

Supplement E: National

Adapting to the new computer system and processes has impacted some data detailed in this supplement. This includes the proportion of active participant plans with not-stated culturally and linguistically diverse (CALD) status and missing data about reported level of function. 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 3, 2025-26	Total
Access decisions	1,011,427	23,842	1,035,269
Currently Eligible - Total	762,441	18,800	781,241
Currently Eligible - New	549,413	18,572	567,985
Currently Eligible - State	172,246	165	172,411
Currently Eligible - Commonwealth	40,781	63	40,844
Active Participant Plans - Total	755,926	18,530	774,456
Active Participant Plans - New	543,703	18,331	562,034
Active Participant Plans - State	171,542	139	171,681
Active Participant Plans - Commonwealth	40,680	60	40,740
Active Participant Plans - Total	755,926	18,530	774,456
Active Participant Plans - Early Intervention (s25)	215,873	8,644	224,517
Active Participant Plans - Permanent Disability (s24)	502,944	4,719	507,663
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	37,109	5,167	42,276

Table E.2 People who have left the Scheme since 1 July 2013 as at 31 March 2026 - National¹

People leaving the Scheme	Prior Quarters	Quarter 3, 2025-26	Total
Number of people who have left the Scheme	92,176	5,547	97,723

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	251,521	97%	110,564	97%	2,796	90%	364,881	97%
9 to 14	75,890	91%	44,194	92%	1,823	85%	121,907	91%
15 to 18	31,864	92%	21,786	90%	1,485	89%	55,135	91%
19 to 24	24,799	90%	17,340	85%	1,220	78%	43,359	88%
25 to 34	31,418	86%	26,317	80%	1,191	68%	58,926	83%
35 to 44	32,029	82%	29,632	75%	688	56%	62,349	78%
45 to 54	39,891	79%	37,468	70%	681	47%	78,040	74%
55 to 64	52,665	74%	47,257	62%	800	40%	100,722	68%
65+	<2,460	n/a	<2,250	n/a	<50	n/a	4,739	53%
Missing	<11	n/a	<11	n/a	<11	n/a	14	74%
Total	542,540	89%	336,807	81%	10,725	71%	890,072	86%

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

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	16,543	91%	8,447	89%	173	68%	25,163	90%
Autism	228,161	98%	111,730	98%	6,441	94%	346,332	98%
Cerebral palsy	11,183	97%	9,035	97%	110	87%	20,328	97%
Developmental delay	73,870	97%	32,380	97%	794	92%	107,044	97%
Down syndrome	7,031	100%	5,931	100%	72	96%	13,034	100%
Global developmental delay	16,613	99%	7,108	99%	172	97%	23,893	99%
Hearing impairment	15,481	90%	16,138	87%	284	75%	31,903	88%
Intellectual disability	61,570	95%	45,787	94%	628	78%	107,985	94%
Multiple sclerosis	3,481	92%	10,099	92%	86	70%	13,666	91%
Psychosocial disability	38,816	71%	35,454	61%	792	36%	75,062	66%
Spinal cord injury	5,458	93%	2,269	90%	73	80%	7,800	92%
Stroke	8,006	87%	5,650	84%	94	63%	13,750	85%
Visual impairment	6,476	87%	6,025	85%	94	60%	12,595	86%
Other neurological	19,991	83%	16,175	80%	282	59%	36,448	81%
Other physical	13,221	49%	13,621	38%	253	23%	27,095	43%
Other sensory/speech	2,558	49%	1,008	44%	23	21%	3,589	47%
Other	14,081	59%	9,950	43%	354	32%	24,385	50%
Total	542,540	89%	336,807	81%	10,725	71%	890,072	86%

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 3, 2025-26 - Count	Quarter 3, 2025-26 - Percentage	Total - Count	Total - Percentage
First Nations Participants	64,229	8%	2,119	11%	66,348	9%
Non-First Nations Participants	610,501	81%	15,131	82%	625,632	81%
Not Stated	81,196	11%	1,280	7%	82,476	11%
Total	755,926	100%	18,530	100%	774,456	100%

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 3, 2025-26 - Count	Quarter 3, 2025-26 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	65,970	9%	1,531	8%	67,501	9%
Not culturally and linguistically diverse	659,763	87%	16,781	91%	676,544	87%
Not stated	30,193	4%	218	1%	30,411	4%
Total	755,926	100%	18,530	100%	774,456	100%

Table E.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 March 2026 - National²

Age group	Total number of active participants
Under 45	<11
45 to 54	<70
55 to 64	423
Total YPIRAC (under 65)	497

Table E.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively - National³

Quarter ending	Incremental	Cumulative
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
Mar-26	-49	497

² There are a further 1,468 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.

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

Housing support type	Prior Quarters	Last 12 months	Total
Aboriginal or Torres Strait Community Residence	<11	<11	<11
Hospital/Rehab	<30	<11	30
Independent Living Options	<60	<11	56
Medium Term Accommodation	<20	<11	<20
Own/Family Home (rented and owned)	<170	<11	167
Specialist Disability Accommodation (SDA)	299	24	323
Other group residential setting	440	21	461
Other	<20	<11	20
Total	1,029	47	1,076

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 3, 2025-26 - Count	Quarter 3, 2025-26 - Percentage	Total - Count	Total - Percentage
Major cities	517,654	68%	12,906	70%	530,560	69%
Population > 50,000	83,042	11%	1,909	10%	84,951	11%
Population between 15,000 and 50,000	61,979	8%	1,421	8%	63,400	8%
Population between 5,000 and 15,000	33,133	4%	782	4%	33,915	4%
Population less than 5,000	48,538	6%	1,186	6%	49,724	6%
Remote	6,931	1%	184	1%	7,115	1%
Very Remote	<4,630	n/a	<150	n/a	4,761	1%
Missing	<30	n/a	<11	n/a	30	0%
Total	755,926	100%	18,530	100%	774,456	100%

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

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

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

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 3, 2025-26 - Count	Quarter 3, 2025-26 - Percentage	Total - Count	Total - Percentage
Autism	330,367	44%	7,732	42%	338,099	44%
Intellectual disability	98,601	13%	934	5%	99,535	13%
Developmental delay	62,745	8%	4,637	25%	67,382	9%
Psychosocial disability	65,342	9%	622	3%	65,964	9%
Hearing impairment	29,347	4%	335	2%	29,682	4%
Other neurological	25,529	3%	616	3%	26,145	3%
Acquired brain injury	19,897	3%	395	2%	20,292	3%
Other physical	20,066	3%	202	1%	20,268	3%
Global developmental delay	17,577	2%	1,506	8%	19,083	2%
Cerebral palsy	18,763	2%	112	1%	18,875	2%
Other	13,724	2%	664	4%	14,388	2%
Multiple sclerosis	12,241	2%	185	1%	12,426	2%
Down syndrome	<11,730	n/a	<70	n/a	11,792	2%
Visual impairment	11,051	1%	131	1%	11,182	1%
Stroke	10,744	1%	270	1%	11,014	1%
Spinal cord Injury	6,453	1%	117	1%	6,570	1%
Other sensory/speech	<1,760	n/a	<11	n/a	1,759	0%
Total	755,926	100%	18,530	100%	774,456	100%

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

Primary disability group	All participants - Count	All participants - Percentage	Participants in SIL - Count	Participants in SIL - Percentage	Participants not in SIL - Count	Participants not in SIL - Percentage
Autism	338,099	44%	4,674	13%	333,425	45%
Intellectual disability	99,535	13%	13,470	37%	86,065	12%
Developmental delay	67,382	9%	<11	n/a	<67,390	n/a
Psychosocial disability	65,964	9%	4,340	12%	61,624	8%
Hearing impairment	29,682	4%	17	0%	29,665	4%
Other neurological	26,145	3%	2,828	8%	23,317	3%
Acquired brain injury	20,292	3%	3,245	9%	17,047	2%
Other physical	20,268	3%	366	1%	19,902	3%
Global developmental delay	19,083	2%	<11	n/a	<19,090	n/a
Cerebral palsy	18,875	2%	2,754	7%	16,121	2%
Other	14,388	2%	760	2%	13,628	2%
Multiple sclerosis	12,426	2%	474	1%	11,952	2%
Down syndrome	11,792	2%	2,175	6%	9,617	1%
Visual impairment	11,182	1%	118	0%	11,064	1%
Stroke	11,014	1%	1,249	3%	9,765	1%
Spinal cord Injury	6,570	1%	332	1%	6,238	1%
Other sensory/speech	1,759	0%	<11	n/a	<1,760	n/a

Total	774,456	100%	36,808	100%	737,648	100%
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Table E.13 Participant profile per quarter by reported level of function - National

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 3, 2025-26 - Count	Quarter 3, 2025-26 - Percentage	Total - Count	Total - Percentage
1 (High Function)	101,458	13%	1,377	7%	102,835	13%
2 (High Function)	1,632	0%	35	0%	1,667	0%
3 (High Function)	40,615	5%	488	3%	41,103	5%
4 (High Function)	40,062	5%	323	2%	40,385	5%
5 (High Function)	50,952	7%	577	3%	51,529	7%
6 (Moderate Function)	193,466	26%	4,709	25%	198,175	26%
7 (Moderate Function)	37,193	5%	292	2%	37,485	5%
8 (Moderate Function)	39,043	5%	475	3%	39,518	5%
9 (Moderate Function)	3,404	0%	45	0%	3,449	0%
10 (Moderate Function)	64,232	8%	639	3%	64,871	8%
11 (Low Function)	18,688	2%	92	0%	18,780	2%
12 (Low Function)	85,278	11%	1,179	6%	86,457	11%
13 (Low Function)	46,820	6%	443	2%	47,263	6%
14 (Low Function)	<9,260	n/a	<20	n/a	9,278	1%
15 (Low Function)	<180	n/a	<11	n/a	180	0%
Missing	23,644	3%	7,837	42%	31,481	4%
Total	755,926	100%	18,530	100%	774,456	100%

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 3, 2025-26 - Count	Quarter 3, 2025-26 - Percentage	Total - Count	Total - Percentage
0 to 8	158,167	21%	9,620	52%	167,787	22%
9 to 14	152,723	20%	2,979	16%	155,702	20%
15 to 18	79,633	11%	1,067	6%	80,700	10%
19 to 24	71,403	9%	588	3%	71,991	9%
25 to 34	67,746	9%	902	5%	68,648	9%
35 to 44	54,605	7%	818	4%	55,423	7%
45 to 54	58,277	8%	939	5%	59,216	8%
55 to 64	69,883	9%	1,487	8%	71,370	9%
65+	43,489	6%	130	1%	43,619	6%
Total	755,926	100%	18,530	100%	774,456	100%

Table E.15 Number and proportion of active participants by gender and age group as at 31 March 2026 - 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	114,028	15%	52,556	7%	1,203	0%	167,787	22%	2.2
9 to 14	103,698	13%	50,624	7%	1,380	0%	155,702	20%	2.0
15 to 18	50,424	7%	28,641	4%	1,635	0%	80,700	10%	1.8
19 to 24	44,346	6%	25,829	3%	1,816	0%	71,991	9%	1.7
25 to 34	39,570	5%	27,590	4%	1,488	0%	68,648	9%	1.4
35 to 44	29,036	4%	25,681	3%	706	0%	55,423	7%	1.1
45 to 54	30,292	4%	28,420	4%	504	0%	59,216	8%	1.1
55 to 64	36,240	5%	34,610	4%	520	0%	71,370	9%	1.0
65+	21,970	3%	21,402	3%	247	0%	43,619	6%	1.0
Total	469,604	61%	295,353	38%	9,499	1%	774,456	100%	1.6

Table E.16 Number and proportion of active participants by gender and primary disability group as at 31 March 2026 - 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	222,669	29%	109,192	14%	6,238	1%	338,099	44%	2.0
Intellectual disability	56,727	7%	42,247	5%	561	0%	99,535	13%	1.3
Psychosocial disability	33,549	4%	31,694	4%	721	0%	65,964	9%	1.1
Developmental delay	45,973	6%	20,908	3%	501	0%	67,382	9%	2.2
Hearing impairment	14,406	2%	15,020	2%	256	0%	29,682	4%	1.0
Other neurological	14,132	2%	11,836	2%	177	0%	26,145	3%	1.2
Other physical	9,580	1%	10,508	1%	180	0%	20,268	3%	0.9
Cerebral palsy	10,353	1%	8,424	1%	98	0%	18,875	2%	1.2
Acquired brain injury	13,290	2%	6,891	1%	111	0%	20,292	3%	1.9
Global developmental delay	13,143	2%	5,800	1%	140	0%	19,083	2%	2.3
Visual impairment	5,693	1%	5,407	1%	82	0%	11,182	1%	1.1
Multiple sclerosis	3,059	0%	9,289	1%	78	0%	12,426	2%	0.3
Stroke	6,369	1%	4,584	1%	61	0%	11,014	1%	1.4
Spinal cord injury	4,577	1%	1,936	0%	57	0%	6,570	1%	2.4
Other	8,435	1%	5,789	1%	164	0%	14,388	2%	1.5
Other sensory/speech	1,252	0%	494	0%	13	0%	1,759	0%	2.5
Down syndrome	6,397	1%	5,334	1%	61	0%	11,792	2%	1.2
Total	469,604	61%	295,353	38%	9,499	1%	774,456	100%	1.6

Table E.17 Participation rates by age group and gender as at 31 March 2026 - National⁶

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	7.8%	3.8%	5.9%
9 to 14	9.9%	5.1%	7.7%
15 to 18	7.1%	4.3%	5.8%
19 to 24	4.0%	2.5%	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%
Total (0-64)	3.9%	2.4%	3.2%
Total (All ages)	3.4%	2.1%	2.8%

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

Mainstream service	Prior Quarters	Quarter 3, 2025-26	Total
Choice and control over my life	4%	5%	4%
Daily life	18%	18%	18%
Health and wellbeing	77%	83%	78%
Learning	36%	35%	36%
Relationships	4%	3%	4%
Social and community activities	8%	7%	8%
Where I live	1%	2%	2%
Work	5%	4%	4%
Unknown	5%	1%	5%
Any mainstream service	96%	96%	96%

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.

