

# Supplement E:

## National

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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 2, 2025-26	Total
<b>Access decisions</b>	<b>990,599</b>	<b>24,426</b>	<b>1,015,025</b>
<b>Currently Eligible - Total</b>	<b>749,666</b>	<b>19,133</b>	<b>768,799</b>
Currently Eligible - New	535,830	18,892	554,722
Currently Eligible - State	172,947	163	173,110
Currently Eligible - Commonwealth	40,887	78	40,965
<b>Active Participant Plans - Total</b>	<b>741,786</b>	<b>19,656</b>	<b>761,442</b>
Active Participant Plans - New	528,791	19,449	548,240
Active Participant Plans - State	172,218	127	172,345
Active Participant Plans - Commonwealth	40,775	80	40,855
<b>Active Participant Plans - Total</b>	<b>741,786</b>	<b>19,656</b>	<b>761,442</b>
Active Participant Plans - Early Intervention (s25)	215,748	9,549	225,297
Active Participant Plans - Permanent Disability (s24)	498,629	5,034	503,663
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	27,409	5,073	32,482

**Table E.2 People who have left the Scheme since 1 July 2013 as at 31 December 2025 – National <sup>1</sup>**

People leaving the Scheme	Prior Quarters	Quarter 2, 2025-26	Total
<b>Number of people who have left the Scheme</b>	<b>82,491</b>	<b>9,685</b>	<b>92,176</b>

<sup>1</sup> 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	245,601	97%	107,632	97%	2,705	90%	355,938	97%
9 to 14	74,290	91%	42,870	92%	1,753	85%	118,913	91%
15 to 18	31,367	92%	21,276	90%	1,430	89%	54,073	91%
19 to 24	24,498	90%	17,085	85%	1,163	78%	42,746	88%
25 to 34	31,006	86%	25,836	79%	1,132	67%	57,974	83%
35 to 44	31,620	82%	29,206	75%	672	55%	61,498	78%
45 to 54	39,409	79%	37,004	70%	663	46%	77,076	74%
55 to 64	51,783	74%	46,566	62%	796	39%	99,145	68%
65+	<2,420	n/a	<2,210	n/a	<40	n/a	4,658	53%
Missing	<11	n/a	<11	n/a	<11	n/a	12	71%
<b>Total</b>	<b>531,990</b>	<b>89%</b>	<b>329,691</b>	<b>81%</b>	<b>10,352</b>	<b>70%</b>	<b>872,033</b>	<b>86%</b>

**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	16,284	91%	8,317	90%	169	68%	24,770	90%
Autism	219,440	98%	106,409	98%	6,128	94%	331,977	98%
Cerebral palsy	11,068	97%	8,943	97%	107	87%	20,118	97%
Developmental delay	75,488	97%	33,105	97%	807	93%	109,400	97%
Down syndrome	6,996	100%	5,904	100%	71	96%	12,971	100%
Global developmental delay	16,360	99%	6,915	99%	164	96%	23,439	99%
Hearing impairment	15,328	90%	16,019	87%	279	74%	31,626	88%
Intellectual disability	60,806	95%	45,202	94%	616	77%	106,624	94%
Multiple sclerosis	3,422	92%	9,972	91%	83	69%	13,477	91%
Psychosocial disability	38,506	72%	35,251	61%	779	35%	74,536	66%
Spinal cord injury	5,363	93%	2,232	91%	74	80%	7,669	92%
Stroke	7,814	87%	5,537	84%	94	63%	13,445	85%
Visual impairment	6,387	87%	5,950	86%	93	60%	12,430	86%
Other neurological	19,570	82%	15,861	80%	277	58%	35,708	81%
Other physical	13,148	49%	13,506	38%	253	22%	26,907	43%
Other sensory/speech	2,577	49%	1,013	44%	22	20%	3,612	47%
Other	13,433	58%	9,555	42%	336	30%	23,324	50%
<b>Total</b>	<b>531,990</b>	<b>89%</b>	<b>329,691</b>	<b>81%</b>	<b>10,352</b>	<b>70%</b>	<b>872,033</b>	<b>86%</b>

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
First Nations Participants	61,269	8%	2,112	11%	63,381	8%
Non-First Nations Participants	584,766	79%	15,718	80%	600,484	79%
Not Stated	95,751	13%	1,826	9%	97,577	13%
<b>Total</b>	<b>741,786</b>	<b>100%</b>	<b>19,656</b>	<b>100%</b>	<b>761,442</b>	<b>100%</b>

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	64,856	9%	1,661	8%	66,517	9%
Not culturally and linguistically diverse	645,694	87%	17,308	88%	663,002	87%
Not stated	31,236	4%	687	3%	31,923	4%
<b>Total</b>	<b>741,786</b>	<b>100%</b>	<b>19,656</b>	<b>100%</b>	<b>761,442</b>	<b>100%</b>

**Table E.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2025 – National <sup>2</sup>**

Age group	Total number of active participants
Under 45	<11
45 to 54	<80
55 to 64	466
<b>Total YPIRAC (under 65)</b>	<b>546</b>

<sup>2</sup> There are a further 1,488 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 <sup>3</sup>**

Quarter ending	Incremental	Cumulative
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
Dec-25	-55	546

**Table E.9 Participants aged under 65 who have left residential aged care with housing support, by housing support type – National <sup>4 5</sup>**

Housing support type	Prior Quarters	Last 12 months	Total
Aboriginal or Torres Strait Community Residence	<11	<11	<11
Hospital/Rehab	<40	<11	31
Independent Living Options	<60	<11	59
Medium Term Accommodation	<20	<11	<20
Own/Family Home (rented and owned)	<170	<11	168
Specialist Disability Accommodation (SDA)	292	31	323
Other group residential setting	<450	<30	467
Other	<20	<11	21
<b>Total</b>	<b>1,029</b>	<b>59</b>	<b>1,088</b>

<sup>3</sup> 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.

<sup>4</sup> Other includes participants with housing support data that is unavailable.

<sup>5</sup> 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 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Major cities	507,905	68%	13,768	70%	521,673	69%
Population > 50,000	81,481	11%	1,912	10%	83,393	11%
Population between 15,000 and 50,000	60,797	8%	1,468	7%	62,265	8%
Population between 5,000 and 15,000	32,551	4%	845	4%	33,396	4%
Population less than 5,000	47,694	6%	1,242	6%	48,936	6%
Remote	6,795	1%	245	1%	7,040	1%
Very Remote	<4,530	n/a	<180	n/a	4,704	1%
Missing	<40	n/a	<11	n/a	35	0%
<b>Total</b>	<b>741,786</b>	<b>100%</b>	<b>19,656</b>	<b>100%</b>	<b>761,442</b>	<b>100%</b>

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

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Autism	316,470	43%	7,736	39%	324,206	43%
Intellectual disability	97,550	13%	919	5%	98,469	13%
Developmental delay	64,888	9%	5,714	29%	70,602	9%
Psychosocial disability	65,150	9%	677	3%	65,827	9%
Hearing impairment	29,254	4%	402	2%	29,656	4%
Other neurological	25,130	3%	699	4%	25,829	3%
Other physical	20,026	3%	216	1%	20,242	3%
Acquired brain injury	19,695	3%	411	2%	20,106	3%
Global developmental delay	18,440	2%	1,252	6%	19,692	3%
Cerebral palsy	18,607	3%	112	1%	18,719	2%
Other	13,078	2%	706	4%	13,784	2%
Multiple sclerosis	12,064	2%	222	1%	12,286	2%
Down syndrome	<11,730	n/a	<60	n/a	11,775	2%
Visual impairment	10,946	1%	143	1%	11,089	1%
Stroke	10,571	1%	282	1%	10,853	1%
Spinal cord Injury	6,375	1%	109	1%	6,484	1%
Other sensory/speech	<1,820	n/a	<11	n/a	1,823	0%
<b>Total</b>	<b>741,786</b>	<b>100%</b>	<b>19,656</b>	<b>100%</b>	<b>761,442</b>	<b>100%</b>

**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	324,206	43%	4,631	13%	319,575	44%
Intellectual disability	98,469	13%	13,442	37%	85,027	12%
Developmental delay	70,602	9%	<11	n/a	<70,610	n/a
Psychosocial disability	65,827	9%	4,347	12%	61,480	8%
Hearing impairment	29,656	4%	18	0%	29,638	4%
Other neurological	25,829	3%	2,810	8%	23,019	3%
Other physical	20,242	3%	369	1%	19,873	3%
Acquired brain injury	20,106	3%	3,264	9%	16,842	2%
Global developmental delay	19,692	3%	<11	n/a	<19,700	n/a
Cerebral palsy	18,719	2%	2,742	7%	15,977	2%
Other	13,784	2%	769	2%	13,015	2%
Multiple sclerosis	12,286	2%	468	1%	11,818	2%
Down syndrome	11,775	2%	2,198	6%	9,577	1%
Visual impairment	11,089	1%	117	0%	10,972	2%
Stroke	10,853	1%	1,245	3%	9,608	1%
Spinal cord Injury	6,484	1%	330	1%	6,154	1%
Other sensory/speech	1,823	0%	<11	n/a	<1,820	n/a
<b>Total</b>	<b>761,442</b>	<b>100%</b>	<b>36,755</b>	<b>100%</b>	<b>724,687</b>	<b>100%</b>

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

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
1 (High Function)	98,724	13%	5,246	27%	103,970	14%
2 (High Function)	1,600	0%	40	0%	1,640	0%
3 (High Function)	39,688	5%	1,589	8%	41,277	5%
4 (High Function)	40,094	5%	323	2%	40,417	5%
5 (High Function)	50,150	7%	1,611	8%	51,761	7%
6 (Moderate Function)	188,293	25%	4,879	25%	193,172	25%
7 (Moderate Function)	36,743	5%	790	4%	37,533	5%
8 (Moderate Function)	38,707	5%	511	3%	39,218	5%
9 (Moderate Function)	3,382	0%	40	0%	3,422	0%
10 (Moderate Function)	63,844	9%	764	4%	64,608	8%
11 (Low Function)	18,612	3%	179	1%	18,791	2%
12 (Low Function)	84,588	11%	1,336	7%	85,924	11%
13 (Low Function)	46,222	6%	404	2%	46,626	6%
14 (Low Function)	<9,300	n/a	<30	n/a	9,313	1%
15 (Low Function)	<180	n/a	<11	n/a	174	0%
Missing	21,674	3%	1,922	10%	23,596	3%
<b>Total</b>	<b>741,786</b>	<b>100%</b>	<b>19,656</b>	<b>100%</b>	<b>761,442</b>	<b>100%</b>

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
0 to 8	156,748	21%	10,009	51%	166,757	22%
9 to 14	149,955	20%	2,913	15%	152,868	20%
15 to 18	77,148	10%	1,182	6%	78,330	10%
19 to 24	68,763	9%	732	4%	69,495	9%
25 to 34	66,260	9%	996	5%	67,256	9%
35 to 44	53,814	7%	1,029	5%	54,843	7%
45 to 54	57,820	8%	1,076	5%	58,896	8%
55 to 64	69,258	9%	1,550	8%	70,808	9%
65+	42,020	6%	169	1%	42,189	6%
<b>Total</b>	<b>741,786</b>	<b>100%</b>	<b>19,656</b>	<b>100%</b>	<b>761,442</b>	<b>100%</b>

**Table E.15 Number and proportion of active participants by gender and age group as at 31 December 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	113,573	15%	52,014	7%	1,170	0%	166,757	22%	2.2
9 to 14	101,953	13%	49,524	7%	1,391	0%	152,868	20%	2.1
15 to 18	48,958	6%	27,777	4%	1,595	0%	78,330	10%	1.8
19 to 24	42,914	6%	24,896	3%	1,685	0%	69,495	9%	1.7
25 to 34	38,757	5%	27,088	4%	1,411	0%	67,256	9%	1.4
35 to 44	28,716	4%	25,435	3%	692	0%	54,843	7%	1.1
45 to 54	30,066	4%	28,343	4%	487	0%	58,896	8%	1.1
55 to 64	35,973	5%	34,330	5%	505	0%	70,808	9%	1.0
65+	21,293	3%	20,657	3%	239	0%	42,189	6%	1.0
<b>Total</b>	<b>462,203</b>	<b>61%</b>	<b>290,064</b>	<b>38%</b>	<b>9,175</b>	<b>1%</b>	<b>761,442</b>	<b>100%</b>	<b>1.6</b>

**Table E.16 Number and proportion of active participants by gender and primary disability group as at 31 December 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	214,182	28%	104,074	14%	5,950	1%	324,206	43%	2.1
Intellectual disability	56,122	7%	41,799	5%	548	0%	98,469	13%	1.3
Psychosocial disability	33,474	4%	31,645	4%	708	0%	65,827	9%	1.1
Developmental delay	48,220	6%	21,862	3%	520	0%	70,602	9%	2.2
Hearing impairment	14,357	2%	15,043	2%	256	0%	29,656	4%	1.0
Other neurological	13,950	2%	11,706	2%	173	0%	25,829	3%	1.2
Other physical	9,593	1%	10,469	1%	180	0%	20,242	3%	0.9
Cerebral palsy	10,271	1%	8,353	1%	95	0%	18,719	2%	1.2
Acquired brain injury	13,178	2%	6,820	1%	108	0%	20,106	3%	1.9
Global developmental delay	13,660	2%	5,896	1%	136	0%	19,692	3%	2.3
Visual impairment	5,648	1%	5,358	1%	83	0%	11,089	1%	1.1
Multiple sclerosis	3,013	0%	9,197	1%	76	0%	12,286	2%	0.3
Stroke	6,260	1%	4,534	1%	59	0%	10,853	1%	1.4
Spinal cord injury	4,510	1%	1,916	0%	58	0%	6,484	1%	2.4
Other	8,074	1%	5,556	1%	154	0%	13,784	2%	1.5
Other sensory/speech	1,303	0%	508	0%	12	0%	1,823	0%	2.6
Down syndrome	6,388	1%	5,328	1%	59	0%	11,775	2%	1.2
<b>Total</b>	<b>462,203</b>	<b>61%</b>	<b>290,064</b>	<b>38%</b>	<b>9,175</b>	<b>1%</b>	<b>761,442</b>	<b>100%</b>	<b>1.6</b>

**Table E.17 Participation rates by age group and gender as at 31 December 2025 – National <sup>6</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	7.8%	3.8%	5.9%
9 to 14	9.8%	5.0%	7.5%
15 to 18	6.9%	4.1%	5.7%
19 to 24	3.9%	2.4%	3.3%
25 to 44	1.8%	1.4%	1.6%
45 to 64	2.1%	1.9%	2.0%
65+	0.9%	0.8%	0.8%
<b>Total (0-64)</b>	<b>3.9%</b>	<b>2.4%</b>	<b>3.2%</b>
<b>Total (All ages)</b>	<b>3.4%</b>	<b>2.1%</b>	<b>2.8%</b>

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

Mainstream service	Prior Quarters	Quarter 2, 2025-26	Total
Choice and control over my life	4%	5%	4%
Daily life	18%	18%	18%
Health and wellbeing	76%	83%	77%
Learning	36%	34%	36%
Relationships	4%	3%	4%
Social and community activities	8%	7%	8%
Where I live	1%	2%	2%
Work	5%	4%	4%
Unknown	6%	0%	5%
<b>Any mainstream service</b>	<b>96%</b>	<b>96%</b>	<b>96%</b>

<sup>6</sup> 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 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 <sup>7</sup>**

Metric by age group	Baseline	R1	R2	2025-26 Target
Participant employment rate - Aged 15 to 24 years	12%	16%	20%	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%	34%	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%	39%	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	70%	78%	n/a

<sup>7</sup> Denominators for each metric are: 'participant employment rate' (n=45,599), 'participant social and community engagement rate' (n=45,746), 'family and carer employment rate' (n=50,712) and 'participant choice and control' (n=21,581). 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 <sup>8</sup>**

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%	27%	24%	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%	23%	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	32%	39%	43%	40%	43%
Participant social and community engagement rate - Aged 35 to 44 years	32%	37%	40%	39%	43%
Participant social and community engagement rate - Aged 45 to 54 years	31%	36%	38%	38%	43%
Participant social and community engagement rate - Aged 55 to 64 years	32%	37%	39%	38%	43%
Participant social and community engagement rate - Aged 65+ years	35%	41%	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%	51%	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%	77%	83%	n/a
Participant Choice and Control - Aged 15+ years	n/a	69%	74%	80%	n/a

<sup>8</sup> Denominators for each metric are: 'participant employment rate' (n=41,736), 'participant social and community engagement rate' (n=41,926), 'family and carer employment rate' (n=36,638) and 'participant choice and control' (n=26,354). 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 <sup>9</sup>**

Metric by age group	Baseline	R1	R2	R3	R4	2025-26 Target
Participant employment rate - Aged 15 to 24 years	9%	13%	16%	18%	25%	22%
Participant employment rate - Aged 25 to 34 years	27%	28%	29%	26%	30%	22%
Participant employment rate - Aged 35 to 44 years	28%	28%	27%	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%	15%	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	20%	22%	22%	21%	24%	22%
Participant social and community engagement rate - Aged 15 to 24 years	34%	38%	39%	40%	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%	39%	42%	41%	43%
Participant social and community engagement rate - Aged 45 to 54 years	34%	38%	39%	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%	41%	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%	38%	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

<sup>9</sup> Denominators for each metric are: 'participant employment rate' (n=34,296), 'participant social and community engagement rate' (n=34,510), 'family and carer employment rate' (n=25,143) and 'participant choice and control' (n=24,268). 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 <sup>10</sup>**

Metric by age group	Baseline	R1	R2	R3	R4	R5	2025-26 Target
Participant employment rate - Aged 15 to 24 years	7%	12%	14%	19%	22%	27%	22%
Participant employment rate - Aged 25 to 34 years	27%	28%	28%	30%	27%	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%	16%	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%	23%	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	34%	37%	39%	40%	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	35%	41%	43%	44%	45%	44%	43%
Participant social and community engagement rate - Aged 45 to 54 years	36%	41%	42%	42%	43%	43%	43%
Participant social and community engagement rate - Aged 55 to 64 years	35%	38%	41%	40%	42%	43%	43%
Participant social and community engagement rate - Aged 65+ years	37%	39%	40%	39%	42%	42%	43%
Participant social and community engagement rate - Aged 25+ years	36%	40%	42%	42%	43%	44%	43%
Participant social and community engagement rate - Aged 15+ years	35%	40%	41%	42%	43%	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%	50%	51%	53%	53%	52%	n/a
Family and carer employment rate - All ages	45%	47%	48%	50%	52%	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	72%	76%	79%	81%	86%	n/a
Participant Choice and Control - Aged 15+ years	n/a	69%	73%	75%	77%	83%	n/a

<sup>10</sup> Denominators for each metric are: 'participant employment rate' (n=28,505), 'participant social and community engagement rate' (n=28,747), 'family and carer employment rate' (n=18,563) and 'participant choice and control' (n=22,158). 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 <sup>11</sup>**

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	23%	24%	25%	25%	26%	25%	29%	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%	29%	28%	26%	26%	22%
Participant employment rate - Aged 55 to 64 years	25%	25%	22%	21%	19%	18%	18%	22%
Participant employment rate - Aged 65+ years	17%	16%	13%	12%	10%	9%	8%	22%
Participant employment rate - Aged 25 to 64 years	27%	27%	26%	26%	25%	24%	26%	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%	42%	47%	48%	48%	46%	47%	43%
Participant social and community engagement rate - Aged 35 to 44 years	38%	44%	48%	48%	50%	49%	48%	43%
Participant social and community engagement rate - Aged 45 to 54 years	39%	44%	46%	48%	48%	49%	48%	43%
Participant social and community engagement rate - Aged 55 to 64 years	37%	40%	42%	43%	43%	44%	44%	43%
Participant social and community engagement rate - Aged 65+ years	37%	42%	44%	44%	42%	44%	45%	43%
Participant social and community engagement rate - Aged 25+ years	37%	42%	46%	46%	46%	47%	46%	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%	51%	51%	52%	54%	54%	52%	n/a
Family and carer employment rate - All ages	46%	48%	49%	50%	52%	54%	55%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	62%	67%	69%	71%	72%	83%	n/a
Participant Choice and Control - Aged 25+ years	n/a	69%	75%	79%	81%	83%	90%	n/a
Participant Choice and Control - Aged 15+ years	n/a	67%	73%	75%	77%	79%	88%	n/a

<sup>11</sup> Denominators for each metric are: 'participant employment rate' (n=44,246), 'participant social and community engagement rate' (n=44,696), 'family and carer employment rate' (n=25,305) and 'participant choice and control' (n=38,127). 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. From 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 3, 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 2, 2025-26. Table E.44 shows the number of complaints in quarter 2, 2025-26 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in quarter 2, 2025-26 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Tables E.48 to E.51 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.43, E.44, E.46 and E.50).

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

PSG 1	Sep-25	Dec-25
Number of tasks	1,614	1,760
Within timeframe	1,540	1,682
Percentage within timeframe	95%	96%

**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	Dec-25
Number of tasks	14,351	17,762	27,467	26,321	39,268	34,365	28,836	25,404
Within timeframe	6,997	5,323	5,334	3,840	3,701	16,230	26,137	23,404
Percentage within timeframe	49%	30%	19%	15%	9%	47%	91%	92%

**Table E.26 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	Dec-25
Number of tasks	1,471	1,505	2,210	1,594	2,589	2,032	1,917	1,841
Within timeframe	786	607	575	411	345	933	1,047	1,279
Percentage within timeframe	53%	40%	26%	26%	13%	46%	55%	69%

**Table E.27 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 <sup>12</sup>**

PSG 6	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25
Number of tasks	1,509	6,566	11,124	9,700	11,823	14,081	10,379	9,697
Within timeframe	832	1,484	5,442	7,838	10,177	13,228	9,930	9,375
Percentage within timeframe	55%	23%	49%	81%	86%	94%	96%	97%

**Table E.28 PSG 7: Approve a plan for ECA participants, after an access decision has been made by quarter – National <sup>13 14</sup>**

PSG 7	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25
Number of tasks	4,273	7,858	13,060	10,226	15,596	14,239	10,387	10,388
Within timeframe	4,195	7,811	12,824	10,176	15,511	14,161	10,349	10,328
Percentage within timeframe	98%	99%	98%	100%	99%	99%	100%	99%

**Table E.29 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	Dec-25
Number of tasks	26,668	72,503	91,304	84,192	82,277	84,762	81,771	72,645
Within timeframe	21,260	59,029	75,559	69,724	68,736	70,396	69,256	62,462
Percentage within timeframe	80%	81%	83%	83%	84%	83%	85%	86%

**Table E.30 PSG 9: If the participant accepts the offer, hold a plan implementation meeting within 28 days – National**

PSG 9	Sep-25	Dec-25
Number of tasks	39,065	33,519
Within timeframe	38,357	32,941
Percentage within timeframe	98%	98%

**Table E.31 PSG 10 and 16: Provide a copy of the plan to a participant within 7 days after the plan is approved or amended – National**

PSG 10	Sep-25	Dec-25
Number of tasks	83,143	66,769
Within timeframe	82,422	66,224
Percentage within timeframe	99%	99%

<sup>12</sup> ECA stands for early childhood approach.

<sup>13</sup> 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).

<sup>14</sup> ECA stands for early childhood approach.

**Table E.32 PSG 11: Commence facilitating a scheduled plan reassessment at least 56 days prior to the scheduled reassessment date by quarter – National <sup>15</sup>**

PSG 11	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25
Number of tasks	7,444	7,666	11,260	21,246	25,347	20,321	15,776	11,079
Within timeframe	4,842	5,401	6,699	10,740	16,323	12,685	7,994	5,840
Percentage within timeframe	65%	70%	59%	51%	64%	62%	51%	53%

**Table E.33 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	Dec-25
Number of tasks	12,499	16,769	19,991	22,233	22,918	20,697	22,488	16,552
Within timeframe	2,645	2,964	5,857	5,184	5,054	5,439	5,919	5,089
Percentage within timeframe	21%	18%	29%	23%	22%	26%	26%	31%

**Table E.34 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	Dec-25
Number of tasks	9,828	22,873	22,987	9,812	26,021	25,426	35,443	33,312
Within timeframe	6,193	17,005	20,500	8,831	21,838	20,630	29,320	27,748
Percentage within timeframe	63%	74%	89%	90%	84%	81%	83%	83%

**Table E.35 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	Dec-25
Number of tasks	2,027	5,259	10,027	14,692	17,121	17,349	22,280	23,540
Within timeframe	1,282	2,053	5,188	6,345	6,673	7,760	9,772	10,396
Percentage within timeframe	63%	39%	52%	43%	39%	45%	44%	44%

**Table E.36 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	Dec-25
Number of tasks	3,839	6,960	9,928	10,046	11,262	11,547	13,451	13,229
Within timeframe	763	1,689	5,822	6,615	5,489	8,689	9,371	5,804
Percentage within timeframe	20%	24%	59%	66%	49%	75%	70%	44%

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

**Table E.37 PSG 17b: Enact outcome of a reviewable decision within 28 days once decision has been made – National**

PSG 17	Sep-25	Dec-25
Number of tasks	2,331	2,658
Within timeframe	2,272	2,609
Percentage within timeframe	97%	98%

**Table E.38 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	Dec-25
Number of tasks	823	900
Within timeframe	718	771
Percentage within timeframe	87%	86%

**Table E.39 PSG 19: Cancel participant requested nominee within 14 days – National**

PSG 19	Sep-25	Dec-25
Number of tasks	523	391
Within timeframe	476	382
Percentage within timeframe	91%	98%

**Table E.40 PSG 20: Cancel CEO initiated nominee within 14 days – National**

PSG 20	Sep-25	Dec-25
Number of tasks	710	707
Within timeframe	697	703
Percentage within timeframe	98%	99%

**Table E.41 Number and proportion of respondents who responded positively to questions about NDIA planning process per quarter – National <sup>16 17</sup>**

NDIA planning process	Prior Quarters	Quarter 2, 2025-26
<b>Early Supports - Number of respondents</b>	<b>961</b>	<b>141</b>
Early Supports - Were you treated with respect?	98%	98%
Early Supports - Were decisions and outcomes explained to you?	87%	91%
Early Supports - Were your questions and concerns acknowledged?	89%	88%
Early Supports - How well does your early supports plan meet your child's needs?	48%	50%
<b>Community Connections - Number of respondents</b>	<b>10,114</b>	<b>561</b>

<sup>16</sup> Previous quarters include only data gathered since December 2023, when changes to the Participant Satisfaction Survey were implemented.

<sup>17</sup> Positively is defined as “Yes” for Yes/No questions, and “Mostly” or “Completely” for 5-point scale questions.

<b>NDIA planning process</b>	<b>Prior Quarters</b>	<b>Quarter 2, 2025-26</b>
Community Connections - Was information easy to understand?	84%	80%
Community Connections - Was communication in your preferred format?	94%	92%
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%	71%
Community Connections - To what extent were your circumstances and needs considered?	77%	70%
Community Connections - To what extent were you included in decisions that were made?	76%	71%
Community Connections - How confident are you in reaching out to community supports and other government services?	53%	52%
<b>Apply for NDIS (overall) - Number of respondents</b>	<b>9,519</b>	<b>636</b>
Apply for NDIS (overall) - Were you treated with respect?	94%	93%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	75%	82%
Apply for NDIS (overall) - Was information easy to understand?	70%	72%
Apply for NDIS (overall) - Was communication in your preferred format?	86%	86%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	55%	59%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	54%	63%
<b>Plan Approval - Number of respondents</b>	<b>24,257</b>	<b>2,621</b>
Plan Approval - Were you treated with respect?	90%	85%
Plan Approval - Were decisions and outcomes explained to you?	77%	74%
Plan Approval - Were your questions and concerns acknowledged?	75%	68%
Plan Approval - Do you know where to go for more help with using your plan?	84%	82%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	55%	46%
Plan Approval - How well does your NDIS plan meet your needs?	58%	47%
<b>Plan Implementation - Number of respondents</b>	<b>20,364</b>	<b>1,596</b>
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%	56%
Plan Implementation - To what extent were your circumstances and needs considered?	61%	58%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	60%	57%
Plan Implementation - Do you feel confident in using your plan?	64%	59%
Plan Implementation - Do you feel confident in accessing supports?	65%	60%
<b>Plan Reassessment - Number of respondents</b>	<b>58,460</b>	<b>5,237</b>
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	85%	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?	67%	62%
Plan Reassessment - To what extent were you included in decisions that were made?	68%	63%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	64%	58%
Plan Reassessment - Do you feel confident in using your plan?	67%	64%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	64%	61%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	78%	76%

**Table E.42 Open and closed complaints over time – National**

Quarter ending	Open complaints	Percentage open more than 21 days	Closed complaints	Percentage closed within 21 days
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	8,059	56%	21,733	36%
Sep-24	4,205	53%	22,844	54%
Dec-24	1,957	27%	19,560	74%
Mar-25	1,567	12%	15,450	86%
Jun-25	3,181	3%	13,397	90%
Sep-25	2,424	11%	17,181	80%
Dec-25	1,576	9%	15,841	82%

**Table E.43 Closed and open Participant Critical Incident (PCIs) cases over time – National**

Quarter ending	Closed PCIs	Percentage closed within 21 days	Open PCIs
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%	601
Sep-24	4,594	89%	563
Dec-24	4,492	90%	479
Mar-25	4,573	90%	771
Jun-25	5,083	91%	777
Sep-25	6,119	91%	510
Dec-25	4,997	91%	406

**Table E.44 Complaints and Participant Critical Incidents (PCIs) by quarter – National** <sup>18 19 20 21 22</sup>

Complaints made by or on behalf of:	Prior Quarters	Quarter 2, 2025-26	Total	Number of unique complainants
Participants: Complaints about Early Connections Partner	1,146	61	1,207	1,136
Participants: Complaints about Local Area Coordination (LAC) Partner	6,242	266	6,508	5,854
Participants: Complaints about service providers	16,364	1,000	17,364	14,148
Participants: Complaints about the Agency	251,985	12,063	264,048	134,165
Participants: Unclassified	<3,330	<11	3,326	2,992
<b>Participants: Total</b>	<b>279,063</b>	<b>13,390</b>	<b>292,453</b>	<b>146,058</b>
Percentage of the number of active participants	7%	7%	7%	n/a
Providers: Complaints about Early Connections Partner	<20	<11	13	13
Providers: Complaints about Local Area Coordination (LAC) Partner	<200	<20	211	196
Providers: Complaints about service providers	1,495	207	1,702	1,545
Providers: Complaints about the Agency	16,500	1,031	17,531	14,197
Providers: Unclassified	<250	<11	244	226
<b>Providers: Total</b>	<b>18,447</b>	<b>1,254</b>	<b>19,701</b>	<b>15,684</b>
Percentage of all registration requests	6%	9%	6%	n/a
Other: Complaints about Early Connections Partner	30	0	30	30
Other: Complaints about Local Area Coordination (LAC) Partner	<120	<11	122	121
Other: Complaints about service providers	<1,740	<150	1,887	1,887
Other: Complaints about the Agency	7,419	199	7,618	7,612
Other: Unclassified	<120	<11	116	116
<b>Other: Total</b>	<b>9,424</b>	<b>349</b>	<b>9,773</b>	<b>9,763</b>
<b>Total Complaints</b>	<b>303,032</b>	<b>14,993</b>	<b>318,025</b>	<b>171,505</b>
<b>New Participant Critical Incidents (PCIs)</b>	<b>65,720</b>	<b>4,893</b>	<b>70,613</b>	<b>n/a</b>

<sup>18</sup> 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.

<sup>19</sup> 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.

<sup>20</sup> 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.

<sup>21</sup> 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.

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

**Table E.45 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
Dec-22	6,691	5%	132,243	7%
Mar-23	7,039	5%	139,282	7%
Jun-23	7,920	5%	147,202	7%
Sep-23	9,061	6%	156,263	6%
Dec-23	10,562	7%	166,825	6%
Mar-24	17,981	11%	184,806	7%
Jun-24	20,224	12%	205,030	7%
Sep-24	17,933	11%	222,963	7%
Dec-24	16,055	9%	239,018	7%
Mar-25	13,774	8%	252,792	7%
Jun-25	12,162	7%	264,954	7%
Sep-25	14,109	8%	279,063	7%
Dec-25	13,390	7%	292,453	7%

**Table E.46 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
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	4,547	3%	40,950	1%
Sep-24	4,556	3%	45,506	1%
Dec-24	4,408	3%	49,914	2%
Mar-25	4,865	3%	54,779	2%
Jun-25	5,089	3%	59,868	2%
Sep-25	5,852	3%	65,720	2%
Dec-25	4,893	3%	70,613	2%

**Table E.47 Number and proportion of provider complaints over time, incrementally and cumulatively – National <sup>23</sup>**

Quarter ending	Incremental	Incremental as a percentage of active providers	Cumulative	Cumulative as a percentage of active providers
Dec-22	217	2%	8,385	5%
Mar-23	222	2%	8,607	4%
Jun-23	241	2%	8,848	4%
Sep-23	237	2%	9,085	4%
Dec-23	468	4%	9,553	4%
Mar-24	861	8%	10,414	4%
Jun-24	798	7%	11,212	5%
Sep-24	831	7%	12,043	5%
Dec-24	973	8%	13,016	5%
Mar-25	991	8%	14,007	5%
Jun-25	2,525	20%	16,532	6%
Sep-25	1,915	14%	18,447	6%
Dec-25	1,254	9%	19,701	6%

**Table E.48 Participant complaints by type. Complaints with a related party who has submitted an access request – National <sup>24</sup>**

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 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	6,345	3%	286	2%	6,631	3%
Complaints about the Agency - NDIA Engagement	371	0%	32	0%	403	0%
Complaints about the Agency - NDIA Finance	16,070	6%	681	6%	16,751	6%
Complaints about the Agency - NDIA Fraud and Compliance	1,277	1%	91	1%	1,368	1%
Complaints about the Agency - NDIA Plan	56,485	22%	3,700	31%	60,185	23%
Complaints about the Agency - NDIA Process	24,864	10%	1,540	13%	26,404	10%
Complaints about the Agency - NDIA Resources	2,816	1%	217	2%	3,033	1%
Complaints about the Agency - NDIA Staff	16,726	7%	1,541	13%	18,267	7%
Complaints about the Agency - NDIA Timeliness	77,437	31%	3,954	33%	81,391	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	<190	n/a	<11	n/a	200	0%
Complaints about the Agency - Reasonable and necessary supports	6,269	2%	0	0%	6,269	2%
Complaints about the Agency - Staff conduct - Agency	1,752	1%	0	0%	1,752	1%

<sup>23</sup> 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.

<sup>24</sup> 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 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
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	6%
Complaints about the Agency - Other	<13,420	n/a	<20	n/a	13,423	5%
<b>Complaints about the Agency - Total</b>	<b>251,985</b>	<b>100%</b>	<b>12,063</b>	<b>100%</b>	<b>264,048</b>	<b>100%</b>
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	1%	0	0%	11	1%
Complaints about Early Connections Partner - Early Connections Plan	<110	n/a	<11	n/a	110	9%
Complaints about Early Connections Partner - Early Connections Process	<140	n/a	<11	n/a	140	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	564	49%	39	64%	603	50%
Complaints about Early Connections Partner - Early Connections Timeliness	313	27%	16	26%	329	27%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Early Connections Partner - Total</b>	<b>1,146</b>	<b>100%</b>	<b>61</b>	<b>100%</b>	<b>1,207</b>	<b>100%</b>
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	<30	n/a	<11	n/a	29	0%
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<80	n/a	<11	n/a	78	1%
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	<740	n/a	<11	n/a	740	11%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	674	11%	26	10%	700	11%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<50	n/a	<11	n/a	49	1%
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	4,037	65%	196	74%	4,233	65%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	651	10%	28	11%	679	10%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Local Area Coordination (LAC) Partner - Total</b>	<b>6,242</b>	<b>100%</b>	<b>266</b>	<b>100%</b>	<b>6,508</b>	<b>100%</b>
Complaints about service providers - Provider Costs	342	2%	0	0%	342	2%
Complaints about service providers - Provider Finance	1,126	7%	82	8%	1,208	7%
Complaints about service providers - Provider Fraud and Compliance	2,008	12%	182	18%	2,190	13%
Complaints about service providers - Provider Process	399	2%	0	0%	399	2%
Complaints about service providers - Provider Service	5,849	36%	366	37%	6,215	36%
Complaints about service providers - Provider Staff	3,737	23%	370	37%	4,107	24%
Complaints about service providers - Service Delivery	581	4%	0	0%	581	3%
Complaints about service providers - Staff Conduct	574	4%	0	0%	574	3%
Complaints about service providers - Supports being provided	638	4%	0	0%	638	4%
Complaints about service providers - Other	1,110	7%	0	0%	1,110	6%
<b>Complaints about service providers - Total</b>	<b>16,364</b>	<b>100%</b>	<b>1,000</b>	<b>100%</b>	<b>17,364</b>	<b>100%</b>
<b>Unclassified</b>	<b>3,326</b>	<b>n/a</b>	<b>0</b>	<b>n/a</b>	<b>3,326</b>	<b>n/a</b>
<b>Participants total</b>	<b>279,063</b>	<b>n/a</b>	<b>13,390</b>	<b>n/a</b>	<b>292,453</b>	<b>n/a</b>

**Table E.49 Provider complaints by type. Complaints with a related party who has submitted a provider registration request – National <sup>25</sup>**

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 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	1%	0	0%	228	1%
Complaints about the Agency - NDIA Access	<40	n/a	<11	n/a	36	0%
Complaints about the Agency - NDIA Engagement	<40	n/a	<11	n/a	36	0%
Complaints about the Agency - NDIA Finance	4,056	25%	383	37%	4,439	25%
Complaints about the Agency - NDIA Fraud and Compliance	145	1%	25	2%	170	1%
Complaints about the Agency - NDIA Plan	1,262	8%	113	11%	1,375	8%
Complaints about the Agency - NDIA Process	1,252	8%	85	8%	1,337	8%
Complaints about the Agency - NDIA Resources	3,324	20%	75	7%	3,399	19%
Complaints about the Agency - NDIA Staff	957	6%	131	13%	1,088	6%
Complaints about the Agency - NDIA Timeliness	2,108	13%	196	19%	2,304	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	2%
Complaints about the Agency - Quality & Safeguards Commission	124	1%	18	2%	142	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	5%	0	0%	820	5%
Complaints about the Agency - Other	1,018	6%	0	0%	1,018	6%
<b>Complaints about the Agency - Total</b>	<b>16,500</b>	<b>100%</b>	<b>1,031</b>	<b>100%</b>	<b>17,531</b>	<b>100%</b>
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%
<b>Complaints about Early Connections Partner - Total</b>	<b>&lt;20</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>13</b>	<b>100%</b>
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	13	7%	0	0%	13	6%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<30	n/a	<11	n/a	29	14%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<11	n/a	0	0%	<11	n/a

<sup>25</sup> 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 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	<130	n/a	<11	n/a	138	65%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<20	n/a	<11	n/a	18	9%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Local Area Coordination (LAC) Partner - Total</b>	<b>196</b>	<b>100%</b>	<b>15</b>	<b>100%</b>	<b>211</b>	<b>100%</b>
Complaints about service providers - Provider costs	15	1%	0	0%	15	1%
Complaints about service providers - Provider Finance	153	10%	22	11%	175	10%
Complaints about service providers - Provider Fraud and Compliance	226	15%	46	22%	272	16%
Complaints about service providers - Provider Process	31	2%	0	0%	31	2%
Complaints about service providers - Provider Service	463	31%	59	29%	522	31%
Complaints about service providers - Provider Staff	395	26%	80	39%	475	28%
Complaints about service providers - Service Delivery	34	2%	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	8%	0	0%	118	7%
<b>Complaints about service providers - Total</b>	<b>1,495</b>	<b>100%</b>	<b>207</b>	<b>100%</b>	<b>1,702</b>	<b>100%</b>
<b>Unclassified</b>	<b>244</b>	<b>n/a</b>	<b>0</b>	<b>n/a</b>	<b>244</b>	<b>n/a</b>
<b>Providers total</b>	<b>18,447</b>	<b>n/a</b>	<b>1,254</b>	<b>n/a</b>	<b>19,701</b>	<b>n/a</b>

**Table E.50 Other complaints and Participant Critical Incidents (PCIs) by type – National**

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 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	<270	n/a	<11	n/a	264	3%
Complaints about the Agency - NDIA Engagement	<80	n/a	<11	n/a	79	1%
Complaints about the Agency - NDIA Finance	555	7%	27	14%	582	8%
Complaints about the Agency - NDIA Fraud and Compliance	242	3%	16	8%	258	3%
Complaints about the Agency - NDIA Plan	1,037	14%	31	16%	1,068	14%
Complaints about the Agency - NDIA Process	1,085	15%	31	16%	1,116	15%
Complaints about the Agency - NDIA Resources	701	9%	37	19%	738	10%
Complaints about the Agency - NDIA Staff	637	9%	23	12%	660	9%
Complaints about the Agency - NDIA Timeliness	988	13%	29	15%	1,017	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	137	2%	0	0%	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 by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Timeliness	324	4%	0	0%	324	4%
Complaints about the Agency - Other	535	7%	0	0%	535	7%
<b>Complaints about the Agency - Total</b>	<b>7,419</b>	<b>100%</b>	<b>199</b>	<b>100%</b>	<b>7,618</b>	<b>100%</b>
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 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	13	43%	0	0	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%
<b>Complaints about Early Connections Partner - Total</b>	<b>30</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>30</b>	<b>100%</b>
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	<11	n/a	<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	88	72%
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%
<b>Complaints about Local Area Coordination (LAC) Partner - Total</b>	<b>&lt;120</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>122</b>	<b>100%</b>
Complaints about service providers - Provider costs	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Provider Finance	92	5%	0	0%	92	5%
Complaints about service providers - Provider Fraud and Compliance	293	17%	41	28%	334	18%
Complaints about service providers - Provider Process	<20	n/a	0	0%	<20	n/a
Complaints about service providers - Provider Service	656	38%	51	34%	707	37%
Complaints about service providers - Provider Staff	495	28%	56	38%	551	29%
Complaints about service providers - Service Delivery	29	2%	0	0%	29	2%
Complaints about service providers - Staff Conduct	42	2%	0	0%	42	2%
Complaints about service providers - Supports being provided	28	2%	0	0%	28	1%
Complaints about service providers - Other	82	5%	0	0%	82	4%
<b>Complaints about service providers - Total</b>	<b>1,739</b>	<b>100%</b>	<b>148</b>	<b>100%</b>	<b>1,887</b>	<b>100%</b>
<b>Unclassified</b>	<b>116</b>	<b>n/a</b>	<b>0</b>	<b>n/a</b>	<b>116</b>	<b>n/a</b>
<b>Other complaints total</b>	<b>9,424</b>	<b>n/a</b>	<b>349</b>	<b>n/a</b>	<b>9,773</b>	<b>n/a</b>
New Reportable PCIs were NOT Withdrawn or miscategorised	11,125	17%	622	13%	11,747	17%
New Non-reportable PCIs were NOT Withdrawn or miscategorised	54,595	83%	4,271	87%	58,866	83%
<b>New PCIs - Total</b>	<b>65,720</b>	<b>100%</b>	<b>4,893</b>	<b>100%</b>	<b>70,613</b>	<b>100%</b>

**Table E.51 Unique complaints by type – National <sup>26</sup>**

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 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	6,584	2%	289	2%	6,873	2%
Complaints about the Agency - NDIA Engagement	474	0%	39	0%	513	0%
Complaints about the Agency - NDIA Finance	19,867	7%	1,091	8%	20,958	7%
Complaints about the Agency - NDIA Fraud and Compliance	1,640	1%	132	1%	1,772	1%
Complaints about the Agency - NDIA Plan	58,073	21%	3,844	29%	61,917	22%
Complaints about the Agency - NDIA Process	26,861	10%	1,656	12%	28,517	10%
Complaints about the Agency - NDIA Resources	6,797	2%	329	2%	7,126	2%
Complaints about the Agency - NDIA Staff	17,997	7%	1,695	13%	19,692	7%
Complaints about the Agency - NDIA Timeliness	79,723	29%	4,179	31%	83,902	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	448	0%	28	0%	476	0%
Complaints about the Agency - Reasonable and necessary supports	6,473	2%	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	6%
Complaints about the Agency - Other	14,965	5%	11	0%	14,976	5%
<b>Complaints about the Agency - Total</b>	<b>272,772</b>	<b>100%</b>	<b>13,293</b>	<b>100%</b>	<b>286,065</b>	<b>100%</b>
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	12	1%	0	0%	12	1%
Complaints about Early Connections Partner - Early Connections Plan	<110	n/a	<11	n/a	107	9%
Complaints about Early Connections Partner - Early Connections Process	<140	n/a	<11	n/a	138	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	563	49%	40	65%	603	50%
Complaints about Early Connections Partner - Early Connections Timeliness	309	27%	16	26%	325	27%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Early Connections Partner - Total</b>	<b>1,138</b>	<b>100%</b>	<b>62</b>	<b>100%</b>	<b>1,200</b>	<b>100%</b>
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	<30	n/a	<11	n/a	30	0%
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<90	n/a	<11	n/a	90	1%
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	<730	n/a	<11	n/a	733	11%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	681	11%	30	11%	711	11%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<60	n/a	<11	n/a	54	1%

<sup>26</sup> 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 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	4,120	65%	205	72%	4,325	65%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	643	10%	29	10%	672	10%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Local Area Coordination (LAC) Partner - Total</b>	<b>6,332</b>	<b>100%</b>	<b>283</b>	<b>100%</b>	<b>6,615</b>	<b>100%</b>
Complaints about service providers - Provider costs	366	2%	0	0%	366	2%
Complaints about service providers - Provider Finance	1,319	7%	104	8%	1,423	7%
Complaints about service providers - Provider Fraud and Compliance	2,447	13%	269	20%	2,716	13%
Complaints about service providers - Provider Process	443	2%	0	0%	443	2%
Complaints about service providers - Provider Service	6,744	35%	476	35%	7,220	35%
Complaints about service providers - Provider Staff	4,489	23%	506	37%	4,995	24%
Complaints about service providers - Service Delivery	644	3%	0	0%	644	3%
Complaints about service providers - Staff Conduct	644	3%	0	0%	644	3%
Complaints about service providers - Supports being provided	698	4%	0	0%	698	3%
Complaints about service providers - Other	1,310	7%	0	0%	1,310	6%
<b>Complaints about service providers - Total</b>	<b>19,104</b>	<b>100%</b>	<b>1,355</b>	<b>100%</b>	<b>20,459</b>	<b>100%</b>
<b>Unclassified</b>	<b>3,686</b>	<b>n/a</b>	<b>0</b>	<b>n/a</b>	<b>3,686</b>	<b>n/a</b>
<b>Unique complaints total</b>	<b>303,032</b>	<b>n/a</b>	<b>14,993</b>	<b>n/a</b>	<b>318,025</b>	<b>n/a</b>

**Table E.52 Actual outcomes for complaints – National**

Actual Outcome	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaint	<8,500	n/a	<11	n/a	8,505	3%
Compliment	<60	n/a	<11	n/a	57	0%
Deleted - Duplicate	1,443	0%	19	0%	1,462	0%
Desired Action Completed	187,141	62%	13,157	83%	200,298	63%
Determined to not be a Complaint	<1,190	n/a	<11	n/a	1,185	0%
Formal Reply Endorsed and Issued	12,950	4%	830	5%	13,780	4%
General	<42,880	n/a	<11	n/a	42,878	14%
Referred to NDIS Quality & Safeguards Commission	<11	n/a	<11	n/a	<11	n/a
Referred to State/Territory Authority	<11	n/a	<11	n/a	<11	n/a
Reassessment Completed	<11	n/a	<11	n/a	<11	n/a
Reassessment Requested	<11	n/a	<11	n/a	<11	n/a
Unable to contact - Record Closed	<1,690	n/a	<11	n/a	1,685	1%
Withdrawn by Participant/Representative	<170	n/a	<11	n/a	161	0%
Other	44,611	15%	1,827	12%	46,438	15%
<b>Total</b>	<b>300,608</b>	<b>100%</b>	<b>15,841</b>	<b>100%</b>	<b>316,449</b>	<b>100%</b>

**Table E.53 Administrative Review Tribunal (ART) Cases by category as at 31 December 2025 – National**

Category	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Access	6,079	20%	351	16%	6,430	20%
Planning	22,311	74%	1,828	82%	24,139	75%
Compensation	<130	n/a	<11	n/a	127	0%
Jurisdiction	<830	n/a	<11	n/a	822	3%
Extension of Time	<320	n/a	<11	n/a	311	1%
Other	341	1%	40	2%	381	1%
<b>Total cases</b>	<b>29,989</b>	<b>100%</b>	<b>2,221</b>	<b>100%</b>	<b>32,210</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>0.8%</b>	<b>n/a</b>	<b>1.2%</b>	<b>n/a</b>	<b>0.8%</b>	<b>n/a</b>

**Table E.54 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
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	1,852	1%	25,886	1%
Jun-25	1,620	1%	27,506	1%
Sep-25	2,483	1%	29,989	1%
Dec-25	2,221	1%	32,210	1%

**Table E.55 Administrative Review Tribunal (ART) cases by open/closed and decision – National <sup>27</sup>**

ART cases by open/closed and decision	Number of cases	Number of unique active participants
<b>ART Cases</b>	<b>32,210</b>	<b>28,902</b>
<b>Open ART Cases</b>	<b>6,506</b>	<b>6,374</b>
<b>Closed ART Cases</b>	<b>25,704</b>	<b>23,219</b>
Resolved before hearing	24,951	22,584
Gone to hearing and received a substantive decision	753	635

**Table E.56 Administrative Review Tribunal (ART) Supports in dispute – National <sup>28 29 30</sup>**

Type of support	Prior Quarters	Quarter 2, 2025-26	Total
Plan Management Decision	662	85	747
Core (excluding Consumables and Transport)	5,092	653	5,745
Capacity Building	6,177	783	6,960
General Support	1,623	245	1,868
Assistive Technology	1,747	153	1,900
Specialist Disability Accommodation	644	50	694
Home Modifications	459	47	506
Supported Independent Living	1,762	152	1,914
Everyday Living Costs	500	58	558
Transport	1,043	102	1,145
Other	3,335	365	3,700
<b>Total number of unique participants counted across disputed supports</b>	<b>10,208</b>	<b>1,072</b>	<b>11,280</b>
<b>Total number of instances of participants counted across disputed supports</b>	<b>23,044</b>	<b>2,693</b>	<b>25,737</b>

<sup>27</sup> 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.

<sup>28</sup> It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceeds the total in each period.

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

<sup>30</sup> Supports in dispute data is only available for 2022-23 Q3 onwards.

**Table E.57 Closed Administrative Review Tribunal (ART) cases by outcome – National**

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
<b>Decided by Tribunal - Total</b>	<b>667</b>	<b>3%</b>	<b>86</b>	<b>5%</b>	<b>753</b>	<b>3%</b>
Decided by Tribunal - Affirmed	322	1%	46	3%	368	1%
Decided by Tribunal - Varied	<120	n/a	<11	n/a	119	0%
Decided by Tribunal - Set Aside	<240	n/a	<40	n/a	266	1%
<b>Not Decided by Tribunal - Total</b>	<b>23,220</b>	<b>97%</b>	<b>1,731</b>	<b>95%</b>	<b>24,951</b>	<b>97%</b>
Not Decided by Tribunal - Resolved by consent	16,464	69%	1,228	68%	17,692	69%
Not Decided by Tribunal - Withdrawn	4,813	20%	342	19%	5,155	20%
Not Decided by Tribunal - No jurisdiction	<300	n/a	<11	n/a	304	1%
Not Decided by Tribunal - Extension of Time Declined	<70	n/a	<11	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	1,488	6%	156	9%	1,644	6%
Not Decided by Tribunal - Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>23,887</b>	<b>100%</b>	<b>1,817</b>	<b>100%</b>	<b>25,704</b>	<b>100%</b>

## 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.58). 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.59).

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.58).

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.59).

**Table E.58 Number of active providers in quarter 2, 2025-26 by registration status and funds management type – National <sup>31</sup>**

Funds management type	Registered	Unregistered	Total providers
NDIA-managed	10,335	n/a	10,335
Plan-managed	16,762	187,422	203,658
Self-managed	9,468	127,408	136,652
<b>All funds management types</b>	<b>17,982</b>	<b>259,179</b>	<b>276,581</b>

**Table E.59 Total active provider payments in quarter 2, 2025-26 by registration status and funds management type (\$m) – National <sup>32 33</sup>**

Funds management type	Registered	Unregistered	All registration statuses
NDIA-managed	3,870	n/a	3,870
Plan-managed	4,851	3,142	8,032
Self-managed	378	683	1,241
<b>All funds management types</b>	<b>9,100</b>	<b>3,825</b>	<b>13,143</b>

<sup>31</sup> 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.

<sup>32</sup> 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".

<sup>33</sup> Registration status is determined as at the posting date of payment.

## Part Five: Financial sustainability

Average annualised committed supports (Tables E.60 to E.64) are derived from the total annualised committed supports in the current plans of active participants as at 31 December 2025. Average payments (Tables E.62 to E.64) are calculated as the sum of the payments in the 12-month period to 31 December 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 31 December 2025. 'Total payments' refers to those paid over the 12 months to 31 December 2025 (Tables E.65 to E.67).

**Table E.60 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 1, 2025-26 distribution of participants	As at quarter 2, 2025-26 distribution of participants
\$0-\$5,000	1.9%	1.9%
\$5,001-\$10,000	4.7%	4.7%
\$10,001-\$15,000	9.4%	9.4%
\$15,001-\$20,000	14.5%	14.5%
\$20,001-\$25,000	12.2%	12.1%
\$25,001-\$30,000	5.4%	5.4%
\$30,001-\$50,000	13.7%	13.8%
\$50,001-\$100,000	17.1%	17.1%
\$100,001-\$150,000	6.9%	6.8%
\$150,001-\$200,000	3.6%	3.6%
\$200,001-\$250,000	2.1%	2.1%
\$250,001+	8.6%	8.7%

**Table E.61 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 1, 2025-26 distribution of participants	As at quarter 2, 2025-26 distribution of participants
\$0-\$5,000	2.0%	2.0%
\$5,001-\$10,000	4.9%	4.9%
\$10,001-\$15,000	9.9%	9.9%
\$15,001-\$20,000	15.2%	15.2%
\$20,001-\$25,000	12.8%	12.7%
\$25,001-\$30,000	5.7%	5.6%
\$30,001-\$50,000	14.4%	14.5%
\$50,001-\$100,000	18.0%	18.0%
\$100,001-\$150,000	7.3%	7.2%
\$150,001-\$200,000	3.7%	3.7%
\$200,001-\$250,000	2.1%	2.1%
\$250,001+	4.1%	4.2%

**Table E.62 Average annualised committed supports as at 31 December 2025 and average payments for the year ending 31 December 2025 by age group and participants' Supported Independent Living (SIL) – 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	\$27,800	n/a	n/a	\$18,900	\$27,800
9 to 14	\$22,900	\$31,300	n/a	n/a	\$22,900	\$31,300
15 to 18	\$34,300	\$48,000	\$551,700	\$658,400	\$32,100	\$45,800
19 to 24	\$75,000	\$100,300	\$535,900	\$603,500	\$53,700	\$78,900
25 to 34	\$103,800	\$130,300	\$469,300	\$519,600	\$69,100	\$94,800
35 to 44	\$116,800	\$144,000	\$434,600	\$478,000	\$76,800	\$103,600
45 to 54	\$123,400	\$152,100	\$424,000	\$464,500	\$81,300	\$110,200
55 to 64	\$137,500	\$169,100	\$428,100	\$466,700	\$90,300	\$122,400
65+	\$143,600	\$168,200	\$428,000	\$461,000	\$101,000	\$124,100
<b>All</b>	<b>\$66,700</b>	<b>\$85,100</b>	<b>\$444,000</b>	<b>\$487,300</b>	<b>\$47,000</b>	<b>\$64,700</b>

**Table E.63 Average annualised committed supports as at 31 December 2025 and average payments for the year ending 31 December 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	\$175,400	\$212,100	\$481,700	\$526,000	\$114,700	\$151,200
Autism	\$35,200	\$47,100	\$502,500	\$546,900	\$27,900	\$39,800
Cerebral palsy	\$172,200	\$205,000	\$500,600	\$549,400	\$114,800	\$145,900
Developmental delay	\$13,700	\$22,400	n/a	n/a	\$13,700	\$22,400
Global developmental delay	\$19,300	\$27,000	n/a	n/a	\$19,300	\$27,000
Hearing impairment	\$9,800	\$19,100	n/a	n/a	\$9,600	\$18,900
Intellectual disability	\$114,200	\$137,200	\$400,800	\$439,300	\$67,800	\$89,500
Multiple sclerosis	\$105,700	\$138,400	\$545,500	\$608,900	\$87,500	\$119,800
Psychosocial disability	\$93,000	\$119,400	\$387,300	\$438,200	\$72,100	\$96,800
Spinal cord injury	\$178,100	\$232,800	\$634,200	\$724,600	\$152,100	\$206,500
Stroke	\$167,300	\$208,000	\$516,800	\$561,400	\$121,200	\$162,200
Visual impairment	\$46,700	\$63,700	\$370,700	\$412,500	\$43,000	\$60,000
Other neurological	\$166,000	\$204,700	\$519,900	\$563,400	\$121,700	\$160,900
Other physical	\$76,400	\$107,700	\$504,000	\$551,500	\$68,200	\$99,500
Other sensory/speech	\$12,200	\$21,400	n/a	n/a	\$11,400	\$20,400
Other	\$101,600	\$135,100	\$496,600	\$541,100	\$75,600	\$110,500
Down Syndrome	\$137,700	\$161,500	\$362,000	\$392,300	\$85,500	\$108,600
<b>All</b>	<b>\$66,700</b>	<b>\$85,100</b>	<b>\$444,000</b>	<b>\$487,300</b>	<b>\$47,000</b>	<b>\$64,700</b>

**Table E.64 Average annualised committed supports as at 31 December 2025 and average payments for the year ending 31 December 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	\$14,000	\$22,600	\$375,700	\$464,000	\$13,900	\$22,400
2	\$20,500	\$35,200	n/a	n/a	\$20,000	\$34,800
3	\$22,800	\$34,400	\$376,200	\$424,700	\$20,600	\$31,900
4	\$18,500	\$30,300	\$404,100	\$450,800	\$16,600	\$28,300
5	\$31,900	\$44,300	\$382,100	\$434,700	\$27,400	\$39,400
6	\$24,600	\$38,600	\$356,500	\$413,700	\$22,600	\$36,400
7	\$53,600	\$68,900	\$396,100	\$440,500	\$38,300	\$52,300
8	\$66,300	\$93,200	\$361,600	\$414,200	\$53,200	\$79,000
9	\$82,600	\$118,900	\$422,200	\$471,300	\$73,100	\$109,100
10	\$106,300	\$139,200	\$373,700	\$420,000	\$80,900	\$112,500
11	\$111,600	\$135,400	\$450,100	\$487,400	\$72,100	\$94,600
12	\$202,200	\$235,900	\$450,900	\$489,400	\$138,100	\$172,400
13	\$110,800	\$130,000	\$565,900	\$609,400	\$78,400	\$96,500
14	\$335,400	\$392,100	\$532,700	\$585,600	\$250,600	\$308,600
15	\$456,600	\$510,000	\$694,400	\$800,900	\$404,500	\$454,200
<b>All</b>	<b>\$66,700</b>	<b>\$85,100</b>	<b>\$444,000</b>	<b>\$487,300</b>	<b>\$47,000</b>	<b>\$64,700</b>

**Table E.65 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 31 December 2025 (\$m) – National** <sup>34 35</sup>

Support Category	Total payments for the year ending 31 December 2025	Total annualised committed supports as at 31 December 2025
Core: Daily Activities	12,152.1	12,661.9
Core: Consumables	113.7	127.0
Core: Social and Civic	2,453.9	3,055.3
Core: Transport	63.8	86.0
Capacity Building: Choice and Control	38.8	41.8
Capacity Building: Daily Activities	339.8	493.2
Capacity Building: Employment	5.2	15.3
Capacity Building: Health and Wellbeing	2.7	4.7
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	327.5	478.7
Capacity Building: Social and Civic	3.2	6.3
Capacity Building: Support Coordination	216.0	254.4
Capital: Assistive Technology	130.7	230.2
Capital: Home Modifications	370.9	457.4
<b>All</b>	<b>16,219.2</b>	<b>17,912.2</b>

<sup>34</sup> There were \$1.0 million in total payments for the year ending 31 December 2025, with support category information missing. These payments are not shown separately but are included in the total payments for all support categories.

<sup>35</sup> Total payments for home modifications were \$370.9 million. Of which, \$367.8 million (99.2%) has been paid for specialised disability accommodation (SDA) supports, and \$3.0 million (0.8%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$457.4 million. Of which, \$452.6 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$4.8 million (1%) has been allocated for non-SDA supports.

**Table E.66 Total annualised committed supports and total payments (participants not in Supported Independent Living (SIL)) by support category as at 31 December 2025 (\$m) – National** <sup>36 37</sup>

Support Category	Total payments for the year ending 31 December 2025	Total annualised committed supports as at 31 December 2025
Core: Daily Activities	13,289.0	18,659.7
Core: Consumables	506.7	875.4
Core: Social and Civic	9,109.3	10,670.3
Core: Transport	815.7	459.5
Capacity Building: Choice and Control	606.7	712.9
Capacity Building: Daily Activities	5,450.8	9,634.6
Capacity Building: Employment	171.9	558.5
Capacity Building: Health and Wellbeing	24.0	52.9
Capacity Building: Home Living	1.2	5.8
Capacity Building: Lifelong learning	0.3	1.6
Capacity Building: Relationships	627.2	1,278.4
Capacity Building: Social and Civic	230.1	626.8
Capacity Building: Support Coordination	982.9	1,455.8
Capital: Assistive Technology	658.7	1,502.1
Capital: Home Modifications	259.6	426.4
<b>All</b>	<b>32,737.0</b>	<b>46,920.7</b>

<sup>36</sup> There were \$2.7 million in total payments for the year ending 31 December 2025, with support category information missing. These payments are not shown separately but are included in the total payments for all support categories.

<sup>37</sup> Total payments for home modifications were \$259.6 million. Of which, \$139.2 million (53.6%) has been paid for specialised disability accommodation (SDA) supports, and \$120.5 million (46.4%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$426.4 million. Of which, \$173.9 million (41%) has been allocated for specialised disability accommodation (SDA) supports, and \$252.5 million (59%) has been allocated for non-SDA supports.

**Table E.67 Payments by financial year in which support was provided, compared to committed supports – National <sup>38</sup>**

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	7,772.9	5,443.1	70%
2018-19	14,566.7	10,404.7	71%
2019-20	24,373.5	17,312.7	71%
2020-21	32,354.5	23,543.6	73%
2021-22	37,196.0	28,471.5	77%
2022-23	46,226.9	35,268.8	76%
2023-24	54,057.9	42,072.9	78%
2024-25	60,566.2	45,892.8	76%
2025-26 to date (Experience still emerging)	33,239.3	23,043.3	69%

**Table E.68 Percentage change in plan budgets for active participants per quarter – National <sup>39</sup>**

Inflation type	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25
Intraplan Inflation	6.9%	5.7%	7.6%	8.0%	6.9%	5.4%	5.0%	5.9%	4.2%
Interplan Inflation	4.2%	1.8%	2.5%	4.8%	5.2%	5.6%	4.7%	5.1%	3.4%
<b>Total Inflation</b>	<b>11.2%</b>	<b>7.5%</b>	<b>10.1%</b>	<b>12.8%</b>	<b>12.1%</b>	<b>11.0%</b>	<b>9.7%</b>	<b>11.0%</b>	<b>7.6%</b>

<sup>38</sup> 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.

<sup>39</sup> 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.

