extension of Time	<11	n/a	0	0%	<11	n/a
Other	<11	n/a	0	0%	<11	n/a
Total cases	557	100%	64	100%	621	100%
Percentage of the number of active participants	0.7%	n/a	1.6%	n/a	0.7%	n/a

Table K.27 Number and proportion of Administrative Review Tribunal (ART) cases over time, incrementally and cumulatively – Tasmania

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Sep-22	30	1%	225	1%
Dec-22	25	1%	250	1%
Mar-23	24	1%	274	1%
Jun-23	29	1%	303	1%
Sep-23	15	0%	318	1%
Dec-23	27	1%	345	1%
Mar-24	14	0%	359	1%
Jun-24	35	1%	394	1%
Sep-24	34	1%	428	1%
Dec-24	55	2%	483	1%
Mar-25	40	1%	523	1%
Jun-25	34	1%	557	1%
Sep-25	64	2%	621	1%

Table K.28 Administrative Review Tribunal (ART) cases by open/closed and decision – Tasmania ¹⁸¹

ART cases by open/closed and decision	Number of cases	Number of unique active participants
ART Cases	621	576
Open ART Cases	133	127
Closed ART Cases	488	456
Resolved before hearing	475	<450
Gone to hearing and received a substantive decision	13	<11

¹⁸¹ The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.

Table K.29 Administrative Review Tribunal (ART) Supports in dispute – Tasmania ^{182 183 184}

Type of support	Prior Quarters	Quarter 1, 2025-26	Total
Plan Management Decision	<11	0	<11
Core (excluding Consumables and Transport)	<90	<11	93
Capacity Building	<100	<11	103
General Support	<30	<11	27
Assistive Technology	<40	<11	34
Specialist Disability Accommodation	<11	<11	<11
Home Modifications	<11	0	<11
Supported Independent Living	<50	<11	49
Everyday Living Costs	<11	<11	11
Transport	<20	<11	22
Other	0	0	0
Total number of unique participants counted across disputed supports	191	13	204
Total number of instances of participants counted across disputed supports	345	18	363

Table K.30 Closed Administrative Review Tribunal (ART) cases by outcome – Tasmania

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	<20	n/a	<11	n/a	13	3%
Decided by Tribunal - Affirmed	<11	n/a	0	n/a	<11	n/a
Decided by Tribunal - Varied	<11	n/a	0	n/a	<11	n/a
Decided by Tribunal - Set Aside	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - Total	<440	n/a	<40	n/a	475	97%
Not Decided by Tribunal - Resolved by consent	293	65%	21	58%	314	64%
Not Decided by Tribunal - Withdrawn	<120	n/a	<20	n/a	123	25%
Not Decided by Tribunal - No jurisdiction	<11	n/a	0	n/a	<11	n/a
Not Decided by Tribunal - Extension of Time Declined	<11	n/a	0	n/a	<11	n/a
Not Decided by Tribunal - Extension of Time Not opposed	<11	n/a	0	n/a	<11	n/a
Not Decided by Tribunal - Dismissed	<30	n/a	<11	n/a	31	6%
Not Decided by Tribunal - Other	0	n/a	0	n/a	0	n/a
Total	452	100%	36	100%	488	100%

¹⁸² It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceed the total in each period.

¹⁸³ Data is reported with one month lag; therefore results for last month of the current quarter are not included.

¹⁸⁴ Supports in dispute data is only available for 2022-23 Q3 onwards.

Part Four: Providers and the growing market

Part Four has been updated to focus on active provider counts and payments made to these providers across varying registration status and funds management types.

'Active providers' refers to those who have received payment in the quarter for supporting NDIS participants (Table K.31). The count of active providers excludes providers with a missing Australian Business Number (ABN).

Plan management fees, which are payments from NDIA-managed funding, are reclassified as plan-managed funding payments for the purpose of counting providers. Therefore, the count of NDIA-managed providers excludes providers that only received plan management fees and no other NDIA-managed funding payments (Table K.32).

From 14 October 2024, it is mandatory for participants with self-managed funding payments to include the Australian Business Number (ABN) of the associated provider or provide a reason why it isn't available. Prior to this date, providing the Australian Business Number (ABN) was voluntary; therefore, the count of providers for self-managed participants before this date should only be used as a reference (Table K.31).

Total active provider payments are on a cash and in-kind basis. In-kind payments are included in the total NDIA-managed payments to registered providers (Table K.32).

Table K.31 Number of active providers in quarter 1, 2025-26 by registration status and funds management type – Tasmania ¹⁸⁵

Funds management type	Registered	Unregistered	Total providers
NDIA-managed	337	0	337
Plan-managed	923	4,451	5,355
Self-managed	422	2,779	3,194
All funds management types	1,091	6,070	7,141

Table K.32 Total active provider payments in quarter 1, 2025-26 by registration status and funds management type (\$m) – Tasmania ^{186 187}

Funds management type	Registered	Unregistered	All registration statuses
NDIA-managed	95	0	95
Plan-managed	107	73	181
Self-managed	7	12	23
All funds management types	209	85	298

¹⁸⁵ Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.

¹⁸⁶ A small number of providers have a missing Australian Business Number (ABN). Payments associated with these providers are not shown separately but are included in the "All registration statuses".

¹⁸⁷ Registration status is determined as at the posting date of payment.

Part Five: Financial sustainability

Average annualised committed supports (Tables K.33 to K.37) are derived from the total annualised committed supports in the current plans of active participants as at 30 September 2025. Average payments (Tables K.35 to K.37) are calculated as the sum of the payments in the 12-month period to 30 September 2025, divided by the average number of participants who are active per working day in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Total annualised committed supports are those in the current plans of active participants as at 30 September 2025. 'Total payments' refers to those paid over the 12 months to 30 September 2025 (Tables K.38 to K.40).

Table K.33 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter) – Tasmania

Average annualised committed support band	As at quarter 4, 2024-25 distribution of participants	As at quarter 1, 2025-26 distribution of participants
\$0-\$5,000	2.8%	2.7%
\$5,001-\$10,000	4.8%	4.6%
\$10,001-\$15,000	7.9%	7.8%
\$15,001-\$20,000	11.9%	12.1%
\$20,001-\$25,000	10.1%	10.0%
\$25,001-\$30,000	5.6%	5.7%
\$30,001-\$50,000	15.0%	14.9%
\$50,001-\$100,000	18.5%	18.3%
\$100,001-\$150,000	7.1%	7.3%
\$150,001-\$200,000	3.7%	3.8%
\$200,001-\$250,000	2.4%	2.3%
\$250,001+	10.3%	10.5%

Table K.34 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter, excluding participants with Supported Independent Living (SIL) supports) – Tasmania

Average annualised committed support band	As at quarter 4, 2024-25 distribution of participants	As at quarter 1, 2025-26 distribution of participants
\$0-\$5,000	3.0%	2.9%
\$5,001-\$10,000	5.1%	4.9%
\$10,001-\$15,000	8.5%	8.3%
\$15,001-\$20,000	12.8%	13.0%
\$20,001-\$25,000	10.8%	10.8%
\$25,001-\$30,000	6.0%	6.1%
\$30,001-\$50,000	16.2%	16.0%
\$50,001-\$100,000	19.9%	19.7%
\$100,001-\$150,000	7.6%	7.9%
\$150,001-\$200,000	3.9%	4.0%
\$200,001-\$250,000	2.3%	2.2%
\$250,001+	3.8%	4.2%

Table K.35 Average annualised committed supports as at 30 September 2025 and average payments for the year ending 30 September 2025 by age group and participants' Supported Independent Living (SIL) status as at 30 September 2025 – Tasmania

Age group	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
0 to 8	\$17,000	\$27,100	n/a	n/a	\$17,000	\$27,100
9 to 14	\$24,000	\$35,700	n/a	n/a	\$24,000	\$35,700
15 to 18	\$41,400	\$56,600	n/a	n/a	\$37,400	\$52,500
19 to 24	\$78,200	\$106,800	\$488,800	\$564,400	\$47,600	\$78,100
25 to 34	\$100,600	\$130,000	\$465,900	\$526,700	\$54,100	\$81,800
35 to 44	\$124,300	\$159,500	\$446,600	\$502,600	\$70,000	\$103,300
45 to 54	\$127,500	\$158,100	\$422,100	\$468,500	\$76,100	\$107,200
55 to 64	\$134,600	\$172,300	\$418,500	\$477,300	\$75,700	\$113,400
65+	\$143,200	\$180,800	\$431,400	\$457,700	\$79,700	\$117,600
All	\$73,400	\$96,000	\$442,500	\$496,100	\$44,700	\$66,700

Table K.36 Average annualised committed supports as at 30 September 2025 and average payments for the year ending 30 September 2025 by primary disability group and participants' Supported Independent Living (SIL) status – Tasmania

Primary disability group	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
Acquired brain injury	\$161,800	\$203,300	\$465,400	\$526,300	\$92,900	\$131,800
Autism	\$42,100	\$57,500	\$493,700	\$557,700	\$27,800	\$43,200
Cerebral palsy	\$181,500	\$220,600	\$490,100	\$556,500	\$121,300	\$155,600
Developmental delay	\$12,100	\$22,100	\$0	\$0	\$12,100	\$22,100
Global developmental delay	\$17,600	\$26,300	\$0	\$0	\$17,600	\$26,300
Hearing impairment	\$15,000	\$23,800	n/a	n/a	\$14,700	\$23,200
Intellectual disability	\$106,600	\$132,700	\$414,800	\$456,100	\$55,200	\$79,900
Multiple sclerosis	\$84,300	\$123,700	n/a	n/a	\$67,800	\$108,600
Psychosocial disability	\$103,000	\$140,600	\$354,700	\$419,100	\$66,000	\$101,000
Spinal cord injury	\$166,700	\$227,900	n/a	n/a	\$121,700	\$189,400
Stroke	\$142,700	\$185,500	\$520,100	\$601,500	\$93,300	\$140,800
Visual impairment	\$50,100	\$72,700	n/a	n/a	\$40,700	\$62,800
Other neurological	\$154,700	\$203,700	\$541,000	\$590,200	\$95,400	\$140,700
Other physical	\$70,000	\$105,000	n/a	n/a	\$57,800	\$93,000
Other sensory/speech	\$14,400	\$27,000	\$0	\$0	\$14,400	\$27,000
Other	\$68,200	\$102,900	n/a	n/a	\$54,500	\$92,300
Down Syndrome	\$138,400	\$165,900	\$380,400	\$418,600	\$67,900	\$95,100
All	\$73,400	\$96,000	\$442,500	\$496,100	\$44,700	\$66,700

Table K.37 Average annualised committed supports as at 30 September 2025 and average payments for the year ending 30 September 2025 by reported level of function and participants' Supported Independent Living (SIL) status – Tasmania

Reported level of function	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
1	\$13,900	\$23,700	n/a	n/a	\$13,700	\$23,500
2	\$29,400	\$50,700	\$0	\$0	\$29,400	\$50,700
3	\$24,400	\$37,000	n/a	n/a	\$21,900	\$34,700
4	\$21,700	\$37,300	n/a	n/a	\$18,400	\$33,100
5	\$32,200	\$47,300	\$344,900	\$401,400	\$26,100	\$41,100
6	\$30,600	\$47,900	\$328,400	\$399,300	\$25,300	\$41,800
7	\$68,900	\$88,500	\$377,200	\$424,200	\$39,800	\$58,700
8	\$68,900	\$99,000	\$345,900	\$423,300	\$44,100	\$71,500
9	\$59,400	\$99,800	n/a	n/a	\$45,900	\$83,400
10	\$98,700	\$135,500	\$372,300	\$415,300	\$64,900	\$102,100
11	\$138,900	\$167,500	\$468,700	\$511,200	\$65,900	\$94,900
12	\$185,400	\$225,100	\$456,400	\$506,100	\$109,600	\$149,400
13	\$132,100	\$160,600	\$593,700	\$650,800	\$70,800	\$99,300
14	\$345,100	\$406,900	\$599,700	\$656,100	\$247,300	\$311,800
15	n/a	n/a	n/a	n/a	n/a	n/a
All	\$73,400	\$96,000	\$442,500	\$496,100	\$44,700	\$66,700

Table K.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 30 September 2025 (\$m) – Tasmania ¹⁸⁸

Support Category	Total payments for the year ending 30 September 2025	Total annualised committed supports at 30 September 2025
Core: Daily Activities	364.3	388.4
Core: Consumables	2.8	3.3
Core: Social and Civic	89.2	106.7
Core: Transport	2.1	2.6
Capacity Building: Choice and Control	1.4	1.5
Capacity Building: Daily Activities	7.9	13.6
Capacity Building: Employment	0.2	0.6
Capacity Building: Health and Wellbeing	0.1	0.2
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	9.7	14.3
Capacity Building: Social and Civic	0.3	0.5
Capacity Building: Support Coordination	6.2	7.2
Capital: Assistive Technology	3.1	5.1
Capital: Home Modifications	3.1	5.7
All	490.3	549.7

¹⁸⁸ Total payments for home modifications were \$3.1 million. Of which, \$3.1 million (99.7%) has been paid for specialised disability accommodation (SDA) supports, and \$0.01 million (0.3%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$5.7 million. Of which, \$5.5 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.1 million (2%) has been allocated for non-SDA supports.

Table K.39 Total annualised committed supports and total payments (participants not in Supported Independent Living (SIL)) by support category as at 30 September 2025 (\$m) – Tasmania ¹⁸⁹

Support Category	Total payments for the year ending 30 September 2025	Total annualised committed supports at 30 September 2025
Core: Daily Activities	266.7	394.1
Core: Consumables	10.6	18.1
Core: Social and Civic	189.2	254.2
Core: Transport	11.6	11.0
Capacity Building: Choice and Control	14.0	16.4
Capacity Building: Daily Activities	79.1	180.5
Capacity Building: Employment	3.2	11.8
Capacity Building: Health and Wellbeing	0.6	1.6
Capacity Building: Home Living	0.0	0.2
Capacity Building: Lifelong learning	0.0	0.1
Capacity Building: Relationships	12.9	27.9
Capacity Building: Social and Civic	7.6	20.9
Capacity Building: Support Coordination	19.9	31.8
Capital: Assistive Technology	14.8	30.7
Capital: Home Modifications	5.0	8.7
All	635.4	1,007.8

Table K.40 Payments by financial year in which support was provided, compared to committed supports – Tasmania ¹⁹⁰

Financial year	Total Committed (\$m)	Total Paid (\$m)	Percentage utilised to date
2013-14	17.0	9.5	56%
2014-15	49.5	35.3	71%
2015-16	64.5	47.4	74%
2016-17	99.4	76.9	77%
2017-18	188.7	152.6	81%
2018-19	399.2	295.5	74%
2019-20	659.6	475.9	72%
2020-21	844.7	631.7	75%
2021-22	970.0	756.7	78%
2022-23	1,176.0	884.5	75%
2023-24	1,354.4	1,000.9	74%
2024-25	1,483.8	1,089.6	73%
2025-26 to date (Experience still emerging)	401.4	253.4	63%

¹⁸⁹ Total payments for home modifications were \$5.0 million. Of which, \$0.9 million (17.9%) has been paid for specialised disability accommodation (SDA) supports, and \$4.1 million (82.1%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$8.7 million. Of which, \$1.4 million (16%) has been allocated for specialised disability accommodation (SDA) supports, and \$7.3 million (84%) has been allocated for non-SDA supports.

¹⁹⁰ The utilisation rate for 2025-26 to date will likely increase due to a lag between when support is provided and when it is paid for.

Table K.41 Percentage change in plan budgets for active participants per quarter – Tasmania ¹⁹¹

Inflation type	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25
Intraplan Inflation	8.0%	6.8%	7.6%	7.2%	7.1%	5.4%	5.6%	4.2%	5.8%
Interplan Inflation	10.6%	6.4%	-1.1%	0.8%	5.5%	5.9%	5.7%	3.7%	4.0%
Total Inflation	18.6%	13.3%	6.5%	8.0%	12.6%	11.4%	11.3%	7.8%	9.8%

¹⁹¹ The Annual Pricing Review saw price limit increases from 1 July 2025. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2025.

Supplement L: Australian Capital Territory

Adapting to the new computer system and processes has impacted some data detailed in this supplement. This includes the proportion of active participant plans with not-stated culturally and linguistically diverse (CALD) status; missing data about reported level of function, and 'other disability' types. There may be some minor instances of information being restated in this report as data is further refined.

When interpreting the results detailed in this supplement, please also consider the following:

Percentage figures have been rounded and may not always total to one hundred per cent.

Totals include participants with missing characteristics, where applicable.

Throughout this supplement, results are not adjusted for underlying differences in population characteristics, and hence comparisons of the results for subsections of the population should be interpreted with caution.

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

There are five parts to this supplement.

Part One: Participants and their plans

The number of participants residing in remote and very remote areas is based on the Modified Monash Model measure of remoteness (Tables L.9).

Table L.1 Active participants by quarter of entry, by service previously received and entry type – Australian Capital Territory

Participant breakdown	Prior Quarters	Quarter 1, 2025-26	Total
Access decisions	17,036	466	17,502
Currently Eligible - Total	11,996	369	12,365
Currently Eligible - New	9,364	366	9,730
Currently Eligible - State	<2,340	<11	2,333
Currently Eligible - Commonwealth	<310	<11	302
Active Participant Plans - Total	11,908	352	12,260
Active Participant Plans - New	9,277	352	9,629
Active Participant Plans - State	2,330	0	2,330
Active Participant Plans - Commonwealth	301	0	301
Active Participant Plans - Total	11,908	352	12,260
Active Participant Plans - Early Intervention (s25)	4,203	200	4,403
Active Participant Plans - Permanent Disability (s24)	7,533	77	7,610
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	172	75	247

Table L.2 People who have left the Scheme since 1 July 2013 as at 30 September 2025 – Australian Capital Territory ¹⁹²

People leaving the Scheme	Prior Quarters	Quarter 1, 2025-26	Total
Number of people who have left the Scheme	2,096	111	2,207

¹⁹² The number of people who have left the Scheme is people leaving net of people returning to the Scheme.

Table L.3 Assessment of access by age group at access decision and gender – Australian Capital Territory

Age group at access decision	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
0 to 8	4,297	95%	1,843	93%	30	79%	6,170	94%
9 to 14	1,238	88%	693	86%	50	91%	1,981	87%
15 to 18	488	90%	336	85%	26	93%	850	88%
19 to 24	338	88%	299	79%	34	81%	671	83%
25 to 34	491	84%	492	75%	24	63%	1,007	79%
35 to 44	557	78%	549	71%	15	52%	1,121	74%
45 to 54	623	80%	619	69%	14	52%	1,256	74%
55 to 64	720	75%	<860	n/a	<20	n/a	1,585	71%
65+	44	57%	<40	n/a	<11	n/a	81	51%
Missing	0	0%	0	n/a	0	n/a	0	0%
Total	8,796	88%	5,718	79%	208	73%	14,722	84%

Table L.4 Assessment of access by primary disability group and gender – Australian Capital Territory

Primary disability group	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
Acquired brain injury	213	93%	<100	n/a	<11	n/a	316	92%
Autism	3,358	98%	1,714	97%	136	93%	5,208	97%
Cerebral palsy	192	96%	153	94%	0	n/a	345	95%
Developmental delay	1,479	96%	<640	n/a	<11	n/a	2,123	95%
Down syndrome	132	100%	<120	n/a	<11	n/a	244	100%
Global developmental delay	263	99%	<110	n/a	<11	n/a	374	99%
Hearing impairment	249	86%	<290	n/a	<11	n/a	539	84%
Intellectual disability	874	96%	628	94%	12	80%	1,514	95%
Multiple sclerosis	66	92%	<220	n/a	<11	n/a	284	92%
Psychosocial disability	706	70%	630	59%	20	48%	1,356	64%
Spinal cord injury	75	94%	<30	n/a	<11	n/a	100	91%
Stroke	108	90%	<90	n/a	<11	n/a	198	89%
Visual impairment	113	88%	109	88%	0	n/a	222	88%
Other neurological	361	81%	<270	n/a	<11	n/a	636	79%
Other physical	268	54%	<430	n/a	<11	n/a	707	51%
Other sensory/speech	182	59%	66	53%	0	0%	248	57%
Other	157	49%	<150	n/a	<11	n/a	308	43%
Total	8,796	88%	5,718	79%	208	73%	14,722	84%

Table L.5 Participant profile per quarter by participants identifying as First Nations Peoples – Australian Capital Territory

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
First Nations Participants	616	5%	20	6%	636	5%
Non-First Nations Participants	9,923	83%	297	84%	10,220	83%
Not Stated	1,369	11%	35	10%	1,404	11%
Total	11,908	100%	352	100%	12,260	100%

Table L.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Australian Capital Territory

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	<1,110	n/a	<30	n/a	1,138	9%
Not culturally and linguistically diverse	10,286	86%	313	89%	10,599	86%
Not stated	<520	n/a	<11	n/a	523	4%
Total	11,908	100%	352	100%	12,260	100%

Table L.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 September 2025 – Australian Capital Territory ¹⁹³

Age group	Total number of active participants
Under 45	0
45 to 54	0
55 to 64	<11
Total YPIRAC (under 65)	<11

¹⁹³ There are a further 18 active participants aged 65 years or over who are currently in residential aged care.

Table L.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Australian Capital Territory ¹⁹⁴

Quarter ending	Incremental	Cumulative
Sep-22	<11	<11
Dec-22	0	<11
Mar-23	<11	<11
Jun-23	0	<11
Sep-23	0	<11
Dec-23	<11	<11
Mar-24	0	<11
Jun-24	<11	<11
Sep-24	<11	<11
Dec-24	0	<11
Mar-25	0	<11
Jun-25	0	<11
Sep-25	0	<11

Table L.9 Participant profile per quarter by remoteness – Australian Capital Territory

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Major cities	<11,900	n/a	<360	n/a	12,247	100%
Population > 50,000	<20	n/a	<11	n/a	<20	n/a
Population between 15,000 and 50,000	0	0%	0	0%	0	0%
Population between 5,000 and 15,000	0	0%	0	0%	0	0%
Population less than 5,000	0	0%	0	0%	0	0%
Remote	0	0%	0	0%	0	0%
Very Remote	0	0%	0	0%	0	0%
Missing	<11	n/a	0	0%	<11	n/a
Total	11,908	100%	352	100%	12,260	100%

¹⁹⁴ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

Table L.10 Participant profile per quarter by primary disability group – Australian Capital Territory

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Autism	4,895	41%	138	39%	5,033	41%
Intellectual disability	<1,380	n/a	<11	n/a	1,378	11%
Developmental delay	1,088	9%	126	36%	1,214	10%
Psychosocial disability	<1,160	n/a	<11	n/a	1,163	9%
Hearing impairment	<480	n/a	<11	n/a	486	4%
Other neurological	<440	n/a	<11	n/a	445	4%
Global developmental delay	275	2%	22	6%	297	2%
Other physical	<520	n/a	<11	n/a	516	4%
Acquired brain injury	<250	n/a	<11	n/a	245	2%
Cerebral palsy	<300	n/a	<11	n/a	302	2%
Other	<210	n/a	<11	n/a	216	2%
Multiple sclerosis	<250	n/a	<11	n/a	250	2%
Down syndrome	<230	n/a	<11	n/a	227	2%
Visual impairment	<200	n/a	<11	n/a	197	2%
Stroke	<160	n/a	<11	n/a	162	1%
Spinal cord Injury	<80	n/a	<11	n/a	80	1%
Other sensory/speech	49	0%	0	0%	49	0%
Total	11,908	100%	352	100%	12,260	100%

Table L.11 Participant profile per quarter by primary disability group and Supported Independent Living (SIL) status – Australian Capital Territory

Primary disability group	All participants - Count	All participants - Percentage	Participants in SIL - Count	Participants in SIL - Percentage	Participants not in SIL - Count	Participants not in SIL - Percentage
Autism	5,033	41%	91	14%	4,942	43%
Intellectual disability	1,378	11%	188	29%	1,190	10%
Developmental delay	1,214	10%	0	0%	1,214	10%
Psychosocial disability	1,163	9%	113	18%	1,050	9%
Hearing impairment	486	4%	0	0%	486	4%
Other neurological	445	4%	50	8%	395	3%
Other physical	297	2%	0	0%	297	3%
Acquired brain injury	516	4%	<11	n/a	<510	n/a
Cerebral palsy	245	2%	51	8%	194	2%
Global developmental delay	302	2%	43	7%	259	2%
Down syndrome	216	2%	18	3%	198	2%
Other	250	2%	<11	n/a	<240	n/a
Multiple sclerosis	227	2%	43	7%	184	2%
Visual impairment	197	2%	<11	n/a	<200	n/a
Stroke	162	1%	21	3%	141	1%
Spinal cord Injury	80	1%	<11	n/a	<80	n/a
Other sensory/speech	49	0%	0	0%	49	0%
Total	12,260	100%	641	100%	11,619	100%

Table L.12 Participant profile per quarter by reported level of function – Australian Capital Territory

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
1 (High Function)	1,617	14%	131	37%	1,748	14%
2 (High Function)	34	0%	0	0%	34	0%
3 (High Function)	683	6%	20	6%	703	6%
4 (High Function)	1,007	8%	11	3%	1,018	8%
5 (High Function)	760	6%	19	5%	779	6%
6 (Moderate Function)	2,966	25%	91	26%	3,057	25%
7 (Moderate Function)	<550	n/a	<11	n/a	558	5%
8 (Moderate Function)	<680	n/a	<11	n/a	689	6%
9 (Moderate Function)	59	0%	0	0%	59	0%
10 (Moderate Function)	<970	n/a	<11	n/a	976	8%
11 (Low Function)	302	3%	0	0%	302	2%
12 (Low Function)	<1,130	n/a	<11	n/a	1,136	9%
13 (Low Function)	<710	n/a	<11	n/a	707	6%
14 (Low Function)	143	1%	0	0%	143	1%
15 (Low Function)	0	0%	0	0%	0	0%
Missing	312	3%	39	11%	351	3%
Total	11,908	100%	352	100%	12,260	100%

Table L.13 Participant profile per quarter by age group – Australian Capital Territory

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
0 to 8	2,269	19%	187	53%	2,456	20%
9 to 14	2,290	19%	60	17%	2,350	19%
15 to 18	1,226	10%	16	5%	1,242	10%
19 to 24	<1,190	n/a	<20	n/a	1,197	10%
25 to 34	1,205	10%	21	6%	1,226	10%
35 to 44	889	7%	15	4%	904	7%
45 to 54	1,024	9%	17	5%	1,041	8%
55 to 64	1,029	9%	20	6%	1,049	9%
65+	<800	n/a	<11	n/a	795	6%
Total	11,908	100%	352	100%	12,260	100%

Table L.14 Participation rates by age group and gender as at 30 September 2025 – Australian Capital Territory ¹⁹⁵

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	7%	3%	5%
9 to 14	9%	4%	7%
15 to 18	7%	4%	5%
19 to 24	4%	2%	3%
25 to 44	1%	1%	1%
45 to 64	2%	2%	2%
65+	1%	1%	1%
Total (0-64)	3%	2%	3%
Total (All ages)	3%	2%	3%

Table L.15 Proportion of active participants with approved plans accessing mainstream supports – Australian Capital Territory

Mainstream service	Prior Quarters	Quarter 1, 2025-26	Total
Choice and control over my life	3%	4%	3%
Daily life	12%	12%	12%
Health and wellbeing	75%	81%	75%
Learning	39%	39%	39%
Relationships	4%	3%	4%
Social and community activities	8%	8%	8%
Where I live	3%	2%	3%
Work	7%	5%	7%
Unknown	4%	n/a	4%
Any mainstream service	95%	96%	96%

¹⁹⁵ Participation rate refers to the proportion of the general population that are NDIS participants. A small proportion of participants have a gender of 'Other'. The participation rates for this group are included within the total rates.

Part Two: Participant and family/carers outcomes

Results are drawn from participants' responses to Short Form (SF) questionnaires. Responses are collected at entry to the NDIS (baseline) and at subsequent SF questionnaire reassessment or check-in. Responses are collected at entry to the NDIS (baseline) for 98% of participants who had their first plan approved since 1 July 2016 and have had a second Short Form (SF) questionnaire reassessment to date.

Targets are not provided for 'family and carer employment rate' and 'participant choice and control', as the NDIA corporate plan no longer lists these as performance measures (Tables L.16 to L.20).

Table L.16 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1) and second (R2) Short Form (SF) questionnaires reassessment – Australian Capital Territory ¹⁹⁶

Metric by age group	Baseline	R1	R2	2025-26 Target
Participant employment rate - Aged 15 to 24 years	17%	9%	28%	22%
Participant employment rate - Aged 25 to 34 years	45%	44%	42%	22%
Participant employment rate - Aged 35 to 44 years	41%	31%	38%	22%
Participant employment rate - Aged 45 to 54 years	35%	38%	37%	22%
Participant employment rate - Aged 55 to 64 years	27%	18%	13%	22%
Participant employment rate - Aged 65+ years	20%	n/a	14%	22%
Participant employment rate - Aged 25 to 64 years	37%	33%	33%	22%
Participant employment rate - Aged 15 to 64 years	32%	28%	32%	22%
Participant social and community engagement rate - Aged 15 to 24 years	29%	37%	29%	43%
Participant social and community engagement rate - Aged 25 to 34 years	26%	33%	38%	43%
Participant social and community engagement rate - Aged 35 to 44 years	32%	36%	35%	43%
Participant social and community engagement rate - Aged 45 to 54 years	23%	31%	34%	43%
Participant social and community engagement rate - Aged 55 to 64 years	43%	55%	45%	43%
Participant social and community engagement rate - Aged 65+ years	38%	n/a	50%	43%
Participant social and community engagement rate - Aged 25+ years	31%	38%	39%	43%
Participant social and community engagement rate - Aged 15+ years	31%	38%	36%	43%
Family and carer employment rate - Aged 0 to 14 years	62%	63%	68%	n/a
Family and carer employment rate - Aged 15+ years	65%	69%	65%	n/a
Family and carer employment rate - All ages	63%	64%	67%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	73%	n/a
Participant Choice and Control - Aged 25+ years	n/a	72%	81%	n/a
Participant Choice and Control - Aged 15+ years	n/a	70%	80%	n/a

¹⁹⁶ Denominators for each metric are: 'participant employment rate' (n=523), 'participant social and community engagement rate' (n=529), family and carer employment rate' (n=615) and 'participant choice and control' (n=198). Participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.

Table L.17 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2) and third (R3) Short Form (SF) questionnaires reassessment – Australian Capital Territory ¹⁹⁷

Metric by age group	Baseline	R1	R2	R3	2025-26 Target
Participant employment rate - Aged 15 to 24 years	16%	13%	27%	16%	22%
Participant employment rate - Aged 25 to 34 years	27%	26%	20%	34%	22%
Participant employment rate - Aged 35 to 44 years	38%	34%	23%	33%	22%
Participant employment rate - Aged 45 to 54 years	35%	33%	22%	29%	22%
Participant employment rate - Aged 55 to 64 years	27%	31%	29%	24%	22%
Participant employment rate - Aged 65+ years	13%	n/a	n/a	6%	22%
Participant employment rate - Aged 25 to 64 years	32%	31%	23%	30%	22%
Participant employment rate - Aged 15 to 64 years	28%	27%	24%	27%	22%
Participant social and community engagement rate - Aged 15 to 24 years	43%	30%	38%	39%	43%
Participant social and community engagement rate - Aged 25 to 34 years	20%	28%	30%	32%	43%
Participant social and community engagement rate - Aged 35 to 44 years	30%	33%	36%	36%	43%
Participant social and community engagement rate - Aged 45 to 54 years	32%	42%	42%	35%	43%
Participant social and community engagement rate - Aged 55 to 64 years	33%	40%	50%	43%	43%
Participant social and community engagement rate - Aged 65+ years	55%	n/a	n/a	55%	43%
Participant social and community engagement rate - Aged 25+ years	31%	37%	38%	38%	43%
Participant social and community engagement rate - Aged 15+ years	34%	35%	38%	38%	43%
Family and carer employment rate - Aged 0 to 14 years	56%	56%	61%	61%	n/a
Family and carer employment rate - Aged 15+ years	63%	69%	73%	55%	n/a
Family and carer employment rate - All ages	58%	59%	64%	59%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	68%	75%	74%	n/a
Participant Choice and Control - Aged 25+ years	n/a	73%	78%	83%	n/a
Participant Choice and Control - Aged 15+ years	n/a	72%	77%	81%	n/a

¹⁹⁷ Denominators for each metric are: 'participant employment rate' (n=460), 'participant social and community engagement rate' (n=462), family and carer employment rate' (n=414) and 'participant choice and control' (n=278). Participants who had their first plan approved since 1 July 2016 and have had a third SF survey reassessment to date.

Table L.18 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3) and fourth (R4) Short Form (SF) questionnaires reassessment – Australian Capital Territory ¹⁹⁸

Metric by age group	Baseline	R1	R2	R3	R4	2025-26 Target
Participant employment rate - Aged 15 to 24 years	8%	24%	18%	n/a	41%	22%
Participant employment rate - Aged 25 to 34 years	33%	31%	37%	29%	41%	22%
Participant employment rate - Aged 35 to 44 years	33%	30%	34%	41%	31%	22%
Participant employment rate - Aged 45 to 54 years	28%	35%	35%	46%	29%	22%
Participant employment rate - Aged 55 to 64 years	35%	28%	33%	n/a	26%	22%
Participant employment rate - Aged 65+ years	18%	19%	17%	n/a	15%	22%
Participant employment rate - Aged 25 to 64 years	32%	31%	35%	37%	32%	22%
Participant employment rate - Aged 15 to 64 years	27%	30%	31%	32%	34%	22%
Participant social and community engagement rate - Aged 15 to 24 years	42%	47%	40%	n/a	50%	43%
Participant social and community engagement rate - Aged 25 to 34 years	34%	40%	50%	58%	44%	43%
Participant social and community engagement rate - Aged 35 to 44 years	32%	39%	47%	57%	37%	43%
Participant social and community engagement rate - Aged 45 to 54 years	36%	43%	49%	50%	42%	43%
Participant social and community engagement rate - Aged 55 to 64 years	38%	43%	39%	n/a	51%	43%
Participant social and community engagement rate - Aged 65+ years	39%	32%	35%	n/a	36%	43%
Participant social and community engagement rate - Aged 25+ years	36%	40%	45%	50%	43%	43%
Participant social and community engagement rate - Aged 15+ years	37%	41%	44%	47%	44%	43%
Family and carer employment rate - Aged 0 to 14 years	56%	63%	63%	59%	68%	n/a
Family and carer employment rate - Aged 15+ years	60%	53%	72%	n/a	63%	n/a
Family and carer employment rate - All ages	57%	61%	65%	61%	67%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	64%	49%	64%	n/a
Participant Choice and Control - Aged 25+ years	n/a	72%	75%	82%	83%	n/a
Participant Choice and Control - Aged 15+ years	n/a	69%	72%	73%	78%	n/a

¹⁹⁸ Denominators for each metric are: 'participant employment rate' (n=351), 'participant social and community engagement rate' (n=348), family and carer employment rate' (n=242) and 'participant choice and control' (n=264). Participants who had their first plan approved since 1 July 2016 and have had a fourth SF survey reassessment to date.