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 - National⁷

Metric by age group	Baseline	R1	R2	2025-26 Target
Participant employment rate - Aged 15 to 24 years	12%	16%	21%	22%
Participant employment rate - Aged 25 to 34 years	28%	26%	29%	22%
Participant employment rate - Aged 35 to 44 years	25%	24%	25%	22%
Participant employment rate - Aged 45 to 54 years	21%	21%	21%	22%
Participant employment rate - Aged 55 to 64 years	17%	16%	15%	22%
Participant employment rate - Aged 65+ years	12%	11%	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%	40%	43%
Participant social and community engagement rate - Aged 25+ years	30%	36%	35%	43%
Participant social and community engagement rate - Aged 15+ years	30%	36%	35%	43%
Family and carer employment rate - Aged 0 to 14 years	48%	50%	53%	n/a
Family and carer employment rate - Aged 15+ years	48%	48%	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%	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

⁷ Denominators for each metric are: 'participant employment rate' (n=44,942), 'participant social and community engagement rate' (n=45,074), 'family and carer employment rate' (n=50,437) and 'participant choice and control' (n=21,150). 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 - National⁸

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%	25%	29%	22%
Participant employment rate - Aged 35 to 44 years	27%	27%	24%	27%	22%
Participant employment rate - Aged 45 to 54 years	23%	23%	20%	21%	22%
Participant employment rate - Aged 55 to 64 years	18%	17%	15%	14%	22%
Participant employment rate - Aged 65+ years	12%	11%	10%	8%	22%
Participant employment rate - Aged 25 to 64 years	23%	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%	35%	39%	37%	43%
Participant social and community engagement rate - Aged 25 to 34 years	32%	39%	42%	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%	39%	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	47%	48%	51%	54%	n/a
Family and carer employment rate - Aged 15+ years	49%	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

⁸ Denominators for each metric are: 'participant employment rate' (n=41,272), 'participant social and community engagement rate' (n=41,472), 'family and carer employment rate' (n=37,010) and 'participant choice and control' (n=25,635). 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 - National⁹

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%	25%	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%	16%	22%
Participant employment rate - Aged 65+ years	14%	13%	11%	10%	9%	22%
Participant employment rate - Aged 25 to 64 years	24%	25%	24%	22%	23%	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	33%	38%	39%	40%	40%	43%
Participant social and community engagement rate - Aged 25 to 34 years	34%	42%	45%	46%	43%	43%
Participant social and community engagement rate - Aged 35 to 44 years	33%	38%	39%	42%	41%	43%
Participant social and community engagement rate - Aged 45 to 54 years	33%	37%	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%	49%	53%	56%	n/a
Family and carer employment rate - Aged 15+ years	50%	51%	51%	51%	52%	n/a
Family and carer employment rate - All ages	48%	49%	49%	53%	55%	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%	76%	81%	n/a

⁹ Denominators for each metric are: 'participant employment rate' (n=33,938), 'participant social and community engagement rate' (n=34,148), 'family and carer employment rate' (n=25,470) and 'participant choice and control' (n=23,632). 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 - National¹⁰

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	26%	28%	28%	29%	26%	29%	22%
Participant employment rate - Aged 35 to 44 years	29%	29%	26%	27%	26%	27%	22%
Participant employment rate - Aged 45 to 54 years	27%	27%	25%	25%	23%	24%	22%
Participant employment rate - Aged 55 to 64 years	21%	21%	18%	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%	21%	23%	22%	24%	22%
Participant social and community engagement rate - Aged 15 to 24 years	34%	37%	39%	41%	44%	41%	43%
Participant social and community engagement rate - Aged 25 to 34 years	36%	42%	43%	45%	45%	46%	43%
Participant social and community engagement rate - Aged 35 to 44 years	35%	41%	42%	44%	44%	44%	43%
Participant social and community engagement rate - Aged 45 to 54 years	35%	40%	42%	41%	43%	43%	43%
Participant social and community engagement rate - Aged 55 to 64 years	35%	38%	41%	40%	43%	43%	43%
Participant social and community engagement rate - Aged 65+ years	37%	39%	40%	38%	41%	42%	43%
Participant social and community engagement rate - Aged 25+ years	35%	40%	42%	42%	43%	43%	43%
Participant social and community engagement rate - Aged 15+ years	35%	39%	41%	42%	43%	43%	43%
Family and carer employment rate - Aged 0 to 14 years	43%	45%	47%	49%	53%	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%	53%	55%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	62%	66%	68%	71%	77%	n/a
Participant Choice and Control - Aged 25+ years	n/a	72%	77%	79%	81%	86%	n/a
Participant Choice and Control - Aged 15+ years	n/a	69%	73%	75%	77%	83%	n/a

¹⁰ Denominators for each metric are: 'participant employment rate' (n=28,409), 'participant social and community engagement rate' (n=28,637), 'family and carer employment rate' (n=18,712) and 'participant choice and control' (n=21,710). 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 - National¹¹

Metric by age group	Baseline	R1	R2	R3	R4	R5	R6+	2025-26 Target
Participant employment rate - Aged 15 to 24 years	6%	10%	13%	15%	20%	22%	28%	22%
Participant employment rate - Aged 25 to 34 years	22%	24%	25%	25%	27%	26%	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	30%	31%	29%	28%	27%	27%	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%	26%	25%	25%	22%
Participant employment rate - Aged 15 to 64 years	24%	25%	24%	24%	25%	24%	26%	22%
Participant social and community engagement rate - Aged 15 to 24 years	36%	41%	43%	44%	44%	44%	43%	43%
Participant social and community engagement rate - Aged 25 to 34 years	35%	42%	46%	47%	47%	46%	47%	43%
Participant social and community engagement rate - Aged 35 to 44 years	38%	44%	48%	48%	50%	50%	48%	43%
Participant social and community engagement rate - Aged 45 to 54 years	39%	44%	46%	48%	48%	49%	47%	43%
Participant social and community engagement rate - Aged 55 to 64 years	37%	40%	42%	42%	43%	44%	44%	43%
Participant social and community engagement rate - Aged 65+ years	38%	42%	45%	44%	42%	44%	45%	43%
Participant social and community engagement rate - Aged 25+ years	37%	42%	45%	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%	55%	54%	52%	n/a
Family and carer employment rate - All ages	46%	48%	49%	50%	53%	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	70%	75%	79%	81%	83%	90%	n/a
Participant Choice and Control - Aged 15+ years	n/a	67%	73%	75%	77%	79%	88%	n/a

¹¹ Denominators for each metric are: 'participant employment rate' (n=47,678), 'participant social and community engagement rate' (n=48,143), 'family and carer employment rate' (n=27,758) and 'participant choice and control' (n=40,688). 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 3, 2025-26. Table E.44 shows the number of complaints in quarter 3, 2025-26 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in quarter 3, 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	Mar-26
Number of tasks	1,614	1,760	1,875
Within timeframe	1,540	1,682	1,794
Percentage within timeframe	95%	96%	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	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25	Mar-26
Number of tasks	17,762	27,467	26,321	39,268	34,365	28,836	25,404	24,781
Within timeframe	5,323	5,334	3,840	3,701	16,230	26,137	23,404	20,365
Percentage within timeframe	30%	19%	15%	9%	47%	91%	92%	82%

Table E.26 PSG 4: Make an access decision within 14 days after more information has been provided by quarter - National

PSG 4	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25	Mar-26
Number of tasks	1,505	2,210	1,594	2,589	2,032	1,917	1,841	1,786
Within timeframe	607	575	411	345	933	1,047	1,279	1,212
Percentage within timeframe	40%	26%	26%	13%	46%	55%	69%	68%

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 - National¹²

PSG 6	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25	Mar-26
Number of tasks	6,566	11,124	9,700	11,823	14,081	10,379	9,697	8,947
Within timeframe	1,484	5,442	7,838	10,177	13,228	9,930	9,375	8,596

¹² ECA stands for early childhood approach.

Percentage within timeframe	23%	49%	81%	86%	94%	96%	97%	96%
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Table E.28 PSG 7: Approve a plan for ECA participants, after an access decision has been made by quarter - National^{13 14}

PSG 7	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25	Mar-26
Number of tasks	7,858	13,060	10,226	15,596	14,239	10,387	10,388	10,240
Within timeframe	7,811	12,824	10,176	15,511	14,161	10,349	10,328	10,193
Percentage within timeframe	99%	98%	100%	99%	99%	100%	99%	100%

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	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25	Mar-26
Number of tasks	72,503	91,304	84,192	82,277	84,762	81,771	72,645	71,237
Within timeframe	59,029	75,559	69,724	68,736	70,396	69,256	62,462	60,590
Percentage within timeframe	81%	83%	83%	84%	83%	85%	86%	85%

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	Mar-26
Number of tasks	39,065	33,519	31,400
Within timeframe	38,357	32,941	30,695
Percentage within timeframe	98%	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	Mar-26
Number of tasks	83,143	66,769	64,662
Within timeframe	82,422	66,224	64,186
Percentage within timeframe	99%	99%	99%

Table E.32 PSG 11: Commence facilitating a scheduled plan reassessment at least 56 days prior to the scheduled reassessment date by quarter - National¹⁵

PSG 11	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25	Mar-26
Number of tasks	7,666	11,260	21,246	25,347	20,321	15,776	11,079	11,012

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.

Within timeframe	5,401	6,699	10,740	16,323	12,685	7,994	5,840	5,212
Percentage within timeframe	70%	59%	51%	64%	62%	51%	53%	47%

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	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25	Mar-26
Number of tasks	16,769	19,991	22,233	22,918	20,697	22,488	16,552	16,249
Within timeframe	2,964	5,857	5,184	5,054	5,439	5,919	5,089	4,662
Percentage within timeframe	18%	29%	23%	22%	26%	26%	31%	29%

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	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25	Mar-26
Number of tasks	22,873	22,987	9,812	26,021	25,426	35,443	33,312	32,203
Within timeframe	17,005	20,500	8,831	21,838	20,630	29,320	27,748	27,946
Percentage within timeframe	74%	89%	90%	84%	81%	83%	83%	87%

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	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25	Mar-26
Number of tasks	5,259	10,027	14,692	17,121	17,349	22,280	23,540	28,483
Within timeframe	2,053	5,188	6,345	6,673	7,760	9,772	10,396	11,237
Percentage within timeframe	39%	52%	43%	39%	45%	44%	44%	39%

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 17a	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25	Mar-26
Number of tasks	6,960	9,928	10,046	11,262	11,547	13,451	13,229	17,306
Within timeframe	1,689	5,822	6,615	5,489	8,689	9,371	5,804	5,798
Percentage within timeframe	24%	59%	66%	49%	75%	70%	44%	34%

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

PSG 17b	Sep-25	Dec-25	Mar-26
Number of tasks	2,331	2,658	3,249
Within timeframe	2,272	2,609	3,199
Percentage within timeframe	97%	98%	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	Mar-26
Number of tasks	823	900	936
Within timeframe	718	771	843
Percentage within timeframe	87%	86%	90%

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

PSG 19	Sep-25	Dec-25	Mar-26
Number of tasks	523	391	388
Within timeframe	476	382	385
Percentage within timeframe	91%	98%	99%

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

PSG 20	Sep-25	Dec-25	Mar-26
Number of tasks	710	707	637
Within timeframe	697	703	603
Percentage within timeframe	98%	99%	95%

Table E.41 Number and proportion of respondents who responded positively to questions about NDIA planning process per quarter - National^{16 17}

NDIA planning process	Prior Quarters	Quarter 3, 2025-26
Early Supports - Number of respondents	1,102	236
Early Supports - Were you treated with respect?	98%	100%
Early Supports - Were decisions and outcomes explained to you?	88%	95%
Early Supports - Were your questions and concerns acknowledged?	88%	94%
Early Supports - How well does your early supports plan meet your child's needs?	48%	53%
Community Connections - Number of respondents	10,675	1,044
Community Connections - Was information easy to understand?	84%	87%
Community Connections - Was communication in your preferred format?	94%	96%
Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life?	77%	76%
Community Connections - To what extent were your circumstances and needs considered?	77%	79%
Community Connections - To what extent were you included in decisions that were made?	76%	76%
Community Connections - How confident are you in reaching out to community supports and other government services?	53%	61%
Apply for NDIS (overall) - Number of respondents	10,155	1,093
Apply for NDIS (overall) - Were you treated with respect?	94%	96%

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.

NDIA planning process	Prior Quarters	Quarter 3, 2025-26
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	75%	87%
Apply for NDIS (overall) - Was information easy to understand?	70%	80%
Apply for NDIS (overall) - Was communication in your preferred format?	86%	91%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	55%	68%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	55%	68%
Plan Approval - Number of respondents	26,878	3,940
Plan Approval - Were you treated with respect?	90%	90%
Plan Approval - Were decisions and outcomes explained to you?	77%	78%
Plan Approval - Were your questions and concerns acknowledged?	75%	74%
Plan Approval - Do you know where to go for more help with using your plan?	84%	87%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	54%	52%
Plan Approval - How well does your NDIS plan meet your needs?	57%	51%
Plan Implementation - Number of respondents	21,960	2,133
Plan Implementation - Do you know where to go for more help with using your plan?	84%	85%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	60%	61%
Plan Implementation - To what extent were your circumstances and needs considered?	61%	63%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	60%	61%
Plan Implementation - Do you feel confident in using your plan?	63%	60%
Plan Implementation - Do you feel confident in accessing supports?	64%	62%
Plan Reassessment - Number of respondents	63,697	8,264
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	85%	87%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	65%	66%
Plan Reassessment - To what extent were your circumstances and needs considered?	67%	68%
Plan Reassessment - To what extent were you included in decisions that were made?	68%	69%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	63%	62%
Plan Reassessment - Do you feel confident in using your plan?	67%	66%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	64%	62%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	78%	78%

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
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	3,182	3%	13,397	90%
Sep-25	2,425	11%	17,181	80%
Dec-25	1,590	10%	15,836	82%
Mar-26	1,275	4%	14,260	86%

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
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%	806
Jun-24	4,751	81%	602
Sep-24	4,594	89%	565
Dec-24	4,492	90%	483
Mar-25	4,573	90%	778
Jun-25	5,083	91%	786
Sep-25	6,119	91%	529
Dec-25	4,995	91%	539
Mar-26	5,396	89%	337

Table E.44 Complaints and Participant Critical Incidents (PCIs) by quarter - National^{18 19 20 21 22}