**Table E.69 Percentage change in plan budgets for plans reassessed - 1 July 2025 to 31 December 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%	<11	n/a	545	1%
-80% to -65%	<11	n/a	867	1%
-65% to -50%	11	0%	1,759	2%
-50% to -35%	48	0%	3,401	4%
-35% to -20%	348	4%	5,718	6%
-20% to -5%	1,410	14%	10,781	12%
Reassessments with 5%+ deflation	1,820	18%	23,071	25%
-5% to 0%	1,231	12%	7,559	8%
0% to 5%	2,132	22%	8,797	10%
Reassessments within 5% inflation and deflation	3,363	34%	16,356	18%
5% to 20%	2,665	27%	13,367	15%
20% to 35%	731	7%	7,520	8%
35% to 50%	369	4%	5,623	6%
50% to 65%	212	2%	4,137	5%
65% to 80%	116	1%	3,218	4%
Above 80%	614	6%	17,283	19%
Reassessments with 5%+ inflation	4,707	48%	51,148	56%

## Supplement F: New South Wales

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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 2, 2025-26	Total
<b>Access decisions</b>	<b>297,705</b>	<b>7,567</b>	<b>305,272</b>
<b>Currently Eligible - Total</b>	<b>220,868</b>	<b>5,841</b>	<b>226,709</b>
Currently Eligible - New	158,791	5,791	164,582
Currently Eligible - State	48,922	27	48,949
Currently Eligible - Commonwealth	13,155	23	13,178
<b>Active Participant Plans - Total</b>	<b>218,619</b>	<b>5,918</b>	<b>224,537</b>
Active Participant Plans - New	156,805	5,871	162,676
Active Participant Plans - State	48,697	23	48,720
Active Participant Plans - Commonwealth	13,117	24	13,141
<b>Active Participant Plans - Total</b>	<b>218,619</b>	<b>5,918</b>	<b>224,537</b>
Active Participant Plans - Early Intervention (s25)	66,255	3,108	69,363
Active Participant Plans - Permanent Disability (s24)	144,545	1,393	145,938
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	7,819	1,417	9,236

**Table F.2 People who have left the Scheme since 1 July 2013 as at 31 December 2025 – New South Wales <sup>40</sup>**

People leaving the Scheme	Prior Quarters	Quarter 2, 2025-26	Total
<b>Number of people who have left the Scheme</b>	<b>25,472</b>	<b>2,562</b>	<b>28,034</b>

<sup>40</sup> 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	76,408	97%	31,988	96%	659	86%	109,055	96%
9 to 14	19,949	87%	10,833	88%	410	78%	31,192	88%
15 to 18	9,811	90%	6,259	88%	352	84%	16,422	89%
19 to 24	7,296	90%	4,817	84%	264	72%	12,377	87%
25 to 34	9,019	86%	6,950	78%	233	62%	16,202	82%
35 to 44	9,536	82%	8,040	73%	179	50%	17,755	77%
45 to 54	12,091	79%	10,582	68%	192	43%	22,865	73%
55 to 64	16,593	74%	14,238	61%	263	37%	31,094	67%
65+	<770	n/a	<640	n/a	<11	n/a	<1,420	n/a
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>161,473</b>	<b>89%</b>	<b>94,347</b>	<b>79%</b>	<b>2,562</b>	<b>64%</b>	<b>258,382</b>	<b>85%</b>

**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	4,436	91%	2,168	88%	36	55%	6,640	90%
Autism	65,423	98%	27,835	98%	1,458	93%	94,716	98%
Cerebral palsy	3,546	98%	2,799	97%	24	96%	6,369	97%
Developmental delay	20,089	97%	8,742	96%	111	83%	28,942	97%
Down syndrome	2,218	100%	1,910	100%	23	92%	4,151	100%
Global developmental delay	6,651	99%	2,666	99%	31	94%	9,348	99%
Hearing impairment	4,725	88%	4,852	85%	100	75%	9,677	86%
Intellectual disability	19,038	94%	13,992	94%	187	78%	33,217	94%
Multiple sclerosis	1,000	91%	<2,690	n/a	<30	n/a	3,702	90%
Psychosocial disability	12,251	70%	9,973	58%	212	31%	22,436	64%
Spinal cord injury	1,729	93%	694	90%	21	75%	2,444	92%
Stroke	2,709	88%	1,835	84%	26	60%	4,570	86%
Visual impairment	2,019	85%	1,866	85%	35	58%	3,920	85%
Other neurological	6,400	80%	5,037	78%	105	59%	11,542	79%
Other physical	4,134	48%	4,018	36%	79	20%	8,231	41%
Other sensory/speech	928	49%	<400	n/a	<11	n/a	1,331	48%
Other	4,177	57%	2,884	42%	85	27%	7,146	49%
<b>Total</b>	<b>161,473</b>	<b>89%</b>	<b>94,347</b>	<b>79%</b>	<b>2,562</b>	<b>64%</b>	<b>258,382</b>	<b>85%</b>

**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 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
First Nations Participants	20,879	10%	787	13%	21,666	10%
Non-First Nations Participants	162,232	74%	4,704	79%	166,936	74%
Not Stated	35,508	16%	427	7%	35,935	16%
<b>Total</b>	<b>218,619</b>	<b>100%</b>	<b>5,918</b>	<b>100%</b>	<b>224,537</b>	<b>100%</b>

**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 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	23,340	11%	625	11%	23,965	11%
Not culturally and linguistically diverse	187,867	86%	5,085	86%	192,952	86%
Not stated	7,412	3%	208	4%	7,620	3%
<b>Total</b>	<b>218,619</b>	<b>100%</b>	<b>5,918</b>	<b>100%</b>	<b>224,537</b>	<b>100%</b>

**Table F.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2025 – New South Wales <sup>41</sup>**

Age group	Total number of active participants
Under 45	<11
45 to 54	<20
55 to 64	149
<b>Total YPIRAC (under 65)</b>	<b>169</b>

<sup>41</sup> There are a further 536 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 <sup>42</sup>**

Quarter ending	Incremental	Cumulative
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
Dec-25	-16	169

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Major cities	153,105	70%	4,180	71%	157,285	70%
Population > 50,000	7,476	3%	231	4%	7,707	3%
Population between 15,000 and 50,000	29,067	13%	731	12%	29,798	13%
Population between 5,000 and 15,000	12,827	6%	316	5%	13,143	6%
Population less than 5,000	15,323	7%	426	7%	15,749	7%
Remote	<650	0%	<30	0%	665	0%
Very Remote	<180	n/a	<11	n/a	<190	n/a
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>218,619</b>	<b>100%</b>	<b>5,918</b>	<b>100%</b>	<b>224,537</b>	<b>100%</b>

<sup>42</sup> 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 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Autism	90,110	41%	2,160	36%	92,270	41%
Intellectual disability	30,034	14%	258	4%	30,292	13%
Developmental delay	16,790	8%	1,691	29%	18,481	8%
Psychosocial disability	19,563	9%	208	4%	19,771	9%
Hearing impairment	8,950	4%	110	2%	9,060	4%
Other neurological	7,942	4%	256	4%	8,198	4%
Other physical	5,808	3%	69	1%	5,877	3%
Acquired brain injury	5,293	2%	105	2%	5,398	2%
Global developmental delay	7,519	3%	581	10%	8,100	4%
Cerebral palsy	5,889	3%	43	1%	5,932	3%
Other	3,941	2%	198	3%	4,139	2%
Multiple sclerosis	3,282	2%	64	1%	3,346	1%
Down syndrome	<3,750	n/a	<20	n/a	3,764	2%
Visual impairment	3,443	2%	33	1%	3,476	2%
Stroke	3,556	2%	96	2%	3,652	2%
Spinal cord Injury	2,025	1%	30	1%	2,055	1%
Other sensory/speech	<730	n/a	<11	n/a	726	0%
<b>Total</b>	<b>218,619</b>	<b>100%</b>	<b>5,918</b>	<b>100%</b>	<b>224,537</b>	<b>100%</b>

**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	92,270	41%	1,466	12%	90,804	43%
Intellectual disability	30,292	13%	4,509	37%	25,783	12%
Developmental delay	18,481	8%	<11	n/a	<18,490	n/a
Psychosocial disability	19,771	9%	1,898	15%	17,873	8%
Hearing impairment	9,060	4%	<11	n/a	<9,060	n/a
Other neurological	8,198	4%	929	8%	7,269	3%
Other physical	5,877	3%	116	1%	5,761	3%
Acquired brain injury	5,398	2%	888	7%	4,510	2%
Global developmental delay	8,100	4%	<11	n/a	<8,100	n/a
Cerebral palsy	5,932	3%	847	7%	5,085	2%
Other	4,139	2%	252	2%	3,887	2%
Multiple sclerosis	3,346	1%	123	1%	3,223	2%
Down syndrome	3,764	2%	657	5%	3,107	1%
Visual impairment	3,476	2%	33	0%	3,443	2%
Stroke	3,652	2%	443	4%	3,209	2%
Spinal cord Injury	2,055	1%	97	1%	1,958	1%
Other sensory/speech	726	0%	<11	n/a	<730	n/a
<b>Total</b>	<b>224,537</b>	<b>100%</b>	<b>12,268</b>	<b>100%</b>	<b>212,269</b>	<b>100%</b>

**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 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
1 (High Function)	29,973	14%	1,833	31%	31,806	14%
2 (High Function)	428	0%	20	0%	448	0%
3 (High Function)	11,985	5%	590	10%	12,575	6%
4 (High Function)	14,437	7%	101	2%	14,538	6%
5 (High Function)	15,886	7%	584	10%	16,470	7%
6 (Moderate Function)	50,629	23%	1,108	19%	51,737	23%
7 (Moderate Function)	12,429	6%	289	5%	12,718	6%
8 (Moderate Function)	10,536	5%	144	2%	10,680	5%
9 (Moderate Function)	984	0%	11	0%	995	0%
10 (Moderate Function)	17,897	8%	203	3%	18,100	8%
11 (Low Function)	5,792	3%	51	1%	5,843	3%
12 (Low Function)	25,489	12%	357	6%	25,846	12%
13 (Low Function)	13,160	6%	79	1%	13,239	6%
14 (Low Function)	<2,970	n/a	<11	n/a	2,970	1%
15 (Low Function)	<60	n/a	<11	n/a	54	0%
Missing	5,975	3%	543	9%	6,518	3%
<b>Total</b>	<b>218,619</b>	<b>100%</b>	<b>5,918</b>	<b>100%</b>	<b>224,537</b>	<b>100%</b>

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
0 to 8	48,362	22%	3,317	56%	51,679	23%
9 to 14	42,513	19%	760	13%	43,273	19%
15 to 18	21,790	10%	318	5%	22,108	10%
19 to 24	19,675	9%	189	3%	19,864	9%
25 to 34	20,093	9%	236	4%	20,329	9%
35 to 44	15,145	7%	268	5%	15,413	7%
45 to 54	16,994	8%	305	5%	17,299	8%
55 to 64	20,641	9%	470	8%	21,111	9%
65+	13,406	6%	55	1%	13,461	6%
<b>Total</b>	<b>218,619</b>	<b>100%</b>	<b>5,918</b>	<b>100%</b>	<b>224,537</b>	<b>100%</b>

**Table F.14 Participation rates by age group and gender as at 31 December 2025 – New South Wales <sup>43</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	7.8%	3.6%	5.7%
9 to 14	9.1%	4.4%	6.8%
15 to 18	6.4%	3.6%	5.2%
19 to 24	3.7%	2.1%	3.0%
25 to 44	1.7%	1.2%	1.5%
45 to 64	2.0%	1.7%	1.9%
65+	0.9%	0.8%	0.8%
<b>Total (0-64)</b>	<b>3.8%</b>	<b>2.2%</b>	<b>3.0%</b>
<b>Total (All ages)</b>	<b>3.3%</b>	<b>1.9%</b>	<b>2.6%</b>

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

Mainstream service	Prior Quarters	Quarter 2, 2025-26	Total
Choice and control over my life	3%	5%	3%
Daily life	17%	18%	17%
Health and wellbeing	81%	86%	81%
Learning	37%	35%	37%
Relationships	5%	4%	5%
Social and community activities	9%	8%	9%
Where I live	1%	2%	1%
Work	4%	3%	4%
Unknown	5%	0%	4%
<b>Any mainstream service</b>	<b>97%</b>	<b>97%</b>	<b>97%</b>

<sup>43</sup> 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 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 <sup>44</sup>**

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	27%	27%	28%	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%	12%	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	32%	35%	36%	43%
Participant social and community engagement rate - Aged 25 to 34 years	25%	37%	34%	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	30%	37%	38%	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	49%	49%	49%	n/a
Family and carer employment rate - All ages	50%	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

<sup>44</sup> Denominators for each metric are: 'participant employment rate' (n=12,007), 'participant social and community engagement rate' (n=12,053), 'family and carer employment rate' (n=15,179) and 'participant choice and control' (n=5,943). 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 <sup>45</sup>**

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%	30%	28%	31%	22%
Participant employment rate - Aged 35 to 44 years	28%	28%	27%	28%	22%
Participant employment rate - Aged 45 to 54 years	25%	26%	22%	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%	25%	23%	24%	22%
Participant employment rate - Aged 15 to 64 years	19%	21%	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%	41%	43%
Participant social and community engagement rate - Aged 45 to 54 years	31%	38%	43%	42%	43%
Participant social and community engagement rate - Aged 55 to 64 years	32%	37%	39%	40%	43%
Participant social and community engagement rate - Aged 65+ years	37%	41%	44%	43%	43%
Participant social and community engagement rate - Aged 25+ years	32%	38%	42%	42%	43%
Participant social and community engagement rate - Aged 15+ years	32%	38%	42%	41%	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	51%	54%	53%	53%	n/a
Family and carer employment rate - All ages	48%	51%	52%	55%	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

<sup>45</sup> Denominators for each metric are: 'participant employment rate' (n=11,879), 'participant social and community engagement rate' (n=11,966), 'family and carer employment rate' (n=11,669) and 'participant choice and control' (n=7,837). 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 <sup>46</sup>**

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	31%	33%	31%	28%	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%	20%	16%	18%	22%
Participant employment rate - Aged 65+ years	16%	14%	14%	10%	10%	22%
Participant employment rate - Aged 25 to 64 years	27%	28%	27%	25%	27%	22%
Participant employment rate - Aged 15 to 64 years	22%	24%	23%	23%	26%	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	34%	44%	51%	50%	49%	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	33%	39%	43%	52%	45%	43%
Participant social and community engagement rate - Aged 55 to 64 years	34%	38%	43%	43%	43%	43%
Participant social and community engagement rate - Aged 65+ years	35%	40%	40%	46%	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

<sup>46</sup> Denominators for each metric are: 'participant employment rate' (n=10,828), 'participant social and community engagement rate' (n=10,957), 'family and carer employment rate' (n=8,145) and 'participant choice and control' (n=8,172). 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 <sup>47</sup>**

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%	23%	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	30%	30%	27%	27%	25%	26%	22%
Participant employment rate - Aged 55 to 64 years	24%	24%	21%	19%	19%	18%	22%
Participant employment rate - Aged 65+ years	16%	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%	43%	47%	44%	43%
Participant social and community engagement rate - Aged 25 to 34 years	35%	43%	47%	50%	50%	51%	43%
Participant social and community engagement rate - Aged 35 to 44 years	31%	39%	43%	46%	48%	47%	43%
Participant social and community engagement rate - Aged 45 to 54 years	33%	39%	41%	43%	45%	45%	43%
Participant social and community engagement rate - Aged 55 to 64 years	33%	39%	44%	44%	44%	42%	43%
Participant social and community engagement rate - Aged 65+ years	36%	39%	41%	42%	41%	43%	43%
Participant social and community engagement rate - Aged 25+ years	34%	40%	44%	46%	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%	51%	54%	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%	74%	n/a
Participant Choice and Control - Aged 25+ years	n/a	69%	74%	78%	79%	84%	n/a
Participant Choice and Control - Aged 15+ years	n/a	66%	70%	74%	75%	80%	n/a

<sup>47</sup> Denominators for each metric are: 'participant employment rate' (n=9,043), 'participant social and community engagement rate' (n=9,183), 'family and carer employment rate' (n=5,556) and 'participant choice and control' (n=7,351). 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 <sup>48</sup>**

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%	26%	26%	27%	30%	22%
Participant employment rate - Aged 35 to 44 years	35%	35%	33%	32%	34%	32%	33%	22%
Participant employment rate - Aged 45 to 54 years	34%	35%	32%	32%	31%	28%	27%	22%
Participant employment rate - Aged 55 to 64 years	28%	28%	25%	23%	21%	21%	20%	22%
Participant employment rate - Aged 65+ years	19%	18%	14%	13%	12%	9%	9%	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%	26%	27%	26%	28%	22%
Participant social and community engagement rate - Aged 15 to 24 years	36%	41%	45%	48%	48%	48%	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%	52%	53%	50%	43%
Participant social and community engagement rate - Aged 55 to 64 years	36%	41%	45%	44%	46%	47%	46%	43%
Participant social and community engagement rate - Aged 65+ years	36%	41%	44%	45%	43%	44%	45%	43%
Participant social and community engagement rate - Aged 25+ years	35%	42%	47%	49%	49%	49%	48%	43%
Participant social and community engagement rate - Aged 15+ years	35%	42%	47%	48%	49%	49%	48%	43%
Family and carer employment rate - Aged 0 to 14 years	47%	49%	49%	49%	54%	55%	60%	n/a
Family and carer employment rate - Aged 15+ years	50%	52%	54%	54%	56%	55%	55%	n/a
Family and carer employment rate - All ages	48%	51%	52%	51%	55%	55%	57%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	65%	68%	69%	70%	82%	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

<sup>48</sup> Denominators for each metric are: 'participant employment rate' (n=17,529), 'participant social and community engagement rate' (n=17,800), 'family and carer employment rate' (n=9,499) and 'participant choice and control' (n=15,242). 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 1 July 2016 until the end of quarter 2, 2025-26. Table F.22 shows the number of complaints in quarter 2, 2025-26 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in quarter 2, 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 Number and proportion of respondents who responded positively to questions about NDIA planning process per quarter – New South Wales** <sup>49 50</sup>

NDIA planning process	Prior Quarters	Quarter 2, 2025-26
<b>Early Supports - Number of respondents</b>	<b>295</b>	<b>56</b>
Early Supports - Were you treated with respect?	98%	100%
Early Supports - Were decisions and outcomes explained to you?	86%	84%
Early Supports - Were your questions and concerns acknowledged?	89%	87%
Early Supports - How well does your early supports plan meet your child's needs?	48%	50%
<b>Community Connections - Number of respondents</b>	<b>2,681</b>	<b>139</b>
Community Connections - Was information easy to understand?	85%	80%
Community Connections - Was communication in your preferred format?	94%	92%
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?	77%	71%
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?	54%	55%
<b>Apply for NDIS (overall) - Number of respondents</b>	<b>2,587</b>	<b>181</b>
Apply for NDIS (overall) - Were you treated with respect?	94%	95%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	74%	80%
Apply for NDIS (overall) - Was information easy to understand?	72%	73%
Apply for NDIS (overall) - Was communication in your preferred format?	87%	89%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	55%	65%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	54%	71%
<b>Plan Approval - Number of respondents</b>	<b>5,865</b>	<b>766</b>
Plan Approval - Were you treated with respect?	91%	87%
Plan Approval - Were decisions and outcomes explained to you?	78%	74%
Plan Approval - Were your questions and concerns acknowledged?	76%	69%
Plan Approval - Do you know where to go for more help with using your plan?	85%	82%

<sup>49</sup> Previous quarters include only data gathered since December 2023, when changes to the Participant Satisfaction Survey were implemented.

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

NDIA planning process	Prior Quarters	Quarter 2, 2025-26
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	57%	48%
Plan Approval - How well does your NDIS plan meet your needs?	60%	47%
<b>Plan Implementation - Number of respondents</b>	<b>5,650</b>	<b>485</b>
Plan Implementation - Do you know where to go for more help with using your plan?	85%	87%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	63%	58%
Plan Implementation - To what extent were your circumstances and needs considered?	63%	61%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	62%	59%
Plan Implementation - Do you feel confident in using your plan?	67%	64%
Plan Implementation - Do you feel confident in accessing supports?	68%	68%
<b>Plan Reassessment - Number of respondents</b>	<b>15,082</b>	<b>1,072</b>
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	87%	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%	66%
Plan Reassessment - To what extent were you included in decisions that were made?	69%	66%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	67%	65%
Plan Reassessment - Do you feel confident in using your plan?	71%	69%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	67%	65%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	80%	80%

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

Complaints made by or on behalf of:	Prior Quarters	Quarter 2, 2025-26	Total	Number of unique complainants
Participants: Complaints about Early Connections Partner	<310	<40	340	321
Participants: Complaints about Local Area Coordination (LAC) Partner	1,355	58	1,413	1,270
Participants: Complaints about service providers	4,462	270	4,732	3,742
Participants: Complaints about the Agency	74,003	3,337	77,340	37,970
Participants: Unclassified	<1,500	<11	1,500	1,318
<b>Participants: Total</b>	<b>81,629</b>	<b>3,696</b>	<b>85,325</b>	<b>40,856</b>
Percentage of the number of active participants	6.7%	6.6%	6.7%	n/a
<b>New Participant Critical Incidents (PCIs)</b>	<b>16,789</b>	<b>1,251</b>	<b>18,040</b>	<b>n/a</b>

<sup>51</sup> 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.

<sup>52</sup> Note that 57% 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
Dec-22	1,742	4%	39,878	6%
Mar-23	1,777	4%	41,655	6%
Jun-23	2,091	5%	43,746	6%
Sep-23	2,493	5%	46,239	6%
Dec-23	3,016	6%	49,255	6%
Mar-24	5,352	11%	54,607	6%
Jun-24	5,831	12%	60,438	6%
Sep-24	5,065	10%	65,503	7%
Dec-24	4,628	9%	70,131	7%
Mar-25	3,939	8%	74,070	7%
Jun-25	3,513	7%	77,583	7%
Sep-25	4,046	7%	81,629	7%
Dec-25	3,696	7%	85,325	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
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	1,019	2%	7,955	1%
Mar-24	1,143	2%	9,098	1%
Jun-24	1,189	2%	10,287	1%
Sep-24	1,150	2%	11,437	1%
Dec-24	1,175	2%	12,612	1%
Mar-25	1,299	2%	13,911	1%
Jun-25	1,343	2%	15,254	1%
Sep-25	1,535	3%	16,789	1%
Dec-25	1,251	2%	18,040	1%

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

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	2,356	3%	0	0%	2,356	3%
Complaints about the Agency - Information unclear	737	1%	0	0%	737	1%
Complaints about the Agency - NDIA Access	1,647	2%	76	2%	1,723	2%
Complaints about the Agency - NDIA Engagement	<100	n/a	<11	n/a	108	0%
Complaints about the Agency - NDIA Finance	4,264	6%	195	6%	4,459	6%
Complaints about the Agency - NDIA Fraud and Compliance	328	0%	23	1%	351	0%
Complaints about the Agency - NDIA Plan	15,578	21%	1,005	30%	16,583	21%
Complaints about the Agency - NDIA Process	6,598	9%	384	12%	6,982	9%
Complaints about the Agency - NDIA Resources	640	1%	59	2%	699	1%
Complaints about the Agency - NDIA Staff	4,066	5%	411	12%	4,477	6%
Complaints about the Agency - NDIA Timeliness	22,605	31%	1,172	35%	23,777	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	48	0%
Complaints about the Agency - Reasonable and necessary supports	2,254	3%	0	0%	2,254	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	5,917	8%	0	0%	5,917	8%
Complaints about the Agency - Other	<4,710	n/a	<11	n/a	4,708	6%
<b>Complaints about the Agency - Total</b>	<b>74,003</b>	<b>100%</b>	<b>3,337</b>	<b>100%</b>	<b>77,340</b>	<b>100%</b>
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	21	7%	0	0%	21	6%
Complaints about Early Connections Partner - Early Connections Process	<40	n/a	<11	n/a	34	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	190	61%	15	48%	205	60%
Complaints about Early Connections Partner - Early Connections Timeliness	<70	n/a	<20	n/a	77	23%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Early Connections Partner - Total</b>	<b>309</b>	<b>100%</b>	<b>31</b>	<b>100%</b>	<b>340</b>	<b>100%</b>
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	<170	n/a	<11	n/a	170	12%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<150	n/a	<11	n/a	151	11%

<sup>53</sup> 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 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
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	895	66%	41	71%	936	66%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<120	n/a	<11	n/a	124	9%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Local Area Coordination (LAC) Partner - Total</b>	<b>1,355</b>	<b>100%</b>	<b>58</b>	<b>100%</b>	<b>1,413</b>	<b>100%</b>
Complaints about service providers - Provider Costs	146	3%	0	0%	146	3%
Complaints about service providers - Provider Finance	300	7%	24	9%	324	7%
Complaints about service providers - Provider Fraud and Compliance	492	11%	59	22%	551	12%
Complaints about service providers - Provider Process	142	3%	0	0%	142	3%
Complaints about service providers - Provider Service	1,414	32%	92	34%	1,506	32%
Complaints about service providers - Provider Staff	857	19%	95	35%	952	20%
Complaints about service providers - Service Delivery	235	5%	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	5%
Complaints about service providers - Other	407	9%	0	0%	407	9%
<b>Complaints about service providers - Total</b>	<b>4,462</b>	<b>100%</b>	<b>270</b>	<b>100%</b>	<b>4,732</b>	<b>100%</b>
<b>Unclassified</b>	<b>1,500</b>	<b>n/a</b>	<b>0</b>	<b>n/a</b>	<b>1,500</b>	<b>n/a</b>
<b>Participants total</b>	<b>81,629</b>	<b>n/a</b>	<b>3,696</b>	<b>n/a</b>	<b>85,325</b>	<b>n/a</b>

**Table F.26 Administrative Review Tribunal (ART) Cases by category as at 31 December 2025 – New South Wales**

Category	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Access	1,769	22%	99	16%	1,868	21%
Planning	5,979	73%	502	82%	6,481	74%
Compensation	<40	n/a	<11	n/a	40	0%
Jurisdiction	<230	n/a	<11	n/a	222	3%
Extension of Time	<80	n/a	<11	n/a	77	1%
Other	<100	n/a	<11	n/a	108	1%
<b>Total cases</b>	<b>8,184</b>	<b>100%</b>	<b>612</b>	<b>100%</b>	<b>8,796</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>0.7%</b>	<b>n/a</b>	<b>1.1%</b>	<b>n/a</b>	<b>0.7%</b>	<b>n/a</b>

**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
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	279	1%	5,738	1%
Sep-24	430	1%	6,168	1%
Dec-24	458	1%	6,626	1%
Mar-25	412	1%	7,038	1%
Jun-25	457	1%	7,495	1%
Sep-25	689	1%	8,184	1%
Dec-25	612	1%	8,796	1%

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

ART cases by open/closed and decision	Number of cases	Number of unique active participants
<b>ART Cases</b>	<b>8,796</b>	<b>7,819</b>
<b>Open ART Cases</b>	<b>1,760</b>	<b>1,713</b>
<b>Closed ART Cases</b>	<b>7,036</b>	<b>6,301</b>
Resolved before hearing	6,761	6,065
Gone to hearing and received a substantive decision	275	236

<sup>54</sup> 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** <sup>55 56 57</sup>

Type of support	Prior Quarters	Quarter 2, 2025-26	Total
Plan Management Decision	134	23	157
Core (excluding Consumables and Transport)	1,272	164	1,436
Capacity Building	1,562	203	1,765
General Support	378	55	433
Assistive Technology	400	32	432
Specialist Disability Accommodation	<130	<11	132
Home Modifications	<100	<11	109
Supported Independent Living	447	33	480
Everyday Living Costs	127	17	144
Transport	197	20	217
Other	771	91	862
<b>Total number of unique participants counted across disputed supports</b>	<b>2,527</b>	<b>277</b>	<b>2,804</b>
<b>Total number of instances of participants counted across disputed supports</b>	<b>5,510</b>	<b>657</b>	<b>6,167</b>

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

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
<b>Decided by Tribunal - Total</b>	<b>249</b>	<b>4%</b>	<b>26</b>	<b>6%</b>	<b>275</b>	<b>4%</b>
Decided by Tribunal - Affirmed	<130	n/a	<11	n/a	140	2%
Decided by Tribunal - Varied	<40	n/a	<11	n/a	41	1%
Decided by Tribunal - Set Aside	81	1%	13	3%	94	1%
<b>Not Decided by Tribunal - Total</b>	<b>6,316</b>	<b>96%</b>	<b>445</b>	<b>94%</b>	<b>6,761</b>	<b>96%</b>
Not Decided by Tribunal - Resolved by consent	4,484	68%	313	66%	4,797	68%
Not Decided by Tribunal - Withdrawn	1,268	19%	84	18%	1,352	19%
Not Decided by Tribunal - No jurisdiction	<100	n/a	<11	n/a	98	1%
Not Decided by Tribunal - Extension of Time Declined	<20	n/a	<11	n/a	<20	n/a
Not Decided by Tribunal - Extension of Time Not opposed	<30	n/a	<11	n/a	26	0%
Not Decided by Tribunal - Dismissed	425	6%	46	10%	471	7%
Not Decided by Tribunal - Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>6,565</b>	<b>100%</b>	<b>471</b>	<b>100%</b>	<b>7,036</b>	<b>100%</b>

<sup>55</sup> It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceeds the total in each period.

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

<sup>57</sup> 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 2, 2025-26 by registration status and funds management type – New South Wales** <sup>58</sup>

Funds management type	Registered	Unregistered	Total providers
NDIA-managed	4,565	n/a	4,565
Plan-managed	7,384	52,454	59,661
Self-managed	3,836	36,751	40,525
<b>All funds management types</b>	<b>8,199</b>	<b>74,347</b>	<b>82,347</b>

**Table F.32 Total active provider payments in quarter 2, 2025-26 by registration status and funds management type (\$m) – New South Wales** <sup>59 60</sup>

Funds management type	Registered	Unregistered	All registration statuses
NDIA-managed	1,384	n/a	1,384
Plan-managed	1,435	830	2,273
Self-managed	127	185	369
<b>All funds management types</b>	<b>2,946</b>	<b>1,015</b>	<b>4,026</b>

<sup>58</sup> 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.

<sup>59</sup> 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".

<sup>60</sup> 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 31 December 2025. Average payments (Tables F.35 to F.37) are calculated as the sum of the payments in the 12-month period to 31 December 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 31 December 2025. 'Total payments' refers to those paid over the 12 months to 31 December 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 1, 2025-26 distribution of participants	As at quarter 2, 2025-26 distribution of participants
\$0-\$5,000	2.3%	2.3%
\$5,001-\$10,000	5.0%	5.0%
\$10,001-\$15,000	9.6%	9.5%
\$15,001-\$20,000	14.9%	14.9%
\$20,001-\$25,000	12.0%	12.0%
\$25,001-\$30,000	4.9%	4.9%
\$30,001-\$50,000	12.9%	13.0%
\$50,001-\$100,000	16.6%	16.6%
\$100,001-\$150,000	6.8%	6.7%
\$150,001-\$200,000	3.6%	3.6%
\$200,001-\$250,000	2.2%	2.2%
\$250,001+	9.1%	9.2%

**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 1, 2025-26 distribution of participants	As at quarter 2, 2025-26 distribution of participants
\$0-\$5,000	2.4%	2.4%
\$5,001-\$10,000	5.3%	5.3%
\$10,001-\$15,000	10.1%	10.1%
\$15,001-\$20,000	15.7%	15.8%
\$20,001-\$25,000	12.7%	12.7%
\$25,001-\$30,000	5.2%	5.2%
\$30,001-\$50,000	13.7%	13.7%
\$50,001-\$100,000	17.6%	17.5%
\$100,001-\$150,000	7.2%	7.1%
\$150,001-\$200,000	3.8%	3.7%
\$200,001-\$250,000	2.2%	2.2%
\$250,001+	4.1%	4.2%

**Table F.35 Average annualised committed supports as at 31 December 2025 and average payments for the year ending 31 December 2025 by age group and participants' Supported Independent Living (SIL) status – 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	\$27,200	n/a	n/a	\$20,500	\$27,200
9 to 14	\$24,500	\$29,500	n/a	n/a	\$24,500	\$29,500
15 to 18	\$36,400	\$46,400	\$561,900	\$645,900	\$34,200	\$44,400
19 to 24	\$78,600	\$102,500	\$520,600	\$583,900	\$55,700	\$79,400
25 to 34	\$104,600	\$128,900	\$447,600	\$485,200	\$69,100	\$93,100
35 to 44	\$120,200	\$145,700	\$410,300	\$443,900	\$78,900	\$105,000
45 to 54	\$129,200	\$156,600	\$409,700	\$442,500	\$83,300	\$111,900
55 to 64	\$142,600	\$173,100	\$413,000	\$449,800	\$92,700	\$123,100
65+	\$149,300	\$171,000	\$413,700	\$443,500	\$103,600	\$123,500
<b>All</b>	<b>\$69,900</b>	<b>\$85,900</b>	<b>\$426,400</b>	<b>\$462,900</b>	<b>\$48,700</b>	<b>\$64,100</b>

**Table F.36 Average annualised committed supports as at 31 December 2025 and average payments for the year ending 31 December 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	\$172,600	\$206,500	\$449,800	\$485,500	\$117,600	\$151,600
Autism	\$37,600	\$46,200	\$478,700	\$513,600	\$30,000	\$38,700
Cerebral palsy	\$165,700	\$194,100	\$488,800	\$526,300	\$110,800	\$138,800
Developmental delay	\$14,800	\$22,300	n/a	n/a	\$14,800	\$22,300
Global developmental delay	\$19,500	\$25,100	n/a	n/a	\$19,500	\$25,100
Hearing impairment	\$10,000	\$18,000	n/a	n/a	\$9,700	\$17,500
Intellectual disability	\$115,500	\$135,600	\$395,500	\$427,400	\$65,400	\$84,600
Multiple sclerosis	\$112,200	\$141,700	\$527,200	\$593,200	\$95,400	\$124,500
Psychosocial disability	\$103,700	\$129,700	\$372,800	\$415,400	\$74,900	\$99,400
Spinal cord injury	\$180,300	\$236,500	\$597,000	\$669,400	\$158,700	\$215,000
Stroke	\$168,400	\$207,800	\$510,500	\$552,400	\$122,000	\$160,200
Visual impairment	\$44,800	\$60,400	\$368,900	\$385,300	\$41,600	\$57,300
Other neurological	\$163,300	\$197,500	\$489,400	\$533,000	\$120,600	\$154,600
Other physical	\$79,700	\$108,700	\$511,600	\$536,200	\$70,700	\$100,100
Other sensory/speech	\$10,900	\$19,400	n/a	n/a	\$10,100	\$18,500
Other	\$100,200	\$131,400	\$460,600	\$512,000	\$74,700	\$106,100
Down Syndrome	\$130,100	\$149,600	\$356,500	\$376,900	\$82,000	\$101,500
<b>All</b>	<b>\$69,900</b>	<b>\$85,900</b>	<b>\$426,400</b>	<b>\$462,900</b>	<b>\$48,700</b>	<b>\$64,100</b>

**Table F.37 Average annualised committed supports as at 31 December 2025 and average payments for the year ending 31 December 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	\$15,400	\$22,400	n/a	n/a	\$15,300	\$22,200
2	\$21,700	\$33,500	n/a	n/a	\$19,700	\$31,700
3	\$23,800	\$33,300	\$344,700	\$390,400	\$21,900	\$31,200
4	\$17,500	\$27,700	\$375,300	\$431,600	\$15,800	\$25,700
5	\$32,200	\$42,200	\$356,400	\$404,200	\$27,500	\$37,100
6	\$27,300	\$38,900	\$337,600	\$391,600	\$25,000	\$36,200
7	\$61,100	\$73,900	\$381,400	\$421,100	\$40,800	\$52,300
8	\$66,000	\$91,700	\$354,100	\$396,400	\$52,900	\$77,800
9	\$77,800	\$110,600	n/a	n/a	\$70,900	\$105,000
10	\$107,000	\$138,500	\$360,100	\$399,800	\$81,700	\$111,800
11	\$143,000	\$164,400	\$439,200	\$473,300	\$82,700	\$102,700
12	\$202,200	\$232,800	\$427,800	\$460,700	\$139,600	\$170,900
13	\$121,600	\$138,000	\$541,500	\$574,000	\$83,800	\$98,400
14	\$326,800	\$378,600	\$523,600	\$565,500	\$248,200	\$304,400
15	\$468,200	\$522,100	n/a	n/a	\$449,700	\$497,600
<b>All</b>	<b>\$69,900</b>	<b>\$85,900</b>	<b>\$426,400</b>	<b>\$462,900</b>	<b>\$48,700</b>	<b>\$64,100</b>

**Table F.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 31 December 2025 (\$m) – New South Wales <sup>61</sup>**

Support Category	Total payments for the year ending 31 December 2025	Total annualised committed supports as at 31 December 2025
Core: Daily Activities	3,898.4	4,043.8
Core: Consumables	35.7	40.1
Core: Social and Civic	783.1	952.5
Core: Transport	24.0	28.8
Capacity Building: Choice and Control	11.2	12.4
Capacity Building: Daily Activities	103.4	150.3
Capacity Building: Employment	1.2	4.0
Capacity Building: Health and Wellbeing	1.4	2.1
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	113.1	160.9
Capacity Building: Social and Civic	0.8	1.9
Capacity Building: Support Coordination	63.8	76.5
Capital: Assistive Technology	40.0	76.4
Capital: Home Modifications	108.6	129.8
<b>All</b>	<b>5,184.7</b>	<b>5,679.3</b>

<sup>61</sup> Total payments for home modifications were \$108.6 million. Of which, \$107.7 million (99.2%) has been paid for specialised disability accommodation (SDA) supports, and \$0.9 million (0.8%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$129.8 million. Of which, \$128.9 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.9 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 31 December 2025 (\$m) – New South Wales <sup>62</sup>**

Support Category	Total payments for the year ending 31 December 2025	Total annualised committed supports as at 31 December 2025
Core: Daily Activities	3,936.9	5,372.6
Core: Consumables	150.6	240.6
Core: Social and Civic	2,819.6	3,148.1
Core: Transport	332.4	138.9
Capacity Building: Choice and Control	168.1	198.1
Capacity Building: Daily Activities	1,658.4	2,783.5
Capacity Building: Employment	57.7	168.0
Capacity Building: Health and Wellbeing	10.4	20.0
Capacity Building: Home Living	0.3	1.3
Capacity Building: Lifelong learning	0.1	0.4
Capacity Building: Relationships	205.0	400.8
Capacity Building: Social and Civic	69.3	174.7
Capacity Building: Support Coordination	259.5	378.5
Capital: Assistive Technology	208.5	458.5
Capital: Home Modifications	71.6	117.0
<b>All</b>	<b>9,948.4</b>	<b>13,601.1</b>

<sup>62</sup> Total payments for home modifications were \$71.6 million. Of which, \$36.0 million (50.3%) has been paid for specialised disability accommodation (SDA) supports, and \$35.6 million (49.7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$117.0 million. Of which, \$44.2 million (38%) has been allocated for specialised disability accommodation (SDA) supports, and \$72.8 million (62%) has been allocated for non-SDA supports.

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

Financial year	Total Committed (\$m)	Total Paid (\$m)	Percentage utilised to date
2013-14	50.3	37.2	74%
2014-15	184.8	141.5	77%
2015-16	354.6	260.2	73%
2016-17	1,765.9	1,208.7	68%
2017-18	4,260.1	3,093.8	73%
2018-19	5,883.6	4,461.5	76%
2019-20	8,012.7	5,969.5	75%
2020-21	10,151.7	7,697.2	76%
2021-22	11,469.9	8,932.1	78%
2022-23	14,019.2	11,025.4	79%
2023-24	16,232.5	13,026.8	80%
2024-25	18,113.9	14,135.0	78%
2025-26 to date (Experience still emerging)	9,931.4	7,101.2	72%

**Table F.41 Percentage change in plan budgets for active participants per quarter – New South Wales <sup>64</sup>**

Inflation type	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25
Intraplan Inflation	6.2%	4.6%	6.7%	7.1%	6.4%	4.6%	4.4%	5.5%	3.8%
Interplan Inflation	3.4%	2.6%	2.9%	5.0%	5.0%	5.8%	5.1%	5.3%	4.2%
<b>Total Inflation</b>	<b>9.6%</b>	<b>7.2%</b>	<b>9.6%</b>	<b>12.1%</b>	<b>11.4%</b>	<b>10.4%</b>	<b>9.5%</b>	<b>10.8%</b>	<b>8.0%</b>

<sup>63</sup> 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.

<sup>64</sup> 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

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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 2, 2025-26	Total
<b>Access decisions</b>	<b>265,096</b>	<b>6,360</b>	<b>271,456</b>
<b>Currently Eligible - Total</b>	<b>202,155</b>	<b>5,078</b>	<b>207,233</b>
Currently Eligible - New	135,620	4,980	140,600
Currently Eligible - State	56,570	82	56,652
Currently Eligible - Commonwealth	9,965	16	9,981
<b>Active Participant Plans - Total</b>	<b>199,900</b>	<b>5,244</b>	<b>205,144</b>
Active Participant Plans - New	133,752	5,168	138,920
Active Participant Plans - State	56,209	60	56,269
Active Participant Plans - Commonwealth	9,939	16	9,955
<b>Active Participant Plans - Total</b>	<b>199,900</b>	<b>5,244</b>	<b>205,144</b>
Active Participant Plans - Early Intervention (s25)	59,585	2,573	62,158
Active Participant Plans - Permanent Disability (s24)	132,759	1,310	134,069
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	7,556	1,361	8,917

**Table G.2 People who have left the Scheme since 1 July 2013 as at 31 December 2025 – Victoria <sup>65</sup>**

People leaving the Scheme	Prior Quarters	Quarter 2, 2025-26	Total
<b>Number of people who have left the Scheme</b>	<b>22,550</b>	<b>2,819</b>	<b>25,369</b>

<sup>65</sup> 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	67,275	98%	30,234	98%	1,253	92%	98,762	98%
9 to 14	18,877	92%	11,696	94%	526	88%	31,099	92%
15 to 18	7,644	93%	5,497	91%	406	89%	13,547	92%
19 to 24	6,297	90%	4,704	85%	310	78%	11,311	87%
25 to 34	8,318	86%	7,440	80%	379	67%	16,137	82%
35 to 44	8,524	82%	8,561	76%	193	55%	17,278	79%
45 to 54	10,280	79%	10,751	72%	162	44%	21,193	75%
55 to 64	12,733	75%	12,301	64%	163	36%	25,197	69%
65+	<620	n/a	<580	n/a	<11	n/a	<1,210	n/a
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>140,566</b>	<b>90%</b>	<b>91,763</b>	<b>83%</b>	<b>3,399</b>	<b>74%</b>	<b>235,728</b>	<b>87%</b>

**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	4,351	90%	2,206	90%	47	66%	6,604	90%
Autism	55,347	98%	29,275	98%	2,018	94%	86,640	98%
Cerebral palsy	2,631	97%	2,172	97%	33	89%	4,836	97%
Developmental delay	24,858	98%	10,908	98%	477	95%	36,243	98%
Down syndrome	1,744	100%	1,455	100%	23	100%	3,222	100%
Global developmental delay	2,981	99%	1,342	99%	57	95%	4,380	99%
Hearing impairment	3,954	90%	4,180	88%	81	74%	8,215	89%
Intellectual disability	17,055	95%	11,932	94%	126	74%	29,113	94%
Multiple sclerosis	1,019	92%	3,066	93%	21	70%	4,106	92%
Psychosocial disability	11,094	73%	12,125	66%	255	38%	23,474	69%
Spinal cord injury	898	94%	<440	n/a	<20	n/a	1,350	92%
Stroke	1,769	87%	1,231	83%	21	57%	3,021	85%
Visual impairment	1,857	91%	1,736	88%	24	59%	3,617	89%
Other neurological	4,607	84%	3,955	82%	74	67%	8,636	83%
Other physical	2,806	46%	3,304	37%	57	22%	6,167	41%
Other sensory/speech	471	53%	<210	n/a	<11	n/a	679	51%
Other	3,124	57%	2,238	41%	63	23%	5,425	49%
<b>Total</b>	<b>140,566</b>	<b>90%</b>	<b>91,763</b>	<b>83%</b>	<b>3,399</b>	<b>74%</b>	<b>235,728</b>	<b>87%</b>

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
First Nations Participants	7,453	4%	242	5%	7,695	4%
Non-First Nations Participants	166,785	83%	4,619	88%	171,404	84%
Not Stated	25,662	13%	383	7%	26,045	13%
<b>Total</b>	<b>199,900</b>	<b>100%</b>	<b>5,244</b>	<b>100%</b>	<b>205,144</b>	<b>100%</b>

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	22,228	11%	607	12%	22,835	11%
Not culturally and linguistically diverse	171,351	86%	4,449	85%	175,800	86%
Not stated	6,321	3%	188	4%	6,509	3%
<b>Total</b>	<b>199,900</b>	<b>100%</b>	<b>5,244</b>	<b>100%</b>	<b>205,144</b>	<b>100%</b>

**Table G.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2025 – Victoria <sup>66</sup>**

Age group	Total number of active participants
Under 45	<11
45 to 54	<40
55 to 64	196
<b>Total YPIRAC (under 65)</b>	<b>235</b>

<sup>66</sup> There are a further 449 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 <sup>67</sup>**

Quarter ending	Incremental	Cumulative
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
Dec-25	-22	235

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Major cities	144,740	72%	3,839	73%	148,579	72%
Population > 50,000	19,668	10%	503	10%	20,171	10%
Population between 15,000 and 50,000	13,117	7%	314	6%	13,431	7%
Population between 5,000 and 15,000	10,739	5%	286	5%	11,025	5%
Population less than 5,000	11,534	6%	301	6%	11,835	6%
Remote	<100	n/a	<11	n/a	94	0%
Very Remote	<11	n/a	<11	n/a	<11	n/a
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>199,900</b>	<b>100%</b>	<b>5,244</b>	<b>100%</b>	<b>205,144</b>	<b>100%</b>

<sup>67</sup> 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 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Autism	82,760	41%	2,051	39%	84,811	41%
Intellectual disability	26,740	13%	239	5%	26,979	13%
Developmental delay	22,252	11%	1,676	32%	23,928	12%
Psychosocial disability	20,252	10%	197	4%	20,449	10%
Hearing impairment	7,582	4%	112	2%	7,694	4%
Other neurological	6,068	3%	159	3%	6,227	3%
Other physical	4,673	2%	60	1%	4,733	2%
Acquired brain injury	5,142	3%	118	2%	5,260	3%
Global developmental delay	3,437	2%	218	4%	3,655	2%
Cerebral palsy	4,456	2%	24	0%	4,480	2%
Other	3,026	2%	163	3%	3,189	2%
Multiple sclerosis	3,659	2%	68	1%	3,727	2%
Down syndrome	<2,890	n/a	<20	n/a	2,899	1%
Visual impairment	3,118	2%	51	1%	3,169	2%
Stroke	2,365	1%	66	1%	2,431	1%
Spinal cord Injury	1,106	1%	24	0%	1,130	1%
Other sensory/speech	<390	n/a	<11	n/a	383	0%
<b>Total</b>	<b>199,900</b>	<b>100%</b>	<b>5,244</b>	<b>100%</b>	<b>205,144</b>	<b>100%</b>

**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	84,811	41%	988	13%	83,823	42%
Intellectual disability	26,979	13%	3,142	40%	23,837	12%
Developmental delay	23,928	12%	<11	n/a	<23,930	n/a
Psychosocial disability	20,449	10%	684	9%	19,765	10%
Hearing impairment	7,694	4%	<11	n/a	<7,690	n/a
Other neurological	6,227	3%	482	6%	5,745	3%
Other physical	4,733	2%	67	1%	4,666	2%
Acquired brain injury	5,260	3%	709	9%	4,551	2%
Global developmental delay	3,655	2%	<11	n/a	<3,660	n/a
Cerebral palsy	4,480	2%	664	8%	3,816	2%
Other	3,189	2%	136	2%	3,053	2%
Multiple sclerosis	3,727	2%	137	2%	3,590	2%
Down syndrome	2,899	1%	556	7%	2,343	1%
Visual impairment	3,169	2%	28	0%	3,141	2%
Stroke	2,431	1%	215	3%	2,216	1%
Spinal cord Injury	1,130	1%	67	1%	1,063	1%
Other sensory/speech	383	0%	<11	n/a	<390	n/a
<b>Total</b>	<b>205,144</b>	<b>100%</b>	<b>7,879</b>	<b>100%</b>	<b>197,265</b>	<b>100%</b>

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

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
1 (High Function)	27,787	14%	1,390	27%	29,177	14%
2 (High Function)	521	0%	11	0%	532	0%
3 (High Function)	10,861	5%	420	8%	11,281	5%
4 (High Function)	9,430	5%	80	2%	9,510	5%
5 (High Function)	15,525	8%	468	9%	15,993	8%
6 (Moderate Function)	48,306	24%	1,362	26%	49,668	24%
7 (Moderate Function)	10,203	5%	222	4%	10,425	5%
8 (Moderate Function)	9,762	5%	127	2%	9,889	5%
9 (Moderate Function)	<810	n/a	<11	n/a	819	0%
10 (Moderate Function)	17,252	9%	222	4%	17,474	9%
11 (Low Function)	4,907	2%	51	1%	4,958	2%
12 (Low Function)	25,397	13%	409	8%	25,806	13%
13 (Low Function)	11,512	6%	83	2%	11,595	6%
14 (Low Function)	<2,130	n/a	<11	n/a	2,130	1%
15 (Low Function)	<40	n/a	<11	n/a	36	0%
Missing	5,464	3%	387	7%	5,851	3%
<b>Total</b>	<b>199,900</b>	<b>100%</b>	<b>5,244</b>	<b>100%</b>	<b>205,144</b>	<b>100%</b>

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
0 to 8	44,647	22%	2,515	48%	47,162	23%
9 to 14	41,385	21%	839	16%	42,224	21%
15 to 18	19,760	10%	367	7%	20,127	10%
19 to 24	17,063	9%	207	4%	17,270	8%
25 to 34	16,897	8%	288	5%	17,185	8%
35 to 44	14,773	7%	295	6%	15,068	7%
45 to 54	16,097	8%	289	6%	16,386	8%
55 to 64	18,586	9%	400	8%	18,986	9%
65+	10,692	5%	44	1%	10,736	5%
<b>Total</b>	<b>199,900</b>	<b>100%</b>	<b>5,244</b>	<b>100%</b>	<b>205,144</b>	<b>100%</b>

**Table G.14 Participation rates by age group and gender as at 31 December 2025 – Victoria <sup>68</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	8.6%	4.3%	6.6%
9 to 14	10.6%	5.7%	8.3%
15 to 18	6.9%	4.5%	5.9%
19 to 24	3.6%	2.4%	3.1%
25 to 44	1.7%	1.4%	1.6%
45 to 64	2.1%	2.1%	2.1%
65+	0.9%	0.8%	0.9%
<b>Total (0-64)</b>	<b>4.0%</b>	<b>2.6%</b>	<b>3.3%</b>
<b>Total (All ages)</b>	<b>3.5%</b>	<b>2.2%</b>	<b>2.9%</b>

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

Mainstream service	Prior Quarters	Quarter 2, 2025-26	Total
Choice and control over my life	3%	4%	3%
Daily life	20%	19%	20%
Health and wellbeing	73%	82%	74%
Learning	36%	34%	35%
Relationships	4%	4%	4%
Social and community activities	8%	7%	8%
Where I live	1%	2%	1%
Work	4%	4%	4%
Unknown	8%	1%	7%
<b>Any mainstream service</b>	<b>96%</b>	<b>96%</b>	<b>96%</b>

<sup>68</sup> 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 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 <sup>69</sup>**

Metric by age group	Baseline	R1	R2	2025-26 Target
Participant employment rate - Aged 15 to 24 years	11%	13%	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	17%	15%	15%	22%
Participant employment rate - Aged 65+ years	13%	7%	8%	22%
Participant employment rate - Aged 25 to 64 years	21%	19%	21%	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	27%	34%	32%	43%
Participant social and community engagement rate - Aged 45 to 54 years	27%	31%	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	35%	41%	40%	43%
Participant social and community engagement rate - Aged 25+ years	29%	35%	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%	49%	n/a
Family and carer employment rate - All ages	47%	48%	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

<sup>69</sup> Denominators for each metric are: 'participant employment rate' (n=13,072), 'participant social and community engagement rate' (n=13,086), 'family and carer employment rate' (n=14,898) and 'participant choice and control' (n=6,863). 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 <sup>70</sup>**

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	24%	25%	22%	27%	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%	14%	14%	22%
Participant employment rate - Aged 65+ years	11%	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	31%	38%	41%	38%	43%
Participant social and community engagement rate - Aged 35 to 44 years	32%	37%	38%	38%	43%
Participant social and community engagement rate - Aged 45 to 54 years	29%	34%	36%	34%	43%
Participant social and community engagement rate - Aged 55 to 64 years	31%	34%	38%	37%	43%
Participant social and community engagement rate - Aged 65+ years	34%	40%	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%	48%	51%	54%	n/a
Family and carer employment rate - Aged 15+ years	48%	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%	73%	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

<sup>70</sup> Denominators for each metric are: 'participant employment rate' (n=11,768), 'participant social and community engagement rate' (n=11,817), 'family and carer employment rate' (n=10,433) and 'participant choice and control' (n=8,106). 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 <sup>71</sup>**

Metric by age group	Baseline	R1	R2	R3	R4	2025-26 Target
Participant employment rate - Aged 15 to 24 years	8%	11%	14%	16%	22%	22%
Participant employment rate - Aged 25 to 34 years	24%	24%	28%	23%	30%	22%
Participant employment rate - Aged 35 to 44 years	27%	26%	29%	23%	27%	22%
Participant employment rate - Aged 45 to 54 years	22%	23%	22%	17%	21%	22%
Participant employment rate - Aged 55 to 64 years	16%	17%	16%	15%	14%	22%
Participant employment rate - Aged 65+ years	14%	14%	11%	14%	10%	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%	18%	22%	22%
Participant social and community engagement rate - Aged 15 to 24 years	33%	36%	36%	40%	39%	43%
Participant social and community engagement rate - Aged 25 to 34 years	31%	38%	41%	41%	39%	43%
Participant social and community engagement rate - Aged 35 to 44 years	31%	33%	34%	35%	36%	43%
Participant social and community engagement rate - Aged 45 to 54 years	30%	34%	34%	36%	37%	43%
Participant social and community engagement rate - Aged 55 to 64 years	33%	36%	39%	43%	37%	43%
Participant social and community engagement rate - Aged 65+ years	36%	39%	41%	45%	45%	43%
Participant social and community engagement rate - Aged 25+ years	32%	35%	37%	40%	38%	43%
Participant social and community engagement rate - Aged 15+ years	32%	36%	37%	40%	38%	43%
Family and carer employment rate - Aged 0 to 14 years	45%	48%	47%	53%	55%	n/a
Family and carer employment rate - Aged 15+ years	51%	52%	51%	52%	52%	n/a
Family and carer employment rate - All ages	47%	49%	48%	52%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	66%	67%	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

<sup>71</sup> Denominators for each metric are: 'participant employment rate' (n=8,957), 'participant social and community engagement rate' (n=8,971), 'family and carer employment rate' (n=6,765) and 'participant choice and control' (n=6,633). 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 <sup>72</sup>**

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%	15%	24%	22%
Participant employment rate - Aged 25 to 34 years	24%	25%	26%	29%	26%	28%	22%
Participant employment rate - Aged 35 to 44 years	27%	26%	25%	24%	22%	26%	22%
Participant employment rate - Aged 45 to 54 years	25%	23%	23%	24%	22%	22%	22%
Participant employment rate - Aged 55 to 64 years	19%	18%	16%	15%	13%	13%	22%
Participant employment rate - Aged 65+ years	15%	14%	9%	11%	7%	9%	22%
Participant employment rate - Aged 25 to 64 years	23%	23%	22%	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%	39%	39%	43%
Participant social and community engagement rate - Aged 25 to 34 years	33%	36%	39%	39%	40%	41%	43%
Participant social and community engagement rate - Aged 35 to 44 years	35%	40%	40%	40%	40%	41%	43%
Participant social and community engagement rate - Aged 45 to 54 years	34%	38%	39%	37%	42%	39%	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	36%	38%	39%	37%	40%	40%	43%
Participant social and community engagement rate - Aged 25+ years	34%	38%	39%	38%	41%	41%	43%
Participant social and community engagement rate - Aged 15+ years	34%	37%	39%	38%	41%	41%	43%
Family and carer employment rate - Aged 0 to 14 years	43%	45%	46%	49%	51%	57%	n/a
Family and carer employment rate - Aged 15+ years	49%	49%	52%	53%	48%	50%	n/a
Family and carer employment rate - All ages	45%	47%	48%	50%	50%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	58%	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%	75%	76%	84%	n/a

<sup>72</sup> Denominators for each metric are: 'participant employment rate' (n=7,429), 'participant social and community engagement rate' (n=7,465), 'family and carer employment rate' (n=5,139) and 'participant choice and control' (n=6,008). 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 <sup>73</sup>**

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%	13%	16%	14%	23%	22%
Participant employment rate - Aged 25 to 34 years	20%	21%	23%	23%	25%	22%	26%	22%
Participant employment rate - Aged 35 to 44 years	27%	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%	20%	18%	17%	15%	16%	22%
Participant employment rate - Aged 65+ years	17%	15%	13%	13%	12%	11%	8%	22%
Participant employment rate - Aged 25 to 64 years	24%	24%	23%	23%	24%	21%	23%	22%
Participant employment rate - Aged 15 to 64 years	22%	22%	22%	22%	23%	20%	23%	22%
Participant social and community engagement rate - Aged 15 to 24 years	34%	37%	40%	42%	40%	39%	43%	43%
Participant social and community engagement rate - Aged 25 to 34 years	35%	40%	43%	43%	43%	40%	47%	43%
Participant social and community engagement rate - Aged 35 to 44 years	38%	41%	45%	45%	47%	46%	46%	43%
Participant social and community engagement rate - Aged 45 to 54 years	37%	40%	40%	41%	41%	41%	43%	43%
Participant social and community engagement rate - Aged 55 to 64 years	35%	37%	38%	41%	38%	41%	43%	43%
Participant social and community engagement rate - Aged 65+ years	40%	45%	46%	45%	43%	49%	48%	43%
Participant social and community engagement rate - Aged 25+ years	37%	40%	42%	43%	42%	43%	45%	43%
Participant social and community engagement rate - Aged 15+ years	36%	40%	42%	43%	42%	43%	45%	43%
Family and carer employment rate - Aged 0 to 14 years	42%	45%	46%	47%	47%	53%	57%	n/a
Family and carer employment rate - Aged 15+ years	47%	49%	48%	50%	51%	56%	50%	n/a
Family and carer employment rate - All ages	45%	47%	47%	49%	49%	54%	53%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	66%	70%	72%	74%	84%	n/a
Participant Choice and Control - Aged 25+ years	n/a	65%	73%	77%	81%	83%	90%	n/a
Participant Choice and Control - Aged 15+ years	n/a	64%	71%	75%	78%	80%	88%	n/a

<sup>73</sup> Denominators for each metric are: 'participant employment rate' (n=10,255), 'participant social and community engagement rate' (n=10,356), 'family and carer employment rate' (n=6,516) and 'participant choice and control' (n=8,811). 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 1 July 2016 until the end of quarter 2, 2025-26. Table G.22 shows the number of complaints in quarter 2, 2025-26 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in quarter 2, 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 Number and proportion of respondents who responded positively to questions about NDIA planning process per quarter – Victoria** <sup>74 75</sup>

NDIA planning process	Prior Quarters	Quarter 2, 2025-26
<b>Early Supports - Number of respondents</b>	<b>225</b>	<b>37</b>
Early Supports - Were you treated with respect?	98%	97%
Early Supports - Were decisions and outcomes explained to you?	87%	95%
Early Supports - Were your questions and concerns acknowledged?	86%	83%
Early Supports - How well does your early supports plan meet your child's needs?	46%	46%
<b>Community Connections - Number of respondents</b>	<b>2,585</b>	<b>128</b>
Community Connections - Was information easy to understand?	85%	82%
Community Connections - Was communication in your preferred format?	95%	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?	77%	70%
Community Connections - To what extent were your circumstances and needs considered?	76%	69%
Community Connections - To what extent were you included in decisions that were made?	77%	68%
Community Connections - How confident are you in reaching out to community supports and other government services?	55%	55%
<b>Apply for NDIS (overall) - Number of respondents</b>	<b>2,282</b>	<b>163</b>
Apply for NDIS (overall) - Were you treated with respect?	93%	94%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	77%	90%
Apply for NDIS (overall) - Was information easy to understand?	71%	80%
Apply for NDIS (overall) - Was communication in your preferred format?	86%	88%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	55%	67%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	55%	73%
<b>Plan Approval - Number of respondents</b>	<b>5,676</b>	<b>676</b>
Plan Approval - Were you treated with respect?	89%	82%
Plan Approval - Were decisions and outcomes explained to you?	76%	70%
Plan Approval - Were your questions and concerns acknowledged?	73%	65%
Plan Approval - Do you know where to go for more help with using your plan?	83%	83%

<sup>74</sup> Previous quarters include only data gathered since December 2023, when changes to the Participant Satisfaction Survey were implemented.

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

NDIA planning process	Prior Quarters	Quarter 2, 2025-26
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	52%	44%
Plan Approval - How well does your NDIS plan meet your needs?	56%	46%
<b>Plan Implementation - Number of respondents</b>	<b>4,712</b>	<b>406</b>
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?	58%	53%
Plan Implementation - To what extent were your circumstances and needs considered?	59%	55%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	59%	53%
Plan Implementation - Do you feel confident in using your plan?	65%	57%
Plan Implementation - Do you feel confident in accessing supports?	65%	55%
<b>Plan Reassessment - Number of respondents</b>	<b>12,524</b>	<b>1,293</b>
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%	63%
Plan Reassessment - To what extent were your circumstances and needs considered?	67%	64%
Plan Reassessment - To what extent were you included in decisions that were made?	68%	63%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	64%	59%
Plan Reassessment - Do you feel confident in using your plan?	68%	64%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	65%	60%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	78%	76%

**Table G.22 Complaints and Participant Critical Incidents (PCIs) by quarter – Victoria** <sup>76 77</sup>

Complaints made by or on behalf of:	Prior Quarters	Quarter 2, 2025-26	Total	Number of unique complainants
Participants: Complaints about Early Connections Partner	<230	<11	228	216
Participants: Complaints about Local Area Coordination (LAC) Partner	1,214	59	1,273	1,144
Participants: Complaints about service providers	3,972	254	4,226	3,354
Participants: Complaints about the Agency	65,788	3,256	69,044	33,156
Participants: Unclassified	<650	<11	641	594
<b>Participants: Total</b>	<b>71,836</b>	<b>3,576</b>	<b>75,412</b>	<b>35,400</b>
Percentage of the number of active participants	7.2%	7.0%	7.2%	n/a
<b>New Participant Critical Incidents (PCIs)</b>	<b>19,017</b>	<b>1,431</b>	<b>20,448</b>	<b>n/a</b>

<sup>76</sup> 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.

<sup>77</sup> Note that 57% of all complainants made only one complaint, 20% made two complaints, and 23% 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
Dec-22	1,770	5%	32,031	6%
Mar-23	1,892	5%	33,923	6%
Jun-23	2,164	5%	36,087	6%
Sep-23	2,311	6%	38,398	6%
Dec-23	2,719	6%	41,117	6%
Mar-24	4,784	11%	45,901	6%
Jun-24	5,700	13%	51,601	7%
Sep-24	5,053	11%	56,654	7%
Dec-24	4,372	9%	61,026	7%
Mar-25	3,787	8%	64,813	7%
Jun-25	3,253	7%	68,066	7%
Sep-25	3,770	7%	71,836	7%
Dec-25	3,576	7%	75,412	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
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	1,181	3%	9,094	1%
Mar-24	1,304	3%	10,398	1%
Jun-24	1,356	3%	11,754	2%
Sep-24	1,374	3%	13,128	2%
Dec-24	1,304	3%	14,432	2%
Mar-25	1,362	3%	15,794	2%
Jun-25	1,532	3%	17,326	2%
Sep-25	1,691	3%	19,017	2%
Dec-25	1,431	3%	20,448	2%

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

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	1,143	2%	0	0%	1,143	2%
Complaints about the Agency - Information unclear	483	1%	0	0%	483	1%
Complaints about the Agency - NDIA Access	1,548	2%	71	2%	1,619	2%
Complaints about the Agency - NDIA Engagement	<110	n/a	<11	n/a	109	0%
Complaints about the Agency - NDIA Finance	4,450	7%	170	5%	4,620	7%
Complaints about the Agency - NDIA Fraud and Compliance	332	1%	21	1%	353	1%
Complaints about the Agency - NDIA Plan	15,060	23%	1,035	32%	16,095	23%
Complaints about the Agency - NDIA Process	6,521	10%	454	14%	6,975	10%
Complaints about the Agency - NDIA Resources	663	1%	47	1%	710	1%
Complaints about the Agency - NDIA Staff	4,446	7%	429	13%	4,875	7%
Complaints about the Agency - NDIA Timeliness	20,307	31%	1,019	31%	21,326	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	<50	n/a	<11	n/a	45	0%
Complaints about the Agency - Reasonable and necessary supports	1,557	2%	0	0%	1,557	2%
Complaints about the Agency - Staff conduct - Agency	453	1%	0	0%	453	1%
Complaints about the Agency - The way the NDIA carried out its decision making	791	1%	0	0%	791	1%
Complaints about the Agency - Timeliness	4,517	7%	0	0%	4,517	7%
Complaints about the Agency - Other	3,243	5%	0	0%	3,243	5%
<b>Complaints about the Agency - Total</b>	<b>65,788</b>	<b>100%</b>	<b>3,256</b>	<b>100%</b>	<b>69,044</b>	<b>100%</b>
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	13%
Complaints about Early Connections Partner - Early Connections Process	19	9%	0	0%	19	8%
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	92	40%
Complaints about Early Connections Partner - Early Connections Timeliness	81	37%	0	0%	81	36%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Early Connections Partner - Total</b>	<b>&lt;230</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>228</b>	<b>100%</b>
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	<11	n/a	<11	n/a	<20	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<20	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	<140	n/a	<11	n/a	135	11%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<130	n/a	<11	n/a	124	10%

<sup>78</sup> 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 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
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	821	68%	44	75%	865	68%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<120	n/a	<11	n/a	120	9%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Local Area Coordination (LAC) Partner - Total</b>	<b>1,214</b>	<b>100%</b>	<b>59</b>	<b>100%</b>	<b>1,273</b>	<b>100%</b>
Complaints about service providers - Provider Costs	53	1%	0	0%	53	1%
Complaints about service providers - Provider Finance	292	7%	21	8%	313	7%
Complaints about service providers - Provider Fraud and Compliance	536	13%	46	18%	582	14%
Complaints about service providers - Provider Process	91	2%	0	0%	91	2%
Complaints about service providers - Provider Service	1,496	38%	95	37%	1,591	38%
Complaints about service providers - Provider Staff	897	23%	92	36%	989	23%
Complaints about service providers - Service Delivery	122	3%	0	0%	122	3%
Complaints about service providers - Staff Conduct	128	3%	0	0%	128	3%
Complaints about service providers - Supports being provided	136	3%	0	0%	136	3%
Complaints about service providers - Other	221	6%	0	0%	221	5%
<b>Complaints about service providers - Total</b>	<b>3,972</b>	<b>100%</b>	<b>254</b>	<b>100%</b>	<b>4,226</b>	<b>100%</b>
<b>Unclassified</b>	<b>641</b>	<b>n/a</b>	<b>0</b>	<b>n/a</b>	<b>641</b>	<b>n/a</b>
<b>Participants total</b>	<b>71,836</b>	<b>n/a</b>	<b>3,576</b>	<b>n/a</b>	<b>75,412</b>	<b>n/a</b>

**Table G.26 Administrative Review Tribunal (ART) Cases by category as at 31 December 2025 – Victoria**

Category	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Access	1,553	20%	101	15%	1,654	19%
Planning	5,880	74%	544	83%	6,424	75%
Compensation	<30	n/a	<11	n/a	30	0%
Jurisdiction	<260	n/a	<11	n/a	258	3%
Extension of Time	<100	n/a	<11	n/a	100	1%
Other	<90	n/a	<11	n/a	94	1%
<b>Total cases</b>	<b>7,907</b>	<b>100%</b>	<b>653</b>	<b>100%</b>	<b>8,560</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>0.8%</b>	<b>n/a</b>	<b>1.3%</b>	<b>n/a</b>	<b>0.8%</b>	<b>n/a</b>

**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
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	538	1%	6,213	1%
Mar-25	544	1%	6,757	1%
Jun-25	457	1%	7,214	1%
Sep-25	693	1%	7,907	1%
Dec-25	653	1%	8,560	1%

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

ART cases by open/closed and decision	Number of cases	Number of unique active participants
<b>ART Cases</b>	<b>8,560</b>	<b>7,661</b>
<b>Open ART Cases</b>	<b>1,730</b>	<b>1,697</b>
<b>Closed ART Cases</b>	<b>6,830</b>	<b>6,141</b>
Resolved before hearing	6,671	6,006
Gone to hearing and received a substantive decision	159	135

<sup>79</sup> 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** <sup>80 81 82</sup>

Type of support	Prior Quarters	Quarter 2, 2025-26	Total
Plan Management Decision	207	23	230
Core (excluding Consumables and Transport)	1,409	209	1,618
Capacity Building	1,776	243	2,019
General Support	455	70	525
Assistive Technology	467	53	520
Specialist Disability Accommodation	177	15	192
Home Modifications	130	18	148
Supported Independent Living	439	46	485
Everyday Living Costs	150	17	167
Transport	320	37	357
Other	957	119	1,076
<b>Total number of unique participants counted across disputed supports</b>	<b>2,882</b>	<b>334</b>	<b>3,216</b>
<b>Total number of instances of participants counted across disputed supports</b>	<b>6,487</b>	<b>850</b>	<b>7,337</b>

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

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
<b>Decided by Tribunal - Total</b>	<b>144</b>	<b>2%</b>	<b>15</b>	<b>3%</b>	<b>159</b>	<b>2%</b>
Decided by Tribunal - Affirmed	<60	n/a	<11	n/a	60	1%
Decided by Tribunal - Varied	<30	n/a	<11	n/a	27	0%
Decided by Tribunal - Set Aside	<70	n/a	<11	n/a	72	1%
<b>Not Decided by Tribunal - Total</b>	<b>6,142</b>	<b>98%</b>	<b>529</b>	<b>97%</b>	<b>6,671</b>	<b>98%</b>
Not Decided by Tribunal - Resolved by consent	4,233	67%	399	73%	4,632	68%
Not Decided by Tribunal - Withdrawn	1,319	21%	82	15%	1,401	21%
Not Decided by Tribunal - No jurisdiction	<120	n/a	<11	n/a	119	2%
Not Decided by Tribunal - Extension of Time Declined	<20	n/a	<11	n/a	<20	n/a
Not Decided by Tribunal - Extension of Time Not opposed	<40	n/a	<11	n/a	34	0%
Not Decided by Tribunal - Dismissed	419	7%	46	8%	465	7%
Not Decided by Tribunal - Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>6,286</b>	<b>100%</b>	<b>544</b>	<b>100%</b>	<b>6,830</b>	<b>100%</b>

<sup>80</sup> It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceeds the total in each period.

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

<sup>82</sup> 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 2, 2025-26 by registration status and funds management type – Victoria** <sup>83</sup>

Funds management type	Registered	Unregistered	Total providers
NDIA-managed	2,944	n/a	2,944
Plan-managed	6,247	55,678	61,769
Self-managed	3,074	41,376	44,382
<b>All funds management types</b>	<b>6,872</b>	<b>79,569</b>	<b>86,266</b>

**Table G.32 Total active provider payments in quarter 2, 2025-26 by registration status and funds management type (\$m) – Victoria** <sup>84 85</sup>

Funds management type	Registered	Unregistered	All registration statuses
NDIA-managed	772	n/a	772
Plan-managed	1,250	874	2,132
Self-managed	100	212	360
<b>All funds management types</b>	<b>2,122</b>	<b>1,086</b>	<b>3,265</b>

<sup>83</sup> 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.

<sup>84</sup> 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".