Table L.19 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) Short Form (SF) questionnaires reassessment – Australian Capital Territory ¹⁹⁹

Metric by age group	Baseline	R1	R2	R3	R4	R5	2025-26 Target
Participant employment rate - Aged 15 to 24 years	15%	23%	31%	28%	n/a	46%	22%
Participant employment rate - Aged 25 to 34 years	47%	48%	46%	39%	n/a	42%	22%
Participant employment rate - Aged 35 to 44 years	26%	27%	27%	37%	n/a	35%	22%
Participant employment rate - Aged 45 to 54 years	32%	28%	30%	27%	n/a	28%	22%
Participant employment rate - Aged 55 to 64 years	20%	20%	31%	14%	n/a	13%	22%
Participant employment rate - Aged 65+ years	27%	13%	n/a	n/a	n/a	10%	22%
Participant employment rate - Aged 25 to 64 years	31%	31%	33%	29%	26%	29%	22%
Participant employment rate - Aged 15 to 64 years	28%	29%	33%	29%	26%	32%	22%
Participant social and community engagement rate - Aged 15 to 24 years	44%	47%	46%	50%	n/a	51%	43%
Participant social and community engagement rate - Aged 25 to 34 years	47%	42%	41%	45%	n/a	47%	43%
Participant social and community engagement rate - Aged 35 to 44 years	40%	51%	50%	58%	n/a	51%	43%
Participant social and community engagement rate - Aged 45 to 54 years	38%	34%	45%	41%	n/a	42%	43%
Participant social and community engagement rate - Aged 55 to 64 years	29%	40%	50%	46%	n/a	43%	43%
Participant social and community engagement rate - Aged 65+ years	50%	52%	n/a	n/a	n/a	44%	43%
Participant social and community engagement rate - Aged 25+ years	40%	42%	46%	48%	40%	45%	43%
Participant social and community engagement rate - Aged 15+ years	40%	43%	46%	48%	39%	46%	43%
Family and carer employment rate - Aged 0 to 14 years	56%	62%	62%	64%	76%	76%	n/a
Family and carer employment rate - Aged 15+ years	58%	60%	n/a	n/a	n/a	63%	n/a
Family and carer employment rate - All ages	57%	62%	63%	61%	72%	72%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	64%	70%	69%	71%	81%	n/a
Participant Choice and Control - Aged 25+ years	n/a	77%	80%	78%	77%	82%	n/a
Participant Choice and Control - Aged 15+ years	n/a	74%	77%	76%	75%	82%	n/a

¹⁹⁹ Denominators for each metric are: 'participant employment rate' (n=323), 'participant social and community engagement rate' (n=330), family and carer employment rate' (n=161) and 'participant choice and control' (n=250). Participants who had their first plan approved since 1 July 2016 and have had a fifth SF survey reassessment to date.

Table L.20 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) Short Form (SF) questionnaires reassessment – Australian Capital Territory ²⁰⁰

Metric by age group	Baseline	R1	R2	R3	R4	R5	R6+	2025-26 Target
Participant employment rate - Aged 15 to 24 years	5%	8%	6%	31%	n/a	n/a	37%	22%
Participant employment rate - Aged 25 to 34 years	30%	37%	38%	41%	47%	34%	48%	22%
Participant employment rate - Aged 35 to 44 years	43%	44%	45%	39%	40%	36%	46%	22%
Participant employment rate - Aged 45 to 54 years	37%	36%	34%	33%	38%	30%	31%	22%
Participant employment rate - Aged 55 to 64 years	30%	26%	26%	28%	24%	15%	20%	22%
Participant employment rate - Aged 65+ years	14%	18%	9%	10%	4%	10%	6%	22%
Participant employment rate - Aged 25 to 64 years	35%	36%	36%	35%	37%	30%	36%	22%
Participant employment rate - Aged 15 to 64 years	33%	34%	33%	34%	37%	32%	36%	22%
Participant social and community engagement rate - Aged 15 to 24 years	26%	26%	26%	35%	n/a	n/a	30%	43%
Participant social and community engagement rate - Aged 25 to 34 years	34%	40%	47%	36%	48%	39%	39%	43%
Participant social and community engagement rate - Aged 35 to 44 years	38%	42%	46%	47%	57%	43%	51%	43%
Participant social and community engagement rate - Aged 45 to 54 years	38%	42%	42%	48%	52%	47%	45%	43%
Participant social and community engagement rate - Aged 55 to 64 years	42%	42%	48%	41%	47%	29%	49%	43%
Participant social and community engagement rate - Aged 65+ years	36%	35%	49%	52%	42%	43%	42%	43%
Participant social and community engagement rate - Aged 25+ years	38%	41%	46%	45%	50%	41%	46%	43%
Participant social and community engagement rate - Aged 15+ years	37%	40%	45%	44%	48%	40%	45%	43%
Family and carer employment rate - Aged 0 to 14 years	46%	48%	48%	49%	43%	n/a	62%	n/a
Family and carer employment rate - Aged 15+ years	53%	58%	58%	51%	n/a	n/a	60%	n/a
Family and carer employment rate - All ages	49%	52%	52%	50%	52%	62%	61%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	66%	70%	70%	71%	83%	82%	n/a
Participant Choice and Control - Aged 25+ years	n/a	73%	78%	79%	81%	85%	89%	n/a
Participant Choice and Control - Aged 15+ years	n/a	72%	76%	77%	78%	85%	88%	n/a

²⁰⁰ Denominators for each metric are: 'participant employment rate' (n=606), 'participant social and community engagement rate' (n=601), family and carer employment rate' (n=207) and 'participant choice and control' (n=571). Participants who had their first plan approved since 1 July 2016 and have had at least a sixth SF survey reassessment to date.

Part Three: Participant experience

The tables in Part Three, summarise complaints submitted from the 1 July 2016 until the end of quarter 1, 2025-26. Table L.22 shows the number of complaints in quarter 1, 2025-26 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in quarter 1, 2025-26 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Table L.25 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

Figures reported for participant critical incidents (PCIs) exclude counts of 'withdrawn' or 'miscategorised' PCIs (Tables L.22 and L.24).

Table L.21 Proportion of respondents who responded positively to questions about 'Early Supports' (n = n/a in Prior Quarters, n = n/a in quarter 1, 2025-26), 'Community Connections' (n = 186 in Prior Quarters, n = 47 in quarter 1, 2025-26), 'Apply for NDIS (overall)' (n = 223 in Prior Quarters, n = 39 in quarter 1, 2025-26), 'Plan Approval' (n = 647 in Prior Quarters, n = 137 in quarter 1, 2025-26), 'Plan Implementation' (n = 332 in Prior Quarters, n = 62 in quarter 1, 2025-26) and 'Plan Reassessment' (n = 932 in Prior Quarters, n = 266 in quarter 1, 2025-26) – Australian Capital Territory ^{201 202}

NDIA planning process	Prior Quarters	Quarter 1, 2025-26
Early Supports - Were you treated with respect?	n/a	n/a
Early Supports - Were decisions and outcomes explained to you?	n/a	n/a
Early Supports - Were your questions and concerns acknowledged?	n/a	n/a
Early Supports - How well does your early supports plan meet your child's needs?	n/a	n/a
Community Connections - Was information easy to understand?	76%	77%
Community Connections - Was communication in your preferred format?	91%	91%
Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life?	65%	77%
Community Connections - To what extent were your circumstances and needs considered?	70%	74%
Community Connections - To what extent were you included in decisions that were made?	65%	74%
Community Connections - How confident are you in reaching out to community supports and other government services?	44%	60%
Apply for NDIS (overall) - Were you treated with respect?	95%	97%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	74%	76%
Apply for NDIS (overall) - Was information easy to understand?	62%	82%
Apply for NDIS (overall) - Was communication in your preferred format?	78%	92%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	50%	56%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	51%	62%
Plan Approval - Were you treated with respect?	92%	91%
Plan Approval - Were decisions and outcomes explained to you?	78%	74%
Plan Approval - Were your questions and concerns acknowledged?	81%	74%
Plan Approval - Do you know where to go for more help with using your plan?	86%	83%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	53%	55%
Plan Approval - How well does your NDIS plan meet your needs?	58%	61%
Plan Implementation - Do you know where to go for more help with using your plan?	87%	79%

²⁰¹ Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards.

²⁰² Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

NDIA planning process	Prior Quarters	Quarter 1, 2025-26
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	59%	58%
Plan Implementation - To what extent were your circumstances and needs considered?	61%	56%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	57%	61%
Plan Implementation - Do you feel confident in using your plan?	61%	53%
Plan Implementation - Do you feel confident in accessing supports?	59%	58%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	81%	84%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	60%	58%
Plan Reassessment - To what extent were your circumstances and needs considered?	62%	61%
Plan Reassessment - To what extent were you included in decisions that were made?	64%	60%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	64%	64%
Plan Reassessment - Do you feel confident in using your plan?	66%	64%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	62%	60%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	76%	76%

Table L.22 Complaints and Participant Critical Incidents (PCIs) by quarter – Australian Capital Territory ^{203 204}

Complaints made by or on behalf of:	Prior Quarters	Quarter 1, 2025-26	Total	Number of unique complainants
Participants: Complaints about Early Connections Partner	<11	<11	<11	<11
Participants: Complaints about Local Area Coordination (LAC) Partner	<120	11	<130	<110
Participants: Complaints about service providers	<210	<11	217	184
Participants: Complaints about the Agency	4,480	176	4,656	2,236
Participants: Unclassified	163	0	163	139
Participants: Total	4,967	198	5,165	2,434
Percentage of the number of active participants	6.7%	6.5%	6.7%	n/a
New Participant Critical Incidents (PCIs)	678	72	750	n/a

²⁰³ Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

²⁰⁴ Note that 57% of all complainants made only one complaint, 22% made two complaints, and 21% made three or more complaints.

Table L.23 Number and proportion of participant complaints over time, incrementally and cumulatively – Australian Capital Territory

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Sep-22	162	7%	2,885	7%
Dec-22	146	6%	3,031	6%
Mar-23	130	5%	3,161	6%
Jun-23	113	4%	3,274	6%
Sep-23	142	5%	3,416	6%
Dec-23	162	6%	3,578	6%
Mar-24	227	8%	3,805	6%
Jun-24	230	8%	4,035	6%
Sep-24	246	9%	4,281	7%
Dec-24	263	9%	4,544	7%
Mar-25	254	9%	4,798	7%
Jun-25	169	6%	4,967	7%
Sep-25	198	7%	5,165	7%

Table L.24 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively – Australian Capital Territory

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Sep-22	26	1%	176	0%
Dec-22	24	1%	200	0%
Mar-23	44	2%	244	1%
Jun-23	48	2%	292	1%
Sep-23	50	2%	342	1%
Dec-23	58	2%	400	1%
Mar-24	37	1%	437	1%
Jun-24	33	1%	470	1%
Sep-24	35	1%	505	1%
Dec-24	56	2%	561	1%
Mar-25	57	2%	618	1%
Jun-25	60	2%	678	1%
Sep-25	72	2%	750	1%

Table L.25 Participant complaints by type. Complaints with a related party who has submitted an access request – Australian Capital Territory ²⁰⁵

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	187	4%	0	0%	187	4%
Complaints about the Agency - Information unclear	45	1%	0	0%	45	1%
Complaints about the Agency - NDIA Access	125	3%	12	7%	137	3%
Complaints about the Agency - NDIA Engagement	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - NDIA Finance	<250	n/a	<11	n/a	250	5%
Complaints about the Agency - NDIA Fraud and Compliance	<30	n/a	<11	n/a	28	1%
Complaints about the Agency - NDIA Plan	919	21%	50	28%	969	21%
Complaints about the Agency - NDIA Process	444	10%	40	23%	484	10%
Complaints about the Agency - NDIA Resources	<60	n/a	<11	n/a	63	1%
Complaints about the Agency - NDIA Staff	275	6%	21	12%	296	6%
Complaints about the Agency - NDIA Timeliness	1,003	22%	37	21%	1,040	22%
Complaints about the Agency - Participation, engagement and inclusion	25	1%	0	0%	25	1%
Complaints about the Agency - Provider Portal	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - Quality & Safeguards Commission	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - Reasonable and necessary supports	134	3%	0	0%	134	3%
Complaints about the Agency - Staff conduct - Agency	27	1%	0	0%	27	1%
Complaints about the Agency - The way the NDIA carried out its decision making	73	2%	0	0%	73	2%
Complaints about the Agency - Timeliness	411	9%	0	0%	411	9%
Complaints about the Agency - Other	470	10%	0	0%	470	10%
Complaints about the Agency - Total	4,480	100%	176	100%	4,656	100%
Complaints about Early Connections Partner - Early Connections Engagement	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	0	0%	0	0	0	0%
Complaints about Early Connections Partner - Early Connections Process	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Resources	0	0%	0	0	0	0%
Complaints about Early Connections Partner - Early Connections Staff	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Timeliness	<11	n/a	0	0	<11	n/a
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Total	<11	n/a	<11	n/a	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	13	12%	0	0%	13	11%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<20	n/a	<11	n/a	17	14%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	0	0%	0	0%	0	0%

²⁰⁵ It is possible to record multiple related parties as the source of a complaint, and in some cases, both participants and providers or other parties are linked to a single complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	<60	n/a	<11	n/a	67	54%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<30	n/a	<11	n/a	24	20%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - Total	112	100%	11	100%	123	100%
Complaints about service providers - Provider Costs	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Provider Finance	<20	n/a	<11	n/a	15	7%
Complaints about service providers - Provider Fraud and Compliance	<30	n/a	<11	n/a	25	12%
Complaints about service providers - Provider Process	15	7%	0	0%	15	7%
Complaints about service providers - Provider Service	<50	n/a	<11	n/a	52	24%
Complaints about service providers - Provider Staff	<40	n/a	<11	n/a	40	18%
Complaints about service providers - Service Delivery	20	10%	0	0%	20	9%
Complaints about service providers - Staff Conduct	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Supports being provided	14	7%	0	0%	14	6%
Complaints about service providers - Other	21	10%	0	0%	21	10%
Complaints about service providers - Total	<210	n/a	<11	n/a	217	100%
Unclassified	163	n/a	0	n/a	163	n/a
Participants total	4,967	n/a	198	n/a	5,165	n/a

Table L.26 Administrative Review Tribunal (ART) Cases by category as at 30 September 2025 – Australian Capital Territory

Category	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Access	<330	n/a	<11	n/a	334	25%
Planning	911	69%	23	68%	934	69%
Compensation	<11	n/a	0	0%	<11	n/a
Jurisdiction	42	3%	0	0%	42	3%
Extension of Time	<20	n/a	0	0%	<20	n/a
Other	<20	n/a	<11	n/a	16	1%
Total cases	1,316	100%	34	100%	1,350	100%
Percentage of the number of active participants	1.8%	n/a	1.1%	n/a	1.8%	n/a

Table L.27 Number and proportion of Administrative Review Tribunal (ART) cases over time, incrementally and cumulatively – Australian Capital Territory

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Sep-22	61	3%	734	2%
Dec-22	66	3%	800	2%
Mar-23	49	2%	849	2%
Jun-23	54	2%	903	2%
Sep-23	40	2%	943	2%
Dec-23	55	2%	998	2%
Mar-24	29	1%	1,027	2%
Jun-24	49	2%	1,076	2%
Sep-24	51	2%	1,127	2%
Dec-24	75	3%	1,202	2%
Mar-25	79	3%	1,281	2%
Jun-25	35	1%	1,316	2%
Sep-25	34	1%	1,350	2%

Table L.28 Administrative Review Tribunal (ART) cases by open/closed and decision – Australian Capital Territory ²⁰⁶

ART cases by open/closed and decision	Number of cases	Number of unique active participants
ART Cases	1,350	1,212
Open ART Cases	161	157
Closed ART Cases	1,189	1,074
Resolved before hearing	1,150	1,040
Gone to hearing and received a substantive decision	39	34

²⁰⁶ The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.

Table L.29 Administrative Review Tribunal (ART) Supports in dispute – Australian Capital Territory ^{207 208 209}

Type of support	Prior Quarters	Quarter 1, 2025-26	Total
Plan Management Decision	<20	<11	16
Core (excluding Consumables and Transport)	<150	<11	155
Capacity Building	<180	<11	181
General Support	<60	<11	55
Assistive Technology	<70	<11	68
Specialist Disability Accommodation	26	0	26
Home Modifications	12	0	12
Supported Independent Living	<70	<11	71
Everyday Living Costs	17	0	17
Transport	<40	<11	36
Other	0	0	0
Total number of unique participants counted across disputed supports	317	11	328
Total number of instances of participants counted across disputed supports	614	23	637

Table L.30 Closed Administrative Review Tribunal (ART) cases by outcome – Australian Capital Territory

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	39	3%	0	n/a	39	3%
Decided by Tribunal - Affirmed	22	2%	0	n/a	22	2%
Decided by Tribunal - Varied	<11	n/a	0	n/a	<11	n/a
Decided by Tribunal - Set Aside	<20	n/a	0	n/a	13	1%
Not Decided by Tribunal - Total	1,109	97%	41	100%	1,150	97%
Not Decided by Tribunal - Resolved by consent	759	66%	28	68%	787	66%
Not Decided by Tribunal - Withdrawn	<270	n/a	<11	n/a	276	23%
Not Decided by Tribunal - No jurisdiction	15	1%	0	n/a	15	1%
Not Decided by Tribunal - Extension of Time Declined	<11	n/a	0	n/a	<11	n/a
Not Decided by Tribunal - Extension of Time Not opposed	<11	n/a	0	n/a	<11	n/a
Not Decided by Tribunal - Dismissed	<70	n/a	<11	n/a	67	6%
Not Decided by Tribunal - Other	0	n/a	0	n/a	0	n/a
Total	1,148	100%	41	100%	1,189	100%

²⁰⁷ It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceed the total in each period.

²⁰⁸ Data is reported with one month lag; therefore results for last month of the current quarter are not included.

²⁰⁹ Supports in dispute data is only available for 2022-23 Q3 onwards.

Part Four: Providers and the growing market

Part Four has been updated to focus on active provider counts and payments made to these providers across varying registration status and funds management types.

'Active providers' refers to those who have received payment in the quarter for supporting NDIS participants (Table L.31). The count of active providers excludes providers with a missing Australian Business Number (ABN).

Plan management fees, which are payments from NDIA-managed funding, are reclassified as plan-managed funding payments for the purpose of counting providers. Therefore, the count of NDIA-managed providers excludes providers that only received plan management fees and no other NDIA-managed funding payments (Table L.32).

From 14 October 2024, it is mandatory for participants with self-managed funding payments to include the Australian Business Number (ABN) of the associated provider or provide a reason why it isn't available. Prior to this date, providing the Australian Business Number (ABN) was voluntary; therefore, the count of providers for self-managed participants before this date should only be used as a reference (Table L.31).

Total active provider payments are on a cash and in-kind basis. In-kind payments are included in the total NDIA-managed payments to registered providers (Table L.32).

Table L.31 Number of active providers in quarter 1, 2025-26 by registration status and funds management type – Australian Capital Territory ²¹⁰

Funds management type	Registered	Unregistered	Total providers
NDIA-managed	341	0	341
Plan-managed	924	2,444	3,347
Self-managed	500	3,037	3,524
All funds management types	1,138	4,546	5,658

Table L.32 Total active provider payments in quarter 1, 2025-26 by registration status and funds management type (\$m) – Australian Capital Territory ^{211 212}

Funds management type	Registered	Unregistered	All registration statuses
NDIA-managed	52	0	52
Plan-managed	76	28	104
Self-managed	10	12	25
All funds management types	138	40	182

²¹⁰ Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.

²¹¹ A small number of providers have a missing Australian Business Number (ABN). Payments associated with these providers are not shown separately but are included in the "All registration statuses".

²¹² Registration status is determined as at the posting date of payment.

Part Five: Financial sustainability

Average annualised committed supports (Tables L.33 to L.37) are derived from the total annualised committed supports in the current plans of active participants as at 30 September 2025. Average payments (Tables L.35 to L.37) are calculated as the sum of the payments in the 12-month period to 30 September 2025, divided by the average number of participants who are active per working day in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Total annualised committed supports are those in the current plans of active participants as at 30 September 2025. 'Total payments' refers to those paid over the 12 months to 30 September 2025 (Tables L.38 to L.40).

Table L.33 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter) – Australian Capital Territory

Average annualised committed support band	As at quarter 4, 2024-25 distribution of participants	As at quarter 1, 2025-26 distribution of participants
\$0-\$5,000	3.0%	2.9%
\$5,001-\$10,000	6.6%	6.5%
\$10,001-\$15,000	11.8%	11.4%
\$15,001-\$20,000	16.5%	16.7%
\$20,001-\$25,000	11.3%	11.2%
\$25,001-\$30,000	5.5%	5.7%
\$30,001-\$50,000	14.0%	13.8%
\$50,001-\$100,000	13.8%	14.1%
\$100,001-\$150,000	5.2%	5.1%
\$150,001-\$200,000	2.5%	2.6%
\$200,001-\$250,000	1.7%	1.7%
\$250,001+	8.1%	8.2%

Table L.34 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter, excluding participants with Supported Independent Living (SIL) supports) – Australian Capital Territory

Average annualised committed support band	As at quarter 4, 2024-25 distribution of participants	As at quarter 1, 2025-26 distribution of participants
\$0-\$5,000	3.1%	3.0%
\$5,001-\$10,000	7.0%	6.9%
\$10,001-\$15,000	12.4%	12.0%
\$15,001-\$20,000	17.5%	17.6%
\$20,001-\$25,000	11.9%	11.8%
\$25,001-\$30,000	5.8%	6.0%
\$30,001-\$50,000	14.8%	14.6%
\$50,001-\$100,000	14.6%	14.9%
\$100,001-\$150,000	5.4%	5.4%
\$150,001-\$200,000	2.6%	2.7%
\$200,001-\$250,000	1.6%	1.6%
\$250,001+	3.2%	3.4%

Table L.35 Average annualised committed supports as at 30 September 2025 and average payments for the year ending 30 September 2025 by age group and participants' Supported Independent Living (SIL) status as at 30 September 2025 – Australian Capital Territory

Age group	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
0 to 8	\$18,100	\$25,600	n/a	n/a	\$18,100	\$25,600
9 to 14	\$20,800	\$27,400	n/a	n/a	\$20,800	\$27,300
15 to 18	\$26,000	\$39,300	n/a	n/a	\$23,400	\$36,800
19 to 24	\$52,400	\$75,200	\$447,500	\$513,200	\$35,900	\$58,500
25 to 34	\$78,500	\$103,100	\$439,200	\$486,700	\$46,000	\$71,300
35 to 44	\$107,500	\$128,500	\$448,100	\$474,100	\$62,900	\$86,000
45 to 54	\$106,500	\$138,500	\$388,500	\$439,300	\$59,800	\$89,100
55 to 64	\$124,300	\$156,100	\$415,400	\$453,300	\$71,600	\$104,200
65+	\$111,200	\$140,500	\$404,300	\$456,700	\$73,400	\$97,600
All	\$58,500	\$75,700	\$419,600	\$463,900	\$37,700	\$54,300

Table L.36 Average annualised committed supports as at 30 September 2025 and average payments for the year ending 30 September 2025 by primary disability group and participants' Supported Independent Living (SIL) status – Australian Capital Territory

Primary disability group	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
Acquired brain injury	\$174,700	\$218,700	\$433,900	\$483,200	\$108,600	\$149,200
Autism	\$31,400	\$43,000	\$467,400	\$506,600	\$22,800	\$34,500
Cerebral palsy	\$133,600	\$156,600	\$488,800	\$534,100	\$75,400	\$93,900
Developmental delay	\$13,100	\$21,100	\$0	\$0	\$13,100	\$21,100
Global developmental delay	\$18,300	\$29,500	\$0	\$0	\$18,300	\$29,500
Hearing impairment	\$5,800	\$13,800	\$0	\$0	\$5,800	\$13,800
Intellectual disability	\$102,000	\$122,000	\$415,300	\$449,600	\$50,200	\$70,300
Multiple sclerosis	\$96,500	\$123,400	n/a	n/a	\$77,900	\$105,700
Psychosocial disability	\$82,400	\$109,600	\$320,300	\$370,400	\$56,400	\$81,500
Spinal cord injury	\$171,800	\$211,600	n/a	n/a	\$142,000	\$174,400
Stroke	\$150,900	\$198,600	\$531,400	\$627,200	\$94,200	\$134,700
Visual impairment	\$27,700	\$44,900	n/a	n/a	\$25,500	\$42,200
Other neurological	\$130,400	\$168,500	\$475,700	\$513,800	\$85,800	\$124,800
Other physical	\$55,400	\$80,400	n/a	n/a	\$48,700	\$75,100
Other sensory/speech	\$5,500	\$13,700	\$0	\$0	\$5,500	\$13,700
Other	\$97,300	\$143,400	n/a	n/a	\$69,700	\$115,000
Down Syndrome	\$131,700	\$162,500	\$340,100	\$379,100	\$82,500	\$111,800
All	\$58,500	\$75,700	\$419,600	\$463,900	\$37,700	\$54,300

Table L.37 Average annualised committed supports as at 30 September 2025 and average payments for the year ending 30 September 2025 by reported level of function and participants' Supported Independent Living (SIL) status – Australian Capital Territory

Reported level of function	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
1	\$12,200	\$21,000	n/a	n/a	\$12,000	\$20,800
2	\$16,200	\$32,700	\$0	\$0	\$16,200	\$32,700
3	\$17,600	\$27,500	n/a	n/a	\$15,700	\$25,700
4	\$12,900	\$24,200	n/a	n/a	\$11,200	\$22,900
5	\$20,900	\$32,700	n/a	n/a	\$19,100	\$31,400
6	\$19,200	\$33,800	n/a	n/a	\$18,100	\$32,000
7	\$55,000	\$67,000	\$344,100	\$363,600	\$39,400	\$50,700
8	\$53,900	\$78,500	\$345,800	\$395,400	\$43,300	\$67,500
9	\$65,900	\$98,300	n/a	n/a	\$49,700	\$82,500
10	\$88,200	\$119,100	\$328,300	\$361,300	\$66,600	\$97,500
11	\$138,400	\$165,100	\$390,300	\$437,100	\$70,500	\$91,900
12	\$196,800	\$238,300	\$427,500	\$475,600	\$126,200	\$166,800
13	\$134,100	\$154,500	\$499,000	\$542,200	\$75,000	\$90,700
14	\$322,500	\$358,000	\$505,700	\$544,800	\$219,800	\$248,100
15	n/a	n/a	n/a	n/a	n/a	n/a
All	\$58,500	\$75,700	\$419,600	\$463,900	\$37,700	\$54,300

Table L.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 30 September 2025 (\$m) – Australian Capital Territory ²¹³

Support Category	Total payments for the year ending 30 September 2025	Total annualised committed supports at 30 September 2025
Core: Daily Activities	210.2	218.8
Core: Consumables	1.9	2.2
Core: Social and Civic	36.3	45.6
Core: Transport	1.1	1.4
Capacity Building: Choice and Control	0.7	0.8
Capacity Building: Daily Activities	5.9	8.5
Capacity Building: Employment	0.1	0.4
Capacity Building: Health and Wellbeing	0.1	0.2
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	4.5	7.0
Capacity Building: Social and Civic	0.1	0.2
Capacity Building: Support Coordination	3.0	3.8
Capital: Assistive Technology	1.9	4.4
Capital: Home Modifications	1.7	4.0
All	267.6	297.4

²¹³ Total payments for home modifications were \$1.75 million. Of which, \$1.73 million (99%) has been paid for specialised disability accommodation (SDA) supports and \$0.02 million (1.2%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$4.0 million. Of which, \$3.9 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.1 million (2%) has been allocated for non-SDA supports.

Table L.39 Total annualised committed supports and total payments (participants not in Supported Independent Living (SIL)) by support category as at 30 September 2025 (\$m) – Australian Capital Territory ²¹⁴

Support Category	Total payments for the year ending 30 September 2025	Total annualised committed supports at 30 September 2025
Core: Daily Activities	174.9	245.3
Core: Consumables	6.9	12.0
Core: Social and Civic	98.7	128.7
Core: Transport	12.6	7.4
Capacity Building: Choice and Control	7.6	9.1
Capacity Building: Daily Activities	74.9	140.8
Capacity Building: Employment	2.8	9.4
Capacity Building: Health and Wellbeing	1.1	2.0
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	7.5	15.8
Capacity Building: Social and Civic	5.0	13.8
Capacity Building: Support Coordination	10.6	17.3
Capital: Assistive Technology	9.5	23.0
Capital: Home Modifications	3.7	6.2
All	415.8	630.9

Table L.40 Payments by financial year in which support was provided, compared to committed supports – Australian Capital Territory ²¹⁵

Financial year	Total Committed (\$m)	Total Paid (\$m)	Percentage utilised to date
2013-14	0.3	0.2	53%
2014-15	25.0	20.7	83%
2015-16	125.7	109.5	87%
2016-17	263.3	179.2	68%
2017-18	303.6	219.9	72%
2018-19	365.6	275.6	75%
2019-20	460.0	337.5	73%
2020-21	553.7	415.2	75%
2021-22	606.5	474.0	78%
2022-23	716.2	542.7	76%
2023-24	814.4	617.6	76%
2024-25	889.7	668.3	75%
2025-26 to date (Experience still emerging)	241.4	151.0	63%

²¹⁴ Total payments for home modifications were \$3.7 million. Of which, \$2.7 million (72.2%) has been paid for specialised disability accommodation (SDA) supports, and \$1.0 million (27.8%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$6.2 million. Of which, \$3.3 million (53%) has been allocated for specialised disability accommodation (SDA) supports, and \$2.9 million (47%) has been allocated for non-SDA supports.

²¹⁵ The utilisation rate for 2025-26 to date will likely increase due to a lag between when support is provided and when it is paid for.

Table L.41 Percentage change in plan budgets for active participants per quarter – Australian Capital Territory ²¹⁶

Inflation type	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25
Intraplan Inflation	7.6%	4.2%	3.0%	5.8%	7.0%	5.6%	3.7%	3.6%	5.1%
Interplan Inflation	4.9%	2.3%	2.9%	4.9%	5.9%	4.9%	3.5%	6.1%	4.8%
Total Inflation	12.5%	6.5%	5.9%	10.7%	12.9%	10.5%	7.2%	9.8%	9.9%

²¹⁶ The Annual Pricing Review saw price limit increases from 1 July 2025. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2025.

Supplement M: Northern Territory

Adapting to the new computer system and processes has impacted some data detailed in this supplement. This includes the proportion of active participant plans with not-stated culturally and linguistically diverse (CALD) status; missing data about reported level of function, and 'other disability' types. There may be some minor instances of information being restated in this report as data is further refined.

When interpreting the results detailed in this supplement, please also consider the following:

Percentage figures have been rounded and may not always total to one hundred per cent.

Totals include participants with missing characteristics, where applicable.

Throughout this supplement, results are not adjusted for underlying differences in population characteristics, and hence comparisons of the results for subsections of the population should be interpreted with caution.

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

There are five parts to this supplement.

Part One: Participants and their plans

The number of participants residing in remote and very remote areas is based on the Modified Monash Model measure of remoteness (Tables M.9).

Table M.1 Active participants by quarter of entry, by service previously received and entry type – Northern Territory

Participant breakdown	Prior Quarters	Quarter 1, 2025-26	Total
Access decisions	8,890	274	9,164
Currently Eligible - Total	6,581	211	6,792
Currently Eligible - New	4,653	203	4,856
Currently Eligible - State	<1,540	<11	1,543
Currently Eligible - Commonwealth	<400	<11	393
Active Participant Plans - Total	6,450	197	6,647
Active Participant Plans - New	4,529	190	4,719
Active Participant Plans - State	<1,530	<11	1,535
Active Participant Plans - Commonwealth	<400	<11	393
Active Participant Plans - Total	6,450	197	6,647
Active Participant Plans - Early Intervention (s25)	2,195	98	2,293
Active Participant Plans - Permanent Disability (s24)	4,169	64	4,233
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	86	35	121

Table M.2 People who have left the Scheme since 1 July 2013 as at 30 September 2025 – Northern Territory ²¹⁷

People leaving the Scheme	Prior Quarters	Quarter 1, 2025-26	Total
Number of people who have left the Scheme	937	103	1,040

²¹⁷ The number of people who have left the Scheme is people leaving net of people returning to the Scheme.

Table M.3 Assessment of access by age group at access decision and gender – Northern Territory

Age group at access decision	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
0 to 8	2,187	96%	900	96%	11	92%	3,098	96%
9 to 14	696	88%	<320	n/a	<11	n/a	1,017	87%
15 to 18	306	88%	<160	n/a	<11	n/a	474	86%
19 to 24	230	84%	<110	n/a	<11	n/a	341	82%
25 to 34	371	87%	<220	n/a	<11	n/a	598	83%
35 to 44	420	85%	<310	n/a	<11	n/a	727	83%
45 to 54	452	81%	<360	n/a	<11	n/a	808	78%
55 to 64	468	79%	<380	n/a	<11	n/a	850	77%
65+	13	43%	16	53%	0	0%	29	48%
Missing	0	n/a	0	n/a	0	n/a	0	
Total	5,143	89%	2,757	83%	42	65%	7,942	87%

Table M.4 Assessment of access by primary disability group and gender – Northern Territory

Primary disability group	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
Acquired brain injury	294	92%	120	92%	0	n/a	414	92%
Autism	1,360	98%	543	98%	24	96%	1,927	98%
Cerebral palsy	122	98%	101	97%	0	0%	223	97%
Developmental delay	778	97%	<310	n/a	<11	n/a	1,085	97%
Down syndrome	58	100%	53	100%	0	n/a	111	100%
Global developmental delay	217	100%	87	97%	0	n/a	304	99%
Hearing impairment	133	86%	<140	n/a	<11	n/a	266	84%
Intellectual disability	819	95%	<500	n/a	<11	n/a	1,321	94%
Multiple sclerosis	<11	n/a	<30	n/a	0	n/a	29	91%
Psychosocial disability	516	77%	<200	n/a	<11	n/a	713	71%
Spinal cord injury	87	97%	31	97%	0	n/a	118	97%
Stroke	146	91%	<160	n/a	<11	n/a	307	90%
Visual impairment	49	84%	53	83%	0	n/a	102	84%
Other neurological	186	80%	146	78%	0	0%	332	79%
Other physical	153	57%	164	59%	0	0%	317	58%
Other sensory/speech	<30	n/a	<11	n/a	0	n/a	29	38%
Other	194	61%	<150	n/a	<11	n/a	344	58%
Total	5,143	89%	2,757	83%	42	65%	7,942	87%

Table M.5 Participant profile per quarter by participants identifying as First Nations Peoples – Northern Territory

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
First Nations Participants	3,375	52%	104	53%	3,479	52%
Non-First Nations Participants	2,627	41%	79	40%	2,706	41%
Not Stated	448	7%	14	7%	462	7%
Total	6,450	100%	197	100%	6,647	100%

Table M.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Northern Territory

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	<340	n/a	<11	n/a	345	5%
Not culturally and linguistically diverse	5,949	92%	181	92%	6,130	92%
Not stated	<170	n/a	<11	n/a	172	3%
Total	6,450	100%	197	100%	6,647	100%

Table M.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 September 2025 – Northern Territory ²¹⁸

Age group	Total number of active participants
Under 45	0
45 to 54	0
55 to 64	0
Total YPIRAC (under 65)	0

²¹⁸ There are no people younger than 65 living in residential aged care in the Northern Territory.