Complaints made by or on behalf of:	Prior Quarters	Quarter 3, 2025-26	Total	Number of unique complainants
Participants: Complaints about Early Connections Partner	<1,210	<50	1,254	1,179
Participants: Complaints about Local Area Coordination (LAC) Partner	6,508	240	6,748	6,062
Participants: Complaints about service providers	17,370	996	18,366	14,881
Participants: Complaints about the Agency	264,049	11,053	275,102	138,659
Participants: Unclassified	<3,330	<11	3,327	2,993
Participants: Total	292,460	12,337	304,797	150,944
Percentage of the number of active participants	7%	6%	7%	n/a
Providers: Complaints about Early Connections Partner	<20	<11	15	15
Providers: Complaints about Local Area Coordination (LAC) Partner	211	14	225	210
Providers: Complaints about service providers	1,702	206	1,908	1,745
Providers: Complaints about the Agency	17,537	1,070	18,607	15,032
Providers: Unclassified	<250	<11	245	227
Providers: Total	19,707	1,293	21,000	16,702
Percentage of all registration requests	6%	9%	6%	n/a
Other: Complaints about Early Connections Partner	<30	<11	32	32
Other: Complaints about Local Area Coordination (LAC) Partner	<130	<11	125	124
Other: Complaints about service providers	1,884	119	2,003	2,003
Other: Complaints about the Agency	7,617	191	7,808	7,802
Other: Unclassified	<120	<11	116	116
Other: Total	9,769	315	10,084	10,074
Total Complaints	318,034	13,945	331,979	177,720
New Participant Critical Incidents (PCIs)	70,744	5,194	75,938	n/a

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

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

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

²¹ It is possible to record multiple related parties as the source of a complaint. In some cases, different complainant types (participants, providers or other parties) are linked to a single complaint. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

²² Note that 64% of all complainants made only one complaint, 17% made two complaints, and 19% 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
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	13,397	7%	292,460	7%
Mar-26	12,337	6%	304,797	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
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	4,454	3%	36,404	1%
Jun-24	4,547	3%	40,951	1%
Sep-24	4,557	3%	45,508	1%
Dec-24	4,410	3%	49,918	2%
Mar-25	4,868	3%	54,786	2%
Jun-25	5,091	3%	59,877	2%
Sep-25	5,862	3%	65,739	2%
Dec-25	5,005	3%	70,744	2%
Mar-26	5,194	3%	75,938	2%

Table E.47 Number and proportion of provider complaints over time, incrementally and cumulatively - National²³

Quarter ending	Incremental	Incremental as a percentage of active providers	Cumulative	Cumulative as a percentage of active providers
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	1,260	9%	19,707	6%
Mar-26	1,293	9%	21,000	6%

Table E.48 Participant complaints by type. Complaints with a related party who has submitted an access request - National²⁴

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 3, 2025-26 - Count	Quarter 3, 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	6,631	3%	310	3%	6,941	3%
Complaints about the Agency - NDIA Engagement	401	0%	18	0%	419	0%
Complaints about the Agency - NDIA Finance	16,747	6%	699	6%	17,446	6%
Complaints about the Agency - NDIA Fraud and Compliance	1,370	1%	88	1%	1,458	1%
Complaints about the Agency - NDIA Plan	60,178	23%	3,380	31%	63,558	23%
Complaints about the Agency - NDIA Process	26,407	10%	1,383	13%	27,790	10%
Complaints about the Agency - NDIA Resources	3,037	1%	200	2%	3,237	1%
Complaints about the Agency - NDIA Staff	18,262	7%	1,412	13%	19,674	7%
Complaints about the Agency - NDIA Timeliness	81,401	31%	3,543	32%	84,944	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	<200	n/a	<20	n/a	212	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%

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

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

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 3, 2025-26 - Count	Quarter 3, 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	6%	0	0%	16,693	6%
Complaints about the Agency - Other	<13,430	n/a	<11	n/a	13,431	5%
Complaints about the Agency - Total	264,049	100%	11,053	100%	275,102	100%
Complaints about Early Connections Partner - Early Connections Engagement	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	11	1%	0	0%	11	1%
Complaints about Early Connections Partner - Early Connections Plan	<120	n/a	<11	n/a	112	9%
Complaints about Early Connections Partner - Early Connections Process	<150	n/a	<11	n/a	144	11%
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	603	50%	26	55%	629	50%
Complaints about Early Connections Partner - Early Connections Timeliness	329	27%	14	30%	343	27%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Total	1,207	100%	47	100%	1,254	100%
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	<30	n/a	<11	n/a	31	0%
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<80	n/a	<11	n/a	84	1%
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	<740	n/a	<11	n/a	744	11%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	701	11%	30	13%	731	11%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<50	n/a	<11	n/a	52	1%
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	4,232	65%	169	70%	4,401	65%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	679	10%	26	11%	705	10%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - Total	6,508	100%	240	100%	6,748	100%
Complaints about service providers - Provider Costs	342	2%	0	0%	342	2%
Complaints about service providers - Provider Finance	<1,210	n/a	<80	n/a	1,286	7%
Complaints about service providers - Provider Fraud and Compliance	2,191	13%	186	19%	2,377	13%
Complaints about service providers - Provider Process	399	2%	0	0%	399	2%
Complaints about service providers - Provider Service	6,216	36%	422	42%	6,638	36%
Complaints about service providers - Provider Staff	4,110	24%	306	31%	4,416	24%
Complaints about service providers - Service Delivery	581	3%	0	0%	581	3%
Complaints about service providers - Staff Conduct	574	3%	0	0%	574	3%
Complaints about service providers - Supports being provided	638	4%	0	0%	638	3%
Complaints about service providers - Other	<1,110	n/a	<11	n/a	1,115	6%
Complaints about service providers - Total	17,370	100%	996	100%	18,366	100%
Unclassified	<3,330	n/a	<11	n/a	3,327	n/a
Participants total	292,460	n/a	12,337	n/a	304,797	n/a

Table E.49 Provider complaints by type. Complaints with a related party who has submitted a provider registration request - National²⁵

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 3, 2025-26 - Count	Quarter 3, 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	40	0%
Complaints about the Agency - NDIA Engagement	<40	n/a	<11	n/a	42	0%
Complaints about the Agency - NDIA Finance	4,442	25%	448	42%	4,890	26%
Complaints about the Agency - NDIA Fraud and Compliance	170	1%	27	3%	197	1%
Complaints about the Agency - NDIA Plan	1,374	8%	111	10%	1,485	8%
Complaints about the Agency - NDIA Process	1,337	8%	108	10%	1,445	8%
Complaints about the Agency - NDIA Resources	3,401	19%	73	7%	3,474	19%
Complaints about the Agency - NDIA Staff	1,089	6%	107	10%	1,196	6%
Complaints about the Agency - NDIA Timeliness	2,306	13%	179	17%	2,485	13%
Complaints about the Agency - Participation, engagement and inclusion	49	0%	0	0%	49	0%
Complaints about the Agency - Provider Portal	424	2%	0	0%	424	2%
Complaints about the Agency - Quality & Safeguards Commission	<150	n/a	<11	n/a	148	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	4%
Complaints about the Agency - Other	1,018	6%	0	0%	1,018	5%
Complaints about the Agency - Total	17,537	100%	1,070	100%	18,607	100%
Complaints about Early Connections Partner - Early Connections Engagement	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Plan	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Process	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Resources	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Staff	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Timeliness	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Total	<20	n/a	<11	n/a	15	100%
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	13	6%	0	0%	13	6%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<30	n/a	<11	n/a	34	15%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<11	n/a	0	0%	<11	n/a

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

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 3, 2025-26 - Count	Quarter 3, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	<140	n/a	<11	n/a	145	64%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<20	n/a	<11	n/a	20	9%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - Total	211	100%	14	100%	225	100%
Complaints about service providers - Provider costs	15	1%	0	0%	15	1%
Complaints about service providers - Provider Finance	<180	n/a	<40	n/a	210	11%
Complaints about service providers - Provider Fraud and Compliance	272	16%	41	20%	313	16%
Complaints about service providers - Provider Process	31	2%	0	0%	31	2%
Complaints about service providers - Provider Service	523	31%	73	35%	596	31%
Complaints about service providers - Provider Staff	474	28%	57	28%	531	28%
Complaints about service providers - Service Delivery	34	2%	0	0%	34	2%
Complaints about service providers - Staff Conduct	28	2%	0	0%	28	1%
Complaints about service providers - Supports being provided	32	2%	0	0%	32	2%
Complaints about service providers - Other	118	7%	0	0%	118	6%
Complaints about service providers - Total	1,702	100%	206	100%	1,908	100%
Unclassified	<250	n/a	<11	n/a	245	n/a
Providers total	19,707	n/a	1,293	n/a	21,000	n/a

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 3, 2025-26 - Count	Quarter 3, 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	270	3%
Complaints about the Agency - NDIA Engagement	<80	n/a	<11	n/a	80	1%
Complaints about the Agency - NDIA Finance	582	8%	19	10%	601	8%
Complaints about the Agency - NDIA Fraud and Compliance	257	3%	13	7%	270	3%
Complaints about the Agency - NDIA Plan	1,067	14%	36	19%	1,103	14%
Complaints about the Agency - NDIA Process	1,116	15%	26	14%	1,142	15%
Complaints about the Agency - NDIA Resources	740	10%	32	17%	772	10%
Complaints about the Agency - NDIA Staff	658	9%	21	11%	679	9%
Complaints about the Agency - NDIA Timeliness	1016	13%	33	17%	1,049	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	<140	n/a	<11	n/a	143	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 3, 2025-26 - Count	Quarter 3, 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%
Complaints about the Agency - Total	7,617	100%	191	100%	7,808	100%
Complaints about Early Connections Partner - Early Connections Engagement	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	<11	n/a	0	0%	<11	n/a
Complaints 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	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	13	43%	0	0%	13	41%
Complaints about Early Connections Partner - Early Connections Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Total	<30	n/a	<11	n/a	32	100%
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	<20	n/a	<11	n/a	12	10%
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	90	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%
Complaints about Local Area Coordination (LAC) Partner - Total	<130	n/a	<11	n/a	125	100%
Complaints about service providers - Provider costs	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Provider Finance	<100	n/a	<11	n/a	95	5%
Complaints about service providers - Provider Fraud and Compliance	<340	n/a	<20	n/a	352	18%
Complaints about service providers - Provider Process	<20	n/a	0	0%	<20	n/a
Complaints about service providers - Provider Service	705	37%	62	52%	767	38%
Complaints about service providers - Provider Staff	550	29%	36	30%	586	29%
Complaints about service providers - Service Delivery	29	2%	0	0%	29	1%
Complaints about service providers - Staff Conduct	42	2%	0	0%	42	2%
Complaints about service providers - Supports being provided	28	1%	0	0%	28	1%
Complaints about service providers - Other	82	4%	0	0%	82	4%
Complaints about service providers - Total	1,884	100%	119	100%	2,003	100%
Unclassified	116	n/a	0	n/a	116	n/a
Other complaints total	9,769	n/a	315	n/a	10,084	n/a
New Reportable PCIs were NOT Withdrawn or miscategorised	11,869	17%	811	16%	12,680	17%
New Non-reportable PCIs were NOT Withdrawn or miscategorised	58,875	83%	4,383	84%	63,258	83%
New PCIs - Total	70,744	100%	5,194	100%	75,938	100%

Table E.51 Unique complaints by type - National²⁶

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 3, 2025-26 - Count	Quarter 3, 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	6,874	2%	319	3%	7,193	2%
Complaints about the Agency - NDIA Engagement	511	0%	25	0%	536	0%
Complaints about the Agency - NDIA Finance	20,957	7%	1,166	9%	22,123	7%
Complaints about the Agency - NDIA Fraud and Compliance	1,773	1%	128	1%	1,901	1%
Complaints about the Agency - NDIA Plan	61,908	22%	3,527	29%	65,435	22%
Complaints about the Agency - NDIA Process	28,520	10%	1,517	12%	30,037	10%
Complaints about the Agency - NDIA Resources	7,134	2%	305	2%	7,439	2%
Complaints about the Agency - NDIA Staff	19,686	7%	1,540	13%	21,226	7%
Complaints about the Agency - NDIA Timeliness	83,913	29%	3,755	30%	87,668	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	<480	n/a	<30	n/a	500	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	6%	0	0%	17,837	6%
Complaints about the Agency - Other	<14,980	n/a	<11	n/a	14,984	5%
Complaints about the Agency - Total	286,071	100%	12,314	100%	298,385	100%
Complaints about Early Connections Partner - Early Connections Engagement	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	12	1%	0	0%	12	1%
Complaints about Early Connections Partner - Early Connections Plan	<110	n/a	<11	n/a	109	9%
Complaints about Early Connections Partner - Early Connections Process	<140	n/a	<11	n/a	143	11%
Complaints about Early Connections Partner - Early Connections Resources	<10	n/a	<11	n/a	<20	n/a
Complaints about Early Connections Partner - Early Connections Staff	603	50%	27	53%	630	50%
Complaints about Early Connections Partner - Early Connections Timeliness	325	27%	15	29%	340	27%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Total	1,200	100%	51	100%	1,251	100%
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	<30	n/a	<11	n/a	32	0%
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<90	n/a	<11	n/a	96	1%
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	<740	n/a	<11	n/a	738	11%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	712	11%	35	14%	747	11%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<60	n/a	<11	n/a	57	1%

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

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 3, 2025-26 - Count	Quarter 3, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	4,323	65%	179	70%	4,502	66%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	673	10%	27	11%	700	10%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - Total	6,615	100%	257	100%	6,872	100%
Complaints about service providers - Provider costs	366	2%	0	0%	366	2%
Complaints about service providers - Provider Finance	1,424	7%	115	9%	1,539	7%
Complaints about service providers - Provider Fraud and Compliance	2,717	13%	245	19%	2,962	14%
Complaints about service providers - Provider Process	443	2%	0	0%	443	2%
Complaints about service providers - Provider Service	7,220	35%	557	42%	7,777	36%
Complaints about service providers - Provider Staff	4,996	24%	399	30%	5,395	25%
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	3%	0	0%	698	3%
Complaints about service providers - Other	<1,310	n/a	<11	n/a	1,315	6%
Complaints about service providers - Total	20,462	100%	1,321	100%	21,783	100%
Unclassified	<3,690	n/a	<11	n/a	3,688	n/a
Unique complaints total	318,034	n/a	13,945	n/a	331,979	n/a

Table E.52 Actual outcomes for complaints - National

Actual Outcome	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 3, 2025-26 - Count	Quarter 3, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaint	<8,510	n/a	<11	n/a	8,514	3%
Compliment	<60	n/a	<11	n/a	57	0%
Deleted - Duplicate	<1,470	n/a	<11	n/a	1,470	0%
Desired Action Completed	200,296	63%	11,924	84%	212,220	64%
Determined to not be a Complaint	<1,190	n/a	<11	n/a	1,185	0%
Formal Reply Endorsed and Issued	13,780	4%	607	4%	14,387	4%
General	<42,880	n/a	<11	n/a	42,878	13%
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	1,688	1%
Withdrawn by Participant/Representative	<170	n/a	<11	n/a	161	0%
Other	46,435	15%	1,709	12%	48,144	15%
Total	316,444	100%	14,260	100%	330,704	100%

Table E.53 Administrative Review Tribunal (ART) Cases by category as at 31 March 2026 - National

Category	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 3, 2025-26 - Count	Quarter 3, 2025-26 - Percentage	Total - Count	Total - Percentage
Access	6,427	20%	297	13%	6,724	19%
Planning	24,140	75%	1,954	85%	26,094	76%
Compensation	<130	n/a	<11	n/a	133	0%
Jurisdiction	<830	n/a	<11	n/a	822	2%
Extension of Time	<320	n/a	<11	n/a	311	1%
Other	383	1%	37	2%	420	1%
Total cases	32,210	100%	2,294	100%	34,504	100%
Percentage of the number of active participants	0.8%	n/a	1.2%	n/a	0.8%	n/a

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
Mar-23	961	0.7%	15,261	0.7%
Jun-23	1,064	0.7%	16,325	0.7%
Sep-23	1,045	0.7%	17,370	0.7%
Dec-23	1,147	0.7%	18,517	0.7%
Mar-24	681	0.4%	19,198	0.7%
Jun-24	1,171	0.7%	20,369	0.7%
Sep-24	1,769	1.1%	22,138	0.7%
Dec-24	1,896	1.1%	24,034	0.7%
Mar-25	1,852	1.1%	25,886	0.8%
Jun-25	1,620	0.9%	27,506	0.8%
Sep-25	2,483	1.3%	29,989	0.8%
Dec-25	2,221	1.2%	32,210	0.8%
Mar-26	2,294	1.2%	34,504	0.8%

Table E.55 Administrative Review Tribunal (ART) cases by open/closed and decision - National²⁷

ART cases by open/closed and decision	Number of cases	Number of unique active participants
ART Cases	34,504	30,902
Open ART Cases	6,817	6,623
Closed ART Cases	27,687	24,960
Resolved before hearing	26,872	24,285

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.

