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 (Table E.10).

The order of primary disability types in the participant profile tables is based on the national proportions in Table E.11, from highest to lowest (Table E.12).

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

Participant breakdown	Prior Quarters	Quarter 4, 2025-26	Total
Access decisions	**1,031,473**	**22,451**	**1,053,924**
Currently Eligible - Total	**771,799**	**17,446**	**789,245**
Currently Eligible - New	559,512	17,258	576,770
Currently Eligible - State	171,614	121	171,735
Currently Eligible - Commonwealth	40,671	67	40,738
Active Participant Plans - Total	**765,875**	**16,138**	**782,013**
Active Participant Plans - New	554,358	15,974	570,332
Active Participant Plans - State	170,942	103	171,045
Active Participant Plans - Commonwealth	40,573	61	40,634
Active Participant Plans - Total	**765,875**	**16,138**	**782,013**
Active Participant Plans - Early Intervention (s25)	212,449	6,815	219,264
Active Participant Plans - Permanent Disability (s24)	506,725	4,750	511,475
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	46,701	4,573	51,274

Table E.2 People who have left the Scheme since 1 July 2013 as at 30 June 2026 - National[1]

People leaving the Scheme	Prior Quarters	Quarter 4, 2025-26	Total
Number of people who have left the Scheme	97,721	8,603	**106,324**

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

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

Age group at access decision	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
0 to 8	256,748	97%	113,239	96%	2,866	90%	372,853	97%
9 to 14	77,365	91%	45,411	92%	1,887	86%	124,663	91%
15 to 18	32,288	92%	22,245	90%	1,550	90%	56,083	91%
19 to 24	25,036	90%	17,632	85%	1,272	79%	43,940	88%
25 to 34	31,816	86%	26,758	80%	1,236	69%	59,810	83%
35 to 44	32,404	82%	30,122	75%	714	57%	63,240	78%
45 to 54	40,343	79%	37,939	70%	693	47%	78,975	74%
55 to 64	53,546	74%	47,914	63%	808	40%	102,268	68%
65+	<2,500	n/a	<2,280	n/a	<40	n/a	4,803	53%
Missing	<11	n/a	<11	n/a	<11	n/a	15	75%
Total	**552,046**	**90%**	**343,540**	**81%**	**11,064**	**72%**	**906,650**	**86%**

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

Primary disability group	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
Acquired brain injury	16,802	91%	8,599	90%	174	68%	25,575	90%
Autism	236,066	98%	116,807	98%	6,765	94%	359,638	98%
Cerebral palsy	11,289	97%	9,136	97%	113	88%	20,538	97%
Developmental delay	71,258	96%	31,260	96%	751	92%	103,269	96%
Down syndrome	7,058	100%	5,955	100%	73	96%	13,086	100%
Global developmental delay	17,140	99%	7,322	99%	179	97%	24,641	99%
Hearing impairment	15,635	90%	16,277	87%	290	76%	32,202	88%
Intellectual disability	62,333	95%	46,288	94%	642	78%	109,263	94%
Multiple sclerosis	3,513	92%	10,229	92%	88	70%	13,830	92%
Psychosocial disability	39,118	71%	35,642	61%	803	36%	75,563	65%
Spinal cord injury	5,545	93%	2,307	90%	73	80%	7,925	92%
Stroke	8,179	87%	5,754	84%	94	64%	14,027	86%
Visual impairment	6,555	87%	6,088	85%	95	61%	12,738	86%
Other neurological	20,424	83%	16,526	80%	286	59%	37,236	81%
Other physical	13,299	49%	13,719	38%	246	22%	27,264	43%
Other sensory/speech	2,558	49%	1,012	44%	23	21%	3,593	47%
Other	15,274	60%	10,619	44%	369	33%	26,262	52%
Total	**552,046**	**90%**	**343,540**	**81%**	**11,064**	**72%**	**906,650**	**86%**

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
First Nations Participants	66,145	9%	1,762	11%	67,907	9%
Non-First Nations Participants	628,306	82%	13,172	82%	641,478	82%
Not Stated	71,424	9%	1,204	7%	72,628	9%
Total	**765,875**	**100%**	**16,138**	**100%**	**782,013**	**100%**

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	66,856	9%	1,546	10%	68,402	9%
Not culturally and linguistically diverse	670,465	88%	14,567	90%	685,032	88%
Not stated	28,554	4%	25	0%	28,579	4%
Total	**765,875**	**100%**	**16,138**	**100%**	**782,013**	**100%**

Table E.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2026 - National[2] [3]

Age group	Total number of active participants
Under 45	<11
45 to 54	<60
55 to 64	392
Total YPIRAC (under 65)	**459**

[2] The Younger People in Residential Aged Care (YPIRAC) figures excludes First Nations participants aged 50 to 64 years who meet the exceptional circumstances criteria for residential aged care.
[3] There are a further 1,423 active participants aged 65 years or over who are currently in residential aged care.