Table M.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Northern Territory ²¹⁹

Quarter ending	Incremental	Cumulative
Sep-22	<11	23
Dec-22	<11	<20
Mar-23	<11	13
Jun-23	<11	<11
Sep-23	<11	<11
Dec-23	0	<11
Mar-24	<11	<11
Jun-24	<11	<11
Sep-24	<11	0
Dec-24	0	0
Mar-25	0	0
Jun-25	0	0
Sep-25	0	0

Table M.9 Participant profile per quarter by remoteness – Northern Territory

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Major cities	0	0%	0	0%	0	0%
Population > 50,000	3,640	56%	83	42%	3,723	56%
Population between 15,000 and 50,000	0	0%	0	0%	0	0%
Population between 5,000 and 15,000	0	0%	0	0%	0	0%
Population less than 5,000	<90	n/a	<11	n/a	<90	n/a
Remote	1,410	22%	59	30%	1,469	22%
Very Remote	<1,320	n/a	<60	n/a	1,368	21%
Missing	<11	n/a	0	0%	<11	n/a
Total	6,450	100%	197	100%	6,647	100%

²¹⁹ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

Table M.10 Participant profile per quarter by primary disability group – Northern Territory

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Autism	1,807	28%	60	30%	1,867	28%
Intellectual disability	1,179	18%	31	16%	1,210	18%
Developmental delay	656	10%	38	19%	694	10%
Psychosocial disability	<640	n/a	<11	n/a	641	10%
Hearing impairment	<250	n/a	<11	n/a	249	4%
Other neurological	<230	n/a	<11	n/a	226	3%
Global developmental delay	248	4%	12	6%	260	4%
Other physical	<190	n/a	<11	n/a	189	3%
Acquired brain injury	<340	n/a	<11	n/a	343	5%
Cerebral palsy	<210	n/a	<11	n/a	209	3%
Other	<200	n/a	<11	n/a	207	3%
Multiple sclerosis	<20	n/a	<11	n/a	20	0%
Down syndrome	<110	n/a	<11	n/a	108	2%
Visual impairment	<80	n/a	<11	n/a	79	1%
Stroke	<220	n/a	<11	n/a	226	3%
Spinal cord Injury	<100	n/a	<11	n/a	95	1%
Other sensory/speech	24	0%	0	0%	24	0%
Total	6,450	100%	197	100%	6,647	100%

Table M.11 Participant profile per quarter by primary disability group and Supported Independent Living (SIL) status – Northern Territory

Primary disability group	All participants - Count	All participants - Percentage	Participants in SIL - Count	Participants in SIL - Percentage	Participants not in SIL - Count	Participants not in SIL - Percentage
Autism	1,867	28%	37	6%	1,830	30%
Intellectual disability	1,210	18%	166	27%	1,044	17%
Developmental delay	694	10%	0	0%	694	12%
Psychosocial disability	641	10%	99	16%	542	9%
Hearing impairment	249	4%	<11	n/a	<250	n/a
Other neurological	226	3%	36	6%	190	3%
Other physical	260	4%	0	0%	260	4%
Acquired brain injury	189	3%	<11	n/a	<180	n/a
Cerebral palsy	343	5%	98	16%	245	4%
Global developmental delay	209	3%	63	10%	146	2%
Down syndrome	207	3%	24	4%	183	3%
Other	20	0%	<11	n/a	<20	n/a
Multiple sclerosis	108	2%	14	2%	94	2%
Visual impairment	79	1%	<11	n/a	<80	n/a
Stroke	226	3%	52	8%	174	3%
Spinal cord Injury	95	1%	21	3%	74	1%
Other sensory/speech	24	0%	0	0%	24	0%
Total	6,647	100%	625	100%	6,022	100%

Table M.12 Participant profile per quarter by reported level of function – Northern Territory

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
1 (High Function)	949	15%	18	9%	967	15%
2 (High Function)	<11	n/a	0	0%	<11	n/a
3 (High Function)	<410	n/a	<11	n/a	412	6%
4 (High Function)	<270	n/a	<11	n/a	269	4%
5 (High Function)	<460	n/a	<11	n/a	465	7%
6 (Moderate Function)	1,191	18%	25	13%	1,216	18%
7 (Moderate Function)	<340	n/a	<11	n/a	335	5%
8 (Moderate Function)	479	7%	13	7%	492	7%
9 (Moderate Function)	30	0%	0	0%	30	0%
10 (Moderate Function)	<660	n/a	<11	n/a	659	10%
11 (Low Function)	<130	n/a	<11	n/a	132	2%
12 (Low Function)	<580	n/a	<11	n/a	585	9%
13 (Low Function)	<380	n/a	<11	n/a	381	6%
14 (Low Function)	116	2%	0	0%	116	2%
15 (Low Function)	<11	n/a	0	0%	<11	n/a
Missing	475	7%	107	54%	582	9%
Total	6,450	100%	197	100%	6,647	100%

Table M.13 Participant profile per quarter by age group – Northern Territory

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
0 to 8	1,463	23%	81	41%	1,544	23%
9 to 14	1,240	19%	36	18%	1,276	19%
15 to 18	629	10%	15	8%	644	10%
19 to 24	<530	n/a	<11	n/a	534	8%
25 to 34	<530	n/a	<11	n/a	531	8%
35 to 44	609	9%	14	7%	623	9%
45 to 54	598	9%	16	8%	614	9%
55 to 64	611	9%	17	9%	628	9%
65+	253	4%	0	0%	253	4%
Total	6,450	100%	197	100%	6,647	100%

Table M.14 Participation rates by age group and gender as at 30 September 2025 – Northern Territory ²²⁰

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	6%	3%	5%
9 to 14	8%	4%	6%
15 to 18	6%	3%	5%
19 to 24	3%	2%	3%
25 to 44	2%	1%	1%
45 to 64	2%	2%	2%
65+	1%	1%	1%
Total (0-64)	3%	2%	3%
Total (All ages)	3%	2%	3%

Table M.15 Proportion of active participants with approved plans accessing mainstream supports – Northern Territory

Mainstream service	Prior Quarters	Quarter 1, 2025-26	Total
Choice and control over my life	6%	7%	6%
Daily life	19%	21%	19%
Health and wellbeing	71%	76%	71%
Learning	31%	29%	31%
Relationships	4%	3%	3%
Social and community activities	6%	5%	6%
Where I live	3%	3%	3%
Work	3%	3%	3%
Unknown	5%	n/a	4%
Any mainstream service	95%	94%	95%

²²⁰ Participation rate refers to the proportion of the general population that are NDIS participants. A small proportion of participants have a gender of 'Other'. The participation rates for this group are included within the total rates.

Part Two: Participant and family/carers outcomes

Results are drawn from participants' responses to Short Form (SF) questionnaires. Responses are collected at entry to the NDIS (baseline) and at subsequent SF questionnaire reassessment or check-in. Responses are collected at entry to the NDIS (baseline) for 98% of participants who had their first plan approved since 1 July 2016 and have had a second Short Form (SF) questionnaire reassessment to date.

Targets are not provided for 'family and carer employment rate' and 'participant choice and control', as the NDIA corporate plan no longer lists these as performance measures (Tables M.16 to M.20).

Table M.16 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1) and second (R2) Short Form (SF) questionnaires reassessment – Northern Territory ²²¹

Metric by age group	Baseline	R1	R2	2025-26 Target
Participant employment rate - Aged 15 to 24 years	12%	13%	22%	22%
Participant employment rate - Aged 25 to 34 years	17%	13%	17%	22%
Participant employment rate - Aged 35 to 44 years	16%	15%	19%	22%
Participant employment rate - Aged 45 to 54 years	23%	15%	24%	22%
Participant employment rate - Aged 55 to 64 years	8%	4%	8%	22%
Participant employment rate - Aged 65+ years	18%	n/a	n/a	22%
Participant employment rate - Aged 25 to 64 years	16%	12%	17%	22%
Participant employment rate - Aged 15 to 64 years	15%	12%	18%	22%
Participant social and community engagement rate - Aged 15 to 24 years	37%	35%	44%	43%
Participant social and community engagement rate - Aged 25 to 34 years	33%	39%	42%	43%
Participant social and community engagement rate - Aged 35 to 44 years	33%	39%	37%	43%
Participant social and community engagement rate - Aged 45 to 54 years	44%	39%	38%	43%
Participant social and community engagement rate - Aged 55 to 64 years	39%	41%	46%	43%
Participant social and community engagement rate - Aged 65+ years	24%	n/a	n/a	43%
Participant social and community engagement rate - Aged 25+ years	37%	40%	40%	43%
Participant social and community engagement rate - Aged 15+ years	37%	39%	41%	43%
Family and carer employment rate - Aged 0 to 14 years	50%	54%	55%	n/a
Family and carer employment rate - Aged 15+ years	58%	54%	62%	n/a
Family and carer employment rate - All ages	53%	54%	57%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	47%	58%	n/a
Participant Choice and Control - Aged 25+ years	n/a	53%	72%	n/a
Participant Choice and Control - Aged 15+ years	n/a	51%	68%	n/a

²²¹ Denominators for each metric are: 'participant employment rate' (n=432), 'participant social and community engagement rate' (n=429), family and carer employment rate' (n=338) and 'participant choice and control' (n=150). Participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.

Table M.17 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2) and third (R3) Short Form (SF) questionnaires reassessment – Northern Territory ²²²

Metric by age group	Baseline	R1	R2	R3	2025-26 Target
Participant employment rate - Aged 15 to 24 years	3%	6%	13%	15%	22%
Participant employment rate - Aged 25 to 34 years	23%	19%	n/a	19%	22%
Participant employment rate - Aged 35 to 44 years	21%	21%	4%	21%	22%
Participant employment rate - Aged 45 to 54 years	15%	17%	5%	11%	22%
Participant employment rate - Aged 55 to 64 years	16%	10%	n/a	20%	22%
Participant employment rate - Aged 65+ years	17%	n/a	n/a	n/a	22%
Participant employment rate - Aged 25 to 64 years	18%	17%	9%	17%	22%
Participant employment rate - Aged 15 to 64 years	15%	15%	10%	17%	22%
Participant social and community engagement rate - Aged 15 to 24 years	27%	29%	38%	29%	43%
Participant social and community engagement rate - Aged 25 to 34 years	33%	33%	n/a	37%	43%
Participant social and community engagement rate - Aged 35 to 44 years	39%	35%	52%	44%	43%
Participant social and community engagement rate - Aged 45 to 54 years	33%	38%	22%	39%	43%
Participant social and community engagement rate - Aged 55 to 64 years	37%	50%	n/a	49%	43%
Participant social and community engagement rate - Aged 65+ years	36%	n/a	n/a	n/a	43%
Participant social and community engagement rate - Aged 25+ years	35%	38%	37%	43%	43%
Participant social and community engagement rate - Aged 15+ years	34%	37%	37%	40%	43%
Family and carer employment rate - Aged 0 to 14 years	49%	62%	62%	52%	n/a
Family and carer employment rate - Aged 15+ years	55%	72%	n/a	57%	n/a
Family and carer employment rate - All ages	51%	64%	61%	53%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	69%	66%	64%	n/a
Participant Choice and Control - Aged 25+ years	n/a	64%	67%	78%	n/a
Participant Choice and Control - Aged 15+ years	n/a	65%	66%	75%	n/a

²²² Denominators for each metric are: 'participant employment rate' (n=332), 'participant social and community engagement rate' (n=331), family and carer employment rate' (n=245) and 'participant choice and control' (n=170). Participants who had their first plan approved since 1 July 2016 and have had a third SF survey reassessment to date.

Table M.18 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3) and fourth (R4) Short Form (SF) questionnaires reassessment – Northern Territory ²²³

Metric by age group	Baseline	R1	R2	R3	R4	2025-26 Target
Participant employment rate - Aged 15 to 24 years	1%	17%	11%	n/a	18%	22%
Participant employment rate - Aged 25 to 34 years	22%	10%	27%	n/a	20%	22%
Participant employment rate - Aged 35 to 44 years	6%	5%	7%	n/a	8%	22%
Participant employment rate - Aged 45 to 54 years	13%	15%	11%	14%	13%	22%
Participant employment rate - Aged 55 to 64 years	13%	11%	12%	n/a	9%	22%
Participant employment rate - Aged 65+ years	10%	n/a	n/a	n/a	0%	22%
Participant employment rate - Aged 25 to 64 years	13%	10%	14%	15%	12%	22%
Participant employment rate - Aged 15 to 64 years	10%	12%	13%	11%	13%	22%
Participant social and community engagement rate - Aged 15 to 24 years	42%	45%	38%	n/a	39%	43%
Participant social and community engagement rate - Aged 25 to 34 years	52%	53%	57%	n/a	52%	43%
Participant social and community engagement rate - Aged 35 to 44 years	44%	40%	48%	n/a	44%	43%
Participant social and community engagement rate - Aged 45 to 54 years	49%	46%	67%	38%	52%	43%
Participant social and community engagement rate - Aged 55 to 64 years	42%	34%	38%	n/a	47%	43%
Participant social and community engagement rate - Aged 65+ years	45%	n/a	n/a	n/a	32%	43%
Participant social and community engagement rate - Aged 25+ years	47%	43%	54%	41%	48%	43%
Participant social and community engagement rate - Aged 15+ years	46%	44%	51%	36%	46%	43%
Family and carer employment rate - Aged 0 to 14 years	49%	55%	50%	50%	60%	n/a
Family and carer employment rate - Aged 15+ years	55%	50%	71%	n/a	52%	n/a
Family and carer employment rate - All ages	51%	53%	60%	47%	57%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	49%	55%	60%	72%	n/a
Participant Choice and Control - Aged 25+ years	n/a	65%	67%	73%	81%	n/a
Participant Choice and Control - Aged 15+ years	n/a	60%	64%	69%	79%	n/a

²²³ Denominators for each metric are: 'participant employment rate' (n=329), 'participant social and community engagement rate' (n=333), family and carer employment rate' (n=164) and 'participant choice and control' (n=178). Participants who had their first plan approved since 1 July 2016 and have had a fourth SF survey reassessment to date.

Table M.19 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) Short Form (SF) questionnaires reassessment – Northern Territory ²²⁴

Metric by age group	Baseline	R1	R2	R3	R4	R5	2025-26 Target
Participant employment rate - Aged 15 to 24 years	10%	10%	15%	n/a	n/a	28%	22%
Participant employment rate - Aged 25 to 34 years	23%	25%	24%	n/a	n/a	25%	22%
Participant employment rate - Aged 35 to 44 years	18%	21%	23%	15%	n/a	20%	22%
Participant employment rate - Aged 45 to 54 years	14%	14%	12%	n/a	n/a	14%	22%
Participant employment rate - Aged 55 to 64 years	8%	3%	n/a	n/a	n/a	8%	22%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	22%
Participant employment rate - Aged 25 to 64 years	16%	17%	17%	9%	7%	17%	22%
Participant employment rate - Aged 15 to 64 years	15%	16%	17%	11%	13%	19%	22%
Participant social and community engagement rate - Aged 15 to 24 years	35%	41%	37%	n/a	n/a	30%	43%
Participant social and community engagement rate - Aged 25 to 34 years	42%	42%	44%	n/a	n/a	63%	43%
Participant social and community engagement rate - Aged 35 to 44 years	52%	57%	53%	46%	n/a	55%	43%
Participant social and community engagement rate - Aged 45 to 54 years	35%	47%	41%	n/a	n/a	52%	43%
Participant social and community engagement rate - Aged 55 to 64 years	31%	38%	n/a	n/a	n/a	49%	43%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	43%
Participant social and community engagement rate - Aged 25+ years	41%	46%	48%	45%	38%	53%	43%
Participant social and community engagement rate - Aged 15+ years	40%	45%	46%	43%	41%	49%	43%
Family and carer employment rate - Aged 0 to 14 years	45%	54%	50%	n/a	n/a	54%	n/a
Family and carer employment rate - Aged 15+ years	60%	58%	n/a	n/a	n/a	48%	n/a
Family and carer employment rate - All ages	51%	56%	53%	56%	75%	51%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	44%	55%	67%	n/a	71%	n/a
Participant Choice and Control - Aged 25+ years	n/a	57%	65%	61%	72%	78%	n/a
Participant Choice and Control - Aged 15+ years	n/a	54%	63%	62%	71%	76%	n/a

²²⁴ Denominators for each metric are: 'participant employment rate' (n=249), 'participant social and community engagement rate' (n=255), family and carer employment rate' (n=142) and 'participant choice and control' (n=167). Participants who had their first plan approved since 1 July 2016 and have had a fifth SF survey reassessment to date.

Table M.20 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) Short Form (SF) questionnaires reassessment – Northern Territory ²²⁵

Metric by age group	Baseline	R1	R2	R3	R4	R5	R6+	2025-26 Target
Participant employment rate - Aged 15 to 24 years	0%	n/a	n/a	n/a	n/a	n/a	9%	22%
Participant employment rate - Aged 25 to 34 years	12%	17%	8%	19%	8%	n/a	18%	22%
Participant employment rate - Aged 35 to 44 years	16%	12%	10%	9%	18%	n/a	16%	22%
Participant employment rate - Aged 45 to 54 years	13%	11%	8%	16%	11%	n/a	17%	22%
Participant employment rate - Aged 55 to 64 years	14%	13%	16%	17%	13%	n/a	19%	22%
Participant employment rate - Aged 65+ years	15%	13%	n/a	n/a	n/a	n/a	12%	22%
Participant employment rate - Aged 25 to 64 years	14%	14%	10%	15%	13%	10%	17%	22%
Participant employment rate - Aged 15 to 64 years	13%	13%	11%	14%	13%	11%	17%	22%
Participant social and community engagement rate - Aged 15 to 24 years	48%	48%	n/a	n/a	n/a	n/a	56%	43%
Participant social and community engagement rate - Aged 25 to 34 years	52%	59%	51%	50%	64%	n/a	51%	43%
Participant social and community engagement rate - Aged 35 to 44 years	53%	55%	47%	58%	59%	55%	47%	43%
Participant social and community engagement rate - Aged 45 to 54 years	45%	48%	52%	43%	52%	n/a	55%	43%
Participant social and community engagement rate - Aged 55 to 64 years	45%	42%	41%	38%	38%	n/a	45%	43%
Participant social and community engagement rate - Aged 65+ years	38%	39%	n/a	n/a	n/a	n/a	42%	43%
Participant social and community engagement rate - Aged 25+ years	48%	50%	48%	47%	53%	56%	49%	43%
Participant social and community engagement rate - Aged 15+ years	48%	50%	49%	46%	55%	57%	50%	43%
Family and carer employment rate - Aged 0 to 14 years	28%	34%	39%	n/a	n/a	n/a	42%	n/a
Family and carer employment rate - Aged 15+ years	59%	56%	n/a	n/a	n/a	n/a	59%	n/a
Family and carer employment rate - All ages	42%	43%	51%	48%	48%	n/a	50%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	64%	60%	59%	48%	66%	87%	n/a
Participant Choice and Control - Aged 25+ years	n/a	52%	63%	68%	70%	80%	88%	n/a
Participant Choice and Control - Aged 15+ years	n/a	55%	63%	66%	65%	75%	88%	n/a

²²⁵ Denominators for each metric are: 'participant employment rate' (n=335), 'participant social and community engagement rate' (n=337), family and carer employment rate' (n=123) and 'participant choice and control' (n=261). Participants who had their first plan approved since 1 July 2016 and have had at least a sixth SF survey reassessment to date.

Part Three: Participant experience

The tables in Part Three, summarise complaints submitted from the 1 July 2016 until the end of quarter 1, 2025-26. Table M.22 shows the number of complaints in quarter 1, 2025-26 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in quarter 1, 2025-26 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Table M.25 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

Figures reported for participant critical incidents (PCIs) exclude counts of 'withdrawn' or 'miscategorised' PCIs (Tables M.22 and M.24).

Table M.21 Proportion of respondents who responded positively to questions about 'Early Supports' (n = n/a in Prior Quarters, n = n/a in quarter 1, 2025-26), 'Community Connections' (n = 52 in Prior Quarters, n = n/a in quarter 1, 2025-26), 'Apply for NDIS (overall)' (n = 46 in Prior Quarters, n = n/a in quarter 1, 2025-26), 'Plan Approval' (n = 319 in Prior Quarters, n = 56 in quarter 1, 2025-26), 'Plan Implementation' (n = 124 in Prior Quarters, n = n/a in quarter 1, 2025-26) and 'Plan Reassessment' (n = 576 in Prior Quarters, n = 100 in quarter 1, 2025-26) – Northern Territory ^{226 227}

NDIA planning process	Prior Quarters	Quarter 1, 2025-26
Early Supports - Were you treated with respect?	n/a	n/a
Early Supports - Were decisions and outcomes explained to you?	n/a	n/a
Early Supports - Were your questions and concerns acknowledged?	n/a	n/a
Early Supports - How well does your early supports plan meet your child's needs?	n/a	n/a
Community Connections - Was information easy to understand?	84%	n/a
Community Connections - Was communication in your preferred format?	94%	n/a
Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life?	69%	n/a
Community Connections - To what extent were your circumstances and needs considered?	67%	n/a
Community Connections - To what extent were you included in decisions that were made?	77%	n/a
Community Connections - How confident are you in reaching out to community supports and other government services?	62%	n/a
Apply for NDIS (overall) - Were you treated with respect?	100%	n/a
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	74%	n/a
Apply for NDIS (overall) - Was information easy to understand?	79%	n/a
Apply for NDIS (overall) - Was communication in your preferred format?	91%	n/a
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	52%	n/a
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	54%	n/a
Plan Approval - Were you treated with respect?	94%	98%
Plan Approval - Were decisions and outcomes explained to you?	82%	81%
Plan Approval - Were your questions and concerns acknowledged?	83%	80%
Plan Approval - Do you know where to go for more help with using your plan?	84%	87%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	64%	61%

²²⁶ Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards.

²²⁷ Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

NDIA planning process	Prior Quarters	Quarter 1, 2025-26
Plan Approval - How well does your NDIS plan meet your needs?	58%	64%
Plan Implementation - Do you know where to go for more help with using your plan?	86%	n/a
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	64%	n/a
Plan Implementation - To what extent were your circumstances and needs considered?	69%	n/a
Plan Implementation - Did you feel prepared for your plan implementation meeting?	66%	n/a
Plan Implementation - Do you feel confident in using your plan?	65%	n/a
Plan Implementation - Do you feel confident in accessing supports?	67%	n/a
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	87%	89%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	63%	58%
Plan Reassessment - To what extent were your circumstances and needs considered?	66%	62%
Plan Reassessment - To what extent were you included in decisions that were made?	69%	69%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	65%	66%
Plan Reassessment - Do you feel confident in using your plan?	66%	56%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	61%	59%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	73%	71%

Table M.22 Complaints and Participant Critical Incidents (PCIs) by quarter – Northern Territory
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Complaints made by or on behalf of:	Prior Quarters	Quarter 1, 2025-26	Total	Number of unique complainants
Participants: Complaints about Early Connections Partner	<11	0	<11	<11
Participants: Complaints about Local Area Coordination (LAC) Partner	<40	<11	32	30
Participants: Complaints about service providers	<120	<20	136	112
Participants: Complaints about the Agency	1,302	75	1,377	829
Participants: Unclassified	<20	0	<20	<20
Participants: Total	1,470	92	1,562	912
Percentage of the number of active participants	4.7%	5.6%	4.8%	n/a
New Participant Critical Incidents (PCIs)	787	68	855	n/a

²²⁸ Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

²²⁹ Note that 66% of all complainants made only one complaint, 18% made two complaints, and 16% made three or more complaints.

Table M.23 Number and proportion of participant complaints over time, incrementally and cumulatively – Northern Territory

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Sep-22	81	6%	743	5%
Dec-22	56	4%	799	5%
Mar-23	46	3%	845	5%
Jun-23	82	6%	927	5%
Sep-23	55	4%	982	5%
Dec-23	77	5%	1,059	5%
Mar-24	71	5%	1,130	5%
Jun-24	85	6%	1,215	5%
Sep-24	58	4%	1,273	5%
Dec-24	66	4%	1,339	5%
Mar-25	68	4%	1,407	5%
Jun-25	63	4%	1,470	5%
Sep-25	92	6%	1,562	5%

Table M.24 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively – Northern Territory

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Sep-22	17	1%	265	2%
Dec-22	54	4%	319	2%
Mar-23	35	3%	354	2%
Jun-23	41	3%	395	2%
Sep-23	48	3%	443	2%
Dec-23	62	4%	505	2%
Mar-24	42	3%	547	2%
Jun-24	66	4%	613	2%
Sep-24	42	3%	655	2%
Dec-24	30	2%	685	2%
Mar-25	50	3%	735	2%
Jun-25	52	3%	787	3%
Sep-25	68	4%	855	3%

Table M.27 Number and proportion of Administrative Review Tribunal (ART) cases over time, incrementally and cumulatively – Northern Territory

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Sep-22	0	0%	11	0%
Dec-22	0	0%	11	0%
Mar-23	0	0%	11	0%
Jun-23	<11	n/a	12	0%
Sep-23	0	0%	<20	n/a
Dec-23	0	0%	<20	n/a
Mar-24	0	0%	<20	n/a
Jun-24	0	0%	<20	n/a
Sep-24	<11	n/a	13	0%
Dec-24	0	0%	<20	n/a
Mar-25	0	0%	<20	n/a
Jun-25	<11	n/a	21	0%
Sep-25	<11	n/a	<40	n/a

Table M.25 Participant complaints by type. Complaints with a related party who has submitted an access request – Northern Territory ²³⁰

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	11	1%	0	0%	11	1%
Complaints about the Agency - Information unclear	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - NDIA Access	<20	n/a	<11	n/a	17	1%
Complaints about the Agency - NDIA Engagement	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - NDIA Finance	<180	n/a	<11	n/a	184	13%
Complaints about the Agency - NDIA Fraud and Compliance	<10	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Plan	345	26%	25	33%	370	27%
Complaints about the Agency - NDIA Process	<170	n/a	<11	n/a	172	12%
Complaints about the Agency - NDIA Resources	24	2%	0	0%	24	2%
Complaints about the Agency - NDIA Staff	79	6%	12	16%	91	7%
Complaints about the Agency - NDIA Timeliness	345	26%	21	28%	366	27%
Complaints about the Agency - Participation, engagement and inclusion	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - Provider Portal	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - Quality & Safeguards Commission	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - Reasonable and necessary supports	13	1%	0	0%	13	1%
Complaints about the Agency - Staff conduct - Agency	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - The way the NDIA carried out its decision making	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - Timeliness	37	3%	0	0%	37	3%
Complaints about the Agency - Other	61	5%	0	0%	61	4%
Complaints about the Agency - Total	1,302	100%	75	100%	1,377	100%
Complaints about Early Connections Partner - Early Connections Engagement	0	0%	0	0%	0	0%

²³⁰ It is possible to record multiple related parties as the source of a complaint, and in some cases, both participants and providers or other parties are linked to a single complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Plan	0	0%	0	0	0	0%
Complaints about Early Connections Partner - Early Connections Process	0	0%	0	0	0	0%
Complaints about Early Connections Partner - Early Connections Resources	0	0%	0	0	0	0%
Complaints about Early Connections Partner - Early Connections Staff	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Timeliness	0	0%	0	0	0	0%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Total	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	<20	n/a	<11	n/a	20	63%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - Total	<40	n/a	<11	n/a	32	100%
Complaints about service providers - Provider Costs	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Provider Finance	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Provider Fraud and Compliance	<20	n/a	<11	n/a	22	16%
Complaints about service providers - Provider Process	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Provider Service	<40	n/a	<11	n/a	38	28%
Complaints about service providers - Provider Staff	<40	n/a	<11	n/a	37	27%
Complaints about service providers - Service Delivery	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Staff Conduct	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Supports being provided	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Other	16	13%	0	0%	16	12%
Complaints about service providers - Total	120	100%	16	100%	136	100%
Unclassified	16	n/a	0	n/a	16	n/a
Participants total	1,470	n/a	92	n/a	1,562	n/a

Table M.26 Administrative Review Tribunal (ART) Cases by category as at 30 September 2025 – Northern Territory

Category	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Access	<11	n/a	<11	n/a	<11	n/a
Planning	<20	n/a	<11	n/a	23	74%
Compensation	0	0%	0	0%	0	0%
Jurisdiction	0	0%	0	0%	0	0%
Extension of Time	0	0%	0	0%	0	0%
Other	<11	n/a	0	0%	<11	n/a
Total cases	<30	n/a	<11	n/a	31	100%
Percentage of the number of active participants	0.1%	n/a	0.6%	n/a	0.1%	n/a

Table M.28 Administrative Review Tribunal (ART) cases by open/closed and decision – Northern Territory ²³¹

ART cases by open/closed and decision	Number of cases	Number of unique active participants
ART Cases	31	28
Open ART Cases	12	12
Closed ART Cases	19	17
Resolved before hearing	<20	<20
Gone to hearing and received a substantive decision	<11	<11

Table M.29 Administrative Review Tribunal (ART) Supports in dispute – Northern Territory ²³²
²³³ ²³⁴

Type of support	Prior Quarters	Quarter 1, 2025-26	Total
Plan Management Decision	0	0	0
Core (excluding Consumables and Transport)	<11	<11	<11
Capacity Building	<11	<11	<11
General Support	<11	<11	<11
Assistive Technology	0	<11	<11
Specialist Disability Accommodation	0	0	0
Home Modifications	0	0	0
Supported Independent Living	<11	<11	<11
Everyday Living Costs	0	0	0
Transport	<11	<11	<11
Other	0	0	0
Total number of unique participants counted across disputed supports	<11	<11	<11
Total number of instances of participants counted across disputed supports	<11	11	<30

²³¹ The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.

²³² It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceed the total in each period.

²³³ Data is reported with one month lag; therefore results for last month of the current quarter are not included.

²³⁴ Supports in dispute data is only available for 2022-23 Q3 onwards.

Table M.30 Closed Administrative Review Tribunal (ART) cases by outcome – Northern Territory

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 1, 2025-26 - Count	Quarter 1, 2025-26 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	<11	n/a	0	n/a	<11	n/a
Decided by Tribunal - Affirmed	<11	n/a	0	n/a	<11	n/a
Decided by Tribunal - Varied	<11	n/a	0	n/a	<11	n/a
Decided by Tribunal - Set Aside	0	n/a	0	n/a	0	n/a
Not Decided by Tribunal - Total	<20	n/a	<11	n/a	17	89%
Not Decided by Tribunal - Resolved by consent	<11	n/a	0	n/a	<11	n/a
Not Decided by Tribunal - Withdrawn	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - No jurisdiction	0	n/a	0	n/a	0	n/a
Not Decided by Tribunal - Extension of Time Declined	0	n/a	0	n/a	0	n/a
Not Decided by Tribunal - Extension of Time Not opposed	0	n/a	0	n/a	0	n/a
Not Decided by Tribunal - Dismissed	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - Other	0	n/a	0	n/a	0	n/a
Total	<20	n/a	<11	n/a	19	100%

Part Four: Providers and the growing market

Part Four has been updated to focus on active provider counts and payments made to these providers across varying registration status and funds management types.

‘Active providers’ refers to those who have received payment in the quarter for supporting NDIS participants (Table M.31). The count of active providers excludes providers with a missing Australian Business Number (ABN).

Plan management fees, which are payments from NDIA-managed funding, are reclassified as plan-managed funding payments for the purpose of counting providers. Therefore, the count of NDIA-managed providers excludes providers that only received plan management fees and no other NDIA-managed funding payments (Table M.32).

From 14 October 2024, it is mandatory for participants with self-managed funding payments to include the Australian Business Number (ABN) of the associated provider or provide a reason why it isn’t available. Prior to this date, providing the Australian Business Number (ABN) was voluntary; therefore, the count of providers for self-managed participants before this date should only be used as a reference (Table M.31).

Total active provider payments are on a cash and in-kind basis. In-kind payments are included in the total NDIA-managed payments to registered providers (Table M.32).

Table M.31 Number of active providers in quarter 1, 2025-26 by registration status and funds management type – Northern Territory ²³⁵

Funds management type	Registered	Unregistered	Total providers
NDIA-managed	285	0	285
Plan-managed	724	1,367	2,071
Self-managed	168	517	680
All funds management types	827	1,692	2,498

Table M.32 Total active provider payments in quarter 1, 2025-26 by registration status and funds management type (\$m) – Northern Territory ^{236 237}

Funds management type	Registered	Unregistered	All registration statuses
NDIA-managed	79	0	79
Plan-managed	80	27	107
Self-managed	2	2	4
All funds management types	161	29	190

²³⁵ Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.

²³⁶ A small number of providers have a missing Australian Business Number (ABN). Payments associated with these providers are not shown separately but are included in the "All registration statuses".

²³⁷ Registration status is determined as at the posting date of payment.

Part Five: Financial sustainability

Average annualised committed supports (Tables M.33 to M.37) are derived from the total annualised committed supports in the current plans of active participants as at 30 September 2025. Average payments (Tables M.35 to M.37) are calculated as the sum of the payments in the 12-month period to 30 September 2025, divided by the average number of participants who are active per working day in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Total annualised committed supports are those in the current plans of active participants as at 30 September 2025. 'Total payments' refers to those paid over the 12 months to 30 September 2025 (Tables M.38 to M.40).