Gone to hearing and received a substantive decision	815	675
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Table E.56 Administrative Review Tribunal (ART) Supports in dispute - National^{28 29 30}

Type of support	Prior Quarters	Quarter 3, 2025-26	Total
Plan Management Decision	775	118	893
Core (excluding Consumables and Transport)	5,914	842	6,756
Capacity Building	7,133	907	8,040
General Support	1,921	329	2,250
Assistive Technology	1,954	216	2,170
Specialist Disability Accommodation	710	67	777
Home Modifications	521	63	584
Supported Independent Living	1,957	205	2,162
Everyday Living Costs	571	56	627
Transport	1,182	173	1,355
Other	3,803	459	4,262
Total number of unique participants counted across disputed supports	11,550	1,265	12,815
Total number of instances of participants counted across disputed supports	26,441	3,435	29,876

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

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 3, 2025-26 - Count	Quarter 3, 2025-26 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	754	3%	61	3%	815	3%
Decided by Tribunal - Affirmed	369	1%	33	2%	402	1%
Decided by Tribunal - Varied	<120	n/a	<11	n/a	125	0%
Decided by Tribunal - Set Aside	<270	n/a	<30	n/a	288	1%
Not Decided by Tribunal - Total	24,954	97%	1,918	97%	26,872	97%
Not Decided by Tribunal - Resolved by consent	17,695	69%	1,334	67%	19,029	69%
Not Decided by Tribunal - Withdrawn	5,155	20%	429	22%	5,584	20%
Not Decided by Tribunal - No jurisdiction	304	1%	30	2%	334	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	1,644	6%	121	6%	1,765	6%
Not Decided by Tribunal - Other	<11	n/a	<11	n/a	<11	n/a
Total	25,708	100%	1,979	100%	27,687	100%

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.

Part Four: Providers and the growing market

Registration status is based on whether a provider was registered for a specific support on the support provision date. Providers claiming both registered and unregistered supports, or whose status changes during the quarter, are counted in both categories with payments reflected accordingly. This is a change from previous quarters, where providers were classified as registered if they were registered for at least one support, resulting in fewer registered and more unregistered providers for participants with self-managed funds management type (Tables E.58 to E.59).

The count of active providers excludes providers with a missing Australian Business Number (ABN) (Table E.58).

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).

While self-managed participants are required to include the provider's Australian Business Number (ABN), or a reason where an ABN is not available. However, as entering a Support Item Number remains optional, most self-managed payments are recorded at the Support Category level only. As a result, it cannot be determined whether the provider was registered or unregistered for that specific support at the time. These providers and their associated payments are classified as having an unknown registration status and are not shown separately, but are included in 'all registration statuses' (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 3, 2025-26 by registration status and funds management type - National

Funds management type	Registered	Unregistered	Total providers
NDIA-managed	10,451	n/a	10,451
Plan-managed	16,895	197,394	207,052
Self-managed	19	116,980	133,781
All funds management types	17,717	264,970	277,376

Table E.59 Total active provider payments in quarter 3, 2025-26 by registration status and funds management type (\$m) - National³¹

Funds management type	Registered	Unregistered	All registration statuses
NDIA-managed	3,346	n/a	3,346
Plan-managed	4,685	3,200	7,922
Self-managed	0	565	1,151
All funds management types	8,032	3,765	12,419

³¹ There were \$622 million of payments associated with providers with an 'unknown' registration status which are not shown separately but are included under "All registration statuses".

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 March 2026. Average payments (Tables E.62 to E.64) are calculated as the sum of the payments in the 12-month period to 31 March 2026, 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 March 2026. 'Total payments' refers to those paid over the 12 months to 31 March 2026 (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 2, 2025-26 distribution of participants	As at quarter 3, 2025-26 distribution of participants
\$0-\$5,000	1.9%	1.9%
\$5,001-\$10,000	4.7%	4.6%
\$10,001-\$15,000	9.4%	9.4%
\$15,001-\$20,000	14.5%	14.7%
\$20,001-\$25,000	12.1%	12.2%
\$25,001-\$30,000	5.4%	5.4%
\$30,001-\$50,000	13.8%	13.8%
\$50,001-\$100,000	17.1%	17.0%
\$100,001-\$150,000	6.8%	6.8%
\$150,001-\$200,000	3.6%	3.5%
\$200,001-\$250,000	2.1%	2.1%
\$250,001+	8.7%	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 2, 2025-26 distribution of participants	As at quarter 3, 2025-26 distribution of participants
\$0-\$5,000	2.0%	2.0%
\$5,001-\$10,000	4.9%	4.8%
\$10,001-\$15,000	9.9%	9.8%
\$15,001-\$20,000	15.2%	15.5%
\$20,001-\$25,000	12.7%	12.8%
\$25,001-\$30,000	5.6%	5.7%
\$30,001-\$50,000	14.5%	14.5%
\$50,001-\$100,000	18.0%	17.8%
\$100,001-\$150,000	7.2%	7.1%
\$150,001-\$200,000	3.7%	3.7%
\$200,001-\$250,000	2.1%	2.1%

\$250,001+	4.2%	4.3%
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Table E.62 Average annualised committed supports as at 31 March 2026 and average payments for the year ending 31 March 2026 by age group and participants' Supported Independent Living (SIL) status-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	\$19,000	\$27,800	n/a	n/a	\$19,000	\$27,800
9 to 14	\$22,900	\$31,300	n/a	n/a	\$22,900	\$31,300
15 to 18	\$33,800	\$47,400	\$549,400	\$680,100	\$31,800	\$45,500
19 to 24	\$74,200	\$98,700	\$540,800	\$604,800	\$53,500	\$78,100
25 to 34	\$103,900	\$130,200	\$473,300	\$522,500	\$69,600	\$94,900
35 to 44	\$117,200	\$144,200	\$437,000	\$479,500	\$77,600	\$104,300
45 to 54	\$124,100	\$152,500	\$427,300	\$466,300	\$82,600	\$110,900
55 to 64	\$138,400	\$169,600	\$431,000	\$466,900	\$91,600	\$123,700
65+	\$143,900	\$169,500	\$431,100	\$462,800	\$100,700	\$125,400
All	\$66,800	\$85,100	\$447,100	\$488,600	\$47,300	\$65,000

Table E.63 Average annualised committed supports as at 31 March 2026 and average payments for the year ending 31 March 2026 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	\$176,200	\$212,700	\$483,000	\$528,200	\$116,000	\$152,600
Autism	\$34,800	\$46,700	\$505,400	\$549,200	\$27,800	\$39,700
Cerebral palsy	\$173,500	\$206,800	\$505,800	\$553,400	\$115,900	\$147,600
Developmental delay	\$13,700	\$22,300	n/a	n/a	\$13,700	\$22,300
Global developmental delay	\$19,100	\$27,300	n/a	n/a	\$19,100	\$27,300
Hearing impairment	\$9,900	\$19,200	n/a	n/a	\$9,700	\$19,000
Intellectual disability	\$115,100	\$137,400	\$404,800	\$440,400	\$68,700	\$90,000
Multiple sclerosis	\$105,900	\$139,600	\$552,600	\$614,000	\$87,800	\$120,700
Psychosocial disability	\$94,300	\$119,800	\$387,500	\$437,300	\$73,500	\$97,400
Spinal cord injury	\$180,300	\$234,800	\$644,800	\$728,600	\$154,500	\$208,500
Stroke	\$168,300	\$209,800	\$519,400	\$559,600	\$122,500	\$165,000
Visual impairment	\$47,200	\$64,200	\$373,500	\$409,300	\$43,600	\$60,500
Other neurological	\$166,900	\$206,200	\$521,700	\$562,300	\$122,900	\$163,000
Other physical	\$77,100	\$107,900	\$508,400	\$551,000	\$68,900	\$99,800
Other sensory/speech	\$12,500	\$21,600	n/a	n/a	\$11,600	\$20,600
Other	\$101,200	\$134,700	\$497,600	\$543,200	\$76,000	\$111,300
Down Syndrome	\$139,300	\$162,800	\$365,100	\$393,800	\$87,000	\$110,600
All	\$66,800	\$85,100	\$447,100	\$488,600	\$47,300	\$65,000

Table E.64 Average annualised committed supports as at 31 March 2026 and average payments for the year ending 31 March 2026 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	\$14,300	\$22,800	\$395,300	\$474,200	\$14,100	\$22,700
2	\$20,600	\$35,000	n/a	n/a	\$20,100	\$34,500
3	\$23,200	\$35,100	\$385,100	\$428,100	\$20,900	\$32,600
4	\$18,800	\$30,600	\$409,500	\$453,100	\$16,900	\$28,600
5	\$32,200	\$44,800	\$384,700	\$434,400	\$27,700	\$39,900
6	\$24,800	\$38,600	\$360,100	\$413,000	\$22,700	\$36,400
7	\$54,200	\$69,800	\$397,400	\$437,900	\$39,000	\$53,300
8	\$67,800	\$94,200	\$364,700	\$416,000	\$54,600	\$80,000
9	\$83,800	\$120,300	\$426,000	\$476,500	\$74,300	\$110,700
10	\$107,600	\$140,000	\$376,500	\$419,600	\$82,100	\$113,500
11	\$113,200	\$137,400	\$453,700	\$488,900	\$73,700	\$96,400
12	\$202,700	\$236,300	\$453,900	\$490,500	\$138,900	\$173,400
13	\$111,500	\$130,600	\$570,500	\$614,000	\$79,100	\$97,100
14	\$339,700	\$398,100	\$537,500	\$590,700	\$254,500	\$314,700
15	\$451,200	\$497,400	\$703,600	\$810,800	\$399,300	\$439,700
All	\$66,800	\$85,100	\$447,100	\$488,600	\$47,300	\$65,000

Table E.65 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 31 March 2026 (\$m) - National³²
33

Support Category	Total payments for the year ending 31 March 2026	Total annualised committed supports as at 31 March 2026
Core: Daily Activities	12,244.6	12,691.4
Core: Consumables	113.7	126.8
Core: Social and Civic	2,516.2	3,078.7
Core: Transport	63.3	85.7
Capacity Building: Choice and Control	38.0	41.6
Capacity Building: Daily Activities	340.2	490.3
Capacity Building: Employment	5.2	14.9
Capacity Building: Health and Wellbeing	2.5	4.4
Capacity Building: Home Living	0.1	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	336.2	481.5
Capacity Building: Social and Civic	3.1	6.0
Capacity Building: Support Coordination	215.3	252.4
Capital: Assistive Technology	128.3	236.3
Capital: Home Modifications	390.8	475.6
All	16,398.0	17,985.8

³² There were \$0.4 million in total payments for the year ending 31 March 2026, with support category information missing. These payments are not shown separately but are included in the total payments for all support categories.

³³ Total payments for home modifications were \$390.8 million. Of which, \$388.5 million (99.4%) has been paid for specialised disability accommodation (SDA) supports, and \$2.3 million (0.6%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$475.6 million. Of which, \$470.9 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$4.7 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 March 2026 (\$m) - National³⁴
³⁵

Support Category	Total payments for the year ending 31 March 2026	Total annualised committed supports as at 31 March 2026
Core: Daily Activities	13,747.8	19,207.1
Core: Consumables	511.0	875.7
Core: Social and Civic	9,382.0	10,820.2
Core: Transport	824.4	460.9
Capacity Building: Choice and Control	609.0	723.8
Capacity Building: Daily Activities	5,546.4	9,779.4
Capacity Building: Employment	181.2	569.3
Capacity Building: Health and Wellbeing	23.3	51.0
Capacity Building: Home Living	1.3	5.7
Capacity Building: Lifelong learning	0.4	1.7
Capacity Building: Relationships	673.8	1,329.0
Capacity Building: Social and Civic	243.4	645.1
Capacity Building: Support Coordination	1,004.3	1,468.2
Capital: Assistive Technology	675.7	1,566.6
Capital: Home Modifications	273.6	441.7
All	33,699.2	47,945.3

³⁴ There were \$1.5 million in total payments for the year ending 31 March 2026, 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 \$273.6 million. Of which, \$150.7 million (55.1%) has been paid for specialised disability accommodation (SDA) supports, and \$122.9 million (44.9%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$441.7 million. Of which, \$182.5 million (41%) has been allocated for specialised disability accommodation (SDA) supports, and \$259.2 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 - National³⁶

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	10,404.6	71%
2019-20	24,373.5	17,312.8	71%
2020-21	32,353.9	23,543.6	73%
2021-22	37,190.8	28,471.6	77%
2022-23	46,210.2	35,268.3	76%
2023-24	54,050.5	42,074.9	78%
2024-25	60,675.9	46,036.2	76%
2025-26 to date (Experience still emerging)	50,057.3	35,453.2	71%

Table E.68 Percentage change in plan budgets for active participants per quarter - National³⁷

Inflation type	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25	Mar-26
Intraplan Inflation	5.7%	7.6%	8.0%	6.9%	5.4%	5.0%	5.9%	4.2%	2.8%
Interplan Inflation	1.8%	2.5%	4.8%	5.2%	5.6%	4.7%	5.1%	3.4%	3.0%
Total Inflation	7.5%	10.1%	12.8%	12.1%	11.0%	9.7%	11.0%	7.6%	5.9%

³⁶ 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.