<sup>85</sup> 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 31 December 2025. Average payments (Tables G.35 to G.37) are calculated as the sum of the payments in the 12-month period to 31 December 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 31 December 2025. 'Total payments' refers to those paid over the 12 months to 31 December 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 1, 2025-26 distribution of participants	As at quarter 2, 2025-26 distribution of participants
\$0-\$5,000	1.7%	1.7%
\$5,001-\$10,000	4.0%	4.0%
\$10,001-\$15,000	9.1%	9.1%
\$15,001-\$20,000	15.5%	15.5%
\$20,001-\$25,000	13.4%	13.3%
\$25,001-\$30,000	5.4%	5.4%
\$30,001-\$50,000	14.1%	14.2%
\$50,001-\$100,000	17.8%	17.8%
\$100,001-\$150,000	6.6%	6.5%
\$150,001-\$200,000	3.2%	3.2%
\$200,001-\$250,000	1.9%	1.9%
\$250,001+	7.2%	7.3%

**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 1, 2025-26 distribution of participants	As at quarter 2, 2025-26 distribution of participants
\$0-\$5,000	1.8%	1.8%
\$5,001-\$10,000	4.2%	4.2%
\$10,001-\$15,000	9.5%	9.5%
\$15,001-\$20,000	16.2%	16.1%
\$20,001-\$25,000	14.0%	13.8%
\$25,001-\$30,000	5.6%	5.6%
\$30,001-\$50,000	14.7%	14.8%
\$50,001-\$100,000	18.5%	18.5%
\$100,001-\$150,000	6.8%	6.8%
\$150,001-\$200,000	3.3%	3.3%
\$200,001-\$250,000	1.8%	1.9%
\$250,001+	3.6%	3.7%

**Table G.35 Average annualised committed supports as at 31 December 2025 and average payments for the year ending 31 December 2025 by age group and participants' Supported Independent Living (SIL) status – 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	\$27,300	n/a	n/a	\$18,500	\$27,300
9 to 14	\$23,500	\$31,600	n/a	n/a	\$23,500	\$31,600
15 to 18	\$36,200	\$47,800	\$711,900	\$840,000	\$34,200	\$45,800
19 to 24	\$75,100	\$97,900	\$618,400	\$685,300	\$56,400	\$79,000
25 to 34	\$95,700	\$121,700	\$482,600	\$546,600	\$69,100	\$93,500
35 to 44	\$104,400	\$129,400	\$437,000	\$488,200	\$71,300	\$95,100
45 to 54	\$110,200	\$135,700	\$425,200	\$460,400	\$76,100	\$101,600
55 to 64	\$128,900	\$154,800	\$431,600	\$464,900	\$87,700	\$114,400
65+	\$131,100	\$152,500	\$430,200	\$458,400	\$95,900	\$115,700
<b>All</b>	<b>\$61,900</b>	<b>\$78,600</b>	<b>\$452,500</b>	<b>\$495,500</b>	<b>\$45,900</b>	<b>\$61,900</b>

**Table G.36 Average annualised committed supports as at 31 December 2025 and average payments for the year ending 31 December 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	\$168,100	\$197,800	\$510,400	\$543,000	\$113,600	\$144,000
Autism	\$34,700	\$46,200	\$544,900	\$595,000	\$28,100	\$39,700
Cerebral palsy	\$178,700	\$210,900	\$482,300	\$532,200	\$124,900	\$155,000
Developmental delay	\$13,800	\$22,300	n/a	n/a	\$13,800	\$22,300
Global developmental delay	\$19,600	\$27,300	n/a	n/a	\$19,600	\$27,300
Hearing impairment	\$9,700	\$19,000	n/a	n/a	\$9,500	\$18,900
Intellectual disability	\$107,900	\$128,400	\$399,000	\$438,000	\$68,800	\$87,600
Multiple sclerosis	\$104,800	\$134,800	\$578,100	\$642,500	\$85,700	\$115,400
Psychosocial disability	\$76,400	\$98,200	\$391,000	\$447,500	\$65,600	\$86,100
Spinal cord injury	\$179,000	\$226,400	\$659,700	\$756,200	\$149,100	\$193,000
Stroke	\$160,300	\$194,600	\$538,600	\$573,900	\$121,900	\$157,800
Visual impairment	\$45,300	\$60,600	\$373,900	\$427,600	\$42,300	\$57,400
Other neurological	\$153,400	\$189,000	\$545,600	\$587,800	\$119,600	\$155,500
Other physical	\$73,300	\$100,500	\$528,700	\$566,100	\$67,000	\$93,900
Other sensory/speech	\$12,900	\$21,400	n/a	n/a	\$12,900	\$21,400
Other	\$99,300	\$129,500	\$552,000	\$596,200	\$76,600	\$108,100
Down Syndrome	\$142,700	\$165,000	\$363,100	\$392,900	\$89,300	\$110,900
<b>All</b>	<b>\$61,900</b>	<b>\$78,600</b>	<b>\$452,500</b>	<b>\$495,500</b>	<b>\$45,900</b>	<b>\$61,900</b>

**Table G.37 Average annualised committed supports as at 31 December 2025 and average payments for the year ending 31 December 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	\$13,400	\$22,100	n/a	n/a	\$13,300	\$22,000
2	\$19,700	\$34,100	n/a	n/a	\$19,700	\$34,100
3	\$21,600	\$32,500	\$397,600	\$450,300	\$20,000	\$30,900
4	\$16,800	\$28,400	\$440,200	\$462,300	\$15,900	\$27,400
5	\$29,800	\$41,400	\$351,400	\$411,200	\$27,300	\$38,500
6	\$22,400	\$36,100	\$427,300	\$495,800	\$21,100	\$34,700
7	\$48,800	\$61,800	\$425,200	\$476,900	\$38,800	\$50,700
8	\$55,300	\$78,400	\$348,900	\$412,400	\$48,700	\$70,500
9	\$80,200	\$112,600	n/a	n/a	\$70,200	\$102,600
10	\$89,500	\$117,100	\$371,200	\$417,900	\$72,500	\$98,800
11	\$95,400	\$114,600	\$467,900	\$507,900	\$70,300	\$88,000
12	\$183,500	\$213,400	\$447,100	\$484,400	\$129,000	\$158,500
13	\$115,900	\$132,300	\$611,400	\$660,900	\$85,800	\$101,000
14	\$323,800	\$375,900	\$512,000	\$563,000	\$249,700	\$301,600
15	\$391,800	\$415,500	n/a	n/a	\$279,600	\$280,800
<b>All</b>	<b>\$61,900</b>	<b>\$78,600</b>	<b>\$452,500</b>	<b>\$495,500</b>	<b>\$45,900</b>	<b>\$61,900</b>

**Table G.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 31 December 2025 (\$m) – Victoria <sup>86</sup>**

Support Category	Total payments for the year ending 31 December 2025	Total annualised committed supports as at 31 December 2025
Core: Daily Activities	2,542.2	2,653.1
Core: Consumables	24.2	26.5
Core: Social and Civic	588.7	730.5
Core: Transport	16.2	20.1
Capacity Building: Choice and Control	9.6	10.1
Capacity Building: Daily Activities	81.9	114.9
Capacity Building: Employment	1.0	2.3
Capacity Building: Health and Wellbeing	0.3	0.6
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	69.9	104.8
Capacity Building: Social and Civic	0.6	1.0
Capacity Building: Support Coordination	51.1	57.2
Capital: Assistive Technology	30.4	48.2
Capital: Home Modifications	112.8	135.0
<b>All</b>	<b>3,528.8</b>	<b>3,904.4</b>

<sup>86</sup> Total payments for home modifications were \$112.8 million. Of which, \$111.9 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 \$135.0 million. Of which, \$133.8 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.2 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 31 December 2025 (\$m) – Victoria <sup>87</sup>**

Support Category	Total payments for the year ending 31 December 2025	Total annualised committed supports as at 31 December 2025
Core: Daily Activities	3,447.2	4,631.4
Core: Consumables	129.0	232.7
Core: Social and Civic	2,457.0	2,898.1
Core: Transport	227.1	128.9
Capacity Building: Choice and Control	162.9	188.9
Capacity Building: Daily Activities	1,518.0	2,650.2
Capacity Building: Employment	39.3	119.6
Capacity Building: Health and Wellbeing	5.1	12.6
Capacity Building: Home Living	0.5	2.4
Capacity Building: Lifelong learning	0.1	0.4
Capacity Building: Relationships	164.4	331.4
Capacity Building: Social and Civic	58.5	163.8
Capacity Building: Support Coordination	294.7	410.7
Capital: Assistive Technology	144.9	338.0
Capital: Home Modifications	65.4	107.5
<b>All</b>	<b>8,714.1</b>	<b>12,216.7</b>

<sup>87</sup> Total payments for home modifications were \$65.4 million. Of which, \$32.5 million (49.8%) has been paid for specialised disability accommodation (SDA) supports, and \$32.9 million (50.2%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$107.5 million. Of which, \$41.9 million (39%) has been allocated for specialised disability accommodation (SDA) supports, and \$65.6 million (61%) has been allocated for non-SDA supports.

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

Financial year	Total Committed (\$m)	Total Paid (\$m)	Percentage utilised to date
2013-14	54.0	32.5	60%
2014-15	162.6	128.1	79%
2015-16	205.3	161.8	79%
2016-17	499.6	339.7	68%
2017-18	1,442.5	958.3	66%
2018-19	3,461.1	2,371.8	69%
2019-20	6,025.6	4,134.3	69%
2020-21	7,933.9	5,465.6	69%
2021-22	9,276.9	6,824.5	74%
2022-23	11,627.0	8,674.1	75%
2023-24	13,598.7	10,520.5	77%
2024-25	15,162.8	11,478.4	76%
2025-26 to date (Experience still emerging)	8,286.2	5,712.2	69%

**Table G.41 Percentage change in plan budgets for active participants per quarter – Victoria <sup>89</sup>**

Inflation type	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25
Intraplan Inflation	7.9%	6.4%	8.9%	9.0%	8.0%	6.3%	6.1%	6.7%	5.0%
Interplan Inflation	1.7%	0.3%	0.9%	2.9%	3.4%	3.8%	3.1%	4.1%	2.5%
<b>Total Inflation</b>	<b>9.6%</b>	<b>6.8%</b>	<b>9.8%</b>	<b>11.9%</b>	<b>11.4%</b>	<b>10.1%</b>	<b>9.1%</b>	<b>10.8%</b>	<b>7.5%</b>

<sup>88</sup> 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.

<sup>89</sup> 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

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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 2, 2025-26	Total
<b>Access decisions</b>	<b>211,996</b>	<b>5,012</b>	<b>217,008</b>
<b>Currently Eligible - Total</b>	<b>160,688</b>	<b>3,853</b>	<b>164,541</b>
Currently Eligible - New	117,584	3,800	121,384
Currently Eligible - State	33,044	36	33,080
Currently Eligible - Commonwealth	10,060	17	10,077
<b>Active Participant Plans - Total</b>	<b>159,069</b>	<b>4,053</b>	<b>163,122</b>
Active Participant Plans - New	116,046	4,003	120,049
Active Participant Plans - State	32,988	29	33,017
Active Participant Plans - Commonwealth	10,035	21	10,056
<b>Active Participant Plans - Total</b>	<b>159,069</b>	<b>4,053</b>	<b>163,122</b>
Active Participant Plans - Early Intervention (s25)	46,353	1,988	48,341
Active Participant Plans - Permanent Disability (s24)	107,268	1,102	108,370
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	5,448	963	6,411

**Table H.2 People who have left the Scheme since 1 July 2013 as at 31 December 2025 – Queensland <sup>90</sup>**

People leaving the Scheme	Prior Quarters	Quarter 2, 2025-26	Total
<b>Number of people who have left the Scheme</b>	<b>17,251</b>	<b>2,536</b>	<b>19,787</b>

<sup>90</sup> 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	51,494	97%	23,510	97%	287	89%	75,291	97%
9 to 14	16,992	92%	9,972	93%	312	81%	27,276	92%
15 to 18	6,962	92%	4,769	91%	313	92%	12,044	92%
19 to 24	5,280	91%	3,682	86%	263	83%	9,225	88%
25 to 34	6,430	87%	5,476	80%	233	70%	12,139	83%
35 to 44	6,517	82%	6,092	74%	105	52%	12,714	77%
45 to 54	8,138	78%	7,673	68%	117	42%	15,928	72%
55 to 64	10,951	73%	9,746	61%	132	34%	20,829	66%
65+	<490	n/a	<470	n/a	<11	n/a	<960	n/a
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>113,253</b>	<b>90%</b>	<b>71,389</b>	<b>81%</b>	<b>1,763</b>	<b>68%</b>	<b>186,405</b>	<b>86%</b>

**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	3,616	91%	1,914	89%	29	74%	5,559	90%
Autism	47,803	98%	24,148	97%	1,134	94%	73,085	97%
Cerebral palsy	2,384	97%	1,902	96%	13	72%	4,299	96%
Developmental delay	17,834	98%	8,068	98%	78	92%	25,980	98%
Down syndrome	1,496	100%	<1,240	n/a	<11	n/a	2,733	99%
Global developmental delay	2,999	99%	1,354	99%	18	95%	4,371	99%
Hearing impairment	3,543	90%	3,719	89%	41	67%	7,303	89%
Intellectual disability	10,858	95%	8,907	94%	86	71%	19,851	94%
Multiple sclerosis	584	93%	1,820	92%	16	84%	2,420	92%
Psychosocial disability	7,242	71%	6,741	60%	164	39%	14,147	65%
Spinal cord injury	1,437	93%	571	90%	12	71%	2,020	92%
Stroke	1,672	85%	1,249	83%	16	59%	2,937	84%
Visual impairment	1,180	85%	1,080	82%	11	52%	2,271	84%
Other neurological	4,142	83%	3,321	78%	42	46%	7,505	80%
Other physical	3,197	50%	3,002	37%	46	19%	6,245	43%
Other sensory/speech	271	38%	<100	n/a	<11	n/a	368	36%
Other	2,995	58%	2,264	43%	52	26%	5,311	50%
<b>Total</b>	<b>113,253</b>	<b>90%</b>	<b>71,389</b>	<b>81%</b>	<b>1,763</b>	<b>68%</b>	<b>186,405</b>	<b>86%</b>

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
First Nations Participants	17,317	11%	591	15%	17,908	11%
Non-First Nations Participants	126,151	79%	3,126	77%	129,277	79%
Not Stated	15,601	10%	336	8%	15,937	10%
<b>Total</b>	<b>159,069</b>	<b>100%</b>	<b>4,053</b>	<b>100%</b>	<b>163,122</b>	<b>100%</b>

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	8,149	5%	195	5%	8,344	5%
Not culturally and linguistically diverse	145,731	92%	3,745	92%	149,476	92%
Not stated	5,189	3%	113	3%	5,302	3%
<b>Total</b>	<b>159,069</b>	<b>100%</b>	<b>4,053</b>	<b>100%</b>	<b>163,122</b>	<b>100%</b>

**Table H.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2025 – Queensland <sup>91</sup>**

Age group	Total number of active participants
Under 45	<11
45 to 54	<11
55 to 64	58
<b>Total YPIRAC (under 65)</b>	<b>68</b>

<sup>91</sup> There are a further 260 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 <sup>92</sup>**

Quarter ending	Incremental	Cumulative
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
Dec-25	<11	<70

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Major cities	98,416	62%	2,706	67%	101,122	62%
Population > 50,000	35,354	22%	725	18%	36,079	22%
Population between 15,000 and 50,000	5,857	4%	109	3%	5,966	4%
Population between 5,000 and 15,000	5,987	4%	165	4%	6,152	4%
Population less than 5,000	10,701	7%	239	6%	10,940	7%
Remote	1,451	1%	69	2%	1,520	1%
Very Remote	<1,310	n/a	<50	n/a	<1,340	n/a
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>159,069</b>	<b>100%</b>	<b>4,053</b>	<b>100%</b>	<b>163,122</b>	<b>100%</b>

<sup>92</sup> 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 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Autism	70,026	44%	1,510	37%	71,536	44%
Intellectual disability	18,382	12%	212	5%	18,594	11%
Developmental delay	14,909	9%	1,259	31%	16,168	10%
Psychosocial disability	12,579	8%	112	3%	12,691	8%
Hearing impairment	6,804	4%	91	2%	6,895	4%
Other neurological	5,423	3%	147	4%	5,570	3%
Other physical	4,821	3%	50	1%	4,871	3%
Acquired brain injury	4,575	3%	96	2%	4,671	3%
Global developmental delay	3,522	2%	218	5%	3,740	2%
Cerebral palsy	4,012	3%	18	0%	4,030	2%
Other	3,009	2%	179	4%	3,188	2%
Multiple sclerosis	2,195	1%	49	1%	2,244	1%
Down syndrome	<2,500	n/a	<11	n/a	2,499	2%
Visual impairment	2,044	1%	26	1%	2,070	1%
Stroke	2,355	1%	49	1%	2,404	1%
Spinal cord Injury	1,709	1%	29	1%	1,738	1%
Other sensory/speech	<220	n/a	<11	n/a	213	0%
<b>Total</b>	<b>159,069</b>	<b>100%</b>	<b>4,053</b>	<b>100%</b>	<b>163,122</b>	<b>100%</b>

**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	71,536	44%	958	13%	70,578	45%
Intellectual disability	18,594	11%	2,544	34%	16,050	10%
Developmental delay	16,168	10%	<11	n/a	<16,170	n/a
Psychosocial disability	12,691	8%	787	11%	11,904	8%
Hearing impairment	6,895	4%	<11	n/a	<6,900	n/a
Other neurological	5,570	3%	634	9%	4,936	3%
Other physical	4,871	3%	92	1%	4,779	3%
Acquired brain injury	4,671	3%	753	10%	3,918	3%
Global developmental delay	3,740	2%	<11	n/a	<3,740	n/a
Cerebral palsy	4,030	2%	549	7%	3,481	2%
Other	3,188	2%	190	3%	2,998	2%
Multiple sclerosis	2,244	1%	87	1%	2,157	1%
Down syndrome	2,499	2%	463	6%	2,036	1%
Visual impairment	2,070	1%	25	0%	2,045	1%
Stroke	2,404	1%	288	4%	2,116	1%
Spinal cord Injury	1,738	1%	67	1%	1,671	1%
Other sensory/speech	213	0%	<11	n/a	<220	n/a
<b>Total</b>	<b>163,122</b>	<b>100%</b>	<b>7,443</b>	<b>100%</b>	<b>155,679</b>	<b>100%</b>

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

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
1 (High Function)	23,322	15%	1,165	29%	24,487	15%
2 (High Function)	<270	n/a	<11	n/a	267	0%
3 (High Function)	8,171	5%	286	7%	8,457	5%
4 (High Function)	8,698	5%	74	2%	8,772	5%
5 (High Function)	8,704	5%	252	6%	8,956	5%
6 (Moderate Function)	45,450	29%	1,049	26%	46,499	29%
7 (Moderate Function)	6,593	4%	123	3%	6,716	4%
8 (Moderate Function)	8,815	6%	112	3%	8,927	5%
9 (Moderate Function)	823	1%	13	0%	836	1%
10 (Moderate Function)	14,073	9%	160	4%	14,233	9%
11 (Low Function)	3,522	2%	35	1%	3,557	2%
12 (Low Function)	15,030	9%	290	7%	15,320	9%
13 (Low Function)	8,739	5%	55	1%	8,794	5%
14 (Low Function)	2,245	1%	11	0%	2,256	1%
15 (Low Function)	<60	n/a	<11	n/a	51	0%
Missing	4,572	3%	422	10%	4,994	3%
<b>Total</b>	<b>159,069</b>	<b>100%</b>	<b>4,053</b>	<b>100%</b>	<b>163,122</b>	<b>100%</b>

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
0 to 8	33,637	21%	2,076	51%	35,713	22%
9 to 14	33,038	21%	572	14%	33,610	21%
15 to 18	17,214	11%	210	5%	17,424	11%
19 to 24	15,038	9%	148	4%	15,186	9%
25 to 34	13,671	9%	218	5%	13,889	9%
35 to 44	11,243	7%	213	5%	11,456	7%
45 to 54	12,005	8%	232	6%	12,237	8%
55 to 64	14,601	9%	345	9%	14,946	9%
65+	8,622	5%	39	1%	8,661	5%
<b>Total</b>	<b>159,069</b>	<b>100%</b>	<b>4,053</b>	<b>100%</b>	<b>163,122</b>	<b>100%</b>

**Table H.14 Participation rates by age group and gender as at 31 December 2025 – Queensland <sup>93</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	8.0%	4.0%	6.1%
9 to 14	10.1%	5.4%	7.8%
15 to 18	7.1%	4.3%	5.8%
19 to 24	4.0%	2.6%	3.4%
25 to 44	1.8%	1.4%	1.6%
45 to 64	2.1%	1.9%	2.0%
65+	0.9%	0.8%	0.9%
<b>Total (0-64)</b>	<b>4.0%</b>	<b>2.5%</b>	<b>3.3%</b>
<b>Total (All ages)</b>	<b>3.5%</b>	<b>2.2%</b>	<b>2.9%</b>

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

Mainstream service	Prior Quarters	Quarter 2, 2025-26	Total
Choice and control over my life	5%	7%	5%
Daily life	19%	18%	19%
Health and wellbeing	75%	82%	76%
Learning	34%	31%	34%
Relationships	3%	3%	3%
Social and community activities	7%	7%	7%
Where I live	1%	2%	1%
Work	4%	3%	4%
Unknown	6%	0%	6%
<b>Any mainstream service</b>	<b>95%</b>	<b>95%</b>	<b>95%</b>

<sup>93</sup> 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 99% 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 <sup>94</sup>**

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%	21%	20%	22%
Participant employment rate - Aged 45 to 54 years	18%	18%	18%	22%
Participant employment rate - Aged 55 to 64 years	15%	15%	13%	22%
Participant employment rate - Aged 65+ years	11%	9%	8%	22%
Participant employment rate - Aged 25 to 64 years	19%	19%	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%	35%	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%	40%	37%	43%
Participant social and community engagement rate - Aged 45 to 54 years	32%	41%	38%	43%
Participant social and community engagement rate - Aged 55 to 64 years	31%	36%	34%	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	49%	47%	48%	n/a
Family and carer employment rate - All ages	47%	48%	50%	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	78%	85%	n/a
Participant Choice and Control - Aged 15+ years	n/a	75%	81%	n/a

<sup>94</sup> Denominators for each metric are: 'participant employment rate' (n=9,927), 'participant social and community engagement rate' (n=9,960), 'family and carer employment rate' (n=10,326) and 'participant choice and control' (n=4,460). 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 <sup>95</sup>**

Metric by age group	Baseline	R1	R2	R3	2025-26 Target
Participant employment rate - Aged 15 to 24 years	12%	15%	16%	23%	22%
Participant employment rate - Aged 25 to 34 years	22%	23%	22%	25%	22%
Participant employment rate - Aged 35 to 44 years	23%	23%	22%	24%	22%
Participant employment rate - Aged 45 to 54 years	19%	18%	15%	17%	22%
Participant employment rate - Aged 55 to 64 years	15%	13%	10%	12%	22%
Participant employment rate - Aged 65+ years	12%	10%	8%	7%	22%
Participant employment rate - Aged 25 to 64 years	19%	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%	37%	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	32%	38%	39%	37%	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	33%	40%	42%	39%	43%
Participant social and community engagement rate - Aged 25+ years	33%	40%	41%	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%	47%	52%	n/a
Family and carer employment rate - Aged 15+ years	45%	46%	47%	47%	n/a
Family and carer employment rate - All ages	44%	44%	47%	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%	81%	86%	n/a
Participant Choice and Control - Aged 15+ years	n/a	75%	77%	83%	n/a

<sup>95</sup> Denominators for each metric are: 'participant employment rate' (n=8,880), 'participant social and community engagement rate' (n=8,920), 'family and carer employment rate' (n=7,242) and 'participant choice and control' (n=5,248). 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 <sup>96</sup>**

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%	20%	21%	24%	22%
Participant employment rate - Aged 45 to 54 years	19%	18%	15%	16%	16%	22%
Participant employment rate - Aged 55 to 64 years	16%	15%	12%	14%	13%	22%
Participant employment rate - Aged 65+ years	11%	9%	8%	5%	5%	22%
Participant employment rate - Aged 25 to 64 years	20%	20%	18%	18%	19%	22%
Participant employment rate - Aged 15 to 64 years	17%	19%	17%	18%	21%	22%
Participant social and community engagement rate - Aged 15 to 24 years	33%	40%	39%	34%	39%	43%
Participant social and community engagement rate - Aged 25 to 34 years	36%	45%	46%	42%	44%	43%
Participant social and community engagement rate - Aged 35 to 44 years	35%	42%	44%	43%	43%	43%
Participant social and community engagement rate - Aged 45 to 54 years	35%	41%	43%	40%	41%	43%
Participant social and community engagement rate - Aged 55 to 64 years	34%	36%	38%	36%	41%	43%
Participant social and community engagement rate - Aged 65+ years	35%	43%	39%	38%	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%	45%	50%	55%	n/a
Family and carer employment rate - Aged 15+ years	47%	47%	47%	44%	49%	n/a
Family and carer employment rate - All ages	46%	46%	46%	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%	82%	84%	88%	n/a
Participant Choice and Control - Aged 15+ years	n/a	75%	79%	80%	85%	n/a

<sup>96</sup> Denominators for each metric are: 'participant employment rate' (n=7,061), 'participant social and community engagement rate' (n=7,119), 'family and carer employment rate' (n=5,214) and 'participant choice and control' (n=4,776). 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 <sup>97</sup>**

Metric by age group	Baseline	R1	R2	R3	R4	R5	2025-26 Target
Participant employment rate - Aged 15 to 24 years	10%	15%	14%	17%	24%	25%	22%
Participant employment rate - Aged 25 to 34 years	21%	22%	19%	23%	21%	24%	22%
Participant employment rate - Aged 35 to 44 years	24%	23%	20%	20%	21%	22%	22%
Participant employment rate - Aged 45 to 54 years	22%	22%	20%	16%	21%	20%	22%
Participant employment rate - Aged 55 to 64 years	19%	19%	15%	14%	14%	14%	22%
Participant employment rate - Aged 65+ years	10%	9%	8%	6%	4%	6%	22%
Participant employment rate - Aged 25 to 64 years	21%	21%	18%	18%	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	36%	38%	41%	40%	46%	42%	43%
Participant social and community engagement rate - Aged 25 to 34 years	40%	46%	45%	44%	40%	44%	43%
Participant social and community engagement rate - Aged 35 to 44 years	39%	48%	49%	47%	45%	48%	43%
Participant social and community engagement rate - Aged 45 to 54 years	38%	45%	46%	43%	45%	45%	43%
Participant social and community engagement rate - Aged 55 to 64 years	36%	40%	39%	41%	39%	43%	43%
Participant social and community engagement rate - Aged 65+ years	38%	42%	40%	37%	43%	41%	43%
Participant social and community engagement rate - Aged 25+ years	38%	44%	44%	42%	42%	44%	43%
Participant social and community engagement rate - Aged 15+ years	38%	43%	43%	42%	43%	44%	43%
Family and carer employment rate - Aged 0 to 14 years	41%	41%	44%	46%	53%	54%	n/a
Family and carer employment rate - Aged 15+ years	47%	49%	45%	50%	52%	51%	n/a
Family and carer employment rate - All ages	43%	45%	44%	48%	52%	53%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	71%	73%	72%	79%	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%	83%	86%	n/a

<sup>97</sup> Denominators for each metric are: 'participant employment rate' (n=5,977), 'participant social and community engagement rate' (n=6,015), 'family and carer employment rate' (n=4,108) and 'participant choice and control' (n=4,528). 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 <sup>98</sup>**

Metric by age group	Baseline	R1	R2	R3	R4	R5	R6+	2025-26 Target
Participant employment rate - Aged 15 to 24 years	9%	13%	16%	18%	20%	22%	27%	22%
Participant employment rate - Aged 25 to 34 years	22%	23%	23%	21%	23%	23%	26%	22%
Participant employment rate - Aged 35 to 44 years	25%	25%	23%	22%	24%	25%	25%	22%
Participant employment rate - Aged 45 to 54 years	26%	25%	22%	24%	20%	23%	23%	22%
Participant employment rate - Aged 55 to 64 years	21%	21%	18%	18%	15%	16%	16%	22%
Participant employment rate - Aged 65+ years	13%	13%	11%	7%	6%	6%	6%	22%
Participant employment rate - Aged 25 to 64 years	23%	23%	22%	21%	21%	22%	22%	22%
Participant employment rate - Aged 15 to 64 years	21%	22%	21%	21%	20%	22%	23%	22%
Participant social and community engagement rate - Aged 15 to 24 years	38%	45%	45%	47%	48%	48%	45%	43%
Participant social and community engagement rate - Aged 25 to 34 years	38%	46%	47%	48%	50%	45%	45%	43%
Participant social and community engagement rate - Aged 35 to 44 years	40%	48%	49%	50%	50%	51%	46%	43%
Participant social and community engagement rate - Aged 45 to 54 years	42%	48%	52%	50%	51%	53%	49%	43%
Participant social and community engagement rate - Aged 55 to 64 years	39%	43%	45%	43%	45%	44%	44%	43%
Participant social and community engagement rate - Aged 65+ years	37%	43%	44%	43%	41%	40%	44%	43%
Participant social and community engagement rate - Aged 25+ years	39%	46%	47%	47%	48%	46%	45%	43%
Participant social and community engagement rate - Aged 15+ years	39%	46%	47%	47%	48%	47%	45%	43%
Family and carer employment rate - Aged 0 to 14 years	40%	43%	44%	46%	50%	54%	56%	n/a
Family and carer employment rate - Aged 15+ years	47%	48%	50%	50%	53%	51%	51%	n/a
Family and carer employment rate - All ages	45%	46%	47%	48%	52%	52%	53%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	69%	74%	74%	75%	78%	86%	n/a
Participant Choice and Control - Aged 25+ years	n/a	76%	80%	83%	85%	87%	92%	n/a
Participant Choice and Control - Aged 15+ years	n/a	74%	78%	80%	82%	84%	90%	n/a

<sup>98</sup> Denominators for each metric are: 'participant employment rate' (n=9,213), 'participant social and community engagement rate' (n=9,280), 'family and carer employment rate' (n=4,803) and 'participant choice and control' (n=8,093). 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 1 July 2016 until the end of quarter 2, 2025-26. Table H.22 shows the number of complaints in quarter 2, 2025-26 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in quarter 2, 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 Number and proportion of respondents who responded positively to questions about NDIA planning process per quarter – Queensland <sup>99</sup> <sup>100</sup>**

NDIA planning process	Prior Quarters	Quarter 2, 2025-26
<b>Early Supports - Number of respondents</b>	<b>287</b>	<b>36</b>
Early Supports - Were you treated with respect?	99%	100%
Early Supports - Were decisions and outcomes explained to you?	92%	97%
Early Supports - Were your questions and concerns acknowledged?	95%	94%
Early Supports - How well does your early supports plan meet your child's needs?	56%	50%
<b>Community Connections - Number of respondents</b>	<b>2,641</b>	<b>161</b>
Community Connections - Was information easy to understand?	85%	83%
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?	78%	75%
Community Connections - To what extent were your circumstances and needs considered?	79%	73%
Community Connections - To what extent were you included in decisions that were made?	78%	75%
Community Connections - How confident are you in reaching out to community supports and other government services?	53%	58%
<b>Apply for NDIS (overall) - Number of respondents</b>	<b>2,299</b>	<b>155</b>
Apply for NDIS (overall) - Were you treated with respect?	95%	89%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	75%	73%
Apply for NDIS (overall) - Was information easy to understand?	69%	59%
Apply for NDIS (overall) - Was communication in your preferred format?	85%	83%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	58%	51%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	57%	48%
<b>Plan Approval - Number of respondents</b>	<b>5,140</b>	<b>558</b>
Plan Approval - Were you treated with respect?	90%	84%
Plan Approval - Were decisions and outcomes explained to you?	77%	76%
Plan Approval - Were your questions and concerns acknowledged?	75%	69%
Plan Approval - Do you know where to go for more help with using your plan?	85%	81%

<sup>99</sup> Previous quarters include only data gathered since December 2023, when changes to the Participant Satisfaction Survey were implemented.

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

<b>NDIA planning process</b>	<b>Prior Quarters</b>	<b>Quarter 2, 2025-26</b>
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	53%	47%
Plan Approval - How well does your NDIS plan meet your needs?	58%	46%
<b>Plan Implementation - Number of respondents</b>	<b>4,427</b>	<b>279</b>
Plan Implementation - Do you know where to go for more help with using your plan?	83%	81%
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?	60%	53%
Plan Implementation - Do you feel confident in using your plan?	62%	55%
Plan Implementation - Do you feel confident in accessing supports?	64%	58%
<b>Plan Reassessment - Number of respondents</b>	<b>13,808</b>	<b>1,392</b>
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	84%	83%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	64%	58%
Plan Reassessment - To what extent were your circumstances and needs considered?	66%	58%
Plan Reassessment - To what extent were you included in decisions that were made?	67%	61%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	62%	54%
Plan Reassessment - Do you feel confident in using your plan?	65%	61%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	62%	57%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	78%	75%

**Table H.22 Complaints and Participant Critical Incidents (PCIs) by quarter – Queensland** <sup>101</sup> <sup>102</sup>

<b>Complaints made by or on behalf of:</b>	<b>Prior Quarters</b>	<b>Quarter 2, 2025-26</b>	<b>Total</b>	<b>Number of unique complainants</b>
Participants: Complaints about Early Connections Partner	<360	<20	369	340
Participants: Complaints about Local Area Coordination (LAC) Partner	1,370	76	1,446	1,259
Participants: Complaints about service providers	3,161	217	3,378	2,648
Participants: Complaints about the Agency	48,760	2,747	51,507	25,622
Participants: Unclassified	<260	<11	257	232
<b>Participants: Total</b>	<b>53,906</b>	<b>3,051</b>	<b>56,957</b>	<b>27,599</b>
Percentage of the number of active participants	7.2%	7.5%	7.2%	n/a
<b>New Participant Critical Incidents (PCIs)</b>	<b>13,100</b>	<b>1,077</b>	<b>14,177</b>	<b>n/a</b>

<sup>101</sup> 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.

<sup>102</sup> 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
Dec-22	1,409	5%	21,289	6%
Mar-23	1,501	5%	22,790	6%
Jun-23	1,678	5%	24,468	6%
Sep-23	2,053	6%	26,521	6%
Dec-23	2,337	7%	28,858	6%
Mar-24	4,053	12%	32,911	6%
Jun-24	4,548	13%	37,459	7%
Sep-24	3,992	11%	41,451	7%
Dec-24	3,548	10%	44,999	7%
Mar-25	2,999	8%	47,998	7%
Jun-25	2,725	7%	50,723	7%
Sep-25	3,183	8%	53,906	7%
Dec-25	3,051	8%	56,957	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
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	696	2%	6,029	1%
Mar-24	996	3%	7,025	1%
Jun-24	944	3%	7,969	1%
Sep-24	935	3%	8,904	2%
Dec-24	946	3%	9,850	2%
Mar-25	926	2%	10,776	2%
Jun-25	1,031	3%	11,807	2%
Sep-25	1,293	3%	13,100	2%
Dec-25	1,077	3%	14,177	2%

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

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	758	2%	0	0%	758	1%
Complaints about the Agency - Information unclear	283	1%	0	0%	283	1%
Complaints about the Agency - NDIA Access	1,389	3%	74	3%	1,463	3%
Complaints about the Agency - NDIA Engagement	<70	n/a	<11	n/a	73	0%
Complaints about the Agency - NDIA Finance	3,222	7%	141	5%	3,363	7%
Complaints about the Agency - NDIA Fraud and Compliance	241	0%	16	1%	257	0%
Complaints about the Agency - NDIA Plan	12,092	25%	808	29%	12,900	25%
Complaints about the Agency - NDIA Process	5,094	10%	347	13%	5,441	11%
Complaints about the Agency - NDIA Resources	457	1%	42	2%	499	1%
Complaints about the Agency - NDIA Staff	3,121	6%	323	12%	3,444	7%
Complaints about the Agency - NDIA Timeliness	16,797	34%	980	36%	17,777	35%
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	<50	n/a	<11	n/a	47	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	498	1%	0	0%	498	1%
Complaints about the Agency - Timeliness	1,705	3%	0	0%	1,705	3%
Complaints about the Agency - Other	<1,870	n/a	<11	n/a	1,866	4%
<b>Complaints about the Agency - Total</b>	<b>48,760</b>	<b>100%</b>	<b>2,747</b>	<b>100%</b>	<b>51,507</b>	<b>100%</b>
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	8%	0	0%	30	8%
Complaints about Early Connections Partner - Early Connections Process	43	12%	0	0%	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	<180	n/a	<11	n/a	183	50%
Complaints about Early Connections Partner - Early Connections Timeliness	<110	n/a	<11	n/a	106	29%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Early Connections Partner - Total</b>	<b>358</b>	<b>100%</b>	<b>11</b>	<b>100%</b>	<b>369</b>	<b>100%</b>
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	<30	n/a	<11	n/a	23	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	<140	n/a	<11	n/a	137	9%

<sup>103</sup> 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 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
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	892	65%	58	76%	950	66%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	160	12%	11	14%	171	12%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Local Area Coordination (LAC) Partner - Total</b>	<b>1,370</b>	<b>100%</b>	<b>76</b>	<b>100%</b>	<b>1,446</b>	<b>100%</b>
Complaints about service providers - Provider Costs	70	2%	0	0%	70	2%
Complaints about service providers - Provider Finance	203	6%	13	6%	216	6%
Complaints about service providers - Provider Fraud and Compliance	375	12%	36	17%	411	12%
Complaints about service providers - Provider Process	68	2%	0	0%	68	2%
Complaints about service providers - Provider Service	1,157	37%	83	38%	1,240	37%
Complaints about service providers - Provider Staff	728	23%	85	39%	813	24%
Complaints about service providers - Service Delivery	105	3%	0	0%	105	3%
Complaints about service providers - Staff Conduct	128	4%	0	0%	128	4%
Complaints about service providers - Supports being provided	122	4%	0	0%	122	4%
Complaints about service providers - Other	205	6%	0	0%	205	6%
<b>Complaints about service providers - Total</b>	<b>3,161</b>	<b>100%</b>	<b>217</b>	<b>100%</b>	<b>3,378</b>	<b>100%</b>
<b>Unclassified</b>	<b>257</b>	<b>n/a</b>	<b>0</b>	<b>n/a</b>	<b>257</b>	<b>n/a</b>
<b>Participants total</b>	<b>53,906</b>	<b>n/a</b>	<b>3,051</b>	<b>n/a</b>	<b>56,957</b>	<b>n/a</b>

**Table H.26 Administrative Review Tribunal (ART) Cases by category as at 31 December 2025 – Queensland**

Category	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Access	1,202	20%	72	15%	1,274	19%
Planning	4,581	75%	403	83%	4,984	76%
Compensation	<30	n/a	<11	n/a	29	0%
Jurisdiction	<160	n/a	<11	n/a	157	2%
Extension of Time	<50	n/a	<11	n/a	47	1%
Other	<80	n/a	<11	n/a	88	1%
<b>Total cases</b>	<b>6,095</b>	<b>100%</b>	<b>484</b>	<b>100%</b>	<b>6,579</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>0.8%</b>	<b>n/a</b>	<b>1.2%</b>	<b>n/a</b>	<b>0.8%</b>	<b>n/a</b>

**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
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	254	1%	4,012	1%
Sep-24	377	1%	4,389	1%
Dec-24	410	1%	4,799	1%
Mar-25	409	1%	5,208	1%
Jun-25	350	1%	5,558	1%
Sep-25	537	1%	6,095	1%
Dec-25	484	1%	6,579	1%

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

ART cases by open/closed and decision	Number of cases	Number of unique active participants
<b>ART Cases</b>	<b>6,579</b>	<b>5,963</b>
<b>Open ART Cases</b>	<b>1,469</b>	<b>1,444</b>
<b>Closed ART Cases</b>	<b>5,110</b>	<b>4,671</b>
Resolved before hearing	4,955	4,543
Gone to hearing and received a substantive decision	155	128

<sup>104</sup> 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** <sup>105 106 107</sup>

Type of support	Prior Quarters	Quarter 2, 2025-26	Total
Plan Management Decision	165	17	182
Core (excluding Consumables and Transport)	1,150	139	1,289
Capacity Building	1,297	172	1,469
General Support	375	61	436
Assistive Technology	398	37	435
Specialist Disability Accommodation	163	14	177
Home Modifications	<110	<11	118
Supported Independent Living	370	38	408
Everyday Living Costs	<100	<20	106
Transport	264	25	289
Other	740	82	822
<b>Total number of unique participants counted across disputed supports</b>	<b>2,189</b>	<b>231</b>	<b>2,420</b>
<b>Total number of instances of participants counted across disputed supports</b>	<b>5,125</b>	<b>606</b>	<b>5,731</b>

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

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
<b>Decided by Tribunal - Total</b>	<b>132</b>	<b>3%</b>	<b>23</b>	<b>6%</b>	<b>155</b>	<b>3%</b>
Decided by Tribunal - Affirmed	64	1%	15	4%	79	2%
Decided by Tribunal - Varied	<30	n/a	<11	n/a	23	0%
Decided by Tribunal - Set Aside	<50	n/a	<11	n/a	53	1%
<b>Not Decided by Tribunal - Total</b>	<b>4,607</b>	<b>97%</b>	<b>348</b>	<b>94%</b>	<b>4,955</b>	<b>97%</b>
Not Decided by Tribunal - Resolved by consent	3,352	71%	245	66%	3,597	70%
Not Decided by Tribunal - Withdrawn	874	18%	73	20%	947	19%
Not Decided by Tribunal - No jurisdiction	<40	n/a	<11	n/a	34	1%
Not Decided by Tribunal - Extension of Time Declined	<20	n/a	<11	n/a	17	0%
Not Decided by Tribunal - Extension of Time Not opposed	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - Dismissed	327	7%	30	8%	357	7%
Not Decided by Tribunal - Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>4,739</b>	<b>100%</b>	<b>371</b>	<b>100%</b>	<b>5,110</b>	<b>100%</b>

<sup>105</sup> It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceeds the total in each period.

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

<sup>107</sup> 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 2, 2025-26 by registration status and funds management type – Queensland** <sup>108</sup>

Funds management type	Registered	Unregistered	Total providers
NDIA-managed	2,595	n/a	2,595
Plan-managed	4,919	50,386	55,180
Self-managed	2,422	29,390	31,753
<b>All funds management types</b>	<b>5,443</b>	<b>66,523</b>	<b>71,828</b>

**Table H.32 Total active provider payments in quarter 2, 2025-26 by registration status and funds management type (\$m) – Queensland** <sup>109 110</sup>

Funds management type	Registered	Unregistered	All registration statuses
NDIA-managed	711	n/a	711
Plan-managed	979	824	1,813
Self-managed	70	161	265
<b>All funds management types</b>	<b>1,760</b>	<b>986</b>	<b>2,789</b>

<sup>108</sup> 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.

<sup>109</sup> 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".

<sup>110</sup> 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 31 December 2025. Average payments (Tables H.35 to H.37) are calculated as the sum of the payments in the 12-month period to 31 December 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 31 December 2025. 'Total payments' refers to those paid over the 12 months to 31 December 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 1, 2025-26 distribution of participants	As at quarter 2, 2025-26 distribution of participants
\$0-\$5,000	1.4%	1.4%
\$5,001-\$10,000	4.8%	4.8%
\$10,001-\$15,000	10.3%	10.1%
\$15,001-\$20,000	15.1%	15.0%
\$20,001-\$25,000	11.2%	11.1%
\$25,001-\$30,000	5.1%	5.1%
\$30,001-\$50,000	12.7%	12.9%
\$50,001-\$100,000	16.8%	16.8%
\$100,001-\$150,000	7.7%	7.7%
\$150,001-\$200,000	3.9%	3.9%
\$200,001-\$250,000	2.3%	2.3%
\$250,001+	8.7%	8.8%

**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 1, 2025-26 distribution of participants	As at quarter 2, 2025-26 distribution of participants
\$0-\$5,000	1.5%	1.5%
\$5,001-\$10,000	5.0%	5.0%
\$10,001-\$15,000	10.8%	10.6%
\$15,001-\$20,000	15.9%	15.7%
\$20,001-\$25,000	11.7%	11.6%
\$25,001-\$30,000	5.4%	5.4%
\$30,001-\$50,000	13.3%	13.5%
\$50,001-\$100,000	17.6%	17.7%
\$100,001-\$150,000	8.1%	8.0%
\$150,001-\$200,000	4.1%	4.1%
\$200,001-\$250,000	2.3%	2.3%
\$250,001+	4.4%	4.6%

**Table H.35 Average annualised committed supports as at 31 December 2025 and average payments for the year ending 31 December 2025 by age group and participants' Supported Independent Living (SIL) status – 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	\$26,900	n/a	n/a	\$16,200	\$26,900
9 to 14	\$20,400	\$31,100	n/a	n/a	\$20,400	\$31,000
15 to 18	\$32,000	\$48,600	\$471,200	\$545,000	\$29,900	\$46,600
19 to 24	\$75,700	\$102,800	\$490,400	\$557,200	\$56,100	\$83,400
25 to 34	\$112,100	\$139,300	\$466,300	\$514,200	\$75,500	\$102,800
35 to 44	\$125,700	\$155,100	\$448,400	\$492,800	\$84,700	\$113,500
45 to 54	\$129,000	\$159,900	\$432,200	\$475,800	\$89,200	\$120,200
55 to 64	\$140,100	\$175,800	\$441,900	\$480,300	\$94,900	\$132,500
65+	\$148,100	\$176,200	\$440,400	\$475,700	\$109,100	\$135,700
<b>All</b>	<b>\$66,300</b>	<b>\$87,300</b>	<b>\$449,500</b>	<b>\$493,600</b>	<b>\$47,400</b>	<b>\$67,800</b>

**Table H.36 Average annualised committed supports as at 31 December 2025 and average payments for the year ending 31 December 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	\$179,300	\$220,100	\$476,900	\$528,200	\$119,700	\$160,800
Autism	\$33,400	\$47,700	\$498,300	\$543,600	\$26,700	\$40,900
Cerebral palsy	\$174,200	\$208,100	\$517,500	\$563,600	\$119,300	\$152,100
Developmental delay	\$11,700	\$21,400	n/a	n/a	\$11,700	\$21,400
Global developmental delay	\$18,500	\$28,300	n/a	n/a	\$18,500	\$28,300
Hearing impairment	\$9,600	\$19,700	n/a	n/a	\$9,300	\$19,400
Intellectual disability	\$118,500	\$144,100	\$401,700	\$438,900	\$72,200	\$97,300
Multiple sclerosis	\$110,000	\$145,300	\$533,800	\$577,600	\$92,200	\$127,900
Psychosocial disability	\$99,200	\$128,200	\$395,600	\$451,700	\$79,600	\$106,800
Spinal cord injury	\$170,500	\$226,500	\$601,300	\$708,400	\$151,400	\$207,100
Stroke	\$170,300	\$213,500	\$504,600	\$554,100	\$123,000	\$167,100
Visual impairment	\$50,200	\$68,700	\$346,200	\$389,800	\$46,400	\$64,700
Other neurological	\$181,800	\$224,700	\$533,600	\$574,700	\$134,300	\$179,800
Other physical	\$81,600	\$116,700	\$487,000	\$559,000	\$73,000	\$108,200
Other sensory/speech	\$19,600	\$29,600	n/a	n/a	\$17,100	\$26,500
Other	\$105,000	\$142,100	\$485,400	\$529,700	\$78,000	\$117,100
Down Syndrome	\$141,100	\$166,500	\$372,600	\$405,600	\$87,200	\$112,200
<b>All</b>	<b>\$66,300</b>	<b>\$87,300</b>	<b>\$449,500</b>	<b>\$493,600</b>	<b>\$47,400</b>	<b>\$67,800</b>

**Table H.37 Average annualised committed supports as at 31 December 2025 and average payments for the year ending 31 December 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	\$12,200	\$21,900	n/a	n/a	\$12,200	\$21,900
2	\$21,300	\$38,200	n/a	n/a	\$21,300	\$38,200
3	\$21,500	\$34,900	\$373,700	\$414,900	\$19,100	\$32,400
4	\$20,000	\$33,100	\$437,000	\$478,500	\$17,800	\$30,900
5	\$34,100	\$49,000	\$415,200	\$463,000	\$28,200	\$42,800
6	\$24,900	\$40,800	\$362,700	\$416,800	\$22,900	\$38,400
7	\$53,400	\$72,800	\$396,800	\$441,400	\$37,600	\$55,600
8	\$73,400	\$102,300	\$367,200	\$417,700	\$58,700	\$86,500
9	\$91,400	\$132,600	\$377,900	\$452,300	\$81,900	\$122,300
10	\$120,100	\$157,300	\$367,400	\$413,200	\$92,500	\$129,400
11	\$102,700	\$130,700	\$427,900	\$463,500	\$70,900	\$97,700
12	\$221,700	\$258,200	\$471,000	\$509,800	\$157,000	\$196,100
13	\$119,500	\$144,100	\$575,700	\$618,800	\$85,400	\$109,700
14	\$345,200	\$403,500	\$542,400	\$597,500	\$258,000	\$317,100
15	\$466,300	\$530,100	n/a	n/a	\$422,800	\$477,600
<b>All</b>	<b>\$66,300</b>	<b>\$87,300</b>	<b>\$449,500</b>	<b>\$493,600</b>	<b>\$47,400</b>	<b>\$67,800</b>

**Table H.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 31 December 2025 (\$m) – Queensland <sup>111</sup>**

Support Category	Total payments for the year ending 31 December 2025	Total annualised committed supports as at 31 December 2025
Core: Daily Activities	2,517.9	2,624.6
Core: Consumables	24.2	26.9
Core: Social and Civic	504.7	620.0
Core: Transport	11.0	16.6
Capacity Building: Choice and Control	7.9	8.4
Capacity Building: Daily Activities	65.7	98.0
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	53.7	79.5
Capacity Building: Social and Civic	0.6	0.9
Capacity Building: Support Coordination	44.0	51.9
Capital: Assistive Technology	27.9	46.7
Capital: Home Modifications	81.2	96.6
<b>All</b>	<b>3,340.1</b>	<b>3,674.0</b>

<sup>111</sup> Total payments for home modifications were \$81.2 million. Of which, \$80.4 million (99.0%) has been paid for specialised disability accommodation (SDA) supports, and \$0.8 million (1.0%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$96.6 million. Of which, \$95.3 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.3 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 31 December 2025 (\$m) – Queensland <sup>112</sup>**

Support Category	Total payments for the year ending 31 December 2025	Total annualised committed supports as at 31 December 2025
Core: Daily Activities	2,992.3	4,447.4
Core: Consumables	117.0	209.4
Core: Social and Civic	2,041.3	2,340.2
Core: Transport	127.6	93.2
Capacity Building: Choice and Control	137.1	160.3
Capacity Building: Daily Activities	1,110.2	2,073.3
Capacity Building: Employment	33.5	115.6
Capacity Building: Health and Wellbeing	4.4	10.4
Capacity Building: Home Living	0.2	1.0
Capacity Building: Lifelong learning	0.0	0.2
Capacity Building: Relationships	100.8	224.1
Capacity Building: Social and Civic	40.7	114.4
Capacity Building: Support Coordination	203.7	311.0
Capital: Assistive Technology	159.2	347.7
Capital: Home Modifications	70.3	112.3
<b>All</b>	<b>7,138.1</b>	<b>10,560.5</b>

<sup>112</sup> Total payments for home modifications were \$70.3 million. Of which, \$42.0 million (59.7%) has been paid for specialised disability accommodation (SDA) supports, and \$28.3 million (40.3%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$112.3 million. Of which, \$51.5 million (46%) has been allocated for specialised disability accommodation (SDA) supports, and \$60.8 million (54%) has been allocated for non-SDA supports.

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

Financial year	Total Committed (\$m)	Total Paid (\$m)	Percentage utilised to date
2013-14	1.8	1.0	58%
2014-15	5.5	2.9	54%
2015-16	14.2	6.8	48%
2016-17	234.6	132.5	56%
2017-18	877.3	559.8	64%
2018-19	2,540.1	1,671.5	66%
2019-20	5,155.4	3,610.3	70%
2020-21	6,844.9	5,017.5	73%
2021-22	7,955.0	6,145.1	77%
2022-23	9,953.7	7,595.1	76%
2023-24	11,754.7	9,050.2	77%
2024-25	13,250.5	9,859.6	74%
2025-26 to date (Experience still emerging)	7,270.5	4,989.7	69%

**Table H.41 Percentage change in plan budgets for active participants per quarter – Queensland <sup>114</sup>**

Inflation type	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25
Intraplan Inflation	6.8%	5.7%	7.1%	8.1%	6.6%	5.1%	4.9%	5.6%	3.8%
Interplan Inflation	7.2%	2.5%	3.6%	5.3%	5.9%	6.0%	5.2%	5.1%	3.1%
<b>Total Inflation</b>	<b>14.0%</b>	<b>8.2%</b>	<b>10.7%</b>	<b>13.4%</b>	<b>12.6%</b>	<b>11.1%</b>	<b>10.1%</b>	<b>10.7%</b>	<b>7.0%</b>

<sup>113</sup> 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.

<sup>114</sup> 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

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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 2, 2025-26	Total
<b>Access decisions</b>	<b>84,077</b>	<b>2,359</b>	<b>86,436</b>
<b>Currently Eligible - Total</b>	<b>66,562</b>	<b>1,838</b>	<b>68,400</b>
Currently Eligible - New	48,163	1,821	49,984
Currently Eligible - State	<15,640	<11	15,636
Currently Eligible - Commonwealth	<2,770	<20	2,780
<b>Active Participant Plans - Total</b>	<b>65,823</b>	<b>1,872</b>	<b>67,695</b>
Active Participant Plans - New	47,476	1,859	49,335
Active Participant Plans - State	<15,600	<11	15,598
Active Participant Plans - Commonwealth	<2,760	<11	2,762
<b>Active Participant Plans - Total</b>	<b>65,823</b>	<b>1,872</b>	<b>67,695</b>
Active Participant Plans - Early Intervention (s25)	14,810	761	15,571
Active Participant Plans - Permanent Disability (s24)	48,515	605	49,120
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	2,498	506	3,004

**Table I.2 People who have left the Scheme since 1 July 2013 as at 31 December 2025 – Western Australia <sup>115</sup>**

People leaving the Scheme	Prior Quarters	Quarter 2, 2025-26	Total
<b>Number of people who have left the Scheme</b>	<b>5,329</b>	<b>698</b>	<b>6,027</b>

<sup>115</sup> 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	18,211	96%	7,761	97%	110	87%	26,082	96%
9 to 14	7,827	94%	4,260	94%	183	89%	12,270	94%
15 to 18	2,994	94%	1,950	92%	133	90%	5,077	93%
19 to 24	2,560	92%	1,706	88%	118	78%	4,384	90%
25 to 34	3,141	89%	2,602	82%	110	68%	5,853	85%
35 to 44	2,795	84%	2,667	76%	67	50%	5,529	79%
45 to 54	3,543	82%	3,184	72%	43	42%	6,770	77%
55 to 64	4,584	76%	4,169	65%	62	39%	8,815	70%
65+	<250	n/a	<220	n/a	<11	n/a	<470	n/a
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>45,898</b>	<b>91%</b>	<b>28,519</b>	<b>83%</b>	<b>831</b>	<b>69%</b>	<b>75,248</b>	<b>87%</b>

**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	1,438	91%	797	92%	12	55%	2,247	91%
Autism	20,228	98%	9,549	98%	538	96%	30,315	98%
Cerebral palsy	1,137	97%	912	97%	11	79%	2,060	97%
Developmental delay	4,955	96%	2,085	97%	33	92%	7,073	96%
Down syndrome	683	99%	<600	n/a	<11	n/a	1,277	99%
Global developmental delay	1,191	98%	<460	n/a	<11	n/a	1,651	98%
Hearing impairment	1,287	91%	1,436	88%	21	81%	2,744	89%
Intellectual disability	5,119	96%	3,909	95%	38	72%	9,066	96%
Multiple sclerosis	312	92%	<940	n/a	<11	n/a	1,252	92%
Psychosocial disability	3,309	75%	2,982	63%	58	32%	6,349	68%
Spinal cord injury	625	94%	<240	n/a	<11	n/a	867	94%
Stroke	656	88%	<440	n/a	<11	n/a	1,099	85%
Visual impairment	548	87%	<530	n/a	<11	n/a	1,084	87%
Other neurological	1,918	85%	1,552	83%	20	61%	3,490	84%
Other physical	1,111	52%	1,221	43%	20	21%	2,352	46%
Other sensory/speech	104	39%	<40	n/a	<11	n/a	144	37%
Other	1,277	58%	857	42%	44	35%	2,178	50%
<b>Total</b>	<b>45,898</b>	<b>91%</b>	<b>28,519</b>	<b>83%</b>	<b>831</b>	<b>69%</b>	<b>75,248</b>	<b>87%</b>

**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 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
First Nations Participants	5,364	8%	148	8%	5,512	8%
Non-First Nations Participants	53,281	81%	1,378	74%	54,659	81%
Not Stated	7,178	11%	346	18%	7,524	11%
<b>Total</b>	<b>65,823</b>	<b>100%</b>	<b>1,872</b>	<b>100%</b>	<b>67,695</b>	<b>100%</b>

**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 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	4,980	8%	125	7%	5,105	8%
Not culturally and linguistically diverse	54,846	83%	1,673	89%	56,519	83%
Not stated	5,997	9%	74	4%	6,071	9%
<b>Total</b>	<b>65,823</b>	<b>100%</b>	<b>1,872</b>	<b>100%</b>	<b>67,695</b>	<b>100%</b>

**Table I.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2025 – Western Australia <sup>116</sup>**

Age group	Total number of active participants
Under 45	0
45 to 54	<11
55 to 64	<30
<b>Total YPIRAC (under 65)</b>	<b>32</b>

<sup>116</sup> There are a further 112 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 <sup>117</sup>**

Quarter ending	Incremental	Cumulative
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
Dec-25	<11	<40

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Major cities	51,875	79%	1,468	78%	53,343	79%
Population > 50,000	3,453	5%	100	5%	3,553	5%
Population between 15,000 and 50,000	3,959	6%	108	6%	4,067	6%
Population between 5,000 and 15,000	<760	n/a	<30	n/a	<790	n/a
Population less than 5,000	2,794	4%	73	4%	2,867	4%
Remote	1,907	3%	69	4%	1,976	3%
Very Remote	1,074	2%	31	2%	1,105	2%
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>65,823</b>	<b>100%</b>	<b>1,872</b>	<b>100%</b>	<b>67,695</b>	<b>100%</b>

<sup>117</sup> 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 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Autism	28,812	44%	833	44%	29,645	44%
Intellectual disability	8,391	13%	76	4%	8,467	13%
Developmental delay	4,837	7%	493	26%	5,330	8%
Psychosocial disability	5,636	9%	65	3%	5,701	8%
Hearing impairment	2,560	4%	41	2%	2,601	4%
Other neurological	2,571	4%	53	3%	2,624	4%
Other physical	1,842	3%	21	1%	1,863	3%
Acquired brain injury	1,771	3%	51	3%	1,822	3%
Global developmental delay	1,137	2%	49	3%	1,186	2%
Cerebral palsy	1,935	3%	15	1%	1,950	3%
Other	1,333	2%	86	5%	1,419	2%
Multiple sclerosis	<1,160	n/a	<20	n/a	1,167	2%
Down syndrome	<1,170	n/a	<20	n/a	1,175	2%
Visual impairment	984	1%	16	1%	1,000	1%
Stroke	856	1%	35	2%	891	1%
Spinal cord Injury	738	1%	14	1%	752	1%
Other sensory/speech	<100	n/a	<11	n/a	102	0%
<b>Total</b>	<b>65,823</b>	<b>100%</b>	<b>1,872</b>	<b>100%</b>	<b>67,695</b>	<b>100%</b>

**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	29,645	44%	454	13%	29,191	45%
Intellectual disability	8,467	13%	1,196	34%	7,271	11%
Developmental delay	5,330	8%	<11	n/a	<5,330	n/a
Psychosocial disability	5,701	8%	347	10%	5,354	8%
Hearing impairment	2,601	4%	<11	n/a	<2,610	n/a
Other neurological	2,624	4%	340	10%	2,284	4%
Other physical	1,863	3%	33	1%	1,830	3%
Acquired brain injury	1,822	3%	373	11%	1,449	2%
Global developmental delay	1,186	2%	<11	n/a	<1,190	n/a
Cerebral palsy	1,950	3%	291	8%	1,659	3%
Other	1,419	2%	70	2%	1,349	2%
Multiple sclerosis	1,167	2%	45	1%	1,122	2%
Down syndrome	1,175	2%	208	6%	967	2%
Visual impairment	1,000	1%	<11	n/a	<1,000	n/a
Stroke	891	1%	111	3%	780	1%
Spinal cord Injury	752	1%	46	1%	706	1%
Other sensory/speech	102	0%	<11	n/a	<110	n/a
<b>Total</b>	<b>67,695</b>	<b>100%</b>	<b>3,524</b>	<b>100%</b>	<b>64,171</b>	<b>100%</b>

**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 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
1 (High Function)	6,657	10%	330	18%	6,987	10%
2 (High Function)	<210	n/a	<11	n/a	206	0%
3 (High Function)	3,479	5%	112	6%	3,591	5%
4 (High Function)	2,944	4%	39	2%	2,983	4%
5 (High Function)	3,677	6%	138	7%	3,815	6%
6 (Moderate Function)	16,904	26%	594	32%	17,498	26%
7 (Moderate Function)	2,734	4%	71	4%	2,805	4%
8 (Moderate Function)	3,918	6%	56	3%	3,974	6%
9 (Moderate Function)	<300	n/a	<11	n/a	299	0%
10 (Moderate Function)	6,168	9%	84	4%	6,252	9%
11 (Low Function)	1,873	3%	21	1%	1,894	3%
12 (Low Function)	8,700	13%	122	7%	8,822	13%
13 (Low Function)	5,361	8%	83	4%	5,444	8%
14 (Low Function)	<900	n/a	<11	n/a	896	1%
15 (Low Function)	<20	n/a	<11	n/a	16	0%
Missing	1,999	3%	214	11%	2,213	3%
<b>Total</b>	<b>65,823</b>	<b>100%</b>	<b>1,872</b>	<b>100%</b>	<b>67,695</b>	<b>100%</b>

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
0 to 8	12,142	18%	844	45%	12,986	19%
9 to 14	12,809	19%	344	18%	13,153	19%
15 to 18	7,096	11%	115	6%	7,211	11%
19 to 24	6,892	10%	73	4%	6,965	10%
25 to 34	6,530	10%	108	6%	6,638	10%
35 to 44	5,321	8%	113	6%	5,434	8%
45 to 54	5,125	8%	109	6%	5,234	8%
55 to 64	6,264	10%	151	8%	6,415	9%
65+	3,644	6%	15	1%	3,659	5%
<b>Total</b>	<b>65,823</b>	<b>100%</b>	<b>1,872</b>	<b>100%</b>	<b>67,695</b>	<b>100%</b>

**Table I.14 Participation rates by age group and gender as at 31 December 2025 – Western Australia <sup>118</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	5.6%	2.7%	4.2%
9 to 14	7.6%	3.9%	5.8%
15 to 18	5.9%	3.4%	4.8%
19 to 24	3.9%	2.3%	3.2%
25 to 44	1.6%	1.3%	1.5%
45 to 64	1.7%	1.6%	1.6%
65+	0.8%	0.7%	0.7%
<b>Total (0-64)</b>	<b>3.2%</b>	<b>2.0%</b>	<b>2.6%</b>
<b>Total (All ages)</b>	<b>2.8%</b>	<b>1.8%</b>	<b>2.3%</b>

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

Mainstream service	Prior Quarters	Quarter 2, 2025-26	Total
Choice and control over my life	7%	8%	7%
Daily life	17%	17%	17%
Health and wellbeing	79%	84%	80%
Learning	36%	33%	36%
Relationships	4%	3%	3%
Social and community activities	10%	10%	10%
Where I live	2%	3%	2%
Work	7%	5%	7%
Unknown	4%	0%	4%
<b>Any mainstream service</b>	<b>96%</b>	<b>95%</b>	<b>96%</b>

<sup>118</sup> 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 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 <sup>119</sup>**

Metric by age group	Baseline	R1	R2	2025-26 Target
Participant employment rate - Aged 15 to 24 years	16%	22%	26%	22%
Participant employment rate - Aged 25 to 34 years	32%	36%	34%	22%
Participant employment rate - Aged 35 to 44 years	28%	28%	28%	22%
Participant employment rate - Aged 45 to 54 years	25%	25%	25%	22%
Participant employment rate - Aged 55 to 64 years	21%	19%	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	33%	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%	40%	36%	43%
Participant social and community engagement rate - Aged 45 to 54 years	37%	45%	40%	43%
Participant social and community engagement rate - Aged 55 to 64 years	32%	35%	35%	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	50%	50%	52%	n/a
Family and carer employment rate - All ages	49%	49%	53%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	63%	69%	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

<sup>119</sup> Denominators for each metric are: 'participant employment rate' (n=4,761), 'participant social and community engagement rate' (n=4,768), 'family and carer employment rate' (n=4,228) and 'participant choice and control' (n=1,908). 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 <sup>120</sup>**

Metric by age group	Baseline	R1	R2	R3	2025-26 Target
Participant employment rate - Aged 15 to 24 years	14%	17%	20%	27%	22%
Participant employment rate - Aged 25 to 34 years	32%	33%	25%	32%	22%
Participant employment rate - Aged 35 to 44 years	27%	31%	20%	27%	22%
Participant employment rate - Aged 45 to 54 years	24%	27%	21%	23%	22%
Participant employment rate - Aged 55 to 64 years	20%	19%	17%	17%	22%
Participant employment rate - Aged 65+ years	13%	11%	9%	8%	22%
Participant employment rate - Aged 25 to 64 years	26%	28%	21%	25%	22%
Participant employment rate - Aged 15 to 64 years	22%	25%	21%	25%	22%
Participant social and community engagement rate - Aged 15 to 24 years	33%	36%	39%	36%	43%
Participant social and community engagement rate - Aged 25 to 34 years	34%	37%	42%	39%	43%
Participant social and community engagement rate - Aged 35 to 44 years	34%	39%	36%	41%	43%
Participant social and community engagement rate - Aged 45 to 54 years	34%	36%	40%	41%	43%
Participant social and community engagement rate - Aged 55 to 64 years	35%	38%	40%	36%	43%
Participant social and community engagement rate - Aged 65+ years	35%	40%	33%	39%	43%
Participant social and community engagement rate - Aged 25+ years	34%	38%	39%	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	46%	49%	48%	55%	n/a
Family and carer employment rate - Aged 15+ years	51%	52%	50%	53%	n/a
Family and carer employment rate - All ages	48%	50%	49%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	64%	65%	71%	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%	80%	n/a

<sup>120</sup> Denominators for each metric are: 'participant employment rate' (n=3,968), 'participant social and community engagement rate' (n=3,970), 'family and carer employment rate' (n=2,749) and 'participant choice and control' (n=2,208). 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 <sup>121</sup>**

Metric by age group	Baseline	R1	R2	R3	R4	2025-26 Target
Participant employment rate - Aged 15 to 24 years	12%	15%	20%	19%	27%	22%
Participant employment rate - Aged 25 to 34 years	32%	32%	28%	24%	34%	22%
Participant employment rate - Aged 35 to 44 years	28%	30%	25%	25%	30%	22%
Participant employment rate - Aged 45 to 54 years	27%	24%	27%	20%	23%	22%
Participant employment rate - Aged 55 to 64 years	19%	17%	14%	11%	14%	22%
Participant employment rate - Aged 65+ years	16%	11%	10%	10%	10%	22%
Participant employment rate - Aged 25 to 64 years	26%	25%	23%	20%	25%	22%
Participant employment rate - Aged 15 to 64 years	23%	23%	23%	20%	26%	22%
Participant social and community engagement rate - Aged 15 to 24 years	38%	41%	39%	38%	41%	43%
Participant social and community engagement rate - Aged 25 to 34 years	37%	41%	35%	44%	43%	43%
Participant social and community engagement rate - Aged 35 to 44 years	37%	42%	37%	40%	43%	43%
Participant social and community engagement rate - Aged 45 to 54 years	38%	41%	39%	39%	44%	43%
Participant social and community engagement rate - Aged 55 to 64 years	33%	36%	34%	40%	39%	43%
Participant social and community engagement rate - Aged 65+ years	35%	35%	33%	31%	43%	43%
Participant social and community engagement rate - Aged 25+ years	36%	39%	36%	39%	42%	43%
Participant social and community engagement rate - Aged 15+ years	36%	40%	36%	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%	52%	50%	57%	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%	68%	73%	75%	n/a
Participant Choice and Control - Aged 25+ years	n/a	75%	77%	81%	85%	n/a
Participant Choice and Control - Aged 15+ years	n/a	72%	74%	78%	82%	n/a

<sup>121</sup> Denominators for each metric are: 'participant employment rate' (n=3,084), 'participant social and community engagement rate' (n=3,070), 'family and carer employment rate' (n=1,924) and 'participant choice and control' (n=1,876). 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 <sup>122</sup>**

Metric by age group	Baseline	R1	R2	R3	R4	R5	2025-26 Target
Participant employment rate - Aged 15 to 24 years	8%	14%	22%	26%	33%	34%	22%
Participant employment rate - Aged 25 to 34 years	33%	31%	33%	35%	34%	36%	22%
Participant employment rate - Aged 35 to 44 years	34%	34%	32%	31%	28%	32%	22%
Participant employment rate - Aged 45 to 54 years	31%	32%	30%	29%	23%	28%	22%
Participant employment rate - Aged 55 to 64 years	27%	22%	24%	16%	16%	19%	22%
Participant employment rate - Aged 65+ years	17%	15%	10%	10%	4%	8%	22%
Participant employment rate - Aged 25 to 64 years	31%	30%	30%	27%	26%	29%	22%
Participant employment rate - Aged 15 to 64 years	27%	26%	28%	27%	27%	30%	22%
Participant social and community engagement rate - Aged 15 to 24 years	35%	38%	35%	38%	40%	41%	43%
Participant social and community engagement rate - Aged 25 to 34 years	37%	42%	43%	43%	48%	48%	43%
Participant social and community engagement rate - Aged 35 to 44 years	37%	38%	39%	43%	40%	43%	43%
Participant social and community engagement rate - Aged 45 to 54 years	41%	41%	44%	44%	37%	43%	43%
Participant social and community engagement rate - Aged 55 to 64 years	40%	40%	38%	36%	40%	45%	43%
Participant social and community engagement rate - Aged 65+ years	36%	36%	36%	33%	43%	43%	43%
Participant social and community engagement rate - Aged 25+ years	38%	40%	40%	40%	42%	45%	43%
Participant social and community engagement rate - Aged 15+ years	38%	39%	39%	40%	42%	44%	43%
Family and carer employment rate - Aged 0 to 14 years	42%	46%	42%	48%	55%	57%	n/a
Family and carer employment rate - Aged 15+ years	51%	52%	52%	55%	55%	54%	n/a
Family and carer employment rate - All ages	47%	49%	47%	51%	55%	56%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	67%	74%	71%	75%	82%	n/a
Participant Choice and Control - Aged 25+ years	n/a	78%	81%	84%	83%	88%	n/a
Participant Choice and Control - Aged 15+ years	n/a	75%	79%	80%	80%	86%	n/a

<sup>122</sup> Denominators for each metric are: 'participant employment rate' (n=2,567), 'participant social and community engagement rate' (n=2,570), 'family and carer employment rate' (n=1,629) and 'participant choice and control' (n=1,753). 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 <sup>123</sup>**

Metric by age group	Baseline	R1	R2	R3	R4	R5	R6+	2025-26 Target
Participant employment rate - Aged 15 to 24 years	8%	16%	24%	26%	24%	30%	34%	22%
Participant employment rate - Aged 25 to 34 years	33%	34%	37%	33%	33%	32%	36%	22%
Participant employment rate - Aged 35 to 44 years	42%	36%	36%	36%	39%	34%	38%	22%
Participant employment rate - Aged 45 to 54 years	33%	33%	32%	33%	24%	31%	31%	22%
Participant employment rate - Aged 55 to 64 years	29%	27%	24%	25%	23%	18%	23%	22%
Participant employment rate - Aged 65+ years	15%	15%	14%	12%	9%	6%	6%	22%
Participant employment rate - Aged 25 to 64 years	34%	32%	32%	32%	30%	28%	32%	22%
Participant employment rate - Aged 15 to 64 years	30%	30%	31%	31%	29%	28%	32%	22%
Participant social and community engagement rate - Aged 15 to 24 years	42%	45%	44%	43%	37%	32%	47%	43%
Participant social and community engagement rate - Aged 25 to 34 years	46%	47%	52%	48%	50%	46%	49%	43%
Participant social and community engagement rate - Aged 35 to 44 years	41%	41%	44%	41%	47%	47%	48%	43%
Participant social and community engagement rate - Aged 45 to 54 years	44%	48%	48%	50%	43%	44%	49%	43%
Participant social and community engagement rate - Aged 55 to 64 years	39%	40%	40%	39%	45%	39%	44%	43%
Participant social and community engagement rate - Aged 65+ years	39%	45%	48%	40%	39%	46%	47%	43%
Participant social and community engagement rate - Aged 25+ years	42%	44%	47%	44%	45%	44%	47%	43%
Participant social and community engagement rate - Aged 15+ years	42%	44%	46%	44%	44%	43%	47%	43%
Family and carer employment rate - Aged 0 to 14 years	41%	42%	45%	45%	57%	53%	57%	n/a
Family and carer employment rate - Aged 15+ years	52%	54%	52%	54%	61%	58%	54%	n/a
Family and carer employment rate - All ages	48%	50%	49%	51%	59%	56%	55%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	66%	72%	72%	75%	77%	85%	n/a
Participant Choice and Control - Aged 25+ years	n/a	76%	80%	82%	84%	88%	92%	n/a
Participant Choice and Control - Aged 15+ years	n/a	73%	78%	79%	81%	84%	89%	n/a

<sup>123</sup> Denominators for each metric are: 'participant employment rate' (n=2,347), 'participant social and community engagement rate' (n=2,352), 'family and carer employment rate' (n=1,792) and 'participant choice and control' (n=1,972). 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 1 July 2016 until the end of quarter 2, 2025-26. Table I.22 shows the number of complaints in quarter 2, 2025-26 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in quarter 2, 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 Number and proportion of respondents who responded positively to questions about NDIA planning process per quarter – Western Australia** <sup>124 125</sup>

NDIA planning process	Prior Quarters	Quarter 2, 2025-26
<b>Early Supports - Number of respondents</b>	<b>29</b>	<b>n/a</b>
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?	69%	n/a
Early Supports - How well does your early supports plan meet your child's needs?	38%	n/a
<b>Community Connections - Number of respondents</b>	<b>770</b>	<b>52</b>
Community Connections - Was information easy to understand?	83%	70%
Community Connections - Was communication in your preferred format?	93%	83%
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%	69%
Community Connections - To what extent were your circumstances and needs considered?	74%	71%
Community Connections - To what extent were you included in decisions that were made?	73%	71%
Community Connections - How confident are you in reaching out to community supports and other government services?	52%	40%
<b>Apply for NDIS (overall) - Number of respondents</b>	<b>761</b>	<b>55</b>
Apply for NDIS (overall) - Were you treated with respect?	92%	96%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	71%	93%
Apply for NDIS (overall) - Was information easy to understand?	64%	75%
Apply for NDIS (overall) - Was communication in your preferred format?	85%	85%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	49%	47%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	50%	58%
<b>Plan Approval - Number of respondents</b>	<b>2,355</b>	<b>215</b>
Plan Approval - Were you treated with respect?	92%	85%
Plan Approval - Were decisions and outcomes explained to you?	78%	70%
Plan Approval - Were your questions and concerns acknowledged?	75%	69%
Plan Approval - Do you know where to go for more help with using your plan?	86%	85%

<sup>124</sup> Previous quarters include only data gathered since December 2023, when changes to the Participant Satisfaction Survey were implemented.