Table M.33 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter) – Northern Territory

Average annualised committed support band	As at quarter 4, 2024-25 distribution of participants	As at quarter 1, 2025-26 distribution of participants
\$0-\$5,000	0.7%	0.7%
\$5,001-\$10,000	2.5%	2.4%
\$10,001-\$15,000	5.0%	4.9%
\$15,001-\$20,000	7.6%	7.6%
\$20,001-\$25,000	11.7%	11.2%
\$25,001-\$30,000	6.3%	6.3%
\$30,001-\$50,000	18.6%	18.2%
\$50,001-\$100,000	18.2%	18.5%
\$100,001-\$150,000	7.6%	7.8%
\$150,001-\$200,000	4.3%	4.6%
\$200,001-\$250,000	2.6%	2.6%
\$250,001+	14.8%	15.3%

Table M.34 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter, excluding participants with Supported Independent Living (SIL) supports) – Northern Territory

Average annualised committed support band	As at quarter 4, 2024-25 distribution of participants	As at quarter 1, 2025-26 distribution of participants
\$0-\$5,000	0.8%	0.8%
\$5,001-\$10,000	2.8%	2.6%
\$10,001-\$15,000	5.5%	5.4%
\$15,001-\$20,000	8.4%	8.4%
\$20,001-\$25,000	12.9%	12.4%
\$25,001-\$30,000	7.0%	6.9%
\$30,001-\$50,000	20.5%	20.1%
\$50,001-\$100,000	20.1%	20.4%
\$100,001-\$150,000	8.5%	8.6%
\$150,001-\$200,000	4.7%	5.1%
\$200,001-\$250,000	2.8%	2.8%
\$250,001+	5.9%	6.6%

Table M.35 Average annualised committed supports as at 30 September 2025 and average payments for the year ending 30 September 2025 by age group and participants' Supported Independent Living (SIL) status as at 30 September 2025 – Northern Territory

Age group	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
0 to 8	\$25,800	\$32,700	n/a	n/a	\$25,800	\$32,700
9 to 14	\$37,100	\$42,100	n/a	n/a	\$37,100	\$42,100
15 to 18	\$51,700	\$69,000	n/a	n/a	\$49,400	\$65,900
19 to 24	\$141,400	\$200,400	\$567,000	\$726,400	\$68,400	\$118,400
25 to 34	\$180,500	\$225,900	\$613,000	\$682,200	\$75,600	\$121,400
35 to 44	\$189,200	\$236,300	\$609,300	\$663,700	\$88,200	\$133,300
45 to 54	\$198,200	\$248,100	\$590,000	\$667,200	\$98,600	\$143,100
55 to 64	\$228,400	\$276,900	\$579,900	\$640,500	\$114,700	\$162,800
65+	\$240,100	\$266,700	\$674,500	\$695,200	\$115,200	\$147,600
All	\$110,200	\$137,900	\$596,600	\$670,100	\$58,300	\$82,600

Table M.36 Average annualised committed supports as at 30 September 2025 and average payments for the year ending 30 September 2025 by primary disability group and participants' Supported Independent Living (SIL) status – Northern Territory

Primary disability group	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
Acquired brain injury	\$267,400	\$317,600	\$655,300	\$724,700	\$107,900	\$154,700
Autism	\$53,000	\$60,200	\$654,500	\$718,200	\$39,300	\$46,800
Cerebral palsy	\$306,200	\$340,500	\$706,500	\$782,400	\$124,800	\$149,800
Developmental delay	\$19,300	\$27,700	\$0	\$0	\$19,300	\$27,700
Global developmental delay	\$24,600	\$35,900	\$0	\$0	\$24,600	\$35,900
Hearing impairment	\$21,200	\$37,700	n/a	n/a	\$20,200	\$35,200
Intellectual disability	\$122,100	\$160,400	\$505,000	\$623,300	\$58,200	\$86,800
Multiple sclerosis	\$105,200	\$145,700	n/a	n/a	n/a	n/a
Psychosocial disability	\$148,500	\$192,600	\$551,600	\$594,100	\$77,100	\$119,300
Spinal cord injury	\$325,600	\$359,600	\$880,800	\$845,600	\$167,400	\$221,700
Stroke	\$262,000	\$312,100	\$604,900	\$656,100	\$152,600	\$209,300
Visual impairment	\$102,200	\$136,100	n/a	n/a	\$83,500	\$113,900
Other neurological	\$195,700	\$244,900	\$649,000	\$709,400	\$108,500	\$156,800
Other physical	\$101,100	\$166,800	n/a	n/a	\$85,300	\$143,800
Other sensory/speech	\$27,100	\$38,300	\$0	\$0	\$27,100	\$38,300
Other	\$162,000	\$207,700	\$580,600	\$641,000	\$95,800	\$149,700
Down Syndrome	\$161,600	\$181,300	n/a	n/a	\$103,200	\$127,200
All	\$110,200	\$137,900	\$596,600	\$670,100	\$58,300	\$82,600

Table M.37 Average annualised committed supports as at 30 September 2025 and average payments for the year ending 30 September 2025 by reported level of function and participants' Supported Independent Living (SIL) status – Northern Territory

Reported level of function	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
1	\$23,100	\$30,800	n/a	n/a	\$22,200	\$28,500
2	n/a	n/a	\$0	\$0	n/a	n/a
3	\$45,000	\$61,500	n/a	n/a	\$35,100	\$46,400
4	\$46,100	\$69,100	n/a	n/a	\$37,600	\$58,700
5	\$53,100	\$75,200	n/a	n/a	\$43,400	\$59,600
6	\$44,900	\$66,500	\$412,700	\$487,900	\$35,200	\$55,800
7	\$82,900	\$106,800	\$529,700	\$616,400	\$53,000	\$71,000
8	\$140,100	\$185,500	\$569,100	\$645,900	\$73,200	\$115,500
9	\$242,300	\$258,600	n/a	n/a	\$127,300	\$156,100
10	\$202,100	\$254,700	\$545,300	\$620,100	\$109,000	\$152,500
11	\$160,200	\$181,200	\$594,500	\$622,300	\$80,900	\$102,500
12	\$331,400	\$397,200	\$660,700	\$723,800	\$156,800	\$231,400
13	\$130,100	\$146,300	\$640,700	\$742,100	\$79,200	\$89,800
14	\$517,000	\$582,200	\$704,300	\$785,900	\$290,200	\$331,500
15	n/a	n/a	n/a	n/a	n/a	n/a
All	\$110,200	\$137,900	\$596,600	\$670,100	\$58,300	\$82,600

Table M.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 30 September 2025 (\$m) – Northern Territory ²³⁸

Support Category	Total payments for the year ending 30 September 2025	Total annualised committed supports at 30 September 2025
Core: Daily Activities	287.2	307.0
Core: Consumables	1.9	2.1
Core: Social and Civic	51.5	69.5
Core: Transport	0.4	1.3
Capacity Building: Choice and Control	0.9	0.9
Capacity Building: Daily Activities	6.6	10.0
Capacity Building: Employment	0.3	0.7
Capacity Building: Health and Wellbeing	0.0	0.0
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	7.2	10.4
Capacity Building: Social and Civic	0.2	0.4
Capacity Building: Support Coordination	6.0	7.0
Capital: Assistive Technology	1.9	3.8
Capital: Home Modifications	4.1	5.7
All	368.2	418.8

²³⁸ Total payments for home modifications were \$4.1 million. Of which, \$4.0 million (98.4%) has been paid for specialised disability accommodation (SDA) supports, and \$0.1 million (1.6%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$5.7 million. Of which, \$5.6 million (97.8%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.1 million (2.2%) has been allocated for non-SDA supports.

Table M.39 Total annualised committed supports and total payments (participants not in Supported Independent Living (SIL)) by support category as at 30 September 2025 (\$m) – Northern Territory ²³⁹

Support Category	Total payments for the year ending 30 September 2025	Total annualised committed supports at 30 September 2025
Core: Daily Activities	158.5	192.0
Core: Consumables	3.6	7.0
Core: Social and Civic	75.2	103.9
Core: Transport	7.3	3.8
Capacity Building: Choice and Control	7.3	8.8
Capacity Building: Daily Activities	46.0	100.2
Capacity Building: Employment	1.5	5.7
Capacity Building: Health and Wellbeing	0.0	0.2
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	7.3	15.6
Capacity Building: Social and Civic	4.8	13.1
Capacity Building: Support Coordination	18.9	31.2
Capital: Assistive Technology	5.5	13.1
Capital: Home Modifications	1.4	3.0
All	337.2	497.7

Table M.40 Payments by financial year in which support was provided, compared to committed supports – Northern Territory ²⁴⁰

Financial year	Total Committed (\$m)	Total Paid (\$m)	Percentage utilised to date
2013-14	0.1	0.0	46%
2014-15	2.0	1.7	83%
2015-16	5.7	4.2	73%
2016-17	20.2	11.7	58%
2017-18	99.5	66.4	67%
2018-19	199.8	135.5	68%
2019-20	386.4	263.5	68%
2020-21	509.1	371.4	73%
2021-22	539.8	416.8	77%
2022-23	690.6	526.0	76%
2023-24	809.5	622.9	77%
2024-25	910.6	682.1	75%
2025-26 to date (Experience still emerging)	242.8	152.1	63%

²³⁹ Total payments for home modifications were \$1.4 million. Of which, \$1.0 million (69.4%) has been paid for specialised disability accommodation (SDA) supports, and \$0.4 million (30.6%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$3.0 million. Of which, \$1.5 million (49%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.5 million (51%) has been allocated for non-SDA supports.

²⁴⁰ The utilisation rate for 2025-26 to date will likely increase due to a lag between when support is provided and when it is paid for.

Table M.41 Percentage change in plan budgets for active participants per quarter – Northern Territory ²⁴¹

Inflation type	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25
Intraplan Inflation	8.4%	6.8%	7.2%	7.8%	9.0%	7.4%	8.2%	4.8%	5.3%
Interplan Inflation	7.7%	7.6%	4.6%	0.3%	3.9%	6.2%	4.7%	6.6%	6.0%
Total Inflation	16.1%	14.4%	11.7%	8.1%	12.9%	13.6%	12.9%	11.4%	11.3%

²⁴¹ The Annual Pricing Review saw price limit increases from 1 July 2025. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2025.

Supplement N:

Comparison of key metrics by State/Territory



Comparison of key metrics by state and territory is available under Appendix D.

Supplement O:

Participants by service district and support type, and committed supports and payments by service district, and participation rates by gender, age group and service district

Tables O.1:

Core supports enable participants to complete activities of daily living. Participant budgets often have a lot of flexibility to choose specific supports with their core support budgets but cannot reallocate this funding for other support purposes (i.e. capital or capacity building supports).

Capacity building supports enable participants to build their independence and skills. Participant budgets are allocated at a support category level and must be used to achieve the goals set out in the participant’s plan.

Capital supports are investments, such as assistive technologies – equipment, home or vehicle modifications, or for Specialist Disability Accommodation (SDA). Participant budgets for this support purpose are restricted to specific items identified in the participant’s plan.

Tables O.1, O.2 and O.3:

Service districts are defined by the current address the participant resides in. ‘Other’ includes participants where the service district information is missing.

Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

Tables O.2 and O.3:

Average annualised committed supports are derived from the total annualised committed supports in the current plans of active participants as at 30 September 2025.

Average payments are calculated as the sum of the payments in the 12-month period to 30 September 2025, divided by the average number of participants who are active per working day in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group

Tables O.4, O.5 and O.6:

Participation rate refers to the proportion of general population that are NDIS participants.

A small portion (<0.1%) of NDIS participants do not reside in the service districts shown in the tables. Participation rates for this cohort are not provided due to the absence of a corresponding population figure.

Since the June 2025 report, more recent estimates of the resident Australian population are being used, but this does not have a material impact on the participation rates

Table O.1 Active participants by service district and support type included in plan as at 30 September 2025

Service district	Core supports (Count)	Core supports (Percentage)	Capacity Building supports (Count)	Capacity Building supports (Percentage)	Capital supports (Count)	Capital supports (Percentage)	Total active participants
NSW	182,600	83%	218,803	99%	38,412	17%	221,320
NSW - Hunter New England	29,529	82%	35,541	98%	6,279	17%	36,137
NSW - Central Coast	10,367	81%	12,658	99%	2,029	16%	12,767
NSW - Far West	880	87%	1,001	99%	<190	n/a	1,007
NSW - Illawarra Shoalhaven	10,994	86%	12,630	99%	2,514	20%	12,816
NSW - Mid North Coast	8,014	87%	9,148	99%	1,419	15%	9,206
NSW - Murrumbidgee	8,880	92%	9,620	100%	1,840	19%	9,651
NSW - Nepean Blue Mountains	10,369	78%	13,148	99%	2,096	16%	13,335
NSW - North Sydney	11,755	80%	14,415	99%	2,823	19%	14,604
NSW - Northern NSW	10,094	93%	10,744	99%	1,780	16%	10,799
NSW - South Eastern Sydney	12,872	86%	14,915	99%	2,634	18%	15,031
NSW - South Western Sydney	28,041	79%	35,078	99%	5,866	17%	35,472
NSW - Southern NSW	5,179	85%	5,977	99%	1,058	17%	6,060
NSW - Sydney	7,512	89%	8,380	99%	1,502	18%	8,468
NSW - Western NSW	7,499	85%	8,753	99%	1,769	20%	8,825
NSW - Western Sydney	20,572	76%	26,749	99%	4,611	17%	27,096
NSW - Other	43	93%	46	100%	<11	n/a	46
VIC	191,360	94%	201,169	99%	31,612	16%	202,704
VIC - Barwon	12,459	93%	13,246	99%	2,176	16%	13,381
VIC - Central Highlands	7,459	91%	8,069	99%	1,331	16%	8,152
VIC - Loddon	9,938	94%	10,494	99%	1,468	14%	10,571
VIC - North East Melbourne	18,089	94%	19,131	99%	3,156	16%	19,320
VIC - Inner Gippsland	7,293	95%	7,594	99%	1,215	16%	7,654
VIC - Ovens Murray	4,528	91%	4,927	99%	840	17%	4,967
VIC - Western District	4,895	94%	5,159	99%	944	18%	5,203
VIC - Inner East Melbourne	12,417	94%	13,121	99%	2,498	19%	13,273
VIC - Outer East Melbourne	13,319	95%	13,916	99%	2,297	16%	14,034
VIC - Hume Moreland	13,562	96%	14,080	99%	1,971	14%	14,188
VIC - Bayside Peninsula	23,642	96%	24,478	99%	4,055	16%	24,622
VIC - Southern Melbourne	18,765	95%	19,565	99%	3,195	16%	19,696
VIC - Brimbank Melton	13,354	95%	14,051	99%	1,732	12%	14,125
VIC - Western Melbourne	19,247	95%	20,167	99%	2,612	13%	20,297
VIC - Goulburn	5,946	92%	6,410	100%	1,015	16%	6,438
VIC - Mallee	3,365	95%	3,520	100%	561	16%	3,529
VIC - Outer Gippsland	3,064	95%	3,222	100%	<550	n/a	3,235
VIC - Other	18	95%	19	100%	<11	n/a	19
QLD	151,780	94%	160,932	100%	27,451	17%	161,575
QLD - Bundaberg	<3,880	n/a	4,103	99%	<820	n/a	4,131
QLD - Ipswich	12,456	93%	13,288	100%	2,142	16%	13,332
QLD - Mackay	4,486	93%	4,775	99%	929	19%	4,799
QLD - Toowoomba	8,924	95%	9,377	100%	1,820	19%	9,414

Service district	Core supports (Count)	Core supports (Percentage)	Capacity Building supports (Count)	Capacity Building supports (Percentage)	Capital supports (Count)	Capital supports (Percentage)	Total active participants
QLD - Townsville	8,496	94%	9,003	100%	1,627	18%	9,037
QLD - Rockhampton	7,848	90%	8,665	99%	1,349	15%	8,726
QLD - Beenleigh	18,168	94%	19,197	100%	2,939	15%	19,244
QLD - Brisbane	27,863	94%	29,360	100%	4,980	17%	29,490
QLD - Cairns	7,473	95%	7,799	100%	1,514	19%	7,833
QLD - Maryborough	5,722	93%	6,100	100%	1,112	18%	6,127
QLD - Robina	15,708	95%	16,513	99%	2,680	16%	16,597
QLD - Caboolture/Strathpine	17,112	92%	18,570	100%	2,933	16%	18,613
QLD - Maroochydore	13,641	96%	14,170	100%	2,609	18%	14,220
QLD - Other	<11	n/a	12	100%	<11	n/a	12
WA	59,473	89%	65,919	99%	14,032	21%	66,569
WA - North East Metro	8,577	88%	9,618	99%	2,214	23%	9,716
WA - Wheat Belt	1,379	89%	1,550	99%	341	22%	1,558
WA - South Metro	9,692	87%	10,968	99%	2,200	20%	11,088
WA - Central South Metro	7,482	90%	8,219	99%	1,700	20%	8,326
WA - South West	4,773	91%	5,205	99%	1,030	20%	5,271
WA - Goldfields-Esperance	947	85%	1,112	100%	192	17%	1,115
WA - North Metro	8,330	89%	9,273	99%	1,956	21%	9,353
WA - Kimberley-Pilbara	1,765	87%	2,028	100%	387	19%	2,030
WA - South East Metro	6,895	93%	7,379	99%	1,836	25%	7,446
WA - Central North Metro	6,701	92%	7,248	99%	1,571	21%	7,315
WA - Great Southern	1,391	90%	1,533	99%	310	20%	1,554
WA - Midwest-Gascoyne	1,451	85%	1,689	99%	282	17%	1,699
WA - Other	90	92%	97	99%	13	13%	98
SA	59,261	93%	63,634	99%	11,023	17%	64,046
SA - Adelaide Hills	2,474	91%	2,676	99%	375	14%	2,711
SA - Barossa, Light and Low North	3,012	91%	3,307	100%	448	13%	3,323
SA - Eastern Adelaide	4,819	91%	5,273	100%	967	18%	5,296
SA - Eyre and Western	1,748	92%	1,874	99%	339	18%	1,892
SA - Far North (SA)	626	94%	662	99%	<110	n/a	668
SA - Fleurieu and Kangaroo Island	1,805	93%	1,932	99%	361	19%	1,944
SA - Limestone Coast	1,947	93%	2,068	99%	377	18%	2,089
SA - Murray and Mallee	2,420	92%	2,586	99%	449	17%	2,623
SA - Northern Adelaide	19,970	92%	21,454	99%	3,693	17%	21,612
SA - Southern Adelaide	13,098	94%	13,955	100%	2,448	17%	14,004
SA - Western Adelaide	5,090	93%	5,444	100%	1,025	19%	5,470
SA - Yorke and Mid North	2,206	93%	2,355	100%	428	18%	2,365
SA - Other	46	94%	48	98%	<11	n/a	49
TAS	15,002	92%	15,979	98%	2,932	18%	16,223
TAS - North	4,349	94%	4,582	99%	885	19%	4,617
TAS - North West	<3,240	n/a	<3,490	n/a	680	19%	<3,540
TAS - South East	3,351	90%	3,638	98%	653	18%	3,715
TAS - South West	4,061	93%	4,269	98%	714	16%	4,351
TAS - Other	<11	n/a	<11	n/a	0	0%	<11

Service district	Core supports (Count)	Core supports (Percentage)	Capacity Building supports (Count)	Capacity Building supports (Percentage)	Capital supports (Count)	Capital supports (Percentage)	Total active participants
ACT	10,833	88%	12,135	99%	1,968	16%	12,260
ACT	<10,840	n/a	<12,140	n/a	<1,970	n/a	<12,260
ACT - Other	<11	n/a	<11	n/a	<11	n/a	<11
NT	6,307	95%	6,629	100%	1,217	18%	6,647
NT - Barkly	142	86%	165	100%	43	26%	165
NT - Central Australia	1,057	95%	1,112	100%	249	22%	1,113
NT - Darwin Remote	593	97%	609	100%	89	15%	609
NT - Darwin Urban	3,603	95%	3,795	100%	644	17%	3,810
NT - East Arnhem	268	99%	272	100%	52	19%	272
NT - Katherine	385	94%	408	100%	99	24%	409
NT - Other	259	96%	268	100%	41	15%	269
OT	78	95%	82	100%	13	16%	82
Missing	13	65%	18	90%	<11	n/a	20
Total	676,707	90%	745,300	99%	128,661	17%	751,446

Table O.2 Average annualised committed supports, median annualised committed supports, average payments, median payments and active participants by service district as at 30 September 2025

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
NSW	\$85,200	\$31,600	\$68,800	\$21,200	221,320
NSW - Hunter New England	\$84,400	\$31,500	\$65,700	\$19,300	36,137
NSW - Central Coast	\$77,600	\$28,400	\$62,500	\$18,600	12,767
NSW - Far West	\$97,600	\$44,500	\$63,300	\$19,500	1,007
NSW - Illawarra Shoalhaven	\$89,600	\$38,700	\$71,000	\$24,100	12,816
NSW - Mid North Coast	\$79,700	\$28,200	\$61,300	\$17,000	9,206
NSW - Murrumbidgee	\$80,600	\$31,700	\$59,200	\$17,600	9,651
NSW - Nepean Blue Mountains	\$80,600	\$27,100	\$65,900	\$18,200	13,335
NSW - North Sydney	\$92,300	\$30,700	\$76,200	\$21,000	14,604
NSW - Northern NSW	\$85,100	\$37,500	\$65,500	\$21,400	10,799
NSW - South Eastern Sydney	\$89,100	\$32,200	\$73,800	\$21,700	15,031
NSW - South Western Sydney	\$84,700	\$30,800	\$73,400	\$23,800	35,472
NSW - Southern NSW	\$71,200	\$29,400	\$51,700	\$17,200	6,060
NSW - Sydney	\$90,900	\$43,600	\$73,700	\$25,700	8,468
NSW - Western NSW	\$91,300	\$36,700	\$65,800	\$18,500	8,825
NSW - Western Sydney	\$86,900	\$28,500	\$74,100	\$22,000	27,096
NSW - Other	\$107,800	\$57,400	\$67,700	\$11,600	46
VIC	\$77,900	\$30,900	\$61,100	\$18,000	202,704
VIC - Barwon	\$80,700	\$35,700	\$61,000	\$18,400	13,381
VIC - Central Highlands	\$79,600	\$30,200	\$60,000	\$15,100	8,152
VIC - Loddon	\$67,800	\$26,200	\$49,000	\$13,200	10,571
VIC - North East Melbourne	\$82,200	\$30,500	\$66,700	\$17,500	19,320
VIC - Inner Gippsland	\$72,400	\$33,200	\$55,400	\$17,800	7,654
VIC - Ovens Murray	\$71,100	\$30,900	\$51,400	\$15,900	4,967
VIC - Western District	\$76,500	\$33,300	\$56,300	\$17,200	5,203
VIC - Inner East Melbourne	\$88,400	\$34,300	\$70,900	\$19,400	13,273
VIC - Outer East Melbourne	\$77,100	\$31,300	\$59,400	\$17,800	14,034
VIC - Hume Moreland	\$74,400	\$29,100	\$61,300	\$18,400	14,188

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
VIC - Bayside Peninsula	\$81,500	\$35,600	\$64,400	\$19,200	24,622
VIC - Southern Melbourne	\$81,300	\$30,700	\$66,200	\$19,300	19,696
VIC - Brimbank Melton	\$75,300	\$26,300	\$60,200	\$16,400	14,125
VIC - Western Melbourne	\$74,200	\$28,000	\$58,900	\$16,600	20,297
VIC - Goulburn	\$69,800	\$27,500	\$52,400	\$14,300	6,438
VIC - Mallee	\$71,200	\$29,300	\$51,000	\$15,600	3,529
VIC - Outer Gippsland	\$79,400	\$39,000	\$59,400	\$18,900	3,235
VIC - Other	n/a	n/a	n/a	n/a	19
QLD	\$86,500	\$32,500	\$65,500	\$17,300	161,575
QLD - Bundaberg	\$87,900	\$37,500	\$65,100	\$17,600	4,131
QLD - Ipswich	\$83,900	\$32,400	\$63,300	\$16,900	13,332
QLD - Mackay	\$79,300	\$26,700	\$56,300	\$12,300	4,799
QLD - Toowoomba	\$95,500	\$37,800	\$71,500	\$17,800	9,414
QLD - Townsville	\$87,500	\$30,100	\$64,800	\$14,300	9,037
QLD - Rockhampton	\$73,300	\$27,400	\$51,100	\$12,300	8,726
QLD - Beenleigh	\$83,200	\$27,500	\$64,800	\$15,500	19,244
QLD - Brisbane	\$87,900	\$33,900	\$66,800	\$17,600	29,490
QLD - Cairns	\$99,900	\$41,300	\$74,300	\$19,700	7,833
QLD - Maryborough	\$86,800	\$39,000	\$65,300	\$18,600	6,127
QLD - Robina	\$88,000	\$33,600	\$69,800	\$18,600	16,597
QLD - Caboolture/Strathpine	\$82,100	\$28,400	\$62,700	\$15,300	18,613
QLD - Maroochydore	\$90,300	\$38,700	\$68,500	\$20,000	14,220
QLD - Other	n/a	n/a	n/a	n/a	12
WA	\$90,100	\$37,100	\$66,700	\$19,900	66,569
WA - North East Metro	\$94,800	\$37,100	\$72,000	\$19,900	9,716
WA - Wheat Belt	\$68,200	\$38,900	\$39,300	\$14,200	1,558
WA - South Metro	\$79,400	\$31,100	\$59,400	\$17,200	11,088
WA - Central South Metro	\$86,600	\$35,400	\$64,300	\$18,600	8,326
WA - South West	\$80,000	\$36,400	\$56,100	\$17,000	5,271
WA - Goldfields-Esperance	\$109,200	\$40,700	\$74,000	\$18,000	1,115
WA - North Metro	\$81,900	\$32,700	\$61,000	\$17,400	9,353
WA - Kimberley-Pilbara	\$113,400	\$49,200	\$79,300	\$22,700	2,030
WA - South East Metro	\$106,200	\$42,800	\$81,800	\$23,100	7,446
WA - Central North Metro	\$102,100	\$44,000	\$78,600	\$23,700	7,315
WA - Great Southern	\$82,700	\$35,600	\$54,300	\$15,100	1,554
WA - Midwest-Gascoyne	\$90,200	\$40,300	\$57,300	\$19,300	1,699
WA - Other	\$84,400	\$51,200	\$47,300	\$17,500	98
SA	\$85,500	\$31,100	\$65,100	\$16,700	64,046
SA - Adelaide Hills	\$65,000	\$24,000	\$49,000	\$12,300	2,711
SA - Barossa, Light and Lower North	\$61,400	\$23,800	\$44,600	\$12,200	3,323
SA - Eastern Adelaide	\$98,700	\$35,200	\$77,500	\$17,900	5,296
SA - Eyre and Western	\$87,800	\$43,600	\$55,300	\$18,800	1,892
SA - Far North (SA)	\$88,500	\$43,900	\$57,300	\$11,800	668
SA - Fleurieu and Kangaroo Island	\$82,300	\$34,400	\$58,500	\$15,800	1,944
SA - Limestone Coast	\$83,800	\$27,200	\$57,600	\$11,700	2,089
SA - Murray and Mallee	\$76,000	\$31,600	\$52,800	\$14,100	2,623
SA - Northern Adelaide	\$87,700	\$29,800	\$68,800	\$16,700	21,612
SA - Southern Adelaide	\$89,500	\$32,400	\$69,400	\$17,300	14,004
SA - Western Adelaide	\$89,300	\$34,600	\$69,800	\$18,400	5,470
SA - Yorke and Mid North	\$72,600	\$31,600	\$50,100	\$14,600	2,365
SA - Other	\$94,000	\$47,800	\$50,000	\$9,300	49

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
TAS	\$96,000	\$38,300	\$73,400	\$20,000	16,223
TAS - North	\$93,400	\$39,000	\$70,700	\$19,400	4,617
TAS - North West	n/a	n/a	n/a	n/a	<3,540
TAS - South East	\$84,900	\$32,600	\$62,500	\$16,500	3,715
TAS - South West	\$103,600	\$41,700	\$80,800	\$22,100	4,351
TAS - Other	n/a	n/a	n/a	n/a	<11
ACT	\$75,700	\$26,100	\$58,500	\$14,600	12,260
ACT	n/a	n/a	n/a	n/a	<12,260
ACT - Other	n/a	n/a	n/a	n/a	<11
NT	\$137,900	\$47,700	\$110,200	\$30,700	6,647
NT - Barkly	\$127,800	\$44,900	\$113,000	\$23,700	165
NT - Central Australia	\$217,600	\$78,900	\$177,400	\$42,500	1,113
NT - Darwin Remote	\$92,800	\$59,700	\$50,300	\$31,000	609
NT - Darwin Urban	\$122,000	\$35,700	\$101,300	\$26,700	3,810
NT - East Arnhem	\$126,800	\$77,300	\$68,700	\$31,700	272
NT - Katherine	\$163,200	\$50,700	\$145,100	\$32,700	409
NT - Other	\$114,200	\$44,100	\$81,700	\$23,100	269
OT	\$114,300	\$72,900	\$62,400	\$28,500	82
Missing	n/a	n/a	n/a	n/a	20
Total	\$84,500	\$32,200	\$65,800	\$19,100	751,446

Table O.3 Average annualised committed supports, median annualised committed supports, average payments, median payments and active participants not in SIL by service district as at 30 September 2025

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
NSW	\$63,200	\$28,500	\$47,500	\$19,400	209,122
NSW - Hunter New England	\$60,800	\$28,100	\$42,900	\$17,600	34,010
NSW - Central Coast	\$57,000	\$25,700	\$42,000	\$17,000	12,107
NSW - Far West	\$79,200	\$42,400	\$46,500	\$18,300	971
NSW - Illawarra Shoalhaven	\$66,300	\$34,600	\$48,500	\$21,800	12,057
NSW - Mid North Coast	\$64,100	\$26,300	\$46,200	\$16,100	8,853
NSW - Murrumbidgee	\$61,300	\$28,800	\$40,100	\$16,300	9,154
NSW - Nepean Blue Mountains	\$58,200	\$24,900	\$43,000	\$16,400	12,583
NSW - North Sydney	\$63,900	\$26,600	\$48,100	\$18,500	13,536
NSW - Northern NSW	\$68,000	\$34,800	\$49,100	\$19,900	10,333
NSW - South Eastern Sydney	\$67,100	\$29,300	\$52,600	\$19,800	14,203
NSW - South Western Sydney	\$64,700	\$27,900	\$54,200	\$21,900	33,763
NSW - Southern NSW	\$56,100	\$27,100	\$37,600	\$15,900	5,800
NSW - Sydney	\$72,000	\$39,600	\$55,600	\$23,100	8,026
NSW - Western NSW	\$64,400	\$31,900	\$41,300	\$16,400	8,172
NSW - Western Sydney	\$62,300	\$25,700	\$50,200	\$20,000	25,509
NSW - Other	\$101,400	\$57,300	\$64,600	\$11,600	45
VIC	\$61,200	\$28,900	\$44,900	\$16,900	194,876
VIC - Barwon	\$62,500	\$33,300	\$43,400	\$17,200	12,826
VIC - Central Highlands	\$57,400	\$27,500	\$38,700	\$13,900	7,722
VIC - Loddon	\$54,200	\$24,800	\$35,600	\$12,400	10,227
VIC - North East Melbourne	\$62,200	\$27,900	\$47,000	\$16,100	18,433
VIC - Inner Gippsland	\$59,100	\$31,500	\$42,200	\$16,700	7,420

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
VIC - Ovens Murray	\$57,800	\$28,900	\$38,600	\$15,000	4,779
VIC - Western District	\$56,900	\$30,400	\$36,400	\$15,400	4,909
VIC - Inner East Melbourne	\$65,200	\$30,400	\$48,200	\$17,400	12,498
VIC - Outer East Melbourne	\$60,700	\$29,400	\$43,800	\$16,700	13,496
VIC - Hume Moreland	\$63,200	\$27,800	\$50,300	\$17,600	13,829
VIC - Bayside Peninsula	\$65,200	\$32,700	\$48,000	\$17,700	23,595
VIC - Southern Melbourne	\$62,300	\$28,500	\$48,300	\$18,100	18,921
VIC - Brimbank Melton	\$59,800	\$25,100	\$45,400	\$15,600	13,706
VIC - Western Melbourne	\$60,000	\$26,700	\$45,400	\$15,900	19,722
VIC - Goulburn	\$56,500	\$26,200	\$39,400	\$13,500	6,237
VIC - Mallee	\$56,700	\$27,600	\$37,900	\$14,900	3,407
VIC - Outer Gippsland	\$67,800	\$36,900	\$47,500	\$17,900	3,130
VIC - Other	n/a	n/a	n/a	n/a	19
QLD	\$66,800	\$29,800	\$46,500	\$15,900	154,113
QLD - Bundaberg	n/a	\$33,600	n/a	\$15,800	3,930
QLD - Ipswich	\$63,500	\$29,900	\$44,400	\$15,500	12,733
QLD - Mackay	\$60,500	\$25,200	\$39,300	\$11,200	4,592
QLD - Toowoomba	\$70,000	\$33,300	\$46,700	\$15,600	8,826
QLD - Townsville	\$65,300	\$27,900	\$43,300	\$13,200	8,554
QLD - Rockhampton	\$58,800	\$26,200	\$36,700	\$11,600	8,436
QLD - Beenleigh	\$63,000	\$25,400	\$45,000	\$14,500	18,388
QLD - Brisbane	\$69,400	\$31,000	\$49,400	\$16,200	28,189
QLD - Cairns	\$75,700	\$37,400	\$51,200	\$17,600	7,398
QLD - Maryborough	\$70,100	\$36,200	\$48,600	\$17,000	5,870
QLD - Robina	\$68,600	\$30,600	\$50,400	\$17,200	15,831
QLD - Caboolture/Strathpine	\$62,600	\$26,000	\$44,100	\$14,200	17,777
QLD - Maroochydore	\$71,800	\$35,400	\$50,400	\$18,300	13,578
QLD - Other	n/a	n/a	n/a	n/a	11
WA	\$68,300	\$34,200	\$46,000	\$18,200	63,060
WA - North East Metro	\$66,800	\$33,100	\$45,900	\$17,400	9,011
WA - Wheat Belt	\$62,900	\$38,000	\$34,500	\$13,700	1,533
WA - South Metro	\$60,400	\$28,800	\$41,300	\$16,000	10,574
WA - Central South Metro	\$68,900	\$33,100	\$47,200	\$17,300	7,952
WA - South West	\$65,600	\$34,300	\$41,500	\$16,000	5,081
WA - Goldfields-Esperance	\$79,800	\$38,100	\$48,700	\$16,800	1,062
WA - North Metro	\$64,400	\$30,800	\$44,100	\$16,400	8,989
WA - Kimberley-Pilbara	\$87,800	\$46,300	\$54,400	\$21,000	1,941
WA - South East Metro	\$73,800	\$37,500	\$51,500	\$20,100	6,846
WA - Central North Metro	\$76,000	\$39,500	\$53,900	\$20,800	6,834
WA - Great Southern	\$67,500	\$33,600	\$38,700	\$14,100	1,491
WA - Midwest-Gascoyne	\$75,800	\$39,000	\$44,500	\$18,500	1,650
WA - Other	\$78,400	\$50,900	\$38,800	\$16,900	96
SA	\$62,600	\$28,600	\$43,100	\$15,400	60,776
SA - Adelaide Hills	\$50,500	\$23,400	\$34,100	\$11,500	2,619
SA - Barossa, Light and Lower North	\$49,100	\$23,300	\$32,500	\$11,700	3,244
SA - Eastern Adelaide	\$72,600	\$31,700	\$52,100	\$16,200	4,999
SA - Eyre and Western	\$71,700	\$42,100	\$41,800	\$17,700	1,826
SA - Far North (SA)	\$65,500	\$41,300	\$33,600	\$10,800	630
SA - Fleurieu and Kangaroo Island	\$68,000	\$32,400	\$44,600	\$14,700	1,878
SA - Limestone Coast	\$60,400	\$25,300	\$36,700	\$10,800	1,980
SA - Murray and Mallee	\$59,000	\$28,700	\$36,600	\$13,200	2,510