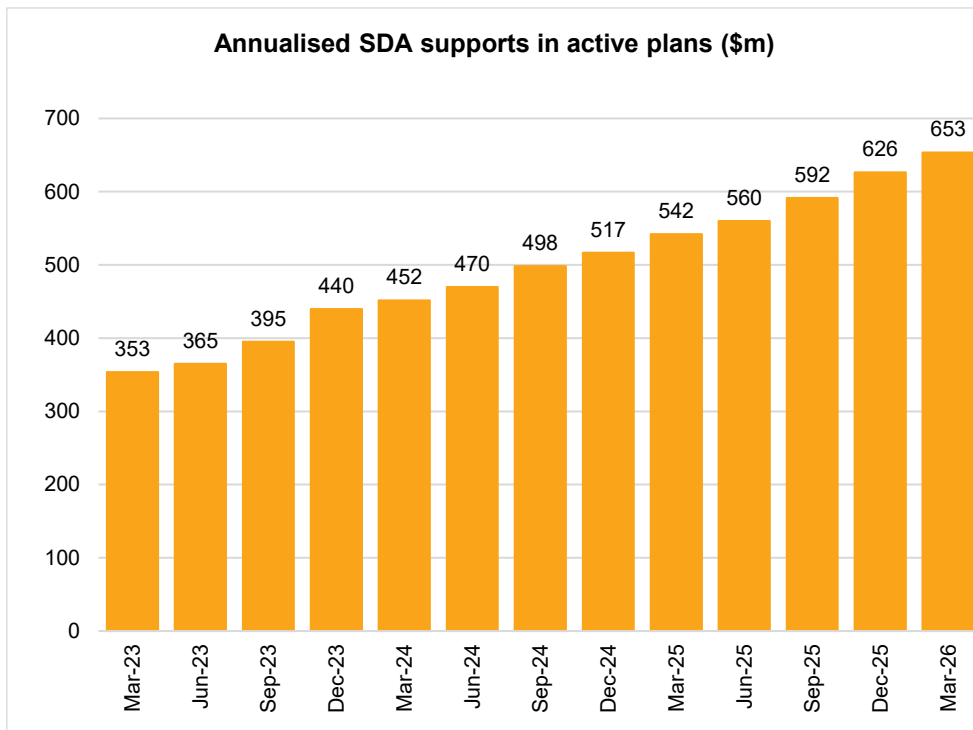
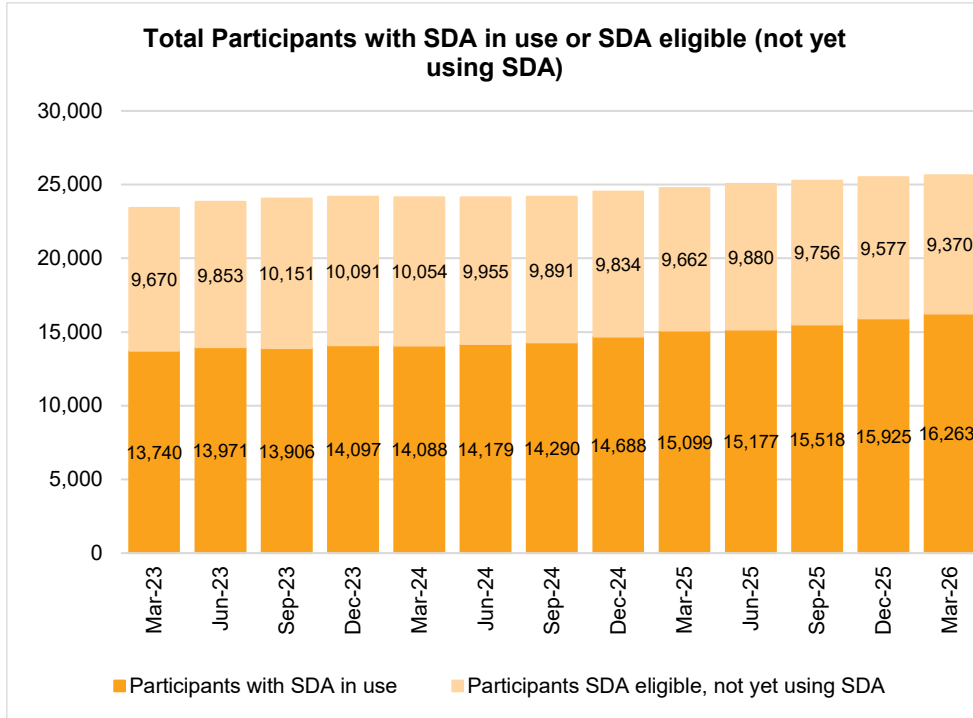
³⁷ The Annual Pricing Review saw price limit increases from 1 July 2025. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2025.

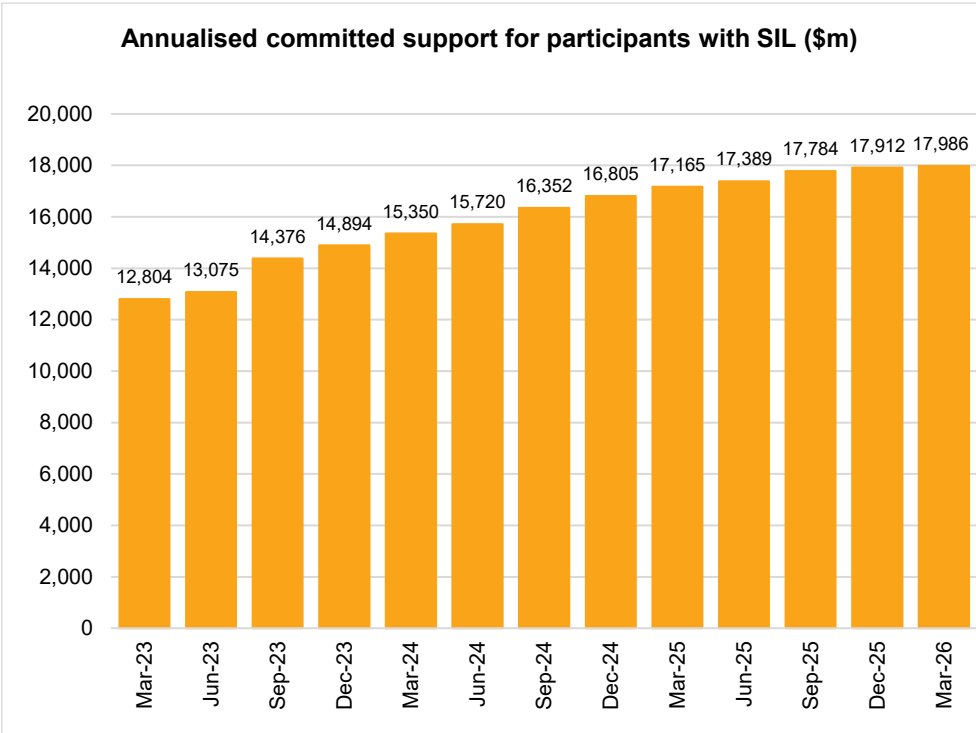
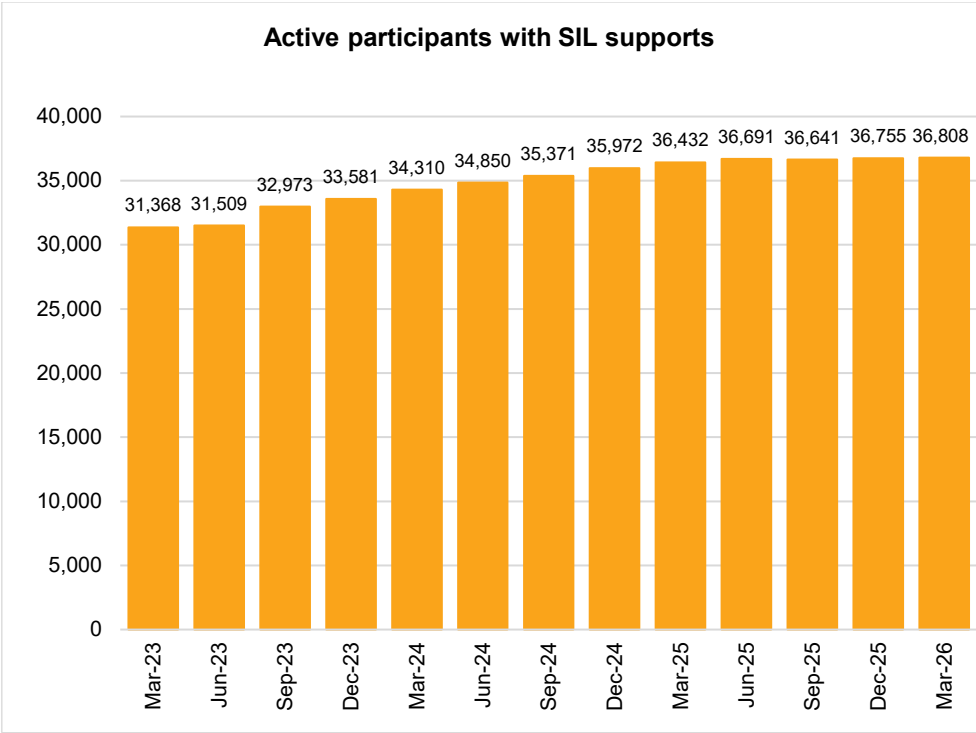
Table E.69 Percentage change in plan budgets for plans reassessed - 1 July 2025 to 31 March 2026 by participants in Supported Independent Living (SIL) and not in SIL - National

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	970	1%
-80% to -65%	<11	n/a	1,438	1%
-65% to -50%	12	0%	2,792	2%
-50% to -35%	78	1%	5,501	4%
-35% to -20%	577	4%	8,799	7%
-20% to -5%	2,195	16%	16,476	13%
Reassessments with 5%+ deflation	2,868	21%	35,976	27%
-5% to 0%	1,815	13%	11,059	8%
0% to 5%	2,870	21%	12,608	10%
Reassessments within 5% inflation and deflation	4,685	34%	23,667	18%
5% to 20%	3,590	26%	19,551	15%
20% to 35%	1,011	7%	10,457	8%
35% to 50%	495	4%	7,818	6%
50% to 65%	289	2%	5,786	4%
65% to 80%	166	1%	4,544	3%
Above 80%	785	6%	23,955	18%
Reassessments with 5%+ inflation	6,336	46%	72,111	55%

Supplement P: Specialist Disability Accommodation

Figure P.1 Changes in Specialist Disability Accommodation by quarter – National





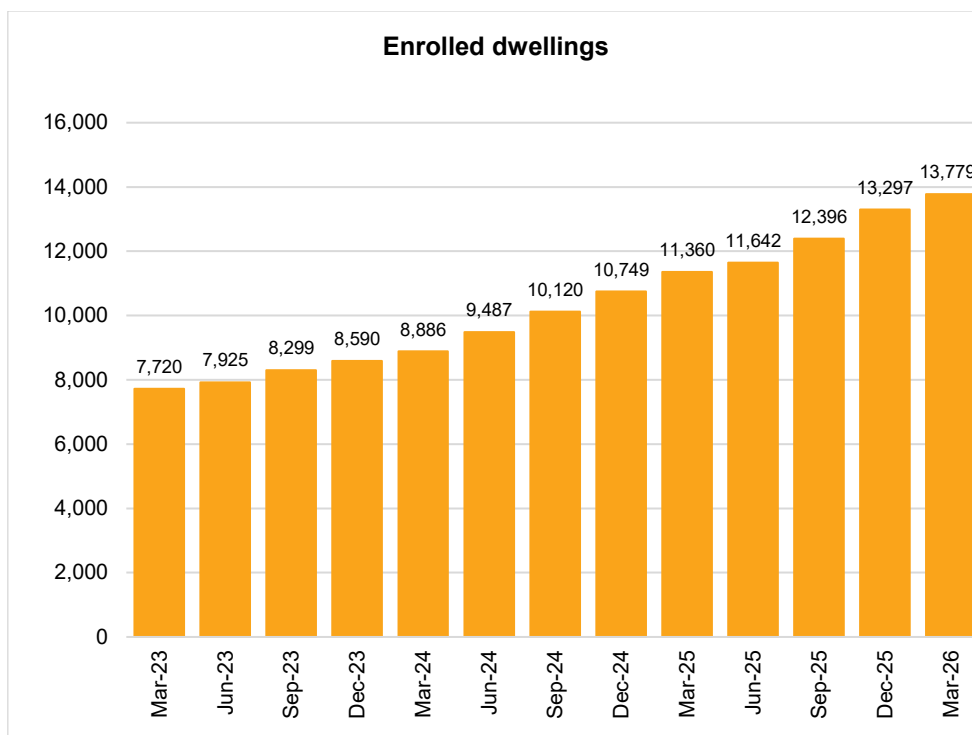


Table P.1 Active participants with SDA and SIL funding in current NDIS plan as at 31 March 2026^{38 39}

Service District	Participants with SDA in use	Participants SDA eligible, not yet using SDA	Percentage of SDA using participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
NSW	5,137	2,991	2.3%	12,286	5.4%	228,184
NSW - Hunter New England	723	384	1.9%	2,157	5.8%	37,264
NSW - Central Coast	282	154	2.2%	656	5.0%	13,088
NSW - Far West	<11	12	n/a	33	3.2%	1,021
NSW - Illawarra Shoalhaven	310	190	2.3%	761	5.8%	13,220
NSW - Mid North Coast	120	121	1.3%	355	3.8%	9,428
NSW - Murrumbidgee	248	137	2.5%	499	5.1%	9,824
NSW - Nepean Blue Mountains	407	153	2.9%	772	5.6%	13,845
NSW - North Sydney	633	251	4.2%	1,069	7.1%	15,116
NSW - Northern NSW	188	152	1.7%	461	4.1%	11,178
NSW - South Eastern Sydney	408	233	2.6%	846	5.5%	15,485
NSW - South Western Sydney	521	500	1.4%	1,697	4.6%	36,558
NSW - Southern NSW	107	59	1.7%	261	4.1%	6,294
NSW - Sydney	125	130	1.4%	449	5.2%	8,677
NSW - Western NSW	277	141	3.0%	656	7.2%	9,091
NSW - Western Sydney	778	374	2.8%	1,613	5.7%	28,067
NSW - Other	<11	<11	n/a	<11	n/a	28
VIC	5,489	1,874	2.6%	7,905	3.8%	208,851
VIC - Barwon	414	95	3.0%	566	4.1%	13,930
VIC - Central Highlands	330	68	3.9%	429	5.1%	8,359
VIC - Loddon	198	100	1.8%	339	3.1%	10,950