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

NDIA planning process	Prior Quarters	Quarter 2, 2025-26
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	57%	44%
Plan Approval - How well does your NDIS plan meet your needs?	59%	52%
<b>Plan Implementation - Number of respondents</b>	<b>1,750</b>	<b>157</b>
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?	59%	57%
Plan Implementation - To what extent were your circumstances and needs considered?	60%	61%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	60%	62%
Plan Implementation - Do you feel confident in using your plan?	63%	59%
Plan Implementation - Do you feel confident in accessing supports?	65%	61%
<b>Plan Reassessment - Number of respondents</b>	<b>5,853</b>	<b>698</b>
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	84%	83%
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?	67%	65%
Plan Reassessment - To what extent were you included in decisions that were made?	66%	67%
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?	65%	67%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	62%	64%
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** <sup>126</sup>  
127

Complaints made by or on behalf of:	Prior Quarters	Quarter 2, 2025-26	Total	Number of unique complainants
Participants: Complaints about Early Connections Partner	<50	<11	55	53
Participants: Complaints about Local Area Coordination (LAC) Partner	688	32	720	649
Participants: Complaints about service providers	1,074	79	1,153	944
Participants: Complaints about the Agency	18,542	982	19,524	10,381
Participants: Unclassified	<100	<11	91	86
<b>Participants: Total</b>	<b>20,445</b>	<b>1,098</b>	<b>21,543</b>	<b>11,220</b>
Percentage of the number of active participants	6.8%	6.5%	6.7%	n/a
<b>New Participant Critical Incidents (PCIs)</b>	<b>6,603</b>	<b>422</b>	<b>7,025</b>	<b>n/a</b>

<sup>126</sup> 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.

<sup>127</sup> 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
Dec-22	602	5%	8,429	6%
Mar-23	654	5%	9,083	6%
Jun-23	625	5%	9,708	6%
Sep-23	739	6%	10,447	6%
Dec-23	886	6%	11,333	6%
Mar-24	1,435	10%	12,768	6%
Jun-24	1,692	12%	14,460	6%
Sep-24	1,525	10%	15,985	7%
Dec-24	1,322	9%	17,307	7%
Mar-25	1,122	7%	18,429	7%
Jun-25	954	6%	19,383	7%
Sep-25	1,062	6%	20,445	7%
Dec-25	1,098	7%	21,543	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
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	412	3%	3,569	2%
Mar-24	419	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	452	3%	6,136	2%
Sep-25	467	3%	6,603	2%
Dec-25	422	3%	7,025	2%

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

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	157	1%	0	0%	157	1%
Complaints about the Agency - Information unclear	82	0%	0	0%	82	0%
Complaints about the Agency - NDIA Access	460	2%	25	3%	485	2%
Complaints about the Agency - NDIA Engagement	31	0%	0	0%	31	0%
Complaints about the Agency - NDIA Finance	1,238	7%	45	5%	1,283	7%
Complaints about the Agency - NDIA Fraud and Compliance	106	1%	12	1%	118	1%
Complaints about the Agency - NDIA Plan	4,606	25%	321	33%	4,927	25%
Complaints about the Agency - NDIA Process	2,155	12%	137	14%	2,292	12%
Complaints about the Agency - NDIA Resources	242	1%	15	2%	257	1%
Complaints about the Agency - NDIA Staff	1,384	7%	149	15%	1,533	8%
Complaints about the Agency - NDIA Timeliness	6,578	35%	278	28%	6,856	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	174	1%	0	0%	174	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	149	1%	0	0%	149	1%
Complaints about the Agency - Timeliness	537	3%	0	0%	537	3%
Complaints about the Agency - Other	541	3%	0	0%	541	3%
<b>Complaints about the Agency - Total</b>	<b>18,542</b>	<b>100%</b>	<b>982</b>	<b>100%</b>	<b>19,524</b>	<b>100%</b>
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	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	21	38%
Complaints about Early Connections Partner - Early Connections Timeliness	<20	n/a	<11	n/a	16	29%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Early Connections Partner - Total</b>	<b>&lt;50</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>55</b>	<b>100%</b>
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	10%	0	0%	70	10%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<80	n/a	<11	n/a	85	12%

<sup>128</sup> 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 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
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	448	65%	22	69%	470	65%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<80	n/a	<11	n/a	80	11%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Local Area Coordination (LAC) Partner - Total</b>	<b>688</b>	<b>100%</b>	<b>32</b>	<b>100%</b>	<b>720</b>	<b>100%</b>
Complaints about service providers - Provider Costs	16	1%	0	0%	16	1%
Complaints about service providers - Provider Finance	<90	n/a	<11	n/a	92	8%
Complaints about service providers - Provider Fraud and Compliance	<130	n/a	<20	n/a	145	13%
Complaints about service providers - Provider Process	16	1%	0	0%	16	1%
Complaints about service providers - Provider Service	462	43%	31	39%	493	43%
Complaints about service providers - Provider Staff	249	23%	22	28%	271	24%
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	2%
Complaints about service providers - Other	50	5%	0	0%	50	4%
<b>Complaints about service providers - Total</b>	<b>1,074</b>	<b>100%</b>	<b>79</b>	<b>100%</b>	<b>1,153</b>	<b>100%</b>
<b>Unclassified</b>	<b>91</b>	<b>n/a</b>	<b>0</b>	<b>n/a</b>	<b>91</b>	<b>n/a</b>
<b>Participants total</b>	<b>20,445</b>	<b>n/a</b>	<b>1,098</b>	<b>n/a</b>	<b>21,543</b>	<b>n/a</b>

**Table I.26 Administrative Review Tribunal (ART) Cases by category as at 31 December 2025 – Western Australia**

Category	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Access	476	20%	29	17%	505	19%
Planning	1,866	76%	135	80%	2,001	77%
Compensation	<11	n/a	<11	n/a	<11	n/a
Jurisdiction	<40	n/a	<11	n/a	36	1%
Extension of Time	<40	n/a	<11	n/a	40	2%
Other	<20	n/a	<11	n/a	<30	n/a
<b>Total cases</b>	<b>2,440</b>	<b>100%</b>	<b>168</b>	<b>100%</b>	<b>2,608</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>0.8%</b>	<b>n/a</b>	<b>1.0%</b>	<b>n/a</b>	<b>0.8%</b>	<b>n/a</b>

**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
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	103	1%	1,597	1%
Sep-24	164	1%	1,761	1%
Dec-24	179	1%	1,940	1%
Mar-25	159	1%	2,099	1%
Jun-25	134	1%	2,233	1%
Sep-25	207	1%	2,440	1%
Dec-25	168	1%	2,608	1%

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

ART cases by open/closed and decision	Number of cases	Number of unique active participants
<b>ART Cases</b>	<b>2,608</b>	<b>2,364</b>
<b>Open ART Cases</b>	<b>546</b>	<b>533</b>
<b>Closed ART Cases</b>	<b>2,062</b>	<b>1,895</b>
Resolved before hearing	2,020	1,860
Gone to hearing and received a substantive decision	42	35

<sup>129</sup> 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** <sup>130</sup> <sup>131</sup>  
132

Type of support	Prior Quarters	Quarter 2, 2025-26	Total
Plan Management Decision	<70	<11	74
Core (excluding Consumables and Transport)	429	56	485
Capacity Building	562	65	627
General Support	153	26	179
Assistive Technology	170	11	181
Specialist Disability Accommodation	<70	<11	71
Home Modifications	<50	<11	50
Supported Independent Living	142	11	153
Everyday Living Costs	<50	<11	49
Transport	<100	<11	97
Other	317	20	337
<b>Total number of unique participants counted across disputed supports</b>	<b>914</b>	<b>87</b>	<b>1,001</b>
<b>Total number of instances of participants counted across disputed supports</b>	<b>2,084</b>	<b>219</b>	<b>2,303</b>

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

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
<b>Decided by Tribunal - Total</b>	<b>&lt;40</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>42</b>	<b>2%</b>
Decided by Tribunal - Affirmed	<20	n/a	<11	n/a	26	1%
Decided by Tribunal - Varied	<10	n/a	<11	n/a	<11	n/a
Decided by Tribunal - Set Aside	<10	n/a	<11	n/a	<11	n/a
<b>Not Decided by Tribunal - Total</b>	<b>1,846</b>	<b>98%</b>	<b>174</b>	<b>96%</b>	<b>2,020</b>	<b>98%</b>
Not Decided by Tribunal - Resolved by consent	1,382	74%	117	64%	1,499	73%
Not Decided by Tribunal - Withdrawn	354	19%	47	26%	401	19%
Not Decided by Tribunal - No jurisdiction	<20	n/a	<11	n/a	11	1%
Not Decided by Tribunal - Extension of Time Declined	<11	n/a	<11	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	<80	n/a	<11	n/a	85	4%
Not Decided by Tribunal - Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>1,880</b>	<b>100%</b>	<b>182</b>	<b>100%</b>	<b>2,062</b>	<b>100%</b>

<sup>130</sup> It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceeds the total in each period.

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

<sup>132</sup> 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 2, 2025-26 by registration status and funds management type – Western Australia** <sup>133</sup>

Funds management type	Registered	Unregistered	Total providers
NDIA-managed	1,285	n/a	1,285
Plan-managed	2,377	16,787	19,108
Self-managed	1,122	12,628	13,727
<b>All funds management types</b>	<b>2,669</b>	<b>24,652</b>	<b>27,261</b>

**Table I.32 Total active provider payments in quarter 2, 2025-26 by registration status and funds management type (\$m) – Western Australia** <sup>134 135</sup>

Funds management type	Registered	Unregistered	All registration statuses
NDIA-managed	380	n/a	380
Plan-managed	454	229	690
Self-managed	38	59	119
<b>All funds management types</b>	<b>871</b>	<b>288</b>	<b>1,189</b>

<sup>133</sup> 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.

<sup>134</sup> 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".

<sup>135</sup> 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 31 December 2025. Average payments (Tables I.35 to I.37) are calculated as the sum of the payments in the 12-month period to 31 December 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 31 December 2025. 'Total payments' refers to those paid over the 12 months to 31 December 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 1, 2025-26 distribution of participants	As at quarter 2, 2025-26 distribution of participants
\$0-\$5,000	1.9%	1.9%
\$5,001-\$10,000	4.0%	4.0%
\$10,001-\$15,000	7.6%	7.6%
\$15,001-\$20,000	10.9%	11.1%
\$20,001-\$25,000	12.2%	12.0%
\$25,001-\$30,000	6.6%	6.5%
\$30,001-\$50,000	16.5%	16.4%
\$50,001-\$100,000	18.1%	18.1%
\$100,001-\$150,000	6.9%	6.8%
\$150,001-\$200,000	3.6%	3.6%
\$200,001-\$250,000	2.3%	2.3%
\$250,001+	9.4%	9.5%

**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 1, 2025-26 distribution of participants	As at quarter 2, 2025-26 distribution of participants
\$0-\$5,000	2.0%	2.1%
\$5,001-\$10,000	4.2%	4.2%
\$10,001-\$15,000	8.0%	8.1%
\$15,001-\$20,000	11.5%	11.7%
\$20,001-\$25,000	12.8%	12.7%
\$25,001-\$30,000	7.0%	6.9%
\$30,001-\$50,000	17.4%	17.3%
\$50,001-\$100,000	19.1%	19.1%
\$100,001-\$150,000	7.3%	7.1%
\$150,001-\$200,000	3.7%	3.7%
\$200,001-\$250,000	2.3%	2.3%
\$250,001+	4.7%	4.8%

**Table I.35 Average annualised committed supports as at 31 December 2025 and average payments for the year ending 31 December 2025 by age group and participants' Supported Independent Living (SIL) status – 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	\$22,300	\$33,100	n/a	n/a	\$22,300	\$33,100
9 to 14	\$23,800	\$35,100	n/a	n/a	\$23,800	\$35,100
15 to 18	\$32,100	\$51,300	\$501,600	\$659,700	\$29,800	\$48,600
19 to 24	\$65,500	\$95,600	\$501,300	\$562,700	\$46,800	\$76,600
25 to 34	\$100,600	\$131,800	\$449,300	\$508,000	\$67,300	\$96,600
35 to 44	\$116,400	\$148,300	\$433,100	\$479,800	\$75,000	\$107,000
45 to 54	\$121,800	\$155,300	\$419,300	\$470,200	\$77,000	\$110,400
55 to 64	\$131,600	\$167,500	\$415,300	\$461,900	\$84,400	\$120,100
65+	\$138,900	\$171,900	\$410,700	\$457,800	\$94,800	\$125,900
<b>All</b>	<b>\$67,800</b>	<b>\$90,500</b>	<b>\$431,200</b>	<b>\$482,800</b>	<b>\$47,000</b>	<b>\$68,900</b>

**Table I.36 Average annualised committed supports as at 31 December 2025 and average payments for the year ending 31 December 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	\$190,700	\$238,200	\$466,400	\$520,800	\$117,200	\$165,400
Autism	\$34,000	\$48,800	\$459,600	\$503,800	\$26,800	\$41,700
Cerebral palsy	\$165,500	\$205,900	\$499,700	\$554,300	\$103,700	\$144,800
Developmental delay	\$15,100	\$24,400	n/a	n/a	\$15,100	\$24,400
Global developmental delay	\$21,900	\$32,500	n/a	n/a	\$21,900	\$32,500
Hearing impairment	\$8,900	\$20,500	n/a	n/a	\$8,900	\$20,500
Intellectual disability	\$115,400	\$146,000	\$385,400	\$434,000	\$70,400	\$98,600
Multiple sclerosis	\$77,100	\$116,100	\$450,300	\$530,800	\$61,500	\$99,500
Psychosocial disability	\$88,100	\$119,400	\$382,000	\$441,900	\$68,900	\$98,500
Spinal cord injury	\$193,100	\$262,400	\$599,900	\$733,200	\$164,100	\$231,700
Stroke	\$159,600	\$210,800	\$475,300	\$527,800	\$113,200	\$165,700
Visual impairment	\$45,100	\$65,600	n/a	n/a	\$41,900	\$62,500
Other neurological	\$165,100	\$212,600	\$502,200	\$554,300	\$115,200	\$161,700
Other physical	\$69,200	\$105,000	\$494,900	\$567,500	\$61,500	\$96,600
Other sensory/speech	\$15,700	\$29,200	n/a	n/a	\$12,700	\$24,900
Other	\$94,300	\$125,100	\$492,600	\$536,700	\$68,800	\$103,300
Down Syndrome	\$128,400	\$156,600	\$343,700	\$383,000	\$83,200	\$107,900
<b>All</b>	<b>\$67,800</b>	<b>\$90,500</b>	<b>\$431,200</b>	<b>\$482,800</b>	<b>\$47,000</b>	<b>\$68,900</b>

**Table I.37 Average annualised committed supports as at 31 December 2025 and average payments for the year ending 31 December 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	\$25,500	n/a	n/a	\$15,500	\$24,800
2	\$16,600	\$32,300	n/a	n/a	\$16,600	\$32,300
3	\$25,300	\$39,200	\$421,700	\$467,800	\$21,900	\$35,700
4	\$20,600	\$35,900	n/a	n/a	\$18,600	\$33,200
5	\$31,800	\$47,500	\$396,100	\$462,500	\$27,400	\$42,500
6	\$23,200	\$39,200	\$362,500	\$405,900	\$21,200	\$37,100
7	\$36,800	\$55,600	\$379,500	\$431,800	\$31,700	\$49,600
8	\$63,200	\$94,100	\$354,300	\$417,300	\$51,800	\$81,400
9	\$79,100	\$123,300	n/a	n/a	\$71,800	\$113,300
10	\$98,000	\$134,800	\$356,300	\$414,300	\$75,100	\$109,900
11	\$69,600	\$99,200	\$420,500	\$469,600	\$55,500	\$83,900
12	\$199,100	\$242,900	\$442,700	\$490,000	\$129,200	\$173,500
13	\$78,100	\$98,100	\$482,300	\$529,900	\$58,600	\$78,100
14	\$338,300	\$407,100	\$523,600	\$583,600	\$243,600	\$318,200
15	n/a	n/a	n/a	n/a	n/a	n/a
<b>All</b>	<b>\$67,800</b>	<b>\$90,500</b>	<b>\$431,200</b>	<b>\$482,800</b>	<b>\$47,000</b>	<b>\$68,900</b>

**Table I.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 31 December 2025 (\$m) – Western Australia** <sup>136 137</sup>

Support Category	Total payments for the year ending 31 December 2025	Total annualised committed supports as at 31 December 2025
Core: Daily Activities	1,137.9	1,200.0
Core: Consumables	11.3	13.6
Core: Social and Civic	209.4	274.5
Core: Transport	4.1	7.7
Capacity Building: Choice and Control	3.0	3.4
Capacity Building: Daily Activities	38.9	54.4
Capacity Building: Employment	1.0	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	35.3	51.5
Capacity Building: Social and Civic	0.3	0.8
Capacity Building: Support Coordination	21.4	26.0
Capital: Assistive Technology	14.5	27.1
Capital: Home Modifications	29.4	39.0
<b>All</b>	<b>1,507.8</b>	<b>1,701.4</b>

<sup>136</sup> There were \$1.0 million in total payments for the year ending 31 December 2025, with support category information missing. These payments are not shown separately but are included in the total payments for all support categories.

<sup>137</sup> Total payments for home modifications were \$29.4 million. Of which, \$29.0 million (98.7%) has been paid for specialised disability accommodation (SDA) supports, and \$0.4 million (1.3%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$39.0 million. Of which, \$38.3 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.7 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 31 December 2025 (\$m) – Western Australia** <sup>138 139</sup>

Support Category	Total payments for the year ending 31 December 2025	Total annualised committed supports as at 31 December 2025
Core: Daily Activities	1,163.0	1,713.7
Core: Consumables	48.4	86.1
Core: Social and Civic	746.3	951.2
Core: Transport	53.0	39.9
Capacity Building: Choice and Control	51.9	63.3
Capacity Building: Daily Activities	508.1	909.2
Capacity Building: Employment	18.5	72.9
Capacity Building: Health and Wellbeing	1.3	3.4
Capacity Building: Home Living	0.1	0.5
Capacity Building: Lifelong learning	0.0	0.2
Capacity Building: Relationships	72.3	145.9
Capacity Building: Social and Civic	29.2	78.6
Capacity Building: Support Coordination	92.3	147.4
Capital: Assistive Technology	67.9	170.8
Capital: Home Modifications	22.4	39.1
<b>All</b>	<b>2,877.3</b>	<b>4,422.3</b>

<sup>138</sup> There were \$2.7 million in total payments for the year ending 31 December 2025, with support category information missing. These payments are not shown separately but are included in the total payments for all support categories.

<sup>139</sup> Total payments for home modifications were \$22.4 million. Of which, \$11.6 million (51.6%) has been paid for specialised disability accommodation (SDA) supports, and \$10.8 million (48.4%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$39.1 million. Of which, \$15.2 million (39%) has been allocated for specialised disability accommodation (SDA) supports, and \$23.9 million (61%) has been allocated for non-SDA supports.

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

Financial year	Total Committed (\$m)	Total Paid (\$m)	Percentage utilised to date
2013-14	0.3	0.1	31%
2014-15	19.9	11.4	57%
2015-16	70.7	51.7	73%
2016-17	174.2	133.9	77%
2017-18	228.1	169.1	74%
2018-19	553.2	397.3	72%
2019-20	1,543.9	1,029.6	67%
2020-21	2,737.1	1,938.9	71%
2021-22	3,194.8	2,361.7	74%
2022-23	4,083.4	2,973.3	73%
2023-24	4,863.2	3,638.6	75%
2024-25	5,567.0	4,080.9	73%
2025-26 to date (Experience still emerging)	3,103.3	2,083.3	67%

**Table I.41 Percentage change in plan budgets for active participants per quarter – Western Australia <sup>141</sup>**

Inflation type	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25
Intraplan Inflation	6.4%	5.1%	7.3%	6.5%	5.7%	4.7%	3.9%	5.1%	3.9%
Interplan Inflation	7.2%	2.7%	3.7%	8.4%	8.0%	8.2%	6.3%	6.7%	4.0%
<b>Total Inflation</b>	<b>13.6%</b>	<b>7.8%</b>	<b>11.0%</b>	<b>14.9%</b>	<b>13.7%</b>	<b>12.9%</b>	<b>10.1%</b>	<b>11.8%</b>	<b>7.9%</b>

<sup>140</sup> 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.

<sup>141</sup> 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

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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 2, 2025-26	Total
<b>Access decisions</b>	<b>83,613</b>	<b>2,001</b>	<b>85,614</b>
<b>Currently Eligible - Total</b>	<b>64,163</b>	<b>1,668</b>	<b>65,831</b>
Currently Eligible - New	49,237	1,652	50,889
Currently Eligible - State	<12,110	<20	12,113
Currently Eligible - Commonwealth	<2,830	<11	2,829
<b>Active Participant Plans - Total</b>	<b>63,542</b>	<b>1,691</b>	<b>65,233</b>
Active Participant Plans - New	48,660	1,677	50,337
Active Participant Plans - State	<12,070	<11	12,073
Active Participant Plans - Commonwealth	<2,820	<11	2,823
<b>Active Participant Plans - Total</b>	<b>63,542</b>	<b>1,691</b>	<b>65,233</b>
Active Participant Plans - Early Intervention (s25)	17,974	622	18,596
Active Participant Plans - Permanent Disability (s24)	42,561	432	42,993
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	3,007	637	3,644

**Table J.2 People who have left the Scheme since 1 July 2013 as at 31 December 2025 – South Australia <sup>142</sup>**

People leaving the Scheme	Prior Quarters	Quarter 2, 2025-26	Total
<b>Number of people who have left the Scheme</b>	<b>6,853</b>	<b>565</b>	<b>7,418</b>

<sup>142</sup> 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	21,140	96%	9,257	96%	288	93%	30,685	96%
9 to 14	6,848	92%	4,098	93%	208	92%	11,154	93%
15 to 18	2,024	92%	1,576	90%	142	91%	3,742	91%
19 to 24	1,870	89%	1,329	86%	140	86%	3,339	88%
25 to 34	2,683	87%	2,139	81%	122	73%	4,944	84%
35 to 44	2,599	83%	2,333	76%	96	78%	5,028	80%
45 to 54	3,388	80%	2,955	70%	112	61%	6,455	75%
55 to 64	4,504	76%	3,776	63%	142	53%	8,422	69%
65+	<200	n/a	<210	n/a	<20	n/a	<410	n/a
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>45,247</b>	<b>90%</b>	<b>27,664</b>	<b>82%</b>	<b>1,264</b>	<b>78%</b>	<b>74,175</b>	<b>87%</b>

**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	1,529	92%	820	90%	36	84%	2,385	91%
Autism	21,178	99%	10,924	98%	659	96%	32,761	99%
Cerebral palsy	799	97%	666	98%	18	90%	1,483	97%
Developmental delay	4,319	97%	1,854	96%	81	92%	6,254	96%
Down syndrome	487	100%	386	100%	16	100%	889	100%
Global developmental delay	1,846	99%	804	99%	49	100%	2,699	99%
Hearing impairment	1,130	91%	1,138	89%	26	84%	2,294	90%
Intellectual disability	5,231	95%	3,995	94%	140	86%	9,366	94%
Multiple sclerosis	330	91%	<870	n/a	<20	n/a	1,211	90%
Psychosocial disability	2,653	68%	1,981	55%	52	32%	4,686	61%
Spinal cord injury	388	93%	192	94%	16	100%	596	94%
Stroke	591	85%	405	84%	20	80%	1,016	85%
Visual impairment	492	87%	456	82%	14	82%	962	84%
Other neurological	1,497	82%	1,203	80%	22	63%	2,722	81%
Other physical	1,198	53%	1,106	40%	40	32%	2,344	46%
Other sensory/speech	568	54%	<200	n/a	<11	n/a	767	50%
Other	1,011	57%	671	38%	58	49%	1,740	47%
<b>Total</b>	<b>45,247</b>	<b>90%</b>	<b>27,664</b>	<b>82%</b>	<b>1,264</b>	<b>78%</b>	<b>74,175</b>	<b>87%</b>

**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 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
First Nations Participants	4,453	7%	142	8%	4,595	7%
Non-First Nations Participants	51,496	81%	1,313	78%	52,809	81%
Not Stated	7,593	12%	236	14%	7,829	12%
<b>Total</b>	<b>63,542</b>	<b>100%</b>	<b>1,691</b>	<b>100%</b>	<b>65,233</b>	<b>100%</b>

**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 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	4,262	7%	78	5%	4,340	7%
Not culturally and linguistically diverse	57,246	90%	1,541	91%	58,787	90%
Not stated	2,034	3%	72	4%	2,106	3%
<b>Total</b>	<b>63,542</b>	<b>100%</b>	<b>1,691</b>	<b>100%</b>	<b>65,233</b>	<b>100%</b>

**Table J.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2025 – South Australia <sup>143</sup>**

Age group	Total number of active participants
Under 45	<11
45 to 54	<11
55 to 64	24
<b>Total YPIRAC (under 65)</b>	<b>28</b>

<sup>143</sup> There are a further 85 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 <sup>144</sup>**

Quarter ending	Incremental	Cumulative
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
Dec-25	<11	<30

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Major cities	47,646	75%	1,280	76%	48,926	75%
Population > 50,000	1,334	2%	37	2%	1,371	2%
Population between 15,000 and 50,000	5,893	9%	142	8%	6,035	9%
Population between 5,000 and 15,000	2,169	3%	53	3%	2,222	3%
Population less than 5,000	4,876	8%	140	8%	5,016	8%
Remote	1,098	2%	32	2%	1,130	2%
Very Remote	<530	n/a	<11	n/a	<540	n/a
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>63,542</b>	<b>100%</b>	<b>1,691</b>	<b>100%</b>	<b>65,233</b>	<b>100%</b>

<sup>144</sup> 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 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Autism	31,022	49%	879	52%	31,901	49%
Intellectual disability	8,547	13%	81	5%	8,628	13%
Developmental delay	3,484	5%	293	17%	3,777	6%
Psychosocial disability	4,120	6%	70	4%	4,190	6%
Hearing impairment	2,088	3%	31	2%	2,119	3%
Other neurological	1,900	3%	53	3%	1,953	3%
Other physical	1,766	3%	12	1%	1,778	3%
Acquired brain injury	1,844	3%	28	2%	1,872	3%
Global developmental delay	2,093	3%	131	8%	2,224	3%
Cerebral palsy	<1,360	n/a	<11	n/a	1,359	2%
Other	997	2%	44	3%	1,041	2%
Multiple sclerosis	1,068	2%	24	1%	1,092	2%
Down syndrome	<800	n/a	<11	n/a	793	1%
Visual impairment	<870	n/a	<11	n/a	873	1%
Stroke	833	1%	21	1%	854	1%
Spinal cord Injury	<480	n/a	<11	n/a	484	1%
Other sensory/speech	<300	n/a	<11	n/a	295	0%
<b>Total</b>	<b>63,542</b>	<b>100%</b>	<b>1,691</b>	<b>100%</b>	<b>65,233</b>	<b>100%</b>

**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	31,901	49%	459	14%	31,442	51%
Intellectual disability	8,628	13%	1,302	40%	7,326	12%
Developmental delay	3,777	6%	<11	n/a	<3,780	n/a
Psychosocial disability	4,190	6%	275	8%	3,915	6%
Hearing impairment	2,119	3%	<11	n/a	<2,120	n/a
Other neurological	1,953	3%	261	8%	1,692	3%
Other physical	1,778	3%	35	1%	1,743	3%
Acquired brain injury	1,872	3%	301	9%	1,571	3%
Global developmental delay	2,224	3%	<11	n/a	<2,230	n/a
Cerebral palsy	1,359	2%	214	7%	1,145	2%
Other	1,041	2%	70	2%	971	2%
Multiple sclerosis	1,092	2%	53	2%	1,039	2%
Down syndrome	793	1%	191	6%	602	1%
Visual impairment	873	1%	11	0%	862	1%
Stroke	854	1%	93	3%	761	1%
Spinal cord Injury	484	1%	20	1%	464	1%
Other sensory/speech	295	0%	<11	n/a	<300	n/a
<b>Total</b>	<b>65,233</b>	<b>100%</b>	<b>3,285</b>	<b>100%</b>	<b>61,948</b>	<b>100%</b>

**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 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
1 (High Function)	6,512	10%	290	17%	6,802	10%
2 (High Function)	<120	n/a	<11	n/a	<120	n/a
3 (High Function)	3,269	5%	116	7%	3,385	5%
4 (High Function)	2,509	4%	20	1%	2,529	4%
5 (High Function)	4,000	6%	98	6%	4,098	6%
6 (Moderate Function)	19,159	30%	602	36%	19,761	30%
7 (Moderate Function)	2,894	5%	55	3%	2,949	5%
8 (Moderate Function)	3,588	6%	46	3%	3,634	6%
9 (Moderate Function)	<290	n/a	<11	n/a	287	0%
10 (Moderate Function)	5,410	9%	70	4%	5,480	8%
11 (Low Function)	<1,650	n/a	<11	n/a	1,658	3%
12 (Low Function)	6,166	10%	109	6%	6,275	10%
13 (Low Function)	5,450	9%	93	5%	5,543	8%
14 (Low Function)	<600	n/a	<11	n/a	591	1%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	1,939	3%	181	11%	2,120	3%
<b>Total</b>	<b>63,542</b>	<b>100%</b>	<b>1,691</b>	<b>100%</b>	<b>65,233</b>	<b>100%</b>

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
0 to 8	11,537	18%	763	45%	12,300	19%
9 to 14	13,659	21%	288	17%	13,947	21%
15 to 18	7,624	12%	118	7%	7,742	12%
19 to 24	6,595	10%	90	5%	6,685	10%
25 to 34	5,421	9%	100	6%	5,521	8%
35 to 44	4,593	7%	94	6%	4,687	7%
45 to 54	4,631	7%	98	6%	4,729	7%
55 to 64	5,872	9%	129	8%	6,001	9%
65+	3,610	6%	11	1%	3,621	6%
<b>Total</b>	<b>63,542</b>	<b>100%</b>	<b>1,691</b>	<b>100%</b>	<b>65,233</b>	<b>100%</b>

**Table J.14 Participation rates by age group and gender as at 31 December 2025 – South Australia** <sup>145</sup>

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	8.8%	4.4%	6.7%
9 to 14	13.5%	7.1%	10.5%
15 to 18	10.4%	6.0%	8.4%
19 to 24	5.7%	3.5%	4.8%
25 to 44	2.2%	1.7%	2.0%
45 to 64	2.5%	2.1%	2.4%
65+	1.0%	0.8%	0.9%
<b>Total (0-64)</b>	<b>5.0%</b>	<b>3.0%</b>	<b>4.1%</b>
<b>Total (All ages)</b>	<b>4.2%</b>	<b>2.5%</b>	<b>3.4%</b>

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

Mainstream service	Prior Quarters	Quarter 2, 2025-26	Total
Choice and control over my life	4%	4%	4%
Daily life	16%	18%	16%
Health and wellbeing	72%	79%	73%
Learning	39%	34%	38%
Relationships	3%	3%	3%
Social and community activities	6%	5%	6%
Where I live	2%	2%	2%
Work	5%	4%	4%
Unknown	6%	0%	5%
<b>Any mainstream service</b>	<b>95%</b>	<b>95%</b>	<b>95%</b>

<sup>145</sup> 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 97% 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** <sup>146</sup>

Metric by age group	Baseline	R1	R2	2025-26 Target
Participant employment rate - Aged 15 to 24 years	13%	17%	23%	22%
Participant employment rate - Aged 25 to 34 years	35%	37%	36%	22%
Participant employment rate - Aged 35 to 44 years	34%	34%	34%	22%
Participant employment rate - Aged 45 to 54 years	27%	29%	26%	22%
Participant employment rate - Aged 55 to 64 years	22%	20%	19%	22%
Participant employment rate - Aged 65+ years	14%	13%	8%	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%	31%	43%
Participant social and community engagement rate - Aged 25 to 34 years	31%	43%	39%	43%
Participant social and community engagement rate - Aged 35 to 44 years	33%	39%	35%	43%
Participant social and community engagement rate - Aged 45 to 54 years	32%	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%	42%	42%	43%
Participant social and community engagement rate - Aged 25+ years	33%	40%	38%	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%	51%	54%	n/a
Family and carer employment rate - Aged 15+ years	46%	45%	46%	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%	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	69%	77%	n/a

<sup>146</sup> Denominators for each metric are: 'participant employment rate' (n=3,814), 'participant social and community engagement rate' (n=3,838), 'family and carer employment rate' (n=3,900) and 'participant choice and control' (n=1,586). 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 <sup>147</sup>**

Metric by age group	Baseline	R1	R2	R3	2025-26 Target
Participant employment rate - Aged 15 to 24 years	12%	16%	20%	26%	22%
Participant employment rate - Aged 25 to 34 years	32%	35%	34%	33%	22%
Participant employment rate - Aged 35 to 44 years	31%	31%	28%	29%	22%
Participant employment rate - Aged 45 to 54 years	25%	27%	24%	23%	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%	27%	26%	24%	22%
Participant employment rate - Aged 15 to 64 years	23%	24%	25%	25%	22%
Participant social and community engagement rate - Aged 15 to 24 years	32%	33%	34%	34%	43%
Participant social and community engagement rate - Aged 25 to 34 years	38%	39%	44%	39%	43%
Participant social and community engagement rate - Aged 35 to 44 years	34%	38%	37%	38%	43%
Participant social and community engagement rate - Aged 45 to 54 years	35%	38%	33%	37%	43%
Participant social and community engagement rate - Aged 55 to 64 years	34%	37%	42%	40%	43%
Participant social and community engagement rate - Aged 65+ years	36%	45%	44%	43%	43%
Participant social and community engagement rate - Aged 25+ years	35%	38%	40%	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%	55%	54%	n/a
Family and carer employment rate - Aged 15+ years	44%	47%	51%	46%	n/a
Family and carer employment rate - All ages	47%	49%	54%	51%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	64%	73%	n/a
Participant Choice and Control - Aged 25+ years	n/a	69%	74%	79%	n/a
Participant Choice and Control - Aged 15+ years	n/a	66%	71%	78%	n/a

<sup>147</sup> Denominators for each metric are: 'participant employment rate' (n=3,570), 'participant social and community engagement rate' (n=3,568), 'family and carer employment rate' (n=3,009) and 'participant choice and control' (n=2,003). 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** <sup>148</sup>

Metric by age group	Baseline	R1	R2	R3	R4	2025-26 Target
Participant employment rate - Aged 15 to 24 years	10%	15%	20%	20%	27%	22%
Participant employment rate - Aged 25 to 34 years	36%	35%	33%	25%	32%	22%
Participant employment rate - Aged 35 to 44 years	29%	30%	28%	24%	28%	22%
Participant employment rate - Aged 45 to 54 years	29%	25%	27%	20%	25%	22%
Participant employment rate - Aged 55 to 64 years	26%	27%	26%	22%	20%	22%
Participant employment rate - Aged 65+ years	15%	15%	13%	12%	10%	22%
Participant employment rate - Aged 25 to 64 years	30%	30%	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	35%	37%	36%	32%	32%	43%
Participant social and community engagement rate - Aged 25 to 34 years	36%	40%	40%	52%	41%	43%
Participant social and community engagement rate - Aged 35 to 44 years	35%	38%	36%	36%	38%	43%
Participant social and community engagement rate - Aged 45 to 54 years	37%	39%	37%	39%	38%	43%
Participant social and community engagement rate - Aged 55 to 64 years	37%	36%	40%	35%	38%	43%
Participant social and community engagement rate - Aged 65+ years	35%	37%	30%	32%	39%	43%
Participant social and community engagement rate - Aged 25+ years	36%	38%	37%	40%	39%	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%	47%	49%	49%	n/a
Family and carer employment rate - All ages	46%	48%	45%	51%	51%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	61%	65%	72%	n/a
Participant Choice and Control - Aged 25+ years	n/a	67%	74%	80%	81%	n/a
Participant Choice and Control - Aged 15+ years	n/a	65%	70%	74%	79%	n/a

<sup>148</sup> Denominators for each metric are: 'participant employment rate' (n=3,002), 'participant social and community engagement rate' (n=3,020), 'family and carer employment rate' (n=1,985) and 'participant choice and control' (n=1,921). 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** <sup>149</sup>

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%	25%	25%	22%
Participant employment rate - Aged 25 to 34 years	31%	34%	37%	31%	29%	33%	22%
Participant employment rate - Aged 35 to 44 years	33%	31%	27%	32%	18%	30%	22%
Participant employment rate - Aged 45 to 54 years	31%	34%	31%	31%	32%	26%	22%
Participant employment rate - Aged 55 to 64 years	26%	24%	20%	16%	16%	18%	22%
Participant employment rate - Aged 65+ years	18%	14%	12%	8%	10%	9%	22%
Participant employment rate - Aged 25 to 64 years	30%	30%	28%	26%	23%	26%	22%
Participant employment rate - Aged 15 to 64 years	25%	26%	25%	25%	23%	26%	22%
Participant social and community engagement rate - Aged 15 to 24 years	31%	31%	35%	38%	37%	36%	43%
Participant social and community engagement rate - Aged 25 to 34 years	39%	44%	45%	44%	40%	45%	43%
Participant social and community engagement rate - Aged 35 to 44 years	37%	39%	42%	41%	43%	39%	43%
Participant social and community engagement rate - Aged 45 to 54 years	39%	43%	40%	42%	43%	42%	43%
Participant social and community engagement rate - Aged 55 to 64 years	36%	38%	37%	37%	40%	43%	43%
Participant social and community engagement rate - Aged 65+ years	39%	39%	42%	37%	46%	41%	43%
Participant social and community engagement rate - Aged 25+ years	38%	41%	41%	40%	42%	42%	43%
Participant social and community engagement rate - Aged 15+ years	37%	39%	40%	40%	41%	41%	43%
Family and carer employment rate - Aged 0 to 14 years	46%	49%	52%	53%	50%	57%	n/a
Family and carer employment rate - Aged 15+ years	46%	49%	51%	51%	48%	46%	n/a
Family and carer employment rate - All ages	46%	49%	52%	52%	50%	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	68%	73%	76%	76%	84%	n/a
Participant Choice and Control - Aged 15+ years	n/a	66%	69%	72%	73%	80%	n/a

<sup>149</sup> Denominators for each metric are: 'participant employment rate' (n=2,408), 'participant social and community engagement rate' (n=2,421), 'family and carer employment rate' (n=1,302) and 'participant choice and control' (n=1,761). 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 <sup>150</sup>**

Metric by age group	Baseline	R1	R2	R3	R4	R5	R6+	2025-26 Target
Participant employment rate - Aged 15 to 24 years	6%	11%	15%	19%	21%	23%	26%	22%
Participant employment rate - Aged 25 to 34 years	31%	33%	33%	35%	36%	24%	32%	22%
Participant employment rate - Aged 35 to 44 years	37%	35%	33%	33%	35%	28%	34%	22%
Participant employment rate - Aged 45 to 54 years	35%	34%	33%	33%	23%	27%	27%	22%
Participant employment rate - Aged 55 to 64 years	26%	25%	23%	21%	14%	14%	18%	22%
Participant employment rate - Aged 65+ years	17%	15%	15%	11%	8%	9%	7%	22%
Participant employment rate - Aged 25 to 64 years	31%	31%	30%	30%	26%	22%	27%	22%
Participant employment rate - Aged 15 to 64 years	28%	28%	28%	28%	25%	22%	27%	22%
Participant social and community engagement rate - Aged 15 to 24 years	33%	35%	36%	32%	33%	36%	36%	43%
Participant social and community engagement rate - Aged 25 to 34 years	35%	40%	44%	40%	42%	34%	43%	43%
Participant social and community engagement rate - Aged 35 to 44 years	39%	43%	40%	43%	43%	46%	45%	43%
Participant social and community engagement rate - Aged 45 to 54 years	45%	47%	48%	43%	43%	45%	48%	43%
Participant social and community engagement rate - Aged 55 to 64 years	37%	39%	39%	40%	36%	42%	39%	43%
Participant social and community engagement rate - Aged 65+ years	37%	39%	39%	37%	33%	38%	45%	43%
Participant social and community engagement rate - Aged 25+ years	38%	41%	42%	41%	39%	40%	44%	43%
Participant social and community engagement rate - Aged 15+ years	38%	40%	41%	39%	38%	39%	43%	43%
Family and carer employment rate - Aged 0 to 14 years	43%	45%	44%	45%	46%	58%	57%	n/a
Family and carer employment rate - Aged 15+ years	45%	46%	48%	53%	45%	40%	42%	n/a
Family and carer employment rate - All ages	44%	46%	46%	49%	45%	49%	48%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	54%	62%	64%	69%	69%	78%	n/a
Participant Choice and Control - Aged 25+ years	n/a	68%	74%	76%	77%	76%	91%	n/a
Participant Choice and Control - Aged 15+ years	n/a	64%	70%	71%	74%	73%	87%	n/a

<sup>150</sup> Denominators for each metric are: 'participant employment rate' (n=3,248), 'participant social and community engagement rate' (n=3,254), 'family and carer employment rate' (n=1,732) and 'participant choice and control' (n=2,571). 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 1 July 2016 until the end of quarter 2, 2025-26. Table J.22 shows the number of complaints in quarter 2, 2025-26 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in quarter 2, 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 Number and proportion of respondents who responded positively to questions about NDIA planning process per quarter – South Australia** <sup>151 152</sup>

NDIA planning process	Prior Quarters	Quarter 2, 2025-26
<b>Early Supports - Number of respondents</b>	<b>92</b>	<b>n/a</b>
Early Supports - Were you treated with respect?	99%	n/a
Early Supports - Were decisions and outcomes explained to you?	88%	n/a
Early Supports - Were your questions and concerns acknowledged?	84%	n/a
Early Supports - How well does your early supports plan meet your child's needs?	39%	n/a
<b>Community Connections - Number of respondents</b>	<b>924</b>	<b>39</b>
Community Connections - Was information easy to understand?	85%	71%
Community Connections - Was communication in your preferred format?	95%	90%
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%	67%
Community Connections - To what extent were your circumstances and needs considered?	78%	64%
Community Connections - To what extent were you included in decisions that were made?	79%	56%
Community Connections - How confident are you in reaching out to community supports and other government services?	53%	36%
<b>Apply for NDIS (overall) - Number of respondents</b>	<b>972</b>	<b>49</b>
Apply for NDIS (overall) - Were you treated with respect?	93%	96%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	73%	80%
Apply for NDIS (overall) - Was information easy to understand?	68%	71%
Apply for NDIS (overall) - Was communication in your preferred format?	85%	81%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	55%	55%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	52%	51%
<b>Plan Approval - Number of respondents</b>	<b>2,387</b>	<b>253</b>
Plan Approval - Were you treated with respect?	89%	89%
Plan Approval - Were decisions and outcomes explained to you?	75%	78%
Plan Approval - Were your questions and concerns acknowledged?	73%	67%
Plan Approval - Do you know where to go for more help with using your plan?	84%	81%

<sup>151</sup> Previous quarters include only data gathered since December 2023, when changes to the Participant Satisfaction Survey were implemented.

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

<b>NDIA planning process</b>	<b>Prior Quarters</b>	<b>Quarter 2, 2025-26</b>
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	52%	47%
Plan Approval - How well does your NDIS plan meet your needs?	55%	47%
<b>Plan Implementation - Number of respondents</b>	<b>1,999</b>	<b>176</b>
Plan Implementation - Do you know where to go for more help with using your plan?	82%	82%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	56%	55%
Plan Implementation - To what extent were your circumstances and needs considered?	57%	61%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	55%	57%
Plan Implementation - Do you feel confident in using your plan?	59%	55%
Plan Implementation - Do you feel confident in accessing supports?	62%	52%
<b>Plan Reassessment - Number of respondents</b>	<b>5,798</b>	<b>493</b>
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	83%	82%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	64%	55%
Plan Reassessment - To what extent were your circumstances and needs considered?	65%	57%
Plan Reassessment - To what extent were you included in decisions that were made?	67%	59%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	61%	51%
Plan Reassessment - Do you feel confident in using your plan?	64%	58%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	61%	58%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	77%	73%

**Table J.22 Complaints and Participant Critical Incidents (PCIs) by quarter – South Australia** <sup>153</sup>  
154

<b>Complaints made by or on behalf of:</b>	<b>Prior Quarters</b>	<b>Quarter 2, 2025-26</b>	<b>Total</b>	<b>Number of unique complainants</b>
Participants: Complaints about Early Connections Partner	<60	<11	61	54
Participants: Complaints about Local Area Coordination (LAC) Partner	626	22	648	563
Participants: Complaints about service providers	1,284	74	1,358	1,092
Participants: Complaints about the Agency	24,428	1,093	25,521	12,203
Participants: Unclassified	<510	<11	510	469
<b>Participants: Total</b>	<b>26,905</b>	<b>1,193</b>	<b>28,098</b>	<b>13,036</b>
Percentage of the number of active participants	7.9%	7.4%	7.9%	n/a
<b>New Participant Critical Incidents (PCIs)</b>	<b>7,258</b>	<b>493</b>	<b>7,751</b>	<b>n/a</b>

<sup>153</sup> 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.

<sup>154</sup> Note that 56% of all complainants made only one complaint, 21% made two complaints, and 23% 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
Dec-22	607	5%	14,473	8%
Mar-23	648	5%	15,121	8%
Jun-23	698	5%	15,819	8%
Sep-23	782	6%	16,601	7%
Dec-23	872	6%	17,473	7%
Mar-24	1,554	11%	19,027	8%
Jun-24	1,637	12%	20,664	8%
Sep-24	1,536	11%	22,200	8%
Dec-24	1,323	9%	23,523	8%
Mar-25	1,147	8%	24,670	8%
Jun-25	1,036	7%	25,706	8%
Sep-25	1,199	8%	26,905	8%
Dec-25	1,193	7%	28,098	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
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	423	3%	3,743	2%
Mar-24	432	3%	4,175	2%
Jun-24	468	3%	4,643	2%
Sep-24	535	4%	5,178	2%
Dec-24	416	3%	5,594	2%
Mar-25	565	4%	6,159	2%
Jun-25	512	3%	6,671	2%
Sep-25	587	4%	7,258	2%
Dec-25	493	3%	7,751	2%

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

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	561	2%	0	0%	561	2%
Complaints about the Agency - Information unclear	293	1%	0	0%	293	1%
Complaints about the Agency - NDIA Access	615	3%	28	3%	643	3%
Complaints about the Agency - NDIA Engagement	<40	n/a	<11	n/a	38	0%
Complaints about the Agency - NDIA Finance	1,313	5%	71	6%	1,384	5%
Complaints about the Agency - NDIA Fraud and Compliance	<110	n/a	<11	n/a	117	0%
Complaints about the Agency - NDIA Plan	5,086	21%	352	32%	5,438	21%
Complaints about the Agency - NDIA Process	2,155	9%	140	13%	2,295	9%
Complaints about the Agency - NDIA Resources	238	1%	16	1%	254	1%
Complaints about the Agency - NDIA Staff	1,380	6%	122	11%	1,502	6%
Complaints about the Agency - NDIA Timeliness	6,501	27%	352	32%	6,853	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	2,938	12%	0	0%	2,938	12%
Complaints about the Agency - Other	1,514	6%	0	0%	1,514	6%
<b>Complaints about the Agency - Total</b>	<b>24,428</b>	<b>100%</b>	<b>1,093</b>	<b>100%</b>	<b>25,521</b>	<b>100%</b>
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	<20	n/a
Complaints about Early Connections Partner - Early Connections Resources	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Staff	<30	n/a	<11	n/a	30	49%
Complaints about Early Connections Partner - Early Connections Timeliness	<20	n/a	<11	n/a	12	20%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Early Connections Partner - Total</b>	<b>&lt;60</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>61</b>	<b>100%</b>
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	92	15%	0	0%	92	14%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<90	n/a	<11	n/a	82	13%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<10	n/a	<11	n/a	<11	n/a

<sup>155</sup> 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 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	370	59%	17	77%	387	60%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<80	n/a	<11	n/a	74	11%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Local Area Coordination (LAC) Partner - Total</b>	<b>626</b>	<b>100%</b>	<b>22</b>	<b>100%</b>	<b>648</b>	<b>100%</b>
Complaints about service providers - Provider Costs	29	2%	0	0%	29	2%
Complaints about service providers - Provider Finance	<100	n/a	<11	n/a	103	8%
Complaints about service providers - Provider Fraud and Compliance	<150	n/a	<11	n/a	154	11%
Complaints about service providers - Provider Process	35	3%	0	0%	35	3%
Complaints about service providers - Provider Service	472	37%	26	35%	498	37%
Complaints about service providers - Provider Staff	291	23%	34	46%	325	24%
Complaints about service providers - Service Delivery	36	3%	0	0%	36	3%
Complaints about service providers - Staff Conduct	37	3%	0	0%	37	3%
Complaints about service providers - Supports being provided	49	4%	0	0%	49	4%
Complaints about service providers - Other	92	7%	0	0%	92	7%
<b>Complaints about service providers - Total</b>	<b>1,284</b>	<b>100%</b>	<b>74</b>	<b>100%</b>	<b>1,358</b>	<b>100%</b>
<b>Unclassified</b>	<b>510</b>	<b>n/a</b>	<b>0</b>	<b>n/a</b>	<b>510</b>	<b>n/a</b>
<b>Participants total</b>	<b>26,905</b>	<b>n/a</b>	<b>1,193</b>	<b>n/a</b>	<b>28,098</b>	<b>n/a</b>

**Table J.26 Administrative Review Tribunal (ART) Cases by category as at 31 December 2025 – South Australia**

Category	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Access	605	18%	29	15%	634	18%
Planning	2,584	77%	162	82%	2,746	77%
Compensation	<11	n/a	<11	n/a	<11	n/a
Jurisdiction	<100	n/a	<11	n/a	94	3%
Extension of Time	<30	n/a	<11	n/a	<30	n/a
Other	<40	n/a	<11	n/a	42	1%
<b>Total cases</b>	<b>3,353</b>	<b>100%</b>	<b>198</b>	<b>100%</b>	<b>3,551</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>1.0%</b>	<b>n/a</b>	<b>1.2%</b>	<b>n/a</b>	<b>1.0%</b>	<b>n/a</b>

**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
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	245	2%	3,353	1%
Dec-25	198	1%	3,551	1%

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

ART cases by open/closed and decision	Number of cases	Number of unique active participants
<b>ART Cases</b>	<b>3,551</b>	<b>3,182</b>
<b>Open ART Cases</b>	<b>682</b>	<b>672</b>
<b>Closed ART Cases</b>	<b>2,869</b>	<b>2,578</b>
Resolved before hearing	2,802	2,524
Gone to hearing and received a substantive decision	67	54

<sup>156</sup> 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** <sup>157 158 159</sup>

Type of support	Prior Quarters	Quarter 2, 2025-26	Total
Plan Management Decision	<70	<11	70
Core (excluding Consumables and Transport)	560	62	622
Capacity Building	670	70	740
General Support	171	24	195
Assistive Technology	204	15	219
Specialist Disability Accommodation	<90	<11	87
Home Modifications	<60	<11	57
Supported Independent Living	234	18	252
Everyday Living Costs	<60	<11	62
Transport	<120	<11	121
Other	367	35	402
<b>Total number of unique participants counted across disputed supports</b>	<b>1,097</b>	<b>97</b>	<b>1,194</b>
<b>Total number of instances of participants counted across disputed supports</b>	<b>2,573</b>	<b>254</b>	<b>2,827</b>

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

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
<b>Decided by Tribunal - Total</b>	<b>54</b>	<b>2%</b>	<b>13</b>	<b>8%</b>	<b>67</b>	<b>2%</b>
Decided by Tribunal - Affirmed	<30	n/a	<11	n/a	35	1%
Decided by Tribunal - Varied	<10	n/a	<11	n/a	<11	n/a
Decided by Tribunal - Set Aside	<20	n/a	<11	n/a	<30	n/a
<b>Not Decided by Tribunal - Total</b>	<b>2,659</b>	<b>98%</b>	<b>143</b>	<b>92%</b>	<b>2,802</b>	<b>98%</b>
Not Decided by Tribunal - Resolved by consent	1,902	70%	96	62%	1,998	70%
Not Decided by Tribunal - Withdrawn	589	22%	34	22%	623	22%
Not Decided by Tribunal - No jurisdiction	<30	n/a	<11	n/a	25	1%
Not Decided by Tribunal - Extension of Time Declined	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - Extension of Time Not opposed	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - Dismissed	140	5%	12	8%	152	5%
Not Decided by Tribunal - Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>2,713</b>	<b>100%</b>	<b>156</b>	<b>100%</b>	<b>2,869</b>	<b>100%</b>

<sup>157</sup> It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceeds the total in each period.

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

<sup>159</sup> 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 2, 2025-26 by registration status and funds management type – South Australia** <sup>160</sup>

Funds management type	Registered	Unregistered	Total providers
NDIA-managed	943	n/a	943
Plan-managed	2,266	15,828	18,037
Self-managed	966	9,782	10,733
<b>All funds management types</b>	<b>2,496</b>	<b>21,126</b>	<b>23,561</b>

**Table J.32 Total active provider payments in quarter 2, 2025-26 by registration status and funds management type (\$m) – South Australia** <sup>161 162</sup>

Funds management type	Registered	Unregistered	All registration statuses
NDIA-managed	294	n/a	294
Plan-managed	459	260	722
Self-managed	25	41	77
<b>All funds management types</b>	<b>778</b>	<b>300</b>	<b>1,093</b>

<sup>160</sup> 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.

<sup>161</sup> 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".

<sup>162</sup> 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 31 December 2025. Average payments (Tables J.35 to J.37) are calculated as the sum of the payments in the 12-month period to 31 December 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 31 December 2025. 'Total payments' refers to those paid over the 12 months to 31 December 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 1, 2025-26 distribution of participants	As at quarter 2, 2025-26 distribution of participants
\$0-\$5,000	2.0%	2.0%
\$5,001-\$10,000	6.0%	5.9%
\$10,001-\$15,000	10.2%	10.3%
\$15,001-\$20,000	12.6%	12.8%
\$20,001-\$25,000	12.3%	12.2%
\$25,001-\$30,000	5.9%	5.9%
\$30,001-\$50,000	14.1%	14.0%
\$50,001-\$100,000	16.3%	16.3%
\$100,001-\$150,000	6.6%	6.5%
\$150,001-\$200,000	3.5%	3.5%
\$200,001-\$250,000	2.0%	2.0%
\$250,001+	8.6%	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 1, 2025-26 distribution of participants	As at quarter 2, 2025-26 distribution of participants
\$0-\$5,000	2.1%	2.1%
\$5,001-\$10,000	6.3%	6.2%
\$10,001-\$15,000	10.8%	10.8%
\$15,001-\$20,000	13.3%	13.5%
\$20,001-\$25,000	13.0%	12.8%
\$25,001-\$30,000	6.3%	6.2%
\$30,001-\$50,000	14.8%	14.8%
\$50,001-\$100,000	17.1%	17.2%
\$100,001-\$150,000	6.9%	6.8%
\$150,001-\$200,000	3.6%	3.6%
\$200,001-\$250,000	2.0%	2.0%
\$250,001+	3.9%	4.0%

**Table J.35 Average annualised committed supports as at 31 December 2025 and average payments for the year ending 31 December 2025 by age group and participants' Supported Independent Living (SIL) status – 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	\$28,700	n/a	n/a	\$18,000	\$28,700
9 to 14	\$19,800	\$30,900	n/a	n/a	\$19,800	\$30,900
15 to 18	\$29,500	\$46,000	\$513,600	\$647,800	\$27,300	\$43,100
19 to 24	\$70,400	\$94,800	\$585,900	\$646,800	\$46,200	\$70,200
25 to 34	\$108,600	\$134,800	\$525,900	\$590,700	\$64,300	\$89,300
35 to 44	\$113,700	\$140,700	\$433,800	\$486,800	\$72,500	\$98,900
45 to 54	\$127,400	\$156,000	\$434,000	\$491,400	\$80,300	\$108,800
55 to 64	\$139,200	\$175,000	\$433,300	\$481,100	\$89,000	\$123,700
65+	\$149,400	\$177,300	\$447,500	\$484,400	\$100,400	\$127,000
<b>All</b>	<b>\$65,900</b>	<b>\$86,000</b>	<b>\$463,300</b>	<b>\$517,300</b>	<b>\$43,900</b>	<b>\$63,100</b>

**Table J.36 Average annualised committed supports as at 31 December 2025 and average payments for the year ending 31 December 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	\$164,100	\$203,300	\$489,700	\$551,000	\$99,100	\$136,700
Autism	\$32,800	\$46,800	\$529,800	\$587,500	\$25,000	\$38,900
Cerebral palsy	\$167,400	\$206,600	\$504,400	\$575,800	\$105,400	\$137,600
Developmental delay	\$14,200	\$24,000	n/a	n/a	\$14,200	\$24,000
Global developmental delay	\$17,500	\$27,200	n/a	n/a	\$17,500	\$27,200
Hearing impairment	\$10,000	\$19,100	n/a	n/a	\$10,000	\$19,100
Intellectual disability	\$121,800	\$148,300	\$412,100	\$459,300	\$68,300	\$93,000
Multiple sclerosis	\$121,900	\$158,600	\$595,600	\$674,200	\$97,600	\$132,300
Psychosocial disability	\$102,200	\$132,000	\$450,500	\$520,700	\$77,400	\$104,700
Spinal cord injury	\$147,000	\$195,100	\$707,600	\$839,000	\$120,400	\$167,300
Stroke	\$163,100	\$206,000	\$530,200	\$566,100	\$118,500	\$162,000
Visual impairment	\$50,100	\$69,500	n/a	n/a	\$45,200	\$64,800
Other neurological	\$177,400	\$219,600	\$547,200	\$592,000	\$119,700	\$162,100
Other physical	\$71,800	\$103,800	\$489,900	\$536,900	\$62,700	\$95,100
Other sensory/speech	\$7,100	\$16,400	n/a	n/a	\$7,100	\$16,400
Other	\$113,100	\$152,400	\$548,900	\$557,300	\$80,700	\$122,300
Down Syndrome	\$156,200	\$190,500	\$356,000	\$403,700	\$90,800	\$122,800
<b>All</b>	<b>\$65,900</b>	<b>\$86,000</b>	<b>\$463,300</b>	<b>\$517,300</b>	<b>\$43,900</b>	<b>\$63,100</b>

**Table J.37 Average annualised committed supports as at 31 December 2025 and average payments for the year ending 31 December 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	\$13,900	\$23,500	n/a	n/a	\$13,800	\$23,400
2	\$24,000	\$42,100	n/a	n/a	\$24,000	\$42,100
3	\$22,000	\$35,000	\$307,100	\$366,900	\$19,100	\$31,700
4	\$20,400	\$32,500	n/a	n/a	\$17,300	\$29,300
5	\$33,800	\$48,800	\$455,000	\$489,700	\$26,200	\$40,900
6	\$22,000	\$36,100	\$313,700	\$369,700	\$19,900	\$33,900
7	\$45,300	\$64,900	\$419,700	\$487,900	\$31,400	\$49,300
8	\$74,200	\$104,100	\$328,000	\$386,300	\$55,500	\$83,700
9	\$78,400	\$115,100	n/a	n/a	\$73,000	\$107,600
10	\$123,300	\$159,400	\$407,200	\$459,100	\$84,900	\$119,700
11	\$99,900	\$129,900	\$566,200	\$610,100	\$65,900	\$93,800
12	\$227,800	\$264,700	\$489,800	\$538,600	\$145,400	\$182,000
13	\$83,200	\$105,300	\$611,400	\$678,600	\$59,900	\$80,400
14	\$337,500	\$410,300	\$543,100	\$624,600	\$245,300	\$312,000
15	n/a	n/a	n/a	n/a	n/a	n/a
<b>All</b>	<b>\$65,900</b>	<b>\$86,000</b>	<b>\$463,300</b>	<b>\$517,300</b>	<b>\$43,900</b>	<b>\$63,100</b>

**Table J.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 31 December 2025 (\$m) – South Australia** <sup>163</sup>

Support Category	Total payments for the year ending 31 December 2025	Total annualised committed supports as at 31 December 2025
Core: Daily Activities	1,182.7	1,235.6
Core: Consumables	11.6	12.3
Core: Social and Civic	185.8	256.9
Core: Transport	5.0	7.5
Capacity Building: Choice and Control	4.2	4.4
Capacity Building: Daily Activities	29.6	44.2
Capacity Building: Employment	0.5	1.4
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	33.5	50.2
Capacity Building: Social and Civic	0.2	0.7
Capacity Building: Support Coordination	20.8	25.0
Capital: Assistive Technology	10.9	18.9
Capital: Home Modifications	29.5	41.9
<b>All</b>	<b>1,514.5</b>	<b>1,699.4</b>

<sup>163</sup> Total payments for home modifications were \$29.5 million. Of which, \$29.4 million (99.6%) has been paid for specialised disability accommodation (SDA) supports, and \$0.1 million (0.4%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$41.9 million. Of which, \$41.5 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.5 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 31 December 2025 (\$m) – South Australia** <sup>164</sup>

Support Category	Total payments for the year ending 31 December 2025	Total annualised committed supports as at 31 December 2025
Core: Daily Activities	1,107.8	1,620.9
Core: Consumables	40.6	69.2
Core: Social and Civic	665.3	832.1
Core: Transport	44.1	36.2
Capacity Building: Choice and Control	57.6	67.7
Capacity Building: Daily Activities	451.5	789.1
Capacity Building: Employment	15.1	54.4
Capacity Building: Health and Wellbeing	1.1	2.9
Capacity Building: Home Living	0.1	0.4
Capacity Building: Lifelong learning	0.1	0.3
Capacity Building: Relationships	54.3	113.6
Capacity Building: Social and Civic	13.9	47.0
Capacity Building: Support Coordination	81.1	125.3
Capital: Assistive Technology	47.4	117.3
Capital: Home Modifications	19.9	31.8
<b>All</b>	<b>2,599.9</b>	<b>3,908.2</b>

<sup>164</sup> Total payments for home modifications were \$19.9 million. Of which, \$11.0 million (55.2%) has been paid for specialised disability accommodation (SDA) supports, and \$8.9 million (44.8%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$31.8 million. Of which, \$14.4 million (45%) has been allocated for specialised disability accommodation (SDA) supports, and \$17.4 million (55%) has been allocated for non-SDA supports.

**Table J.40 Payments by financial year in which support was provided, compared to committed supports – South Australia <sup>165</sup>**

Financial year	Total Committed (\$m)	Total Paid (\$m)	Percentage utilised to date
2013-14	10.4	5.6	54%
2014-15	48.2	29.5	61%
2015-16	101.5	62.5	62%
2016-17	186.5	104.4	56%
2017-18	372.1	222.8	60%
2018-19	1,160.7	794.1	68%
2019-20	2,128.2	1,490.0	70%
2020-21	2,776.4	2,003.1	72%
2021-22	3,180.2	2,427.3	76%
2022-23	3,957.5	2,996.6	76%
2023-24	4,622.3	3,557.8	77%
2024-25	5,158.5	3,874.2	75%
2025-26 to date (Experience still emerging)	2,841.7	1,946.0	68%

**Table J.41 Percentage change in plan budgets for active participants per quarter – South Australia <sup>166</sup>**

Inflation type	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25
Intraplan Inflation	8.2%	7.3%	9.1%	9.7%	8.2%	6.7%	6.3%	6.8%	4.8%
Interplan Inflation	3.1%	0.7%	1.9%	4.7%	5.7%	6.4%	4.5%	5.8%	4.2%
<b>Total Inflation</b>	<b>11.3%</b>	<b>7.9%</b>	<b>11.0%</b>	<b>14.4%</b>	<b>13.9%</b>	<b>13.1%</b>	<b>10.8%</b>	<b>12.7%</b>	<b>8.9%</b>

<sup>165</sup> 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.