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
SA - Northern Adelaide	\$61,100	\$27,200	\$43,700	\$15,400	20,412
SA - Southern Adelaide	\$63,000	\$28,900	\$43,300	\$15,600	13,130
SA - Western Adelaide	\$69,400	\$31,600	\$50,700	\$17,100	5,211
SA - Yorke and Mid North	\$61,600	\$29,900	\$39,700	\$13,900	2,288
SA - Other	\$94,000	\$47,800	\$44,800	\$8,600	49
TAS	\$66,700	\$34,000	\$44,700	\$17,300	15,115
TAS - North	\$69,700	\$35,400	\$47,600	\$17,400	4,375
TAS - North West	n/a	n/a	n/a	n/a	<3,290
TAS - South East	\$61,400	\$30,500	\$39,700	\$15,100	3,518
TAS - South West	\$66,500	\$34,900	\$44,900	\$17,800	3,937
TAS - Other	n/a	n/a	n/a	n/a	<11
ACT	\$54,300	\$24,300	\$37,700	\$13,300	11,619
ACT	n/a	n/a	n/a	n/a	<11,620
ACT - Other	n/a	n/a	n/a	n/a	<11
NT	\$82,600	\$41,300	\$58,300	\$26,300	6,022
NT - Barkly	\$85,000	\$42,800	\$67,200	\$20,800	153
NT - Central Australia	\$114,800	\$61,400	\$81,100	\$33,100	943
NT - Darwin Remote	\$86,600	\$59,200	\$48,800	\$30,300	601
NT - Darwin Urban	\$70,400	\$29,900	\$52,900	\$22,300	3,446
NT - East Arnhem	\$117,500	\$76,600	\$61,700	\$30,500	266
NT - Katherine	\$85,200	\$43,700	\$66,700	\$26,400	359
NT - Other	\$77,800	\$41,600	\$50,300	\$20,900	254
OT	\$114,300	\$72,900	\$62,400	\$28,800	82
Missing	n/a	n/a	n/a	n/a	20
Total	\$63,900	\$29,600	\$45,900	\$17,600	714,805

Table O.4 Participation rates for all participants by service district and age group as at 30 September 2025

Service district	0 to 8 years	9 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65+	Total excl. 65+ years	Total
NSW	5.8%	6.7%	5.0%	2.9%	1.7%	1.3%	1.6%	2.1%	3.0%	0.8%	2.6%
NSW - Hunter New England	7.5%	8.6%	7.4%	4.8%	2.9%	2.0%	2.3%	2.6%	4.3%	1.0%	3.5%
NSW - Central Coast	6.7%	10.5%	7.9%	5.1%	3.1%	1.8%	2.1%	2.5%	4.3%	0.9%	3.5%
NSW - Far West	5.6%	8.5%	7.4%	4.5%	3.3%	2.2%	2.6%	2.8%	4.1%	1.0%	3.4%
NSW - Illawarra Shoalhaven	5.0%	7.5%	6.0%	3.6%	2.6%	2.0%	2.2%	2.4%	3.5%	0.8%	2.9%
NSW - Mid North Coast	9.6%	10.8%	7.7%	5.8%	3.6%	2.2%	2.2%	2.6%	4.9%	0.8%	3.8%
NSW - Murrumbidgee	7.0%	7.1%	5.5%	4.0%	2.6%	1.7%	2.1%	2.4%	3.8%	0.7%	3.1%
NSW - Nepean Blue Mountains	7.1%	9.0%	6.7%	4.1%	2.2%	1.5%	1.8%	2.2%	3.8%	0.9%	3.3%
NSW - North Sydney	3.6%	3.7%	2.9%	1.7%	1.1%	0.7%	1.0%	1.5%	1.7%	0.6%	1.5%
NSW - Northern NSW	7.1%	8.9%	7.1%	5.9%	3.4%	2.0%	2.2%	2.3%	4.2%	0.8%	3.3%
NSW - South Eastern Sydney	4.4%	5.0%	3.3%	1.7%	0.9%	0.9%	1.2%	1.7%	2.0%	0.6%	1.7%
NSW - South Western Sydney	6.1%	6.5%	4.4%	2.8%	1.7%	1.2%	1.6%	2.1%	3.0%	0.9%	2.7%
NSW - Southern NSW	5.5%	7.2%	5.6%	4.4%	2.3%	1.6%	1.5%	1.8%	3.2%	0.7%	2.6%
NSW - Sydney	3.5%	5.0%	3.3%	0.9%	0.5%	0.7%	1.5%	2.1%	1.5%	0.9%	1.4%
NSW - Western NSW	5.2%	7.0%	5.4%	4.4%	2.5%	1.9%	2.2%	2.5%	3.6%	0.8%	3.0%
NSW - Western Sydney	5.7%	5.3%	3.7%	2.1%	1.3%	0.9%	1.4%	2.0%	2.5%	0.9%	2.3%

Service district	0 to 8 years	9 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65+	Total excl. 65+ years	Total
VIC	6.8%	8.0%	5.7%	3.0%	1.6%	1.4%	1.9%	2.4%	3.3%	0.8%	2.9%
VIC - Barwon	6.6%	10.6%	8.7%	5.3%	2.9%	2.2%	2.4%	2.7%	4.4%	1.1%	3.7%
VIC - Central Highlands	6.7%	9.5%	7.0%	5.1%	2.9%	2.2%	2.2%	2.8%	4.2%	1.1%	3.6%
VIC - Loddon	8.6%	11.4%	9.0%	6.2%	3.3%	2.4%	2.3%	2.4%	5.0%	0.9%	4.0%
VIC - North East Melbourne	6.8%	7.1%	5.3%	2.7%	1.3%	1.3%	2.0%	2.6%	3.0%	1.0%	2.7%
VIC - Inner Gippsland	7.1%	10.2%	6.8%	4.8%	3.1%	2.4%	2.5%	2.7%	4.4%	0.7%	3.5%
VIC - Ovens Murray	7.7%	10.2%	7.3%	5.3%	2.8%	2.1%	2.3%	2.5%	4.4%	0.8%	3.5%
VIC - Western District	6.4%	8.5%	6.8%	5.2%	3.0%	2.5%	2.6%	2.5%	4.2%	0.9%	3.3%
VIC - Inner East Melbourne	4.7%	5.0%	3.5%	1.6%	1.2%	1.0%	1.4%	1.9%	2.2%	0.6%	1.9%
VIC - Outer East Melbourne	6.4%	9.2%	6.6%	3.8%	2.4%	1.7%	2.0%	2.3%	3.7%	0.8%	3.1%
VIC - Hume Moreland	7.6%	8.5%	5.9%	2.9%	1.3%	1.2%	2.0%	2.7%	3.4%	1.1%	3.1%
VIC - Bayside Peninsula	6.5%	7.3%	4.7%	2.5%	1.4%	1.4%	1.8%	2.3%	2.9%	0.8%	2.5%
VIC - Southern Melbourne	6.5%	6.8%	4.5%	2.8%	1.4%	1.2%	1.7%	2.3%	3.1%	0.8%	2.8%
VIC - Brimbank Melton	8.5%	8.9%	5.9%	3.3%	1.8%	1.4%	1.7%	2.2%	3.7%	0.8%	3.4%
VIC - Western Melbourne	6.5%	7.6%	5.1%	1.7%	1.0%	0.9%	1.6%	2.2%	2.6%	0.8%	2.4%
VIC - Goulburn	8.2%	9.2%	6.6%	4.7%	2.4%	1.8%	2.1%	2.4%	4.2%	0.8%	3.4%
VIC - Mallee	9.5%	10.3%	7.1%	4.7%	2.5%	2.0%	2.3%	2.4%	4.5%	0.7%	3.7%
VIC - Outer Gippsland	7.0%	8.8%	7.4%	5.6%	3.5%	2.6%	2.7%	2.6%	4.4%	0.6%	3.3%
QLD	6.3%	7.6%	5.7%	3.3%	1.8%	1.5%	1.7%	2.2%	3.3%	0.8%	2.9%
QLD - Bundaberg	7.9%	9.9%	8.0%	7.1%	3.8%	2.8%	2.5%	3.0%	4.9%	0.9%	3.8%
QLD - Ipswich	6.4%	8.7%	6.9%	4.5%	2.1%	1.6%	2.1%	2.5%	3.9%	1.1%	3.5%
QLD - Mackay	6.0%	6.5%	4.6%	3.2%	1.4%	0.9%	1.3%	1.7%	2.8%	0.8%	2.5%
QLD - Toowoomba	5.2%	7.3%	6.4%	4.7%	2.3%	2.0%	2.3%	2.9%	3.8%	1.0%	3.2%
QLD - Townsville	8.1%	7.7%	5.3%	3.0%	1.9%	1.6%	2.0%	2.3%	3.6%	1.1%	3.2%
QLD - Rockhampton	6.6%	10.0%	7.3%	4.7%	2.2%	1.4%	1.6%	2.0%	3.9%	0.9%	3.4%
QLD - Beenleigh	7.7%	8.8%	6.1%	3.6%	2.1%	1.6%	1.7%	2.3%	3.9%	0.8%	3.4%
QLD - Brisbane	5.1%	5.6%	4.0%	1.9%	1.2%	1.1%	1.5%	2.2%	2.4%	0.8%	2.2%
QLD - Cairns	5.1%	5.8%	4.8%	3.5%	1.8%	1.6%	1.8%	2.1%	3.0%	0.8%	2.5%
QLD - Maryborough	8.2%	9.6%	7.6%	7.0%	3.7%	2.6%	2.8%	2.8%	4.8%	0.8%	3.6%
QLD - Robina	5.4%	7.4%	5.4%	2.9%	1.4%	1.2%	1.4%	1.9%	2.8%	0.6%	2.4%
QLD - Caboolture/Strathpine	8.6%	9.4%	7.0%	4.3%	2.2%	1.7%	1.8%	2.3%	4.1%	0.8%	3.5%
QLD - Maroochydore	6.0%	8.3%	5.9%	4.3%	2.2%	1.8%	1.8%	2.1%	3.5%	0.7%	2.8%
WA	4.2%	5.7%	4.7%	3.1%	1.7%	1.2%	1.4%	1.8%	2.6%	0.7%	2.3%
WA - North East Metro	4.5%	6.3%	5.2%	3.9%	1.9%	1.4%	1.7%	2.1%	2.9%	1.0%	2.6%
WA - Wheat Belt	2.8%	5.3%	5.8%	3.8%	1.9%	1.6%	1.2%	1.4%	2.5%	0.4%	1.9%
WA - South Metro	5.0%	6.7%	5.2%	3.7%	1.9%	1.3%	1.4%	1.9%	3.0%	0.7%	2.6%
WA - Central South Metro	3.9%	5.7%	4.6%	2.9%	1.6%	1.1%	1.3%	1.7%	2.4%	0.7%	2.1%
WA - South West	3.8%	6.4%	5.4%	5.2%	2.7%	1.6%	1.6%	2.0%	3.1%	0.7%	2.6%
WA - Goldfields-Esperance	3.6%	4.9%	4.9%	2.9%	1.2%	1.2%	1.3%	1.2%	2.2%	0.4%	2.0%
WA - North Metro	4.6%	5.7%	4.8%	3.3%	1.9%	1.1%	1.0%	1.4%	2.6%	0.6%	2.3%
WA - Kimberley-Pilbara	3.7%	4.4%	4.2%	3.1%	1.0%	1.0%	1.4%	1.5%	2.1%	0.8%	2.1%
WA - South East Metro	4.4%	4.9%	4.4%	2.4%	1.5%	1.3%	1.7%	2.3%	2.5%	0.8%	2.2%
WA - Central North Metro	3.2%	4.2%	3.2%	1.9%	1.1%	1.0%	1.5%	2.1%	1.9%	0.7%	1.7%

Service district	0 to 8 years	9 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65+	Total excl. 65+ years	Total
WA - Great Southern	3.9%	5.4%	4.9%	4.7%	3.0%	1.7%	1.5%	1.8%	3.0%	0.6%	2.4%
WA - Midwest-Gascoyne	5.5%	7.0%	5.4%	3.8%	2.2%	1.2%	1.1%	1.5%	3.0%	0.5%	2.5%
SA	6.8%	10.2%	8.2%	4.6%	2.1%	1.8%	2.1%	2.6%	4.0%	0.9%	3.4%
SA - Adelaide Hills	6.5%	9.9%	8.4%	4.7%	2.0%	1.3%	1.3%	1.4%	3.7%	0.7%	3.1%
SA - Barossa, Light and Lower North	9.1%	12.8%	10.6%	6.3%	2.3%	1.6%	1.5%	1.9%	4.8%	0.8%	4.0%
SA - Eastern Adelaide	4.2%	6.0%	4.6%	2.2%	1.3%	1.2%	1.7%	2.3%	2.5%	0.7%	2.1%
SA - Eyre and Western	6.4%	8.5%	6.5%	5.3%	2.6%	2.0%	1.8%	2.0%	3.8%	0.9%	3.2%
SA - Far North (SA)	4.9%	6.5%	4.7%	4.4%	1.6%	1.9%	2.0%	1.8%	3.0%	0.9%	2.7%
SA - Fleurieu and Kangaroo Island	7.5%	11.5%	9.6%	7.9%	3.3%	2.4%	2.2%	2.2%	4.8%	0.6%	3.2%
SA - Limestone Coast	6.2%	7.1%	6.8%	4.4%	2.9%	1.8%	2.0%	2.1%	3.7%	0.7%	3.0%
SA - Murray and Mallee	8.0%	10.7%	7.9%	5.5%	2.8%	2.2%	2.1%	2.4%	4.4%	0.8%	3.5%
SA - Northern Adelaide	8.2%	12.4%	9.8%	5.2%	2.3%	2.0%	2.6%	3.2%	4.8%	1.1%	4.2%
SA - Southern Adelaide	6.4%	10.4%	9.0%	5.2%	2.4%	2.0%	2.2%	2.8%	4.2%	1.0%	3.5%
SA - Western Adelaide	5.7%	9.1%	7.2%	3.1%	1.6%	1.5%	2.0%	2.8%	3.2%	0.9%	2.8%
SA - Yorke and Mid North	6.2%	9.0%	7.5%	6.1%	2.9%	2.0%	1.9%	2.1%	4.0%	0.5%	2.9%
TAS	5.4%	7.3%	6.1%	4.2%	2.4%	1.6%	2.0%	2.2%	3.3%	0.7%	2.8%
TAS - North	6.3%	7.3%	6.3%	4.0%	2.8%	1.7%	1.9%	2.2%	3.6%	0.7%	2.9%
TAS - North West	4.6%	7.8%	6.1%	5.5%	3.0%	1.7%	2.0%	2.4%	3.6%	0.7%	2.9%
TAS - South East	5.8%	7.8%	6.6%	4.4%	2.2%	1.3%	1.7%	1.9%	3.3%	0.7%	2.8%
TAS - South West	4.7%	6.3%	5.5%	3.4%	1.9%	1.6%	2.2%	2.3%	3.0%	0.8%	2.5%
ACT	4.9%	6.6%	5.4%	3.0%	1.6%	1.2%	1.8%	2.2%	2.8%	1.1%	2.6%
ACT	4.9%	6.6%	5.4%	3.0%	1.6%	1.2%	1.8%	2.2%	2.8%	1.1%	2.6%
NT	4.6%	5.9%	4.7%	2.6%	1.2%	1.5%	1.9%	2.2%	2.7%	0.9%	2.5%
NT - Barkly	2.7%	3.0%	3.9%	1.1%	1.3%	2.1%	2.3%	2.6%	2.2%	1.8%	2.2%
NT - Central Australia	3.8%	5.8%	4.9%	3.1%	1.2%	1.7%	2.4%	2.7%	2.8%	1.3%	2.7%
NT - Darwin Remote	4.8%	3.0%	3.1%	1.3%	1.5%	2.1%	2.8%	2.6%	2.5%	0.6%	2.4%
NT - Darwin Urban	4.8%	6.8%	5.1%	3.0%	1.1%	1.1%	1.4%	1.8%	2.6%	0.8%	2.4%
NT - East Arnhem	3.3%	2.3%	2.7%	1.8%	2.2%	2.9%	3.6%	3.8%	2.8%	0.4%	2.7%
NT - Katherine	8.4%	7.6%	6.0%	2.5%	0.9%	2.2%	2.9%	4.2%	3.9%	1.9%	3.7%
Total	6.0%	7.4%	5.5%	3.2%	1.7%	1.4%	1.7%	2.2%	3.2%	0.8	2.7%

Table O.5 Participation rates for male participants by service district and age group as at 30 September 2025

Service District	0 to 8 years	9 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65+	Total excl. 65+ years	Total
NSW	7.9%	8.9%	6.2%	3.6%	2.0%	1.4%	1.8%	2.3%	3.7%	0.9%	3.2%
NSW - Hunter New England	10.0%	11.3%	9.5%	6.1%	3.4%	2.2%	2.4%	2.8%	5.3%	1.1%	4.4%
NSW - Central Coast	9.0%	13.7%	9.7%	6.0%	3.5%	2.0%	2.1%	2.5%	5.3%	1.0%	4.4%
NSW - Far West	7.7%	11.4%	10.0%	5.8%	4.3%	2.8%	2.8%	3.2%	5.3%	1.2%	4.3%
NSW - Illawarra Shoalhaven	6.7%	9.8%	7.3%	4.4%	3.0%	2.2%	2.3%	2.4%	4.2%	0.8%	3.5%
NSW - Mid North Coast	12.5%	13.8%	9.2%	7.2%	4.5%	2.5%	2.5%	2.8%	6.2%	0.9%	4.7%
NSW - Murrumbidgee	9.2%	9.1%	7.1%	4.8%	3.1%	1.8%	2.1%	2.3%	4.6%	0.8%	3.8%
NSW - Nepean Blue Mountains	9.8%	12.1%	8.5%	5.1%	2.6%	1.7%	1.9%	2.4%	4.9%	0.9%	4.2%

Service District	0 to 8 years	9 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65+	Total excl. 65+ years	Total
NSW - North Sydney	5.0%	5.1%	3.5%	1.9%	1.3%	0.8%	1.1%	1.7%	2.2%	0.7%	2.0%
NSW - Northern NSW	9.4%	11.7%	8.4%	6.9%	4.2%	2.1%	2.5%	2.5%	5.2%	0.8%	4.1%
NSW - South Eastern Sydney	6.1%	6.5%	4.0%	2.1%	1.1%	1.0%	1.4%	1.8%	2.5%	0.7%	2.2%
NSW - South Western Sydney	8.4%	8.8%	5.6%	3.5%	2.1%	1.4%	1.7%	2.3%	3.9%	1.0%	3.5%
NSW - Southern NSW	7.5%	9.0%	6.5%	5.2%	2.6%	1.7%	1.5%	1.9%	3.9%	0.8%	3.2%
NSW - Sydney	4.9%	6.7%	4.2%	1.1%	0.6%	0.7%	1.7%	2.5%	1.8%	1.1%	1.7%
NSW - Western NSW	7.0%	9.4%	6.9%	5.1%	3.0%	2.2%	2.4%	2.7%	4.5%	0.9%	3.8%
NSW - Western Sydney	7.8%	7.1%	4.5%	2.6%	1.5%	1.0%	1.4%	2.2%	3.1%	1.0%	2.9%
VIC	9.0%	10.3%	6.7%	3.5%	1.8%	1.5%	1.9%	2.4%	4.0%	0.9%	3.5%
VIC - Barwon	8.5%	13.1%	10.3%	6.5%	3.3%	2.3%	2.4%	2.8%	5.3%	1.0%	4.4%
VIC - Central Highlands	9.0%	12.0%	8.1%	5.8%	3.3%	2.2%	2.1%	2.7%	5.0%	1.1%	4.3%
VIC - Loddon	10.6%	14.0%	10.4%	6.7%	3.7%	2.6%	2.1%	2.6%	5.8%	0.9%	4.7%
VIC - North East Melbourne	8.7%	9.1%	6.2%	3.1%	1.4%	1.4%	2.2%	2.9%	3.6%	1.0%	3.3%
VIC - Inner Gippsland	9.1%	12.8%	7.9%	5.6%	3.4%	2.4%	2.4%	2.8%	5.2%	0.7%	4.1%
VIC - Ovens Murray	10.0%	12.7%	8.4%	6.4%	3.4%	2.6%	2.3%	2.5%	5.4%	0.9%	4.3%
VIC - Western District	8.5%	10.7%	8.5%	5.8%	3.5%	2.5%	2.7%	2.6%	5.0%	0.8%	3.9%
VIC - Inner East Melbourne	6.4%	6.5%	4.0%	1.9%	1.3%	1.1%	1.4%	1.9%	2.6%	0.7%	2.3%
VIC - Outer East Melbourne	8.4%	10.9%	7.6%	4.2%	2.6%	1.6%	1.8%	2.2%	4.2%	0.8%	3.6%
VIC - Hume Moreland	10.0%	11.0%	7.2%	3.3%	1.3%	1.2%	2.0%	2.7%	4.0%	1.2%	3.7%
VIC - Bayside Peninsula	8.5%	9.3%	5.3%	2.9%	1.5%	1.4%	1.7%	2.3%	3.4%	0.8%	2.9%
VIC - Southern Melbourne	8.8%	9.3%	5.2%	3.2%	1.6%	1.2%	1.7%	2.2%	3.7%	0.9%	3.4%
VIC - Brimbank Melton	11.2%	11.9%	7.5%	4.2%	2.1%	1.5%	1.7%	2.1%	4.7%	0.9%	4.2%
VIC - Western Melbourne	8.7%	10.0%	6.3%	2.1%	1.0%	0.9%	1.7%	2.3%	3.2%	0.8%	2.9%
VIC - Goulburn	10.1%	11.6%	7.6%	5.5%	2.9%	1.7%	2.0%	2.1%	4.9%	0.8%	4.0%
VIC - Mallee	12.5%	13.1%	8.8%	5.5%	2.8%	2.1%	2.2%	2.3%	5.4%	0.8%	4.4%
VIC - Outer Gippsland	9.1%	11.7%	9.2%	6.0%	3.7%	2.7%	2.7%	2.4%	5.1%	0.6%	3.8%
QLD	8.4%	9.9%	6.9%	3.9%	2.0%	1.6%	1.8%	2.4%	4.0%	0.9%	3.5%
QLD - Bundaberg	10.6%	12.5%	10.2%	8.3%	4.2%	3.0%	2.7%	3.3%	6.1%	1.0%	4.7%
QLD - Ipswich	8.5%	11.1%	8.5%	5.3%	2.5%	1.7%	2.1%	2.6%	4.8%	1.2%	4.3%
QLD - Mackay	8.3%	8.7%	5.7%	3.7%	1.5%	1.1%	1.3%	1.8%	3.5%	0.9%	3.1%
QLD - Toowoomba	7.0%	9.4%	7.6%	5.4%	2.6%	2.3%	2.6%	3.2%	4.6%	1.1%	3.9%
QLD - Townsville	10.4%	10.3%	6.8%	3.5%	2.1%	1.8%	2.1%	2.5%	4.5%	1.2%	3.9%
QLD - Rockhampton	8.8%	12.9%	8.8%	5.7%	2.7%	1.6%	1.5%	2.1%	4.9%	1.0%	4.2%
QLD - Beenleigh	10.1%	11.4%	7.3%	4.3%	2.3%	1.7%	1.6%	2.3%	4.7%	0.9%	4.2%
QLD - Brisbane	6.7%	7.1%	4.8%	2.3%	1.3%	1.2%	1.6%	2.4%	2.8%	1.0%	2.6%
QLD - Cairns	6.7%	7.8%	6.3%	4.1%	2.2%	2.0%	2.1%	2.3%	3.8%	0.9%	3.2%
QLD - Maryborough	10.6%	12.6%	8.8%	8.1%	4.7%	2.9%	3.0%	3.2%	6.0%	0.8%	4.4%
QLD - Robina	7.1%	9.6%	6.6%	3.3%	1.6%	1.2%	1.6%	1.9%	3.5%	0.7%	3.0%
QLD - Caboolture/Strathpine	11.3%	11.9%	8.5%	5.1%	2.6%	1.7%	1.6%	2.2%	5.0%	0.9%	4.3%
QLD - Maroochydore	7.9%	10.6%	6.8%	5.2%	2.5%	1.7%	1.8%	2.2%	4.2%	0.7%	3.4%
WA	5.6%	7.4%	5.8%	3.9%	1.9%	1.3%	1.4%	1.9%	3.2%	0.7%	2.8%
WA - North East Metro	6.2%	8.3%	6.5%	5.0%	2.3%	1.5%	1.7%	2.3%	3.6%	1.0%	3.2%
WA - Wheat Belt	3.9%	6.9%	7.3%	4.3%	2.1%	1.9%	1.3%	1.5%	3.0%	0.3%	2.3%

Service District	0 to 8 years	9 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65+	Total excl. 65+ years	Total
WA - South Metro	6.6%	8.6%	6.6%	4.6%	2.3%	1.3%	1.4%	1.9%	3.7%	0.7%	3.2%
WA - Central South Metro	5.3%	7.2%	5.1%	3.5%	1.8%	1.2%	1.3%	1.7%	2.9%	0.8%	2.5%
WA - South West	4.9%	8.1%	6.5%	6.2%	3.3%	1.7%	1.6%	2.0%	3.7%	0.7%	3.0%
WA - Goldfields-Esperance	4.8%	6.6%	5.6%	3.7%	1.3%	1.3%	1.3%	1.3%	2.7%	0.3%	2.3%
WA - North Metro	6.2%	7.5%	6.0%	3.9%	2.2%	1.2%	1.0%	1.2%	3.2%	0.6%	2.8%
WA - Kimberley-Pilbara	5.0%	5.6%	5.6%	4.1%	1.3%	0.9%	1.5%	1.3%	2.6%	0.9%	2.5%
WA - South East Metro	6.0%	6.6%	5.6%	3.0%	1.7%	1.5%	1.8%	2.6%	3.1%	1.0%	2.8%
WA - Central North Metro	4.2%	5.6%	3.9%	2.2%	1.3%	1.1%	1.6%	2.2%	2.3%	0.8%	2.1%
WA - Great Southern	5.1%	6.8%	5.7%	5.6%	3.2%	1.7%	1.4%	2.1%	3.5%	0.5%	2.8%
WA - Midwest-Gascoyne	7.2%	9.4%	6.9%	4.6%	2.6%	1.4%	1.1%	1.4%	3.7%	0.6%	3.0%
SA	9.0%	13.2%	10.2%	5.5%	2.4%	1.9%	2.2%	2.8%	4.9%	1.0%	4.2%
SA - Adelaide Hills	8.4%	12.8%	10.1%	5.6%	2.2%	1.3%	1.4%	1.3%	4.5%	0.7%	3.8%
SA - Barossa, Light and Lower North	12.1%	15.5%	13.0%	7.8%	2.6%	1.8%	1.7%	1.8%	6.0%	0.9%	5.0%
SA - Eastern Adelaide	5.5%	7.9%	5.7%	2.6%	1.5%	1.4%	2.0%	2.7%	3.0%	0.9%	2.6%
SA - Eyre and Western	8.3%	11.5%	8.2%	5.8%	3.0%	1.9%	1.8%	2.1%	4.6%	0.9%	3.8%
SA - Far North (SA)	7.5%	8.1%	5.1%	5.8%	2.0%	2.4%	2.0%	1.9%	3.8%	1.1%	3.4%
SA - Fleurieu and Kangaroo Island	9.8%	13.7%	11.7%	9.0%	4.0%	2.4%	2.2%	2.4%	5.7%	0.7%	3.9%
SA - Limestone Coast	8.4%	9.5%	8.5%	5.1%	3.6%	2.3%	1.9%	2.4%	4.5%	0.7%	3.7%
SA - Murray and Mallee	10.4%	14.5%	9.3%	6.8%	2.9%	2.4%	2.2%	2.5%	5.3%	0.8%	4.2%
SA - Northern Adelaide	10.9%	16.3%	12.4%	6.3%	2.6%	2.1%	2.7%	3.5%	6.0%	1.4%	5.3%
SA - Southern Adelaide	8.3%	13.1%	10.9%	6.4%	2.6%	2.0%	2.3%	3.0%	5.1%	1.1%	4.3%
SA - Western Adelaide	7.4%	12.5%	9.2%	3.6%	1.7%	1.7%	2.2%	3.1%	4.0%	1.1%	3.5%
SA - Yorke and Mid North	7.9%	11.2%	9.6%	7.2%	3.2%	2.3%	2.2%	2.2%	4.9%	0.6%	3.6%
TAS	6.9%	9.5%	7.3%	4.9%	2.8%	1.7%	2.0%	2.3%	4.0%	0.8%	3.3%
TAS - North	8.1%	9.1%	7.4%	4.6%	3.2%	1.7%	1.8%	2.1%	4.1%	0.7%	3.4%
TAS - North West	5.9%	10.3%	7.5%	6.2%	3.4%	1.5%	2.3%	2.4%	4.3%	0.9%	3.5%
TAS - South East	7.4%	10.7%	8.0%	5.5%	2.8%	1.5%	1.7%	1.9%	4.2%	0.8%	3.5%
TAS - South West	6.1%	8.2%	6.5%	3.9%	2.2%	1.9%	2.1%	2.6%	3.5%	0.8%	3.0%
ACT	6.6%	8.6%	6.7%	3.6%	1.7%	1.2%	1.8%	2.1%	3.4%	1.1%	3.1%
ACT	6.6%	8.6%	6.7%	3.6%	1.7%	1.2%	1.8%	2.1%	3.4%	1.1%	3.1%
NT	6.3%	7.9%	6.2%	3.4%	1.5%	1.7%	2.2%	2.5%	3.5%	1.0%	3.2%
NT - Barkly	3.0%	4.1%	6.0%	1.1%	1.1%	1.8%	2.7%	4.0%	2.7%	2.2%	2.6%
NT - Central Australia	5.0%	7.9%	6.8%	4.8%	1.6%	1.9%	3.0%	2.9%	3.7%	1.5%	3.5%
NT - Darwin Remote	7.2%	4.2%	4.9%	1.6%	2.1%	3.1%	3.5%	2.9%	3.6%	1.1%	3.5%
NT - Darwin Urban	6.5%	9.1%	6.5%	3.8%	1.3%	1.2%	1.6%	2.1%	3.3%	0.9%	3.0%
NT - East Arnhem	4.5%	3.7%	3.9%	2.4%	3.4%	4.7%	3.5%	5.0%	3.9%	0.4%	3.7%
NT - Katherine	11.6%	10.3%	6.9%	3.2%	1.1%	2.4%	2.6%	3.4%	4.8%	1.9%	4.5%
Total	8.0%	9.6%	6.7%	3.8%	2.0%	1.5%	1.8%	2.3%	3.9%	0.9%	3.4%

Table O.6 Participation rates for female participants by service district and age group as at 30 September 2025