³⁸ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

³⁹ 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 - North East Melbourne	653	198	3.3%	897	4.5%	19,902
VIC - Inner Gippsland	137	63	1.7%	227	2.8%	7,974
VIC - Ovens Murray	117	44	2.3%	195	3.8%	5,126
VIC - Western District	231	63	4.3%	292	5.5%	5,323
VIC - Inner East Melbourne	605	158	4.5%	757	5.6%	13,571
VIC - Outer East Melbourne	402	149	2.8%	559	3.9%	14,476
VIC - Hume Moreland	235	109	1.6%	371	2.5%	14,604
VIC - Bayside Peninsula	735	226	2.9%	1,018	4.0%	25,181
VIC - Southern Melbourne	458	206	2.2%	796	3.9%	20,418
VIC - Brimbank Melton	301	91	2.1%	447	3.1%	14,435
VIC - Western Melbourne	419	169	2.0%	569	2.7%	20,882
VIC - Goulburn	112	73	1.7%	207	3.1%	6,724
VIC - Mallee	86	<30	2.4%	126	3.5%	3,604
VIC - Outer Gippsland	<60	39	1.7%	110	3.3%	3,379
VIC - Other	<11	<11	n/a	<11	n/a	13
QLD	2,765	1,781	1.7%	7,434	4.5%	165,611
QLD - Bundaberg	87	42	2.1%	196	4.7%	4,189
QLD - Ipswich	222	165	1.6%	597	4.3%	13,821
QLD - Mackay	<80	<40	1.5%	207	4.3%	4,825
QLD - Toowoomba	206	134	2.2%	585	6.1%	9,515
QLD - Townsville	138	97	1.5%	470	5.1%	9,191
QLD - Rockhampton	95	91	1.1%	291	3.3%	8,952
QLD - Beenleigh	352	168	1.8%	848	4.2%	19,990
QLD - Brisbane	500	385	1.7%	1,275	4.2%	30,156
QLD - Cairns	133	99	1.7%	434	5.4%	7,997
QLD - Maryborough	116	49	1.9%	262	4.3%	6,149
QLD - Robina	298	194	1.7%	779	4.6%	17,038
QLD - Caboolture/Strathpine	338	184	1.8%	846	4.4%	19,120
QLD - Maroochydore	206	143	1.4%	644	4.4%	14,666
QLD - Other	<11	<11	n/a	<11	n/a	<11
WA	803	1,076	1.2%	3,531	5.1%	69,231
WA - North East Metro	128	217	1.3%	708	7.1%	10,033
WA - Wheat Belt	<11	<11	n/a	26	1.6%	1,643
WA - South Metro	131	117	1.1%	524	4.5%	11,703
WA - Central South Metro	101	103	1.2%	382	4.4%	8,712
WA - South West	29	55	0.5%	195	3.5%	5,502
WA - Goldfields-Esperance	<11	32	n/a	52	4.4%	1,178
WA - North Metro	122	117	1.2%	386	3.9%	9,790
WA - Kimberley-Pilbara	<11	36	n/a	94	4.5%	2,092
WA - South East Metro	174	174	2.3%	581	7.6%	7,632
WA - Central North Metro	92	174	1.2%	463	6.1%	7,569
WA - Great Southern	<11	31	n/a	66	4.1%	1,619
WA - Midwest-Gascoyne	20	13	1.2%	53	3.1%	1,732
WA - Other	<11	<11	n/a	<11	n/a	26

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
SA	1,614	919	2.4%	3,292	5.0%	66,339
SA - Adelaide Hills	36	21	1.3%	94	3.3%	2,847
SA - Barossa, Light and Lower North	29	23	0.8%	74	2.1%	3,458
SA - Eastern Adelaide	190	89	3.5%	292	5.3%	5,487
SA - Eyre and Western	<11	24	n/a	63	3.3%	1,925
SA - Far North (SA)	<11	<20	n/a	37	5.0%	733
SA - Fleurieu and Kangaroo Island	30	31	1.5%	70	3.5%	2,013
SA - Limestone Coast	34	32	1.6%	106	5.0%	2,135
SA - Murray and Mallee	52	30	1.9%	109	4.0%	2,755
SA - Northern Adelaide	629	298	2.8%	1,234	5.5%	22,444
SA - Southern Adelaide	446	258	3.1%	869	6.0%	14,447
SA - Western Adelaide	133	81	2.4%	266	4.7%	5,604
SA - Yorke and Mid North	20	<20	0.8%	78	3.2%	2,438
SA - Other	<11	<11	n/a	<11	n/a	53
TAS	130	384	0.8%	1,094	6.5%	16,723
TAS - North	62	97	1.3%	243	5.1%	4,724
TAS - North West	33	91	0.9%	246	6.7%	3,655
TAS - South East	27	81	0.7%	211	5.5%	3,864
TAS - South West	<11	115	n/a	394	8.8%	4,480
TAS - Other	<11	<11	n/a	<11	n/a	<11
ACT	212	140	1.7%	645	5.1%	12,597
ACT	212	140	1.7%	645	5.1%	12,596
ACT - Other	<11	<11	n/a	<11	n/a	<11
NT	113	205	1.7%	620	9.1%	6,819
NT - Barkly	<11	<11	n/a	14	7.3%	191
NT - Central Australia	11	69	0.9%	176	15.0%	1,175
NT - Darwin Remote	<11	<11	n/a	<11	n/a	649
NT - Darwin Urban	83	100	2.1%	362	9.3%	3,910
NT - East Arnhem	<11	<11	n/a	<11	n/a	279
NT - Katherine	13	16	3.2%	46	11.4%	404
NT - Other	<11	<11	n/a	13	6.2%	211
OT	<11	<11	n/a	<11	n/a	89
Missing	<11	<11	n/a	<11	n/a	12
Total	16,263	9,370	2.1%	36,808	4.8%	774,456

Table P.2 Annualised committed supports in current NDIS plans as at 31 March 2026^{40 41 42}

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	\$176,635,565	0.90%	\$5,703,322,433	29%	\$19,589,154,815
VIC	\$185,262,817	1.13%	\$3,923,040,955	24%	\$16,400,476,480
QLD	\$152,308,466	1.05%	\$3,682,042,890	25%	\$14,465,748,495
WA	\$56,211,795	0.90%	\$1,715,970,301	27%	\$6,246,772,292
SA	\$59,998,855	1.05%	\$1,710,735,627	30%	\$5,710,067,286
TAS	\$7,866,330	0.49%	\$541,307,252	34%	\$1,601,174,291
ACT	\$7,562,260	0.79%	\$299,835,933	31%	\$957,713,221
NT	\$7,515,680	0.79%	\$409,299,578	43%	\$949,884,411
Other Territories	n/a	n/a	n/a	n/a	\$9,281,715
Missing	n/a	n/a	\$291,301	33%	\$895,900
Total	\$653,361,769	0.99%	\$17,985,846,271	27%	\$65,931,168,906

Table P.3 Active SDA providers by State/Territory as at 31 March 2026^{43 44 45}

State/Territory	Providers of SDA supports active in quarter3, 2025-26
NSW	202
VIC	187
QLD	110
WA	73
SA	80
TAS	17
ACT	12
NT	14
OT	<5
National	563

⁴⁰ State/Territory is defined by the current residing address of the participant.

⁴¹ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁴² Annualised supports committed to SDA in current plans refer to annualised supports committed for active participants who have SDA in their plans at 31 March 2026.

⁴³ 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.

⁴⁴ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁴⁵ 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 March 2026

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
ACT	110	0	100	1	211
ACT - Australian Capital Territory	110	0	100	1	211
NSW	1,188	53	2,091	55	3,387
NSW - Capital Region	48	1	16	0	65
NSW - Central Coast	60	2	139	1	202
NSW - Central West	46	3	42	2	93
NSW - Coffs Harbour - Grafton	23	5	3	0	31
NSW - Far West and Orana	43	4	31	0	78
NSW - Hunter Valley exc Newcastle	31	1	48	2	82
NSW - Illawarra	41	1	81	0	123
NSW - Mid North Coast	43	2	40	0	85
NSW - Murray	51	1	49	0	101
NSW - New England and North West	27	2	38	0	67
NSW - Newcastle and Lake Macquarie	70	1	164	2	237
NSW - Richmond - Tweed	39	1	32	3	75
NSW - Riverina	22	1	42	1	66
NSW - Southern Highlands and Shoalhaven	11	0	25	0	36
NSW - Sydney - Baulkham Hills and Hawkesbury	41	6	42	1	90
NSW - Sydney - Blacktown	63	4	124	2	193
NSW - Sydney - City and Inner South	15	3	34	5	57
NSW - Sydney - Eastern Suburbs	10	1	5	1	17

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
NSW - Sydney - Inner South West	72	2	89	18	181
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	52	0	81
NSW - Sydney - Outer South West	38	0	80	2	120
NSW - Sydney - Outer West and Blue Mountains	76	3	229	7	315
NSW - Sydney - Parramatta	96	0	259	3	358
NSW - Sydney - Ryde	66	1	84	0	151
NSW - Sydney - South West	38	1	168	2	209
NSW - Sydney - Sutherland	53	4	61	0	118
NT	15	0	120	2	137
NT - Darwin	10	0	99	2	111
NT - Northern Territory - Outback	5	0	21	0	26
QLD	347	22	2,489	17	2,875
QLD - Brisbane - East	11	0	154	1	166
QLD - Brisbane - North	21	0	85	1	107
QLD - Brisbane - South	13	2	103	0	118
QLD - Brisbane - West	43	2	16	0	61
QLD - Brisbane Inner City	5	0	78	1	84
QLD - Cairns	9	1	154	0	164
QLD - Central Queensland	25	2	52	1	80
QLD - Darling Downs - Maranoa	2	1	23	1	27
QLD - Gold Coast	23	2	255	2	282
QLD - Ipswich	38	1	278	1	318
QLD - Logan - Beaudesert	17	1	315	0	333
QLD - Mackay - Isaac - Whitsunday	5	0	72	0	77
QLD - Moreton Bay - North	19	1	201	2	223
QLD - Moreton Bay - South	14	0	90	0	104
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	16	1	127	2	146
QLD - Toowoomba	11	4	158	0	173
QLD - Townsville	26	2	165	2	195
QLD - Wide Bay	49	2	163	3	217
SA	870	4	921	7	1,802
SA - Adelaide - Central and Hills	70	1	155	2	228
SA - Adelaide - North	292	1	369	3	665
SA - Adelaide - South	255	1	197	2	455
SA - Adelaide - West	141	0	122	0	263
SA - Barossa - Yorke - Mid North	8	1	11	0	20
SA - South Australia - Outback	17	0	6	0	23
SA - South Australia - South East	87	0	61	0	148
TAS	13	3	156	4	176
TAS - Hobart	4	0	76	0	80
TAS - Launceston and North East	5	2	47	4	58
TAS - South East	0	0	0	0	0

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
TAS - West and North West	4	1	33	0	38
VIC	1,138	79	2,696	100	4,013
VIC - Ballarat	43	2	217	5	267
VIC - Bendigo	30	0	52	0	82
VIC - Geelong	50	3	223	10	286
VIC - Hume	48	1	18	3	70
VIC - Latrobe - Gippsland	62	7	76	0	145
VIC - Melbourne - Inner	42	6	239	15	302
VIC - Melbourne - Inner East	80	9	52	0	141
VIC - Melbourne - Inner South	97	9	117	15	238
VIC - Melbourne - North East	147	4	236	15	402
VIC - Melbourne - North West	42	3	99	0	144
VIC - Melbourne - Outer East	123	3	78	6	210
VIC - Melbourne - South East	118	5	403	8	534
VIC - Melbourne - West	69	11	661	9	750
VIC - Mornington Peninsula	53	4	93	7	157
VIC - North West	68	7	52	6	133
VIC - Shepparton	30	3	34	0	67
VIC - Warrnambool and South West	36	2	46	1	85
WA	9	1	1,168	0	1,178
WA - Bunbury	0	0	45	0	45
WA - Mandurah	0	0	107	0	107
WA - Perth - Inner	5	0	47	0	52
WA - Perth - North East	1	1	142	0	144
WA - Perth - North West	1	0	191	0	192
WA - Perth - South East	2	0	339	0	341
WA - Perth - South West	0	0	275	0	275
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
Total	3,690	162	9,741	186	13,779

Table P.5 Number of Enrolled SDA Dwellings by SA4 Region and Design Category as at 31 March 2026

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
ACT	31	59	95	17	8	1	211
ACT - Australian Capital Territory	31	59	95	17	8	1	211
NSW	997	532	1,362	240	242	14	3,387
NSW - Capital Region	47	0	10	3	5	0	65
NSW - Central Coast	54	14	112	7	15	0	202
NSW - Central West	35	9	16	22	10	1	93
NSW - Coffs Harbour - Grafton	19	3	6	1	2	0	31
NSW - Far West and Orana	40	9	12	9	5	3	78
NSW - Hunter Valley exc Newcastle	25	5	25	12	15	0	82
NSW - Illawarra	42	20	59	2	0	0	123
NSW - Mid North Coast	39	11	15	11	9	0	85
NSW - Murray	34	17	25	15	7	3	101
NSW - New England and North West	18	15	19	2	13	0	67
NSW - Newcastle and Lake Macquarie	62	16	136	12	11	0	237
NSW - Richmond - Tweed	31	13	16	8	7	0	75
NSW - Riverina	21	13	20	5	7	0	66
NSW - Southern Highlands and Shoalhaven	8	7	13	7	0	1	36
NSW - Sydney - Baulkham Hills and Hawkesbury	32	15	34	2	7	0	90
NSW - Sydney - Blacktown	56	15	97	12	13	0	193
NSW - Sydney - City and Inner South	15	29	8	5	0	0	57
NSW - Sydney - Eastern Suburbs	10	0	1	5	0	1	17
NSW - Sydney - Inner South West	69	13	88	0	11	0	181
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	33	3	12	0	81
NSW - Sydney - Outer South West	32	12	62	12	1	1	120
NSW - Sydney - Outer West and Blue Mountains	56	92	121	18	28	0	315
NSW - Sydney - Parramatta	74	69	184	19	12	0	358
NSW - Sydney - Ryde	35	15	71	5	25	0	151
NSW - Sydney - South West	31	42	97	19	20	0	209
NSW - Sydney - Sutherland	50	21	33	10	2	2	118
NT	5	5	78	26	17	6	137
NT - Darwin	3	4	64	26	13	1	111
NT - Northern Territory - Outback	2	1	14	0	4	5	26
QLD	113	317	1,757	437	242	9	2,875
QLD - Brisbane - East	4	18	128	11	4	1	166
QLD - Brisbane - North	13	24	65	1	3	1	107
QLD - Brisbane - South	9	5	84	2	15	3	118
QLD - Brisbane - West	1	20	40	0	0	0	61
QLD - Brisbane Inner City	2	6	70	0	6	0	84
QLD - Cairns	1	5	101	37	20	0	164
QLD - Central Queensland	9	9	42	4	15	1	80