Table E.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively - National[4]

Quarter ending	Incremental	Cumulative
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
Jun-26	-38	459

[4] 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[5] [6] [7]

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	166
Specialist Disability Accommodation (SDA)	302	23	325
Other group residential setting	434	17	451
Other	<20	<11	20
Total	**1,025**	**42**	**1,067**

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Major cities	524,336	68%	11,214	69%	535,550	68%
Population > 50,000	84,307	11%	1,664	10%	85,971	11%
Population between 15,000 and 50,000	62,728	8%	1,224	8%	63,952	8%
Population between 5,000 and 15,000	33,526	4%	646	4%	34,172	4%
Population less than 5,000	49,284	6%	1,069	7%	50,353	6%
Remote	7,023	1%	172	1%	7,195	1%
Very Remote	<4,640	n/a	<150	n/a	4,784	1%
Missing	<40	n/a	<11	n/a	36	0%
Total	**765,875**	**100%**	**16,138**	**100%**	**782,013**	**100%**

[5] The Younger People in Residential Aged Care (YPIRAC) figures excludes First Nations participants aged 50 to 64 years who meet the exceptional circumstances criteria for residential aged care.
[6] Other group residential setting relates to non-SDA registered properties, but where a participant is receiving Supported Independent Living supports.
[7] The number of participants who have left residential aged care excludes participants with missing housing support data, as well as those who are deceased or have left the NDIS.

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

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Autism	343,648	45%	7,003	43%	350,651	45%
Intellectual disability	99,663	13%	846	5%	100,509	13%
Psychosocial disability	65,495	9%	627	4%	66,122	8%
Developmental delay	56,263	7%	3,023	19%	59,286	8%
Hearing impairment	29,471	4%	352	2%	29,823	4%
Other neurological	25,910	3%	702	4%	26,612	3%
Acquired brain injury	20,117	3%	370	2%	20,487	3%
Other physical	20,091	3%	193	1%	20,284	3%
Cerebral palsy	18,921	2%	120	1%	19,041	2%
Global developmental delay	17,491	2%	1,388	9%	18,879	2%
Other	14,400	2%	717	4%	15,117	2%
Multiple sclerosis	12,367	2%	164	1%	12,531	2%
Down syndrome	<11,750	n/a	<70	n/a	11,803	2%
Visual impairment	11,143	1%	156	1%	11,299	1%
Stroke	10,905	1%	287	2%	11,192	1%
Spinal cord Injury	6,516	1%	128	1%	6,644	1%
Other sensory/speech	<1,740	n/a	<11	n/a	1,733	0%
Total	**765,875**	**100%**	**16,138**	**100%**	**782,013**	**100%**

Table E.12 Participant profile per quarter of entry, 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	350,651	45%	4,698	13%	345,953	46%
Intellectual disability	100,509	13%	13,468	37%	87,041	12%
Psychosocial disability	66,122	8%	4,335	12%	61,787	8%
Developmental delay	59,286	8%	<11	n/a	<59,290	n/a
Hearing impairment	29,823	4%	17	0%	29,806	4%
Other neurological	26,612	3%	2,874	8%	23,738	3%
Acquired brain injury	20,487	3%	3,250	9%	17,237	2%
Other physical	20,284	3%	361	1%	19,923	3%
Cerebral palsy	19,041	2%	2,751	7%	16,290	2%
Global developmental delay	18,879	2%	<11	n/a	<18,880	n/a
Other	15,117	2%	770	2%	14,347	2%
Multiple sclerosis	12,531	2%	469	1%	12,062	2%
Down syndrome	11,803	2%	2,169	6%	9,634	1%
Visual impairment	11,299	1%	122	0%	11,177	1%
Stroke	11,192	1%	1,263	3%	9,929	1%
Spinal cord Injury	6,644	1%	321	1%	6,323	1%
Other sensory/speech	1,733	0%	<11	n/a	<1,730	n/a
Total	**782,013**	**100%**	**36,874**	**100%**	**745,139**	**100%**

Table E.13 Participant profile per quarter of entry, by reported level of function - National