Service District	0 to 8 years	9 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65+	Total excl. 65+ years	Total
NSW	3.6%	4.2%	3.5%	2.1%	1.3%	1.1%	1.5%	2.0%	2.1%	0.7%	1.9%
NSW - Hunter New England	4.9%	5.6%	5.0%	3.2%	2.3%	1.9%	2.1%	2.4%	3.1%	1.0%	2.6%
NSW - Central Coast	4.3%	7.0%	5.8%	3.9%	2.6%	1.7%	2.0%	2.4%	3.2%	0.8%	2.6%
NSW - Far West	3.6%	5.6%	4.3%	2.9%	2.3%	1.7%	2.3%	2.3%	2.9%	0.7%	2.4%
NSW - Illawarra Shoalhaven	3.1%	4.8%	4.3%	2.5%	2.2%	1.7%	2.0%	2.3%	2.6%	0.8%	2.2%
NSW - Mid North Coast	6.5%	7.4%	6.0%	4.1%	2.7%	1.9%	2.0%	2.3%	3.6%	0.7%	2.8%
NSW - Murrumbidgee	4.5%	4.8%	3.7%	3.0%	2.1%	1.6%	1.9%	2.3%	2.8%	0.7%	2.3%
NSW - Nepean Blue Mountains	4.2%	5.6%	4.6%	2.8%	1.7%	1.3%	1.7%	1.9%	2.7%	0.9%	2.3%
NSW - North Sydney	2.1%	2.2%	2.2%	1.4%	0.8%	0.6%	0.9%	1.3%	1.2%	0.5%	1.1%
NSW - Northern NSW	4.6%	5.7%	5.4%	4.6%	2.6%	1.7%	1.9%	2.1%	3.1%	0.8%	2.5%
NSW - South Eastern Sydney	2.6%	3.2%	2.4%	1.2%	0.7%	0.7%	1.1%	1.6%	1.4%	0.6%	1.3%
NSW - South Western Sydney	3.7%	3.8%	2.9%	1.9%	1.3%	1.0%	1.4%	2.0%	2.1%	0.8%	1.9%
NSW - Southern NSW	3.3%	4.9%	4.4%	3.2%	1.9%	1.5%	1.6%	1.7%	2.4%	0.7%	2.0%
NSW - Sydney	2.1%	3.1%	2.1%	0.7%	0.4%	0.7%	1.2%	1.7%	1.1%	0.7%	1.0%
NSW - Western NSW	3.3%	4.4%	3.6%	3.4%	2.0%	1.6%	1.9%	2.3%	2.6%	0.7%	2.2%
NSW - Western Sydney	3.4%	3.2%	2.6%	1.4%	1.0%	0.7%	1.3%	1.8%	1.7%	0.7%	1.6%
VIC	4.4%	5.5%	4.3%	2.3%	1.4%	1.4%	1.9%	2.3%	2.5%	0.8%	2.2%
VIC - Barwon	4.3%	7.8%	6.8%	3.9%	2.3%	2.0%	2.3%	2.7%	3.5%	1.2%	3.0%
VIC - Central Highlands	4.3%	6.4%	5.4%	4.0%	2.5%	2.1%	2.3%	2.8%	3.3%	1.0%	2.8%
VIC - Loddon	6.0%	8.2%	7.0%	5.2%	2.8%	2.1%	2.6%	2.2%	3.9%	0.9%	3.2%
VIC - North East Melbourne	4.4%	4.8%	4.1%	2.0%	1.1%	1.1%	1.8%	2.4%	2.3%	0.9%	2.1%
VIC - Inner Gippsland	5.1%	7.3%	5.3%	3.7%	2.7%	2.3%	2.7%	2.6%	3.6%	0.7%	2.8%
VIC - Ovens Murray	5.3%	7.2%	5.7%	3.8%	2.3%	1.7%	2.3%	2.5%	3.4%	0.8%	2.7%
VIC - Western District	4.2%	5.9%	4.8%	4.2%	2.6%	2.5%	2.5%	2.5%	3.3%	0.9%	2.7%
VIC - Inner East Melbourne	2.9%	3.2%	2.6%	1.2%	1.0%	0.9%	1.3%	1.9%	1.7%	0.6%	1.4%
VIC - Outer East Melbourne	4.2%	6.8%	5.1%	3.2%	2.0%	1.7%	2.1%	2.3%	3.0%	0.8%	2.5%
VIC - Hume Moreland	4.7%	5.7%	4.3%	2.3%	1.2%	1.1%	2.0%	2.7%	2.5%	1.0%	2.3%
VIC - Bayside Peninsula	4.2%	5.1%	3.9%	2.0%	1.2%	1.4%	1.9%	2.2%	2.3%	0.7%	2.0%
VIC - Southern Melbourne	4.1%	4.1%	3.6%	2.2%	1.2%	1.2%	1.7%	2.4%	2.3%	0.8%	2.1%
VIC - Brimbank Melton	5.4%	5.8%	4.1%	2.3%	1.4%	1.2%	1.6%	2.2%	2.7%	0.7%	2.4%
VIC - Western Melbourne	3.9%	4.9%	3.6%	1.2%	0.8%	0.9%	1.6%	2.1%	1.9%	0.7%	1.8%
VIC - Goulburn	5.4%	6.3%	5.3%	3.6%	1.9%	1.8%	2.2%	2.7%	3.3%	0.7%	2.7%
VIC - Mallee	6.2%	7.1%	5.1%	3.6%	2.2%	1.8%	2.4%	2.5%	3.5%	0.6%	2.8%
VIC - Outer Gippsland	4.8%	5.8%	5.4%	4.8%	3.3%	2.5%	2.7%	2.8%	3.6%	0.7%	2.7%
QLD	4.2%	5.2%	4.2%	2.5%	1.5%	1.3%	1.7%	2.1%	2.5%	0.7%	2.2%
QLD - Bundaberg	5.1%	6.9%	5.5%	5.5%	3.2%	2.6%	2.2%	2.6%	3.7%	0.9%	2.9%
QLD - Ipswich	4.1%	5.9%	4.9%	3.5%	1.7%	1.4%	2.0%	2.5%	2.9%	1.0%	2.6%
QLD - Mackay	3.6%	4.1%	3.3%	2.5%	1.2%	0.8%	1.2%	1.7%	2.0%	0.7%	1.8%
QLD - Toowoomba	3.4%	5.0%	5.0%	3.7%	1.9%	1.7%	2.1%	2.6%	2.9%	0.9%	2.4%
QLD - Townsville	5.6%	5.0%	3.7%	2.4%	1.6%	1.4%	1.8%	2.2%	2.7%	0.9%	2.4%
QLD - Rockhampton	4.2%	7.0%	5.5%	3.6%	1.7%	1.3%	1.7%	1.9%	3.0%	0.8%	2.6%

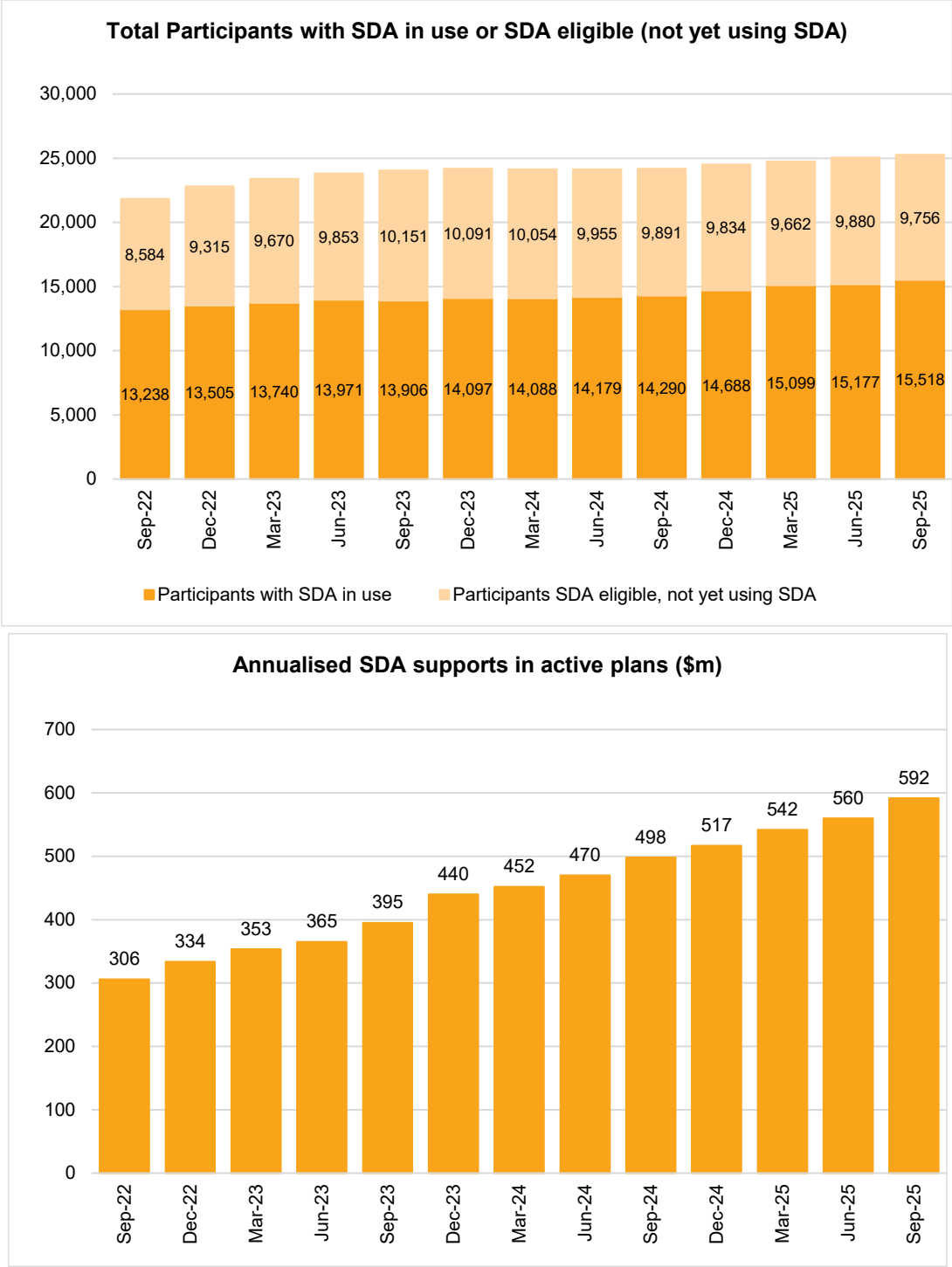
Service District	0 to 8 years	9 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65+	Total excl. 65+ years	Total
QLD - Beenleigh	5.2%	5.9%	4.7%	2.6%	1.7%	1.4%	1.7%	2.3%	2.9%	0.8%	2.6%
QLD - Brisbane	3.3%	3.9%	2.9%	1.5%	1.0%	1.0%	1.4%	2.1%	1.8%	0.7%	1.7%
QLD - Cairns	3.2%	3.6%	3.2%	2.8%	1.3%	1.3%	1.5%	1.8%	2.1%	0.7%	1.8%
QLD - Maryborough	5.6%	6.4%	5.8%	5.5%	2.6%	2.3%	2.7%	2.5%	3.7%	0.7%	2.8%
QLD - Robina	3.5%	5.0%	4.0%	2.2%	1.2%	1.1%	1.3%	1.8%	2.1%	0.5%	1.8%
QLD - Caboolture/Strathpine	5.7%	6.7%	5.1%	3.3%	1.8%	1.7%	1.9%	2.3%	3.2%	0.8%	2.7%
QLD - Maroochydore	4.0%	5.8%	4.8%	3.2%	1.9%	1.7%	1.7%	2.0%	2.7%	0.7%	2.2%
WA	2.7%	3.8%	3.4%	2.2%	1.3%	1.1%	1.4%	1.8%	2.0%	0.7%	1.7%
WA - North East Metro	2.6%	4.0%	3.6%	2.5%	1.4%	1.3%	1.6%	2.0%	2.1%	0.9%	1.9%
WA - Wheat Belt	1.6%	3.5%	4.0%	3.0%	1.6%	1.3%	1.2%	1.3%	1.8%	0.5%	1.5%
WA - South Metro	3.4%	4.6%	3.7%	2.7%	1.5%	1.3%	1.4%	1.9%	2.3%	0.7%	2.0%
WA - Central South Metro	2.5%	4.0%	3.8%	2.1%	1.3%	1.1%	1.3%	1.7%	1.9%	0.6%	1.7%
WA - South West	2.6%	4.5%	3.9%	3.9%	2.1%	1.5%	1.6%	2.0%	2.4%	0.7%	2.0%
WA - Goldfields-Esperance	2.2%	3.1%	4.0%	1.9%	1.2%	1.0%	1.2%	1.0%	1.7%	0.5%	1.5%
WA - North Metro	3.0%	3.8%	3.3%	2.4%	1.6%	1.0%	1.1%	1.5%	2.0%	0.5%	1.7%
WA - Kimberley-Pilbara	2.3%	2.9%	2.5%	2.0%	0.7%	1.1%	1.3%	1.7%	1.6%	0.7%	1.6%
WA - South East Metro	2.7%	2.9%	2.9%	1.7%	1.2%	1.1%	1.5%	2.1%	1.8%	0.7%	1.6%
WA - Central North Metro	2.1%	2.8%	2.2%	1.5%	0.9%	0.9%	1.3%	1.9%	1.5%	0.6%	1.3%
WA - Great Southern	2.6%	3.9%	3.8%	3.5%	2.6%	1.6%	1.6%	1.6%	2.4%	0.6%	1.9%
WA - Midwest-Gascoyne	3.8%	4.5%	3.6%	2.8%	1.8%	1.0%	1.0%	1.5%	2.2%	0.4%	1.8%
SA	4.4%	6.8%	5.8%	3.3%	1.8%	1.6%	1.9%	2.3%	3.0%	0.8%	2.5%
SA - Adelaide Hills	4.3%	6.8%	6.5%	3.6%	1.7%	1.4%	1.2%	1.4%	2.8%	0.6%	2.4%
SA - Barossa, Light and Lower North	5.3%	9.7%	7.3%	4.3%	1.8%	1.4%	1.3%	2.0%	3.4%	0.7%	2.8%
SA - Eastern Adelaide	2.7%	3.9%	3.3%	1.7%	1.1%	1.0%	1.4%	2.0%	1.8%	0.6%	1.6%
SA - Eyre and Western	4.2%	5.1%	4.7%	4.4%	2.2%	1.9%	1.9%	1.9%	2.9%	0.9%	2.5%
SA - Far North (SA)	2.3%	4.9%	4.2%	2.8%	0.9%	1.3%	2.0%	1.7%	2.2%	0.8%	2.0%
SA - Fleurieu and Kangaroo Island	4.8%	9.1%	7.0%	6.1%	2.6%	2.3%	2.3%	1.9%	3.7%	0.5%	2.5%
SA - Limestone Coast	4.1%	4.5%	4.5%	3.4%	2.2%	1.3%	2.0%	1.8%	2.7%	0.6%	2.1%
SA - Murray and Mallee	5.4%	6.6%	6.1%	3.7%	2.6%	1.8%	1.9%	2.3%	3.3%	0.7%	2.6%
SA - Northern Adelaide	5.2%	8.1%	6.8%	3.7%	1.8%	1.9%	2.4%	2.8%	3.5%	0.9%	3.0%
SA - Southern Adelaide	4.3%	7.4%	6.7%	3.7%	2.0%	2.0%	2.0%	2.5%	3.3%	0.9%	2.7%
SA - Western Adelaide	3.9%	5.4%	4.7%	2.4%	1.3%	1.2%	1.7%	2.5%	2.4%	0.8%	2.0%
SA - Yorke and Mid North	4.3%	6.4%	4.9%	4.4%	2.4%	1.7%	1.5%	1.9%	3.0%	0.5%	2.2%
TAS	3.7%	4.8%	4.4%	3.2%	1.9%	1.5%	1.9%	2.1%	2.6%	0.7%	2.1%
TAS - North	4.4%	5.1%	4.5%	3.2%	2.3%	1.6%	2.0%	2.3%	2.9%	0.7%	2.3%
TAS - North West	3.2%	5.0%	4.4%	4.4%	2.5%	1.8%	1.8%	2.3%	2.8%	0.6%	2.3%
TAS - South East	4.0%	4.7%	4.6%	3.1%	1.4%	1.2%	1.7%	2.0%	2.4%	0.6%	2.0%
TAS - South West	3.2%	4.3%	4.1%	2.6%	1.6%	1.3%	2.1%	2.0%	2.3%	0.7%	2.0%
ACT	3.0%	4.4%	3.8%	2.3%	1.3%	1.1%	1.7%	2.2%	2.1%	1.2%	2.0%
ACT	3.0%	4.4%	3.8%	2.3%	1.3%	1.1%	1.7%	2.2%	2.1%	1.2%	2.0%
NT	2.8%	3.6%	3.0%	1.6%	0.8%	1.2%	1.6%	2.0%	1.8%	0.8%	1.7%
NT - Barkly	2.2%	1.9%	1.6%	1.1%	1.4%	2.3%	2.0%	1.3%	1.8%	1.3%	1.7%
NT - Central Australia	2.5%	3.5%	2.8%	1.2%	0.9%	1.6%	1.9%	2.6%	1.9%	1.2%	1.9%

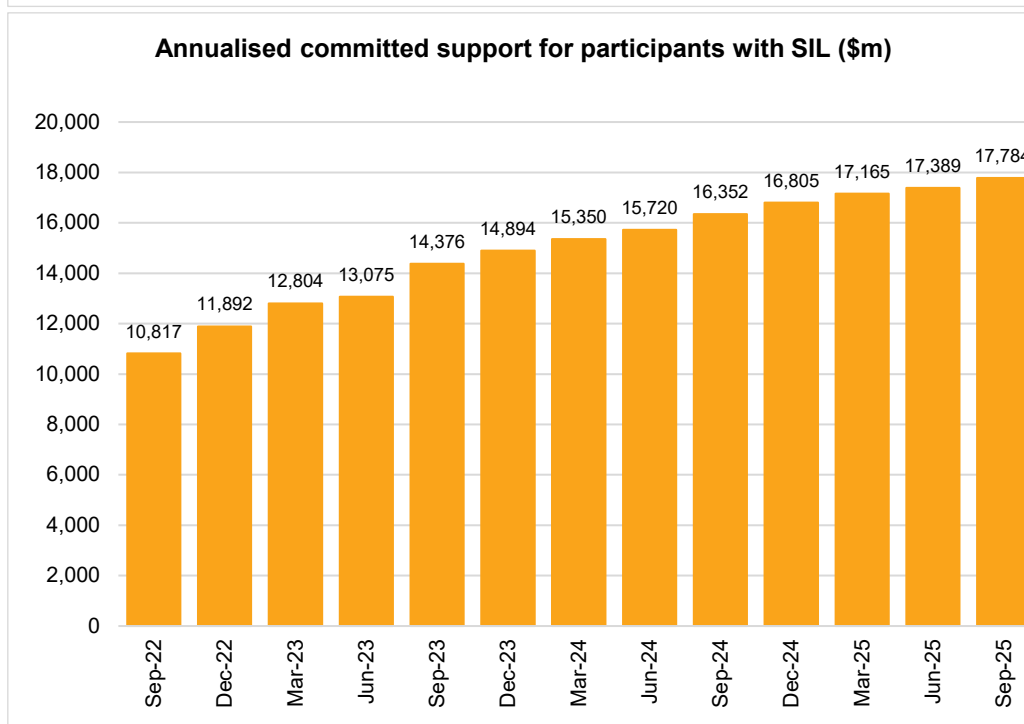
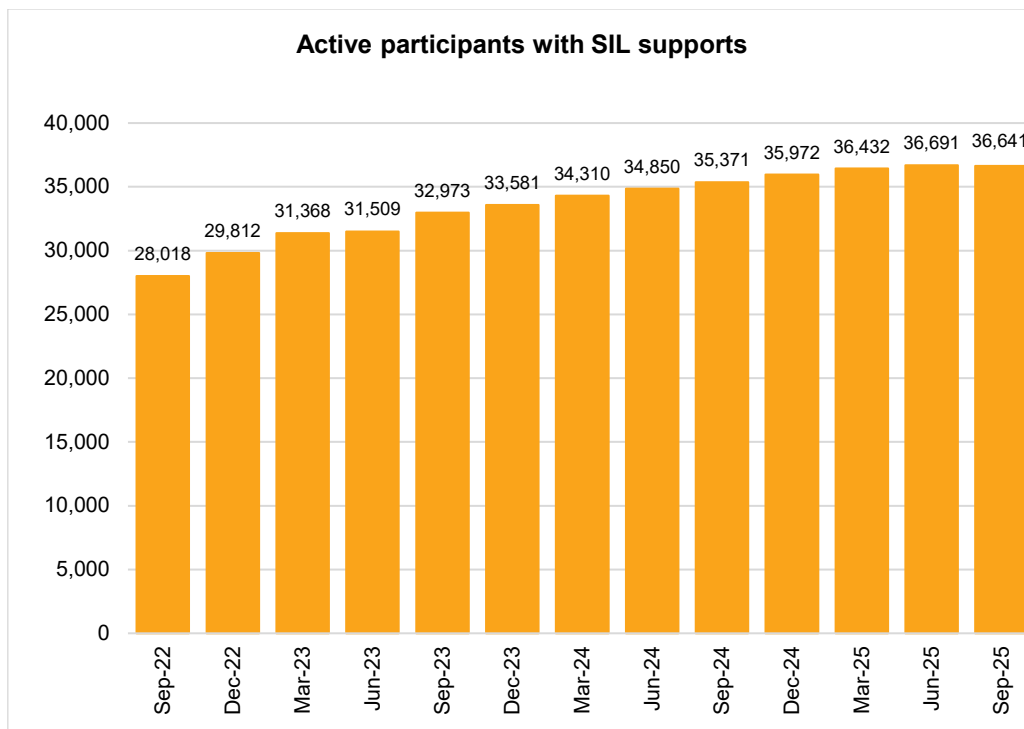
Service District	0 to 8 years	9 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65+	Total excl. 65+ years	Total
NT - Darwin Remote	2.3%	1.6%	1.1%	1.0%	0.9%	1.1%	2.0%	2.3%	1.5%	0.2%	1.4%
NT - Darwin Urban	3.0%	4.3%	3.5%	1.9%	0.8%	1.0%	1.2%	1.6%	1.8%	0.7%	1.7%
NT - East Arnhem	1.9%	0.9%	1.5%	1.3%	1.0%	1.2%	3.7%	2.8%	1.7%	0.4%	1.6%
NT - Katherine	4.6%	4.4%	4.7%	1.5%	0.8%	2.0%	3.1%	5.1%	2.9%	1.8%	2.8%
Total	3.8%	4.9%	4.0%	2.3%	1.4%	1.3%	1.7%	2.1%	2.4%	0.8%	2.1%

Supplement P:

Specialist Disability Accommodation

Figure P.1 Changes in Specialist Disability Accommodation by quarter – National





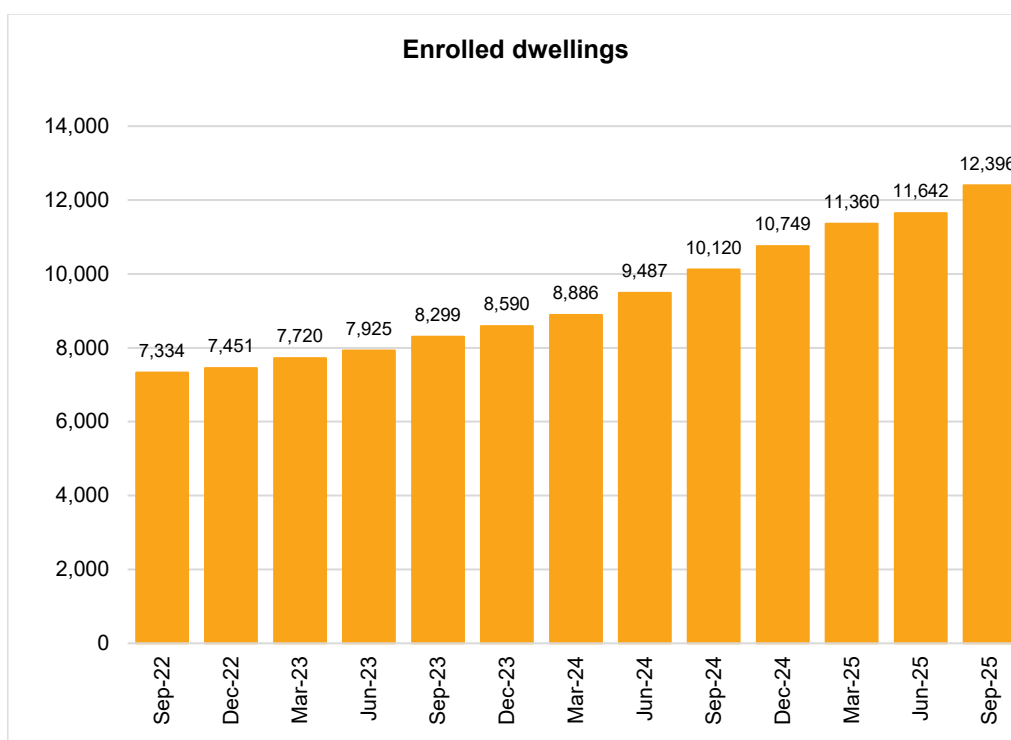


Table P.1 Active participants with SDA and SIL funding in current NDIS plan as at 30 September 2025 ^{242 243}

Service District	Participants with SDA in use	Participants SDA eligible, not yet using SDA	Percentage of SDA using participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
NSW	5,015	3,012	2.3%	12,198	5.5%	221,320
NSW - Nepean Blue Mountains	697	406	1.9%	2,127	5.9%	36,137
NSW - Nepean Blue Mountains	275	164	2.2%	660	5.2%	12,767
NSW - Nepean Blue Mountains	11	14	1.1%	36	3.6%	1,007
NSW - Nepean Blue Mountains	297	197	2.3%	759	5.9%	12,816
NSW - Nepean Blue Mountains	117	115	1.3%	353	3.8%	9,206
NSW - Nepean Blue Mountains	250	124	2.6%	497	5.1%	9,651
NSW - Nepean Blue Mountains	382	166	2.9%	752	5.6%	13,335
NSW - North Sydney	638	246	4.4%	1,068	7.3%	14,604
NSW - Northern NSW	189	145	1.8%	466	4.3%	10,799
NSW - South Eastern Sydney	401	222	2.7%	828	5.5%	15,031
NSW - South Western Sydney	485	516	1.4%	1,709	4.8%	35,472
NSW - Southern NSW	109	59	1.8%	260	4.3%	6,060
NSW - Sydney	123	132	1.5%	442	5.2%	8,468
NSW - Western NSW	282	142	3.2%	653	7.4%	8,825
NSW - Western Sydney	759	364	2.8%	1,587	5.9%	27,096
NSW - Other	<11	<11	n/a	<11	n/a	46
VIC	5,293	2,002	2.6%	7,828	3.9%	202,704
VIC - Barwon	392	106	2.9%	555	4.1%	13,381
VIC - Central Highlands	318	73	3.9%	430	5.3%	8,152

²⁴² Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

²⁴³ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

Service District	Participants with SDA in use	Participants SDA eligible, not yet using SDA	Percentage of SDA using participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
VIC - Loddon	195	100	1.8%	344	3.3%	10,571
VIC - North East Melbourne	645	195	3.3%	887	4.6%	19,320
VIC - Inner Gippsland	134	72	1.8%	234	3.1%	7,654
VIC - Ovens Murray	119	45	2.4%	188	3.8%	4,967
VIC - Western District	227	71	4.4%	294	5.7%	5,203
VIC - Inner East Melbourne	624	171	4.7%	775	5.8%	13,273
VIC - Outer East Melbourne	391	157	2.8%	538	3.8%	14,034
VIC - Hume Moreland	213	118	1.5%	359	2.5%	14,188
VIC - Bayside Peninsula	696	251	2.8%	1,027	4.2%	24,622
VIC - Southern Melbourne	411	220	2.1%	775	3.9%	19,696
VIC - Brimbank Melton	266	106	1.9%	419	3.0%	14,125
VIC - Western Melbourne	405	183	2.0%	575	2.8%	20,297
VIC - Goulburn	116	73	1.8%	201	3.1%	6,438
VIC - Mallee	82	25	2.3%	122	3.5%	3,529
VIC - Outer Gippsland	59	35	1.8%	105	3.2%	3,235
VIC - Other	<11	<11	n/a	<11	n/a	19
QLD	2,585	1,857	1.6%	7,462	4.6%	161,575
QLD - Bundaberg	83	42	2.0%	201	4.9%	4,131
QLD - Ipswich	205	178	1.5%	599	4.5%	13,332
QLD - Mackay	62	34	1.3%	207	4.3%	4,799
QLD - Toowoomba	185	160	2.0%	588	6.2%	9,414
QLD - Townsville	127	105	1.4%	483	5.3%	9,037
QLD - Rockhampton	86	97	1.0%	290	3.3%	8,726
QLD - Beenleigh	327	190	1.7%	856	4.4%	19,244
QLD - Brisbane	488	388	1.7%	1,301	4.4%	29,490
QLD - Cairns	122	101	1.6%	435	5.6%	7,833
QLD - Maryborough	112	56	1.8%	257	4.2%	6,127
QLD - Robina	278	187	1.7%	766	4.6%	16,597
QLD - Caboolture/Strathpine	318	175	1.7%	836	4.5%	18,613
QLD - Maroochydore	192	144	1.4%	642	4.5%	14,220
QLD - Other	<11	<11	n/a	<11	n/a	12
WA	686	1,176	1.0%	3,509	5.3%	66,569
WA - North East Metro	112	233	1.2%	705	7.3%	9,716
WA - Wheat Belt	<11	<11	n/a	25	1.6%	1,558
WA - South Metro	109	128	1.0%	514	4.6%	11,088
WA - Central South Metro	87	118	1.0%	374	4.5%	8,326
WA - South West	22	70	0.4%	190	3.6%	5,271
WA - Goldfields-Esperance	<11	29	n/a	53	4.8%	1,115
WA - North Metro	105	124	1.1%	364	3.9%	9,353
WA - Kimberley-Pilbara	<11	38	n/a	89	4.4%	2,030
WA - South East Metro	159	190	2.1%	600	8.1%	7,446
WA - Central North Metro	71	199	1.0%	481	6.6%	7,315
WA - Great Southern	<11	29	n/a	63	4.1%	1,554

Service District	Participants with SDA in use	Participants SDA eligible, not yet using SDA	Percentage of SDA using participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
WA - Midwest-Gascoyne	19	12	1.1%	49	2.9%	1,699
WA - Other	<11	<11	n/a	<11	n/a	98
SA	1,523	968	2.4%	3,270	5.1%	64,046
SA - Adelaide Hills	37	19	1.4%	92	3.4%	2,711
SA - Barossa, Light and Lower North	30	27	0.9%	79	2.4%	3,323
SA - Eastern Adelaide	188	85	3.5%	297	5.6%	5,296
SA - Eyre and Western	<11	25	n/a	66	3.5%	1,892
SA - Far North (SA)	<11	14	n/a	38	5.7%	668
SA - Fleurieu and Kangaroo Island	26	28	1.3%	66	3.4%	1,944
SA - Limestone Coast	33	31	1.6%	109	5.2%	2,089
SA - Murray and Mallee	46	32	1.8%	113	4.3%	2,623
SA - Northern Adelaide	581	331	2.7%	1,200	5.6%	21,612
SA - Southern Adelaide	423	266	3.0%	874	6.2%	14,004
SA - Western Adelaide	125	87	2.3%	259	4.7%	5,470
SA - Yorke and Mid North	19	23	0.8%	77	3.3%	2,365
SA - Other	<11	<11	n/a	<11	n/a	49
TAS	109	393	0.7%	1,108	6.8%	16,223
TAS - North	53	99	1.1%	242	5.2%	4,617
TAS - North West	30	98	0.8%	255	7.2%	3,537
TAS - South East	17	75	0.5%	197	5.3%	3,715
TAS - South West	<11	120	n/a	414	9.5%	4,351
TAS - Other	<11	<11	n/a	<11	n/a	<11
ACT	203	143	1.7%	641	5.2%	12,260
ACT	203	143	1.7%	641	5.2%	12,259
ACT - Other	<11	<11	n/a	<11	n/a	<11
NT	104	205	1.6%	625	9.4%	6,647
NT - Barkly	<11	<11	n/a	12	7.3%	165
NT - Central Australia	12	68	1.1%	170	15.3%	1,113
NT - Darwin Remote	<11	<11	n/a	<11	n/a	609
NT - Darwin Urban	72	105	1.9%	364	9.6%	3,810
NT - East Arnhem	<11	<11	n/a	<11	n/a	272
NT - Katherine	15	15	3.7%	50	12.2%	409
NT - Other	<11	<11	n/a	15	5.6%	269
OT	<11	<11	n/a	<11	n/a	82
Missing	<11	<11	n/a	<11	n/a	20
Total	15,518	9,756	2.1%	36,641	4.9%	751,446

Table P.2 Annualised committed supports in current NDIS plans as at 30 September 2025 ²⁴⁴
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State/Territory	Annualised supports committed to SDA in current plans	Percentage of supports committed to SDA	Annualised committed supports for participants with SIL	Percentage of supports committed to participants with SIL	Total committed in supports in current plans
NSW	\$165,733,160	0.88%	\$5,622,835,298	30%	\$18,848,078,354
VIC	\$165,481,076	1.05%	\$3,854,271,163	24%	\$15,785,105,982
QLD	\$138,924,090	0.99%	\$3,682,355,300	26%	\$13,973,846,954
WA	\$48,461,783	0.81%	\$1,686,371,063	28%	\$5,995,716,978
SA	\$51,861,558	0.95%	\$1,672,787,842	31%	\$5,476,042,827
TAS	\$6,927,790	0.44%	\$549,661,974	35%	\$1,557,467,766
ACT	\$7,123,685	0.77%	\$297,366,249	32%	\$928,307,239
NT	\$7,075,093	0.77%	\$418,817,171	46%	\$916,480,250
Other Territories	n/a	n/a	n/a	n/a	\$9,375,148
Missing	n/a	n/a	n/a	n/a	\$839,018
Total	\$591,588,235	0.93%	\$17,784,466,058	28%	\$63,491,260,515

Table P.3 Active SDA providers by State/Territory as at 30 September 2025 ^{247 248 249}

State/Territory	Providers of SDA supports active in quarter 1, 2025-26
NSW	204
VIC	172
QLD	102
WA	70
SA	78
TAS	14
ACT	10
NT	14
OT	0
National	547

²⁴⁴ State/Territory is defined by the current residing address of the participant.

²⁴⁵ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

²⁴⁶ Annualised supports committed to SDA in current plans refer to annualised supports committed for active participants who have SDA in their plans at 30 June 2025.

²⁴⁷ Active providers of SDA supports in this table refer to any provider that has received a payment for providing SDA supports to NDIA-managed participants residing in the given jurisdiction.

²⁴⁸ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

²⁴⁹ Providers can be registered in more than one jurisdiction. Therefore, the National Totals of active providers is not equal to the respective sums across all states and territories.

SDA Building Types:

Existing: Dwellings built before 1 April 2016 that were used as disability related supported accommodation under a previous State, Territory or Commonwealth scheme. Existing dwellings must substantially comply with the requirements of a new build, and must meet the maximum resident requirement (5 residents or less).

Legacy: Existing dwellings that do not meet the maximum resident requirement of 5 residents or less. Over time, the NDIA will stop making SDA payments towards Legacy dwellings.

New Build: An SDA dwelling that was built (has a certificate of occupancy dated) after 1 April 2016 and meets all of the requirements under the SDA Rules and NDIS Price Guide.

New Build (refurbished): A dwelling that was built before 1 April 2016 but has been significantly refurbished since and now meets all of the requirements for a new build in the SDA Rules and NDIS Price Guide. In order to qualify for as a New Build (refurbished) providers must spend a minimum amount. These minimum amounts are specified per dwelling type in the SDA Price Guide.

The SA3 and SA4 regions have been updated from the 2011 boundaries to 2016 boundaries in March 2023. The changes to the SA boundaries can be found on the Australian Bureau of Statistics website.