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
QLD - Darling Downs - Maranoa	1	7	12	4	3	0	27
QLD - Gold Coast	8	20	212	16	26	0	282
QLD - Ipswich	15	29	155	102	17	0	318
QLD - Logan - Beaudesert	10	33	207	68	15	0	333
QLD - Mackay - Isaac - Whitsunday	0	5	57	11	2	2	77
QLD - Moreton Bay - North	2	20	139	46	16	0	223
QLD - Moreton Bay - South	1	14	72	8	9	0	104
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	4	14	78	25	25	0	146
QLD - Toowoomba	9	23	93	34	14	0	173
QLD - Townsville	8	16	128	26	17	0	195
QLD - Wide Bay	16	49	74	42	35	1	217
SA	448	381	639	158	171	5	1,802
SA - Adelaide - Central and Hills	47	31	129	9	12	0	228
SA - Adelaide - North	107	171	252	74	59	2	665
SA - Adelaide - South	140	64	154	32	63	2	455
SA - Adelaide - West	89	72	68	14	19	1	263
SA - Barossa - Yorke - Mid North	7	2	6	5	0	0	20
SA - South Australia - Outback	13	4	1	5	0	0	23
SA - South Australia - South East	45	37	29	19	18	0	148
TAS	4	34	91	20	25	2	176
TAS - Hobart	3	0	62	11	4	0	80
TAS - Launceston and North East	1	13	24	5	14	1	58
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	0	21	5	4	7	1	38
VIC	285	644	1,829	814	430	11	4,013
VIC - Ballarat	9	89	84	70	12	3	267
VIC - Bendigo	3	16	36	22	5	0	82
VIC - Geelong	11	38	165	63	8	1	286
VIC - Hume	20	12	19	8	9	2	70
VIC - Latrobe - Gippsland	17	37	51	22	18	0	145
VIC - Melbourne - Inner	18	39	237	2	6	0	302
VIC - Melbourne - Inner East	14	22	56	15	34	0	141
VIC - Melbourne - Inner South	33	33	117	12	42	1	238
VIC - Melbourne - North East	26	65	163	82	65	1	402
VIC - Melbourne - North West	5	19	63	37	20	0	144
VIC - Melbourne - Outer East	29	33	58	23	66	1	210
VIC - Melbourne - South East	32	84	249	140	29	0	534
VIC - Melbourne - West	7	61	384	250	46	2	750
VIC - Mornington Peninsula	11	31	61	28	26	0	157
VIC - North West	20	34	33	12	34	0	133
VIC - Shepparton	9	20	19	14	5	0	67
VIC - Warrnambool and South West	21	11	34	14	5	0	85
WA	2	72	954	39	99	12	1,178
WA - Bunbury	0	0	43	0	2	0	45

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
WA - Mandurah	0	4	87	0	13	3	107
WA - Perth - Inner	0	0	47	0	4	1	52
WA - Perth - North East	1	9	121	1	11	1	144
WA - Perth - North West	1	14	158	13	5	1	192
WA - Perth - South East	0	31	255	13	40	2	341
WA - Perth - South West	0	14	232	9	18	2	275
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
Total	1,885	2,044	6,805	1,751	1,234	60	13,779

Table P.6 Number of Enrolled SDA Dwellings by SA4 Region and Maximum number of residents as at 31 March 2026

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
ACT	86	60	32	25	8	0	211
ACT - Australian Capital Territory	86	60	32	25	8	0	211
NSW	1,644	465	320	300	605	53	3,387
NSW - Capital Region	30	8	3	8	15	1	65
NSW - Central Coast	101	29	17	16	37	2	202
NSW - Central West	26	10	9	14	31	3	93
NSW - Coffs Harbour - Grafton	6	3	6	3	8	5	31
NSW - Far West and Orana	32	14	6	12	10	4	78
NSW - Hunter Valley exc Newcastle	19	20	14	11	17	1	82
NSW - Illawarra	58	5	21	10	28	1	123
NSW - Mid North Coast	23	24	19	1	16	2	85
NSW - Murray	48	18	11	7	16	1	101
NSW - New England and North West	19	19	6	2	19	2	67
NSW - Newcastle and Lake Macquarie	102	46	32	18	38	1	237
NSW - Richmond - Tweed	30	8	11	6	19	1	75
NSW - Riverina	20	12	12	11	10	1	66
NSW - Southern Highlands and Shoalhaven	5	8	9	3	11	0	36
NSW - Sydney - Baulkham Hills and Hawkesbury	33	4	3	17	27	6	90
NSW - Sydney - Blacktown	90	17	19	21	42	4	193
NSW - Sydney - City and Inner South	24	14	2	5	9	3	57
NSW - Sydney - Eastern Suburbs	3	0	1	4	8	1	17
NSW - Sydney - Inner South West	101	13	10	12	43	2	181
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	24	10	6	12	28	1	81
NSW - Sydney - Outer South West	61	17	12	16	14	0	120
NSW - Sydney - Outer West and Blue Mountains	171	41	44	25	31	3	315
NSW - Sydney - Parramatta	259	33	11	16	39	0	358
NSW - Sydney - Ryde	77	31	4	14	24	1	151
NSW - Sydney - South West	120	35	15	17	21	1	209
NSW - Sydney - Sutherland	58	17	8	9	22	4	118
NT	28	80	19	3	7	0	137
NT - Darwin	23	68	12	2	6	0	111
NT - Northern Territory - Outback	5	12	7	1	1	0	26
QLD	1,358	814	536	106	39	22	2,875
QLD - Brisbane - East	78	59	27	1	1	0	166
QLD - Brisbane - North	58	21	20	4	4	0	107
QLD - Brisbane - South	77	11	21	2	5	2	118
QLD - Brisbane - West	35	15	5	3	1	2	61
QLD - Brisbane Inner City	77	3	2	1	1	0	84
QLD - Cairns	95	24	37	7	0	1	164
QLD - Central Queensland	39	19	9	10	1	2	80
QLD - Darling Downs - Maranoa	6	13	5	1	1	1	27
QLD - Gold Coast	198	33	44	3	2	2	282

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
QLD - Ipswich	106	118	84	9	0	1	318
QLD - Logan - Beaudesert	157	99	64	11	1	1	333
QLD - Mackay - Isaac - Whitsunday	24	41	4	7	1	0	77
QLD - Moreton Bay - North	81	74	52	8	7	1	223
QLD - Moreton Bay - South	54	29	15	4	2	0	104
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	77	30	29	5	4	1	146
QLD - Toowoomba	62	69	25	11	2	4	173
QLD - Townsville	69	74	39	9	2	2	195
QLD - Wide Bay	65	82	54	10	4	2	217
SA	492	796	316	120	74	4	1,802
SA - Adelaide - Central and Hills	122	57	26	16	6	1	228
SA - Adelaide - North	139	317	140	44	24	1	665
SA - Adelaide - South	123	207	64	26	34	1	455
SA - Adelaide - West	82	113	46	14	8	0	263
SA - Barossa - Yorke - Mid North	0	10	3	6	0	1	20
SA - South Australia - Outback	8	10	1	3	1	0	23
SA - South Australia - South East	18	82	36	11	1	0	148
TAS	57	98	6	12	0	3	176
TAS - Hobart	9	67	3	1	0	0	80
TAS - Launceston and North East	24	21	3	8	0	2	58
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	24	10	0	3	0	1	38
VIC	1,390	1,155	610	186	593	79	4,013
VIC - Ballarat	112	95	32	6	20	2	267
VIC - Bendigo	38	8	14	8	14	0	82
VIC - Geelong	95	121	33	7	27	3	286
VIC - Hume	11	27	12	3	16	1	70
VIC - Latrobe - Gippsland	61	35	16	3	23	7	145
VIC - Melbourne - Inner	230	34	11	5	16	6	302
VIC - Melbourne - Inner East	52	6	7	13	54	9	141
VIC - Melbourne - Inner South	109	33	27	10	50	9	238
VIC - Melbourne - North East	106	125	69	18	80	4	402
VIC - Melbourne - North West	19	60	30	7	25	3	144
VIC - Melbourne - Outer East	47	26	39	29	66	3	210
VIC - Melbourne - South East	164	176	104	25	60	5	534
VIC - Melbourne - West	210	330	142	16	41	11	750
VIC - Mornington Peninsula	59	23	28	13	30	4	157
VIC - North West	26	38	22	10	30	7	133
VIC - Shepparton	29	4	10	6	15	3	67
VIC - Warrnambool and South West	22	14	14	7	26	2	85
WA	523	362	268	18	6	1	1,178
WA - Bunbury	5	31	9	0	0	0	45
WA - Mandurah	51	24	31	1	0	0	107
WA - Perth - Inner	41	10	1	0	0	0	52

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
WA - Perth - North East	55	45	38	3	2	1	144
WA - Perth - North West	77	66	41	6	2	0	192
WA - Perth - South East	139	101	93	6	2	0	341
WA - Perth - South West	147	79	47	2	0	0	275
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
Total	5,578	3,830	2,107	770	1,332	162	13,779

Table P.7 New Build/New Build (Refurbished) Maximum Residents by Design Category by SA4 Region as at 31 March 2026

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
ACT	22	106	12	5	4	149
ACT - Australian Capital Territory	22	106	12	5	4	149
NSW	812	2,082	341	409	42	3,686
NSW - Capital Region	0	20	7	4	0	31
NSW - Central Coast	24	181	6	41	0	252
NSW - Central West	13	29	32	5	4	83
NSW - Coffs Harbour - Grafton	5	6	0	0	0	11
NSW - Far West and Orana	24	21	6	6	6	63
NSW - Hunter Valley exc Newcastle	10	71	23	21	0	125
NSW - Illawarra	40	105	2	0	0	147
NSW - Mid North Coast	16	33	18	24	0	91
NSW - Murray	10	46	12	5	8	81
NSW - New England and North West	8	30	2	26	0	66
NSW - Newcastle and Lake Macquarie	41	273	20	17	0	351
NSW - Richmond - Tweed	15	34	8	11	0	68
NSW - Riverina	22	44	7	16	0	89
NSW - Southern Highlands and Shoalhaven	9	31	21	0	3	64
NSW - Sydney - Baulkham Hills and Hawkesbury	25	35	1	20	0	81
NSW - Sydney - Blacktown	23	148	19	35	0	225
NSW - Sydney - City and Inner South	44	14	6	0	0	64
NSW - Sydney - Eastern Suburbs	0	1	12	0	3	16
NSW - Sydney - Inner South West	29	115	0	12	0	156
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	75	3	37	0	130
NSW - Sydney - Outer South West	17	93	19	0	4	133
NSW - Sydney - Outer West and Blue Mountains	157	142	30	43	0	372
NSW - Sydney - Parramatta	95	208	22	9	0	334
NSW - Sydney - Ryde	42	48	6	38	0	134
NSW - Sydney - South West	52	162	31	29	0	274
NSW - Sydney - Sutherland	27	47	10	5	10	99
NT	6	143	48	19	18	234
NT - Darwin	6	119	48	15	3	191
NT - Northern Territory - Outback	0	24	0	4	15	43
QLD	353	3,023	591	340	33	4,340
QLD - Brisbane - East	26	212	9	7	3	257
QLD - Brisbane - North	22	101	3	4	2	132
QLD - Brisbane - South	0	127	4	22	15	168
QLD - Brisbane - West	2	32	0	0	0	34
QLD - Brisbane Inner City	4	74	0	12	0	90
QLD - Cairns	4	192	38	20	0	254
QLD - Central Queensland	0	65	5	13	2	85

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
QLD - Darling Downs - Maranoa	9	28	8	4	0	49
QLD - Gold Coast	23	298	16	38	0	375
QLD - Ipswich	34	317	163	32	0	546
QLD - Logan - Beaudesert	55	365	102	22	0	544
QLD - Mackay - Isaac - Whitsunday	0	100	16	8	6	130
QLD - Moreton Bay - North	28	282	50	21	0	381
QLD - Moreton Bay - South	8	117	10	8	0	143
QLD - Queensland - Outback	0	0	0	0	0	0
QLD - Sunshine Coast	15	150	24	35	0	224
QLD - Toowoomba	37	163	50	39	0	289
QLD - Townsville	20	241	29	19	0	309
QLD - Wide Bay	66	159	64	36	5	330
SA	344	1,090	297	88	12	1,831
SA - Adelaide - Central and Hills	55	160	21	3	0	239
SA - Adelaide - North	146	492	125	21	6	790
SA - Adelaide - South	55	239	63	39	4	400
SA - Adelaide - West	70	109	33	12	2	226
SA - Barossa - Yorke - Mid North	0	20	12	0	0	32
SA - South Australia - Outback	0	2	6	0	0	8
SA - South Australia - South East	18	68	37	13	0	136
TAS	32	175	25	46	5	283
TAS - Hobart	0	126	15	6	0	147
TAS - Launceston and North East	12	42	5	28	3	90
TAS - South East	0	0	0	0	0	0
TAS - West and North West	20	7	5	12	2	46
VIC	576	3,001	1,192	196	27	4,992
VIC - Ballarat	124	146	92	11	8	381
VIC - Bendigo	14	58	18	4	0	94
VIC - Geelong	34	296	100	6	2	438
VIC - Hume	7	25	7	0	5	44
VIC - Latrobe - Gippsland	14	96	14	13	0	137
VIC - Melbourne - Inner	25	265	0	4	0	294
VIC - Melbourne - Inner East	2	46	6	2	0	56
VIC - Melbourne - Inner South	19	151	16	0	2	188
VIC - Melbourne - North East	42	274	131	23	3	473
VIC - Melbourne - North West	15	135	56	3	0	209
VIC - Melbourne - Outer East	16	102	14	15	3	150
VIC - Melbourne - South East	102	470	186	18	0	776
VIC - Melbourne - West	93	664	478	35	4	1,274
VIC - Mornington Peninsula	19	117	33	20	0	189
VIC - North West	32	57	8	29	0	126
VIC - Shepparton	12	29	12	0	0	53
VIC - Warrnambool and South West	6	70	21	13	0	110
WA	143	1,650	62	233	27	2,115