<sup>166</sup> 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

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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 2, 2025-26	Total
<b>Access decisions</b>	<b>21,101</b>	<b>441</b>	<b>21,542</b>
<b>Currently Eligible - Total</b>	<b>16,249</b>	<b>319</b>	<b>16,568</b>
Currently Eligible - New	12,008	317	12,325
Currently Eligible - State	<2,820	<11	2,820
Currently Eligible - Commonwealth	<1,430	<11	1,423
<b>Active Participant Plans - Total</b>	<b>16,085</b>	<b>354</b>	<b>16,439</b>
Active Participant Plans - New	11,848	353	12,201
Active Participant Plans - State	<2,820	<11	2,816
Active Participant Plans - Commonwealth	<1,430	<11	1,422
<b>Active Participant Plans - Total</b>	<b>16,085</b>	<b>354</b>	<b>16,439</b>
Active Participant Plans - Early Intervention (s25)	4,631	193	4,824
Active Participant Plans - Permanent Disability (s24)	10,959	79	11,038
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	495	82	577

**Table K.2 People who have left the Scheme since 1 July 2013 as at 31 December 2025 – Tasmania <sup>167</sup>**

People leaving the Scheme	Prior Quarters	Quarter 2, 2025-26	Total
<b>Number of people who have left the Scheme</b>	<b>1,618</b>	<b>151</b>	<b>1,769</b>

<sup>167</sup> 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	4,201	96%	1,957	97%	57	84%	6,215	96%
9 to 14	1,810	92%	965	91%	61	86%	2,836	91%
15 to 18	1,106	92%	720	90%	45	94%	1,871	91%
19 to 24	604	86%	430	81%	30	65%	1,064	83%
25 to 34	543	83%	493	75%	19	46%	1,055	78%
35 to 44	654	79%	<650	n/a	<11	n/a	1,313	77%
45 to 54	875	82%	868	72%	22	67%	1,765	77%
55 to 64	1,202	80%	1,076	69%	18	50%	2,296	74%
65+	<50	n/a	<60	n/a	<11	n/a	<110	n/a
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>11,041</b>	<b>89%</b>	<b>7,214</b>	<b>82%</b>	<b>261</b>	<b>72%</b>	<b>18,516</b>	<b>86%</b>

**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	405	90%	<200	n/a	<11	n/a	603	89%
Autism	4,494	97%	2,294	97%	152	84%	6,940	97%
Cerebral palsy	256	96%	<240	n/a	<11	n/a	498	96%
Developmental delay	1,165	96%	501	96%	14	93%	1,680	96%
Down syndrome	174	100%	<170	n/a	<11	n/a	338	100%
Global developmental delay	225	99%	<100	n/a	<11	n/a	324	99%
Hearing impairment	305	90%	<280	n/a	<11	n/a	590	88%
Intellectual disability	1,736	94%	1,326	93%	23	82%	3,085	93%
Multiple sclerosis	102	88%	<370	n/a	<11	n/a	466	91%
Psychosocial disability	719	68%	618	57%	14	29%	1,351	62%
Spinal cord injury	118	90%	<50	n/a	<11	n/a	163	91%
Stroke	153	88%	<130	n/a	<11	n/a	278	86%
Visual impairment	129	87%	<120	n/a	<11	n/a	247	85%
Other neurological	443	84%	<370	n/a	<11	n/a	814	84%
Other physical	278	57%	<270	n/a	<11	n/a	545	50%
Other sensory/speech	27	40%	<20	n/a	<11	n/a	43	43%
Other	312	60%	223	42%	16	46%	551	50%
<b>Total</b>	<b>11,041</b>	<b>89%</b>	<b>7,214</b>	<b>82%</b>	<b>261</b>	<b>72%</b>	<b>18,516</b>	<b>86%</b>

**Table K.5 Participant profile per quarter by participants identifying as First Nations Peoples – Tasmania**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
First Nations Participants	1,724	11%	58	16%	1,782	11%
Non-First Nations Participants	11,955	74%	240	68%	12,195	74%
Not Stated	2,406	15%	56	16%	2,462	15%
<b>Total</b>	<b>16,085</b>	<b>100%</b>	<b>354</b>	<b>100%</b>	<b>16,439</b>	<b>100%</b>

**Table K.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Tasmania**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	<410	n/a	<11	n/a	410	2%
Not culturally and linguistically diverse	12,056	75%	337	95%	12,393	75%
Not stated	<3,630	n/a	<20	n/a	3,636	22%
<b>Total</b>	<b>16,085</b>	<b>100%</b>	<b>354</b>	<b>100%</b>	<b>16,439</b>	<b>100%</b>

**Table K.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2025 – Tasmania <sup>168</sup>**

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

<sup>168</sup> There are a further 28 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 <sup>169</sup>**

Quarter ending	Incremental	Cumulative
Dec-22	<11	44
Mar-23	0	44
Jun-23	<11	<50
Sep-23	<11	35
Dec-23	<11	<40
Mar-24	<11	32
Jun-24	<11	<30
Sep-24	<11	26
Dec-24	<11	<30
Mar-25	<11	19
Jun-25	<11	<20
Sep-25	0	<20
Dec-25	<11	11

**Table K.9 Participant profile per quarter by remoteness – Tasmania**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Major cities	<11	n/a	<11	n/a	<11	n/a
Population > 50,000	10,530	65%	219	62%	10,749	65%
Population between 15,000 and 50,000	2,904	18%	64	18%	2,968	18%
Population between 5,000 and 15,000	<80	n/a	<11	n/a	72	0%
Population less than 5,000	2,384	15%	62	18%	2,446	15%
Remote	<170	n/a	<11	n/a	168	1%
Very Remote	<40	n/a	<11	n/a	36	0%
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>16,085</b>	<b>100%</b>	<b>354</b>	<b>100%</b>	<b>16,439</b>	<b>100%</b>

<sup>169</sup> 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 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Autism	6,621	41%	138	39%	6,759	41%
Intellectual disability	2,826	18%	15	4%	2,841	17%
Developmental delay	1,017	6%	134	38%	1,151	7%
Psychosocial disability	<1,210	n/a	<11	n/a	1,215	7%
Hearing impairment	<550	n/a	<11	n/a	554	3%
Other neurological	561	3%	12	3%	573	3%
Other physical	<420	n/a	<11	n/a	417	3%
Acquired brain injury	<500	n/a	<11	n/a	503	3%
Global developmental delay	242	2%	14	4%	256	2%
Cerebral palsy	<450	n/a	<11	n/a	452	3%
Other	<350	n/a	<11	n/a	355	2%
Multiple sclerosis	<440	n/a	<11	n/a	435	3%
Down syndrome	<310	n/a	<11	n/a	305	2%
Visual impairment	<220	n/a	<11	n/a	222	1%
Stroke	<220	n/a	<11	n/a	223	1%
Spinal cord Injury	<150	n/a	<11	n/a	146	1%
Other sensory/speech	<40	n/a	<11	n/a	32	0%
<b>Total</b>	<b>16,085</b>	<b>100%</b>	<b>354</b>	<b>100%</b>	<b>16,439</b>	<b>100%</b>

**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	6,759	41%	179	16%	6,580	43%
Intellectual disability	2,841	17%	392	36%	2,449	16%
Developmental delay	1,151	7%	<11	n/a	<1,160	n/a
Psychosocial disability	1,215	7%	152	14%	1,063	7%
Hearing impairment	554	3%	<11	n/a	<560	n/a
Other neurological	573	3%	76	7%	497	3%
Other physical	417	3%	<11	n/a	<410	n/a
Acquired brain injury	503	3%	89	8%	414	3%
Global developmental delay	256	2%	<11	n/a	<260	n/a
Cerebral palsy	452	3%	70	6%	382	2%
Other	355	2%	<11	n/a	<350	n/a
Multiple sclerosis	435	3%	12	1%	423	3%
Down syndrome	305	2%	67	6%	238	2%
Visual impairment	222	1%	<11	n/a	<220	n/a
Stroke	223	1%	21	2%	202	1%
Spinal cord Injury	146	1%	<11	n/a	<140	n/a
Other sensory/speech	32	0%	<11	n/a	<40	n/a
<b>Total</b>	<b>16,439</b>	<b>100%</b>	<b>1,092</b>	<b>100%</b>	<b>15,347</b>	<b>100%</b>

**Table K.12 Participant profile per quarter by reported level of function – Tasmania**

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
1 (High Function)	1,898	12%	122	34%	2,020	12%
2 (High Function)	<40	n/a	<11	n/a	<40	n/a
3 (High Function)	834	5%	29	8%	863	5%
4 (High Function)	<800	n/a	<11	n/a	801	5%
5 (High Function)	1,130	7%	39	11%	1,169	7%
6 (Moderate Function)	3,555	22%	61	17%	3,616	22%
7 (Moderate Function)	996	6%	15	4%	1,011	6%
8 (Moderate Function)	907	6%	14	4%	921	6%
9 (Moderate Function)	<100	n/a	<11	n/a	98	1%
10 (Moderate Function)	<1,420	n/a	<11	n/a	1,420	9%
11 (Low Function)	<440	n/a	<11	n/a	440	3%
12 (Low Function)	2,095	13%	22	6%	2,117	13%
13 (Low Function)	<900	n/a	<11	n/a	907	6%
14 (Low Function)	<220	n/a	<11	n/a	214	1%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	776	5%	24	7%	800	5%
<b>Total</b>	<b>16,085</b>	<b>100%</b>	<b>354</b>	<b>100%</b>	<b>16,439</b>	<b>100%</b>

**Table K.13 Participant profile per quarter by age group – Tasmania**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
0 to 8	2,716	17%	208	59%	2,924	18%
9 to 14	2,915	18%	55	16%	2,970	18%
15 to 18	1,738	11%	21	6%	1,759	11%
19 to 24	<1,720	n/a	<11	n/a	1,723	10%
25 to 34	1,866	12%	11	3%	1,877	11%
35 to 44	1,206	7%	12	3%	1,218	7%
45 to 54	1,317	8%	14	4%	1,331	8%
55 to 64	1,639	10%	20	6%	1,659	10%
65+	<980	n/a	<11	n/a	978	6%
<b>Total</b>	<b>16,085</b>	<b>100%</b>	<b>354</b>	<b>100%</b>	<b>16,439</b>	<b>100%</b>

**Table K.14 Participation rates by age group and gender as at 31 December 2025 – Tasmania** <sup>170</sup>

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	6.9%	3.7%	5.4%
9 to 14	9.6%	5.0%	7.4%
15 to 18	7.5%	4.5%	6.2%
19 to 24	5.0%	3.3%	4.3%
25 to 44	2.3%	1.7%	2.0%
45 to 64	2.1%	2.1%	2.1%
65+	0.8%	0.7%	0.7%
<b>Total (0-64)</b>	<b>4.0%</b>	<b>2.6%</b>	<b>3.4%</b>
<b>Total (All ages)</b>	<b>3.3%</b>	<b>2.2%</b>	<b>2.8%</b>

**Table K.15 Proportion of active participants with approved plans accessing mainstream supports – Tasmania**

Mainstream service	Prior Quarters	Quarter 2, 2025-26	Total
Choice and control over my life	6%	6%	6%
Daily life	17%	16%	17%
Health and wellbeing	80%	80%	80%
Learning	35%	35%	35%
Relationships	3%	3%	3%
Social and community activities	9%	11%	9%
Where I live	2%	3%	2%
Work	4%	3%	4%
Unknown	2%	n/a	2%
<b>Any mainstream service</b>	<b>94%</b>	<b>94%</b>	<b>94%</b>

<sup>170</sup> 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 97% 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** <sup>171</sup>

Metric by age group	Baseline	R1	R2	2025-26 Target
Participant employment rate - Aged 15 to 24 years	11%	11%	15%	22%
Participant employment rate - Aged 25 to 34 years	24%	23%	29%	22%
Participant employment rate - Aged 35 to 44 years	21%	17%	23%	22%
Participant employment rate - Aged 45 to 54 years	19%	13%	17%	22%
Participant employment rate - Aged 55 to 64 years	17%	16%	14%	22%
Participant employment rate - Aged 65+ years	13%	9%	12%	22%
Participant employment rate - Aged 25 to 64 years	20%	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	25%	29%	27%	43%
Participant social and community engagement rate - Aged 25 to 34 years	25%	31%	30%	43%
Participant social and community engagement rate - Aged 35 to 44 years	25%	37%	35%	43%
Participant social and community engagement rate - Aged 45 to 54 years	28%	24%	30%	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	21%	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%	30%	43%
Family and carer employment rate - Aged 0 to 14 years	43%	43%	49%	n/a
Family and carer employment rate - Aged 15+ years	39%	33%	36%	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	76%	81%	n/a
Participant Choice and Control - Aged 15+ years	n/a	70%	77%	n/a

<sup>171</sup> Denominators for each metric are: 'participant employment rate' (n=1,093), 'participant social and community engagement rate' (n=1,116), 'family and carer employment rate' (n=1,233) and 'participant choice and control' (n=484). 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 <sup>172</sup>**

Metric by age group	Baseline	R1	R2	R3	2025-26 Target
Participant employment rate - Aged 15 to 24 years	4%	4%	8%	15%	22%
Participant employment rate - Aged 25 to 34 years	20%	23%	14%	24%	22%
Participant employment rate - Aged 35 to 44 years	28%	32%	20%	23%	22%
Participant employment rate - Aged 45 to 54 years	23%	23%	21%	18%	22%
Participant employment rate - Aged 55 to 64 years	16%	15%	13%	14%	22%
Participant employment rate - Aged 65+ years	6%	3%	n/a	9%	22%
Participant employment rate - Aged 25 to 64 years	22%	23%	17%	19%	22%
Participant employment rate - Aged 15 to 64 years	16%	17%	14%	18%	22%
Participant social and community engagement rate - Aged 15 to 24 years	23%	21%	26%	30%	43%
Participant social and community engagement rate - Aged 25 to 34 years	24%	28%	29%	28%	43%
Participant social and community engagement rate - Aged 35 to 44 years	28%	29%	33%	38%	43%
Participant social and community engagement rate - Aged 45 to 54 years	25%	33%	30%	35%	43%
Participant social and community engagement rate - Aged 55 to 64 years	33%	44%	34%	41%	43%
Participant social and community engagement rate - Aged 65+ years	31%	31%	n/a	40%	43%
Participant social and community engagement rate - Aged 25+ years	28%	35%	32%	37%	43%
Participant social and community engagement rate - Aged 15+ years	27%	31%	30%	35%	43%
Family and carer employment rate - Aged 0 to 14 years	39%	38%	41%	45%	n/a
Family and carer employment rate - Aged 15+ years	46%	50%	39%	47%	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	61%	68%	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	74%	76%	81%	n/a

<sup>172</sup> Denominators for each metric are: 'participant employment rate' (n=876), 'participant social and community engagement rate' (n=891), 'family and carer employment rate' (n=871) and 'participant choice and control' (n=522). 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** <sup>173</sup>

Metric by age group	Baseline	R1	R2	R3	R4	2025-26 Target
Participant employment rate - Aged 15 to 24 years	4%	6%	8%	11%	19%	22%
Participant employment rate - Aged 25 to 34 years	36%	33%	40%	28%	28%	22%
Participant employment rate - Aged 35 to 44 years	24%	25%	19%	19%	20%	22%
Participant employment rate - Aged 45 to 54 years	21%	19%	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%	14%	n/a	n/a	6%	22%
Participant employment rate - Aged 25 to 64 years	25%	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	23%	25%	28%	26%	30%	43%
Participant social and community engagement rate - Aged 25 to 34 years	27%	30%	33%	28%	29%	43%
Participant social and community engagement rate - Aged 35 to 44 years	34%	29%	32%	39%	37%	43%
Participant social and community engagement rate - Aged 45 to 54 years	21%	23%	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	27%	33%	n/a	n/a	44%	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	27%	29%	31%	32%	33%	43%
Family and carer employment rate - Aged 0 to 14 years	36%	39%	37%	59%	47%	n/a
Family and carer employment rate - Aged 15+ years	50%	44%	52%	47%	53%	n/a
Family and carer employment rate - All ages	40%	41%	42%	55%	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%	76%	82%	88%	n/a
Participant Choice and Control - Aged 15+ years	n/a	70%	71%	75%	82%	n/a

<sup>173</sup> Denominators for each metric are: 'participant employment rate' (n=687), 'participant social and community engagement rate' (n=695), 'family and carer employment rate' (n=692) and 'participant choice and control' (n=450). 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 <sup>174</sup>**

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%	17%	17%	22%
Participant employment rate - Aged 25 to 34 years	35%	35%	35%	48%	n/a	37%	22%
Participant employment rate - Aged 35 to 44 years	24%	25%	22%	13%	n/a	22%	22%
Participant employment rate - Aged 45 to 54 years	28%	32%	29%	31%	n/a	25%	22%
Participant employment rate - Aged 55 to 64 years	25%	25%	16%	15%	n/a	15%	22%
Participant employment rate - Aged 65+ years	18%	9%	4%	n/a	n/a	2%	22%
Participant employment rate - Aged 25 to 64 years	28%	29%	24%	25%	15%	23%	22%
Participant employment rate - Aged 15 to 64 years	19%	20%	16%	20%	16%	21%	22%
Participant social and community engagement rate - Aged 15 to 24 years	30%	33%	33%	33%	34%	33%	43%
Participant social and community engagement rate - Aged 25 to 34 years	29%	35%	31%	39%	n/a	31%	43%
Participant social and community engagement rate - Aged 35 to 44 years	33%	36%	36%	63%	n/a	33%	43%
Participant social and community engagement rate - Aged 45 to 54 years	43%	41%	61%	66%	n/a	39%	43%
Participant social and community engagement rate - Aged 55 to 64 years	33%	33%	31%	32%	n/a	38%	43%
Participant social and community engagement rate - Aged 65+ years	41%	41%	44%	n/a	n/a	45%	43%
Participant social and community engagement rate - Aged 25+ years	36%	37%	39%	50%	43%	37%	43%
Participant social and community engagement rate - Aged 15+ years	35%	36%	37%	43%	39%	36%	43%
Family and carer employment rate - Aged 0 to 14 years	43%	43%	39%	45%	59%	55%	n/a
Family and carer employment rate - Aged 15+ years	46%	46%	49%	54%	50%	52%	n/a
Family and carer employment rate - All ages	44%	44%	43%	48%	57%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	46%	55%	57%	70%	73%	n/a
Participant Choice and Control - Aged 25+ years	n/a	75%	75%	83%	90%	92%	n/a
Participant Choice and Control - Aged 15+ years	n/a	64%	66%	69%	77%	83%	n/a

<sup>174</sup> Denominators for each metric are: 'participant employment rate' (n=499), 'participant social and community engagement rate' (n=498), 'family and carer employment rate' (n=526) 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 <sup>175</sup>**

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%	14%	22%	35%	31%	22%
Participant employment rate - Aged 25 to 34 years	21%	30%	31%	31%	33%	34%	35%	22%
Participant employment rate - Aged 35 to 44 years	38%	40%	28%	37%	40%	n/a	35%	22%
Participant employment rate - Aged 45 to 54 years	31%	32%	31%	29%	37%	n/a	25%	22%
Participant employment rate - Aged 55 to 64 years	25%	27%	19%	18%	n/a	n/a	21%	22%
Participant employment rate - Aged 65+ years	19%	16%	7%	17%	n/a	n/a	7%	22%
Participant employment rate - Aged 25 to 64 years	29%	33%	28%	29%	33%	34%	29%	22%
Participant employment rate - Aged 15 to 64 years	23%	27%	23%	25%	29%	35%	29%	22%
Participant social and community engagement rate - Aged 15 to 24 years	30%	36%	34%	38%	41%	32%	35%	43%
Participant social and community engagement rate - Aged 25 to 34 years	26%	29%	29%	24%	24%	19%	21%	43%
Participant social and community engagement rate - Aged 35 to 44 years	38%	40%	41%	42%	46%	n/a	44%	43%
Participant social and community engagement rate - Aged 45 to 54 years	42%	47%	44%	50%	48%	n/a	49%	43%
Participant social and community engagement rate - Aged 55 to 64 years	36%	38%	53%	55%	n/a	n/a	46%	43%
Participant social and community engagement rate - Aged 65+ years	30%	35%	39%	33%	n/a	n/a	35%	43%
Participant social and community engagement rate - Aged 25+ years	35%	39%	40%	40%	39%	37%	40%	43%
Participant social and community engagement rate - Aged 15+ years	34%	38%	38%	40%	40%	36%	39%	43%
Family and carer employment rate - Aged 0 to 14 years	43%	44%	44%	43%	45%	52%	60%	n/a
Family and carer employment rate - Aged 15+ years	50%	53%	55%	57%	62%	58%	57%	n/a
Family and carer employment rate - All ages	47%	49%	51%	51%	55%	55%	58%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	54%	58%	61%	62%	64%	83%	n/a
Participant Choice and Control - Aged 25+ years	n/a	74%	79%	84%	87%	82%	91%	n/a
Participant Choice and Control - Aged 15+ years	n/a	66%	68%	71%	70%	70%	87%	n/a

<sup>175</sup> Denominators for each metric are: 'participant employment rate' (n=631), 'participant social and community engagement rate' (n=636), 'family and carer employment rate' (n=598) and 'participant choice and control' (n=548). 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 1 July 2016 until the end of quarter 2, 2025-26. Table K.22 shows the number of complaints in quarter 2, 2025-26 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in quarter 2, 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 Number and proportion of respondents who responded positively to questions about NDIA planning process per quarter – Tasmania** <sup>176</sup> <sup>177</sup>

NDIA planning process	Prior Quarters	Quarter 2, 2025-26
<b>Early Supports - Number of respondents</b>	n/a	n/a
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
<b>Community Connections - Number of respondents</b>	<b>207</b>	<b>n/a</b>
Community Connections - Was information easy to understand?	82%	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?	72%	n/a
Community Connections - To what extent were your circumstances and needs considered?	75%	n/a
Community Connections - To what extent were you included in decisions that were made?	70%	n/a
Community Connections - How confident are you in reaching out to community supports and other government services?	48%	n/a
<b>Apply for NDIS (overall) - Number of respondents</b>	<b>296</b>	<b>n/a</b>
Apply for NDIS (overall) - Were you treated with respect?	93%	n/a
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	72%	n/a
Apply for NDIS (overall) - Was information easy to understand?	69%	n/a
Apply for NDIS (overall) - Was communication in your preferred format?	88%	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?	51%	n/a
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	52%	n/a
<b>Plan Approval - Number of respondents</b>	<b>1,671</b>	<b>74</b>
Plan Approval - Were you treated with respect?	94%	94%
Plan Approval - Were decisions and outcomes explained to you?	82%	78%
Plan Approval - Were your questions and concerns acknowledged?	83%	75%
Plan Approval - Do you know where to go for more help with using your plan?	86%	78%

<sup>176</sup> Previous quarters include only data gathered since December 2023, when changes to the Participant Satisfaction Survey were implemented.

<sup>177</sup> Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

<b>NDIA planning process</b>	<b>Prior Quarters</b>	<b>Quarter 2, 2025-26</b>
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	62%	49%
Plan Approval - How well does your NDIS plan meet your needs?	68%	51%
<b>Plan Implementation - Number of respondents</b>	<b>1,285</b>	<b>45</b>
Plan Implementation - Do you know where to go for more help with using your plan?	84%	82%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	64%	60%
Plan Implementation - To what extent were your circumstances and needs considered?	67%	60%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	63%	56%
Plan Implementation - Do you feel confident in using your plan?	64%	51%
Plan Implementation - Do you feel confident in accessing supports?	63%	56%
<b>Plan Reassessment - Number of respondents</b>	<b>3,517</b>	<b>170</b>
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	88%	81%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	69%	66%
Plan Reassessment - To what extent were your circumstances and needs considered?	71%	69%
Plan Reassessment - To what extent were you included in decisions that were made?	73%	69%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	64%	59%
Plan Reassessment - Do you feel confident in using your plan?	68%	62%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	67%	65%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	77%	74%

**Table K.22 Complaints and Participant Critical Incidents (PCIs) by quarter – Tasmania** <sup>178 179</sup>

<b>Complaints made by or on behalf of:</b>	<b>Prior Quarters</b>	<b>Quarter 2, 2025-26</b>	<b>Total</b>	<b>Number of unique complainants</b>
Participants: Complaints about Early Connections Partner	<20	<11	21	19
Participants: Complaints about Local Area Coordination (LAC) Partner	<120	<11	120	107
Participants: Complaints about service providers	332	25	357	289
Participants: Complaints about the Agency	4,993	249	5,242	2,692
Participants: Unclassified	<40	<11	40	36
<b>Participants: Total</b>	<b>5,503</b>	<b>277</b>	<b>5,780</b>	<b>2,908</b>
Percentage of the number of active participants	6.5%	6.8%	6.6%	n/a
<b>New Participant Critical Incidents (PCIs)</b>	<b>1,224</b>	<b>92</b>	<b>1,316</b>	<b>n/a</b>

<sup>178</sup> 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.

<sup>179</sup> Note that 59% of all complainants made only one complaint, 21% made two complaints, and 20% 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
Dec-22	159	5%	2,480	6%
Mar-23	176	5%	2,656	6%
Jun-23	220	7%	2,876	6%
Sep-23	247	7%	3,123	6%
Dec-23	300	9%	3,423	6%
Mar-24	299	9%	3,722	6%
Jun-24	365	10%	4,087	6%
Sep-24	318	9%	4,405	6%
Dec-24	311	8%	4,716	7%
Mar-25	280	7%	4,996	7%
Jun-25	226	6%	5,222	7%
Sep-25	281	7%	5,503	7%
Dec-25	277	7%	5,780	7%

**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
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	76	2%	634	1%
Jun-24	78	2%	712	1%
Sep-24	80	2%	792	1%
Dec-24	73	2%	865	1%
Mar-25	127	3%	992	1%
Jun-25	105	3%	1,097	1%
Sep-25	127	3%	1,224	1%
Dec-25	92	2%	1,316	2%

**Table K.25 Participant complaints by type. Complaints with a related party who has submitted an access request – Tasmania <sup>180</sup>**

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	82	2%	0	0%	82	2%
Complaints about the Agency - Information unclear	43	1%	0	0%	43	1%
Complaints about the Agency - NDIA Access	<190	n/a	<11	n/a	194	4%
Complaints about the Agency - NDIA Engagement	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - NDIA Finance	339	7%	16	6%	355	7%
Complaints about the Agency - NDIA Fraud and Compliance	30	1%	0	0%	30	1%
Complaints about the Agency - NDIA Plan	1,243	25%	81	33%	1,324	25%
Complaints about the Agency - NDIA Process	446	9%	30	12%	476	9%
Complaints about the Agency - NDIA Resources	<80	n/a	<11	n/a	84	2%
Complaints about the Agency - NDIA Staff	408	8%	30	12%	438	8%
Complaints about the Agency - NDIA Timeliness	1,302	26%	80	32%	1,382	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	81	2%	0	0%	81	2%
Complaints about the Agency - Staff conduct - Agency	43	1%	0	0%	43	1%
Complaints about the Agency - The way the NDIA carried out its decision making	71	1%	0	0%	71	1%
Complaints about the Agency - Timeliness	292	6%	0	0%	292	6%
Complaints about the Agency - Other	326	7%	0	0%	326	6%
<b>Complaints about the Agency - Total</b>	<b>4,993</b>	<b>100%</b>	<b>249</b>	<b>100%</b>	<b>5,242</b>	<b>100%</b>
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	<20	n/a	<11	n/a	12	57%
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%
<b>Complaints about Early Connections Partner - Total</b>	<b>&lt;20</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>21</b>	<b>100%</b>
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	<20	n/a	<11	n/a	12	10%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<11	n/a	0	0%	<11	n/a

<sup>180</sup> 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 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	<90	n/a	<11	n/a	85	71%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	11	9%	0	0%	11	9%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Local Area Coordination (LAC) Partner - Total</b>	<b>&lt;120</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>120</b>	<b>100%</b>
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	21	6%
Complaints about service providers - Provider Fraud and Compliance	<40	n/a	<11	n/a	42	12%
Complaints about service providers - Provider Process	<20	n/a	0	0%	<20	n/a
Complaints about service providers - Provider Service	<120	n/a	<11	n/a	122	34%
Complaints about service providers - Provider Staff	<70	n/a	<11	n/a	79	22%
Complaints about service providers - Service Delivery	21	6%	0	0%	21	6%
Complaints about service providers - Staff Conduct	17	5%	0	0%	17	5%
Complaints about service providers - Supports being provided	13	4%	0	0%	13	4%
Complaints about service providers - Other	23	7%	0	0%	23	6%
<b>Complaints about service providers - Total</b>	<b>332</b>	<b>100%</b>	<b>25</b>	<b>100%</b>	<b>357</b>	<b>100%</b>
<b>Unclassified</b>	<b>40</b>	<b>n/a</b>	<b>0</b>	<b>n/a</b>	<b>40</b>	<b>n/a</b>
<b>Participants total</b>	<b>5,503</b>	<b>n/a</b>	<b>277</b>	<b>n/a</b>	<b>5,780</b>	<b>n/a</b>

**Table K.26 Administrative Review Tribunal (ART) Cases by category as at 31 December 2025 – Tasmania**

Category	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Access	133	21%	14	20%	147	21%
Planning	461	74%	54	78%	515	75%
Compensation	<11	n/a	<11	n/a	<11	n/a
Jurisdiction	<20	n/a	<11	n/a	13	2%
Extension of Time	<11	n/a	<11	n/a	<11	n/a
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total cases</b>	<b>621</b>	<b>100%</b>	<b>69</b>	<b>100%</b>	<b>690</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>0.7%</b>	<b>n/a</b>	<b>1.7%</b>	<b>n/a</b>	<b>0.8%</b>	<b>n/a</b>

**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
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	54	1%	482	1%
Mar-25	41	1%	523	1%
Jun-25	34	1%	557	1%
Sep-25	64	2%	621	1%
Dec-25	69	2%	690	1%

**Table K.28 Administrative Review Tribunal (ART) cases by open/closed and decision – Tasmania <sup>181</sup>**

ART cases by open/closed and decision	Number of cases	Number of unique active participants
<b>ART Cases</b>	<b>690</b>	<b>634</b>
<b>Open ART Cases</b>	<b>157</b>	<b>155</b>
<b>Closed ART Cases</b>	<b>533</b>	<b>496</b>
Resolved before hearing	519	485
Gone to hearing and received a substantive decision	14	11

<sup>181</sup> 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** <sup>182 183 184</sup>

Type of support	Prior Quarters	Quarter 2, 2025-26	Total
Plan Management Decision	<11	<11	14
Core (excluding Consumables and Transport)	106	11	117
Capacity Building	115	17	132
General Support	<40	<11	40
Assistive Technology	<40	<11	39
Specialist Disability Accommodation	<11	<11	<11
Home Modifications	<11	<11	<11
Supported Independent Living	<60	<11	61
Everyday Living Costs	<20	<11	12
Transport	<30	<11	25
Other	70	11	81
<b>Total number of unique participants counted across disputed supports</b>	<b>235</b>	<b>26</b>	<b>261</b>
<b>Total number of instances of participants counted across disputed supports</b>	<b>480</b>	<b>60</b>	<b>540</b>

**Table K.30 Closed Administrative Review Tribunal (ART) cases by outcome – Tasmania**

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
<b>Decided by Tribunal - Total</b>	<b>&lt;20</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>14</b>	<b>3%</b>
Decided by Tribunal - Affirmed	<10	n/a	<11	n/a	<11	n/a
Decided by Tribunal - Varied	<10	n/a	<11	n/a	<11	n/a
Decided by Tribunal - Set Aside	<10	n/a	<11	n/a	<11	n/a
<b>Not Decided by Tribunal - Total</b>	<b>475</b>	<b>97%</b>	<b>44</b>	<b>98%</b>	<b>519</b>	<b>97%</b>
Not Decided by Tribunal - Resolved by consent	314	64%	27	60%	341	64%
Not Decided by Tribunal - Withdrawn	123	25%	11	24%	134	25%
Not Decided by Tribunal - No jurisdiction	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - Extension of Time Declined	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - Extension of Time Not opposed	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - Dismissed	<40	n/a	<11	n/a	37	7%
Not Decided by Tribunal - Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>488</b>	<b>100%</b>	<b>45</b>	<b>100%</b>	<b>533</b>	<b>100%</b>

<sup>182</sup> It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceeds the total in each period.

<sup>183</sup> Data is reported with one month lag; therefore results for last month of the current quarter are not included.

<sup>184</sup> 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 2, 2025-26 by registration status and funds management type – Tasmania** <sup>185</sup>

Funds management type	Registered	Unregistered	Total providers
NDIA-managed	354	n/a	354
Plan-managed	946	4,495	5,427
Self-managed	416	2,802	3,212
<b>All funds management types</b>	<b>1,120</b>	<b>6,160</b>	<b>7,265</b>

**Table K.32 Total active provider payments in quarter 2, 2025-26 by registration status and funds management type (\$m) – Tasmania** <sup>186 187</sup>

Funds management type	Registered	Unregistered	All registration statuses
NDIA-managed	97	n/a	97
Plan-managed	113	72	185
Self-managed	7	12	23
<b>All funds management types</b>	<b>216</b>	<b>84</b>	<b>304</b>

<sup>185</sup> 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.

<sup>186</sup> 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".

<sup>187</sup> 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 31 December 2025. Average payments (Tables K.35 to K.37) are calculated as the sum of the payments in the 12-month period to 31 December 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 31 December 2025. 'Total payments' refers to those paid over the 12 months to 31 December 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 1, 2025-26 distribution of participants	As at quarter 2, 2025-26 distribution of participants
\$0-\$5,000	2.7%	2.7%
\$5,001-\$10,000	4.6%	4.6%
\$10,001-\$15,000	7.8%	7.8%
\$15,001-\$20,000	12.1%	12.1%
\$20,001-\$25,000	10.0%	10.1%
\$25,001-\$30,000	5.7%	5.8%
\$30,001-\$50,000	14.9%	14.8%
\$50,001-\$100,000	18.3%	18.4%
\$100,001-\$150,000	7.3%	7.1%
\$150,001-\$200,000	3.8%	3.7%
\$200,001-\$250,000	2.3%	2.3%
\$250,001+	10.5%	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 1, 2025-26 distribution of participants	As at quarter 2, 2025-26 distribution of participants
\$0-\$5,000	2.9%	2.9%
\$5,001-\$10,000	4.9%	4.9%
\$10,001-\$15,000	8.3%	8.4%
\$15,001-\$20,000	13.0%	13.0%
\$20,001-\$25,000	10.8%	10.9%
\$25,001-\$30,000	6.1%	6.2%
\$30,001-\$50,000	16.0%	15.9%
\$50,001-\$100,000	19.7%	19.7%
\$100,001-\$150,000	7.9%	7.6%
\$150,001-\$200,000	4.0%	3.9%
\$200,001-\$250,000	2.2%	2.2%
\$250,001+	4.2%	4.4%

**Table K.35 Average annualised committed supports as at 31 December 2025 and average payments for the year ending 31 December 2025 by age group and participants' Supported Independent Living (SIL) status – 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	\$16,900	\$27,000	n/a	n/a	\$16,900	\$27,000
9 to 14	\$24,100	\$35,400	n/a	n/a	\$24,100	\$35,400
15 to 18	\$40,100	\$56,400	n/a	n/a	\$36,600	\$52,800
19 to 24	\$77,800	\$105,400	\$498,800	\$581,100	\$48,600	\$77,900
25 to 34	\$100,500	\$129,200	\$469,600	\$524,300	\$54,800	\$82,000
35 to 44	\$126,900	\$156,900	\$456,100	\$497,700	\$71,800	\$103,200
45 to 54	\$127,300	\$160,100	\$425,200	\$478,800	\$77,200	\$110,600
55 to 64	\$137,600	\$172,000	\$433,300	\$474,300	\$77,700	\$114,800
65+	\$152,400	\$182,600	\$428,600	\$462,100	\$90,400	\$119,100
<b>All</b>	<b>\$74,000</b>	<b>\$95,800</b>	<b>\$449,100</b>	<b>\$497,700</b>	<b>\$45,600</b>	<b>\$67,200</b>

**Table K.36 Average annualised committed supports as at 31 December 2025 and average payments for the year ending 31 December 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	\$167,000	\$205,000	\$475,300	\$535,100	\$98,300	\$134,000
Autism	\$41,800	\$57,000	\$509,000	\$567,500	\$27,700	\$43,100
Cerebral palsy	\$183,900	\$220,000	\$491,200	\$560,800	\$124,500	\$157,500
Developmental delay	\$11,900	\$21,700	n/a	n/a	\$11,900	\$21,700
Global developmental delay	\$17,200	\$25,800	n/a	n/a	\$17,200	\$25,800
Hearing impairment	\$15,000	\$23,600	n/a	n/a	\$14,700	\$23,000
Intellectual disability	\$108,700	\$131,900	\$420,300	\$455,600	\$57,300	\$80,100
Multiple sclerosis	\$84,500	\$125,200	n/a	n/a	\$68,200	\$110,100
Psychosocial disability	\$105,700	\$141,700	\$359,000	\$417,200	\$68,800	\$102,200
Spinal cord injury	\$172,100	\$223,300	n/a	n/a	\$130,500	\$189,300
Stroke	\$146,700	\$188,800	\$515,900	\$586,700	\$101,600	\$147,500
Visual impairment	\$49,300	\$72,000	n/a	n/a	\$41,000	\$62,400
Other neurological	\$162,100	\$203,500	\$550,100	\$595,100	\$101,300	\$143,600
Other physical	\$68,700	\$108,100	n/a	n/a	\$57,200	\$96,600
Other sensory/speech	\$14,600	\$27,100	n/a	n/a	\$14,600	\$27,100
Other	\$69,600	\$104,900	n/a	n/a	\$56,300	\$94,600
Down Syndrome	\$139,900	\$168,300	\$382,600	\$417,900	\$70,000	\$98,000
<b>All</b>	<b>\$74,000</b>	<b>\$95,800</b>	<b>\$449,100</b>	<b>\$497,700</b>	<b>\$45,600</b>	<b>\$67,200</b>

**Table K.37 Average annualised committed supports as at 31 December 2025 and average payments for the year ending 31 December 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	\$14,200	\$23,900	n/a	n/a	\$14,000	\$23,700
2	\$29,100	\$51,200	n/a	n/a	\$29,100	\$51,200
3	\$24,500	\$37,200	n/a	n/a	\$22,200	\$34,900
4	\$22,200	\$37,100	n/a	n/a	\$18,600	\$33,200
5	\$32,100	\$47,100	\$340,200	\$400,000	\$26,400	\$40,600
6	\$30,700	\$47,900	\$335,900	\$403,500	\$25,300	\$41,900
7	\$69,300	\$88,900	\$386,400	\$422,700	\$40,200	\$59,800
8	\$69,900	\$98,300	\$357,400	\$423,700	\$44,800	\$71,900
9	\$60,200	\$102,400	n/a	n/a	\$46,800	\$86,300
10	\$100,500	\$135,800	\$372,000	\$411,800	\$67,500	\$103,500
11	\$139,800	\$165,800	\$468,500	\$517,400	\$69,800	\$95,900
12	\$190,400	\$225,500	\$463,700	\$505,900	\$115,000	\$150,900
13	\$133,100	\$161,200	\$610,900	\$666,200	\$71,100	\$100,000
14	\$348,900	\$411,200	\$594,500	\$659,400	\$254,600	\$316,700
15	n/a	n/a	n/a	n/a	n/a	n/a
<b>All</b>	<b>\$74,000</b>	<b>\$95,800</b>	<b>\$449,100</b>	<b>\$497,700</b>	<b>\$45,600</b>	<b>\$67,200</b>

**Table K.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 31 December 2025 (\$m) – Tasmania <sup>188</sup>**

Support Category	Total payments for the year ending 31 December 2025	Total annualised committed supports as at 31 December 2025
Core: Daily Activities	370.4	385.1
Core: Consumables	2.8	3.2
Core: Social and Civic	90.6	104.9
Core: Transport	2.1	2.6
Capacity Building: Choice and Control	1.3	1.4
Capacity Building: Daily Activities	7.8	13.0
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	9.9	14.1
Capacity Building: Social and Civic	0.4	0.5
Capacity Building: Support Coordination	6.1	7.0
Capital: Assistive Technology	3.0	5.0
Capital: Home Modifications	3.5	5.7
<b>All</b>	<b>498.1</b>	<b>543.4</b>

<sup>188</sup> Total payments for home modifications were \$3.5 million. Of which, \$3.5 million (99.5%) has been paid for specialised disability accommodation (SDA) supports, and \$0.02 million (0.5%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$5.7 million. Of which, \$5.6 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 31 December 2025 (\$m) – Tasmania <sup>189</sup>**

Support Category	Total payments for the year ending 31 December 2025	Total annualised committed supports as at 31 December 2025
Core: Daily Activities	289.4	407.3
Core: Consumables	10.7	18.4
Core: Social and Civic	195.4	257.4
Core: Transport	11.6	11.0
Capacity Building: Choice and Control	14.0	16.6
Capacity Building: Daily Activities	79.8	183.3
Capacity Building: Employment	3.3	12.0
Capacity Building: Health and Wellbeing	0.6	1.5
Capacity Building: Home Living	0.1	0.2
Capacity Building: Lifelong learning	0.0	0.1
Capacity Building: Relationships	14.5	29.0
Capacity Building: Social and Civic	8.4	20.9
Capacity Building: Support Coordination	20.6	32.4
Capital: Assistive Technology	14.8	32.3
Capital: Home Modifications	4.6	9.6
<b>All</b>	<b>667.8</b>	<b>1,031.9</b>

<sup>189</sup> Total payments for home modifications were \$4.6 million. Of which, \$1.0 million (21.4%) has been paid for specialised disability accommodation (SDA) supports, and \$3.6 million (78.6%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$9.6 million. Of which, \$1.6 million (17%) has been allocated for specialised disability accommodation (SDA) supports, and \$8.0 million (83%) has been allocated for non-SDA supports.

**Table K.40 Payments by financial year in which support was provided, compared to committed supports – Tasmania <sup>190</sup>**

Financial year	Total Committed (\$m)	Total Paid (\$m)	Percentage utilised to date
2013-14	16.8	9.2	55%
2014-15	49.2	35.1	71%
2015-16	64.5	47.5	74%
2016-17	99.4	77.1	78%
2017-18	188.9	152.7	81%
2018-19	399.6	295.7	74%
2019-20	658.8	475.9	72%
2020-21	845.1	631.7	75%
2021-22	970.7	757.0	78%
2022-23	1,177.2	885.4	75%
2023-24	1,356.6	1,011.6	75%
2024-25	1,490.7	1,096.1	74%
2025-26 to date (Experience still emerging)	815.6	548.8	67%

**Table K.41 Percentage change in plan budgets for active participants per quarter – Tasmania <sup>191</sup>**

Inflation type	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25
Intraplan Inflation	6.8%	7.6%	7.2%	7.1%	5.4%	5.6%	4.2%	5.8%	3.8%
Interplan Inflation	6.4%	-1.1%	0.8%	5.5%	5.9%	5.7%	3.7%	4.0%	1.1%
<b>Total Inflation</b>	<b>13.3%</b>	<b>6.5%</b>	<b>8.0%</b>	<b>12.6%</b>	<b>11.4%</b>	<b>11.3%</b>	<b>7.8%</b>	<b>9.8%</b>	<b>4.9%</b>

<sup>190</sup> 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.

<sup>191</sup> 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

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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 2, 2025-26	Total
<b>Access decisions</b>	<b>17,458</b>	<b>396</b>	<b>17,854</b>
<b>Currently Eligible - Total</b>	<b>12,229</b>	<b>314</b>	<b>12,543</b>
Currently Eligible - New	9,596	312	9,908
Currently Eligible - State	<2,340	<11	2,334
Currently Eligible - Commonwealth	<300	<11	301
<b>Active Participant Plans - Total</b>	<b>12,136</b>	<b>295</b>	<b>12,431</b>
Active Participant Plans - New	9,505	293	9,798
Active Participant Plans - State	<2,340	<11	2,332
Active Participant Plans - Commonwealth	<300	<11	301
<b>Active Participant Plans - Total</b>	<b>12,136</b>	<b>295</b>	<b>12,431</b>
Active Participant Plans - Early Intervention (s25)	4,029	167	4,196
Active Participant Plans - Permanent Disability (s24)	7,717	59	7,776
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	390	69	459

**Table L.2 People who have left the Scheme since 1 July 2013 as at 31 December 2025 – Australian Capital Territory <sup>192</sup>**

People leaving the Scheme	Prior Quarters	Quarter 2, 2025-26	Total
<b>Number of people who have left the Scheme</b>	<b>2,208</b>	<b>142</b>	<b>2,350</b>

<sup>192</sup> 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	4,407	95%	1,889	93%	32	80%	6,328	94%
9 to 14	1,258	88%	709	87%	50	91%	2,017	88%
15 to 18	500	90%	343	85%	29	94%	872	88%
19 to 24	347	88%	303	79%	34	79%	684	83%
25 to 34	502	84%	504	75%	29	71%	1,035	79%
35 to 44	571	78%	558	71%	17	59%	1,146	74%
45 to 54	633	80%	630	69%	13	52%	1,276	74%
55 to 64	729	75%	858	68%	14	52%	1,601	70%
65+	<50	n/a	<40	n/a	<11	n/a	<90	n/a
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>8,992</b>	<b>88%</b>	<b>5,830</b>	<b>79%</b>	<b>219</b>	<b>75%</b>	<b>15,041</b>	<b>84%</b>

**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	215	93%	<100	n/a	<11	n/a	318	92%
Autism	3,498	97%	1,796	97%	144	94%	5,438	97%
Cerebral palsy	192	96%	<160	n/a	<11	n/a	348	95%
Developmental delay	1,495	96%	<630	n/a	<11	n/a	2,133	95%
Down syndrome	132	100%	<120	n/a	<11	n/a	245	100%
Global developmental delay	249	99%	<120	n/a	<11	n/a	365	99%
Hearing impairment	248	86%	<290	n/a	<11	n/a	537	84%
Intellectual disability	895	95%	630	94%	12	80%	1,537	95%
Multiple sclerosis	67	93%	<220	n/a	<11	n/a	289	92%
Psychosocial disability	716	70%	630	59%	20	48%	1,366	64%
Spinal cord injury	77	94%	<30	n/a	<11	n/a	104	92%
Stroke	111	90%	<90	n/a	<11	n/a	201	89%
Visual impairment	114	88%	<110	n/a	<11	n/a	224	88%
Other neurological	367	81%	<280	n/a	<11	n/a	652	80%
Other physical	270	54%	<430	n/a	<11	n/a	707	51%
Other sensory/speech	182	59%	<70	n/a	<11	n/a	249	57%
Other	164	49%	<160	n/a	<11	n/a	328	44%
<b>Total</b>	<b>8,992</b>	<b>88%</b>	<b>5,830</b>	<b>79%</b>	<b>219</b>	<b>75%</b>	<b>15,041</b>	<b>84%</b>

**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 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
First Nations Participants	634	5%	15	5%	649	5%
Non-First Nations Participants	10,140	84%	254	86%	10,394	84%
Not Stated	1,362	11%	26	9%	1,388	11%
<b>Total</b>	<b>12,136</b>	<b>100%</b>	<b>295</b>	<b>100%</b>	<b>12,431</b>	<b>100%</b>

**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 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	<1,140	n/a	<30	n/a	1,154	9%
Not culturally and linguistically diverse	10,500	87%	264	89%	10,764	87%
Not stated	<510	n/a	<11	n/a	513	4%
<b>Total</b>	<b>12,136</b>	<b>100%</b>	<b>295</b>	<b>100%</b>	<b>12,431</b>	<b>100%</b>

**Table L.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2025 – Australian Capital Territory <sup>193</sup>**

Age group	Total number of active participants
Under 45	0
45 to 54	0
55 to 64	<11
<b>Total YPIRAC (under 65)</b>	<b>&lt;11</b>

<sup>193</sup> There are a further 17 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 <sup>194</sup>**

Quarter ending	Incremental	Cumulative
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
Dec-25	0	<11

**Table L.9 Participant profile per quarter by remoteness – Australian Capital Territory**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Major cities	12,123	100%	295	100%	12,418	100%
Population > 50,000	<20	n/a	<11	n/a	12	0%
Population between 15,000 and 50,000	<11	n/a	<11	n/a	<11	n/a
Population between 5,000 and 15,000	<11	n/a	<11	n/a	<11	n/a
Population less than 5,000	<11	n/a	<11	n/a	<11	n/a
Remote	<11	n/a	<11	n/a	<11	n/a
Very Remote	<11	n/a	<11	n/a	<11	n/a
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>12,136</b>	<b>100%</b>	<b>295</b>	<b>100%</b>	<b>12,431</b>	<b>100%</b>

<sup>194</sup> 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 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Autism	5,148	42%	113	38%	5,261	42%
Intellectual disability	<1,390	n/a	<11	n/a	1,395	11%
Developmental delay	1,031	8%	92	31%	1,123	9%
Psychosocial disability	<1,160	n/a	<11	n/a	1,165	9%
Hearing impairment	<480	n/a	<11	n/a	484	4%
Other neurological	440	4%	12	4%	452	4%
Other physical	<520	n/a	<11	n/a	514	4%
Acquired brain injury	<250	n/a	<11	n/a	243	2%
Global developmental delay	258	2%	25	8%	283	2%
Cerebral palsy	<310	n/a	<11	n/a	308	2%
Other	216	2%	12	4%	228	2%
Multiple sclerosis	<250	n/a	<11	n/a	253	2%
Down syndrome	<230	n/a	<11	n/a	228	2%
Visual impairment	<200	n/a	<11	n/a	198	2%
Stroke	<170	n/a	<11	n/a	164	1%
Spinal cord Injury	<80	n/a	<11	n/a	82	1%
Other sensory/speech	<50	n/a	<11	n/a	50	0%
<b>Total</b>	<b>12,136</b>	<b>100%</b>	<b>295</b>	<b>100%</b>	<b>12,431</b>	<b>100%</b>

**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	5,261	42%	91	14%	5,170	44%
Intellectual disability	1,395	11%	190	30%	1,205	10%
Developmental delay	1,123	9%	<11	n/a	<1,130	n/a
Psychosocial disability	1,165	9%	112	17%	1,053	9%
Hearing impairment	484	4%	<11	n/a	<490	n/a
Other neurological	452	4%	51	8%	401	3%
Other physical	514	4%	<11	n/a	<510	n/a
Acquired brain injury	243	2%	51	8%	192	2%
Global developmental delay	283	2%	<11	n/a	<290	n/a
Cerebral palsy	308	2%	43	7%	265	2%
Other	228	2%	19	3%	209	2%
Multiple sclerosis	253	2%	<11	n/a	<250	n/a
Down syndrome	228	2%	42	7%	186	2%
Visual impairment	198	2%	<11	n/a	<200	n/a
Stroke	164	1%	20	3%	144	1%
Spinal cord Injury	82	1%	<11	n/a	<80	n/a
Other sensory/speech	50	0%	<11	n/a	<50	n/a
<b>Total</b>	<b>12,431</b>	<b>100%</b>	<b>641</b>	<b>100%</b>	<b>11,790</b>	<b>100%</b>

**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 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
1 (High Function)	1,674	14%	99	34%	1,773	14%
2 (High Function)	<40	n/a	<11	n/a	<40	n/a
3 (High Function)	690	6%	25	8%	715	6%
4 (High Function)	<1,020	n/a	<11	n/a	1,018	8%
5 (High Function)	763	6%	20	7%	783	6%
6 (Moderate Function)	3,056	25%	78	26%	3,134	25%
7 (Moderate Function)	559	5%	11	4%	570	5%
8 (Moderate Function)	<690	n/a	<11	n/a	696	6%
9 (Moderate Function)	<60	n/a	<11	n/a	58	0%
10 (Moderate Function)	<980	n/a	<11	n/a	983	8%
11 (Low Function)	<300	n/a	<11	n/a	301	2%
12 (Low Function)	1,127	9%	14	5%	1,141	9%
13 (Low Function)	<720	n/a	<11	n/a	711	6%
14 (Low Function)	<150	n/a	<11	n/a	141	1%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	348	3%	24	8%	372	3%
<b>Total</b>	<b>12,136</b>	<b>100%</b>	<b>295</b>	<b>100%</b>	<b>12,431</b>	<b>100%</b>

**Table L.13 Participant profile per quarter by age group – Australian Capital Territory**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
0 to 8	2,259	19%	163	55%	2,422	19%
9 to 14	2,351	19%	33	11%	2,384	19%
15 to 18	1,255	10%	15	5%	1,270	10%
19 to 24	<1,230	n/a	<11	n/a	1,230	10%
25 to 34	1,249	10%	19	6%	1,268	10%
35 to 44	919	8%	21	7%	940	8%
45 to 54	1,036	9%	16	5%	1,052	8%
55 to 64	1,037	9%	19	6%	1,056	8%
65+	<810	n/a	<11	n/a	809	7%
<b>Total</b>	<b>12,136</b>	<b>100%</b>	<b>295</b>	<b>100%</b>	<b>12,431</b>	<b>100%</b>

**Table L.14 Participation rates by age group and gender as at 31 December 2025 – Australian Capital Territory <sup>195</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	6.5%	3.0%	4.8%
9 to 14	8.6%	4.4%	6.7%
15 to 18	6.8%	3.9%	5.5%
19 to 24	3.7%	2.3%	3.1%
25 to 44	1.5%	1.3%	1.4%
45 to 64	1.9%	1.9%	1.9%
65+	1.1%	1.2%	1.2%
<b>Total (0-64)</b>	<b>3.4%</b>	<b>2.2%</b>	<b>2.8%</b>
<b>Total (All ages)</b>	<b>3.1%</b>	<b>2.0%</b>	<b>2.6%</b>

**Table L.15 Proportion of active participants with approved plans accessing mainstream supports – Australian Capital Territory**

Mainstream service	Prior Quarters	Quarter 2, 2025-26	Total
Choice and control over my life	3%	4%	3%
Daily life	12%	12%	12%
Health and wellbeing	76%	82%	76%
Learning	39%	35%	39%
Relationships	4%	2%	4%
Social and community activities	8%	7%	8%
Where I live	3%	4%	3%
Work	7%	6%	7%
Unknown	4%	n/a	3%
<b>Any mainstream service</b>	<b>96%</b>	<b>95%</b>	<b>96%</b>

<sup>195</sup> 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 96% 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 <sup>196</sup>**

Metric by age group	Baseline	R1	R2	2025-26 Target
Participant employment rate - Aged 15 to 24 years	17%	9%	27%	22%
Participant employment rate - Aged 25 to 34 years	43%	42%	40%	22%
Participant employment rate - Aged 35 to 44 years	40%	28%	37%	22%
Participant employment rate - Aged 45 to 54 years	35%	36%	37%	22%
Participant employment rate - Aged 55 to 64 years	28%	19%	14%	22%
Participant employment rate - Aged 65+ years	23%	n/a	13%	22%
Participant employment rate - Aged 25 to 64 years	36%	31%	32%	22%
Participant employment rate - Aged 15 to 64 years	31%	27%	31%	22%
Participant social and community engagement rate - Aged 15 to 24 years	26%	35%	28%	43%
Participant social and community engagement rate - Aged 25 to 34 years	26%	31%	38%	43%
Participant social and community engagement rate - Aged 35 to 44 years	30%	36%	33%	43%
Participant social and community engagement rate - Aged 45 to 54 years	24%	31%	35%	43%
Participant social and community engagement rate - Aged 55 to 64 years	42%	54%	46%	43%
Participant social and community engagement rate - Aged 65+ years	40%	n/a	53%	43%
Participant social and community engagement rate - Aged 25+ years	31%	38%	39%	43%
Participant social and community engagement rate - Aged 15+ years	30%	37%	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	66%	70%	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	59%	75%	n/a
Participant Choice and Control - Aged 25+ years	n/a	73%	82%	n/a
Participant Choice and Control - Aged 15+ years	n/a	70%	80%	n/a

<sup>196</sup> Denominators for each metric are: 'participant employment rate' (n=505), 'participant social and community engagement rate' (n=510), 'family and carer employment rate' (n=614) and 'participant choice and control' (n=186). 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 <sup>197</sup>**

Metric by age group	Baseline	R1	R2	R3	2025-26 Target
Participant employment rate - Aged 15 to 24 years	18%	12%	27%	19%	22%
Participant employment rate - Aged 25 to 34 years	26%	25%	19%	32%	22%
Participant employment rate - Aged 35 to 44 years	38%	35%	26%	34%	22%
Participant employment rate - Aged 45 to 54 years	37%	33%	23%	31%	22%
Participant employment rate - Aged 55 to 64 years	28%	32%	31%	24%	22%
Participant employment rate - Aged 65+ years	13%	n/a	n/a	6%	22%
Participant employment rate - Aged 25 to 64 years	33%	31%	24%	31%	22%
Participant employment rate - Aged 15 to 64 years	29%	27%	25%	28%	22%
Participant social and community engagement rate - Aged 15 to 24 years	42%	32%	39%	38%	43%
Participant social and community engagement rate - Aged 25 to 34 years	18%	25%	28%	31%	43%
Participant social and community engagement rate - Aged 35 to 44 years	34%	34%	38%	38%	43%
Participant social and community engagement rate - Aged 45 to 54 years	34%	41%	42%	35%	43%
Participant social and community engagement rate - Aged 55 to 64 years	32%	40%	50%	43%	43%
Participant social and community engagement rate - Aged 65+ years	52%	n/a	n/a	52%	43%
Participant social and community engagement rate - Aged 25+ years	32%	36%	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%	60%	61%	n/a
Family and carer employment rate - Aged 15+ years	64%	69%	74%	56%	n/a
Family and carer employment rate - All ages	58%	59%	63%	60%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	69%	74%	73%	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

<sup>197</sup> Denominators for each metric are: 'participant employment rate' (n=469), 'participant social and community engagement rate' (n=471), 'family and carer employment rate' (n=419) and 'participant choice and control' (n=273). 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 <sup>198</sup>**

Metric by age group	Baseline	R1	R2	R3	R4	2025-26 Target
Participant employment rate - Aged 15 to 24 years	9%	25%	20%	n/a	39%	22%
Participant employment rate - Aged 25 to 34 years	33%	32%	38%	31%	39%	22%
Participant employment rate - Aged 35 to 44 years	34%	33%	32%	43%	32%	22%
Participant employment rate - Aged 45 to 54 years	27%	34%	33%	48%	30%	22%
Participant employment rate - Aged 55 to 64 years	34%	28%	31%	n/a	25%	22%
Participant employment rate - Aged 65+ years	12%	12%	16%	n/a	9%	22%
Participant employment rate - Aged 25 to 64 years	32%	32%	34%	38%	32%	22%
Participant employment rate - Aged 15 to 64 years	27%	30%	31%	34%	33%	22%
Participant social and community engagement rate - Aged 15 to 24 years	41%	46%	41%	n/a	48%	43%
Participant social and community engagement rate - Aged 25 to 34 years	34%	39%	49%	57%	44%	43%
Participant social and community engagement rate - Aged 35 to 44 years	33%	39%	46%	58%	37%	43%
Participant social and community engagement rate - Aged 45 to 54 years	36%	42%	50%	52%	41%	43%
Participant social and community engagement rate - Aged 55 to 64 years	37%	43%	38%	n/a	50%	43%
Participant social and community engagement rate - Aged 65+ years	36%	29%	33%	n/a	39%	43%
Participant social and community engagement rate - Aged 25+ years	35%	39%	45%	51%	42%	43%
Participant social and community engagement rate - Aged 15+ years	36%	41%	44%	48%	44%	43%
Family and carer employment rate - Aged 0 to 14 years	55%	63%	62%	60%	68%	n/a
Family and carer employment rate - Aged 15+ years	61%	55%	73%	n/a	65%	n/a
Family and carer employment rate - All ages	57%	61%	65%	62%	67%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	66%	52%	63%	n/a
Participant Choice and Control - Aged 25+ years	n/a	74%	76%	82%	84%	n/a
Participant Choice and Control - Aged 15+ years	n/a	70%	73%	74%	78%	n/a

<sup>198</sup> Denominators for each metric are: 'participant employment rate' (n=346), 'participant social and community engagement rate' (n=344), 'family and carer employment rate' (n=249) and 'participant choice and control' (n=262). 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 <sup>199</sup>**

Metric by age group	Baseline	R1	R2	R3	R4	R5	2025-26 Target
Participant employment rate - Aged 15 to 24 years	16%	18%	30%	23%	n/a	44%	22%
Participant employment rate - Aged 25 to 34 years	51%	52%	50%	41%	n/a	44%	22%
Participant employment rate - Aged 35 to 44 years	27%	26%	27%	33%	n/a	32%	22%
Participant employment rate - Aged 45 to 54 years	34%	27%	33%	29%	n/a	27%	22%
Participant employment rate - Aged 55 to 64 years	21%	22%	33%	15%	n/a	13%	22%
Participant employment rate - Aged 65+ years	28%	14%	n/a	n/a	n/a	10%	22%
Participant employment rate - Aged 25 to 64 years	33%	32%	36%	29%	28%	28%	22%
Participant employment rate - Aged 15 to 64 years	30%	29%	35%	28%	28%	31%	22%
Participant social and community engagement rate - Aged 15 to 24 years	43%	45%	46%	49%	n/a	50%	43%
Participant social and community engagement rate - Aged 25 to 34 years	46%	44%	42%	41%	n/a	47%	43%
Participant social and community engagement rate - Aged 35 to 44 years	39%	51%	50%	54%	n/a	48%	43%
Participant social and community engagement rate - Aged 45 to 54 years	37%	34%	46%	44%	n/a	44%	43%
Participant social and community engagement rate - Aged 55 to 64 years	29%	40%	51%	45%	n/a	45%	43%
Participant social and community engagement rate - Aged 65+ years	48%	50%	n/a	n/a	n/a	42%	43%
Participant social and community engagement rate - Aged 25+ years	39%	43%	47%	47%	39%	46%	43%
Participant social and community engagement rate - Aged 15+ years	39%	43%	47%	47%	39%	46%	43%
Family and carer employment rate - Aged 0 to 14 years	55%	61%	61%	64%	73%	76%	n/a
Family and carer employment rate - Aged 15+ years	58%	62%	n/a	n/a	n/a	63%	n/a
Family and carer employment rate - All ages	56%	61%	63%	63%	72%	72%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	68%	71%	72%	75%	83%	n/a
Participant Choice and Control - Aged 25+ years	n/a	76%	81%	78%	77%	82%	n/a
Participant Choice and Control - Aged 15+ years	n/a	74%	78%	76%	77%	83%	n/a

<sup>199</sup> Denominators for each metric are: 'participant employment rate' (n=320), 'participant social and community engagement rate' (n=327), 'family and carer employment rate' (n=161) and 'participant choice and control' (n=243). 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 <sup>200</sup>**

Metric by age group	Baseline	R1	R2	R3	R4	R5	R6+	2025-26 Target
Participant employment rate - Aged 15 to 24 years	4%	12%	5%	28%	n/a	n/a	35%	22%
Participant employment rate - Aged 25 to 34 years	29%	35%	37%	41%	48%	40%	45%	22%
Participant employment rate - Aged 35 to 44 years	43%	43%	45%	40%	40%	39%	46%	22%
Participant employment rate - Aged 45 to 54 years	38%	36%	34%	32%	37%	26%	31%	22%
Participant employment rate - Aged 55 to 64 years	30%	29%	27%	27%	25%	21%	21%	22%
Participant employment rate - Aged 65+ years	15%	18%	10%	11%	8%	10%	4%	22%
Participant employment rate - Aged 25 to 64 years	35%	36%	36%	35%	37%	32%	35%	22%
Participant employment rate - Aged 15 to 64 years	33%	34%	33%	34%	36%	34%	35%	22%
Participant social and community engagement rate - Aged 15 to 24 years	29%	31%	26%	34%	n/a	n/a	31%	43%
Participant social and community engagement rate - Aged 25 to 34 years	36%	41%	47%	38%	50%	38%	39%	43%
Participant social and community engagement rate - Aged 35 to 44 years	38%	40%	47%	47%	55%	48%	49%	43%
Participant social and community engagement rate - Aged 45 to 54 years	36%	42%	42%	48%	54%	43%	47%	43%
Participant social and community engagement rate - Aged 55 to 64 years	42%	43%	49%	40%	50%	30%	49%	43%
Participant social and community engagement rate - Aged 65+ years	38%	37%	52%	53%	42%	48%	42%	43%
Participant social and community engagement rate - Aged 25+ years	38%	41%	47%	45%	51%	41%	46%	43%
Participant social and community engagement rate - Aged 15+ years	37%	40%	45%	44%	50%	41%	45%	43%
Family and carer employment rate - Aged 0 to 14 years	48%	51%	50%	50%	43%	n/a	64%	n/a
Family and carer employment rate - Aged 15+ years	54%	58%	58%	53%	n/a	n/a	59%	n/a
Family and carer employment rate - All ages	50%	54%	53%	51%	52%	61%	62%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	66%	70%	71%	69%	80%	83%	n/a
Participant Choice and Control - Aged 25+ years	n/a	73%	77%	79%	81%	85%	90%	n/a
Participant Choice and Control - Aged 15+ years	n/a	72%	75%	77%	77%	84%	88%	n/a

<sup>200</sup> Denominators for each metric are: 'participant employment rate' (n=660), 'participant social and community engagement rate' (n=655), 'family and carer employment rate' (n=223) and 'participant choice and control' (n=609). 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 1 July 2016 until the end of quarter 2, 2025-26. Table L.22 shows the number of complaints in quarter 2, 2025-26 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in quarter 2, 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 Number and proportion of respondents who responded positively to questions about NDIA planning process per quarter – Australian Capital Territory** <sup>201</sup> <sup>202</sup>

NDIA planning process	Prior Quarters	Quarter 2, 2025-26
<b>Early Supports - Number of respondents</b>	n/a	n/a
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
<b>Community Connections - Number of respondents</b>	<b>233</b>	<b>n/a</b>
Community Connections - Was information easy to understand?	76%	n/a
Community Connections - Was communication in your preferred format?	91%	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?	67%	n/a
Community Connections - To what extent were your circumstances and needs considered?	71%	n/a
Community Connections - To what extent were you included in decisions that were made?	67%	n/a
Community Connections - How confident are you in reaching out to community supports and other government services?	47%	n/a
<b>Apply for NDIS (overall) - Number of respondents</b>	<b>262</b>	<b>n/a</b>
Apply for NDIS (overall) - Were you treated with respect?	96%	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?	65%	n/a
Apply for NDIS (overall) - Was communication in your preferred format?	80%	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?	51%	n/a
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	52%	n/a
<b>Plan Approval - Number of respondents</b>	<b>784</b>	<b>49</b>
Plan Approval - Were you treated with respect?	92%	80%
Plan Approval - Were decisions and outcomes explained to you?	77%	67%
Plan Approval - Were your questions and concerns acknowledged?	79%	64%
Plan Approval - Do you know where to go for more help with using your plan?	85%	83%

<sup>201</sup> Previous quarters include only data gathered since December 2023, when changes to the Participant Satisfaction Survey were implemented.

<sup>202</sup> Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

NDIA planning process	Prior Quarters	Quarter 2, 2025-26
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	53%	39%
Plan Approval - How well does your NDIS plan meet your needs?	58%	42%
<b>Plan Implementation - Number of respondents</b>	<b>394</b>	<b>39</b>
Plan Implementation - Do you know where to go for more help with using your plan?	86%	76%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	59%	44%
Plan Implementation - To what extent were your circumstances and needs considered?	60%	46%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	57%	54%
Plan Implementation - Do you feel confident in using your plan?	60%	44%
Plan Implementation - Do you feel confident in accessing supports?	59%	54%
<b>Plan Reassessment - Number of respondents</b>	<b>1,198</b>	<b>81</b>
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	82%	82%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	59%	53%
Plan Reassessment - To what extent were your circumstances and needs considered?	62%	49%
Plan Reassessment - To what extent were you included in decisions that were made?	63%	58%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	64%	54%
Plan Reassessment - Do you feel confident in using your plan?	66%	57%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	61%	57%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	76%	78%

**Table L.22 Complaints and Participant Critical Incidents (PCIs) by quarter – Australian Capital Territory** <sup>203 204</sup>

Complaints made by or on behalf of:	Prior Quarters	Quarter 2, 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	<130	<11	<130	<120
Participants: Complaints about service providers	218	14	232	197
Participants: Complaints about the Agency	4,665	160	4,825	2,298
Participants: Unclassified	<170	<11	163	139
<b>Participants: Total</b>	<b>5,173</b>	<b>182</b>	<b>5,355</b>	<b>2,493</b>
Percentage of the number of active participants	6.7%	5.9%	6.7%	n/a
<b>New Participant Critical Incidents (PCIs)</b>	<b>756</b>	<b>64</b>	<b>820</b>	<b>n/a</b>

<sup>203</sup> 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.