Table P.4 Number of Enrolled SDA Dwellings by SA4 Region and Building Type as at 30 September 2025

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
ACT	110	0	101	0	211
ACT - Australian Capital Territory	110	0	101	0	211
NSW	1,196	53	1,859	39	3,147
NSW - Capital Region	45	1	15	0	61
NSW - Central Coast	60	2	102	1	165
NSW - Central West	46	3	57	2	108
NSW - Coffs Harbour - Grafton	23	5	3	0	31
NSW - Far West and Orana	43	4	28	0	75
NSW - Hunter Valley exc Newcastle	35	1	46	2	84
NSW - Illawarra	41	1	57	0	99
NSW - Mid North Coast	43	2	36	0	81
NSW - Murray	51	1	48	0	100
NSW - New England and North West	28	2	32	0	62
NSW - Newcastle and Lake Macquarie	71	1	155	2	229
NSW - Richmond - Tweed	39	1	32	3	75
NSW - Riverina	24	1	33	1	59
NSW - Southern Highlands and Shoalhaven	11	0	26	0	37
NSW - Sydney - Baulkham Hills and Hawkesbury	41	6	42	1	90
NSW - Sydney - Blacktown	63	4	90	2	159
NSW - Sydney - City and Inner South	15	3	30	4	52
NSW - Sydney - Eastern Suburbs	10	1	4	1	16

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
NSW - Sydney - Inner South West	72	2	88	3	165
NSW - Sydney - Inner West	17	1	48	0	66
NSW - Sydney - North Sydney and Hornsby	20	1	55	3	79
NSW - Sydney - Northern Beaches	28	1	43	0	72
NSW - Sydney - Outer South West	39	0	69	3	111
NSW - Sydney - Outer West and Blue Mountains	76	3	221	7	307
NSW - Sydney - Parramatta	97	0	228	2	327
NSW - Sydney - Ryde	66	1	84	0	151
NSW - Sydney - South West	38	1	130	2	171
NSW - Sydney - Sutherland	54	4	57	0	115
NT	15	0	106	2	123
NT - Darwin	10	0	90	2	102
NT - Northern Territory - Outback	5	0	16	0	21
QLD	347	22	2,188	17	2,574
QLD - Brisbane - East	11	0	120	1	132
QLD - Brisbane - North	21	0	77	1	99
QLD - Brisbane - South	13	2	85	0	100
QLD - Brisbane - West	43	2	9	0	54
QLD - Brisbane Inner City	5	0	72	1	78
QLD - Cairns	9	1	122	0	132
QLD - Central Queensland	25	2	40	1	68
QLD - Darling Downs - Maranoa	2	1	17	1	21
QLD - Gold Coast	23	2	230	2	257
QLD - Ipswich	38	1	259	1	299
QLD - Logan - Beaudesert	17	1	292	0	310
QLD - Mackay - Isaac - Whitsunday	5	0	73	0	78
QLD - Moreton Bay - North	19	1	181	2	203
QLD - Moreton Bay - South	14	0	85	0	99
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	16	1	107	2	126
QLD - Toowoomba	11	4	141	0	156
QLD - Townsville	26	2	130	2	160
QLD - Wide Bay	49	2	148	3	202
SA	895	4	764	7	1,670
SA - Adelaide - Central and Hills	75	1	133	2	211
SA - Adelaide - North	293	1	308	3	605
SA - Adelaide - South	273	1	161	2	437
SA - Adelaide - West	142	0	96	0	238
SA - Barossa - Yorke - Mid North	8	1	10	0	19
SA - South Australia - Outback	17	0	2	0	19
SA - South Australia - South East	87	0	54	0	141
TAS	13	3	126	4	146
TAS - Hobart	4	0	66	0	70
TAS - Launceston and North East	5	2	29	4	40

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
TAS - South East	0	0	1	0	1
TAS - West and North West	4	1	30	0	35
VIC	1,143	81	2,264	87	3,575
VIC - Ballarat	41	4	183	5	233
VIC - Bendigo	30	0	47	0	77
VIC - Geelong	52	3	193	10	258
VIC - Hume	49	1	10	3	63
VIC - Latrobe - Gippsland	62	7	62	0	131
VIC - Melbourne - Inner	43	6	194	15	258
VIC - Melbourne - Inner East	80	9	40	0	129
VIC - Melbourne - Inner South	97	9	87	14	207
VIC - Melbourne - North East	148	4	211	6	369
VIC - Melbourne - North West	44	3	77	1	125
VIC - Melbourne - Outer East	123	3	64	6	196
VIC - Melbourne - South East	118	5	318	6	447
VIC - Melbourne - West	69	11	583	9	672
VIC - Mornington Peninsula	53	4	80	5	142
VIC - North West	68	7	46	6	127
VIC - Shepparton	30	3	33	0	66
VIC - Warrnambool and South West	36	2	36	1	75
WA	8	1	941	0	950
WA - Bunbury	0	0	34	0	34
WA - Mandurah	0	0	84	0	84
WA - Perth - Inner	4	0	47	0	51
WA - Perth - North East	1	1	106	0	108
WA - Perth - North West	1	0	165	0	166
WA - Perth - South East	2	0	269	0	271
WA - Perth - South West	0	0	215	0	215
WA - Western Australia - Outback (North)	0	0	0	0	0
WA - Western Australia - Outback (South)	0	0	15	0	15
WA - Western Australia - Wheat Belt	0	0	6	0	6
Total	3,727	164	8,349	156	12,396

Table P.5 Number of Enrolled SDA Dwellings by SA4 Region and Design Category as at 30 September 2025

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
ACT	31	59	97	16	7	1	211
ACT - Australian Capital Territory	31	59	97	16	7	1	211
NSW	1,004	482	1,194	220	233	14	3,147
NSW - Capital Region	44	0	9	3	5	0	61
NSW - Central Coast	54	13	80	5	13	0	165
NSW - Central West	35	9	31	22	10	1	108
NSW - Coffs Harbour - Grafton	19	3	6	1	2	0	31

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
NSW - Far West and Orana	40	7	12	9	4	3	75
NSW - Hunter Valley exc Newcastle	29	3	25	12	15	0	84
NSW - Illawarra	42	17	39	1	0	0	99
NSW - Mid North Coast	39	11	11	11	9	0	81
NSW - Murray	34	17	24	15	7	3	100
NSW - New England and North West	18	13	16	2	13	0	62
NSW - Newcastle and Lake Macquarie	63	16	127	12	10	1	229
NSW - Richmond - Tweed	31	13	16	8	7	0	75
NSW - Riverina	23	9	19	4	4	0	59
NSW - Southern Highlands and Shoalhaven	8	13	10	6	0	0	37
NSW - Sydney - Baulkham Hills and Hawkesbury	32	15	34	2	7	0	90
NSW - Sydney - Blacktown	56	15	67	8	13	0	159
NSW - Sydney - City and Inner South	15	28	5	4	0	0	52
NSW - Sydney - Eastern Suburbs	10	0	1	4	0	1	16
NSW - Sydney - Inner South West	69	14	71	0	11	0	165
NSW - Sydney - Inner West	16	31	14	5	0	0	66
NSW - Sydney - North Sydney and Hornsby	19	9	35	9	5	2	79
NSW - Sydney - Northern Beaches	27	6	27	0	12	0	72
NSW - Sydney - Outer South West	33	10	56	10	1	1	111
NSW - Sydney - Outer West and Blue Mountains	56	88	119	18	26	0	307
NSW - Sydney - Parramatta	75	61	161	18	12	0	327
NSW - Sydney - Ryde	35	15	71	5	25	0	151
NSW - Sydney - South West	31	25	76	19	20	0	171
NSW - Sydney - Sutherland	51	21	32	7	2	2	115
NT	5	5	66	24	17	6	123
NT - Darwin	3	4	57	24	13	1	102
NT - Northern Territory - Outback	2	1	9	0	4	5	21
QLD	113	306	1,475	432	243	5	2,574
QLD - Brisbane - East	4	16	96	11	4	1	132
QLD - Brisbane - North	13	25	56	1	3	1	99
QLD - Brisbane - South	9	5	69	2	15	0	100
QLD - Brisbane - West	1	20	33	0	0	0	54
QLD - Brisbane Inner City	2	2	68	0	6	0	78
QLD - Cairns	1	1	77	33	20	0	132
QLD - Central Queensland	9	9	31	4	15	0	68
QLD - Darling Downs - Maranoa	1	3	11	3	3	0	21
QLD - Gold Coast	8	18	191	12	28	0	257
QLD - Ipswich	15	30	134	102	18	0	299
QLD - Logan - Beaudesert	10	37	181	67	15	0	310
QLD - Mackay - Isaac - Whitsunday	0	5	58	11	2	2	78
QLD - Moreton Bay - North	2	21	119	45	16	0	203
QLD - Moreton Bay - South	1	14	67	8	9	0	99
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	4	14	61	23	24	0	126

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
QLD - Toowoomba	9	24	72	37	14	0	156
QLD - Townsville	8	14	89	32	17	0	160
QLD - Wide Bay	16	48	62	41	34	1	202
SA	473	369	528	135	162	3	1,670
SA - Adelaide - Central and Hills	52	25	114	9	11	0	211
SA - Adelaide - North	108	168	211	62	55	1	605
SA - Adelaide - South	158	64	128	25	60	2	437
SA - Adelaide - West	90	69	46	14	19	0	238
SA - Barossa - Yorke - Mid North	7	2	5	5	0	0	19
SA - South Australia - Outback	13	4	0	2	0	0	19
SA - South Australia - South East	45	37	24	18	17	0	141
TAS	4	34	71	19	17	1	146
TAS - Hobart	3	0	52	11	4	0	70
TAS - Launceston and North East	1	13	13	5	8	0	40
TAS - South East	0	0	1	0	0	0	1
TAS - West and North West	0	21	5	3	5	1	35
VIC	291	606	1,542	707	421	8	3,575
VIC - Ballarat	9	87	78	47	10	2	233
VIC - Bendigo	3	16	34	20	4	0	77
VIC - Geelong	12	38	146	53	8	1	258
VIC - Hume	21	12	16	4	9	1	63
VIC - Latrobe - Gippsland	17	35	40	21	18	0	131
VIC - Melbourne - Inner	19	36	195	2	6	0	258
VIC - Melbourne - Inner East	14	22	44	15	34	0	129
VIC - Melbourne - Inner South	33	32	87	12	42	1	207
VIC - Melbourne - North East	27	60	143	77	62	0	369
VIC - Melbourne - North West	7	19	45	34	20	0	125
VIC - Melbourne - Outer East	29	33	44	23	66	1	196
VIC - Melbourne - South East	32	62	207	117	29	0	447
VIC - Melbourne - West	7	58	334	228	43	2	672
VIC - Mornington Peninsula	11	30	55	20	26	0	142
VIC - North West	20	36	25	12	34	0	127
VIC - Shepparton	9	19	19	14	5	0	66
VIC - Warrnambool and South West	21	11	30	8	5	0	75
WA	2	67	752	26	91	12	950
WA - Bunbury	0	0	32	0	2	0	34
WA - Mandurah	0	3	66	0	12	3	84
WA - Perth - Inner	0	0	46	0	4	1	51
WA - Perth - North East	1	7	89	1	9	1	108
WA - Perth - North West	1	14	137	7	6	1	166
WA - Perth - South East	0	30	189	11	39	2	271
WA - Perth - South West	0	13	182	4	14	2	215
WA - Western Australia - Outback (North)	0	0	0	0	0	0	0
WA - Western Australia - Outback (South)	0	0	6	2	5	2	15

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
WA - Western Australia - Wheat Belt	0	0	5	1	0	0	6
Total	1,923	1,928	5,725	1,579	1,191	50	12,396

Table P.6 Number of Enrolled SDA Dwellings by SA4 Region and Maximum number of residents as at 30 September 2025

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
ACT	88	59	31	25	8	0	211
ACT - Australian Capital Territory	88	59	31	25	8	0	211
NSW	1,456	437	293	299	609	53	3,147
NSW - Capital Region	29	5	2	9	15	1	61
NSW - Central Coast	69	23	18	15	38	2	165
NSW - Central West	41	12	7	14	31	3	108
NSW - Coffs Harbour - Grafton	6	3	6	3	8	5	31
NSW - Far West and Orana	32	14	4	11	10	4	75
NSW - Hunter Valley exc Newcastle	21	16	16	13	17	1	84
NSW - Illawarra	39	3	18	10	28	1	99
NSW - Mid North Coast	23	21	18	1	16	2	81
NSW - Murray	48	18	10	7	16	1	100
NSW - New England and North West	16	16	6	2	20	2	62
NSW - Newcastle and Lake Macquarie	95	45	31	18	39	1	229
NSW - Richmond - Tweed	30	8	11	6	19	1	75
NSW - Riverina	15	12	10	11	10	1	59
NSW - Southern Highlands and Shoalhaven	4	13	6	3	11	0	37
NSW - Sydney - Baulkham Hills and Hawkesbury	33	5	2	17	27	6	90
NSW - Sydney - Blacktown	67	9	17	20	42	4	159
NSW - Sydney - City and Inner South	21	13	1	5	9	3	52
NSW - Sydney - Eastern Suburbs	3	0	1	4	7	1	16
NSW - Sydney - Inner South West	86	13	9	12	43	2	165
NSW - Sydney - Inner West	44	2	5	4	10	1	66
NSW - Sydney - North Sydney and Hornsby	48	8	4	6	12	1	79
NSW - Sydney - Northern Beaches	16	10	5	12	28	1	72
NSW - Sydney - Outer South West	56	13	9	18	15	0	111
NSW - Sydney - Outer West and Blue Mountains	167	39	42	25	31	3	307
NSW - Sydney - Parramatta	233	31	10	14	39	0	327
NSW - Sydney - Ryde	77	31	4	14	24	1	151
NSW - Sydney - South West	83	37	13	16	21	1	171
NSW - Sydney - Sutherland	54	17	8	9	23	4	115
NT	17	76	20	3	7	0	123
NT - Darwin	14	67	13	2	6	0	102
NT - Northern Territory - Outback	3	9	7	1	1	0	21
QLD	1,180	746	486	104	36	22	2,574
QLD - Brisbane - East	63	47	20	1	1	0	132
QLD - Brisbane - North	57	17	19	2	4	0	99

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
QLD - Brisbane - South	62	13	19	2	2	2	100
QLD - Brisbane - West	29	14	5	3	1	2	54
QLD - Brisbane Inner City	72	2	2	1	1	0	78
QLD - Cairns	70	19	35	7	0	1	132
QLD - Central Queensland	31	15	9	10	1	2	68
QLD - Darling Downs - Maranoa	2	11	5	1	1	1	21
QLD - Gold Coast	191	20	39	3	2	2	257
QLD - Ipswich	95	115	79	9	0	1	299
QLD - Logan - Beaudesert	141	97	59	11	1	1	310
QLD - Mackay - Isaac - Whitsunday	23	42	5	7	1	0	78
QLD - Moreton Bay - North	73	64	49	9	7	1	203
QLD - Moreton Bay - South	53	25	15	4	2	0	99
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	66	28	22	5	4	1	126
QLD - Toowoomba	44	72	23	11	2	4	156
QLD - Townsville	51	66	30	9	2	2	160
QLD - Wide Bay	57	79	51	9	4	2	202
SA	489	675	306	122	74	4	1,670
SA - Adelaide - Central and Hills	110	50	28	16	6	1	211
SA - Adelaide - North	133	265	137	45	24	1	605
SA - Adelaide - South	140	172	63	27	34	1	437
SA - Adelaide - West	83	92	41	14	8	0	238
SA - Barossa - Yorke - Mid North	0	10	3	5	0	1	19
SA - South Australia - Outback	6	8	1	3	1	0	19
SA - South Australia - South East	17	78	33	12	1	0	141
TAS	51	77	3	12	0	3	146
TAS - Hobart	9	58	2	1	0	0	70
TAS - Launceston and North East	19	10	1	8	0	2	40
TAS - South East	0	1	0	0	0	0	1
TAS - West and North West	23	8	0	3	0	1	35
VIC	1,240	934	537	186	597	81	3,575
VIC - Ballarat	111	64	30	6	18	4	233
VIC - Bendigo	36	7	12	8	14	0	77
VIC - Geelong	94	97	30	7	27	3	258
VIC - Hume	8	24	10	4	16	1	63
VIC - Latrobe - Gippsland	60	26	12	3	23	7	131
VIC - Melbourne - Inner	193	30	8	5	16	6	258
VIC - Melbourne - Inner East	42	4	6	13	55	9	129
VIC - Melbourne - Inner South	88	27	23	10	50	9	207
VIC - Melbourne - North East	93	105	69	18	80	4	369
VIC - Melbourne - North West	16	48	24	6	28	3	125
VIC - Melbourne - Outer East	44	23	31	29	66	3	196
VIC - Melbourne - South East	136	131	90	24	61	5	447
VIC - Melbourne - West	198	276	128	18	41	11	672

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
VIC - Mornington Peninsula	49	23	23	12	31	4	142
VIC - North West	26	35	19	10	30	7	127
VIC - Shepparton	28	4	10	6	15	3	66
VIC - Warrnambool and South West	18	10	12	7	26	2	75
WA	403	280	243	17	6	1	950
WA - Bunbury	5	20	9	0	0	0	34
WA - Mandurah	37	22	24	1	0	0	84
WA - Perth - Inner	41	9	1	0	0	0	51
WA - Perth - North East	28	35	39	3	2	1	108
WA - Perth - North West	71	50	38	5	2	0	166
WA - Perth - South East	88	85	89	7	2	0	271
WA - Perth - South West	125	53	36	1	0	0	215
WA - Western Australia - Outback (North)	0	0	0	0	0	0	0
WA - Western Australia - Outback (South)	5	3	7	0	0	0	15
WA - Western Australia - Wheat Belt	3	3	0	0	0	0	6
Total	4,924	3,284	1,919	768	1,337	164	12,396

Table P.7 New Build/New Build (Refurbished) Maximum Residents by Design Category by SA4 Region as at 30 September 2025

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
ACT	22	108	10	2	4	146
ACT - Australian Capital Territory	22	108	10	2	4	146
NSW	757	1,845	304	391	42	3,339
NSW - Capital Region	0	18	7	4	0	29
NSW - Central Coast	23	147	3	39	0	212
NSW - Central West	13	42	32	5	4	96
NSW - Coffs Harbour - Grafton	5	6	0	0	0	11
NSW - Far West and Orana	18	21	6	2	6	53
NSW - Hunter Valley exc Newcastle	6	71	21	21	0	119
NSW - Illawarra	37	77	1	0	0	115
NSW - Mid North Coast	16	24	18	24	0	82
NSW - Murray	10	43	12	5	8	78
NSW - New England and North West	5	24	2	26	0	57
NSW - Newcastle and Lake Macquarie	41	261	20	14	3	339
NSW - Richmond - Tweed	15	34	8	11	0	68
NSW - Riverina	14	43	5	11	0	73
NSW - Southern Highlands and Shoalhaven	21	24	19	0	0	64
NSW - Sydney - Baulkham Hills and Hawkesbury	25	34	1	20	0	80
NSW - Sydney - Blacktown	22	110	9	35	0	176
NSW - Sydney - City and Inner South	43	9	4	0	0	56
NSW - Sydney - Eastern Suburbs	0	1	7	0	3	11
NSW - Sydney - Inner South West	30	96	0	12	0	138
NSW - Sydney - Inner West	32	21	4	0	0	57

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
NSW - Sydney - North Sydney and Hornsby	7	49	14	5	4	79
NSW - Sydney - Northern Beaches	15	67	0	37	0	119
NSW - Sydney - Outer South West	15	83	17	0	4	119
NSW - Sydney - Outer West and Blue Mountains	153	136	30	39	0	358
NSW - Sydney - Parramatta	87	174	20	9	0	290
NSW - Sydney - Ryde	42	48	6	38	0	134
NSW - Sydney - South West	35	136	31	29	0	231
NSW - Sydney - Sutherland	27	46	7	5	10	95
NT	6	130	45	19	18	218
NT - Darwin	6	114	45	15	3	183
NT - Northern Territory - Outback	0	16	0	4	15	35
QLD	340	2,563	594	340	16	3,853
QLD - Brisbane - East	24	154	9	7	3	197
QLD - Brisbane - North	24	79	3	4	2	112
QLD - Brisbane - South	0	110	4	22	0	136
QLD - Brisbane - West	2	24	0	0	0	26
QLD - Brisbane Inner City	0	71	0	12	0	83
QLD - Cairns	0	159	34	20	0	213
QLD - Central Queensland	0	51	5	13	0	69
QLD - Darling Downs - Maranoa	5	26	6	4	0	41
QLD - Gold Coast	19	256	12	40	0	327
QLD - Ipswich	36	277	167	34	0	514
QLD - Logan - Beaudesert	59	328	100	22	0	509
QLD - Mackay - Isaac - Whitsunday	0	104	16	8	6	134
QLD - Moreton Bay - North	30	246	51	21	0	348
QLD - Moreton Bay - South	9	106	11	8	0	134
QLD - Queensland - Outback	0	0	0	0	0	0
QLD - Sunshine Coast	17	118	21	32	0	188
QLD - Toowoomba	39	136	57	39	0	271
QLD - Townsville	14	180	35	19	0	248
QLD - Wide Bay	62	138	63	35	5	303
SA	324	869	261	70	8	1,532
SA - Adelaide - Central and Hills	46	139	21	2	0	208
SA - Adelaide - North	140	407	107	15	4	673
SA - Adelaide - South	56	188	51	31	4	330
SA - Adelaide - West	64	60	33	12	0	169
SA - Barossa - Yorke - Mid North	0	16	12	0	0	28
SA - South Australia - Outback	0	0	2	0	0	2
SA - South Australia - South East	18	59	35	10	0	122
TAS	32	132	24	36	2	226
TAS - Hobart	0	105	15	6	0	126
TAS - Launceston and North East	12	18	5	22	0	57
TAS - South East	0	2	0	0	0	2
TAS - West and North West	20	7	4	8	2	41

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
VIC	517	2,462	1,006	178	20	4,183
VIC - Ballarat	120	133	46	7	6	312
VIC - Bendigo	14	52	16	2	0	84
VIC - Geelong	31	257	80	6	2	376
VIC - Hume	7	18	1	0	3	29
VIC - Latrobe - Gippsland	10	71	12	13	0	106
VIC - Melbourne - Inner	22	211	0	4	0	237
VIC - Melbourne - Inner East	2	32	6	2	0	42
VIC - Melbourne - Inner South	18	107	16	0	2	143
VIC - Melbourne - North East	37	238	123	19	0	417
VIC - Melbourne - North West	14	96	51	4	0	165
VIC - Melbourne - Outer East	16	69	14	15	3	117
VIC - Melbourne - South East	69	377	152	18	0	616
VIC - Melbourne - West	87	571	432	26	4	1,120
VIC - Mornington Peninsula	18	101	25	20	0	164
VIC - North West	35	39	8	29	0	111
VIC - Shepparton	11	29	12	0	0	52
VIC - Warrnambool and South West	6	61	12	13	0	92
WA	133	1,337	42	215	27	1,754
WA - Bunbury	0	66	0	6	0	72
WA - Mandurah	8	109	0	34	6	157
WA - Perth - Inner	0	49	0	4	2	55
WA - Perth - North East	19	185	1	25	2	232
WA - Perth - North West	26	255	12	15	2	310
WA - Perth - South East	62	376	19	92	4	553
WA - Perth - South West	18	287	7	26	5	343
WA - Western Australia - Outback (North)	0	0	0	0	0	0
WA - Western Australia - Outback (South)	0	10	3	13	6	32
WA - Western Australia - Wheat Belt	0	0	0	0	0	0
Total	2,131	9,446	2,286	1,251	137	15,251

SDA in-kind arrangements for Tasmania have phased out as at 30 June 2023 in line with the rest of Australia. Reporting on enrolled in-kind dwellings has been removed as States and Territories have transitioned ownership of State-Owned dwellings to private ownership.

Table P.8 Number of Unfinished (Unenrolled) New Build SDA Dwellings by Design Category and SA4 Region as at 30 September 2025 ²⁵⁰

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
ACT	0	1	71	3	0	1	76
ACT - Australian Capital Territory	0	1	71	3	0	1	76
NSW	0	156	1,042	272	61	67	1,598
NSW - Capital Region	0	0	4	0	2	0	6
NSW - Central Coast	0	2	77	12	0	20	111
NSW - Central West	0	6	15	20	4	0	45
NSW - Coffs Harbour - Grafton	0	0	2	0	0	0	2
NSW - Far West and Orana	0	2	20	4	4	2	32
NSW - Hunter Valley exc Newcastle	0	7	20	42	7	1	77
NSW - Illawarra	0	9	49	6	0	0	64
NSW - Mid North Coast	0	1	13	1	4	1	20
NSW - Murray	0	3	22	6	0	0	31
NSW - New England and North West	0	7	13	4	3	1	28
NSW - Newcastle and Lake Macquarie	0	2	65	11	6	7	91
NSW - Richmond - Tweed	0	2	18	1	1	0	22
NSW - Riverina	0	2	5	9	2	0	18
NSW - Southern Highlands and Shoalhaven	0	0	16	2	0	2	20
NSW - Sydney - Baulkham Hills and Hawkesbury	0	5	15	6	2	3	31
NSW - Sydney - Blacktown	0	7	137	29	0	1	174
NSW - Sydney - City and Inner South	0	1	19	11	0	3	34
NSW - Sydney - Eastern Suburbs	0	0	0	1	0	0	1
NSW - Sydney - Inner South West	0	1	72	4	1	0	78
NSW - Sydney - Inner West	0	14	2	0	1	0	17
NSW - Sydney - North Sydney and Hornsby	0	0	13	2	0	2	17
NSW - Sydney - Northern Beaches	0	1	20	6	1	0	28
NSW - Sydney - Outer South West	0	13	58	7	1	3	82
NSW - Sydney - Outer West and Blue Mountains	0	26	90	10	0	6	132
NSW - Sydney - Parramatta	0	21	153	40	6	8	228
NSW - Sydney - Ryde	0	1	33	8	0	0	42
NSW - Sydney - South West	0	22	61	20	16	7	126
NSW - Sydney - Sutherland	0	1	30	10	0	0	41
NT	0	6	77	16	10	0	109
N T - Darwin	0	6	65	16	6	0	93

²⁵⁰ SDA pipeline data is based on information collected by the NDIA from SDA providers who are building properties they intend to enrol as SDA at a later date. This data is intended for the purpose of SDA market oversight only. There is no guarantee from the NDIA that all the dwellings listed will be enrolled as SDA or that it will be enrolled as the same building type and design category as what is in the SDA pipeline data. The NDIA decides whether to enrol a dwelling when an SDA provider submits a completed application to enrol, after the dwelling is built. The NDIA won't enrol a dwelling if the provider and the dwelling don't meet all of the requirements for enrolment under the SDA Rules at the time of the decision. This is regardless of any previous assessment, feedback or certification provided by the NDIA or any other party. There may also be under-construction properties which are intended to be enrolled as SDA which are not represented in the data. There may be delays in excluding enrolled SDA dwellings from SDA pipeline data. This may result in SDA pipeline numbers being overstated in a given reporting period. Work is underway to improve accuracy of SDA dwellings reporting.

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
NT - Northern Territory - Outback	0	0	12	0	4	0	16
QLD	0	157	991	335	58	94	1,635
QLD - Brisbane - East	0	14	67	3	2	13	99
QLD - Brisbane - North	0	11	37	8	1	5	62
QLD - Brisbane - South	0	2	44	0	16	6	68
QLD - Brisbane - West	0	0	9	0	0	0	9
QLD - Brisbane Inner City	0	4	39	1	0	2	46
QLD - Cairns	0	6	25	44	0	6	81
QLD - Central Queensland	0	1	47	25	2	4	79
QLD - Darling Downs - Maranoa	0	4	3	1	0	0	8
QLD - Gold Coast	0	4	82	2	0	7	95
QLD - Ipswich	0	14	78	71	4	7	174
QLD - Logan - Beaudesert	0	20	78	47	8	6	159
QLD - Mackay - Isaac - Whitsunday	0	0	65	16	0	1	82
QLD - Moreton Bay - North	0	17	67	20	5	7	116
QLD - Moreton Bay - South	0	2	38	0	0	3	43
QLD - Queensland - Outback	0	0	6	0	0	0	6
QLD - Sunshine Coast	0	2	38	7	2	4	53
QLD - Toowoomba	0	9	76	33	2	15	135
QLD - Townsville	0	4	115	20	13	1	153
QLD - Wide Bay	0	43	77	37	3	7	167
SA	0	124	529	131	51	87	922
SA - Adelaide - Central and Hills	0	14	67	6	1	18	106
SA - Adelaide - North	0	46	223	67	32	28	396
SA - Adelaide - South	0	28	112	33	6	24	203
SA - Adelaide - West	0	30	20	3	7	16	76
SA - Barossa - Yorke - Mid North	0	0	23	1	0	0	24
SA - South Australia - Outback	0	4	14	3	0	0	21
SA - South Australia - South East	0	2	70	18	5	1	96
TAS	0	16	127	16	4	19	182
TAS - Hobart	0	0	105	8	0	0	113
TAS - Launceston and North East	0	0	13	7	4	14	38
TAS - South East	0	0	7	0	0	1	8
TAS - West and North West	0	16	2	1	0	4	23
VIC	0	249	1,796	752	45	82	2,924
VIC - Ballarat	0	16	46	53	0	5	120
VIC - Bendigo	0	14	38	30	0	10	92
VIC - Geelong	0	14	164	41	0	1	220
VIC - Hume	0	1	12	4	1	2	20
VIC - Latrobe - Gippsland	0	9	65	11	10	5	100
VIC - Melbourne - Inner	0	6	138	0	1	0	145
VIC - Melbourne - Inner East	0	14	42	4	10	0	70
VIC - Melbourne - Inner South	0	3	141	1	0	4	149
VIC - Melbourne - North East	0	13	144	73	1	22	253

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
VIC - Melbourne - North West	0	4	48	36	0	1	89
VIC - Melbourne - Outer East	0	3	45	7	5	0	60
VIC - Melbourne - South East	0	57	324	107	4	3	495
VIC - Melbourne - West	0	47	482	318	12	8	867
VIC - Mornington Peninsula	0	2	46	30	0	10	88
VIC - North West	0	16	23	20	1	9	69
VIC - Shepparton	0	29	11	6	0	1	47
VIC - Warrnambool and South West	0	1	27	11	0	1	40
WA	0	53	655	85	70	23	886
WA - Bunbury	0	1	32	0	2	0	35
WA - Mandurah	0	7	69	12	11	1	100
WA - Perth - Inner	0	1	55	0	0	5	61
WA - Perth - North East	0	9	83	14	9	14	129
WA - Perth - North West	0	6	96	23	6	0	131
WA - Perth - South East	0	19	171	16	17	1	224
WA - Perth - South West	0	9	141	20	19	2	191
WA - Western Australia - Outback (North)	0	0	0	0	1	0	1
WA - Western Australia - Outback (South)	0	0	4	0	3	0	7
WA - Western Australia - Wheat Belt	0	1	4	0	2	0	7
Total	0	762	5,288	1,610	299	373	8,332

Table P.9 Number of Participants with identified SDA needs by status and SA4 Region as at 30 September 2025 ²⁵¹

SA4 Region	Participants with SDA in use	Participants SDA eligible, not yet using SDA	Total Participants with SDA in use or SDA eligible (not yet using SDA)
ACT	203	143	346
ACT - Australian Capital Territory	203	143	346
ACT - Other	0	0	0
NSW	5,015	3,012	8,027
NSW - Capital Region	115	67	182
NSW - Central Coast	275	164	439
NSW - Central West	182	103	285
NSW - Coffs Harbour - Grafton	76	66	142
NSW - Far West and Orana	119	61	180
NSW - Hunter Valley exc Newcastle	151	112	263
NSW - Illawarra	224	137	361
NSW - Mid North Coast	134	115	249

²⁵¹ The number of participants with SDA in use are participants that have SDA funding in their latest plan and evidence of using SDA. Participants who are SDA eligible (SDA funding not yet in use) are either participants that have SDA in their latest plan and don't have evidence of using it, or participants who have been found eligible for SDA through the home and living application process who don't yet have SDA funding in their plan. Evidence of SDA funding in use is estimated based on SDA payments, SDA service bookings and address matching to an enrolled SDA dwelling. Future enhancements to the PACE system will allow for better tracking and an ability to better understand why participants may not be using SDA funding. There are a number of participants who were found eligible through the legacy CRM process that require further investigation.