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
WA - Bunbury	0	88	0	6	0	94
WA - Mandurah	10	143	0	37	6	196
WA - Perth - Inner	0	49	0	4	2	55
WA - Perth - North East	23	221	1	29	2	276
WA - Perth - North West	26	299	21	13	2	361
WA - Perth - South East	65	458	23	94	4	644
WA - Perth - South West	19	382	14	34	5	454
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
Total	2,288	11,270	2,568	1,336	168	17,630

Table P.8 Number of Unfinished (Unenrolled) New Build SDA Dwellings by Design Category and SA4 Region as at 31 March 2026⁴⁶

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
ACT	1	53	2	0	1	57
ACT - Australian Capital Territory	1	53	2	0	1	57
NSW	173	804	234	63	48	1,322
NSW - Capital Region	0	3	0	2	0	5
NSW - Central Coast	1	57	13	0	15	86
NSW - Central West	6	3	15	4	0	28
NSW - Coffs Harbour - Grafton	10	0	0	9	0	19
NSW - Far West and Orana	2	10	7	7	2	28
NSW - Hunter Valley exc Newcastle	6	26	43	9	1	85
NSW - Illawarra	27	34	4	0	0	65
NSW - Mid North Coast	1	15	1	3	0	20
NSW - Murray	3	16	5	0	1	25
NSW - New England and North West	10	15	4	4	1	34
NSW - Newcastle and Lake Macquarie	1	61	5	1	10	78
NSW - Richmond - Tweed	3	16	1	2	0	22
NSW - Riverina	5	3	13	6	0	27
NSW - Southern Highlands and Shoalhaven	3	25	3	1	0	32
NSW - Sydney - Baulkham Hills and Hawkesbury	0	15	6	0	3	24
NSW - Sydney - Blacktown	11	122	11	0	0	144
NSW - Sydney - City and Inner South	1	8	7	0	0	16
NSW - Sydney - Eastern Suburbs	0	1	0	0	0	1
NSW - Sydney - Inner South West	1	38	5	0	5	49
NSW - Sydney - Inner West	14	1	0	0	0	15
NSW - Sydney - North Sydney and Hornsby	0	9	0	0	0	9
NSW - Sydney - Northern Beaches	0	7	6	1	0	14
NSW - Sydney - Outer South West	11	44	11	0	3	69
NSW - Sydney - Outer West and Blue Mountains	15	78	9	0	0	102
NSW - Sydney - Parramatta	13	104	39	1	7	164
NSW - Sydney - Ryde	1	15	6	0	0	22
NSW - Sydney - South West	28	68	11	13	0	120
NSW - Sydney - Sutherland	0	10	9	0	0	19
NT	10	82	23	6	0	121
NT - Darwin	10	65	23	5	0	103
NT - Northern Territory - Outback	0	17	0	1	0	18

⁴⁶ 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	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
QLD	86	554	204	43	100	987
QLD - Brisbane - East	9	50	1	3	13	76
QLD - Brisbane - North	10	45	6	1	5	67
QLD - Brisbane - South	1	31	0	16	7	55
QLD - Brisbane - West	1	2	0	0	0	3
QLD - Brisbane Inner City	0	24	1	0	2	27
QLD - Cairns	6	37	35	0	4	82
QLD - Central Queensland	1	48	25	5	4	83
QLD - Darling Downs - Maranoa	0	3	0	0	0	3
QLD - Gold Coast	3	58	13	3	18	95
QLD - Ipswich	6	29	28	3	7	73
QLD - Logan - Beaudesert	5	27	26	3	4	65
QLD - Mackay - Isaac - Whitsunday	0	51	7	0	2	60
QLD - Moreton Bay - North	11	32	22	5	3	73
QLD - Moreton Bay - South	2	10	0	0	2	14
QLD - Queensland - Outback	0	0	0	0	0	0
QLD - Sunshine Coast	1	40	2	2	7	52
QLD - Toowoomba	9	22	8	1	15	55
QLD - Townsville	5	15	17	0	0	37
QLD - Wide Bay	16	30	13	1	7	67
SA	144	444	106	47	93	834
SA - Adelaide - Central and Hills	27	40	6	1	22	96
SA - Adelaide - North	36	165	49	30	23	303
SA - Adelaide - South	22	106	30	6	23	187
SA - Adelaide - West	51	28	5	9	18	111
SA - Barossa - Yorke - Mid North	0	21	1	0	0	22
SA - South Australia - Outback	4	16	7	0	0	27
SA - South Australia - South East	4	68	8	1	7	88
TAS	0	109	11	4	17	141
TAS - Hobart	0	88	4	0	0	92
TAS - Launceston and North East	0	11	7	4	13	35
TAS - South East	0	8	0	0	1	9
TAS - West and North West	0	2	0	0	3	5
VIC	180	1,357	498	28	78	2,141
VIC - Ballarat	14	34	56	0	0	104
VIC - Bendigo	16	37	32	0	11	96
VIC - Geelong	4	105	32	0	3	144
VIC - Hume	0	8	0	0	3	11
VIC - Latrobe - Gippsland	2	42	13	1	5	63
VIC - Melbourne - Inner	6	139	0	0	16	161
VIC - Melbourne - Inner East	9	54	4	10	0	77
VIC - Melbourne - Inner South	11	69	0	2	0	82
VIC - Melbourne - North East	13	93	43	1	17	167
VIC - Melbourne - North West	5	50	13	0	1	69
VIC - Melbourne - Outer East	4	74	6	5	2	91

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
VIC - Melbourne - South East	31	256	71	3	1	362
VIC - Melbourne - West	38	278	175	5	4	500
VIC - Mornington Peninsula	0	61	18	0	2	81
VIC - North West	8	11	21	0	12	52
VIC - Shepparton	18	14	3	0	0	35
VIC - Warrnambool and South West	1	32	11	1	1	46
WA	44	458	81	28	19	630
WA - Bunbury	1	18	0	3	0	22
WA - Mandurah	5	45	10	0	0	60
WA - Perth - Inner	1	51	0	0	2	54
WA - Perth - North East	7	54	14	7	13	95
WA - Perth - North West	5	73	22	5	0	105
WA - Perth - South East	16	110	14	7	1	148
WA - Perth - South West	6	106	21	4	3	140
WA - Western Australia - Outback (North)	0	0	0	2	0	2
WA - Western Australia - Outback (South)	0	0	0	0	0	0
WA - Western Australia - Wheat Belt	3	1	0	0	0	4
Total	638	3,861	1,159	219	356	6,233

Table P.9 Number of Participants with identified SDA needs by status and SA4 Region as at 31 March 2026⁴⁷

SA4 Region	Participants with SDA in use	Participants SDA eligible, not yet using SDA	Total Participants with SDA in use or SDA eligible (not yet using SDA)
ACT	212	140	352
ACT - Australian Capital Territory	212	140	352
ACT - Other	0	0	0
NSW	5,137	2,991	8,128
NSW - Capital Region	113	65	178
NSW - Central Coast	282	154	436
NSW - Central West	189	102	291
NSW - Coffs Harbour - Grafton	77	73	150
NSW - Far West and Orana	110	58	168
NSW - Hunter Valley exc Newcastle	152	118	270
NSW - Illawarra	233	138	371
NSW - Mid North Coast	140	110	250
NSW - Murray	132	61	193
NSW - New England and North West	109	57	166
NSW - Newcastle and Lake Macquarie	399	167	566
NSW - Richmond - Tweed	154	132	286
NSW - Riverina	108	71	179
NSW - Southern Highlands and Shoalhaven	86	75	161
NSW - Sydney - Baulkham Hills and Hawkesbury	211	47	258
NSW - Sydney - Blacktown	299	163	462
NSW - Sydney - City and Inner South	72	74	146
NSW - Sydney - Eastern Suburbs	45	51	96
NSW - Sydney - Inner South West	267	205	472
NSW - Sydney - Inner West	93	83	176
NSW - Sydney - North Sydney and Hornsby	128	105	233
NSW - Sydney - Northern Beaches	183	71	254
NSW - Sydney - Outer South West	158	123	281
NSW - Sydney - Outer West and Blue Mountains	387	139	526
NSW - Sydney - Parramatta	360	191	551
NSW - Sydney - Ryde	263	72	335
NSW - Sydney - South West	197	209	406
NSW - Sydney - Sutherland	190	77	267
NSW - Other	0	0	0
NT	113	205	318
NT - Darwin	88	100	188

⁴⁷ 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 new computer 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 computer 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)
NT - Northern Territory - Outback	25	105	130
NT - Other	0	0	0
QLD	2,765	1,781	4,546
QLD - Brisbane - East	146	80	226
QLD - Brisbane - North	115	89	204
QLD - Brisbane - South	119	112	231
QLD - Brisbane - West	83	41	124
QLD - Brisbane Inner City	79	49	128
QLD - Cairns	133	91	224
QLD - Central Queensland	95	89	184
QLD - Darling Downs - Maranoa	30	31	61
QLD - Gold Coast	298	195	493
QLD - Ipswich	271	217	488
QLD - Logan - Beaudesert	258	121	379
QLD - Mackay - Isaac - Whitsunday	74	30	104
QLD - Moreton Bay - North	248	137	385
QLD - Moreton Bay - South	90	48	138
QLD - Queensland - Outback	0	20	20
QLD - Sunshine Coast	184	123	307
QLD - Toowoomba	179	108	287
QLD - Townsville	138	89	227
QLD - Wide Bay	225	111	336
QLD - Other	0	0	0
SA	1,614	919	2,533
SA - Adelaide - Central and Hills	226	110	336
SA - Adelaide - North	600	269	869
SA - Adelaide - South	446	258	704
SA - Adelaide - West	187	120	307
SA - Barossa - Yorke - Mid North	24	32	56
SA - South Australia - Outback	15	37	52
SA - South Australia - South East	116	93	209
SA - Other	0	0	0
TAS	130	384	514
TAS - Hobart	35	190	225
TAS - Launceston and North East	62	97	159
TAS - South East	0	6	6
TAS - West and North West	33	91	124
TAS - Other	0	0	0
VIC	5,489	1,874	7,363
VIC - Ballarat	279	54	333
VIC - Bendigo	141	71	212
VIC - Geelong	355	89	444
VIC - Hume	129	52	181
VIC - Latrobe - Gippsland	193	102	295

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)
VIC - Melbourne - Inner	261	126	387
VIC - Melbourne - Inner East	352	83	435
VIC - Melbourne - Inner South	391	97	488
VIC - Melbourne - North East	608	172	780
VIC - Melbourne - North West	211	112	323
VIC - Melbourne - Outer East	481	175	656
VIC - Melbourne - South East	672	265	937
VIC - Melbourne - West	605	203	808
VIC - Mornington Peninsula	270	98	368
VIC - North West	236	41	277
VIC - Shepparton	118	77	195
VIC - Warrnambool and South West	187	57	244
VIC - Other	0	0	0
WA	803	1,076	1,879
WA - Bunbury	29	55	84
WA - Mandurah	42	42	84
WA - Perth - Inner	33	52	85
WA - Perth - North East	101	187	288
WA - Perth - North West	183	241	424
WA - Perth - South East	241	249	490
WA - Perth - South West	148	131	279
WA - Western Australia - Outback (North)	2	36	38
WA - Western Australia - Outback (South)	20	45	65
WA - Western Australia - Wheat Belt	4	38	42
WA - Other	0	0	0
Missing	0	0	0
Total	16,263	9,370	25,633

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 1,468 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=44,942), 'participant social and community engagement rate' (n=45,074), 'family and carer employment rate' (n=50,437) and 'participant choice and control' (n=21,150). 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=41,272), 'participant social and community engagement rate' (n=41,472), 'family and carer employment rate' (n=37,010) and 'participant choice and control' (n=25,635). 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=33,938), 'participant social and community engagement rate' (n=34,148), 'family and carer employment rate' (n=25,470) and 'participant choice and control' (n=23,632). 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=28,409), 'participant social and community engagement rate' (n=28,637), 'family and carer employment rate' (n=18,712) and 'participant choice and control' (n=21,710). 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=47,678), 'participant social and community engagement rate' (n=48,143), 'family and carer employment rate' (n=27,758) and 'participant choice and control' (n=40,688). 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 64% of all complainants made only one complaint, 17% made two complaints, and 19% 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 There were \$622 million of payments associated with providers with an 'unknown' registration status which are not shown separately but are included under "All registration statuses".
- 32 There were \$0.4 million in total payments for the year ending 31 March 2026, with support category information missing. These payments are not shown separately but are included in the total payments for all support categories.
- 33 Total payments for home modifications were \$390.8 million. Of which, \$388.5 million (99.4%) has been paid for specialised disability accommodation (SDA) supports, and \$2.3 million (0.6%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$475.6 million. Of which, \$470.9 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$4.7 million (1%) has been allocated for non-SDA supports.
- 34 There were \$1.5 million in total payments for the year ending 31 March 2026, 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 \$273.6 million. Of which, \$150.7 million (55.1%) has been paid for specialised disability accommodation (SDA) supports, and \$122.9 million (44.9%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$441.7 million. Of which, \$182.5 million (41%) has been allocated for specialised disability accommodation (SDA) supports, and \$259.2 million (59%) has been allocated for non-SDA supports.
- 36 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.
- 37 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:

- 38 Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.
- 39 Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.
- 40 State/Territory is defined by the current residing address of the participant.
- 41 Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.
- 42 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.
- 43 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.
- 44 Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

- 45 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.
- 46 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. The NDIA works to maintain clean and robust data on pipeline dwellings by continually improving the quality of SDA pipeline data. This includes removing dwellings from pipeline data that are already enrolled and, from 30 March 2026, removing dwellings that have not progressed to enrolment within 36 months. 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.
- 47 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 new computer 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 computer process that require further investigation.