<sup>204</sup> Note that 56% of all complainants made only one complaint, 22% made two complaints, and 22% 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
Dec-22	146	6%	3,036	7%
Mar-23	130	5%	3,166	6%
Jun-23	115	5%	3,281	6%
Sep-23	142	5%	3,423	6%
Dec-23	162	6%	3,585	6%
Mar-24	228	8%	3,813	6%
Jun-24	231	9%	4,044	6%
Sep-24	244	9%	4,288	7%
Dec-24	261	9%	4,549	7%
Mar-25	254	9%	4,803	7%
Jun-25	171	6%	4,974	7%
Sep-25	199	7%	5,173	7%
Dec-25	182	6%	5,355	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
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	32	1%	469	1%
Sep-24	35	1%	504	1%
Dec-24	58	2%	562	1%
Mar-25	60	2%	622	1%
Jun-25	60	2%	682	1%
Sep-25	74	2%	756	1%
Dec-25	64	2%	820	1%

**Table L.25 Participant complaints by type. Complaints with a related party who has submitted an access request – Australian Capital Territory <sup>205</sup>**

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	188	4%	0	0%	188	4%
Complaints about the Agency - Information unclear	45	1%	0	0%	45	1%
Complaints about the Agency - NDIA Access	<140	n/a	<11	n/a	142	3%
Complaints about the Agency - NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Finance	249	5%	14	9%	263	5%
Complaints about the Agency - NDIA Fraud and Compliance	<30	n/a	<11	n/a	30	1%
Complaints about the Agency - NDIA Plan	975	21%	47	29%	1,022	21%
Complaints about the Agency - NDIA Process	481	10%	18	11%	499	10%
Complaints about the Agency - NDIA Resources	<70	n/a	<11	n/a	69	1%
Complaints about the Agency - NDIA Staff	298	6%	27	17%	325	7%
Complaints about the Agency - NDIA Timeliness	1,041	22%	41	26%	1,082	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	412	9%	0	0%	412	9%
Complaints about the Agency - Other	470	10%	0	0%	470	10%
<b>Complaints about the Agency - Total</b>	<b>4,665</b>	<b>100%</b>	<b>160</b>	<b>100%</b>	<b>4,825</b>	<b>100%</b>
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	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	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%
<b>Complaints about Early Connections Partner - Total</b>	<b>&lt;11</b>	<b>n/a</b>	<b>0</b>	<b>0%</b>	<b>&lt;11</b>	<b>n/a</b>
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	11%	0	0%	13	10%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<20	n/a	<11	n/a	18	14%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	0	0%	0	0%	0	0%

<sup>205</sup> 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 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	<70	n/a	<11	n/a	72	56%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	24	20%	0	0%	24	19%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Local Area Coordination (LAC) Partner - Total</b>	<b>&lt;130</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>129</b>	<b>100%</b>
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	16	7%
Complaints about service providers - Provider Fraud and Compliance	<30	n/a	<11	n/a	26	11%
Complaints about service providers - Provider Process	15	7%	0	0%	15	6%
Complaints about service providers - Provider Service	<60	n/a	<11	n/a	58	25%
Complaints about service providers - Provider Staff	<40	n/a	<11	n/a	47	20%
Complaints about service providers - Service Delivery	20	9%	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	6%	0	0%	14	6%
Complaints about service providers - Other	21	10%	0	0%	21	9%
<b>Complaints about service providers - Total</b>	<b>218</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>232</b>	<b>100%</b>
<b>Unclassified</b>	<b>163</b>	<b>n/a</b>	<b>0</b>	<b>n/a</b>	<b>163</b>	<b>n/a</b>
<b>Participants total</b>	<b>5,173</b>	<b>n/a</b>	<b>182</b>	<b>n/a</b>	<b>5,355</b>	<b>n/a</b>

**Table L.26 Administrative Review Tribunal (ART) Cases by category as at 31 December 2025 – Australian Capital Territory**

Category	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Access	<340	n/a	<11	n/a	338	25%
Planning	931	69%	21	75%	952	69%
Compensation	<11	n/a	<11	n/a	<11	n/a
Jurisdiction	<50	n/a	<11	n/a	42	3%
Extension of Time	<20	n/a	<11	n/a	<20	n/a
Other	<20	n/a	<11	n/a	19	1%
<b>Total cases</b>	<b>1,347</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>1,375</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>1.8%</b>	<b>n/a</b>	<b>0.9%</b>	<b>n/a</b>	<b>1.7%</b>	<b>n/a</b>

**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
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	47	2%	1,074	2%
Sep-24	50	2%	1,124	2%
Dec-24	75	3%	1,199	2%
Mar-25	79	3%	1,278	2%
Jun-25	35	1%	1,313	2%
Sep-25	34	1%	1,347	2%
Dec-25	28	1%	1,375	2%

**Table L.28 Administrative Review Tribunal (ART) cases by open/closed and decision – Australian Capital Territory <sup>206</sup>**

ART cases by open/closed and decision	Number of cases	Number of unique active participants
<b>ART Cases</b>	<b>1,375</b>	<b>1,237</b>
<b>Open ART Cases</b>	<b>142</b>	<b>140</b>
<b>Closed ART Cases</b>	<b>1,233</b>	<b>1,113</b>
Resolved before hearing	1,194	1,079
Gone to hearing and received a substantive decision	39	34

<sup>206</sup> 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** <sup>207 208 209</sup>

Type of support	Prior Quarters	Quarter 2, 2025-26	Total
Plan Management Decision	<20	<11	18
Core (excluding Consumables and Transport)	<160	<11	166
Capacity Building	<190	<11	195
General Support	<60	<11	55
Assistive Technology	<70	<11	71
Specialist Disability Accommodation	<30	<11	26
Home Modifications	<20	<11	13
Supported Independent Living	<80	<11	73
Everyday Living Costs	<20	<11	17
Transport	<40	<11	37
Other	<120	<11	114
<b>Total number of unique participants counted across disputed supports</b>	<b>354</b>	<b>13</b>	<b>367</b>
<b>Total number of instances of participants counted across disputed supports</b>	<b>757</b>	<b>28</b>	<b>785</b>

**Table L.30 Closed Administrative Review Tribunal (ART) cases by outcome – Australian Capital Territory**

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
<b>Decided by Tribunal - Total</b>	<b>39</b>	<b>3%</b>	<b>0</b>	<b>n/a</b>	<b>39</b>	<b>3%</b>
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	<20	n/a
<b>Not Decided by Tribunal - Total</b>	<b>1,150</b>	<b>97%</b>	<b>44</b>	<b>100%</b>	<b>1,194</b>	<b>97%</b>
Not Decided by Tribunal - Resolved by consent	787	66%	30	68%	817	66%
Not Decided by Tribunal - Withdrawn	276	23%	11	25%	287	23%
Not Decided by Tribunal - No jurisdiction	<20	n/a	<11	n/a	15	1%
Not Decided by Tribunal - Extension of Time Declined	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - Extension of Time Not opposed	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - Dismissed	<70	n/a	<11	n/a	70	6%
Not Decided by Tribunal - Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>1,189</b>	<b>100%</b>	<b>44</b>	<b>100%</b>	<b>1,233</b>	<b>100%</b>

<sup>207</sup> It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceeds the total in each period.

<sup>208</sup> Data is reported with one month lag; therefore results for last month of the current quarter are not included.

<sup>209</sup> 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 2, 2025-26 by registration status and funds management type – Australian Capital Territory <sup>210</sup>**

Funds management type	Registered	Unregistered	Total providers
NDIA-managed	335	n/a	335
Plan-managed	979	2,482	3,444
Self-managed	496	2,990	3,476
<b>All funds management types</b>	<b>1,179</b>	<b>4,527</b>	<b>5,686</b>

**Table L.32 Total active provider payments in quarter 2, 2025-26 by registration status and funds management type (\$m) – Australian Capital Territory <sup>211 212</sup>**

Funds management type	Registered	Unregistered	All registration statuses
NDIA-managed	53	n/a	53
Plan-managed	77	28	105
Self-managed	10	12	25
<b>All funds management types</b>	<b>140</b>	<b>40</b>	<b>184</b>

<sup>210</sup> 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.

<sup>211</sup> 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".

<sup>212</sup> 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 31 December 2025. Average payments (Tables L.35 to L.37) are calculated as the sum of the payments in the 12-month period to 31 December 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 31 December 2025. 'Total payments' refers to those paid over the 12 months to 31 December 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 1, 2025-26 distribution of participants	As at quarter 2, 2025-26 distribution of participants
\$0-\$5,000	2.9%	2.9%
\$5,001-\$10,000	6.5%	6.5%
\$10,001-\$15,000	11.4%	11.3%
\$15,001-\$20,000	16.7%	16.6%
\$20,001-\$25,000	11.2%	11.1%
\$25,001-\$30,000	5.7%	5.6%
\$30,001-\$50,000	13.8%	13.9%
\$50,001-\$100,000	14.1%	14.2%
\$100,001-\$150,000	5.1%	5.2%
\$150,001-\$200,000	2.6%	2.6%
\$200,001-\$250,000	1.7%	1.7%
\$250,001+	8.2%	8.3%

**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 1, 2025-26 distribution of participants	As at quarter 2, 2025-26 distribution of participants
\$0-\$5,000	3.0%	3.1%
\$5,001-\$10,000	6.9%	6.8%
\$10,001-\$15,000	12.0%	11.9%
\$15,001-\$20,000	17.6%	17.5%
\$20,001-\$25,000	11.8%	11.8%
\$25,001-\$30,000	6.0%	5.9%
\$30,001-\$50,000	14.6%	14.7%
\$50,001-\$100,000	14.9%	15.0%
\$100,001-\$150,000	5.4%	5.4%
\$150,001-\$200,000	2.7%	2.7%
\$200,001-\$250,000	1.6%	1.6%
\$250,001+	3.4%	3.6%

**Table L.35 Average annualised committed supports as at 31 December 2025 and average payments for the year ending 31 December 2025 by age group and participants' Supported Independent Living (SIL) status – 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	\$17,500	\$25,900	n/a	n/a	\$17,500	\$25,900
9 to 14	\$20,700	\$28,300	n/a	n/a	\$20,700	\$28,300
15 to 18	\$25,600	\$39,000	n/a	n/a	\$23,200	\$35,800
19 to 24	\$51,900	\$73,200	\$452,400	\$507,100	\$35,800	\$57,900
25 to 34	\$79,300	\$101,600	\$453,400	\$491,500	\$47,200	\$71,500
35 to 44	\$107,400	\$126,700	\$454,100	\$475,000	\$64,000	\$85,600
45 to 54	\$109,100	\$140,100	\$401,300	\$441,300	\$61,000	\$90,400
55 to 64	\$126,000	\$157,100	\$418,700	\$447,000	\$73,400	\$106,500
65+	\$116,700	\$141,600	\$412,400	\$457,900	\$77,700	\$99,500
<b>All</b>	<b>\$58,900</b>	<b>\$76,100</b>	<b>\$427,600</b>	<b>\$463,100</b>	<b>\$38,100</b>	<b>\$55,000</b>

**Table L.36 Average annualised committed supports as at 31 December 2025 and average payments for the year ending 31 December 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	\$181,300	\$220,000	\$436,600	\$486,200	\$115,600	\$149,300
Autism	\$31,000	\$42,700	\$474,700	\$503,700	\$22,600	\$34,600
Cerebral palsy	\$136,100	\$157,600	\$496,400	\$539,800	\$77,200	\$95,500
Developmental delay	\$12,800	\$21,400	n/a	n/a	\$12,800	\$21,400
Global developmental delay	\$18,500	\$29,500	n/a	n/a	\$18,500	\$29,500
Hearing impairment	\$6,100	\$14,200	n/a	n/a	\$6,100	\$14,200
Intellectual disability	\$103,600	\$122,800	\$424,200	\$451,400	\$51,600	\$70,900
Multiple sclerosis	\$95,300	\$126,200	n/a	n/a	\$77,900	\$108,800
Psychosocial disability	\$84,000	\$110,700	\$324,600	\$369,600	\$57,900	\$83,200
Spinal cord injury	\$173,500	\$208,800	n/a	n/a	\$141,700	\$173,300
Stroke	\$157,700	\$201,100	\$554,600	\$619,500	\$99,500	\$143,000
Visual impairment	\$28,500	\$45,400	n/a	n/a	\$26,200	\$42,700
Other neurological	\$136,400	\$170,100	\$491,000	\$508,100	\$90,300	\$127,100
Other physical	\$56,500	\$80,200	n/a	n/a	\$49,900	\$76,800
Other sensory/speech	\$6,200	\$13,900	n/a	n/a	\$6,200	\$13,900
Other	\$98,100	\$141,000	n/a	n/a	\$69,900	\$110,700
Down Syndrome	\$133,900	\$164,700	\$340,800	\$381,000	\$85,300	\$115,800
<b>All</b>	<b>\$58,900</b>	<b>\$76,100</b>	<b>\$427,600</b>	<b>\$463,100</b>	<b>\$38,100</b>	<b>\$55,000</b>

**Table L.37 Average annualised committed supports as at 31 December 2025 and average payments for the year ending 31 December 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	\$12,400	\$21,400	n/a	n/a	\$12,100	\$21,200
2	\$16,400	\$32,400	n/a	n/a	\$16,400	\$32,400
3	\$17,700	\$27,800	n/a	n/a	\$16,000	\$26,100
4	\$13,200	\$24,500	n/a	n/a	\$11,500	\$23,400
5	\$20,800	\$33,100	n/a	n/a	\$19,000	\$31,700
6	\$19,400	\$33,500	n/a	n/a	\$18,200	\$32,000
7	\$54,900	\$68,000	\$351,100	\$366,400	\$39,100	\$51,400
8	\$55,200	\$79,300	\$354,900	\$397,300	\$44,600	\$68,400
9	\$70,800	\$103,500	n/a	n/a	\$54,900	\$87,700
10	\$90,200	\$121,200	\$331,000	\$357,100	\$68,600	\$100,900
11	\$142,800	\$165,900	\$399,000	\$438,200	\$74,500	\$95,300
12	\$201,300	\$238,200	\$436,900	\$472,400	\$129,700	\$167,300
13	\$136,000	\$156,800	\$508,900	\$545,900	\$75,100	\$93,100
14	\$329,600	\$365,500	\$509,500	\$544,300	\$226,300	\$254,600
15	n/a	n/a	n/a	n/a	n/a	n/a
<b>All</b>	<b>\$58,900</b>	<b>\$76,100</b>	<b>\$427,600</b>	<b>\$463,100</b>	<b>\$38,100</b>	<b>\$55,000</b>

**Table L.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 31 December 2025 (\$m) – Australian Capital Territory <sup>213</sup>**

Support Category	Total payments for the year ending 31 December 2025	Total annualised committed supports as at 31 December 2025
Core: Daily Activities	213.9	217.6
Core: Consumables	2.0	2.2
Core: Social and Civic	38.0	46.2
Core: Transport	1.1	1.4
Capacity Building: Choice and Control	0.7	0.8
Capacity Building: Daily Activities	6.1	8.6
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	4.7	7.2
Capacity Building: Social and Civic	0.1	0.2
Capacity Building: Support Coordination	3.0	3.7
Capital: Assistive Technology	1.9	4.3
Capital: Home Modifications	1.7	4.0
<b>All</b>	<b>273.4</b>	<b>296.8</b>

<sup>213</sup> Total payments for home modifications were \$1.66 million. Of which, \$1.64 million (99%) has been paid for specialised disability accommodation (SDA) supports and \$0.02 million (1.4%) 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 31 December 2025 (\$m) – Australian Capital Territory <sup>214</sup>**

Support Category	Total payments for the year ending 31 December 2025	Total annualised committed supports as at 31 December 2025
Core: Daily Activities	182.3	255.0
Core: Consumables	6.8	11.9
Core: Social and Civic	103.5	132.2
Core: Transport	12.6	7.5
Capacity Building: Choice and Control	7.7	9.2
Capacity Building: Daily Activities	76.4	142.5
Capacity Building: Employment	2.8	9.6
Capacity Building: Health and Wellbeing	1.0	1.9
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	8.1	16.7
Capacity Building: Social and Civic	5.2	13.8
Capacity Building: Support Coordination	11.0	17.6
Capital: Assistive Technology	9.9	24.3
Capital: Home Modifications	4.0	6.3
<b>All</b>	<b>431.3</b>	<b>648.6</b>

**Table L.40 Payments by financial year in which support was provided, compared to committed supports – Australian Capital Territory <sup>215</sup>**

Financial year	Total Committed (\$m)	Total Paid (\$m)	Percentage utilised to date
2013-14	0.3	0.2	57%
2014-15	25.0	20.7	83%
2015-16	125.7	109.4	87%
2016-17	263.1	179.0	68%
2017-18	303.4	219.6	72%
2018-19	365.7	275.4	75%
2019-20	460.0	337.3	73%
2020-21	553.9	415.0	75%
2021-22	606.7	473.6	78%
2022-23	716.6	542.9	76%
2023-24	815.4	620.5	76%
2024-25	893.5	672.2	75%
2025-26 to date (Experience still emerging)	489.9	329.3	67%

<sup>214</sup> Total payments for home modifications were \$4.0 million. Of which, \$2.9 million (71.7%) has been paid for specialised disability accommodation (SDA) supports, and \$1.1 million (28.3%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$6.3 million. Of which, \$3.6 million (57%) has been allocated for specialised disability accommodation (SDA) supports, and \$2.7 million (43%) has been allocated for non-SDA supports.

<sup>215</sup> 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 <sup>216</sup>**

Inflation type	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25
Intraplan Inflation	4.2%	3.0%	5.8%	7.0%	5.6%	3.7%	3.6%	5.1%	3.8%
Interplan Inflation	2.3%	2.9%	4.9%	5.9%	4.9%	3.5%	6.1%	4.8%	3.5%
<b>Total Inflation</b>	<b>6.5%</b>	<b>5.9%</b>	<b>10.7%</b>	<b>12.9%</b>	<b>10.5%</b>	<b>7.2%</b>	<b>9.8%</b>	<b>9.9%</b>	<b>7.3%</b>

<sup>216</sup> 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

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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 2, 2025-26	Total
<b>Access decisions</b>	<b>9,090</b>	<b>284</b>	<b>9,374</b>
<b>Currently Eligible - Total</b>	<b>6,652</b>	<b>220</b>	<b>6,872</b>
Currently Eligible - New	4,752	217	4,969
Currently Eligible - State	<1,510	<11	1,511
Currently Eligible - Commonwealth	<390	<11	392
<b>Active Participant Plans - Total</b>	<b>6,514</b>	<b>227</b>	<b>6,741</b>
Active Participant Plans - New	4,622	223	4,845
Active Participant Plans - State	<1,510	<11	1,505
Active Participant Plans - Commonwealth	<390	<11	391
<b>Active Participant Plans - Total</b>	<b>6,514</b>	<b>227</b>	<b>6,741</b>
Active Participant Plans - Early Intervention (s25)	2,084	136	2,220
Active Participant Plans - Permanent Disability (s24)	4,236	53	4,289
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	194	38	232

**Table M.2 People who have left the Scheme since 1 July 2013 as at 31 December 2025 – Northern Territory <sup>217</sup>**

People leaving the Scheme	Prior Quarters	Quarter 2, 2025-26	Total
<b>Number of people who have left the Scheme</b>	<b>1,032</b>	<b>113</b>	<b>1,145</b>

<sup>217</sup> 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	2,263	96%	930	96%	11	92%	3,204	96%
9 to 14	713	88%	<330	n/a	<11	n/a	1,042	87%
15 to 18	322	88%	<160	n/a	<11	n/a	491	86%
19 to 24	237	84%	<110	n/a	<11	n/a	349	82%
25 to 34	369	86%	<230	n/a	<11	n/a	604	83%
35 to 44	417	85%	<310	n/a	<11	n/a	725	83%
45 to 54	457	81%	<360	n/a	<11	n/a	816	78%
55 to 64	479	79%	<390	n/a	<11	n/a	866	76%
65+	<20	n/a	<20	n/a	<11	n/a	<30	n/a
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>5,269</b>	<b>89%</b>	<b>2,808</b>	<b>83%</b>	<b>45</b>	<b>67%</b>	<b>8,122</b>	<b>87%</b>

**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	291	91%	<120	n/a	<11	n/a	410	91%
Autism	1,436	98%	568	98%	25	96%	2,029	98%
Cerebral palsy	122	98%	<110	n/a	<11	n/a	224	97%
Developmental delay	768	96%	<320	n/a	<11	n/a	1,089	97%
Down syndrome	59	100%	<60	n/a	<11	n/a	112	100%
Global developmental delay	213	100%	<90	n/a	<11	n/a	296	98%
Hearing impairment	133	87%	<130	n/a	<11	n/a	261	84%
Intellectual disability	863	95%	<500	n/a	<11	n/a	1,367	94%
Multiple sclerosis	<11	n/a	<30	n/a	<11	n/a	30	88%
Psychosocial disability	519	77%	<200	n/a	<11	n/a	720	71%
Spinal cord injury	90	95%	<40	n/a	<11	n/a	123	95%
Stroke	152	90%	<170	n/a	<11	n/a	320	89%
Visual impairment	48	83%	<60	n/a	<11	n/a	105	84%
Other neurological	192	80%	<150	n/a	<11	n/a	338	79%
Other physical	153	58%	<160	n/a	<11	n/a	311	57%
Other sensory/speech	<30	n/a	<10	n/a	<11	n/a	29	38%
Other	198	61%	<160	n/a	<11	n/a	358	59%
<b>Total</b>	<b>5,269</b>	<b>89%</b>	<b>2,808</b>	<b>83%</b>	<b>45</b>	<b>67%</b>	<b>8,122</b>	<b>87%</b>

**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 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
First Nations Participants	3,441	53%	129	57%	3,570	53%
Non-First Nations Participants	2,638	40%	82	36%	2,720	40%
Not Stated	435	7%	16	7%	451	7%
<b>Total</b>	<b>6,514</b>	<b>100%</b>	<b>227</b>	<b>100%</b>	<b>6,741</b>	<b>100%</b>

**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 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	<340	n/a	<11	n/a	342	5%
Not culturally and linguistically diverse	6,024	92%	212	93%	6,236	93%
Not stated	<160	n/a	<11	n/a	163	2%
<b>Total</b>	<b>6,514</b>	<b>100%</b>	<b>227</b>	<b>100%</b>	<b>6,741</b>	<b>100%</b>

**Table M.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2025 – Northern Territory <sup>218</sup>**

Age group	Total number of active participants
Under 45	0
45 to 54	0
55 to 64	0
<b>Total YPIRAC (under 65)</b>	<b>0</b>

<sup>218</sup> 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 <sup>219</sup>**

Quarter ending	Incremental	Cumulative
Dec-22	<11	20
Mar-23	<11	<20
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
Dec-25	0	0

**Table M.9 Participant profile per quarter by remoteness – Northern Territory**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Major cities	<11	n/a	<11	n/a	<11	n/a
Population > 50,000	3,654	56%	97	43%	3,751	56%
Population between 15,000 and 50,000	<11	n/a	<11	n/a	<11	n/a
Population between 5,000 and 15,000	<11	n/a	<11	n/a	<11	n/a
Population less than 5,000	<90	n/a	<11	n/a	81	1%
Remote	1,445	22%	42	19%	1,487	22%
Very Remote	1,333	20%	86	38%	1,419	21%
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>6,514</b>	<b>100%</b>	<b>227</b>	<b>100%</b>	<b>6,741</b>	<b>100%</b>

<sup>219</sup> 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 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Autism	1,923	30%	51	22%	1,974	29%
Intellectual disability	1,226	19%	30	13%	1,256	19%
Developmental delay	566	9%	75	33%	641	10%
Psychosocial disability	<640	n/a	<11	n/a	641	10%
Hearing impairment	<250	n/a	<11	n/a	247	4%
Other neurological	<220	n/a	<11	n/a	227	3%
Other physical	<190	n/a	<11	n/a	185	3%
Acquired brain injury	<330	n/a	<11	n/a	334	5%
Global developmental delay	229	4%	16	7%	245	4%
Cerebral palsy	<210	n/a	<11	n/a	208	3%
Other	209	3%	14	6%	223	3%
Multiple sclerosis	<20	n/a	<11	n/a	21	0%
Down syndrome	<110	n/a	<11	n/a	109	2%
Visual impairment	<80	n/a	<11	n/a	81	1%
Stroke	<230	n/a	<11	n/a	232	3%
Spinal cord Injury	<100	n/a	<11	n/a	96	1%
Other sensory/speech	<30	n/a	<11	n/a	21	0%
<b>Total</b>	<b>6,514</b>	<b>100%</b>	<b>227</b>	<b>100%</b>	<b>6,741</b>	<b>100%</b>

**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	1,974	29%	36	6%	1,938	32%
Intellectual disability	1,256	19%	167	27%	1,089	18%
Developmental delay	641	10%	<11	n/a	<650	n/a
Psychosocial disability	641	10%	92	15%	549	9%
Hearing impairment	247	4%	<11	n/a	<250	n/a
Other neurological	227	3%	37	6%	190	3%
Other physical	185	3%	11	2%	174	3%
Acquired brain injury	334	5%	100	16%	234	4%
Global developmental delay	245	4%	<11	n/a	<250	n/a
Cerebral palsy	208	3%	64	10%	144	2%
Other	223	3%	23	4%	200	3%
Multiple sclerosis	21	0%	<11	n/a	<20	n/a
Down syndrome	109	2%	14	2%	95	2%
Visual impairment	81	1%	<11	n/a	<80	n/a
Stroke	232	3%	54	9%	178	3%
Spinal cord Injury	96	1%	19	3%	77	1%
Other sensory/speech	21	0%	<11	n/a	<30	n/a
<b>Total</b>	<b>6,741</b>	<b>100%</b>	<b>623</b>	<b>100%</b>	<b>6,118</b>	<b>100%</b>

**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 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
1 (High Function)	894	14%	16	7%	910	13%
2 (High Function)	<11	n/a	<11	n/a	<11	n/a
3 (High Function)	396	6%	11	5%	407	6%
4 (High Function)	<270	n/a	<11	n/a	263	4%
5 (High Function)	454	7%	11	5%	465	7%
6 (Moderate Function)	1,210	19%	25	11%	1,235	18%
7 (Moderate Function)	<330	n/a	<11	n/a	334	5%
8 (Moderate Function)	<490	n/a	<11	n/a	489	7%
9 (Moderate Function)	<30	n/a	<11	n/a	29	0%
10 (Moderate Function)	<650	n/a	<11	n/a	657	10%
11 (Low Function)	<140	n/a	<11	n/a	134	2%
12 (Low Function)	573	9%	13	6%	586	9%
13 (Low Function)	<390	n/a	<11	n/a	385	6%
14 (Low Function)	<120	n/a	<11	n/a	115	2%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	599	9%	127	56%	726	11%
<b>Total</b>	<b>6,514</b>	<b>100%</b>	<b>227</b>	<b>100%</b>	<b>6,741</b>	<b>100%</b>

**Table M.13 Participant profile per quarter by age group – Northern Territory**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
0 to 8	1,435	22%	122	54%	1,557	23%
9 to 14	1,262	19%	21	9%	1,283	19%
15 to 18	661	10%	18	8%	679	10%
19 to 24	<560	n/a	<11	n/a	559	8%
25 to 34	522	8%	16	7%	538	8%
35 to 44	606	9%	13	6%	619	9%
45 to 54	608	9%	13	6%	621	9%
55 to 64	608	9%	16	7%	624	9%
65+	<260	n/a	<11	n/a	261	4%
<b>Total</b>	<b>6,514</b>	<b>100%</b>	<b>227</b>	<b>100%</b>	<b>6,741</b>	<b>100%</b>

**Table M.14 Participation rates by age group and gender as at 31 December 2025 – Northern Territory** <sup>220</sup>

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	6.5%	2.9%	4.8%
9 to 14	8.0%	3.7%	5.9%
15 to 18	6.5%	3.2%	4.9%
19 to 24	3.7%	1.6%	2.7%
25 to 44	1.6%	1.0%	1.3%
45 to 64	2.4%	1.8%	2.1%
65+	1.1%	0.9%	1.0%
<b>Total (0-64)</b>	<b>3.5%</b>	<b>1.9%</b>	<b>2.7%</b>
<b>Total (All ages)</b>	<b>3.3%</b>	<b>1.8%</b>	<b>2.6%</b>

**Table M.15 Proportion of active participants with approved plans accessing mainstream supports – Northern Territory**

Mainstream service	Prior Quarters	Quarter 2, 2025-26	Total
Choice and control over my life	6%	7%	6%
Daily life	19%	20%	19%
Health and wellbeing	72%	78%	73%
Learning	32%	29%	32%
Relationships	3%	2%	3%
Social and community activities	6%	4%	6%
Where I live	3%	4%	3%
Work	3%	2%	3%
Unknown	4%	n/a	4%
<b>Any mainstream service</b>	<b>95%</b>	<b>94%</b>	<b>95%</b>

<sup>220</sup> 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 95% 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 <sup>221</sup>**

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	16%	13%	16%	22%
Participant employment rate - Aged 35 to 44 years	16%	19%	19%	22%
Participant employment rate - Aged 45 to 54 years	23%	15%	24%	22%
Participant employment rate - Aged 55 to 64 years	9%	3%	10%	22%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	22%
Participant employment rate - Aged 25 to 64 years	16%	13%	18%	22%
Participant employment rate - Aged 15 to 64 years	15%	13%	19%	22%
Participant social and community engagement rate - Aged 15 to 24 years	36%	32%	44%	43%
Participant social and community engagement rate - Aged 25 to 34 years	34%	43%	44%	43%
Participant social and community engagement rate - Aged 35 to 44 years	30%	39%	34%	43%
Participant social and community engagement rate - Aged 45 to 54 years	44%	41%	38%	43%
Participant social and community engagement rate - Aged 55 to 64 years	36%	43%	43%	43%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	43%
Participant social and community engagement rate - Aged 25+ years	36%	42%	39%	43%
Participant social and community engagement rate - Aged 15+ years	36%	40%	41%	43%
Family and carer employment rate - Aged 0 to 14 years	51%	58%	57%	n/a
Family and carer employment rate - Aged 15+ years	57%	57%	62%	n/a
Family and carer employment rate - All ages	53%	58%	59%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	49%	60%	n/a
Participant Choice and Control - Aged 25+ years	n/a	52%	71%	n/a
Participant Choice and Control - Aged 15+ years	n/a	51%	68%	n/a

<sup>221</sup> Denominators for each metric are: 'participant employment rate' (n=418), 'participant social and community engagement rate' (n=413), 'family and carer employment rate' (n=328) 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 <sup>222</sup>**

Metric by age group	Baseline	R1	R2	R3	2025-26 Target
Participant employment rate - Aged 15 to 24 years	1%	3%	14%	16%	22%
Participant employment rate - Aged 25 to 34 years	21%	17%	n/a	17%	22%
Participant employment rate - Aged 35 to 44 years	22%	20%	n/a	22%	22%
Participant employment rate - Aged 45 to 54 years	17%	18%	5%	13%	22%
Participant employment rate - Aged 55 to 64 years	15%	7%	n/a	19%	22%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	22%
Participant employment rate - Aged 25 to 64 years	19%	16%	7%	17%	22%
Participant employment rate - Aged 15 to 64 years	15%	13%	9%	17%	22%
Participant social and community engagement rate - Aged 15 to 24 years	29%	30%	40%	31%	43%
Participant social and community engagement rate - Aged 25 to 34 years	33%	36%	n/a	38%	43%
Participant social and community engagement rate - Aged 35 to 44 years	32%	33%	n/a	39%	43%
Participant social and community engagement rate - Aged 45 to 54 years	31%	32%	22%	37%	43%
Participant social and community engagement rate - Aged 55 to 64 years	34%	46%	n/a	49%	43%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	43%
Participant social and community engagement rate - Aged 25+ years	33%	36%	35%	41%	43%
Participant social and community engagement rate - Aged 15+ years	32%	35%	36%	39%	43%
Family and carer employment rate - Aged 0 to 14 years	50%	63%	64%	52%	n/a
Family and carer employment rate - Aged 15+ years	58%	72%	n/a	59%	n/a
Family and carer employment rate - All ages	52%	65%	64%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	69%	69%	67%	n/a
Participant Choice and Control - Aged 25+ years	n/a	64%	69%	78%	n/a
Participant Choice and Control - Aged 15+ years	n/a	65%	69%	75%	n/a

<sup>222</sup> Denominators for each metric are: 'participant employment rate' (n=320), 'participant social and community engagement rate' (n=317), 'family and carer employment rate' (n=244) and 'participant choice and control' (n=153). 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 <sup>223</sup>**

Metric by age group	Baseline	R1	R2	R3	R4	2025-26 Target
Participant employment rate - Aged 15 to 24 years	1%	18%	12%	n/a	18%	22%
Participant employment rate - Aged 25 to 34 years	21%	10%	27%	n/a	21%	22%
Participant employment rate - Aged 35 to 44 years	6%	5%	7%	n/a	8%	22%
Participant employment rate - Aged 45 to 54 years	14%	13%	9%	15%	12%	22%
Participant employment rate - Aged 55 to 64 years	15%	12%	16%	n/a	10%	22%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	22%
Participant employment rate - Aged 25 to 64 years	14%	10%	14%	16%	12%	22%
Participant employment rate - Aged 15 to 64 years	11%	12%	14%	12%	13%	22%
Participant social and community engagement rate - Aged 15 to 24 years	39%	41%	38%	n/a	38%	43%
Participant social and community engagement rate - Aged 25 to 34 years	50%	53%	55%	n/a	52%	43%
Participant social and community engagement rate - Aged 35 to 44 years	43%	38%	48%	n/a	43%	43%
Participant social and community engagement rate - Aged 45 to 54 years	50%	49%	64%	40%	50%	43%
Participant social and community engagement rate - Aged 55 to 64 years	41%	36%	32%	n/a	44%	43%
Participant social and community engagement rate - Aged 65+ years	48%	n/a	n/a	n/a	33%	43%
Participant social and community engagement rate - Aged 25+ years	46%	44%	51%	42%	46%	43%
Participant social and community engagement rate - Aged 15+ years	45%	43%	48%	37%	44%	43%
Family and carer employment rate - Aged 0 to 14 years	50%	56%	50%	n/a	60%	n/a
Family and carer employment rate - Aged 15+ years	54%	49%	71%	n/a	51%	n/a
Family and carer employment rate - All ages	52%	53%	60%	48%	57%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	45%	52%	62%	70%	n/a
Participant Choice and Control - Aged 25+ years	n/a	63%	67%	73%	82%	n/a
Participant Choice and Control - Aged 15+ years	n/a	58%	63%	70%	78%	n/a

<sup>223</sup> Denominators for each metric are: 'participant employment rate' (n=325), 'participant social and community engagement rate' (n=329), 'family and carer employment rate' (n=166) and 'participant choice and control' (n=175). 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 <sup>224</sup>**

Metric by age group	Baseline	R1	R2	R3	R4	R5	2025-26 Target
Participant employment rate - Aged 15 to 24 years	9%	10%	13%	14%	n/a	26%	22%
Participant employment rate - Aged 25 to 34 years	21%	22%	24%	n/a	n/a	25%	22%
Participant employment rate - Aged 35 to 44 years	18%	21%	23%	15%	n/a	21%	22%
Participant employment rate - Aged 45 to 54 years	14%	13%	12%	5%	n/a	16%	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	15%	15%	17%	9%	7%	18%	22%
Participant employment rate - Aged 15 to 64 years	14%	15%	16%	10%	13%	19%	22%
Participant social and community engagement rate - Aged 15 to 24 years	34%	41%	37%	33%	n/a	30%	43%
Participant social and community engagement rate - Aged 25 to 34 years	42%	39%	40%	n/a	n/a	60%	43%
Participant social and community engagement rate - Aged 35 to 44 years	50%	56%	48%	43%	n/a	53%	43%
Participant social and community engagement rate - Aged 45 to 54 years	36%	46%	41%	55%	n/a	49%	43%
Participant social and community engagement rate - Aged 55 to 64 years	33%	38%	n/a	n/a	n/a	48%	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%	45%	46%	44%	38%	52%	43%
Participant social and community engagement rate - Aged 15+ years	40%	44%	44%	42%	41%	48%	43%
Family and carer employment rate - Aged 0 to 14 years	41%	50%	50%	n/a	n/a	54%	n/a
Family and carer employment rate - Aged 15+ years	58%	57%	60%	n/a	n/a	45%	n/a
Family and carer employment rate - All ages	49%	53%	54%	55%	73%	50%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	45%	54%	66%	n/a	72%	n/a
Participant Choice and Control - Aged 25+ years	n/a	59%	67%	60%	72%	78%	n/a
Participant Choice and Control - Aged 15+ years	n/a	56%	64%	61%	71%	77%	n/a

<sup>224</sup> Denominators for each metric are: 'participant employment rate' (n=261), 'participant social and community engagement rate' (n=267), 'family and carer employment rate' (n=140) and 'participant choice and control' (n=165). 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 <sup>225</sup>**

Metric by age group	Baseline	R1	R2	R3	R4	R5	R6+	2025-26 Target
Participant employment rate - Aged 15 to 24 years	0%	4%	n/a	n/a	n/a	n/a	10%	22%
Participant employment rate - Aged 25 to 34 years	14%	18%	8%	23%	7%	n/a	19%	22%
Participant employment rate - Aged 35 to 44 years	15%	11%	7%	9%	14%	5%	14%	22%
Participant employment rate - Aged 45 to 54 years	12%	11%	8%	15%	11%	n/a	15%	22%
Participant employment rate - Aged 55 to 64 years	16%	16%	18%	19%	15%	n/a	18%	22%
Participant employment rate - Aged 65+ years	13%	11%	n/a	n/a	n/a	n/a	10%	22%
Participant employment rate - Aged 25 to 64 years	14%	14%	10%	17%	12%	10%	16%	22%
Participant employment rate - Aged 15 to 64 years	13%	13%	10%	15%	12%	11%	16%	22%
Participant social and community engagement rate - Aged 15 to 24 years	48%	52%	n/a	n/a	n/a	n/a	52%	43%
Participant social and community engagement rate - Aged 25 to 34 years	51%	56%	52%	50%	59%	n/a	51%	43%
Participant social and community engagement rate - Aged 35 to 44 years	53%	56%	49%	60%	56%	59%	45%	43%
Participant social and community engagement rate - Aged 45 to 54 years	43%	46%	51%	39%	52%	n/a	51%	43%
Participant social and community engagement rate - Aged 55 to 64 years	48%	43%	43%	37%	42%	n/a	45%	43%
Participant social and community engagement rate - Aged 65+ years	39%	41%	n/a	n/a	n/a	n/a	48%	43%
Participant social and community engagement rate - Aged 25+ years	48%	50%	50%	47%	53%	56%	48%	43%
Participant social and community engagement rate - Aged 15+ years	48%	50%	50%	46%	55%	57%	49%	43%
Family and carer employment rate - Aged 0 to 14 years	31%	38%	39%	40%	39%	n/a	45%	n/a
Family and carer employment rate - Aged 15+ years	59%	57%	71%	n/a	n/a	n/a	59%	n/a
Family and carer employment rate - All ages	43%	46%	52%	48%	50%	35%	51%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	65%	61%	61%	55%	64%	87%	n/a
Participant Choice and Control - Aged 25+ years	n/a	52%	64%	68%	71%	80%	88%	n/a
Participant Choice and Control - Aged 15+ years	n/a	56%	63%	66%	67%	75%	88%	n/a

<sup>225</sup> Denominators for each metric are: 'participant employment rate' (n=355), 'participant social and community engagement rate' (n=356), 'family and carer employment rate' (n=139) and 'participant choice and control' (n=275). 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 1 July 2016 until the end of quarter 2, 2025-26. Table M.22 shows the number of complaints in quarter 2, 2025-26 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in quarter 2, 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 Number and proportion of respondents who responded positively to questions about NDIA planning process per quarter – Northern Territory** <sup>226 227</sup>

NDIA planning process	Prior Quarters	Quarter 2, 2025-26
<b>Early Supports - Number of respondents</b>	n/a	n/a
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
<b>Community Connections - Number of respondents</b>	<b>66</b>	<b>n/a</b>
Community Connections - Was information easy to understand?	87%	n/a
Community Connections - Was communication in your preferred format?	95%	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?	68%	n/a
Community Connections - To what extent were your circumstances and needs considered?	65%	n/a
Community Connections - To what extent were you included in decisions that were made?	74%	n/a
Community Connections - How confident are you in reaching out to community supports and other government services?	59%	n/a
<b>Apply for NDIS (overall) - Number of respondents</b>	<b>58</b>	<b>n/a</b>
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?	75%	n/a
Apply for NDIS (overall) - Was communication in your preferred format?	89%	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?	48%	n/a
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	52%	n/a
<b>Plan Approval - Number of respondents</b>	<b>375</b>	<b>30</b>
Plan Approval - Were you treated with respect?	95%	93%
Plan Approval - Were decisions and outcomes explained to you?	82%	82%
Plan Approval - Were your questions and concerns acknowledged?	83%	79%
Plan Approval - Do you know where to go for more help with using your plan?	84%	88%

<sup>226</sup> Previous quarters include only data gathered since December 2023, when changes to the Participant Satisfaction Survey were implemented.

<sup>227</sup> Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

NDIA planning process	Prior Quarters	Quarter 2, 2025-26
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	63%	47%
Plan Approval - How well does your NDIS plan meet your needs?	59%	48%
<b>Plan Implementation - Number of respondents</b>	<b>144</b>	<b>n/a</b>
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?	65%	n/a
Plan Implementation - To what extent were your circumstances and needs considered?	71%	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
<b>Plan Reassessment - Number of respondents</b>	<b>676</b>	<b>38</b>
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	87%	72%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	63%	66%
Plan Reassessment - To what extent were your circumstances and needs considered?	66%	76%
Plan Reassessment - To what extent were you included in decisions that were made?	69%	63%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	66%	63%
Plan Reassessment - Do you feel confident in using your plan?	64%	68%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	61%	68%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	72%	71%

**Table M.22 Complaints and Participant Critical Incidents (PCIs) by quarter – Northern Territory** <sup>228 229</sup>

Complaints made by or on behalf of:	Prior Quarters	Quarter 2, 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	<40	<11	33	31
Participants: Complaints about service providers	<140	<11	144	120
Participants: Complaints about the Agency	1,364	56	1,420	859
Participants: Unclassified	<20	<11	<20	<20
<b>Participants: Total</b>	<b>1,548</b>	<b>66</b>	<b>1,614</b>	<b>944</b>
Percentage of the number of active participants	4.7%	3.9%	4.7%	n/a
<b>New Participant Critical Incidents (PCIs)</b>	<b>856</b>	<b>57</b>	<b>913</b>	<b>n/a</b>

<sup>228</sup> 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.

<sup>229</sup> Note that 66% of all complainants made only one complaint, 19% made two complaints, and 15% 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
Dec-22	54	4%	779	5%
Mar-23	46	3%	825	5%
Jun-23	82	6%	907	5%
Sep-23	55	4%	962	5%
Dec-23	78	5%	1,040	5%
Mar-24	71	5%	1,111	5%
Jun-24	86	6%	1,197	5%
Sep-24	59	4%	1,256	5%
Dec-24	66	4%	1,322	5%
Mar-25	71	4%	1,393	5%
Jun-25	64	4%	1,457	5%
Sep-25	91	6%	1,548	5%
Dec-25	66	4%	1,614	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
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	41	3%	546	2%
Jun-24	68	5%	614	2%
Sep-24	40	3%	654	2%
Dec-24	29	2%	683	2%
Mar-25	50	3%	733	2%
Jun-25	50	3%	783	3%
Sep-25	73	4%	856	3%
Dec-25	57	3%	913	3%

**Table M.25 Participant complaints by type. Complaints with a related party who has submitted an access request – Northern Territory <sup>230</sup>**

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 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	17	1%	0	0%	17	1%
Complaints about the Agency - NDIA Engagement	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - NDIA Finance	<190	n/a	<11	n/a	186	13%
Complaints about the Agency - NDIA Fraud and Compliance	<10	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Plan	365	27%	19	34%	384	27%
Complaints about the Agency - NDIA Process	<180	n/a	<11	n/a	180	13%
Complaints about the Agency - NDIA Resources	22	2%	0	0%	22	2%
Complaints about the Agency - NDIA Staff	91	7%	11	20%	102	7%
Complaints about the Agency - NDIA Timeliness	364	27%	11	20%	375	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	<10	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Reasonable and necessary supports	12	1%	0	0%	12	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	4%	0	0%	61	4%
<b>Complaints about the Agency - Total</b>	<b>1,364</b>	<b>100%</b>	<b>56</b>	<b>100%</b>	<b>1,420</b>	<b>100%</b>
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	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%
<b>Complaints about Early Connections Partner - Total</b>	<b>&lt;11</b>	<b>n/a</b>	<b>0</b>	<b>0%</b>	<b>&lt;11</b>	<b>n/a</b>
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%

<sup>230</sup> 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 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	<20	n/a	<11	n/a	22	67%
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%
<b>Complaints about Local Area Coordination (LAC) Partner - Total</b>	<b>&lt;40</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>33</b>	<b>100%</b>
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	<30	n/a	<11	n/a	25	17%
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	40	28%
Complaints about service providers - Provider Staff	<40	n/a	<11	n/a	40	28%
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	12%	0	0%	16	11%
<b>Complaints about service providers - Total</b>	<b>&lt;140</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>144</b>	<b>100%</b>
<b>Unclassified</b>	<b>16</b>	<b>n/a</b>	<b>0</b>	<b>n/a</b>	<b>16</b>	<b>n/a</b>
<b>Participants total</b>	<b>1,548</b>	<b>n/a</b>	<b>66</b>	<b>n/a</b>	<b>1,614</b>	<b>n/a</b>

**Table M.26 Administrative Review Tribunal (ART) Cases by category as at 31 December 2025 – Northern Territory**

Category	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
Access	<11	n/a	<11	n/a	<11	n/a
Planning	<30	n/a	<11	n/a	29	76%
Compensation	0	0%	<11	n/a	<11	n/a
Jurisdiction	0	0%	<11	n/a	<11	n/a
Extension of Time	0	0%	<11	n/a	<11	n/a
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total cases</b>	<b>&lt;40</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>38</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>0.1%</b>	<b>n/a</b>	<b>0.4%</b>	<b>n/a</b>	<b>0.1%</b>	<b>n/a</b>

**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
Dec-22	<11	n/a	11	0%
Mar-23	<11	n/a	11	0%
Jun-23	<11	n/a	12	0%
Sep-23	<11	n/a	12	0%
Dec-23	<11	n/a	12	0%
Mar-24	<11	n/a	12	0%
Jun-24	<11	n/a	12	0%
Sep-24	<11	n/a	13	0%
Dec-24	<11	n/a	13	0%
Mar-25	<11	n/a	13	0%
Jun-25	<11	n/a	21	0%
Sep-25	<11	n/a	31	0%
Dec-25	<11	n/a	38	0%

**Table M.28 Administrative Review Tribunal (ART) cases by open/closed and decision – Northern Territory <sup>231</sup>**

ART cases by open/closed and decision	Number of cases	Number of unique active participants
<b>ART Cases</b>	<b>38</b>	<b>34</b>
<b>Open ART Cases</b>	<b>18</b>	<b>18</b>
<b>Closed ART Cases</b>	<b>20</b>	<b>18</b>
Resolved before hearing	<20	<20
Gone to hearing and received a substantive decision	<11	<11

<sup>231</sup> 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 M.29 Administrative Review Tribunal (ART) Supports in dispute – Northern Territory** <sup>232</sup>  
233 234

Type of support	Prior Quarters	Quarter 2, 2025-26	Total
Plan Management Decision	<11	<11	<11
Core (excluding Consumables and Transport)	<11	<11	11
Capacity Building	<11	<11	13
General Support	<11	<11	<11
Assistive Technology	<11	<11	<11
Specialist Disability Accommodation	<11	<11	<11
Home Modifications	<11	<11	<11
Supported Independent Living	<11	<11	<11
Everyday Living Costs	<11	<11	<11
Transport	<11	<11	<11
Other	<11	<11	<11
<b>Total number of unique participants counted across disputed supports</b>	<b>&lt;11</b>	<b>&lt;11</b>	<b>16</b>
<b>Total number of instances of participants counted across disputed supports</b>	<b>28</b>	<b>17</b>	<b>45</b>

**Table M.30 Closed Administrative Review Tribunal (ART) cases by outcome – Northern Territory**

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 2, 2025-26 - Count	Quarter 2, 2025-26 - Percentage	Total - Count	Total - Percentage
<b>Decided by Tribunal - Total</b>	<b>&lt;11</b>	<b>n/a</b>	<b>0</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>
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	0	n/a	<11	n/a
<b>Not Decided by Tribunal - Total</b>	<b>&lt;20</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>18</b>	<b>90%</b>
Not Decided by Tribunal - Resolved by consent	<11	n/a	<11	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	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - Extension of Time Declined	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - Extension of Time Not opposed	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - Dismissed	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>&lt;20</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>20</b>	<b>100%</b>

<sup>232</sup> It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceeds the total in each period.

<sup>233</sup> Data is reported with one month lag; therefore results for last month of the current quarter are not included.

<sup>234</sup> 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 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 2, 2025-26 by registration status and funds management type – Northern Territory** <sup>235</sup>

Funds management type	Registered	Unregistered	Total providers
NDIA-managed	299	n/a	299
Plan-managed	773	1,316	2,078
Self-managed	178	522	695
<b>All funds management types</b>	<b>874</b>	<b>1,654</b>	<b>2,515</b>

**Table M.32 Total active provider payments in quarter 2, 2025-26 by registration status and funds management type (\$m) – Northern Territory** <sup>236 237</sup>

Funds management type	Registered	Unregistered	All registration statuses
NDIA-managed	76	n/a	76
Plan-managed	83	24	107
Self-managed	1	1	4
<b>All funds management types</b>	<b>161</b>	<b>25</b>	<b>187</b>

<sup>235</sup> 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.

<sup>236</sup> 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".

<sup>237</sup> 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 31 December 2025. Average payments (Tables M.35 to M.37) are calculated as the sum of the payments in the 12-month period to 31 December 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 31 December 2025. 'Total payments' refers to those paid over the 12 months to 31 December 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 1, 2025-26 distribution of participants	As at quarter 2, 2025-26 distribution of participants
\$0-\$5,000	0.7%	0.8%
\$5,001-\$10,000	2.4%	2.3%
\$10,001-\$15,000	4.9%	4.7%
\$15,001-\$20,000	7.6%	7.5%
\$20,001-\$25,000	11.2%	10.6%
\$25,001-\$30,000	6.3%	6.3%
\$30,001-\$50,000	18.2%	18.9%
\$50,001-\$100,000	18.5%	18.4%
\$100,001-\$150,000	7.8%	8.0%
\$150,001-\$200,000	4.6%	4.7%
\$200,001-\$250,000	2.6%	2.6%
\$250,001+	15.3%	15.4%

**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 1, 2025-26 distribution of participants	As at quarter 2, 2025-26 distribution of participants
\$0-\$5,000	0.8%	0.8%
\$5,001-\$10,000	2.6%	2.5%
\$10,001-\$15,000	5.4%	5.1%
\$15,001-\$20,000	8.4%	8.2%
\$20,001-\$25,000	12.4%	11.7%
\$25,001-\$30,000	6.9%	6.9%
\$30,001-\$50,000	20.1%	20.8%
\$50,001-\$100,000	20.4%	20.3%
\$100,001-\$150,000	8.6%	8.7%
\$150,001-\$200,000	5.1%	5.2%
\$200,001-\$250,000	2.8%	2.7%
\$250,001+	6.6%	6.9%

**Table M.35 Average annualised committed supports as at 31 December 2025 and average payments for the year ending 31 December 2025 by age group and participants' Supported Independent Living (SIL) status – 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	\$25,500	\$32,900	n/a	n/a	\$25,500	\$32,900
9 to 14	\$37,200	\$43,600	n/a	n/a	\$37,200	\$43,600
15 to 18	\$50,300	\$69,500	n/a	n/a	\$48,100	\$66,700
19 to 24	\$139,600	\$198,000	\$569,400	\$706,200	\$69,600	\$121,600
25 to 34	\$180,200	\$225,500	\$607,900	\$667,900	\$78,900	\$128,100
35 to 44	\$192,600	\$241,200	\$613,000	\$661,700	\$90,600	\$138,000
45 to 54	\$201,300	\$248,300	\$593,300	\$662,300	\$101,800	\$147,100
55 to 64	\$229,000	\$284,100	\$574,800	\$639,000	\$118,600	\$171,700
65+	\$247,800	\$258,100	\$668,700	\$693,000	\$128,000	\$144,700
<b>All</b>	<b>\$110,900</b>	<b>\$138,600</b>	<b>\$596,100</b>	<b>\$663,600</b>	<b>\$59,700</b>	<b>\$85,200</b>

**Table M.36 Average annualised committed supports as at 31 December 2025 and average payments for the year ending 31 December 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	\$271,800	\$326,300	\$658,200	\$704,700	\$112,700	\$164,500
Autism	\$51,100	\$59,600	\$644,800	\$705,000	\$38,400	\$47,600
Cerebral palsy	\$307,200	\$350,100	\$714,200	\$795,700	\$125,800	\$152,000
Developmental delay	\$19,300	\$28,700	n/a	n/a	\$19,300	\$28,700
Global developmental delay	\$24,800	\$36,800	n/a	n/a	\$24,800	\$36,800
Hearing impairment	\$21,100	\$36,700	n/a	n/a	\$19,900	\$34,300
Intellectual disability	\$123,100	\$157,700	\$514,800	\$617,600	\$59,200	\$87,200
Multiple sclerosis	\$126,000	\$142,900	n/a	n/a	\$96,900	\$114,300
Psychosocial disability	\$150,800	\$194,600	\$537,900	\$584,400	\$81,400	\$129,300
Spinal cord injury	\$313,200	\$337,900	n/a	n/a	\$169,400	\$225,000
Stroke	\$262,500	\$316,000	\$597,800	\$652,800	\$160,600	\$213,800
Visual impairment	\$106,000	\$129,000	n/a	n/a	\$83,500	\$106,500
Other neurological	\$202,600	\$259,700	\$650,600	\$708,600	\$115,200	\$172,300
Other physical	\$105,400	\$167,600	n/a	n/a	\$86,100	\$140,400
Other sensory/speech	\$26,700	\$38,400	n/a	n/a	\$26,700	\$38,400
Other	\$163,500	\$206,400	\$575,700	\$662,500	\$102,200	\$152,700
Down Syndrome	\$160,700	\$183,900	n/a	n/a	\$102,800	\$129,700
<b>All</b>	<b>\$110,900</b>	<b>\$138,600</b>	<b>\$596,100</b>	<b>\$663,600</b>	<b>\$59,700</b>	<b>\$85,200</b>

**Table M.37 Average annualised committed supports as at 31 December 2025 and average payments for the year ending 31 December 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	\$23,400	\$31,700	n/a	n/a	\$22,500	\$29,200
2	n/a	n/a	n/a	n/a	n/a	n/a
3	\$46,900	\$65,800	n/a	n/a	\$35,100	\$50,300
4	\$46,600	\$67,600	n/a	n/a	\$38,600	\$59,300
5	\$52,900	\$71,700	n/a	n/a	\$43,300	\$58,100
6	\$45,600	\$67,400	\$419,400	\$515,400	\$35,900	\$57,000
7	\$86,500	\$107,600	\$544,600	\$599,000	\$54,400	\$73,000
8	\$142,300	\$184,200	\$571,600	\$622,900	\$75,800	\$119,400
9	\$225,700	\$264,400	n/a	n/a	\$118,000	\$157,900
10	\$205,200	\$261,000	\$545,200	\$620,500	\$111,900	\$157,400
11	\$161,400	\$180,900	n/a	n/a	\$81,900	\$105,500
12	\$335,500	\$395,900	\$654,500	\$707,000	\$168,400	\$237,100
13	\$128,800	\$148,300	\$631,200	\$734,800	\$80,200	\$95,100
14	\$529,800	\$606,100	\$720,300	\$796,300	\$296,400	\$367,500
15	n/a	n/a	n/a	n/a	n/a	n/a
<b>All</b>	<b>\$110,900</b>	<b>\$138,600</b>	<b>\$596,100</b>	<b>\$663,600</b>	<b>\$59,700</b>	<b>\$85,200</b>

**Table M.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 31 December 2025 (\$m) – Northern Territory <sup>238</sup>**

Support Category	Total payments for the year ending 31 December 2025	Total annualised committed supports as at 31 December 2025
Core: Daily Activities	287.9	302.2
Core: Consumables	1.9	2.1
Core: Social and Civic	53.6	69.8
Core: Transport	0.4	1.3
Capacity Building: Choice and Control	0.9	0.9
Capacity Building: Daily Activities	6.4	9.9
Capacity Building: Employment	0.3	0.6
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	7.3	10.4
Capacity Building: Social and Civic	0.2	0.3
Capacity Building: Support Coordination	5.8	6.9
Capital: Assistive Technology	2.0	3.5
Capital: Home Modifications	4.2	5.4
<b>All</b>	<b>370.8</b>	<b>413.4</b>

<sup>238</sup> Total payments for home modifications were \$4.2 million. Of which, \$4.2 million (99.4%) has been paid for specialised disability accommodation (SDA) supports, and \$0.02 million (0.6%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$5.4 million. Of which, \$5.3 million (98.2%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.1 million (1.8%) 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 31 December 2025 (\$m) – Northern Territory <sup>239</sup>**

Support Category	Total payments for the year ending 31 December 2025	Total annualised committed supports as at 31 December 2025
Core: Daily Activities	167.1	208.1
Core: Consumables	3.4	6.9
Core: Social and Civic	79.0	108.2
Core: Transport	7.3	3.8
Capacity Building: Choice and Control	7.2	8.6
Capacity Building: Daily Activities	46.9	101.6
Capacity Building: Employment	1.5	6.0
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	7.8	16.6
Capacity Building: Social and Civic	4.9	13.2
Capacity Building: Support Coordination	19.5	32.2
Capital: Assistive Technology	5.9	13.1
Capital: Home Modifications	1.5	2.7
<b>All</b>	<b>352.2</b>	<b>521.2</b>

**Table M.40 Payments by financial year in which support was provided, compared to committed supports – Northern Territory <sup>240</sup>**

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	5.8	4.2	73%
2016-17	20.2	11.7	58%
2017-18	99.3	66.3	67%
2018-19	199.6	135.4	68%
2019-20	384.6	263.3	68%
2020-21	506.0	371.3	73%
2021-22	536.1	416.4	78%
2022-23	686.1	524.6	76%
2023-24	806.2	624.5	77%
2024-25	913.2	684.0	75%
2025-26 to date (Experience still emerging)	493.6	328.6	67%

<sup>239</sup> Total payments for home modifications were \$1.5 million. Of which, \$1.1 million (75.7%) has been paid for specialised disability accommodation (SDA) supports, and \$0.4 million (24.3%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$2.7 million. Of which, \$1.4 million (54%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.2 million (46%) has been allocated for non-SDA supports.

<sup>240</sup> 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 <sup>241</sup>**

Inflation type	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25
Intraplan Inflation	6.8%	7.2%	7.8%	9.0%	7.4%	8.2%	4.8%	5.3%	3.3%
Interplan Inflation	7.6%	4.6%	0.3%	3.9%	6.2%	4.7%	6.6%	6.0%	4.5%
<b>Total Inflation</b>	<b>14.4%</b>	<b>11.7%</b>	<b>8.1%</b>	<b>12.9%</b>	<b>13.6%</b>	<b>12.9%</b>	<b>11.4%</b>	<b>11.3%</b>	<b>7.9%</b>

<sup>241</sup> 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

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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

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#### 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 total annualised committed supports in the current plans of active participants at 31 December 2025. Average payments are calculated as the average of the annualised monthly payments in the 12 months period to 31 December 2025, weighted by the participants that are active 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.

**Table O.1 Active participants by service district and support type included in plan as at 31 December 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
<b>NSW</b>	<b>185,962</b>	<b>83%</b>	<b>222,009</b>	<b>99%</b>	<b>39,045</b>	<b>17%</b>	<b>224,537</b>
NSW - Hunter New England	30,123	82%	36,016	98%	6,371	17%	36,601
NSW - Central Coast	10,491	81%	12,794	99%	2,047	16%	12,905
NSW - Far West	892	88%	1,013	99%	<190	n/a	1,019
NSW - Illawarra Shoalhaven	11,165	86%	12,831	99%	2,564	20%	13,013
NSW - Mid North Coast	8,100	87%	9,233	99%	1,432	15%	9,290
NSW - Murrumbidgee	8,920	92%	9,652	100%	1,886	19%	9,685
NSW - Nepean Blue Mountains	10,584	78%	13,371	99%	2,127	16%	13,553
NSW - North Sydney	12,038	81%	14,693	99%	2,857	19%	14,880
NSW - Northern NSW	10,202	93%	10,919	99%	1,815	17%	10,977
NSW - South Eastern Sydney	13,090	86%	15,143	99%	2,663	17%	15,258
NSW - South Western Sydney	28,596	79%	35,576	99%	5,999	17%	35,981
NSW - Southern NSW	5,277	86%	6,085	99%	1,075	17%	6,169
NSW - Sydney	7,627	89%	8,527	99%	1,508	17%	8,618
NSW - Western NSW	7,647	85%	8,891	99%	1,795	20%	8,965
NSW - Western Sydney	21,180	77%	27,232	99%	4,720	17%	27,590
NSW - Other	30	91%	33	100%	<11	n/a	33
<b>VIC</b>	<b>192,926</b>	<b>94%</b>	<b>203,556</b>	<b>99%</b>	<b>32,236</b>	<b>16%</b>	<b>205,144</b>
VIC - Barwon	12,646	93%	13,486	99%	2,212	16%	13,621
VIC - Central Highlands	7,535	91%	8,169	99%	1,367	17%	8,249
VIC - Loddon	10,011	94%	10,625	99%	1,494	14%	10,704
VIC - North East Melbourne	18,264	93%	19,388	99%	3,202	16%	19,584
VIC - Inner Gippsland	7,415	95%	7,737	99%	1,228	16%	7,800
VIC - Ovens Murray	4,583	91%	4,996	99%	847	17%	5,034
VIC - Western District	4,942	94%	5,223	99%	961	18%	5,268
VIC - Inner East Melbourne	12,520	93%	13,268	99%	2,529	19%	13,426
VIC - Outer East Melbourne	13,475	94%	14,144	99%	2,342	16%	14,267
VIC - Hume Moreland	13,636	95%	14,223	99%	2,052	14%	14,338
VIC - Bayside Peninsula	23,723	96%	24,658	99%	4,083	16%	24,802
VIC - Southern Melbourne	18,903	95%	19,797	99%	3,289	16%	19,936
VIC - Brimbank Melton	13,394	94%	14,136	99%	1,787	13%	14,219
VIC - Western Melbourne	19,360	95%	20,341	99%	2,685	13%	20,475
VIC - Goulburn	6,030	92%	6,525	99%	1,036	16%	6,558
VIC - Mallee	3,358	95%	3,530	100%	566	16%	3,540
VIC - Outer Gippsland	3,118	94%	3,296	100%	<560	n/a	3,309
VIC - Other	13	93%	14	100%	<11	n/a	14
<b>QLD</b>	<b>152,879</b>	<b>94%</b>	<b>162,448</b>	<b>100%</b>	<b>27,911</b>	<b>17%</b>	<b>163,122</b>
QLD - Bundaberg	<3,850	n/a	<4,090	n/a	<840	n/a	<4,120

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 - Ipswich	12,662	93%	13,543	100%	2,166	16%	13,588
QLD - Mackay	4,488	94%	4,775	99%	940	20%	4,799
QLD - Toowoomba	8,901	94%	9,395	100%	1,856	20%	9,437
QLD - Townsville	8,529	94%	9,058	100%	1,649	18%	9,093
QLD - Rockhampton	7,933	90%	8,765	99%	1,355	15%	8,827
QLD - Beenleigh	18,369	94%	19,475	100%	3,011	15%	19,527
QLD - Brisbane	27,996	94%	29,572	100%	5,033	17%	29,711
QLD - Cairns	7,517	95%	7,871	100%	1,532	19%	7,905
QLD - Maryborough	5,715	93%	6,098	100%	1,124	18%	6,126
QLD - Robina	15,872	94%	16,736	99%	2,741	16%	16,827
QLD - Caboolture/Strathpine	17,311	92%	18,734	100%	3,012	16%	18,774
QLD - Maroochydore	13,736	95%	14,339	100%	2,657	18%	14,392
QLD - Other	<11	n/a	<11	n/a	<11	n/a	<11
<b>WA</b>	<b>60,363</b>	<b>89%</b>	<b>67,035</b>	<b>99%</b>	<b>14,281</b>	<b>21%</b>	<b>67,695</b>
WA - North East Metro	8,707	88%	9,763	99%	2,240	23%	9,862
WA - Wheat Belt	1,425	89%	1,602	100%	357	22%	1,609
WA - South Metro	9,910	87%	11,238	99%	2,247	20%	11,361
WA - Central South Metro	7,596	90%	8,370	99%	1,719	20%	8,478
WA - South West	4,856	90%	5,310	99%	1,058	20%	5,372
WA - Goldfields-Esperance	983	85%	1,154	100%	<200	n/a	1,158
WA - North Metro	8,461	89%	9,436	99%	2,001	21%	9,521
WA - Kimberley-Pilbara	1,795	87%	2,060	100%	404	20%	2,063
WA - South East Metro	6,943	92%	7,452	99%	1,868	25%	7,521
WA - Central North Metro	6,786	91%	7,361	99%	1,590	21%	7,430
WA - Great Southern	1,418	90%	1,563	99%	321	20%	1,584
WA - Midwest-Gascoyne	1,466	85%	1,708	99%	282	16%	1,718
WA - Other	17	94%	18	100%	<11	n/a	18
<b>SA</b>	<b>60,116</b>	<b>92%</b>	<b>64,815</b>	<b>99%</b>	<b>11,254</b>	<b>17%</b>	<b>65,233</b>
SA - Adelaide Hills	2,518	91%	2,738	99%	374	13%	2,773
SA - Barossa, Light and Lowe North	3,039	90%	3,351	100%	460	14%	3,366
SA - Eastern Adelaide	4,880	91%	5,355	100%	981	18%	5,381
SA - Eyre and Western	1,759	92%	1,890	99%	348	18%	1,907
SA - Far North (SA)	696	94%	737	99%	<120	n/a	742
SA - Fleurieu and Kangaroo Island	1,816	92%	1,957	99%	369	19%	1,969
SA - Limestone Coast	1,966	93%	2,095	99%	379	18%	2,115
SA - Murray and Mallee	2,466	92%	2,643	99%	473	18%	2,680
SA - Northern Adelaide	20,329	92%	21,937	99%	3,767	17%	22,100
SA - Southern Adelaide	13,223	93%	14,162	100%	2,502	18%	14,210
SA - Western Adelaide	5,153	93%	5,520	99%	1,040	19%	5,549
SA - Yorke and Mid North	2,224	93%	2,380	100%	438	18%	2,390

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
SA - Other	47	92%	50	98%	<11	n/a	51
<b>TAS</b>	<b>15,173</b>	<b>92%</b>	<b>16,196</b>	<b>99%</b>	<b>2,973</b>	<b>18%</b>	<b>16,439</b>
TAS - North	4,393	94%	4,631	99%	896	19%	4,666
TAS - North West	3,295	91%	3,558	99%	690	19%	3,606
TAS - South East	3,390	90%	3,693	98%	661	18%	3,767
TAS - South West	4,095	93%	4,314	98%	726	17%	4,400
TAS - Other	0	0	0	0	0	0	0
<b>ACT</b>	<b>10,961</b>	<b>88%</b>	<b>12,306</b>	<b>99%</b>	<b>2,006</b>	<b>16%</b>	<b>12,431</b>
ACT	<10,960	n/a	<12,310	n/a	<2,010	n/a	<12,430
ACT - Other	<11	n/a	<11	n/a	<11	n/a	<11
<b>NT</b>	<b>6,378</b>	<b>95%</b>	<b>6,721</b>	<b>100%</b>	<b>1,240</b>	<b>18%</b>	<b>6,741</b>
NT - Barkly	155	85%	182	100%	44	24%	182
NT - Central Australia	1,105	95%	1,161	100%	255	22%	1,163
NT - Darwin Remote	632	97%	651	100%	92	14%	651
NT - Darwin Urban	3,623	94%	3,827	100%	661	17%	3,842
NT - East Arnhem	274	99%	276	100%	53	19%	276
NT - Katherine	393	94%	416	100%	98	23%	418
NT - Other	196	94%	208	100%	37	18%	209
<b>OT</b>	<b>80</b>	<b>91%</b>	<b>88</b>	<b>100%</b>	<b>14</b>	<b>16%</b>	<b>88</b>
<b>Missing</b>	<b>11</b>	<b>92%</b>	<b>11</b>	<b>92%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>12</b>
<b>Total</b>	<b>684,849</b>	<b>90%</b>	<b>755,185</b>	<b>99%</b>	<b>130,960</b>	<b>17%</b>	<b>761,442</b>

**Table O.2 Average annualised committed supports, median annualised committed supports, average payments, median payments and active participants by service district as at 31 December 2025**

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
<b>NSW</b>	<b>\$85,900</b>	<b>\$31,600</b>	<b>\$69,900</b>	<b>\$21,400</b>	<b>224,537</b>
NSW - Hunter New England	\$84,800	\$31,700	\$66,700	\$19,600	36,601
NSW - Central Coast	\$77,900	\$28,400	\$63,500	\$19,000	12,905
NSW - Far West	\$98,300	\$45,600	\$65,100	\$20,000	1,019
NSW - Illawarra Shoalhaven	\$89,900	\$38,500	\$72,000	\$24,000	13,013
NSW - Mid North Coast	\$80,300	\$28,500	\$62,900	\$17,100	9,290
NSW - Murrumbidgee	\$82,400	\$32,200	\$60,500	\$17,900	9,685
NSW - Nepean Blue Mountains	\$81,100	\$27,000	\$65,900	\$18,100	13,553
NSW - North Sydney	\$92,300	\$30,400	\$77,700	\$21,100	14,880
NSW - Northern NSW	\$85,500	\$37,200	\$66,500	\$21,400	10,977
NSW - South Eastern Sydney	\$89,600	\$32,200	\$74,800	\$21,800	15,258
NSW - South Western Sydney	\$85,600	\$31,100	\$74,400	\$24,300	35,981
NSW - Southern NSW	\$72,500	\$29,400	\$52,500	\$16,900	6,169