SA4 Region	Participants with SDA in use	Participants SDA eligible, not yet using SDA	Total Participants with SDA in use or SDA eligible (not yet using SDA)
NSW - Murray	130	56	186
NSW - New England and North West	103	60	163
NSW - Newcastle and Lake Macquarie	383	187	570
NSW - Richmond - Tweed	156	126	282
NSW - Riverina	113	61	174
NSW - Southern Highlands and Shoalhaven	82	85	167
NSW - Sydney - Baulkham Hills and Hawkesbury	213	51	264
NSW - Sydney - Blacktown	292	161	453
NSW - Sydney - City and Inner South	72	72	144
NSW - Sydney - Eastern Suburbs	44	55	99
NSW - Sydney - Inner South West	257	189	446
NSW - Sydney - Inner West	93	86	179
NSW - Sydney - North Sydney and Hornsby	127	106	233
NSW - Sydney - Northern Beaches	186	72	258
NSW - Sydney - Outer South West	153	130	283
NSW - Sydney - Outer West and Blue Mountains	364	150	514
NSW - Sydney - Parramatta	348	184	532
NSW - Sydney - Ryde	264	64	328
NSW - Sydney - South West	170	220	390
NSW - Sydney - Sutherland	189	72	261
NSW - Other	0	0	0
NT	104	205	309
NT - Darwin	75	106	181
NT - Northern Territory - Outback	29	99	128
NT - Other	0	0	0
QLD	2,585	1,857	4,442
QLD - Brisbane - East	124	91	215
QLD - Brisbane - North	114	90	204
QLD - Brisbane - South	107	108	215
QLD - Brisbane - West	85	44	129
QLD - Brisbane Inner City	80	48	128
QLD - Cairns	121	91	212
QLD - Central Queensland	86	95	181
QLD - Darling Downs - Maranoa	29	32	61
QLD - Gold Coast	278	189	467
QLD - Ipswich	256	232	488
QLD - Logan - Beaudesert	251	130	381
QLD - Mackay - Isaac - Whitsunday	62	34	96
QLD - Moreton Bay - North	238	125	363
QLD - Moreton Bay - South	80	52	132
QLD - Queensland - Outback	1	22	23
QLD - Sunshine Coast	171	123	294
QLD - Toowoomba	159	135	294
QLD - Townsville	127	97	224

SA4 Region	Participants with SDA in use	Participants SDA eligible, not yet using SDA	Total Participants with SDA in use or SDA eligible (not yet using SDA)
QLD - Wide Bay	216	119	335
QLD - Other	0	0	0
SA	1,523	968	2,491
SA - Adelaide - Central and Hills	225	104	329
SA - Adelaide - North	558	304	862
SA - Adelaide - South	423	265	688
SA - Adelaide - West	175	128	303
SA - Barossa - Yorke - Mid North	22	37	59
SA - South Australia - Outback	15	39	54
SA - South Australia - South East	105	91	196
SA - Other	0	0	0
TAS	109	393	502
TAS - Hobart	26	189	215
TAS - Launceston and North East	53	99	152
TAS - South East	0	6	6
TAS - West and North West	30	98	128
TAS - Other	0	1	1
VIC	5,293	2,002	7,295
VIC - Ballarat	262	64	326
VIC - Bendigo	140	71	211
VIC - Geelong	328	102	430
VIC - Hume	129	56	185
VIC - Latrobe - Gippsland	193	107	300
VIC - Melbourne - Inner	248	125	373
VIC - Melbourne - Inner East	351	95	446
VIC - Melbourne - Inner South	369	100	469
VIC - Melbourne - North East	597	178	775
VIC - Melbourne - North West	200	118	318
VIC - Melbourne - Outer East	478	180	658
VIC - Melbourne - South East	633	283	916
VIC - Melbourne - West	566	222	788
VIC - Mornington Peninsula	254	119	373
VIC - North West	236	45	281
VIC - Shepparton	123	74	197
VIC - Warrnambool and South West	186	62	248
VIC - Other	0	1	1
WA	686	1,176	1,862
WA - Bunbury	22	70	92
WA - Mandurah	41	45	86
WA - Perth - Inner	36	58	94
WA - Perth - North East	87	203	290
WA - Perth - North West	141	267	408
WA - Perth - South East	217	270	487
WA - Perth - South West	121	149	270

SA4 Region	Participants with SDA in use	Participants SDA eligible, not yet using SDA	Total Participants with SDA in use or SDA eligible (not yet using SDA)
WA - Western Australia - Outback (North)	0	38	38
WA - Western Australia - Outback (South)	19	41	60
WA - Western Australia - Wheat Belt	2	35	37
WA - Other	0	0	0
Missing	0	0	0
Total	15,518	9,756	25,274

Endnotes:

Supplement E:

- 1 The number of people who have left the Scheme is people leaving net of people returning to the Scheme.
- 2 There are a further 1,519 active participants aged 65 years or over who are currently in residential aged care.
- 3 The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.
- 4 Other includes participants with housing support data that is unavailable.
- 5 The number of participants who have left residential aged care do not include participants who are deceased or have left the NDIS.
- 6 Participation rate refers to the proportion of the general population that are NDIS participants. A small proportion of participants have a gender of 'Other'. The participation rates for this group are included within the total rates.
- 7 Denominators for each metric are: 'participant employment rate' (n=46,388), 'participant social and community engagement rate' (n=46,535), family and carer employment rate' (n=51,428) and 'participant choice and control' (n=22,220). Participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.
- 8 Denominators for each metric are: 'participant employment rate' (n=42,219), 'participant social and community engagement rate' (n=42,421), family and carer employment rate' (n=36,808) and 'participant choice and control' (n=27,186). Participants who had their first plan approved since 1 July 2016 and have had a third SF survey reassessment to date.
- 9 Denominators for each metric are: 'participant employment rate' (n=34,450), 'participant social and community engagement rate' (n=34,665), family and carer employment rate' (n=25,156) and 'participant choice and control' (n=24,900). Participants who had their first plan approved since 1 July 2016 and have had a fourth SF survey reassessment to date.
- 10 Denominators for each metric are: 'participant employment rate' (n=28,328), 'participant social and community engagement rate' (n=28,581), family and carer employment rate' (n=18,351) and 'participant choice and control' (n=22,477). Participants who had their first plan approved since 1 July 2016 and have had a fifth SF survey reassessment to date.
- 11 Denominators for each metric are: 'participant employment rate' (n=40,396), 'participant social and community engagement rate' (n=40,823), family and carer employment rate' (n=22,741) and 'participant choice and control' (n=35,161). Participants who had their first plan approved since 1 July 2016 and have had at least a sixth SF survey reassessment to date.

- 12 ECA stands for early childhood approach.
- 13 From the September 2024 quarter, the PSG timeframe (Service Agreement) to approve a plan for early childhood approach (ECA) participants after an access decision has been made was altered to 56 days (previously 90 days).
- 14 ECA stands for early childhood approach.
- 15 Note that plans are extended automatically if they have not been reassessed before expiry, so participants have continuity of support.
- 16 Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards.
- 17 Positively is defined as “Yes” for Yes/No questions, and “Mostly” or “Completely” for 5-point scale questions.
- 18 Complaints made by or on behalf of Providers refer to those submitted by registered providers. Complaints made by or on behalf of unregistered providers are not included.
- 19 Percent of all registration requests is calculated as the number of complaints made by registered providers divided by the number of registered providers. The number of registered providers used in the calculation considers the length of time since the providers have submitted a registration request for the Scheme.
- 20 Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.
- 21 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.
- 22 Note that 65% of all complainants made only one complaint, 17% made two complaints, and 18% made three or more complaints.
- 23 Complaints made by or on behalf of Providers refer to those submitted by registered providers. Complaints made by or on behalf of unregistered providers are not included.
- 24 It is possible to record multiple related parties as the source of a complaint, and in some cases, both participants and providers or other parties are linked to a single complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories.

- 25 Complaints made by or on behalf of Providers refer to those submitted by registered providers. Complaints made by or on behalf of unregistered providers are not included.
- 26 Complaints linked to multiple related parties have been treated as one complaint in order to show the total number of unique complaints. This total will not be equal to the sum of participant, provider and other complaints.
- 27 The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.
- 28 It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceed the total in each period.
- 29 Data is reported with one month lag; therefore results for last month of the current quarter are not included.
- 30 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 31 Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.
- 32 A small number of providers have a missing Australian Business Number (ABN). Payments associated with these providers are not shown separately but are included in the "All registration statuses".
- 33 Registration status is determined as at the posting date of payment.
- 34 There were \$2.0 million in total payments for the year ending 30 September 2025, with support category information missing. These payments are not shown separately but are included in the total payments for all support categories.
- 35 Total payments for home modifications were \$358.4 million. Of which, \$356.0 million (99.3%) has been paid for specialised disability accommodation (SDA) supports, and \$2.4 million (0.7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$435.7 million. Of which, \$431.1 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$4.6 million (1%) has been allocated for non-SDA supports.
- 36 There were \$3.2 million in total payments for the year ending 30 September 2025, with support category information missing. These payments are not shown separately but are included in the total payments for all support categories.

- 37 Total payments for home modifications were \$239.4 million. Of which, \$125.2 million (52.3%) has been paid for specialised disability accommodation (SDA) supports, and \$114.2 million (47.7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$404.1 million. Of which, \$160.5 million (40%) has been allocated for specialised disability accommodation (SDA) supports, and \$243.6 million (60%) has been allocated for non-SDA supports.
- 38 The utilisation rate for 2025-26 to date will likely increase due to a lag between when support is provided and when it is paid for.
- 39 The Annual Pricing Review saw price limit increases from 1 July 2025. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2025.

Supplement F:

- 40 The number of people who have left the Scheme is people leaving net of people returning to the Scheme.
- 41 There are a further 548 active participants aged 65 years or over who are currently in residential aged care.
- 42 The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.
- 43 Participation rate refers to the proportion of the general population that are NDIS participants. A small proportion of participants have a gender of 'Other'. The participation rates for this group are included within the total rates.
- 44 Denominators for each metric are: 'participant employment rate' (n=12,197), 'participant social and community engagement rate' (n=12,238), family and carer employment rate' (n=15,379) and 'participant choice and control' (n=6,116). Participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.
- 45 Denominators for each metric are: 'participant employment rate' (n=12,007), 'participant social and community engagement rate' (n=12,106), family and carer employment rate' (n=11,714) and 'participant choice and control' (n=8,040). Participants who had their first plan approved since 1 July 2016 and have had a third SF survey reassessment to date.
- 46 Denominators for each metric are: 'participant employment rate' (n=10,879), 'participant social and community engagement rate' (n=11,014), family and carer employment rate' (n=8,215) and 'participant choice and control' (n=8,365). Participants who had their first plan approved since 1 July 2016 and have had a fourth SF survey reassessment to date.
- 47 Denominators for each metric are: 'participant employment rate' (n=9,044), 'participant social and community engagement rate' (n=9,188), family and carer employment rate' (n=5,539) and 'participant choice and control' (n=7,454). Participants who had their first plan approved since 1 July 2016 and have had a fifth SF survey reassessment to date.

- 48 Denominators for each metric are: 'participant employment rate' (n=16,602), 'participant social and community engagement rate' (n=16,856), family and carer employment rate' (n=8,853) and 'participant choice and control' (n=14,542). Participants who had their first plan approved since 1 July 2016 and have had at least a sixth SF survey reassessment to date.
- 49 Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards.
- 50 Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.
- 51 Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.
- 52 Note that 58% of all complainants made only one complaint, 20% made two complaints, and 22% made three or more complaints.
- 53 It is possible to record multiple related parties as the source of a complaint, and in some cases, both participants and providers or other parties are linked to a single complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories.
- 54 The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.
- 55 It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceed the total in each period.
- 56 Data is reported with one month lag; therefore results for last month of the current quarter are not included.
- 57 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 58 Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.
- 59 A small number of providers have a missing Australian Business Number (ABN). Payments associated with these providers are not shown separately but are included in the "All registration statuses".

- 60 Registration status is determined as at the posting date of payment.
- 61 Total payments for home modifications were \$105.3 million. Of which, \$104.5 million (99.3%) has been paid for specialised disability accommodation (SDA) supports, and \$0.8 million (0.7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$125.9 million. Of which, \$124.7 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.2 million (1%) has been allocated for non-SDA supports.
- 62 Total payments for home modifications were \$65.2 million. Of which, \$33.7 million (51.7%) has been paid for specialised disability accommodation (SDA) supports, and \$31.5 million (48.3%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$110.0 million. Of which, \$41.0 million (37%) has been allocated for specialised disability accommodation (SDA) supports, and \$69.0 million (63%) has been allocated for non-SDA supports.
- 63 The utilisation rate for 2025-26 to date will likely increase due to a lag between when support is provided and when it is paid for.
- 64 The Annual Pricing Review saw price limit increases from 1 July 2025. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2025.

Supplement G:

- 65 The number of people who have left the Scheme is people leaving net of people returning to the Scheme.
- 66 There are a further 451 active participants aged 65 years or over who are currently in residential aged care.
- 67 The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.
- 68 Participation rate refers to the proportion of the general population that are NDIS participants. A small proportion of participants have a gender of 'Other'. The participation rates for this group are included within the total rates.
- 69 Denominators for each metric are: 'participant employment rate' (n=13,285), 'participant social and community engagement rate' (n=13,305), family and carer employment rate' (n=15,097) and 'participant choice and control' (n=7,042). Participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.
- 70 Denominators for each metric are: 'participant employment rate' (n=11,902), 'participant social and community engagement rate' (n=11,953), family and carer employment rate' (n=10,510) and 'participant choice and control' (n=8,368). Participants who had their first plan approved since 1 July 2016 and have had a third SF survey reassessment to date.

- 71 Denominators for each metric are: 'participant employment rate' (n=9,003), 'participant social and community engagement rate' (n=9,019), family and carer employment rate' (n=6,738) and 'participant choice and control' (n=6,806). Participants who had their first plan approved since 1 July 2016 and have had a fourth SF survey reassessment to date.
- 72 Denominators for each metric are: 'participant employment rate' (n=7,396), 'participant social and community engagement rate' (n=7,428), family and carer employment rate' (n=5,099) and 'participant choice and control' (n=6,088). Participants who had their first plan approved since 1 July 2016 and have had a fifth SF survey reassessment to date.
- 73 Denominators for each metric are: 'participant employment rate' (n=9,237), 'participant social and community engagement rate' (n=9,331), family and carer employment rate' (n=5,788) and 'participant choice and control' (n=7,996). Participants who had their first plan approved since 1 July 2016 and have had at least a sixth SF survey reassessment to date.
- 74 Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards.
- 75 Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.
- 76 Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.
- 77 Note that 58% of all complainants made only one complaint, 20% made two complaints, and 22% made three or more complaints.
- 78 It is possible to record multiple related parties as the source of a complaint, and in some cases, both participants and providers or other parties are linked to a single complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories.
- 79 The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.
- 80 It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceed the total in each period.
- 81 Data is reported with one month lag; therefore results for last month of the current quarter are not included.

- 82 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 83 Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.
- 84 A small number of providers have a missing Australian Business Number (ABN). Payments associated with these providers are not shown separately but are included in the "All registration statuses".
- 85 Registration status is determined as at the posting date of payment.
- 86 Total payments for home modifications were \$114.2 million. Of which, \$113.6 million (99.5%) has been paid for specialised disability accommodation (SDA) supports, and \$0.6 million (0.5%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$127.6 million. Of which, \$126.6 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.0 million (1%) has been allocated for non-SDA supports.
- 87 Total payments for home modifications were \$61.4 million. Of which, \$29.1 million (47.3%) has been paid for specialised disability accommodation (SDA) supports, and \$32.3 million (52.7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$102.9 million. Of which, \$38.9 million (38%) has been allocated for specialised disability accommodation (SDA) supports, and \$64.0 million (62%) has been allocated for non-SDA supports.
- 88 The utilisation rate for 2025-26 to date will likely increase due to a lag between when support is provided and when it is paid for.
- 89 The Annual Pricing Review saw price limit increases from 1 July 2025. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2025.

Supplement H:

- 90 The number of people who have left the Scheme is people leaving net of people returning to the Scheme.
- 91 There are a further 268 active participants aged 65 years or over who are currently in residential aged care.
- 92 The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

- 93 Participation rate refers to the proportion of the general population that are NDIS participants. A small proportion of participants have a gender of 'Other'. The participation rates for this group are included within the total rates.
- 94 Denominators for each metric are: 'participant employment rate' (n=10,121), 'participant social and community engagement rate' (n=10,156), family and carer employment rate' (n=10,489) and 'participant choice and control' (n=4,611). Participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.
- 95 Denominators for each metric are: 'participant employment rate' (n=8,976), 'participant social and community engagement rate' (n=9,011), family and carer employment rate' (n=7,282) and 'participant choice and control' (n=5,428). Participants who had their first plan approved since 1 July 2016 and have had a third SF survey reassessment to date.
- 96 Denominators for each metric are: 'participant employment rate' (n=7,084), 'participant social and community engagement rate' (n=7,138), family and carer employment rate' (n=5,215) and 'participant choice and control' (n=4,923). Participants who had their first plan approved since 1 July 2016 and have had a fourth SF survey reassessment to date.
- 97 Denominators for each metric are: 'participant employment rate' (n=5,924), 'participant social and community engagement rate' (n=5,967), family and carer employment rate' (n=4,058) and 'participant choice and control' (n=4,626). Participants who had their first plan approved since 1 July 2016 and have had a fifth SF survey reassessment to date.
- 98 Denominators for each metric are: 'participant employment rate' (n=8,206), 'participant social and community engagement rate' (n=8,272), family and carer employment rate' (n=4,188) and 'participant choice and control' (n=7,302). Participants who had their first plan approved since 1 July 2016 and have had at least a sixth SF survey reassessment to date.
- 99 Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards.
- 100 Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.
- 101 Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.
- 102 Note that 58% of all complainants made only one complaint, 20% made two complaints, and 21% made three or more complaints.
- 103 It is possible to record multiple related parties as the source of a complaint, and in some cases, both participants and providers or other parties are linked to a single complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories.

- 104 The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.
- 105 It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceed the total in each period.
- 106 Data is reported with one month lag; therefore results for last month of the current quarter are not included.
- 107 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 108 Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.
- 109 A small number of providers have a missing Australian Business Number (ABN). Payments associated with these providers are not shown separately but are included in the "All registration statuses".
- 110 Registration status is determined as at the posting date of payment.
- 111 Total payments for home modifications were \$78.5 million. Of which, \$77.9 million (99.2%) has been paid for specialised disability accommodation (SDA) supports, and \$0.6 million (0.8%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$92.5 million. Of which, \$91.5 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.0 million (1%) has been allocated for non-SDA supports.
- 112 Total payments for home modifications were \$65.4 million. Of which, \$38.6 million (59.1%) has been paid for specialised disability accommodation (SDA) supports, and \$26.7 million (40.9%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$105.2 million. Of which, \$47.4 million (45%) has been allocated for specialised disability accommodation (SDA) supports, and \$57.8 million (55%) has been allocated for non-SDA supports.
- 113 The utilisation rate for 2025-26 to date will likely increase due to a lag between when support is provided and when it is paid for.
- 114 The Annual Pricing Review saw price limit increases from 1 July 2025. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2025.

Supplement I:

- 115 The number of people who have left the Scheme is people leaving net of people returning to the Scheme.
- 116 There are a further 113 active participants aged 65 years or over who are currently in residential aged care.
- 117 The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.
- 118 Participation rate refers to the proportion of the general population that are NDIS participants. A small proportion of participants have a gender of 'Other'. The participation rates for this group are included within the total rates.
- 119 Denominators for each metric are: 'participant employment rate' (n=4,850), 'participant social and community engagement rate' (n=4,852), family and carer employment rate' (n=4,288) and 'participant choice and control' (n=1,970). Participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.
- 120 Denominators for each metric are: 'participant employment rate' (n=4,033), 'participant social and community engagement rate' (n=4,036), family and carer employment rate' (n=2,740) and 'participant choice and control' (n=2,293). Participants who had their first plan approved since 1 July 2016 and have had a third SF survey reassessment to date.
- 121 Denominators for each metric are: 'participant employment rate' (n=3,099), 'participant social and community engagement rate' (n=3,081), family and carer employment rate' (n=1,916) and 'participant choice and control' (n=1,935). Participants who had their first plan approved since 1 July 2016 and have had a fourth SF survey reassessment to date.
- 122 Denominators for each metric are: 'participant employment rate' (n=2,487), 'participant social and community engagement rate' (n=2,495), family and carer employment rate' (n=1,574) and 'participant choice and control' (n=1,768). Participants who had their first plan approved since 1 July 2016 and have had a fifth SF survey reassessment to date.
- 123 Denominators for each metric are: 'participant employment rate' (n=1,884), 'participant social and community engagement rate' (n=1,889), family and carer employment rate' (n=1,428) and 'participant choice and control' (n=1,622). Participants who had their first plan approved since 1 July 2016 and have had at least a sixth SF survey reassessment to date.
- 124 Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards.
- 125 Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

- 126 Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.
- 127 Note that 61% of all complainants made only one complaint, 20% made two complaints, and 19% made three or more complaints.
- 128 It is possible to record multiple related parties as the source of a complaint, and in some cases, both participants and providers or other parties are linked to a single complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories.
- 129 The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.
- 130 It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceed the total in each period.
- 131 Data is reported with one month lag; therefore results for last month of the current quarter are not included.
- 132 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 133 Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.
- 134 A small number of providers have a missing Australian Business Number (ABN). Payments associated with these providers are not shown separately but are included in the "All registration statuses".
- 135 Registration status is determined as at the posting date of payment.
- 136 There were \$2.0 million in total payments for the year ending 30 September 2025, with support category information missing. These payments are not shown separately but are included in the total payments for all support categories.
- 137 Total payments for home modifications were \$25.5 million. Of which, \$25.3 million (99.1%) has been paid for specialised disability accommodation (SDA) supports, and \$0.2 million (0.9%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$35.4 million. Of which, \$34.6 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.8 million (2%) has been allocated for non-SDA supports.

- 138 There were \$3.2 million in total payments for the year ending 30 September 2025, with support category information missing. These payments are not shown separately but are included in the total payments for all support categories.
- 139 Total payments for home modifications were \$20.3 million. Of which, \$10.0 million (49.3%) has been paid for specialised disability accommodation (SDA) supports, and \$10.3 million (50.7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$37.6 million. Of which, \$13.8 million (37%) has been allocated for specialised disability accommodation (SDA) supports, and \$23.8 million (63%) has been allocated for non-SDA supports.
- 140 The utilisation rate for 2025-26 to date will likely increase due to a lag between when support is provided and when it is paid for.
- 141 The Annual Pricing Review saw price limit increases from 1 July 2025. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2025.

Supplement J:

- 142 The number of people who have left the Scheme is people leaving net of people returning to the Scheme.
- 143 There are a further 87 active participants aged 65 years or over who are currently in residential aged care.
- 144 The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.
- 145 Participation rate refers to the proportion of the general population that are NDIS participants. A small proportion of participants have a gender of 'Other'. The participation rates for this group are included within the total rates.
- 146 Denominators for each metric are: 'participant employment rate' (n=3,877), 'participant social and community engagement rate' (n=3,901), family and carer employment rate' (n=3,939) and 'participant choice and control' (n=1,637). Participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.
- 147 Denominators for each metric are: 'participant employment rate' (n=3,626), 'participant social and community engagement rate' (n=3,624), family and carer employment rate' (n=3,023) and 'participant choice and control' (n=2,076). Participants who had their first plan approved since 1 July 2016 and have had a third SF survey reassessment to date.
- 148 Denominators for each metric are: 'participant employment rate' (n=3,019), 'participant social and community engagement rate' (n=3,039), family and carer employment rate' (n=1,973) and 'participant choice and control' (n=1,971). Participants who had their first plan approved since 1 July 2016 and have had a fourth SF survey reassessment to date.

- 149 Denominators for each metric are: 'participant employment rate' (n=2,409), 'participant social and community engagement rate' (n=2,423), family and carer employment rate' (n=1,248) and 'participant choice and control' (n=1,775). Participants who had their first plan approved since 1 July 2016 and have had a fifth SF survey reassessment to date.
- 150 Denominators for each metric are: 'participant employment rate' (n=2,932), 'participant social and community engagement rate' (n=2,940), family and carer employment rate' (n=1,582) and 'participant choice and control' (n=2,348). Participants who had their first plan approved since 1 July 2016 and have had at least a sixth SF survey reassessment to date.
- 151 Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards.
- 152 Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.
- 153 Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.
- 154 Note that 57% of all complainants made only one complaint, 21% made two complaints, and 22% made three or more complaints.
- 155 It is possible to record multiple related parties as the source of a complaint, and in some cases, both participants and providers or other parties are linked to a single complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories.
- 156 The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.
- 157 It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceed the total in each period.
- 158 Data is reported with one month lag; therefore results for last month of the current quarter are not included.
- 159 Supports in dispute data is only available for 2022-23 Q3 onwards.

- 160 Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.
- 161 A small number of providers have a missing Australian Business Number (ABN). Payments associated with these providers are not shown separately but are included in the "All registration statuses".
- 162 Registration status is determined as at the posting date of payment.
- 163 Total payments for home modifications were \$25.9 million. Of which, \$25.8 million (99.7%) has been paid for specialised disability accommodation (SDA) supports, and \$0.1 million (0.3%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$39.0 million. Of which, \$38.7 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.3 million (1%) has been allocated for non-SDA supports.
- 164 Total payments for home modifications were \$17.0 million. Of which, \$9.2 million (53.9%) has been paid for specialised disability accommodation (SDA) supports, and \$7.9 million (46.1%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$30.3 million. Of which, \$13.2 million (43%) has been allocated for specialised disability accommodation (SDA) supports, and \$17.1 million (57%) has been allocated for non-SDA supports.
- 165 The utilisation rate for 2025-26 to date will likely increase due to a lag between when support is provided and when it is paid for.
- 166 The Annual Pricing Review saw price limit increases from 1 July 2025. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2025.

Supplement K:

- 167 The number of people who have left the Scheme is people leaving net of people returning to the Scheme.
- 168 There are a further 33 active participants aged 65 years or over who are currently in residential aged care.
- 169 The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.
- 170 Participation rate refers to the proportion of the general population that are NDIS participants. A small proportion of participants have a gender of 'Other'. The participation rates for this group are included within the total rates.

- 171 Denominators for each metric are: 'participant employment rate' (n=1,101), 'participant social and community engagement rate' (n=1,123), family and carer employment rate' (n=1,279) and 'participant choice and control' (n=495). Participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.
- 172 Denominators for each metric are: 'participant employment rate' (n=876), 'participant social and community engagement rate' (n=891), family and carer employment rate' (n=878) and 'participant choice and control' (n=528). Participants who had their first plan approved since 1 July 2016 and have had a third SF survey reassessment to date.
- 173 Denominators for each metric are: 'participant employment rate' (n=680), 'participant social and community engagement rate' (n=688), family and carer employment rate' (n=690) and 'participant choice and control' (n=455). Participants who had their first plan approved since 1 July 2016 and have had a fourth SF survey reassessment to date.
- 174 Denominators for each metric are: 'participant employment rate' (n=495), 'participant social and community engagement rate' (n=494), family and carer employment rate' (n=528) and 'participant choice and control' (n=349). Participants who had their first plan approved since 1 July 2016 and have had a fifth SF survey reassessment to date.
- 175 Denominators for each metric are: 'participant employment rate' (n=586), 'participant social and community engagement rate' (n=590), family and carer employment rate' (n=569) and 'participant choice and control' (n=513). Participants who had their first plan approved since 1 July 2016 and have had at least a sixth SF survey reassessment to date.
- 176 Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards.
- 177 Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.
- 178 Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.
- 179 Note that 60% of all complainants made only one complaint, 21% made two complaints, and 19% made three or more complaints.
- 180 It is possible to record multiple related parties as the source of a complaint, and in some cases, both participants and providers or other parties are linked to a single complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories.

- 181 The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.
- 182 It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceed the total in each period.
- 183 Data is reported with one month lag; therefore results for last month of the current quarter are not included.
- 184 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 185 Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.
- 186 A small number of providers have a missing Australian Business Number (ABN). Payments associated with these providers are not shown separately but are included in the "All registration statuses".
- 187 Registration status is determined as at the posting date of payment.
- 188 Total payments for home modifications were \$3.1 million. Of which, \$3.1 million (99.7%) has been paid for specialised disability accommodation (SDA) supports, and \$0.01 million (0.3%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$5.7 million. Of which, \$5.5 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.1 million (2%) has been allocated for non-SDA supports.
- 189 Total payments for home modifications were \$5.0 million. Of which, \$0.9 million (17.9%) has been paid for specialised disability accommodation (SDA) supports, and \$4.1 million (82.1%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$8.7 million. Of which, \$1.4 million (16%) has been allocated for specialised disability accommodation (SDA) supports, and \$7.3 million (84%) has been allocated for non-SDA supports.
- 190 The utilisation rate for 2025-26 to date will likely increase due to a lag between when support is provided and when it is paid for.
- 191 The Annual Pricing Review saw price limit increases from 1 July 2025. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2025.

Supplement L:

- 192 The number of people who have left the Scheme is people leaving net of people returning to the Scheme.
- 193 There are a further 18 active participants aged 65 years or over who are currently in residential aged care.
- 194 The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.
- 195 Participation rate refers to the proportion of the general population that are NDIS participants. A small proportion of participants have a gender of 'Other'. The participation rates for this group are included within the total rates.
- 196 Denominators for each metric are: 'participant employment rate' (n=523), 'participant social and community engagement rate' (n=529), family and carer employment rate' (n=615) and 'participant choice and control' (n=198). Participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.
- 197 Denominators for each metric are: 'participant employment rate' (n=460), 'participant social and community engagement rate' (n=462), family and carer employment rate' (n=414) and 'participant choice and control' (n=278). Participants who had their first plan approved since 1 July 2016 and have had a third SF survey reassessment to date.
- 198 Denominators for each metric are: 'participant employment rate' (n=351), 'participant social and community engagement rate' (n=348), family and carer employment rate' (n=242) and 'participant choice and control' (n=264). Participants who had their first plan approved since 1 July 2016 and have had a fourth SF survey reassessment to date.
- 199 Denominators for each metric are: 'participant employment rate' (n=323), 'participant social and community engagement rate' (n=330), family and carer employment rate' (n=161) and 'participant choice and control' (n=250). Participants who had their first plan approved since 1 July 2016 and have had a fifth SF survey reassessment to date.
- 200 Denominators for each metric are: 'participant employment rate' (n=606), 'participant social and community engagement rate' (n=601), family and carer employment rate' (n=207) and 'participant choice and control' (n=571). Participants who had their first plan approved since 1 July 2016 and have had at least a sixth SF survey reassessment to date.
- 201 Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards.
- 202 Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

- 203 Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.
- 204 Note that 57% of all complainants made only one complaint, 22% made two complaints, and 21% made three or more complaints.
- 205 It is possible to record multiple related parties as the source of a complaint, and in some cases, both participants and providers or other parties are linked to a single complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories.
- 206 The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.
- 207 It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceed the total in each period.
- 208 Data is reported with one month lag; therefore results for last month of the current quarter are not included.
- 209 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 210 Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.
- 211 A small number of providers have a missing Australian Business Number (ABN). Payments associated with these providers are not shown separately but are included in the "All registration statuses".
- 212 Registration status is determined as at the posting date of payment.
- 213 Total payments for home modifications were \$1.75 million. Of which, \$1.73 million (99%) has been paid for specialised disability accommodation (SDA) supports and \$0.02 million (1.2%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$4.0 million. Of which, \$3.9 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.1 million (2%) has been allocated for non-SDA supports.

- 214 Total payments for home modifications were \$3.7 million. Of which, \$2.7 million (72.2%) has been paid for specialised disability accommodation (SDA) supports, and \$1.0 million (27.8%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$6.2 million. Of which, \$3.3 million (53%) has been allocated for specialised disability accommodation (SDA) supports, and \$2.9 million (47%) has been allocated for non-SDA supports.
- 215 The utilisation rate for 2025-26 to date will likely increase due to a lag between when support is provided and when it is paid for.
- 216 The Annual Pricing Review saw price limit increases from 1 July 2025. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2025.

Supplement M:

- 217 The number of people who have left the Scheme is people leaving net of people returning to the Scheme.
- 218 There are no people younger than 65 living in residential aged care in the Northern Territory
- 219 The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.
- 220 Participation rate refers to the proportion of the general population that are NDIS participants. A small proportion of participants have a gender of 'Other'. The participation rates for this group are included within the total rates.
- 221 Denominators for each metric are: 'participant employment rate' (n=432), 'participant social and community engagement rate' (n=429), family and carer employment rate' (n=338) and 'participant choice and control' (n=150). Participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.
- 222 Denominators for each metric are: 'participant employment rate' (n=332), 'participant social and community engagement rate' (n=331), family and carer employment rate' (n=245) and 'participant choice and control' (n=170). Participants who had their first plan approved since 1 July 2016 and have had a third SF survey reassessment to date.
- 223 Denominators for each metric are: 'participant employment rate' (n=329), 'participant social and community engagement rate' (n=333), family and carer employment rate' (n=164) and 'participant choice and control' (n=178). Participants who had their first plan approved since 1 July 2016 and have had a fourth SF survey reassessment to date.
- 224 Denominators for each metric are: 'participant employment rate' (n=249), 'participant social and community engagement rate' (n=255), family and carer employment rate' (n=142) and 'participant choice and control' (n=167). Participants who had their first plan approved since 1 July 2016 and have had a fifth SF survey reassessment to date.

- 225 Denominators for each metric are: 'participant employment rate' (n=335), 'participant social and community engagement rate' (n=337), family and carer employment rate' (n=123) and 'participant choice and control' (n=261). Participants who had their first plan approved since 1 July 2016 and have had at least a sixth SF survey reassessment to date.
- 226 Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards.
- 227 Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.
- 228 Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.
- 229 Note that 66% of all complainants made only one complaint, 18% made two complaints, and 16% made three or more complaints.
- 230 It is possible to record multiple related parties as the source of a complaint, and in some cases, both participants and providers or other parties are linked to a single complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories.
- 231 The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.
- 232 It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceed the total in each period.
- 233 Data is reported with one month lag; therefore results for last month of the current quarter are not included.
- 234 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 235 Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.
- 236 A small number of providers have a missing Australian Business Number (ABN). Payments associated with these providers are not shown separately but are included in the "All registration statuses".

- 237 Registration status is determined as at the posting date of payment.
- 238 Total payments for home modifications were \$4.1 million. Of which, \$4.0 million (98.4%) has been paid for specialised disability accommodation (SDA) supports, and \$0.1 million (1.6%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$5.7 million. Of which, \$5.6 million (97.8%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.1 million (2.2%) has been allocated for non-SDA supports.
- 239 Total payments for home modifications were \$1.4 million. Of which, \$1.0 million (69.4%) has been paid for specialised disability accommodation (SDA) supports, and \$0.4 million (30.6%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$3.0 million. Of which, \$1.5 million (49%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.5 million (51%) has been allocated for non-SDA supports.
- 240 The utilisation rate for 2025-26 to date will likely increase due to a lag between when support is provided and when it is paid for.
- 241 The Annual Pricing Review saw price limit increases from 1 July 2025. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2025.

Supplement P:

- 242 Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.
- 243 Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.
- 244 State/Territory is defined by the current residing address of the participant.
- 245 Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.
- 246 Annualised supports committed to SDA in current plans refer to annualised supports committed for active participants who have SDA in their plans at 30 June 2025.
- 247 Active providers of SDA supports in this table refer to any provider that has received a payment for providing SDA supports to NDIA-managed participants residing in the given jurisdiction.
- 248 Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.
- 249 Providers can be registered in more than one jurisdiction. Therefore, the National Totals of active providers is not equal to the respective sums across all states and territories.

- 250 SDA pipeline data is based on information collected by the NDIA from SDA providers who are building properties they intend to enrol as SDA at a later date. This data is intended for the purpose of SDA market oversight only. There is no guarantee from the NDIA that all the dwellings listed will be enrolled as SDA or that it will be enrolled as the same building type and design category as what is in the SDA pipeline data. The NDIA decides whether to enrol a dwelling when an SDA provider submits a completed application to enrol, after the dwelling is built. The NDIA won't enrol a dwelling if the provider and the dwelling don't meet all of the requirements for enrolment under the SDA Rules at the time of the decision. This is regardless of any previous assessment, feedback or certification provided by the NDIA or any other party. There may also be under-construction properties which are intended to be enrolled as SDA which are not represented in the data. There may be delays in excluding enrolled SDA dwellings from SDA pipeline data. This may result in SDA pipeline numbers being overstated in a given reporting period. Work is underway to improve accuracy of SDA dwellings reporting.
- 251 The number of participants with SDA in use are participants that have SDA funding in their latest plan and evidence of using SDA. Participants who are SDA eligible (SDA funding not yet in use) are either participants that have SDA in their latest plan and don't have evidence of using it, or participants who have been found eligible for SDA through the home and living application process who don't yet have SDA funding in their plan. Evidence of SDA funding in use is estimated based on SDA payments, SDA service bookings and address matching to an enrolled SDA dwelling. Future enhancements to the PACE system will allow for better tracking and an ability to better understand why participants may not be using SDA funding. There are a number of participants who were found eligible through the legacy CRM process that require further investigation.