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
1 (High Function)	98,346	13%	264	2%	98,610	13%
2 (High Function)	1,662	0%	20	0%	1,682	0%
3 (High Function)	40,031	5%	191	1%	40,222	5%
4 (High Function)	40,098	5%	317	2%	40,415	5%
5 (High Function)	50,469	7%	243	2%	50,712	6%
6 (Moderate Function)	198,446	26%	4,338	27%	202,784	26%
7 (Moderate Function)	36,970	5%	159	1%	37,129	5%
8 (Moderate Function)	39,354	5%	485	3%	39,839	5%
9 (Moderate Function)	3,429	0%	33	0%	3,462	0%
10 (Moderate Function)	64,483	8%	693	4%	65,176	8%
11 (Low Function)	18,665	2%	35	0%	18,700	2%
12 (Low Function)	85,756	11%	1,264	8%	87,020	11%
13 (Low Function)	47,467	6%	394	2%	47,861	6%
14 (Low Function)	<9,240	n/a	<20	n/a	9,254	1%
15 (Low Function)	<190	n/a	<11	n/a	181	0%
Missing	31,283	4%	7,683	48%	38,966	5%
Total	**765,875**	**100%**	**16,138**	**100%**	**782,013**	**100%**

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
0 to 8	155,321	20%	7,460	46%	162,781	21%
9 to 14	156,120	20%	2,463	15%	158,583	20%
15 to 18	82,096	11%	1,029	6%	83,125	11%
19 to 24	73,923	10%	630	4%	74,553	10%
25 to 34	69,247	9%	916	6%	70,163	9%
35 to 44	55,245	7%	943	6%	56,188	7%
45 to 54	58,577	8%	989	6%	59,566	8%
55 to 64	70,487	9%	1,553	10%	72,040	9%
65+	44,859	6%	155	1%	45,014	6%
Total	**765,875**	**100%**	**16,138**	**100%**	**782,013**	**100%**

Table E.15 Number and proportion of active participants by gender and age group as at 30 June 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	110,355	14%	51,242	7%	1,184	0%	162,781	21%	2.2
9 to 14	105,519	13%	51,690	7%	1,374	0%	158,583	20%	2.0
15 to 18	51,895	7%	29,544	4%	1,686	0%	83,125	11%	1.8
19 to 24	45,806	6%	26,820	3%	1,927	0%	74,553	10%	1.7
25 to 34	40,468	5%	28,125	4%	1,570	0%	70,163	9%	1.4
35 to 44	29,417	4%	26,037	3%	734	0%	56,188	7%	1.1
45 to 54	30,419	4%	28,619	4%	528	0%	59,566	8%	1.1
55 to 64	36,633	5%	34,895	4%	512	0%	72,040	9%	1.0
65+	22,652	3%	22,103	3%	259	0%	45,014	6%	1.0
Total	**473,164**	**61%**	**299,075**	**38%**	**9,774**	**1%**	**782,013**	**100%**	**1.6**

Table E.16 Number and proportion of active participants by gender and primary disability group as at 30 June 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	230,107	29%	113,993	15%	6,551	1%	350,651	45%	2.0
Intellectual disability	57,307	7%	42,632	5%	570	0%	100,509	13%	1.3
Psychosocial disability	33,662	4%	31,732	4%	728	0%	66,122	8%	1.1
Developmental delay	40,404	5%	18,452	2%	430	0%	59,286	8%	2.2
Hearing impairment	14,495	2%	15,068	2%	260	0%	29,823	4%	1.0
Other neurological	14,398	2%	12,034	2%	180	0%	26,612	3%	1.2
Acquired brain injury	13,385	2%	6,990	1%	112	0%	20,487	3%	1.9
Other physical	9,576	1%	10,535	1%	173	0%	20,284	3%	0.9
Cerebral palsy	10,436	1%	8,505	1%	100	0%	19,041	2%	1.2
Global developmental delay	12,947	2%	5,787	1%	145	0%	18,879	2%	2.2
Other	8,871	1%	6,075	1%	171	0%	15,117	2%	1.5
Multiple sclerosis	3,081	0%	9,370	1%	80	0%	12,531	2%	0.3
Down syndrome	6,400	1%	5,341	1%	62	0%	11,803	2%	1.2
Visual impairment	5,765	1%	5,451	1%	83	0%	11,299	1%	1.1
Stroke	6,473	1%	4,659	1%	60	0%	11,192	1%	1.4
Spinal cord Injury	4,625	1%	1963	0%	56	0%	6,644	1%	2.4
Other sensory/speech	1,232	0%	488	0%	13	0%	1,733	0%	2.5
Total	**473,164**	**61%**	**299,075**	**38%**	**9,774**	**1%**	**782,013**	**100%**	**1.6**