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
NSW - Sydney	\$92,100	\$43,200	\$76,400	\$26,000	8,618
NSW - Western NSW	\$92,400	\$36,500	\$67,300	\$18,200	8,965
NSW - Western Sydney	\$87,900	\$28,500	\$75,200	\$22,300	27,590
NSW - Other	\$102,300	\$36,500	\$72,600	\$14,900	33
<b>VIC</b>	<b>\$78,600</b>	<b>\$31,100</b>	<b>\$61,900</b>	<b>\$18,300</b>	<b>205,144</b>
VIC - Barwon	\$81,300	\$35,400	\$61,200	\$18,500	13,621
VIC - Central Highlands	\$80,000	\$30,400	\$61,700	\$15,300	8,249
VIC - Loddon	\$68,400	\$26,500	\$49,500	\$13,200	10,704
VIC - North East Melbourne	\$82,900	\$30,600	\$67,300	\$17,800	19,584
VIC - Inner Gippsland	\$73,100	\$33,100	\$56,000	\$17,500	7,800
VIC - Ovens Murray	\$71,400	\$31,100	\$51,500	\$16,100	5,034
VIC - Western District	\$77,400	\$33,100	\$56,800	\$17,200	5,268
VIC - Inner East Melbourne	\$88,600	\$34,400	\$71,800	\$19,200	13,426
VIC - Outer East Melbourne	\$76,900	\$31,000	\$59,800	\$17,800	14,267
VIC - Hume Moreland	\$76,000	\$29,400	\$63,000	\$18,900	14,338
VIC - Bayside Peninsula	\$81,700	\$35,500	\$64,700	\$19,500	24,802
VIC - Southern Melbourne	\$82,600	\$30,900	\$68,000	\$19,800	19,936
VIC - Brimbank Melton	\$76,800	\$26,500	\$61,500	\$16,700	14,219
VIC - Western Melbourne	\$75,000	\$28,500	\$60,000	\$17,000	20,475
VIC - Goulburn	\$70,100	\$27,500	\$52,900	\$14,200	6,558
VIC - Mallee	\$72,000	\$29,900	\$51,700	\$16,300	3,540
VIC - Outer Gippsland	\$79,700	\$38,800	\$60,700	\$19,000	3,309
VIC - Other	n/a	n/a	n/a	n/a	14
<b>QLD</b>	<b>\$87,300</b>	<b>\$33,000</b>	<b>\$66,300</b>	<b>\$17,400</b>	<b>163,122</b>
QLD - Bundaberg	n/a	n/a	n/a	n/a	<4,120
QLD - Ipswich	\$84,500	\$32,700	\$64,300	\$17,000	13,588
QLD - Mackay	\$80,300	\$27,300	\$57,600	\$12,600	4,799
QLD - Toowoomba	\$95,700	\$38,700	\$72,900	\$18,000	9,437
QLD - Townsville	\$88,800	\$30,800	\$65,700	\$14,700	9,093
QLD - Rockhampton	\$74,000	\$27,500	\$51,600	\$12,300	8,827
QLD - Beenleigh	\$84,100	\$28,000	\$65,600	\$15,800	19,527
QLD - Brisbane	\$88,300	\$34,300	\$67,500	\$17,700	29,711
QLD - Cairns	\$100,300	\$41,900	\$76,100	\$19,800	7,905
QLD - Maryborough	\$88,100	\$39,600	\$66,000	\$19,000	6,126
QLD - Robina	\$88,700	\$33,700	\$70,300	\$18,900	16,827
QLD - Caboolture/Strathpine	\$83,400	\$29,200	\$63,100	\$15,400	18,774
QLD - Maroochydore	\$90,900	\$38,700	\$69,400	\$20,300	14,392
QLD - Other	n/a	n/a	n/a	n/a	<11
<b>WA</b>	<b>\$90,500</b>	<b>\$37,000</b>	<b>\$67,800</b>	<b>\$19,900</b>	<b>67,695</b>
WA - North East Metro	\$95,100	\$37,100	\$73,100	\$19,500	9,862
WA - Wheat Belt	\$69,200	\$38,500	\$39,500	\$14,700	1,609

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
WA - South Metro	\$79,300	\$31,000	\$60,500	\$17,100	11,361
WA - Central South Metro	\$86,900	\$35,500	\$65,100	\$18,800	8,478
WA - South West	\$80,700	\$36,600	\$57,500	\$17,300	5,372
WA - Goldfields-Esperance	\$108,500	\$41,200	\$75,900	\$17,700	1,158
WA - North Metro	\$82,400	\$32,700	\$61,600	\$17,800	9,521
WA - Kimberley-Pilbara	\$114,500	\$49,500	\$81,900	\$23,100	2,063
WA - South East Metro	\$107,000	\$42,700	\$83,400	\$23,200	7,521
WA - Central North Metro	\$102,300	\$43,600	\$79,600	\$24,200	7,430
WA - Great Southern	\$84,500	\$36,600	\$56,000	\$15,400	1,584
WA - Midwest-Gascoyne	\$90,700	\$40,200	\$58,800	\$19,400	1,718
WA - Other	\$84,000	n/a	\$52,600	n/a	18
<b>SA</b>	<b>\$86,000</b>	<b>\$31,100</b>	<b>\$65,900</b>	<b>\$16,900</b>	<b>65,233</b>
SA - Adelaide Hills	\$65,700	\$24,000	\$48,800	\$12,300	2,773
SA - Barossa, Light and Lower North	\$60,900	\$23,700	\$44,500	\$12,100	3,366
SA - Eastern Adelaide	\$98,300	\$34,600	\$78,300	\$17,600	5,381
SA - Eyre and Western	\$87,900	\$43,900	\$56,300	\$19,100	1,907
SA - Far North (SA)	\$92,000	\$45,200	\$57,300	\$10,400	742
SA - Fleurieu and Kangaroo Island	\$84,700	\$34,700	\$59,700	\$16,600	1,969
SA - Limestone Coast	\$83,700	\$27,500	\$57,800	\$12,200	2,115
SA - Murray and Mallee	\$77,100	\$32,100	\$54,500	\$14,400	2,680
SA - Northern Adelaide	\$88,400	\$29,900	\$70,200	\$16,800	22,100
SA - Southern Adelaide	\$89,700	\$32,300	\$69,400	\$17,300	14,210
SA - Western Adelaide	\$89,500	\$34,300	\$70,600	\$19,000	5,549
SA - Yorke and Mid North	\$73,700	\$31,900	\$51,200	\$14,900	2,390
SA - Other	\$93,200	\$46,300	\$56,100	\$13,400	51
<b>TAS</b>	<b>\$95,800</b>	<b>\$38,100</b>	<b>\$74,000</b>	<b>\$19,700</b>	<b>16,439</b>
TAS - North	\$93,300	\$38,800	\$70,700	\$19,800	4,666
TAS - North West	n/a	\$41,000	n/a	\$20,500	3,606
TAS - South East	\$85,000	\$32,700	\$62,900	\$16,500	3,767
TAS - South West	\$102,600	\$41,200	\$82,100	\$21,600	4,400
TAS - Other	n/a	n/a	n/a	n/a	0
<b>ACT</b>	<b>\$76,100</b>	<b>\$26,300</b>	<b>\$58,900</b>	<b>\$14,700</b>	<b>12,431</b>
ACT	n/a	n/a	n/a	n/a	<12,430
ACT - Other	n/a	n/a	n/a	n/a	<11
<b>NT</b>	<b>\$138,600</b>	<b>\$48,000</b>	<b>\$110,900</b>	<b>\$30,600</b>	<b>6,741</b>
NT - Barkly	\$133,500	\$47,800	\$101,100	\$20,500	182
NT - Central Australia	\$215,600	\$80,700	\$180,400	\$39,400	1,163
NT - Darwin Remote	\$93,300	\$57,600	\$52,100	\$28,500	651
NT - Darwin Urban	\$122,600	\$36,500	\$101,200	\$27,100	3,842
NT - East Arnhem	\$120,900	\$76,800	\$71,500	\$34,600	276
NT - Katherine	\$165,100	\$50,500	\$147,400	\$33,000	418

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
NT - Other	\$120,400	\$40,100	\$85,000	\$22,800	209
OT	\$111,200	\$72,400	\$61,300	\$27,200	88
Missing	n/a	n/a	n/a	n/a	12
<b>Total</b>	<b>\$85,100</b>	<b>\$32,400</b>	<b>\$66,700</b>	<b>\$19,300</b>	<b>761,442</b>

**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 31 December 2025**

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
<b>NSW</b>	<b>\$64,100</b>	<b>\$28,600</b>	<b>\$48,700</b>	<b>\$19,600</b>	<b>212,269</b>
NSW - Hunter New England	\$61,400	\$28,500	\$43,900	\$17,900	34,458
NSW - Central Coast	\$57,400	\$25,800	\$43,100	\$17,500	12,247
NSW - Far West	\$80,500	\$42,700	\$48,500	\$18,700	984
NSW - Illawarra Shoalhaven	\$66,800	\$34,400	\$49,500	\$21,500	12,249
NSW - Mid North Coast	\$64,600	\$26,500	\$47,700	\$16,100	8,935
NSW - Murrumbidgee	\$62,900	\$29,200	\$41,400	\$16,700	9,184
NSW - Nepean Blue Mountains	\$59,000	\$24,800	\$43,500	\$16,600	12,797
NSW - North Sydney	\$64,200	\$26,400	\$49,700	\$18,700	13,810
NSW - Northern NSW	\$68,800	\$34,600	\$50,200	\$19,900	10,510
NSW - South Eastern Sydney	\$67,900	\$29,300	\$53,600	\$20,100	14,428
NSW - South Western Sydney	\$66,000	\$28,400	\$55,300	\$22,400	34,268
NSW - Southern NSW	\$57,200	\$27,100	\$38,100	\$15,800	5,903
NSW - Sydney	\$73,000	\$39,100	\$58,000	\$23,500	8,167
NSW - Western NSW	\$64,900	\$31,800	\$42,700	\$16,400	8,302
NSW - Western Sydney	\$63,500	\$25,700	\$51,500	\$20,300	25,995
NSW - Other	\$93,000	\$36,100	\$67,500	\$14,100	32
<b>VIC</b>	<b>\$61,900</b>	<b>\$29,100</b>	<b>\$45,900</b>	<b>\$17,100</b>	<b>197,265</b>
VIC - Barwon	\$63,000	\$33,200	\$44,000	\$17,400	13,055
VIC - Central Highlands	\$57,600	\$27,700	\$40,000	\$14,000	7,816
VIC - Loddon	\$55,000	\$25,100	\$36,300	\$12,400	10,362
VIC - North East Melbourne	\$62,700	\$28,100	\$48,000	\$16,400	18,686
VIC - Inner Gippsland	\$60,500	\$31,500	\$42,900	\$16,400	7,575
VIC - Ovens Murray	\$58,000	\$29,200	\$38,900	\$15,100	4,842
VIC - Western District	\$57,500	\$30,300	\$37,600	\$15,700	4,970
VIC - Inner East Melbourne	\$66,000	\$30,700	\$49,400	\$17,200	12,660
VIC - Outer East Melbourne	\$60,600	\$29,000	\$44,500	\$16,500	13,719
VIC - Hume Moreland	\$64,500	\$28,200	\$51,900	\$18,000	13,967
VIC - Bayside Peninsula	\$65,600	\$32,700	\$48,800	\$18,000	23,783
VIC - Southern Melbourne	\$63,400	\$28,800	\$49,700	\$18,500	19,146

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
VIC - Brimbank Melton	\$60,400	\$25,400	\$46,500	\$16,000	13,787
VIC - Western Melbourne	\$61,600	\$27,000	\$46,800	\$16,300	19,909
VIC - Goulburn	\$56,900	\$26,200	\$40,000	\$13,400	6,355
VIC - Mallee	\$57,600	\$27,900	\$38,700	\$15,300	3,416
VIC - Outer Gippsland	\$68,000	\$36,700	\$49,100	\$17,900	3,203
VIC - Other	n/a	n/a	n/a	n/a	14
<b>QLD</b>	<b>\$67,800</b>	<b>\$30,200</b>	<b>\$47,400</b>	<b>\$16,100</b>	<b>155,679</b>
QLD - Bundaberg	n/a	n/a	n/a	n/a	<3,920
QLD - Ipswich	\$64,700	\$30,100	\$45,200	\$15,600	12,988
QLD - Mackay	\$61,600	\$25,700	\$40,200	\$11,600	4,593
QLD - Toowoomba	\$70,500	\$34,100	\$48,000	\$15,900	8,852
QLD - Townsville	\$66,600	\$28,400	\$44,100	\$13,600	8,611
QLD - Rockhampton	\$59,600	\$26,200	\$37,200	\$11,700	8,535
QLD - Beenleigh	\$63,900	\$25,800	\$45,900	\$14,600	18,673
QLD - Brisbane	\$70,600	\$31,400	\$50,300	\$16,300	28,442
QLD - Cairns	\$76,300	\$37,700	\$52,800	\$17,800	7,472
QLD - Maryborough	\$71,200	\$36,800	\$49,500	\$17,600	5,864
QLD - Robina	\$69,700	\$30,800	\$51,100	\$17,400	16,059
QLD - Caboolture/Strathpine	\$63,800	\$26,700	\$44,600	\$14,300	17,929
QLD - Maroochydore	\$72,800	\$35,500	\$51,400	\$18,600	13,747
QLD - Other	n/a	n/a	n/a	n/a	<11
<b>WA</b>	<b>\$68,900</b>	<b>\$34,200</b>	<b>\$47,000</b>	<b>\$18,300</b>	<b>64,171</b>
WA - North East Metro	\$67,600	\$33,100	\$46,700	\$17,400	9,160
WA - Wheat Belt	\$63,500	\$37,500	\$34,800	\$14,200	1,581
WA - South Metro	\$60,900	\$28,800	\$42,100	\$15,900	10,849
WA - Central South Metro	\$69,400	\$33,200	\$48,100	\$17,500	8,103
WA - South West	\$66,000	\$34,600	\$43,100	\$16,000	5,172
WA - Goldfields-Esperance	\$79,900	\$38,700	\$48,800	\$16,600	1,104
WA - North Metro	\$64,800	\$30,800	\$44,700	\$16,600	9,149
WA - Kimberley-Pilbara	\$87,000	\$46,400	\$56,600	\$21,200	1,968
WA - South East Metro	\$74,600	\$37,300	\$53,000	\$20,100	6,922
WA - Central North Metro	\$77,400	\$39,300	\$55,200	\$21,200	6,962
WA - Great Southern	\$68,400	\$34,100	\$40,800	\$14,400	1,517
WA - Midwest-Gascoyne	\$75,700	\$39,000	\$45,100	\$18,700	1,667
WA - Other	\$59,600	n/a	\$38,900	n/a	17
<b>SA</b>	<b>\$63,100</b>	<b>\$28,600</b>	<b>\$43,900</b>	<b>\$15,600</b>	<b>61,948</b>
SA - Adelaide Hills	\$50,900	\$23,300	\$34,100	\$11,600	2,679
SA - Barossa, Light and Lower North	\$49,200	\$23,200	\$32,600	\$11,600	3,291
SA - Eastern Adelaide	\$72,500	\$30,800	\$53,400	\$15,900	5,086
SA - Eyre and Western	\$73,000	\$42,300	\$42,700	\$18,300	1,842
SA - Far North (SA)	\$71,200	\$43,000	\$34,600	\$9,000	703

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
SA - Fleurieu and Kangaroo Island	\$68,100	\$32,600	\$45,400	\$15,600	1,900
SA - Limestone Coast	\$61,400	\$25,300	\$37,800	\$11,400	2,010
SA - Murray and Mallee	\$60,500	\$29,600	\$37,800	\$13,600	2,566
SA - Northern Adelaide	\$61,700	\$27,300	\$44,800	\$15,400	20,880
SA - Southern Adelaide	\$63,200	\$28,900	\$43,600	\$15,700	13,340
SA - Western Adelaide	\$69,500	\$31,400	\$51,700	\$17,400	5,288
SA - Yorke and Mid North	\$62,100	\$30,300	\$40,700	\$14,100	2,312
SA - Other	\$93,200	\$46,300	\$52,400	\$13,300	51
<b>TAS</b>	<b>\$67,200</b>	<b>\$33,900</b>	<b>\$45,600</b>	<b>\$17,400</b>	<b>15,347</b>
TAS - North	\$70,100	\$35,300	\$48,000	\$17,800	4,428
TAS - North West	n/a	\$36,100	n/a	\$18,200	3,355
TAS - South East	\$61,600	\$30,500	\$40,600	\$15,300	3,566
TAS - South West	\$66,900	\$34,800	\$46,300	\$17,400	3,998
TAS - Other	n/a	n/a	n/a	n/a	0
<b>ACT</b>	<b>\$55,000</b>	<b>\$24,500</b>	<b>\$38,100</b>	<b>\$13,500</b>	<b>11,790</b>
ACT	n/a	n/a	n/a	n/a	<11,790
ACT - Other	n/a	n/a	n/a	n/a	<11
<b>NT</b>	<b>\$85,200</b>	<b>\$41,700</b>	<b>\$59,700</b>	<b>\$25,800</b>	<b>6,118</b>
NT - Barkly	\$91,300	\$43,800	\$58,100	\$18,700	168
NT - Central Australia	\$114,400	\$60,800	\$82,600	\$30,800	985
NT - Darwin Remote	\$88,400	\$56,600	\$50,200	\$27,900	645
NT - Darwin Urban	\$72,900	\$30,700	\$54,400	\$22,800	3,480
NT - East Arnhem	\$116,900	\$76,300	\$65,000	\$32,400	273
NT - Katherine	\$95,600	\$43,000	\$70,100	\$27,000	371
NT - Other	\$77,000	\$38,600	\$50,400	\$20,100	196
<b>OT</b>	<b>\$111,200</b>	<b>\$72,400</b>	<b>\$61,300</b>	<b>\$27,200</b>	<b>88</b>
<b>Missing</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>12</b>
<b>Total</b>	<b>\$64,700</b>	<b>\$29,800</b>	<b>\$47,000</b>	<b>\$17,800</b>	<b>724,687</b>

**Table O.4 Participation rates for all participants by service district and age group as at 31 December 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
<b>NSW</b>	<b>5.7%</b>	<b>6.8%</b>	<b>5.2%</b>	<b>3.0%</b>	<b>1.7%</b>	<b>1.3%</b>	<b>1.7%</b>	<b>2.1%</b>	<b>0.8%</b>	<b>3.0%</b>	<b>2.6%</b>
NSW - Hunter New England	7.4%	8.9%	7.6%	4.9%	2.9%	2.1%	2.3%	2.6%	1.0%	4.3%	3.6%
NSW - Central Coast	6.7%	10.6%	8.2%	5.3%	3.1%	1.8%	2.1%	2.5%	0.9%	4.4%	3.5%
NSW - Far West	5.5%	8.7%	7.9%	4.7%	3.4%	2.2%	2.6%	2.7%	1.0%	4.2%	3.4%
NSW - Illawarra Shoalhaven	5.0%	7.6%	6.2%	3.6%	2.7%	2.0%	2.2%	2.4%	0.8%	3.5%	2.9%
NSW - Mid North Coast	9.3%	10.9%	8.1%	5.9%	3.7%	2.2%	2.3%	2.6%	0.8%	5.0%	3.8%
NSW - Murrumbidgee	6.6%	7.3%	5.7%	4.1%	2.6%	1.7%	2.1%	2.4%	0.7%	3.8%	3.1%
NSW - Nepean Blue Mountains	7.1%	9.3%	6.9%	4.2%	2.2%	1.5%	1.9%	2.2%	0.9%	3.9%	3.3%
NSW - North Sydney	3.6%	3.8%	3.0%	1.8%	1.1%	0.7%	1.0%	1.5%	0.6%	1.8%	1.6%
NSW - Northern NSW	7.1%	9.1%	7.3%	6.1%	3.5%	2.0%	2.2%	2.3%	0.8%	4.3%	3.4%
NSW - South Eastern Sydney	4.3%	5.1%	3.4%	1.7%	0.9%	0.9%	1.2%	1.7%	0.7%	2.0%	1.8%
NSW - South Western Sydney	6.1%	6.6%	4.5%	2.8%	1.7%	1.2%	1.6%	2.1%	0.9%	3.1%	2.7%
NSW - Southern NSW	5.4%	7.2%	6.0%	4.4%	2.4%	1.6%	1.5%	1.8%	0.8%	3.2%	2.7%
NSW - Sydney	3.5%	5.2%	3.3%	1.0%	0.6%	0.7%	1.5%	2.1%	0.9%	1.5%	1.4%
NSW - Western NSW	5.2%	7.2%	5.6%	4.5%	2.6%	1.9%	2.2%	2.5%	0.8%	3.6%	3.0%
NSW - Western Sydney	5.6%	5.5%	3.8%	2.2%	1.3%	0.9%	1.4%	2.0%	0.9%	2.5%	2.3%
<b>VIC</b>	<b>6.6%</b>	<b>8.3%</b>	<b>5.9%</b>	<b>3.1%</b>	<b>1.7%</b>	<b>1.4%</b>	<b>1.9%</b>	<b>2.4%</b>	<b>0.9%</b>	<b>3.3%</b>	<b>2.9%</b>
VIC - Barwon	6.5%	10.7%	9.0%	5.6%	2.9%	2.2%	2.4%	2.8%	1.2%	4.5%	3.8%
VIC - Central Highlands	6.4%	9.7%	7.3%	5.1%	3.0%	2.2%	2.2%	2.8%	1.1%	4.3%	3.6%
VIC - Loddon	8.2%	11.8%	9.3%	6.4%	3.4%	2.4%	2.4%	2.4%	0.9%	5.0%	4.0%
VIC - North East Melbourne	6.6%	7.3%	5.6%	2.8%	1.3%	1.3%	2.0%	2.6%	1.0%	3.0%	2.7%
VIC - Inner Gippsland	7.0%	10.6%	7.3%	4.8%	3.1%	2.5%	2.5%	2.7%	0.8%	4.5%	3.5%
VIC - Ovens Murray	7.5%	10.4%	7.5%	5.4%	2.9%	2.1%	2.3%	2.5%	0.9%	4.5%	3.6%
VIC - Western District	6.2%	8.7%	6.9%	5.6%	3.1%	2.5%	2.6%	2.5%	0.9%	4.2%	3.3%
VIC - Inner East Melbourne	4.6%	5.1%	3.6%	1.6%	1.2%	1.0%	1.4%	1.9%	0.7%	2.2%	1.9%
VIC - Outer East Melbourne	6.3%	9.5%	6.8%	4.0%	2.4%	1.7%	2.0%	2.3%	0.8%	3.7%	3.2%
VIC - Hume Moreland	7.3%	8.7%	6.0%	3.0%	1.3%	1.2%	2.0%	2.8%	1.1%	3.4%	3.1%
VIC - Bayside Peninsula	6.2%	7.6%	4.8%	2.6%	1.4%	1.4%	1.8%	2.3%	0.8%	2.9%	2.5%
VIC - Southern Melbourne	6.3%	7.0%	4.7%	2.9%	1.5%	1.2%	1.7%	2.3%	0.9%	3.1%	2.8%
VIC - Brimbank Melton	8.1%	9.2%	6.1%	3.4%	1.8%	1.4%	1.7%	2.2%	0.8%	3.8%	3.4%
VIC - Western Melbourne	6.2%	7.9%	5.2%	1.7%	1.0%	0.9%	1.7%	2.3%	0.8%	2.6%	2.4%
VIC - Goulburn	8.0%	9.5%	6.8%	4.8%	2.5%	1.8%	2.2%	2.5%	0.8%	4.3%	3.5%
VIC - Mallee	8.9%	10.7%	7.4%	5.0%	2.5%	1.9%	2.4%	2.4%	0.7%	4.5%	3.6%
VIC - Outer Gippsland	7.0%	9.0%	7.5%	6.0%	3.6%	2.7%	2.7%	2.6%	0.7%	4.5%	3.4%
<b>QLD</b>	<b>6.1%</b>	<b>7.8%</b>	<b>5.8%</b>	<b>3.4%</b>	<b>1.8%</b>	<b>1.5%</b>	<b>1.8%</b>	<b>2.3%</b>	<b>0.9%</b>	<b>3.3%</b>	<b>2.9%</b>
QLD - Bundaberg	7.4%	9.8%	8.1%	7.1%	3.8%	2.8%	2.5%	3.0%	1.0%	4.9%	3.8%
QLD - Ipswich	6.4%	9.0%	7.0%	4.7%	2.2%	1.6%	2.1%	2.6%	1.2%	4.0%	3.5%
QLD - Mackay	5.7%	6.6%	4.8%	3.2%	1.4%	0.9%	1.2%	1.7%	0.8%	2.8%	2.5%
QLD - Toowoomba	4.9%	7.4%	6.4%	4.8%	2.3%	2.0%	2.3%	2.9%	1.0%	3.8%	3.2%

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
QLD - Townsville	7.7%	7.9%	5.5%	3.1%	1.9%	1.7%	1.9%	2.4%	1.1%	3.6%	3.2%
QLD - Rockhampton	6.3%	10.3%	7.4%	4.8%	2.3%	1.5%	1.7%	2.1%	0.9%	4.0%	3.4%
QLD - Beenleigh	7.5%	9.0%	6.3%	3.7%	2.1%	1.6%	1.7%	2.3%	0.9%	3.9%	3.4%
QLD - Brisbane	4.9%	5.7%	4.0%	2.0%	1.2%	1.1%	1.6%	2.2%	0.9%	2.4%	2.2%
QLD - Cairns	4.9%	5.9%	5.1%	3.7%	1.8%	1.6%	1.8%	2.1%	0.8%	3.0%	2.6%
QLD - Maryborough	7.7%	9.8%	7.6%	7.2%	3.7%	2.7%	2.7%	2.9%	0.8%	4.8%	3.6%
QLD - Robina	5.3%	7.4%	5.6%	2.9%	1.5%	1.2%	1.4%	1.9%	0.6%	2.8%	2.4%
QLD - Caboolture/Strathpine	8.2%	9.7%	7.2%	4.4%	2.3%	1.8%	1.8%	2.3%	0.8%	4.2%	3.5%
QLD - Maroochydore	5.7%	8.4%	6.2%	4.5%	2.3%	1.8%	1.8%	2.1%	0.7%	3.5%	2.9%
<b>WA</b>	<b>4.2%</b>	<b>5.8%</b>	<b>4.8%</b>	<b>3.2%</b>	<b>1.7%</b>	<b>1.3%</b>	<b>1.4%</b>	<b>1.9%</b>	<b>0.7%</b>	<b>2.6%</b>	<b>2.3%</b>
WA - North East Metro	4.4%	6.4%	5.2%	4.1%	1.9%	1.4%	1.6%	2.1%	1.0%	2.9%	2.6%
WA - Wheat Belt	3.0%	5.4%	5.9%	4.0%	2.1%	1.6%	1.3%	1.4%	0.4%	2.5%	2.0%
WA - South Metro	5.1%	6.9%	5.5%	3.9%	2.0%	1.3%	1.4%	1.9%	0.7%	3.1%	2.7%
WA - Central South Metro	3.9%	5.9%	4.6%	3.1%	1.6%	1.1%	1.3%	1.7%	0.7%	2.5%	2.2%
WA - South West	3.7%	6.6%	5.5%	5.3%	2.7%	1.6%	1.6%	2.1%	0.7%	3.1%	2.6%
WA - Goldfields-Esperance	3.6%	5.2%	4.9%	3.1%	1.3%	1.2%	1.3%	1.3%	0.4%	2.3%	2.0%
WA - North Metro	4.6%	5.9%	5.0%	3.3%	2.0%	1.1%	1.1%	1.4%	0.6%	2.7%	2.3%
WA - Kimberley-Pilbara	3.8%	4.6%	4.1%	3.0%	1.0%	1.0%	1.4%	1.5%	0.9%	2.2%	2.1%
WA - South East Metro	4.3%	5.0%	4.6%	2.4%	1.5%	1.4%	1.7%	2.4%	0.8%	2.5%	2.3%
WA - Central North Metro	3.1%	4.4%	3.3%	1.9%	1.1%	1.1%	1.5%	2.1%	0.7%	1.9%	1.7%
WA - Great Southern	3.9%	5.5%	4.9%	4.6%	3.2%	1.7%	1.5%	1.9%	0.6%	3.0%	2.4%
WA - Midwest-Gascoyne	5.4%	7.4%	5.3%	4.0%	2.2%	1.2%	1.1%	1.5%	0.5%	3.0%	2.5%
<b>SA</b>	<b>6.7%</b>	<b>10.5%</b>	<b>8.4%</b>	<b>4.8%</b>	<b>2.2%</b>	<b>1.8%</b>	<b>2.1%</b>	<b>2.6%</b>	<b>0.9%</b>	<b>4.1%</b>	<b>3.4%</b>
SA - Adelaide Hills	6.3%	10.3%	8.3%	5.0%	2.1%	1.4%	1.4%	1.5%	0.7%	3.8%	3.2%
SA - Barossa, Light and Lower North	8.9%	13.2%	10.7%	6.6%	2.4%	1.6%	1.5%	2.0%	0.8%	4.9%	4.0%
SA - Eastern Adelaide	4.2%	6.2%	4.8%	2.4%	1.3%	1.2%	1.6%	2.3%	0.8%	2.5%	2.1%
SA - Eyre and Western	6.2%	8.5%	7.0%	5.4%	2.7%	2.0%	1.8%	2.0%	0.9%	3.9%	3.2%
SA - Far North (SA)	5.3%	6.7%	4.6%	5.6%	1.5%	2.3%	2.6%	2.2%	1.0%	3.4%	3.0%
SA - Fleurieu and Kangaroo Island	6.9%	11.8%	10.3%	7.8%	3.6%	2.4%	2.3%	2.2%	0.6%	4.8%	3.2%
SA - Limestone Coast	6.2%	7.1%	7.0%	4.6%	2.9%	1.9%	2.0%	2.2%	0.7%	3.7%	3.0%
SA - Murray and Mallee	7.8%	11.1%	8.2%	5.7%	3.0%	2.2%	2.1%	2.5%	0.8%	4.5%	3.5%
SA - Northern Adelaide	8.2%	12.8%	10.0%	5.4%	2.4%	2.1%	2.6%	3.3%	1.2%	4.9%	4.3%
SA - Southern Adelaide	6.2%	10.8%	9.2%	5.4%	2.4%	2.0%	2.2%	2.8%	1.0%	4.3%	3.6%
SA - Western Adelaide	5.8%	9.1%	7.5%	3.3%	1.6%	1.5%	2.0%	2.8%	0.9%	3.3%	2.8%
SA - Yorke and Mid North	6.1%	9.2%	7.6%	6.4%	3.0%	2.1%	1.9%	2.0%	0.5%	4.0%	2.9%
<b>TAS</b>	<b>5.4%</b>	<b>7.4%</b>	<b>6.2%</b>	<b>4.3%</b>	<b>2.4%</b>	<b>1.6%</b>	<b>2.0%</b>	<b>2.2%</b>	<b>0.7%</b>	<b>3.4%</b>	<b>2.8%</b>
TAS - North	6.3%	7.5%	6.3%	4.2%	2.8%	1.7%	1.9%	2.2%	0.7%	3.6%	2.9%
TAS - North West	4.7%	7.8%	6.4%	5.5%	3.1%	1.7%	2.1%	2.4%	0.7%	3.6%	2.9%
TAS - South East	5.7%	8.1%	6.6%	4.6%	2.2%	1.4%	1.7%	1.9%	0.7%	3.4%	2.8%
TAS - South West	4.7%	6.5%	5.6%	3.5%	1.9%	1.7%	2.1%	2.4%	0.8%	3.0%	2.6%
<b>ACT</b>	<b>4.8%</b>	<b>6.7%</b>	<b>5.5%</b>	<b>3.1%</b>	<b>1.6%</b>	<b>1.2%</b>	<b>1.8%</b>	<b>2.2%</b>	<b>1.2%</b>	<b>2.8%</b>	<b>2.6%</b>

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
ACT	4.8%	6.7%	5.5%	3.1%	1.6%	1.2%	1.8%	2.2%	1.2%	2.8%	2.6%
<b>NT</b>	<b>4.8%</b>	<b>5.9%</b>	<b>4.9%</b>	<b>2.7%</b>	<b>1.2%</b>	<b>1.4%</b>	<b>1.9%</b>	<b>2.3%</b>	<b>1.0%</b>	<b>2.7%</b>	<b>2.6%</b>
NT - Barkly	3.6%	3.0%	4.9%	1.2%	1.6%	1.6%	2.6%	2.7%	1.8%	2.5%	2.4%
NT - Central Australia	4.0%	6.3%	5.1%	3.2%	1.2%	1.8%	2.5%	2.8%	1.4%	2.9%	2.8%
NT - Darwin Remote	5.7%	3.0%	3.4%	1.5%	1.4%	2.1%	2.9%	2.6%	0.7%	2.7%	2.6%
NT - Darwin Urban	4.6%	6.7%	5.3%	3.2%	1.1%	1.1%	1.5%	1.9%	0.8%	2.6%	2.4%
NT - East Arnhem	3.5%	2.3%	2.8%	1.7%	2.0%	3.0%	3.9%	3.8%	0.4%	2.8%	2.7%
NT - Katherine	8.4%	7.7%	6.8%	2.8%	1.0%	2.0%	3.1%	4.1%	1.8%	3.9%	3.7%
<b>Total</b>	<b>5.9%</b>	<b>7.5%</b>	<b>5.7%</b>	<b>3.3%</b>	<b>1.8%</b>	<b>1.4%</b>	<b>1.8%</b>	<b>2.2%</b>	<b>0.8%</b>	<b>3.2%</b>	<b>2.8%</b>

**Table O.5 Participation rates for male participants by service district and age group as at 31 December 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
<b>NSW</b>	<b>7.8%</b>	<b>9.1%</b>	<b>6.4%</b>	<b>3.7%</b>	<b>2.0%</b>	<b>1.4%</b>	<b>1.8%</b>	<b>2.3%</b>	<b>0.9%</b>	<b>3.8%</b>	<b>3.3%</b>
NSW - Hunter New England	9.8%	11.5%	9.8%	6.2%	3.4%	2.2%	2.5%	2.8%	1.1%	5.4%	4.5%
NSW - Central Coast	8.8%	13.9%	10.0%	6.1%	3.5%	2.0%	2.1%	2.4%	1.0%	5.3%	4.4%
NSW - Far West	7.5%	11.5%	11.0%	6.2%	4.5%	2.8%	2.7%	3.1%	1.2%	5.4%	4.4%
NSW - Illawarra Shoalhaven	6.7%	9.8%	7.4%	4.4%	3.0%	2.2%	2.3%	2.4%	0.9%	4.3%	3.5%
NSW - Mid North Coast	12.2%	13.8%	9.6%	7.3%	4.6%	2.5%	2.5%	2.8%	0.9%	6.2%	4.8%
NSW - Murrumbidgee	8.6%	9.3%	7.2%	4.9%	3.1%	1.9%	2.2%	2.3%	0.8%	4.6%	3.7%
NSW - Nepean Blue Mountains	9.7%	12.3%	8.6%	5.2%	2.7%	1.7%	1.9%	2.5%	0.9%	4.9%	4.3%
NSW - North Sydney	4.9%	5.2%	3.6%	2.0%	1.4%	0.8%	1.1%	1.7%	0.7%	2.3%	2.0%
NSW - Northern NSW	9.3%	11.9%	8.6%	7.1%	4.3%	2.2%	2.5%	2.5%	0.9%	5.3%	4.2%
NSW - South Eastern Sydney	5.9%	6.7%	4.2%	2.1%	1.1%	1.0%	1.3%	1.8%	0.7%	2.5%	2.2%
NSW - South Western Sydney	8.3%	9.0%	5.8%	3.5%	2.2%	1.4%	1.8%	2.3%	1.0%	4.0%	3.5%
NSW - Southern NSW	7.2%	9.1%	7.1%	5.3%	2.6%	1.7%	1.5%	1.9%	0.8%	3.9%	3.2%
NSW - Sydney	4.8%	6.9%	4.3%	1.1%	0.6%	0.7%	1.7%	2.5%	1.1%	1.8%	1.7%
NSW - Western NSW	6.8%	9.6%	7.1%	5.3%	3.1%	2.1%	2.4%	2.7%	0.9%	4.5%	3.8%
NSW - Western Sydney	7.7%	7.4%	4.7%	2.7%	1.5%	1.0%	1.4%	2.2%	1.0%	3.2%	2.9%
<b>VIC</b>	<b>8.6%</b>	<b>10.6%</b>	<b>6.9%</b>	<b>3.6%</b>	<b>1.8%</b>	<b>1.5%</b>	<b>1.9%</b>	<b>2.4%</b>	<b>0.9%</b>	<b>4.0%</b>	<b>3.5%</b>
VIC - Barwon	8.3%	13.2%	10.5%	6.8%	3.3%	2.4%	2.4%	2.8%	1.1%	5.3%	4.5%
VIC - Central Highlands	8.5%	12.2%	8.5%	5.8%	3.3%	2.3%	2.0%	2.8%	1.2%	5.0%	4.3%
VIC - Loddon	10.2%	14.3%	10.6%	7.1%	3.8%	2.6%	2.1%	2.6%	1.0%	5.8%	4.7%
VIC - North East Melbourne	8.5%	9.5%	6.4%	3.2%	1.5%	1.4%	2.2%	2.9%	1.1%	3.6%	3.3%
VIC - Inner Gippsland	8.7%	13.2%	8.3%	5.8%	3.4%	2.6%	2.3%	2.8%	0.8%	5.2%	4.1%
VIC - Ovens Murray	9.8%	13.0%	8.4%	6.5%	3.5%	2.6%	2.3%	2.6%	0.9%	5.4%	4.3%
VIC - Western District	8.2%	11.0%	8.2%	6.2%	3.5%	2.4%	2.7%	2.6%	0.9%	5.0%	3.9%
VIC - Inner East Melbourne	6.2%	6.5%	4.3%	1.9%	1.3%	1.1%	1.4%	1.8%	0.7%	2.6%	2.3%
VIC - Outer East Melbourne	8.2%	11.2%	7.8%	4.4%	2.6%	1.6%	1.8%	2.2%	0.8%	4.3%	3.7%
VIC - Hume Moreland	9.7%	11.2%	7.3%	3.5%	1.3%	1.3%	2.0%	2.8%	1.2%	4.0%	3.7%

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
VIC - Bayside Peninsula	8.1%	9.6%	5.4%	3.0%	1.5%	1.4%	1.8%	2.3%	0.8%	3.4%	2.9%
VIC - Southern Melbourne	8.4%	9.5%	5.5%	3.2%	1.6%	1.2%	1.7%	2.2%	1.0%	3.7%	3.4%
VIC - Brimbank Melton	10.8%	12.3%	7.8%	4.2%	2.1%	1.5%	1.8%	2.2%	0.8%	4.7%	4.2%
VIC - Western Melbourne	8.3%	10.4%	6.3%	2.1%	1.0%	0.9%	1.7%	2.3%	0.9%	3.2%	2.9%
VIC - Goulburn	9.9%	12.0%	8.0%	5.6%	3.0%	1.7%	2.0%	2.2%	0.8%	5.0%	4.1%
VIC - Mallee	11.7%	13.6%	9.1%	5.8%	2.7%	2.1%	2.2%	2.2%	0.9%	5.4%	4.4%
VIC - Outer Gippsland	9.0%	12.0%	9.1%	6.4%	3.9%	2.7%	2.6%	2.5%	0.6%	5.2%	3.9%
<b>QLD</b>	<b>8.0%</b>	<b>10.1%</b>	<b>7.1%</b>	<b>4.0%</b>	<b>2.1%</b>	<b>1.6%</b>	<b>1.8%</b>	<b>2.4%</b>	<b>0.9%</b>	<b>4.0%</b>	<b>3.5%</b>
QLD - Bundaberg	9.9%	12.3%	10.4%	8.4%	4.3%	3.0%	2.7%	3.3%	1.0%	6.0%	4.6%
QLD - Ipswich	8.5%	11.5%	8.6%	5.6%	2.6%	1.7%	2.1%	2.6%	1.3%	4.9%	4.4%
QLD - Mackay	7.8%	8.9%	5.9%	3.8%	1.5%	1.1%	1.3%	1.8%	0.9%	3.4%	3.0%
QLD - Toowoomba	6.4%	9.6%	7.6%	5.6%	2.7%	2.3%	2.6%	3.2%	1.1%	4.6%	3.9%
QLD - Townsville	9.9%	10.5%	7.1%	3.6%	2.2%	1.9%	2.1%	2.6%	1.2%	4.5%	3.9%
QLD - Rockhampton	8.4%	13.3%	8.9%	5.8%	2.8%	1.6%	1.6%	2.2%	0.9%	4.9%	4.2%
QLD - Beenleigh	9.8%	11.7%	7.5%	4.4%	2.3%	1.7%	1.7%	2.3%	0.9%	4.8%	4.2%
QLD - Brisbane	6.5%	7.3%	4.9%	2.3%	1.3%	1.2%	1.7%	2.3%	1.0%	2.8%	2.6%
QLD - Cairns	6.5%	7.9%	6.6%	4.3%	2.2%	1.9%	2.2%	2.3%	0.9%	3.8%	3.2%
QLD - Maryborough	9.9%	12.8%	8.9%	8.3%	4.7%	3.0%	2.9%	3.2%	0.8%	5.9%	4.4%
QLD - Robina	6.9%	9.7%	6.8%	3.5%	1.7%	1.2%	1.6%	2.0%	0.7%	3.5%	3.0%
QLD - Caboolture/Strathpine	10.7%	12.1%	8.7%	5.1%	2.6%	1.8%	1.6%	2.3%	0.9%	5.0%	4.3%
QLD - Maroochydore	7.5%	10.7%	7.2%	5.4%	2.5%	1.7%	1.8%	2.2%	0.7%	4.3%	3.4%
<b>WA</b>	<b>5.6%</b>	<b>7.6%</b>	<b>5.9%</b>	<b>3.9%</b>	<b>2.0%</b>	<b>1.3%</b>	<b>1.5%</b>	<b>1.9%</b>	<b>0.8%</b>	<b>3.2%</b>	<b>2.8%</b>
WA - North East Metro	6.1%	8.5%	6.5%	5.2%	2.3%	1.5%	1.7%	2.3%	1.0%	3.7%	3.3%
WA - Wheat Belt	4.0%	7.0%	7.4%	4.5%	2.3%	1.9%	1.3%	1.5%	0.3%	3.1%	2.4%
WA - South Metro	6.6%	8.9%	6.8%	4.7%	2.3%	1.3%	1.4%	1.9%	0.7%	3.8%	3.3%
WA - Central South Metro	5.2%	7.4%	5.2%	3.5%	1.8%	1.2%	1.4%	1.7%	0.8%	2.9%	2.6%
WA - South West	4.8%	8.3%	6.7%	6.2%	3.3%	1.7%	1.6%	2.1%	0.7%	3.8%	3.1%
WA - Goldfields-Esperance	4.8%	7.1%	5.6%	3.9%	1.4%	1.4%	1.4%	1.3%	0.3%	2.8%	2.4%
WA - North Metro	6.0%	7.7%	6.2%	4.0%	2.3%	1.2%	1.0%	1.3%	0.6%	3.3%	2.9%
WA - Kimberley-Pilbara	5.1%	6.0%	5.6%	3.9%	1.3%	1.0%	1.5%	1.3%	1.0%	2.6%	2.5%
WA - South East Metro	5.8%	6.7%	6.0%	3.0%	1.7%	1.5%	1.9%	2.6%	1.0%	3.1%	2.8%
WA - Central North Metro	4.1%	5.8%	4.0%	2.2%	1.3%	1.2%	1.6%	2.2%	0.8%	2.3%	2.1%
WA - Great Southern	5.0%	7.0%	5.6%	5.7%	3.6%	1.9%	1.4%	2.1%	0.5%	3.6%	2.8%
WA - Midwest-Gascoyne	7.1%	9.8%	6.9%	4.8%	2.7%	1.4%	1.1%	1.4%	0.6%	3.7%	3.1%
<b>SA</b>	<b>8.8%</b>	<b>13.5%</b>	<b>10.4%</b>	<b>5.7%</b>	<b>2.5%</b>	<b>1.9%</b>	<b>2.3%</b>	<b>2.8%</b>	<b>1.0%</b>	<b>5.0%</b>	<b>4.2%</b>
SA - Adelaide Hills	8.0%	13.4%	9.7%	5.9%	2.4%	1.3%	1.4%	1.4%	0.7%	4.6%	3.8%
SA - Barossa, Light and Lower North	11.8%	16.0%	13.1%	8.2%	2.7%	1.8%	1.7%	1.8%	1.0%	6.0%	5.0%
SA - Eastern Adelaide	5.5%	8.3%	5.9%	2.7%	1.4%	1.4%	1.9%	2.6%	0.9%	3.0%	2.6%
SA - Eyre and Western	8.2%	11.5%	8.8%	5.8%	3.0%	2.0%	1.8%	2.1%	0.9%	4.6%	3.8%
SA - Far North (SA)	7.6%	8.2%	5.1%	7.3%	2.0%	2.8%	2.7%	2.4%	1.0%	4.2%	3.7%
SA - Fleurieu and Kangaroo Island	9.1%	14.2%	12.9%	8.8%	4.5%	2.3%	2.2%	2.5%	0.7%	5.8%	3.9%

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
SA - Limestone Coast	8.2%	9.5%	8.4%	5.2%	3.5%	2.5%	1.9%	2.5%	0.8%	4.6%	3.7%
SA - Murray and Mallee	9.9%	15.0%	9.6%	6.9%	3.0%	2.3%	2.3%	2.7%	0.8%	5.4%	4.2%
SA - Northern Adelaide	10.8%	16.8%	12.5%	6.5%	2.8%	2.2%	2.8%	3.5%	1.4%	6.1%	5.3%
SA - Southern Adelaide	8.0%	13.5%	11.1%	6.6%	2.7%	2.0%	2.3%	3.0%	1.1%	5.1%	4.3%
SA - Western Adelaide	7.5%	12.4%	9.6%	3.8%	1.7%	1.7%	2.3%	3.0%	1.1%	4.0%	3.5%
SA - Yorke and Mid North	7.8%	11.5%	9.4%	7.4%	3.4%	2.3%	2.1%	2.2%	0.6%	4.9%	3.6%
<b>TAS</b>	<b>6.9%</b>	<b>9.6%</b>	<b>7.5%</b>	<b>5.0%</b>	<b>2.9%</b>	<b>1.7%</b>	<b>2.0%</b>	<b>2.3%</b>	<b>0.8%</b>	<b>4.0%</b>	<b>3.3%</b>
TAS - North	8.1%	9.1%	7.5%	4.8%	3.2%	1.7%	1.8%	2.2%	0.7%	4.1%	3.4%
TAS - North West	6.0%	10.4%	7.8%	6.2%	3.6%	1.5%	2.3%	2.4%	0.9%	4.3%	3.5%
TAS - South East	7.2%	11.0%	8.0%	5.7%	2.9%	1.6%	1.7%	1.8%	0.8%	4.2%	3.5%
TAS - South West	6.0%	8.3%	6.7%	4.0%	2.2%	1.9%	2.1%	2.6%	0.8%	3.6%	3.1%
<b>ACT</b>	<b>6.5%</b>	<b>8.6%</b>	<b>6.8%</b>	<b>3.7%</b>	<b>1.8%</b>	<b>1.2%</b>	<b>1.8%</b>	<b>2.1%</b>	<b>1.1%</b>	<b>3.4%</b>	<b>3.1%</b>
ACT	6.5%	8.6%	6.8%	3.7%	1.8%	1.2%	1.8%	2.1%	1.1%	3.4%	3.1%
<b>NT</b>	<b>6.5%</b>	<b>8.0%</b>	<b>6.5%</b>	<b>3.7%</b>	<b>1.5%</b>	<b>1.7%</b>	<b>2.2%</b>	<b>2.5%</b>	<b>1.1%</b>	<b>3.5%</b>	<b>3.3%</b>
NT - Barkly	4.5%	4.3%	7.8%	1.1%	1.4%	1.4%	2.4%	4.2%	2.2%	3.1%	3.0%
NT - Central Australia	5.2%	8.8%	7.2%	4.9%	1.5%	1.9%	3.3%	3.0%	1.6%	3.8%	3.6%
NT - Darwin Remote	8.0%	4.4%	5.3%	1.8%	2.0%	3.0%	3.9%	3.2%	1.1%	3.8%	3.6%
NT - Darwin Urban	6.3%	8.9%	6.7%	4.0%	1.4%	1.2%	1.7%	2.1%	0.9%	3.3%	3.0%
NT - East Arnhem	4.9%	3.5%	3.6%	2.4%	3.1%	4.7%	4.0%	5.2%	0.4%	3.9%	3.7%
NT - Katherine	11.4%	10.5%	7.2%	3.9%	1.2%	2.0%	2.6%	3.2%	1.8%	4.8%	4.4%
<b>Total</b>	<b>7.8%</b>	<b>9.8%</b>	<b>6.9%</b>	<b>3.9%</b>	<b>2.0%</b>	<b>1.5%</b>	<b>1.8%</b>	<b>2.3%</b>	<b>0.9%</b>	<b>3.9%</b>	<b>3.4%</b>

**Table O.6 Participation rates for female participants by service district and age group as at 31 December 2025**

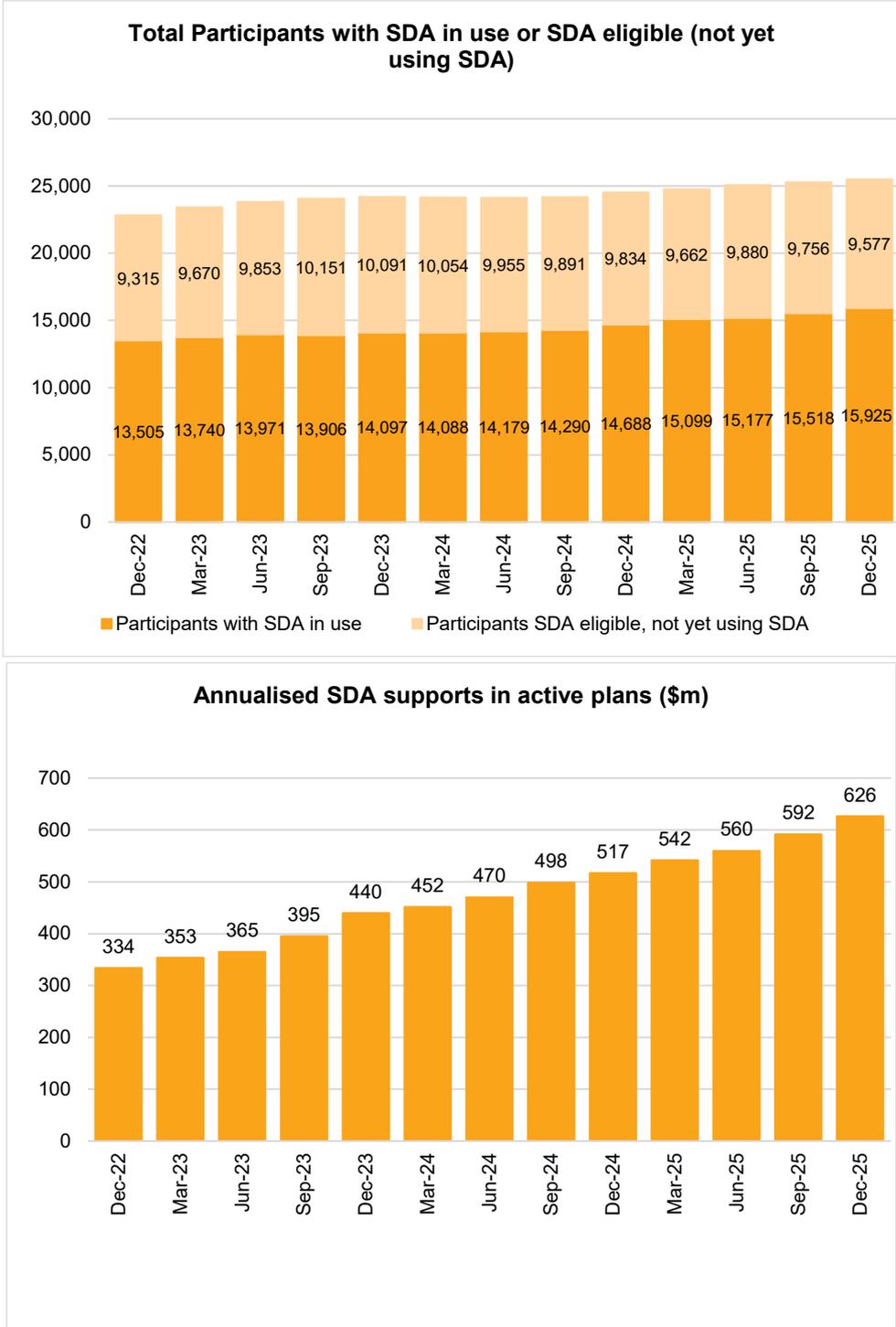
Service District	0 to 8 years	9 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65+	Total excl. 65+ years	Total
<b>NSW</b>	<b>3.6%</b>	<b>4.4%</b>	<b>3.6%</b>	<b>2.1%</b>	<b>1.3%</b>	<b>1.1%</b>	<b>1.5%</b>	<b>2.0%</b>	<b>0.8%</b>	<b>2.2%</b>	<b>1.9%</b>
NSW - Hunter New England	4.7%	5.8%	5.2%	3.3%	2.3%	1.9%	2.1%	2.4%	1.0%	3.1%	2.6%
NSW - Central Coast	4.4%	7.0%	5.9%	4.1%	2.6%	1.7%	2.0%	2.4%	0.8%	3.3%	2.7%
NSW - Far West	3.4%	5.8%	4.5%	2.7%	2.2%	1.7%	2.5%	2.3%	0.7%	2.9%	2.3%
NSW - Illawarra Shoalhaven	3.1%	5.0%	4.5%	2.6%	2.2%	1.7%	2.0%	2.3%	0.8%	2.7%	2.2%
NSW - Mid North Coast	6.3%	7.7%	6.3%	4.1%	2.7%	1.9%	2.0%	2.3%	0.7%	3.7%	2.8%
NSW - Murrumbidgee	4.4%	4.9%	3.8%	3.2%	2.1%	1.6%	1.9%	2.4%	0.7%	2.8%	2.3%
NSW - Nepean Blue Mountains	4.2%	5.8%	4.7%	2.9%	1.7%	1.4%	1.8%	1.9%	0.9%	2.7%	2.4%
NSW - North Sydney	2.1%	2.3%	2.3%	1.4%	0.8%	0.6%	0.9%	1.3%	0.6%	1.3%	1.1%
NSW - Northern NSW	4.7%	5.8%	5.6%	4.8%	2.7%	1.7%	1.9%	2.1%	0.8%	3.2%	2.5%
NSW - South Eastern Sydney	2.6%	3.3%	2.4%	1.3%	0.7%	0.7%	1.1%	1.6%	0.6%	1.4%	1.3%
NSW - South Western Sydney	3.6%	4.0%	3.0%	1.9%	1.3%	1.0%	1.4%	1.9%	0.8%	2.1%	1.9%
NSW - Southern NSW	3.4%	5.0%	4.5%	3.2%	2.0%	1.5%	1.5%	1.7%	0.7%	2.5%	2.0%
NSW - Sydney	2.0%	3.2%	2.2%	0.7%	0.5%	0.7%	1.2%	1.7%	0.7%	1.1%	1.0%
NSW - Western NSW	3.3%	4.6%	3.7%	3.4%	2.1%	1.6%	2.0%	2.3%	0.7%	2.7%	2.2%

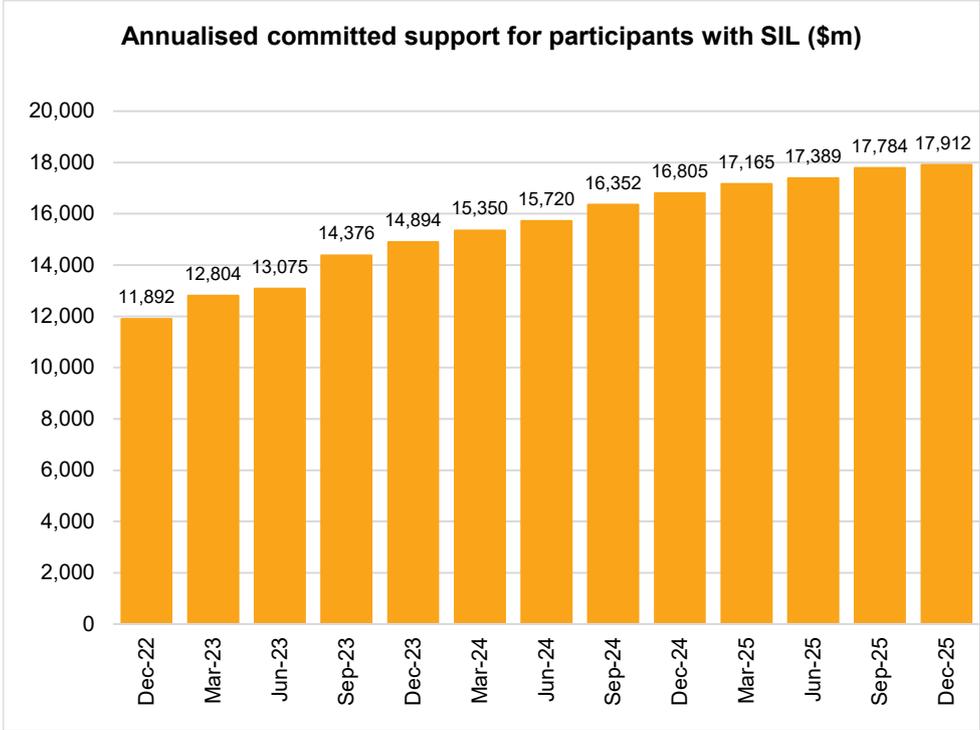
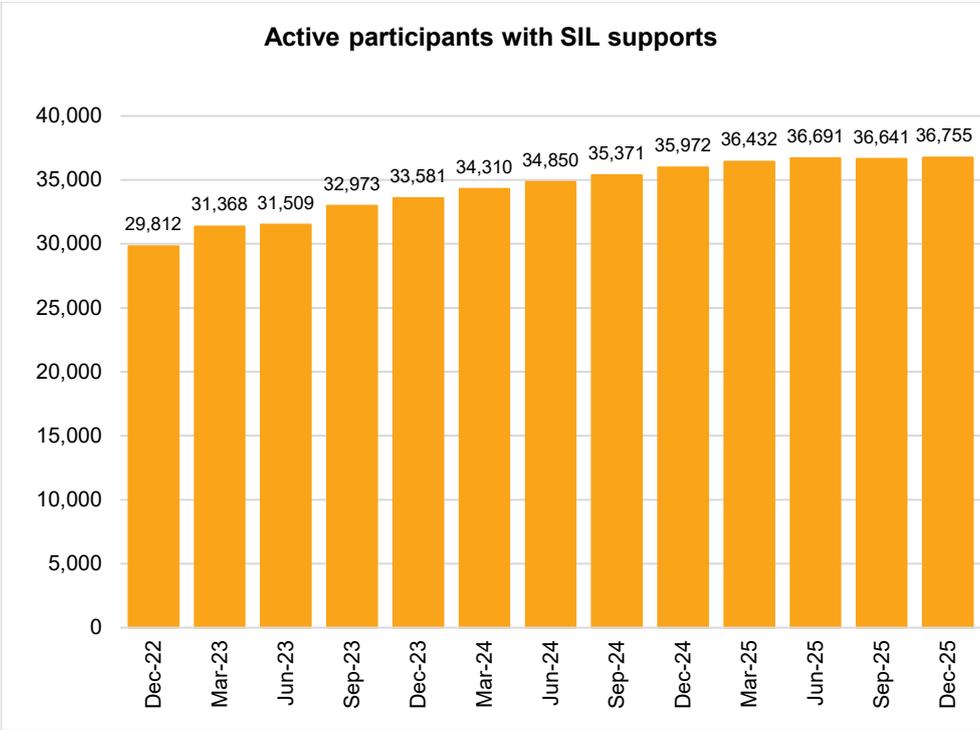
Service District	0 to 8 years	9 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65+	Total excl. 65+ years	Total
NSW - Western Sydney	3.4%	3.3%	2.7%	1.5%	1.0%	0.7%	1.3%	1.8%	0.8%	1.8%	1.6%
<b>VIC</b>	<b>4.3%</b>	<b>5.7%</b>	<b>4.5%</b>	<b>2.4%</b>	<b>1.4%</b>	<b>1.4%</b>	<b>1.9%</b>	<b>2.4%</b>	<b>0.8%</b>	<b>2.6%</b>	<b>2.2%</b>
VIC - Barwon	4.3%	7.8%	7.1%	4.1%	2.4%	2.1%	2.3%	2.7%	1.2%	3.5%	3.0%
VIC - Central Highlands	4.1%	6.7%	5.6%	4.1%	2.6%	2.1%	2.2%	2.8%	1.0%	3.4%	2.9%
VIC - Loddon	5.5%	8.7%	7.4%	5.2%	2.9%	2.1%	2.6%	2.2%	0.9%	4.0%	3.2%
VIC - North East Melbourne	4.3%	4.9%	4.4%	2.2%	1.1%	1.2%	1.8%	2.4%	0.9%	2.3%	2.1%
VIC - Inner Gippsland	5.0%	7.7%	5.7%	3.6%	2.8%	2.4%	2.7%	2.6%	0.8%	3.6%	2.9%
VIC - Ovens Murray	5.1%	7.5%	5.9%	3.9%	2.3%	1.7%	2.3%	2.5%	0.8%	3.5%	2.8%
VIC - Western District	4.0%	6.1%	5.2%	4.3%	2.6%	2.5%	2.6%	2.4%	0.9%	3.3%	2.7%
VIC - Inner East Melbourne	2.8%	3.3%	2.6%	1.2%	1.1%	0.9%	1.3%	1.9%	0.6%	1.7%	1.5%
VIC - Outer East Melbourne	4.1%	7.1%	5.3%	3.3%	2.0%	1.7%	2.1%	2.4%	0.8%	3.0%	2.6%
VIC - Hume Moreland	4.6%	5.9%	4.4%	2.4%	1.2%	1.1%	2.1%	2.8%	1.0%	2.6%	2.4%
VIC - Bayside Peninsula	4.0%	5.3%	4.0%	2.0%	1.2%	1.4%	1.9%	2.2%	0.7%	2.3%	2.0%
VIC - Southern Melbourne	4.1%	4.3%	3.6%	2.3%	1.2%	1.2%	1.7%	2.4%	0.8%	2.4%	2.1%
VIC - Brimbank Melton	5.1%	6.0%	4.2%	2.3%	1.4%	1.2%	1.6%	2.2%	0.7%	2.7%	2.4%
VIC - Western Melbourne	3.8%	5.1%	3.9%	1.2%	0.8%	0.9%	1.6%	2.2%	0.8%	1.9%	1.8%
VIC - Goulburn	5.3%	6.6%	5.4%	3.7%	2.0%	1.8%	2.3%	2.7%	0.7%	3.4%	2.8%
VIC - Mallee	5.8%	7.4%	5.5%	3.9%	2.2%	1.7%	2.5%	2.5%	0.6%	3.5%	2.8%
VIC - Outer Gippsland	4.8%	6.0%	5.6%	5.2%	3.3%	2.7%	2.8%	2.8%	0.7%	3.7%	2.8%
<b>QLD</b>	<b>4.0%</b>	<b>5.4%</b>	<b>4.3%</b>	<b>2.6%</b>	<b>1.5%</b>	<b>1.4%</b>	<b>1.7%</b>	<b>2.1%</b>	<b>0.8%</b>	<b>2.5%</b>	<b>2.2%</b>
QLD - Bundaberg	4.6%	7.1%	5.6%	5.5%	3.2%	2.6%	2.2%	2.6%	0.9%	3.7%	2.9%
QLD - Ipswich	4.1%	6.0%	5.1%	3.5%	1.7%	1.4%	2.0%	2.5%	1.0%	2.9%	2.6%
QLD - Mackay	3.5%	4.1%	3.6%	2.6%	1.2%	0.8%	1.1%	1.7%	0.7%	2.0%	1.8%
QLD - Toowoomba	3.3%	5.1%	5.1%	3.8%	2.0%	1.8%	2.1%	2.6%	0.9%	2.9%	2.5%
QLD - Townsville	5.4%	5.2%	3.8%	2.4%	1.6%	1.4%	1.7%	2.2%	1.0%	2.7%	2.4%
QLD - Rockhampton	4.1%	7.1%	5.7%	3.7%	1.8%	1.3%	1.8%	2.0%	0.8%	3.0%	2.6%
QLD - Beenleigh	5.1%	6.1%	4.8%	2.7%	1.8%	1.5%	1.7%	2.3%	0.8%	3.0%	2.6%
QLD - Brisbane	3.2%	4.0%	2.9%	1.5%	1.0%	1.1%	1.4%	2.1%	0.8%	1.8%	1.7%
QLD - Cairns	3.1%	3.6%	3.4%	3.0%	1.3%	1.3%	1.5%	1.8%	0.7%	2.1%	1.8%
QLD - Maryborough	5.3%	6.4%	5.8%	5.7%	2.5%	2.4%	2.5%	2.6%	0.7%	3.6%	2.7%
QLD - Robina	3.5%	5.0%	4.1%	2.3%	1.2%	1.1%	1.3%	1.8%	0.6%	2.1%	1.8%
QLD - Caboolture/Strathpine	5.5%	7.0%	5.2%	3.4%	1.8%	1.7%	2.0%	2.3%	0.8%	3.2%	2.7%
QLD - Maroochydore	3.8%	5.9%	5.0%	3.3%	1.9%	1.8%	1.7%	2.0%	0.7%	2.8%	2.3%
<b>WA</b>	<b>2.7%</b>	<b>3.9%</b>	<b>3.4%</b>	<b>2.3%</b>	<b>1.3%</b>	<b>1.2%</b>	<b>1.4%</b>	<b>1.8%</b>	<b>0.7%</b>	<b>2.0%</b>	<b>1.8%</b>
WA - North East Metro	2.6%	4.1%	3.6%	2.7%	1.4%	1.3%	1.6%	2.0%	1.0%	2.1%	1.9%
WA - Wheat Belt	1.8%	3.5%	4.1%	3.2%	1.8%	1.3%	1.3%	1.3%	0.5%	1.9%	1.6%
WA - South Metro	3.4%	4.7%	3.9%	2.8%	1.5%	1.3%	1.4%	1.9%	0.7%	2.4%	2.1%
WA - Central South Metro	2.5%	4.2%	3.8%	2.3%	1.3%	1.1%	1.3%	1.7%	0.6%	1.9%	1.7%
WA - South West	2.6%	4.6%	4.0%	3.9%	2.2%	1.6%	1.6%	2.0%	0.7%	2.5%	2.1%
WA - Goldfields-Esperance	2.3%	3.3%	3.8%	2.1%	1.1%	1.1%	1.2%	1.2%	0.4%	1.7%	1.5%
WA - North Metro	3.0%	3.9%	3.5%	2.4%	1.6%	1.0%	1.1%	1.5%	0.6%	2.0%	1.8%

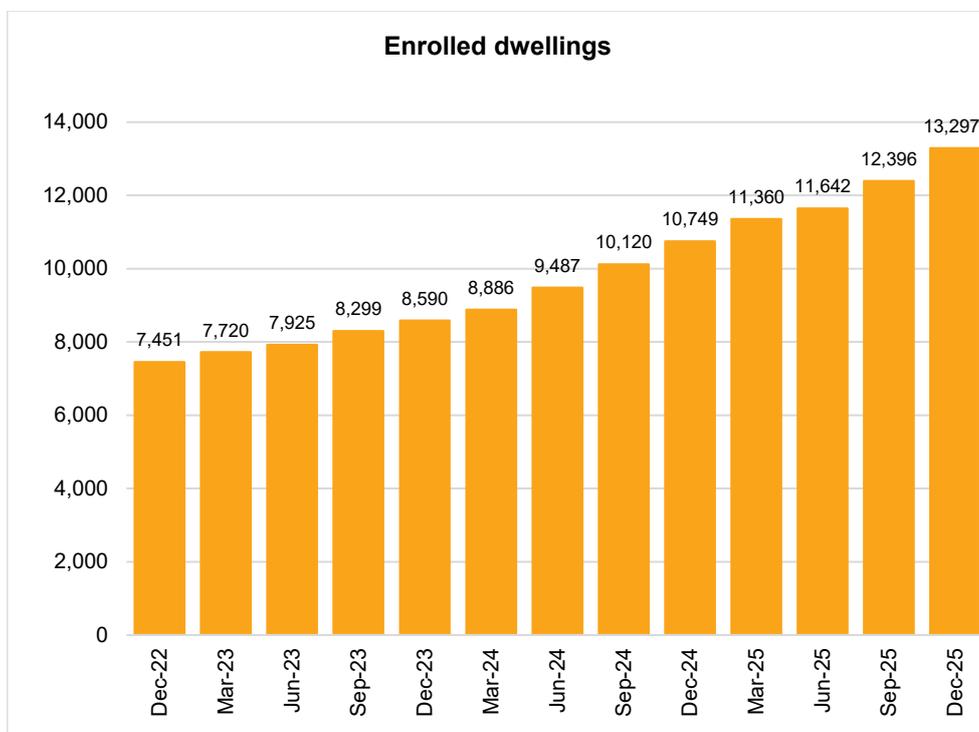
Service District	0 to 8 years	9 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65+	Total excl. 65+ years	Total
WA - Kimberley-Pilbara	2.3%	3.0%	2.4%	2.1%	0.7%	1.1%	1.3%	1.7%	0.7%	1.6%	1.6%
WA - South East Metro	2.6%	3.1%	3.0%	1.7%	1.1%	1.1%	1.5%	2.1%	0.7%	1.8%	1.6%
WA - Central North Metro	2.0%	2.9%	2.3%	1.5%	1.0%	1.0%	1.3%	1.9%	0.6%	1.5%	1.3%
WA - Great Southern	2.7%	3.8%	4.0%	3.3%	2.7%	1.6%	1.6%	1.7%	0.6%	2.4%	1.9%
WA - Midwest-Gascoyne	3.6%	4.7%	3.6%	3.0%	1.7%	1.0%	1.1%	1.4%	0.5%	2.2%	1.8%
<b>SA</b>	<b>4.4%</b>	<b>7.1%</b>	<b>6.0%</b>	<b>3.5%</b>	<b>1.8%</b>	<b>1.7%</b>	<b>1.9%</b>	<b>2.3%</b>	<b>0.8%</b>	<b>3.0%</b>	<b>2.5%</b>
SA - Adelaide Hills	4.3%	7.1%	6.6%	4.0%	1.7%	1.5%	1.3%	1.5%	0.6%	2.9%	2.5%
SA - Barossa, Light and Lower North	5.1%	9.9%	7.5%	4.4%	1.9%	1.4%	1.3%	2.1%	0.6%	3.5%	2.9%
SA - Eastern Adelaide	2.8%	4.0%	3.5%	1.8%	1.1%	1.0%	1.4%	2.0%	0.6%	1.9%	1.6%
SA - Eyre and Western	4.0%	5.1%	5.1%	4.7%	2.2%	1.9%	1.8%	1.9%	0.9%	2.9%	2.5%
SA - Far North (SA)	3.0%	5.1%	4.1%	3.6%	0.8%	1.7%	2.5%	1.9%	1.0%	2.5%	2.2%
SA - Fleurieu and Kangaroo Island	4.5%	9.2%	7.1%	6.2%	2.6%	2.4%	2.4%	1.9%	0.5%	3.7%	2.5%
SA - Limestone Coast	4.0%	4.4%	5.1%	3.5%	2.2%	1.3%	2.0%	1.8%	0.6%	2.7%	2.2%
SA - Murray and Mallee	5.4%	6.9%	6.4%	3.8%	2.8%	1.9%	1.9%	2.3%	0.7%	3.4%	2.7%
SA - Northern Adelaide	5.2%	8.3%	7.0%	3.9%	1.9%	1.9%	2.4%	2.9%	1.0%	3.6%	3.1%
SA - Southern Adelaide	4.2%	7.8%	6.8%	3.9%	2.1%	2.0%	2.1%	2.5%	1.0%	3.3%	2.8%
SA - Western Adelaide	3.9%	5.4%	4.9%	2.6%	1.4%	1.2%	1.7%	2.5%	0.8%	2.4%	2.1%
SA - Yorke and Mid North	4.2%	6.4%	5.3%	4.7%	2.4%	1.7%	1.6%	1.8%	0.5%	3.0%	2.2%
<b>TAS</b>	<b>3.7%</b>	<b>5.0%</b>	<b>4.5%</b>	<b>3.3%</b>	<b>1.9%</b>	<b>1.5%</b>	<b>1.9%</b>	<b>2.2%</b>	<b>0.7%</b>	<b>2.6%</b>	<b>2.2%</b>
TAS - North	4.4%	5.4%	4.5%	3.4%	2.3%	1.6%	2.0%	2.3%	0.7%	2.9%	2.4%
TAS - North West	3.3%	5.0%	4.5%	4.6%	2.5%	1.9%	1.9%	2.3%	0.6%	2.9%	2.3%
TAS - South East	4.0%	5.1%	4.7%	3.2%	1.5%	1.2%	1.8%	2.0%	0.7%	2.5%	2.1%
TAS - South West	3.2%	4.4%	4.2%	2.7%	1.6%	1.4%	2.1%	2.1%	0.7%	2.3%	2.0%
<b>ACT</b>	<b>3.0%</b>	<b>4.4%</b>	<b>3.9%</b>	<b>2.3%</b>	<b>1.4%</b>	<b>1.2%</b>	<b>1.7%</b>	<b>2.2%</b>	<b>1.2%</b>	<b>2.2%</b>	<b>2.0%</b>
ACT	3.0%	4.4%	3.9%	2.3%	1.4%	1.2%	1.7%	2.2%	1.2%	2.2%	2.0%
<b>NT</b>	<b>2.9%</b>	<b>3.7%</b>	<b>3.2%</b>	<b>1.6%</b>	<b>0.8%</b>	<b>1.2%</b>	<b>1.6%</b>	<b>2.0%</b>	<b>0.9%</b>	<b>1.9%</b>	<b>1.8%</b>
NT - Barkly	2.4%	1.6%	1.6%	1.4%	1.8%	1.8%	2.7%	1.3%	1.3%	1.9%	1.8%
NT - Central Australia	2.7%	3.6%	3.0%	1.2%	0.9%	1.8%	1.8%	2.7%	1.2%	2.0%	1.9%
NT - Darwin Remote	3.3%	1.6%	1.4%	1.1%	0.9%	1.2%	1.9%	2.0%	0.4%	1.6%	1.5%
NT - Darwin Urban	2.8%	4.4%	3.6%	2.1%	0.8%	1.0%	1.2%	1.6%	0.8%	1.8%	1.7%
NT - East Arnhem	1.9%	1.1%	2.1%	1.0%	1.0%	1.4%	3.7%	2.6%	0.4%	1.7%	1.7%
NT - Katherine	5.1%	4.4%	6.1%	1.5%	0.8%	2.0%	3.5%	5.0%	2.0%	3.1%	3.0%
<b>Total</b>	<b>3.8%</b>	<b>5.0%</b>	<b>4.1%</b>	<b>2.4%</b>	<b>1.4%</b>	<b>1.3%</b>	<b>1.7%</b>	<b>2.1%</b>	<b>0.8%</b>	<b>2.4%</b>	<b>2.1%</b>

# 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 31 December 2025** <sup>242</sup> <sup>243</sup>

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
<b>NSW</b>	<b>5,112</b>	<b>3,012</b>	<b>2.3%</b>	<b>12,268</b>	<b>5.5%</b>	<b>224,537</b>
NSW - Nepean Blue Mountains	720	389	2.0%	2,143	5.9%	36,601
NSW - Nepean Blue Mountains	278	158	2.2%	658	5.1%	12,905
NSW - Nepean Blue Mountains	<20	<20	n/a	<40	n/a	1,019
NSW - Nepean Blue Mountains	306	196	2.4%	764	5.9%	13,013
NSW - Nepean Blue Mountains	120	116	1.3%	355	3.8%	9,290
NSW - Nepean Blue Mountains	249	136	2.6%	501	5.2%	9,685
NSW - Nepean Blue Mountains	401	144	3.0%	756	5.6%	13,553
NSW - North Sydney	634	256	4.3%	1,070	7.2%	14,880
NSW - Northern NSW	191	151	1.7%	467	4.3%	10,977
NSW - South Eastern Sydney	406	221	2.7%	830	5.4%	15,258
NSW - South Western Sydney	511	512	1.4%	1,713	4.8%	35,981
NSW - Southern NSW	110	59	1.8%	266	4.3%	6,169
NSW - Sydney	122	137	1.4%	451	5.2%	8,618
NSW - Western NSW	280	145	3.1%	663	7.4%	8,965
NSW - Western Sydney	773	377	2.8%	1,595	5.8%	27,590
NSW - Other	<11	<11	n/a	<11	n/a	33
<b>VIC</b>	<b>5,393</b>	<b>1,947</b>	<b>2.6%</b>	<b>7,879</b>	<b>3.8%</b>	<b>205,144</b>
VIC - Barwon	400	100	2.9%	566	4.2%	13,621

<sup>242</sup> Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

<sup>243</sup> 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 - Central Highlands	329	66	4.0%	433	5.2%	8,249
VIC - Loddon	194	103	1.8%	342	3.2%	10,704
VIC - North East Melbourne	651	188	3.3%	898	4.6%	19,584
VIC - Inner Gippsland	136	68	1.7%	225	2.9%	7,800
VIC - Ovens Murray	119	45	2.4%	192	3.8%	5,034
VIC - Western District	231	69	4.4%	298	5.7%	5,268
VIC - Inner East Melbourne	613	165	4.6%	766	5.7%	13,426
VIC - Outer East Melbourne	389	163	2.7%	548	3.8%	14,267
VIC - Hume Moreland	226	120	1.6%	371	2.6%	14,338
VIC - Bayside Peninsula	724	236	2.9%	1,019	4.1%	24,802
VIC - Southern Melbourne	435	213	2.2%	790	4.0%	19,936
VIC - Brimbank Melton	287	103	2.0%	432	3.0%	14,219
VIC - Western Melbourne	404	176	2.0%	566	2.8%	20,475
VIC - Goulburn	111	73	1.7%	203	3.1%	6,558
VIC - Mallee	85	<30	2.4%	<130	n/a	3,540
VIC - Outer Gippsland	<60	36	n/a	106	3.2%	3,309
VIC - Other	<11	<11	n/a	<11	n/a	14
<b>QLD</b>	<b>2,678</b>	<b>1,812</b>	<b>1.6%</b>	<b>7,443</b>	<b>4.6%</b>	<b>163,122</b>
QLD - Bundaberg	85	43	2.1%	<210	n/a	<4,120
QLD - Ipswich	216	169	1.6%	600	4.4%	13,588
QLD - Mackay	<70	<40	n/a	206	4.3%	4,799
QLD - Toowoomba	200	146	2.1%	585	6.2%	9,437
QLD - Townsville	129	103	1.4%	482	5.3%	9,093
QLD - Rockhampton	92	94	1.0%	292	3.3%	8,827
QLD - Beenleigh	343	176	1.8%	854	4.4%	19,527
QLD - Brisbane	486	390	1.6%	1,269	4.3%	29,711
QLD - Cairns	124	104	1.6%	433	5.5%	7,905
QLD - Maryborough	118	50	1.9%	262	4.3%	6,126
QLD - Robina	283	188	1.7%	768	4.6%	16,827
QLD - Caboolture/Strathpine	334	175	1.8%	845	4.5%	18,774
QLD - Maroochydore	199	142	1.4%	645	4.5%	14,392
QLD - Other	<11	<11	n/a	<11	n/a	<11
<b>WA</b>	<b>750</b>	<b>1,119</b>	<b>1.1%</b>	<b>3,524</b>	<b>5.2%</b>	<b>67,695</b>
WA - North East Metro	119	223	1.2%	702	7.1%	9,862
WA - Wheat Belt	<11	<11	n/a	<30	n/a	1,609
WA - South Metro	118	127	1.0%	512	4.5%	11,361
WA - Central South Metro	92	110	1.1%	375	4.4%	8,478
WA - South West	30	58	0.6%	200	3.7%	5,372
WA - Goldfields-Esperance	0	28	0.0%	54	4.7%	1,158
WA - North Metro	112	123	1.2%	372	3.9%	9,521
WA - Kimberley-Pilbara	<11	38	n/a	95	4.6%	2,063

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 - South East Metro	168	179	2.2%	599	8.0%	7,521
WA - Central North Metro	87	182	1.2%	468	6.3%	7,430
WA - Great Southern	<11	30	n/a	67	4.2%	1,584
WA - Midwest-Gascoyne	19	<20	1.1%	51	3.0%	1,718
WA - Other	<11	<11	n/a	<11	n/a	18
<b>SA</b>	<b>1,566</b>	<b>950</b>	<b>2.4%</b>	<b>3,285</b>	<b>5.0%</b>	<b>65,233</b>
SA - Adelaide Hills	35	21	1.3%	94	3.4%	2,773
SA - Barossa, Light and Lower North	31	24	0.9%	75	2.2%	3,366
SA - Eastern Adelaide	188	88	3.5%	295	5.5%	5,381
SA - Eyre and Western	<11	24	n/a	65	3.4%	1,907
SA - Far North (SA)	<11	14	n/a	39	5.3%	742
SA - Fleurieu and Kangaroo Island	29	28	1.5%	69	3.5%	1,969
SA - Limestone Coast	33	32	1.6%	105	5.0%	2,115
SA - Murray and Mallee	49	32	1.8%	114	4.3%	2,680
SA - Northern Adelaide	617	308	2.8%	1,220	5.5%	22,100
SA - Southern Adelaide	430	271	3.0%	870	6.1%	14,210
SA - Western Adelaide	121	86	2.2%	261	4.7%	5,549
SA - Yorke and Mid North	19	22	0.8%	78	3.3%	2,390
SA - Other	<11	<11	n/a	0	0.0%	51
<b>TAS</b>	<b>113</b>	<b>388</b>	<b>0.7%</b>	<b>1,092</b>	<b>6.6%</b>	<b>16,439</b>
TAS - North	52	101	1.1%	238	5.1%	4,666
TAS - North West	32	94	0.9%	251	7.0%	<3,610
TAS - South East	18	<80	0.5%	<210	n/a	3,767
TAS - South West	<20	114	n/a	402	9.1%	4,400
TAS - Other	<11	<11	n/a	<11	n/a	<11
<b>ACT</b>	<b>210</b>	<b>139</b>	<b>1.7%</b>	<b>641</b>	<b>5.2%</b>	<b>12,431</b>
ACT	<220	<140	n/a	<650	n/a	<124,40
ACT - Other	<11	<11	n/a	<11	n/a	<11
<b>NT</b>	<b>103</b>	<b>210</b>	<b>1.5%</b>	<b>623</b>	<b>9.2%</b>	<b>6,741</b>
NT - Barkly	0	<11	0.0%	14	7.7%	182
NT - Central Australia	10	68	0.9%	178	15.3%	1,163
NT - Darwin Remote	0	<11	0.0%	<11	n/a	651
NT - Darwin Urban	74	105	1.9%	362	9.4%	3,842
NT - East Arnhem	<11	<11	n/a	<11	n/a	276
NT - Katherine	14	15	3.3%	47	11.2%	418
NT - Other	<11	<11	n/a	13	6.2%	209
<b>OT</b>	<b>&lt;11</b>	<b>&lt;11</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>88</b>
<b>Missing</b>	<b>&lt;11</b>	<b>&lt;11</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>12</b>
<b>Total</b>	<b>15,925</b>	<b>9,577</b>	<b>2.1%</b>	<b>36,755</b>	<b>4.8%</b>	<b>761,442</b>

**Table P.2 Annualised committed supports in current NDIS plans as at 31 December 2025** <sup>244 245</sup>  
246

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	\$173,022,955	0.90%	\$5,679,283,983	29%	\$19,280,377,104
VIC	\$175,778,979	1.09%	\$3,904,434,703	24%	\$16,121,095,297
QLD	\$146,789,003	1.03%	\$3,673,982,625	26%	\$14,234,471,378
WA	\$53,527,738	0.87%	\$1,701,412,289	28%	\$6,123,706,442
SA	\$55,839,968	1.00%	\$1,699,395,562	30%	\$5,607,612,106
TAS	\$7,223,051	0.46%	\$543,434,293	34%	\$1,575,345,284
ACT	\$7,535,308	0.80%	\$296,826,595	31%	\$945,454,944
NT	\$6,750,202	0.72%	\$413,392,234	44%	\$934,556,768
Other Territories	n/a	n/a	n/a	n/a	\$9,788,282
Missing	n/a	n/a	n/a	n/a	\$488,268
<b>Total</b>	<b>\$626,467,204</b>	<b>0.97%</b>	<b>\$17,912,162,284</b>	<b>28%</b>	<b>\$64,832,895,874</b>

**Table P.3 Active SDA providers by State/Territory as at 31 December 2025** <sup>247 248 249</sup>

State/Territory	Providers of SDA supports active in quarter 2, 2025-26
NSW	205
VIC	182
QLD	106
WA	70
SA	80
TAS	16
ACT	11
NT	13
OT	0
<b>National</b>	<b>561</b>

<sup>244</sup> State/Territory is defined by the current residing address of the participant.

<sup>245</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

<sup>246</sup> Annualised supports committed to SDA in current plans refer to annualised supports committed for active participants who have SDA in their plans at 31 December 2025.

<sup>247</sup> 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.

<sup>248</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

<sup>249</sup> 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.

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.4 Number of Enrolled SDA Dwellings by SA4 Region and Building Type as at 31 December 2025**

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
<b>ACT</b>	<b>110</b>	<b>0</b>	<b>102</b>	<b>1</b>	<b>213</b>
ACT - Australian Capital Territory	110	0	102	1	213
<b>NSW</b>	<b>1,191</b>	<b>53</b>	<b>2,050</b>	<b>55</b>	<b>3,349</b>
NSW - Capital Region	44	1	15	0	60
NSW - Central Coast	60	2	123	1	186
NSW - Central West	46	3	58	2	109
NSW - Coffs Harbour - Grafton	23	5	3	0	31
NSW - Far West and Orana	43	4	30	0	77
NSW - Hunter Valley exc Newcastle	33	1	48	2	84
NSW - Illawarra	41	1	79	0	121
NSW - Mid North Coast	43	2	36	0	81
NSW - Murray	51	1	44	0	96
NSW - New England and North West	28	2	36	0	66
NSW - Newcastle and Lake Macquarie	70	1	162	2	235
NSW - Richmond - Tweed	39	1	32	3	75
NSW - Riverina	24	1	39	1	65
NSW - Southern Highlands and Shoalhaven	11	0	31	0	42
NSW - Sydney - Baulkham Hills and Hawkesbury	41	6	42	1	90

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
NSW - Sydney - Blacktown	63	4	111	2	180
NSW - Sydney - City and Inner South	15	3	32	5	55
NSW - Sydney - Eastern Suburbs	10	1	5	1	17
NSW - Sydney - Inner South West	72	2	88	18	180
NSW - Sydney - Inner West	17	1	59	0	77
NSW - Sydney - North Sydney and Hornsby	20	1	55	3	79
NSW - Sydney - Northern Beaches	28	1	50	0	79
NSW - Sydney - Outer South West	38	0	76	3	117
NSW - Sydney - Outer West and Blue Mountains	76	3	231	7	317
NSW - Sydney - Parramatta	97	0	255	2	354
NSW - Sydney - Ryde	66	1	84	0	151
NSW - Sydney - South West	38	1	165	2	206
NSW - Sydney - Sutherland	54	4	61	0	119
<b>NT</b>	<b>15</b>	<b>0</b>	<b>117</b>	<b>2</b>	<b>134</b>
NT - Darwin	10	0	98	2	110
NT - Northern Territory - Outback	5	0	19	0	24
<b>QLD</b>	<b>347</b>	<b>22</b>	<b>2,404</b>	<b>17</b>	<b>2,790</b>
QLD - Brisbane - East	11	0	152	1	164
QLD - Brisbane - North	21	0	82	1	104
QLD - Brisbane - South	13	2	93	0	108
QLD - Brisbane - West	43	2	13	0	58
QLD - Brisbane Inner City	5	0	78	1	84
QLD - Cairns	9	1	142	0	152
QLD - Central Queensland	25	2	49	1	77
QLD - Darling Downs - Maranoa	2	1	18	1	22
QLD - Gold Coast	23	2	241	2	268
QLD - Ipswich	38	1	270	1	310
QLD - Logan - Beaudesert	17	1	311	0	329
QLD - Mackay - Isaac - Whitsunday	5	0	72	0	77
QLD - Moreton Bay - North	19	1	188	2	210
QLD - Moreton Bay - South	14	0	88	0	102
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	16	1	119	2	138
QLD - Toowoomba	11	4	165	0	180
QLD - Townsville	26	2	169	2	199
QLD - Wide Bay	49	2	154	3	208
<b>SA</b>	<b>889</b>	<b>4</b>	<b>843</b>	<b>7</b>	<b>1,743</b>
SA - Adelaide - Central and Hills	70	1	143	2	216
SA - Adelaide - North	292	1	340	3	636
SA - Adelaide - South	273	1	182	2	458
SA - Adelaide - West	142	0	110	0	252

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
SA - Barossa - Yorke - Mid North	8	1	11	0	20
SA - South Australia - Outback	17	0	2	0	19
SA - South Australia - South East	87	0	55	0	142
<b>TAS</b>	<b>13</b>	<b>3</b>	<b>142</b>	<b>4</b>	<b>162</b>
TAS - Hobart	4	0	71	0	75
TAS - Launceston and North East	5	2	41	4	52
TAS - South East	0	0	0	0	0
TAS - West and North West	4	1	30	0	35
<b>VIC</b>	<b>1,140</b>	<b>79</b>	<b>2,495</b>	<b>91</b>	<b>3,805</b>
VIC - Ballarat	43	2	204	5	254
VIC - Bendigo	30	0	50	0	80
VIC - Geelong	52	3	215	10	280
VIC - Hume	48	1	15	3	67
VIC - Latrobe - Gippsland	62	7	69	0	138
VIC - Melbourne - Inner	42	6	203	15	266
VIC - Melbourne - Inner East	80	9	50	0	139
VIC - Melbourne - Inner South	97	9	114	15	235
VIC - Melbourne - North East	147	4	218	7	376
VIC - Melbourne - North West	42	3	93	0	138
VIC - Melbourne - Outer East	123	3	70	6	202
VIC - Melbourne - South East	118	5	358	7	488
VIC - Melbourne - West	69	11	623	9	712
VIC - Mornington Peninsula	53	4	88	7	152
VIC - North West	68	7	47	6	128
VIC - Shepparton	30	3	33	0	66
VIC - Warrnambool and South West	36	2	45	1	84
<b>WA</b>	<b>9</b>	<b>1</b>	<b>1,091</b>	<b>0</b>	<b>1,101</b>
WA - Bunbury	0	0	38	0	38
WA - Mandurah	0	0	104	0	104
WA - Perth - Inner	5	0	47	0	52
WA - Perth - North East	1	1	133	0	135
WA - Perth - North West	1	0	185	0	186
WA - Perth - South East	2	0	304	0	306
WA - Perth - South West	0	0	258	0	258
WA - Western Australia - Outback (North)	0	0	1	0	1
WA - Western Australia - Outback (South)	0	0	15	0	15
WA - Western Australia - Wheat Belt	0	0	6	0	6
<b>Total</b>	<b>3,714</b>	<b>162</b>	<b>9,244</b>	<b>177</b>	<b>13,297</b>

**Table P.5 Number of Enrolled SDA Dwellings by SA4 Region and Design Category as at 31 December 2025**

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
<b>ACT</b>	<b>31</b>	<b>59</b>	<b>97</b>	<b>17</b>	<b>8</b>	<b>1</b>	<b>213</b>
ACT - Australian Capital Territory	31	59	97	17	8	1	213
<b>NSW</b>	<b>999</b>	<b>533</b>	<b>1,330</b>	<b>232</b>	<b>240</b>	<b>15</b>	<b>3,349</b>
NSW - Capital Region	43	0	9	3	5	0	60
NSW - Central Coast	54	13	99	5	15	0	186
NSW - Central West	35	9	33	21	10	1	109
NSW - Coffs Harbour - Grafton	19	3	6	1	2	0	31
NSW - Far West and Orana	40	9	12	9	4	3	77
NSW - Hunter Valley exc Newcastle	27	5	25	12	15	0	84
NSW - Illawarra	42	20	57	2	0	0	121
NSW - Mid North Coast	39	11	11	11	9	0	81
NSW - Murray	34	17	20	15	7	3	96
NSW - New England and North West	18	15	18	2	13	0	66
NSW - Newcastle and Lake Macquarie	62	16	133	12	11	1	235
NSW - Richmond - Tweed	31	13	16	8	7	0	75
NSW - Riverina	23	11	20	5	6	0	65
NSW - Southern Highlands and Shoalhaven	8	13	13	7	0	1	42
NSW - Sydney - Baulkham Hills and Hawkesbury	32	15	34	2	7	0	90
NSW - Sydney - Blacktown	56	14	87	10	13	0	180
NSW - Sydney - City and Inner South	15	28	7	5	0	0	55
NSW - Sydney - Eastern Suburbs	10	0	1	5	0	1	17
NSW - Sydney - Inner South West	69	13	87	0	11	0	180
NSW - Sydney - Inner West	16	42	14	5	0	0	77
NSW - Sydney - North Sydney and Hornsby	19	9	35	9	5	2	79
NSW - Sydney - Northern Beaches	27	6	31	3	12	0	79
NSW - Sydney - Outer South West	32	12	61	10	1	1	117
NSW - Sydney - Outer West and Blue Mountains	56	92	123	18	28	0	317
NSW - Sydney - Parramatta	75	69	180	18	12	0	354
NSW - Sydney - Ryde	35	15	71	5	25	0	151
NSW - Sydney - South West	31	42	94	19	20	0	206
NSW - Sydney - Sutherland	51	21	33	10	2	2	119
<b>NT</b>	<b>5</b>	<b>5</b>	<b>77</b>	<b>24</b>	<b>17</b>	<b>6</b>	<b>134</b>
NT - Darwin	3	4	65	24	13	1	110
NT - Northern Territory - Outback	2	1	12	0	4	5	24
<b>QLD</b>	<b>113</b>	<b>325</b>	<b>1,682</b>	<b>423</b>	<b>241</b>	<b>6</b>	<b>2,790</b>
QLD - Brisbane - East	4	19	125	11	4	1	164
QLD - Brisbane - North	13	25	61	1	3	1	104
QLD - Brisbane - South	9	5	77	2	15	0	108
QLD - Brisbane - West	1	20	37	0	0	0	58

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
QLD - Brisbane Inner City	2	6	70	0	6	0	84
QLD - Cairns	1	5	96	30	20	0	152
QLD - Central Queensland	9	9	39	4	15	1	77
QLD - Darling Downs - Maranoa	1	3	11	4	3	0	22
QLD - Gold Coast	8	18	204	12	26	0	268
QLD - Ipswich	15	29	144	104	18	0	310
QLD - Logan - Beaudesert	10	41	195	68	15	0	329
QLD - Mackay - Isaac - Whitsunday	0	5	57	11	2	2	77
QLD - Moreton Bay - North	2	21	133	38	16	0	210
QLD - Moreton Bay - South	1	13	71	8	9	0	102
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	4	15	70	25	24	0	138
QLD - Toowoomba	9	24	95	38	14	0	180
QLD - Townsville	8	16	128	30	17	0	199
QLD - Wide Bay	16	51	69	37	34	1	208
<b>SA</b>	<b>467</b>	<b>375</b>	<b>586</b>	<b>149</b>	<b>162</b>	<b>4</b>	<b>1,743</b>
SA - Adelaide - Central and Hills	47	30	118	9	12	0	216
SA - Adelaide - North	107	168	236	70	53	2	636
SA - Adelaide - South	158	63	144	30	61	2	458
SA - Adelaide - West	90	71	58	14	19	0	252
SA - Barossa - Yorke - Mid North	7	2	6	5	0	0	20
SA - South Australia - Outback	13	4	0	2	0	0	19
SA - South Australia - South East	45	37	24	19	17	0	142
<b>TAS</b>	<b>4</b>	<b>34</b>	<b>83</b>	<b>19</b>	<b>21</b>	<b>1</b>	<b>162</b>
TAS - Hobart	3	0	57	11	4	0	75
TAS - Launceston and North East	1	13	21	5	12	0	52
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	0	21	5	3	5	1	35
<b>VIC</b>	<b>286</b>	<b>622</b>	<b>1,698</b>	<b>764</b>	<b>424</b>	<b>11</b>	<b>3,805</b>
VIC - Ballarat	9	88	83	59	12	3	254
VIC - Bendigo	3	16	35	21	5	0	80
VIC - Geelong	12	39	164	56	8	1	280
VIC - Hume	20	12	16	8	9	2	67
VIC - Latrobe - Gippsland	17	36	45	22	18	0	138
VIC - Melbourne - Inner	18	37	203	2	6	0	266
VIC - Melbourne - Inner East	14	22	54	15	34	0	139
VIC - Melbourne - Inner South	33	33	114	12	42	1	235
VIC - Melbourne - North East	26	62	146	78	63	1	376
VIC - Melbourne - North West	5	19	57	37	20	0	138
VIC - Melbourne - Outer East	29	33	50	23	66	1	202
VIC - Melbourne - South East	32	68	227	132	29	0	488

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
VIC - Melbourne - West	7	60	366	231	46	2	712
VIC - Mornington Peninsula	11	31	60	28	22	0	152
VIC - North West	20	36	26	12	34	0	128
VIC - Shepparton	9	19	19	14	5	0	66
VIC - Warrnambool and South West	21	11	33	14	5	0	84
<b>WA</b>	<b>2</b>	<b>72</b>	<b>886</b>	<b>33</b>	<b>96</b>	<b>12</b>	<b>1,101</b>
WA - Bunbury	0	0	36	0	2	0	38
WA - Mandurah	0	3	86	0	12	3	104
WA - Perth - Inner	0	0	47	0	4	1	52
WA - Perth - North East	1	8	114	1	10	1	135
WA - Perth - North West	1	14	153	11	6	1	186
WA - Perth - South East	0	33	218	13	40	2	306
WA - Perth - South West	0	14	221	5	16	2	258
WA - Western Australia - Outback (North)	0	0	0	0	1	0	1
WA - Western Australia - Outback (South)	0	0	6	2	5	2	15
WA - Western Australia - Wheat Belt	0	0	5	1	0	0	6
<b>Total</b>	<b>1,907</b>	<b>2,025</b>	<b>6,439</b>	<b>1,661</b>	<b>1,209</b>	<b>56</b>	<b>13,297</b>

**Table P.6 Number of Enrolled SDA Dwellings by SA4 Region and Maximum number of residents as at 31 December 2025**

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
<b>ACT</b>	<b>88</b>	<b>60</b>	<b>32</b>	<b>25</b>	<b>8</b>	<b>0</b>	<b>213</b>
ACT - Australian Capital Territory	88	60	32	25	8	0	213
<b>NSW</b>	<b>1,630</b>	<b>447</b>	<b>310</b>	<b>302</b>	<b>607</b>	<b>53</b>	<b>3,349</b>
NSW - Capital Region	29	5	2	8	15	1	60
NSW - Central Coast	89	25	17	16	37	2	186
NSW - Central West	41	11	9	14	31	3	109
NSW - Coffs Harbour - Grafton	6	3	6	3	8	5	31
NSW - Far West and Orana	32	14	6	11	10	4	77
NSW - Hunter Valley exc Newcastle	19	20	16	11	17	1	84
NSW - Illawarra	58	5	19	10	28	1	121
NSW - Mid North Coast	23	21	18	1	16	2	81
NSW - Murray	48	14	10	7	16	1	96
NSW - New England and North West	18	18	6	2	20	2	66
NSW - Newcastle and Lake Macquarie	101	45	32	18	38	1	235
NSW - Richmond - Tweed	30	8	11	6	19	1	75
NSW - Riverina	20	13	10	11	10	1	65
NSW - Southern Highlands and Shoalhaven	5	14	9	3	11	0	42
NSW - Sydney - Baulkham Hills and Hawkesbury	33	4	3	17	27	6	90
NSW - Sydney - Blacktown	83	11	18	22	42	4	180

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
NSW - Sydney - City and Inner South	23	14	1	5	9	3	55
NSW - Sydney - Eastern Suburbs	3	0	1	4	8	1	17
NSW - Sydney - Inner South West	100	13	10	12	43	2	180
NSW - Sydney - Inner West	56	1	5	4	10	1	77
NSW - Sydney - North Sydney and Hornsby	48	8	4	6	12	1	79
NSW - Sydney - Northern Beaches	22	10	6	12	28	1	79
NSW - Sydney - Outer South West	58	16	11	18	14	0	117
NSW - Sydney - Outer West and Blue Mountains	174	41	43	25	31	3	317
NSW - Sydney - Parramatta	257	31	11	16	39	0	354
NSW - Sydney - Ryde	77	31	4	14	24	1	151
NSW - Sydney - South West	119	34	14	17	21	1	206
NSW - Sydney - Sutherland	58	17	8	9	23	4	119
<b>NT</b>	<b>24</b>	<b>80</b>	<b>20</b>	<b>3</b>	<b>7</b>	<b>0</b>	<b>134</b>
NT - Darwin	19	70	13	2	6	0	110
NT - Northern Territory - Outback	5	10	7	1	1	0	24
<b>QLD</b>	<b>1,302</b>	<b>804</b>	<b>522</b>	<b>104</b>	<b>36</b>	<b>22</b>	<b>2,790</b>
QLD - Brisbane - East	77	59	26	1	1	0	164
QLD - Brisbane - North	58	19	19	4	4	0	104
QLD - Brisbane - South	69	12	21	2	2	2	108
QLD - Brisbane - West	35	15	4	1	1	2	58
QLD - Brisbane Inner City	77	3	2	1	1	0	84
QLD - Cairns	88	21	35	7	0	1	152
QLD - Central Queensland	39	16	9	10	1	2	77
QLD - Darling Downs - Maranoa	2	12	5	1	1	1	22
QLD - Gold Coast	193	26	42	3	2	2	268
QLD - Ipswich	96	120	84	9	0	1	310
QLD - Logan - Beaudesert	154	100	62	11	1	1	329
QLD - Mackay - Isaac - Whitsunday	24	41	4	7	1	0	77
QLD - Moreton Bay - North	72	70	52	8	7	1	210
QLD - Moreton Bay - South	53	29	14	4	2	0	102
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	71	31	26	5	4	1	138
QLD - Toowoomba	64	74	25	11	2	4	180
QLD - Townsville	73	74	39	9	2	2	199
QLD - Wide Bay	57	82	53	10	4	2	208
<b>SA</b>	<b>501</b>	<b>741</b>	<b>304</b>	<b>119</b>	<b>74</b>	<b>4</b>	<b>1,743</b>
SA - Adelaide - Central and Hills	115	53	25	16	6	1	216
SA - Adelaide - North	139	289	139	44	24	1	636
SA - Adelaide - South	140	196	61	26	34	1	458
SA - Adelaide - West	83	104	43	14	8	0	252
SA - Barossa - Yorke - Mid North	0	10	3	6	0	1	20

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
SA - South Australia - Outback	6	8	1	3	1	0	19
SA - South Australia - South East	18	81	32	10	1	0	142
<b>TAS</b>	<b>55</b>	<b>91</b>	<b>1</b>	<b>12</b>	<b>0</b>	<b>3</b>	<b>162</b>
TAS - Hobart	9	65	0	1	0	0	75
TAS - Launceston and North East	23	18	1	8	0	2	52
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	23	8	0	3	0	1	35
<b>VIC</b>	<b>1,316</b>	<b>1,063</b>	<b>569</b>	<b>183</b>	<b>595</b>	<b>79</b>	<b>3,805</b>
VIC - Ballarat	111	84	31	6	20	2	254
VIC - Bendigo	38	8	13	7	14	0	80
VIC - Geelong	96	114	33	7	27	3	280
VIC - Hume	10	27	10	3	16	1	67
VIC - Latrobe - Gippsland	61	30	14	3	23	7	138
VIC - Melbourne - Inner	196	34	9	5	16	6	266
VIC - Melbourne - Inner East	52	4	6	13	55	9	139
VIC - Melbourne - Inner South	108	32	26	10	50	9	235
VIC - Melbourne - North East	95	115	64	18	80	4	376
VIC - Melbourne - North West	19	57	26	8	25	3	138
VIC - Melbourne - Outer East	44	25	35	29	66	3	202
VIC - Melbourne - South East	144	158	96	25	60	5	488
VIC - Melbourne - West	208	302	136	14	41	11	712
VIC - Mornington Peninsula	58	19	28	12	31	4	152
VIC - North West	26	37	18	10	30	7	128
VIC - Shepparton	28	4	10	6	15	3	66
VIC - Warrnambool and South West	22	13	14	7	26	2	84
<b>WA</b>	<b>499</b>	<b>320</b>	<b>258</b>	<b>17</b>	<b>6</b>	<b>1</b>	<b>1,101</b>
WA - Bunbury	5	24	9	0	0	0	38
WA - Mandurah	51	22	30	1	0	0	104
WA - Perth - Inner	41	10	1	0	0	0	52
WA - Perth - North East	55	38	36	3	2	1	135
WA - Perth - North West	78	61	39	6	2	0	186
WA - Perth - South East	117	90	91	6	2	0	306
WA - Perth - South West	144	69	44	1	0	0	258
WA - Western Australia - Outback (North)	0	0	1	0	0	0	1
WA - Western Australia - Outback (South)	5	3	7	0	0	0	15
WA - Western Australia - Wheat Belt	3	3	0	0	0	0	6
<b>Total</b>	<b>5,415</b>	<b>3,606</b>	<b>2,016</b>	<b>765</b>	<b>1,333</b>	<b>162</b>	<b>13,297</b>

**Table P.7 New Build/New Build (Refurbished) Maximum Residents by Design Category by SA4 Region as at 31 December 2025**

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
<b>ACT</b>	<b>22</b>	<b>108</b>	<b>12</b>	<b>5</b>	<b>4</b>	<b>151</b>
ACT - Australian Capital Territory	22	108	12	5	4	151
<b>NSW</b>	<b>813</b>	<b>2,020</b>	<b>328</b>	<b>402</b>	<b>45</b>	<b>3,608</b>
NSW - Capital Region	0	18	7	4	0	29
NSW - Central Coast	23	165	3	41	0	232
NSW - Central West	13	48	30	5	4	100
NSW - Coffs Harbour - Grafton	5	6	0	0	0	11
NSW - Far West and Orana	24	21	6	2	6	59
NSW - Hunter Valley exc Newcastle	10	71	23	21	0	125
NSW - Illawarra	40	99	2	0	0	141
NSW - Mid North Coast	16	24	18	24	0	82
NSW - Murray	10	35	12	5	8	70
NSW - New England and North West	7	28	2	26	0	63
NSW - Newcastle and Lake Macquarie	41	267	20	17	3	348
NSW - Richmond - Tweed	15	34	8	11	0	68
NSW - Riverina	16	44	7	13	0	80
NSW - Southern Highlands and Shoalhaven	21	31	21	0	3	76
NSW - Sydney - Baulkham Hills and Hawkesbury	25	35	1	20	0	81
NSW - Sydney - Blacktown	21	136	15	35	0	207
NSW - Sydney - City and Inner South	43	11	6	0	0	60
NSW - Sydney - Eastern Suburbs	0	1	12	0	3	16
NSW - Sydney - Inner South West	29	114	0	12	0	155
NSW - Sydney - Inner West	42	21	4	0	0	67
NSW - Sydney - North Sydney and Hornsby	7	49	14	5	4	79
NSW - Sydney - Northern Beaches	15	73	3	37	0	128
NSW - Sydney - Outer South West	17	95	17	0	4	133
NSW - Sydney - Outer West and Blue Mountains	157	142	30	43	0	372
NSW - Sydney - Parramatta	95	201	20	9	0	325
NSW - Sydney - Ryde	42	48	6	38	0	134
NSW - Sydney - South West	52	156	31	29	0	268
NSW - Sydney - Sutherland	27	47	10	5	10	99
<b>NT</b>	<b>6</b>	<b>145</b>	<b>45</b>	<b>19</b>	<b>18</b>	<b>233</b>
NT - Darwin	6	125	45	15	3	194
NT - Northern Territory - Outback	0	20	0	4	15	39
<b>QLD</b>	<b>366</b>	<b>2,894</b>	<b>583</b>	<b>338</b>	<b>18</b>	<b>4,199</b>
QLD - Brisbane - East	28	206	9	7	3	253
QLD - Brisbane - North	24	92	3	4	2	125
QLD - Brisbane - South	0	121	4	22	0	147
QLD - Brisbane - West	2	21	0	0	0	23

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
QLD - Brisbane Inner City	4	74	0	12	0	90
QLD - Cairns	4	181	30	20	0	235
QLD - Central Queensland	0	59	5	13	2	79
QLD - Darling Downs - Maranoa	5	26	8	4	0	43
QLD - Gold Coast	19	281	12	38	0	350
QLD - Ipswich	34	303	169	34	0	540
QLD - Logan - Beaudesert	64	349	102	22	0	537
QLD - Mackay - Isaac - Whitsunday	0	100	16	8	6	130
QLD - Moreton Bay - North	30	272	41	21	0	364
QLD - Moreton Bay - South	7	114	10	8	0	139
QLD - Queensland - Outback	0	0	0	0	0	0
QLD - Sunshine Coast	16	139	24	32	0	211
QLD - Toowoomba	39	164	59	39	0	301
QLD - Townsville	20	241	33	19	0	313
QLD - Wide Bay	70	151	58	35	5	319
<b>SA</b>	<b>328</b>	<b>984</b>	<b>282</b>	<b>67</b>	<b>10</b>	<b>1,671</b>
SA - Adelaide - Central and Hills	51	146	21	3	0	221
SA - Adelaide - North	139	460	117	9	6	731
SA - Adelaide - South	52	219	60	33	4	368
SA - Adelaide - West	68	86	33	12	0	199
SA - Barossa - Yorke - Mid North	0	20	12	0	0	32
SA - South Australia - Outback	0	0	2	0	0	2
SA - South Australia - South East	18	53	37	10	0	118
<b>TAS</b>	<b>32</b>	<b>154</b>	<b>24</b>	<b>40</b>	<b>2</b>	<b>252</b>
TAS - Hobart	0	113	15	6	0	134
TAS - Launceston and North East	12	34	5	26	0	77
TAS - South East	0	0	0	0	0	0
TAS - West and North West	20	7	4	8	2	41
<b>VIC</b>	<b>548</b>	<b>2,747</b>	<b>1,093</b>	<b>187</b>	<b>27</b>	<b>4,602</b>
VIC - Ballarat	122	144	70	11	8	355
VIC - Bendigo	14	55	14	4	0	87
VIC - Geelong	33	294	86	6	2	421
VIC - Hume	7	18	7	0	5	37
VIC - Latrobe - Gippsland	12	82	14	13	0	121
VIC - Melbourne - Inner	23	227	0	4	0	254
VIC - Melbourne - Inner East	2	42	6	2	0	52
VIC - Melbourne - Inner South	19	145	16	0	2	182
VIC - Melbourne - North East	39	240	124	21	3	427
VIC - Melbourne - North West	15	120	56	4	0	195
VIC - Melbourne - Outer East	16	85	14	15	3	133
VIC - Melbourne - South East	84	420	174	18	0	696

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
VIC - Melbourne - West	91	622	438	35	4	1,190
VIC - Mornington Peninsula	19	116	33	12	0	180
VIC - North West	35	40	8	29	0	112
VIC - Shepparton	11	29	12	0	0	52
VIC - Warrnambool and South West	6	68	21	13	0	108
<b>WA</b>	<b>144</b>	<b>1,524</b>	<b>52</b>	<b>226</b>	<b>27</b>	<b>1,973</b>
WA - Bunbury	0	74	0	6	0	80
WA - Mandurah	8	141	0	34	6	189
WA - Perth - Inner	0	49	0	4	2	55
WA - Perth - North East	21	205	1	27	2	256
WA - Perth - North West	26	286	17	15	2	346
WA - Perth - South East	69	404	23	94	4	594
WA - Perth - South West	20	355	8	30	5	418
WA - Western Australia - Outback (North)	0	0	0	3	0	3
WA - Western Australia - Outback (South)	0	10	3	13	6	32
WA - Western Australia - Wheat Belt	0	0	0	0	0	0
<b>Total</b>	<b>2,259</b>	<b>10,576</b>	<b>2,419</b>	<b>1,284</b>	<b>151</b>	<b>16,689</b>

**Table P.8 Number of Unfinished (Unenrolled) New Build SDA Dwellings by Design Category and SA4 Region as at 31 December 2025 <sup>250</sup>**

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
<b>ACT</b>	<b>0</b>	<b>1</b>	<b>71</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>77</b>
ACT - Australian Capital Territory	0	1	71	4	0	1	77
<b>NSW</b>	<b>0</b>	<b>165</b>	<b>1,057</b>	<b>283</b>	<b>70</b>	<b>68</b>	<b>1,643</b>
NSW - Capital Region	0	0	4	0	2	0	6
NSW - Central Coast	0	1	80	12	0	21	114
NSW - Central West	0	6	13	20	4	0	43
NSW - Coffs Harbour - Grafton	0	0	2	2	0	0	4
NSW - Far West and Orana	0	2	20	10	5	2	39
NSW - Hunter Valley exc Newcastle	0	6	28	43	10	1	88
NSW - Illawarra	0	19	45	5	0	0	69
NSW - Mid North Coast	0	4	13	1	4	1	23

<sup>250</sup> 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
NSW - Murray	0	3	22	6	0	0	31
NSW - New England and North West	0	8	13	4	4	1	30
NSW - Newcastle and Lake Macquarie	0	1	67	11	6	13	98
NSW - Richmond - Tweed	0	4	18	1	1	0	24
NSW - Riverina	0	2	5	14	2	0	23
NSW - Southern Highlands and Shoalhaven	0	0	14	2	0	2	18
NSW - Sydney - Baulkham Hills and Hawkesbury	0	5	15	6	2	3	31
NSW - Sydney - Blacktown	0	7	142	27	0	1	177
NSW - Sydney - City and Inner South	0	1	17	10	0	3	31
NSW - Sydney - Eastern Suburbs	0	0	0	0	0	0	0
NSW - Sydney - Inner South West	0	1	60	4	1	0	66
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	17	6	1	0	25
NSW - Sydney - Outer South West	0	13	61	7	1	3	85
NSW - Sydney - Outer West and Blue Mountains	0	26	91	9	0	6	132
NSW - Sydney - Parramatta	0	16	159	40	6	2	223
NSW - Sydney - Ryde	0	1	33	8	0	0	42
NSW - Sydney - South West	0	23	73	23	20	7	146
NSW - Sydney - Sutherland	0	1	30	10	0	0	41
<b>NT</b>	<b>0</b>	<b>7</b>	<b>83</b>	<b>20</b>	<b>9</b>	<b>0</b>	<b>119</b>
NT - Darwin	0	7	71	20	5	0	103
NT - Northern Territory - Outback	0	0	12	0	4	0	16
<b>QLD</b>	<b>0</b>	<b>159</b>	<b>1,010</b>	<b>343</b>	<b>63</b>	<b>88</b>	<b>1,663</b>
QLD - Brisbane - East	0	13	72	3	2	15	105
QLD - Brisbane - North	0	10	52	9	1	5	77
QLD - Brisbane - South	0	2	40	0	16	6	64
QLD - Brisbane - West	0	1	4	0	0	0	5
QLD - Brisbane Inner City	0	4	46	1	0	2	53
QLD - Cairns	0	6	39	44	0	3	92
QLD - Central Queensland	0	1	57	25	6	4	93
QLD - Darling Downs - Maranoa	0	4	3	1	0	0	8
QLD - Gold Coast	0	4	84	2	0	5	95
QLD - Ipswich	0	16	77	73	5	6	177
QLD - Logan - Beaudesert	0	21	80	51	8	7	167
QLD - Mackay - Isaac - Whitsunday	0	0	71	15	0	3	89
QLD - Moreton Bay - North	0	17	61	20	5	5	108
QLD - Moreton Bay - South	0	2	36	4	0	1	43
QLD - Queensland - Outback	0	0	6	0	0	0	6
QLD - Sunshine Coast	0	2	40	7	2	4	55
QLD - Toowoomba	0	9	75	33	2	15	134

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
QLD - Townsville	0	4	90	20	13	0	127
QLD - Wide Bay	0	43	77	35	3	7	165
<b>SA</b>	<b>0</b>	<b>125</b>	<b>550</b>	<b>140</b>	<b>52</b>	<b>77</b>	<b>944</b>
SA - Adelaide - Central and Hills	0	14	66	6	1	18	105
SA - Adelaide - North	0	45	234	68	32	29	408
SA - Adelaide - South	0	31	116	40	7	18	212
SA - Adelaide - West	0	29	20	3	7	12	71
SA - Barossa - Yorke - Mid North	0	0	24	1	0	0	25
SA - South Australia - Outback	0	4	14	3	0	0	21
SA - South Australia - South East	0	2	76	19	5	0	102
<b>TAS</b>	<b>0</b>	<b>21</b>	<b>126</b>	<b>16</b>	<b>4</b>	<b>21</b>	<b>188</b>
TAS - Hobart	0	5	106	8	0	0	119
TAS - Launceston and North East	0	0	11	7	4	16	38
TAS - South East	0	0	7	0	0	1	8
TAS - West and North West	0	16	2	1	0	4	23
<b>VIC</b>	<b>0</b>	<b>256</b>	<b>1,810</b>	<b>751</b>	<b>47</b>	<b>83</b>	<b>2,947</b>
VIC - Ballarat	0	16	44	54	0	5	119
VIC - Bendigo	0	13	39	30	0	10	92
VIC - Geelong	0	14	162	42	0	3	221
VIC - Hume	0	1	12	4	1	2	20
VIC - Latrobe - Gippsland	0	9	64	12	10	6	101
VIC - Melbourne - Inner	0	8	148	0	1	0	157
VIC - Melbourne - Inner East	0	14	42	1	10	0	67
VIC - Melbourne - Inner South	0	12	145	1	2	4	164
VIC - Melbourne - North East	0	13	146	79	1	20	259
VIC - Melbourne - North West	0	4	47	37	0	1	89
VIC - Melbourne - Outer East	0	3	47	10	5	0	65
VIC - Melbourne - South East	0	55	328	106	4	2	495
VIC - Melbourne - West	0	47	468	322	12	7	856
VIC - Mornington Peninsula	0	0	52	18	0	10	80
VIC - North West	0	16	23	20	1	11	71
VIC - Shepparton	0	29	12	6	0	1	48
VIC - Warrnambool and South West	0	2	31	9	0	1	43
<b>WA</b>	<b>0</b>	<b>53</b>	<b>645</b>	<b>88</b>	<b>71</b>	<b>24</b>	<b>881</b>
WA - Bunbury	0	1	32	0	2	0	35
WA - Mandurah	0	7	69	12	11	1	100
WA - Perth - Inner	0	1	56	0	0	5	62
WA - Perth - North East	0	9	79	16	9	14	127
WA - Perth - North West	0	6	92	24	6	0	128
WA - Perth - South East	0	19	174	15	17	1	226
WA - Perth - South West	0	9	135	21	20	3	188

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
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
<b>Total</b>	<b>0</b>	<b>787</b>	<b>5,352</b>	<b>1,645</b>	<b>316</b>	<b>362</b>	<b>8,462</b>

**Table P.9 Number of Participants with identified SDA needs by status and SA4 Region as at 31 December 2025 <sup>251</sup>**

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)
<b>ACT</b>	<b>210</b>	<b>139</b>	<b>349</b>
ACT - Australian Capital Territory	210	139	349
ACT - Other	0	0	0
<b>NSW</b>	<b>5,112</b>	<b>3,012</b>	<b>8,124</b>
NSW - Capital Region	116	66	182
NSW - Central Coast	278	158	436
NSW - Central West	187	102	289
NSW - Coffs Harbour - Grafton	78	71	149
NSW - Far West and Orana	115	64	179
NSW - Hunter Valley exc Newcastle	150	113	263
NSW - Illawarra	228	141	369
NSW - Mid North Coast	140	108	248
NSW - Murray	131	62	193
NSW - New England and North West	105	63	168
NSW - Newcastle and Lake Macquarie	401	171	572
NSW - Richmond - Tweed	157	130	287
NSW - Riverina	110	69	179
NSW - Southern Highlands and Shoalhaven	88	79	167
NSW - Sydney - Baulkham Hills and Hawkesbury	211	48	259
NSW - Sydney - Blacktown	296	166	462
NSW - Sydney - City and Inner South	69	78	147
NSW - Sydney - Eastern Suburbs	44	50	94
NSW - Sydney - Inner South West	266	202	468
NSW - Sydney - Inner West	93	84	177
NSW - Sydney - North Sydney and Hornsby	125	108	233
NSW - Sydney - Northern Beaches	183	76	259

<sup>251</sup> 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 - Sydney - Outer South West	155	129	284
NSW - Sydney - Outer West and Blue Mountains	382	130	512
NSW - Sydney - Parramatta	361	193	554
NSW - Sydney - Ryde	266	68	334
NSW - Sydney - South West	185	212	397
NSW - Sydney - Sutherland	192	71	263
NSW - Other	0	0	0
<b>NT</b>	<b>103</b>	<b>210</b>	<b>313</b>
NT - Darwin	78	106	184
NT - Northern Territory - Outback	25	104	129
NT - Other	0	0	0
<b>QLD</b>	<b>2,678</b>	<b>1,812</b>	<b>4,490</b>
QLD - Brisbane - East	136	88	224
QLD - Brisbane - North	113	90	203
QLD - Brisbane - South	112	111	223
QLD - Brisbane - West	86	42	128
QLD - Brisbane Inner City	76	46	122
QLD - Cairns	124	96	220
QLD - Central Queensland	92	92	184
QLD - Darling Downs - Maranoa	29	33	62
QLD - Gold Coast	283	189	472
QLD - Ipswich	264	225	489
QLD - Logan - Beaudesert	255	122	377
QLD - Mackay - Isaac - Whitsunday	69	32	101
QLD - Moreton Bay - North	247	126	373
QLD - Moreton Bay - South	87	51	138
QLD - Queensland - Outback	0	20	20
QLD - Sunshine Coast	178	122	300
QLD - Toowoomba	174	119	293
QLD - Townsville	129	95	224
QLD - Wide Bay	224	113	337
QLD - Other	0	0	0
<b>SA</b>	<b>1,566</b>	<b>950</b>	<b>2,516</b>
SA - Adelaide - Central and Hills	223	109	332
SA - Adelaide - North	588	277	865
SA - Adelaide - South	430	270	700
SA - Adelaide - West	177	128	305
SA - Barossa - Yorke - Mid North	23	36	59
SA - South Australia - Outback	14	38	52
SA - South Australia - South East	111	92	203
SA - Other	0	0	0

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)
<b>TAS</b>	<b>113</b>	<b>388</b>	<b>501</b>
TAS - Hobart	29	187	216
TAS - Launceston and North East	52	101	153
TAS - South East	0	6	6
TAS - West and North West	32	94	126
TAS - Other	0	0	0
<b>VIC</b>	<b>5,393</b>	<b>1,947</b>	<b>7,340</b>
VIC - Ballarat	276	56	332
VIC - Bendigo	137	74	211
VIC - Geelong	339	94	433
VIC - Hume	129	56	185
VIC - Latrobe - Gippsland	195	104	299
VIC - Melbourne - Inner	251	124	375
VIC - Melbourne - Inner East	350	88	438
VIC - Melbourne - Inner South	384	99	483
VIC - Melbourne - North East	605	169	774
VIC - Melbourne - North West	209	122	331
VIC - Melbourne - Outer East	473	188	661
VIC - Melbourne - South East	655	272	927
VIC - Melbourne - West	581	219	800
VIC - Mornington Peninsula	263	106	369
VIC - North West	236	44	280
VIC - Shepparton	121	72	193
VIC - Warrnambool and South West	189	60	249
VIC - Other	0	0	0
<b>WA</b>	<b>750</b>	<b>1,119</b>	<b>1,869</b>
WA - Bunbury	30	58	88
WA - Mandurah	40	43	83
WA - Perth - Inner	34	55	89
WA - Perth - North East	95	193	288
WA - Perth - North West	165	253	418
WA - Perth - South East	228	260	488
WA - Perth - South West	134	140	274
WA - Western Australia - Outback (North)	1	38	39
WA - Western Australia - Outback (South)	19	41	60
WA - Western Australia - Wheat Belt	4	38	42
WA - Other	0	0	0
<b>Missing</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total</b>	<b>15,925</b>	<b>9,577</b>	<b>25,502</b>

## 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 1,488 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=45,599), 'participant social and community engagement rate' (n=45,746), 'family and carer employment rate' (n=50,712) and 'participant choice and control' (n=21,581). 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=41,736), 'participant social and community engagement rate' (n=41,926), 'family and carer employment rate' (n=36,638) and 'participant choice and control' (n=26,354). 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=34,296), 'participant social and community engagement rate' (n=34,510), 'family and carer employment rate' (n=25,143) and 'participant choice and control' (n=24,268). 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=28,505), 'participant social and community engagement rate' (n=28,747), 'family and carer employment rate' (n=18,563) and 'participant choice and control' (n=22,158). 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=44,246), 'participant social and community engagement rate' (n=44,696), 'family and carer employment rate' (n=25,305) and 'participant choice and control' (n=38,127). 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 Previous quarters include only data gathered since December 2023, when changes to the Participant Satisfaction Survey were implemented.
- 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 exceeds 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 \$1.0 million in total payments for the year ending 31 December 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 \$370.9 million. Of which, \$367.8 million (99.2%) has been paid for specialised disability accommodation (SDA) supports, and \$3.0 million (0.8%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$457.4 million. Of which, \$452.6 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$4.8 million (1%) has been allocated for non-SDA supports.
- 36 There were \$2.7 million in total payments for the year ending 31 December 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 \$259.6 million. Of which, \$139.2 million (53.6%) has been paid for specialised disability accommodation (SDA) supports, and \$120.5 million (46.4%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$426.4 million. Of which, \$173.9 million (41%) has been allocated for specialised disability accommodation (SDA) supports, and \$252.5 million (59%) 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 536 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=12,007), 'participant social and community engagement rate' (n=12,053), 'family and carer employment rate' (n=15,179) and 'participant choice and control' (n=5,943). 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=11,879), 'participant social and community engagement rate' (n=11,966), 'family and carer employment rate' (n=11,669) and 'participant choice and control' (n=7,837). 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=10,828), 'participant social and community engagement rate' (n=10,957), 'family and carer employment rate' (n=8,145) and 'participant choice and control' (n=8,172). 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=9,043), 'participant social and community engagement rate' (n=9,183), 'family and carer employment rate' (n=5,556) and 'participant choice and control' (n=7,351). 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=17,529), 'participant social and community engagement rate' (n=17,800), 'family and carer employment rate' (n=9,499) and 'participant choice and control' (n=15,242). Participants who had their first plan approved since 1 July 2016 and have had at least a sixth SF survey reassessment to date.
- 49 Previous quarters include only data gathered since December 2023, when changes to the Participant Satisfaction Survey were implemented.

- 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 57% 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 exceeds 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 \$108.6 million. Of which, \$107.7 million (99.2%) has been paid for specialised disability accommodation (SDA) supports, and \$0.9 million (0.8%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$129.8 million. Of which, \$128.9 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.9 million (1%) has been allocated for non-SDA supports.

- 62 Total payments for home modifications were \$71.6 million. Of which, \$36.0 million (50.3%) has been paid for specialised disability accommodation (SDA) supports, and \$35.6 million (49.7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$117.0 million. Of which, \$44.2 million (38%) has been allocated for specialised disability accommodation (SDA) supports, and \$72.8 million (62%) 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 449 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=13,072), 'participant social and community engagement rate' (n=13,086), 'family and carer employment rate' (n=14,898) and 'participant choice and control' (n=6,863). 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=11,768), 'participant social and community engagement rate' (n=11,817), 'family and carer employment rate' (n=10,433) and 'participant choice and control' (n=8,106). 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=8,957), 'participant social and community engagement rate' (n=8,971), 'family and carer employment rate' (n=6,765) and 'participant choice and control' (n=6,633). 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=7,429), 'participant social and community engagement rate' (n=7,465), 'family and carer employment rate' (n=5,139) and 'participant choice and control' (n=6,008). 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=10,255), 'participant social and community engagement rate' (n=10,356), 'family and carer employment rate' (n=6,516) and 'participant choice and control' (n=8,811). Participants who had their first plan approved since 1 July 2016 and have had at least a sixth SF survey reassessment to date.
- 74 Previous quarters include only data gathered since December 2023, when changes to the Participant Satisfaction Survey were implemented.
- 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 57% of all complainants made only one complaint, 20% made two complaints, and 23% 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 exceeds 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 \$112.8 million. Of which, \$111.9 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 \$135.0 million. Of which, \$133.8 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.2 million (1%) has been allocated for non-SDA supports.
- 87 Total payments for home modifications were \$65.4 million. Of which, \$32.5 million (49.8%) has been paid for specialised disability accommodation (SDA) supports, and \$32.9 million (50.2%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$107.5 million. Of which, \$41.9 million (39%) has been allocated for specialised disability accommodation (SDA) supports, and \$65.6 million (61%) 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 260 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=9,927), 'participant social and community engagement rate' (n=9,960), 'family and carer employment rate' (n=10,326) and 'participant choice and control' (n=4,460). 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=8,880), 'participant social and community engagement rate' (n=8,920), 'family and carer employment rate' (n=7,242) and 'participant choice and control' (n=5,248). 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=7,061), 'participant social and community engagement rate' (n=7,119), 'family and carer employment rate' (n=5,214) and 'participant choice and control' (n=4,776). 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=5,977), 'participant social and community engagement rate' (n=6,015), 'family and carer employment rate' (n=4,108) and 'participant choice and control' (n=4,528). 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=9,213), 'participant social and community engagement rate' (n=9,280), 'family and carer employment rate' (n=4,803) and 'participant choice and control' (n=8,093). Participants who had their first plan approved since 1 July 2016 and have had at least a sixth SF survey reassessment to date.
- 99 Previous quarters include only data gathered since December 2023, when changes to the Participant Satisfaction Survey were implemented.
- 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 exceeds 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 \$81.2 million. Of which, \$80.4 million (99.0%) has been paid for specialised disability accommodation (SDA) supports, and \$0.8 million (1.0%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$96.6 million. Of which, \$95.3 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.3 million (1%) has been allocated for non-SDA supports.
- 112 Total payments for home modifications were \$70.3 million. Of which, \$42.0 million (59.7%) has been paid for specialised disability accommodation (SDA) supports, and \$28.3 million (40.3%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$112.3 million. Of which, \$51.5 million (46%) has been allocated for specialised disability accommodation (SDA) supports, and \$60.8 million (54%) 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 112 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=4,761), 'participant social and community engagement rate' (n=4,768), 'family and carer employment rate' (n=4,228) and 'participant choice and control' (n=1,908). 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=3,968), 'participant social and community engagement rate' (n=3,970), 'family and carer employment rate' (n=2,749) and 'participant choice and control' (n=2,208). 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=3,084), 'participant social and community engagement rate' (n=3,070), 'family and carer employment rate' (n=1,924) and 'participant choice and control' (n=1,876). 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=2,567), 'participant social and community engagement rate' (n=2,570), 'family and carer employment rate' (n=1,629) and 'participant choice and control' (n=1,753). 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=2,347), 'participant social and community engagement rate' (n=2,352), 'family and carer employment rate' (n=1,792) and 'participant choice and control' (n=1,972). Participants who had their first plan approved since 1 July 2016 and have had at least a sixth SF survey reassessment to date.
- 124 Previous quarters include only data gathered since December 2023, when changes to the Participant Satisfaction Survey were implemented.
- 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 exceeds 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 \$1.0 million in total payments for the year ending 31 December 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 \$29.4 million. Of which, \$29.0 million (98.7%) has been paid for specialised disability accommodation (SDA) supports, and \$0.4 million (1.3%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$39.0 million. Of which, \$38.3 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.7 million (2%) has been allocated for non-SDA supports.
- 138 There were \$2.7 million in total payments for the year ending 31 December 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 \$22.4 million. Of which, \$11.6 million (51.6%) has been paid for specialised disability accommodation (SDA) supports, and \$10.8 million (48.4%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$39.1 million. Of which, \$15.2 million (39%) has been allocated for specialised disability accommodation (SDA) supports, and \$23.9 million (61%) 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 85 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=3,814), 'participant social and community engagement rate' (n=3,838), 'family and carer employment rate' (n=3,900) and 'participant choice and control' (n=1,586). 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=3,570), 'participant social and community engagement rate' (n=3,568), 'family and carer employment rate' (n=3,009) and 'participant choice and control' (n=2,003). 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=3,002), 'participant social and community engagement rate' (n=3,020), 'family and carer employment rate' (n=1,985) and 'participant choice and control' (n=1,921). 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=2,408), 'participant social and community engagement rate' (n=2,421), 'family and carer employment rate' (n=1,302) and 'participant choice and control' (n=1,761). 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=3,248), 'participant social and community engagement rate' (n=3,254), 'family and carer employment rate' (n=1,732) and 'participant choice and control' (n=2,571). Participants who had their first plan approved since 1 July 2016 and have had at least a sixth SF survey reassessment to date.
- 151 Previous quarters include only data gathered since December 2023, when changes to the Participant Satisfaction Survey were implemented.
- 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 56% of all complainants made only one complaint, 21% made two complaints, and 23% 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 exceeds 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 \$29.5 million. Of which, \$29.4 million (99.6%) has been paid for specialised disability accommodation (SDA) supports, and \$0.1 million (0.4%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$41.9 million. Of which, \$41.5 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.5 million (1%) has been allocated for non-SDA supports.

- 164 Total payments for home modifications were \$19.9 million. Of which, \$11.0 million (55.2%) has been paid for specialised disability accommodation (SDA) supports, and \$8.9 million (44.8%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$31.8 million. Of which, \$14.4 million (45%) has been allocated for specialised disability accommodation (SDA) supports, and \$17.4 million (55%) 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 28 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=1,093), 'participant social and community engagement rate' (n=1,116), 'family and carer employment rate' (n=1,233) and 'participant choice and control' (n=484). 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=871) and 'participant choice and control' (n=522). 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=687), 'participant social and community engagement rate' (n=695), 'family and carer employment rate' (n=692) and 'participant choice and control' (n=450). 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=499), 'participant social and community engagement rate' (n=498), 'family and carer employment rate' (n=526) 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=631), 'participant social and community engagement rate' (n=636), 'family and carer employment rate' (n=598) and 'participant choice and control' (n=548). Participants who had their first plan approved since 1 July 2016 and have had at least a sixth SF survey reassessment to date.
- 176 Previous quarters include only data gathered since December 2023, when changes to the Participant Satisfaction Survey were implemented.
- 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 59% of all complainants made only one complaint, 21% made two complaints, and 20% 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 exceeds 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 \$3.5 million. Of which, \$3.5 million (99.5%) has been paid for specialised disability accommodation (SDA) supports, and \$0.02 million (0.5%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$5.7 million. Of which, \$5.6 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 \$4.6 million. Of which, \$1.0 million (21.4%) has been paid for specialised disability accommodation (SDA) supports, and \$3.6 million (78.6%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$9.6 million. Of which, \$1.6 million (17%) has been allocated for specialised disability accommodation (SDA) supports, and \$8.0 million (83%) 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 17 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=505), 'participant social and community engagement rate' (n=510), 'family and carer employment rate' (n=614) and 'participant choice and control' (n=186). 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=469), 'participant social and community engagement rate' (n=471), 'family and carer employment rate' (n=419) and 'participant choice and control' (n=273). 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=346), 'participant social and community engagement rate' (n=344), 'family and carer employment rate' (n=249) and 'participant choice and control' (n=262). 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=320), 'participant social and community engagement rate' (n=327), 'family and carer employment rate' (n=161) and 'participant choice and control' (n=243). 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=660), 'participant social and community engagement rate' (n=655), 'family and carer employment rate' (n=223) and 'participant choice and control' (n=609). Participants who had their first plan approved since 1 July 2016 and have had at least a sixth SF survey reassessment to date.
- 201 Previous quarters include only data gathered since December 2023, when changes to the Participant Satisfaction Survey were implemented.
- 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 56% of all complainants made only one complaint, 22% made two complaints, and 22% 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 exceeds 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 \$1.66 million. Of which, \$1.64 million (99%) has been paid for specialised disability accommodation (SDA) supports and \$0.02 million (1.4%) 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 \$4.0 million. Of which, \$2.9 million (71.7%) has been paid for specialised disability accommodation (SDA) supports, and \$1.1 million (28.3%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$6.3 million. Of which, \$3.6 million (57%) has been allocated for specialised disability accommodation (SDA) supports, and \$2.7 million (43%) 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=418), 'participant social and community engagement rate' (n=413), 'family and carer employment rate' (n=328) 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=320), 'participant social and community engagement rate' (n=317), 'family and carer employment rate' (n=244) and 'participant choice and control' (n=153). 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=325), 'participant social and community engagement rate' (n=329), 'family and carer employment rate' (n=166) and 'participant choice and control' (n=175). 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=261), 'participant social and community engagement rate' (n=267), 'family and carer employment rate' (n=140) and 'participant choice and control' (n=165). 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=355), 'participant social and community engagement rate' (n=356), 'family and carer employment rate' (n=139) and 'participant choice and control' (n=275). Participants who had their first plan approved since 1 July 2016 and have had at least a sixth SF survey reassessment to date.
- 226 Previous quarters include only data gathered since December 2023, when changes to the Participant Satisfaction Survey were implemented.
- 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, 19% made two complaints, and 15% 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 exceeds 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 \$4.2 million. Of which, \$4.2 million (99.4%) has been paid for specialised disability accommodation (SDA) supports, and \$0.02 million (0.6%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$5.4 million. Of which, \$5.3 million (98.2%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.1 million (1.8%) has been allocated for non-SDA supports.
- 239 Total payments for home modifications were \$1.5 million. Of which, \$1.1 million (75.7%) has been paid for specialised disability accommodation (SDA) supports, and \$0.4 million (24.3%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$2.7 million. Of which, \$1.4 million (54%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.2 million (46%) 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.