Table E.17 Participation rates by age group and gender as at 30 June 2026 - National[8]

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	7.6%	3.7%	5.7%
9 to 14	10.1%	5.2%	7.8%
15 to 18	7.3%	4.4%	6.0%
19 to 24	4.1%	2.6%	3.5%
25 to 44	1.8%	1.4%	1.6%
45 to 64	2.1%	1.9%	2.0%
65+	1.0%	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 4, 2025-26	Total
Choice and control over my life	4%	6%	4%
Daily life	18%	18%	18%
Health and wellbeing	78%	84%	79%
Learning	37%	34%	37%
Relationships	4%	4%	4%
Social and community activities	8%	7%	8%
Where I live	1%	2%	2%
Work	5%	4%	5%
Unknown	5%	0%	4%
Any mainstream service	**96%**	**96%**	**96%**

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

Part Two: Participant and family/carer outcomes

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

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

Table E.19 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1) and second (R2) Short Form (SF) questionnaires reassessment - National[9]

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	26%	24%	26%	22%
Participant employment rate - Aged 45 to 54 years	22%	21%	21%	22%
Participant employment rate - Aged 55 to 64 years	17%	16%	15%	22%
Participant employment rate - Aged 65+ years	13%	12%	9%	22%
Participant employment rate - Aged 25 to 64 years	23%	22%	22%	22%
Participant employment rate - Aged 15 to 64 years	19%	20%	22%	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%	37%	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%	40%	40%	43%
Participant social and community engagement rate - Aged 25+ years	30%	37%	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	49%	51%	54%	n/a
Family and carer employment rate - Aged 15+ years	49%	48%	50%	n/a
Family and carer employment rate - All ages	49%	50%	53%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	64%	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

[9] Denominators for each metric are: 'participant employment rate' (n=44,324), 'participant social and community engagement rate' (n=44,461), 'family and carer employment rate' (n=50,480) and 'participant choice and control' (n=20,897). Participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.

Table E.20 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2) and third (R3) Short Form (SF) questionnaires reassessment - National[10]

Metric by age group	Baseline	R1	R2	R3	2025-26 Target
Participant employment rate - Aged 15 to 24 years	10%	14%	16%	22%	22%
Participant employment rate - Aged 25 to 34 years	27%	27%	24%	28%	22%
Participant employment rate - Aged 35 to 44 years	27%	27%	24%	26%	22%
Participant employment rate - Aged 45 to 54 years	23%	23%	20%	22%	22%
Participant employment rate - Aged 55 to 64 years	18%	17%	15%	14%	22%
Participant employment rate - Aged 65+ years	12%	11%	9%	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%	39%	39%	43%
Participant social and community engagement rate - Aged 45 to 54 years	31%	36%	39%	37%	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	48%	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

[10] Denominators for each metric are: ‘participant employment rate’ (n=40,754), ‘participant social and community engagement rate’ (n=40,949), 'family and carer employment rate' (n=37,285) and 'participant choice and control' (n=24,941). Participants who had their first plan approved since 1 July 2016 and have had a third SF survey reassessment to date.

Table E.21 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3) and fourth (R4) Short Form (SF) questionnaires reassessment - National[11]

Metric by age group	Baseline	R1	R2	R3	R4	2025-26 Target
Participant employment rate - Aged 15 to 24 years	9%	13%	15%	18%	25%	22%
Participant employment rate - Aged 25 to 34 years	27%	28%	28%	25%	30%	22%
Participant employment rate - Aged 35 to 44 years	28%	28%	28%	25%	28%	22%
Participant employment rate - Aged 45 to 54 years	24%	24%	23%	21%	22%	22%
Participant employment rate - Aged 55 to 64 years	19%	19%	18%	16%	15%	22%
Participant employment rate - Aged 65+ years	14%	13%	12%	10%	9%	22%
Participant employment rate - Aged 25 to 64 years	24%	25%	24%	22%	24%	22%
Participant employment rate - Aged 15 to 64 years	20%	22%	22%	21%	24%	22%
Participant social and community engagement rate - Aged 15 to 24 years	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	33%	37%	40%	41%	40%	43%
Participant social and community engagement rate - Aged 65+ years	34%	39%	38%	41%	43%	43%
Participant social and community engagement rate - Aged 25+ years	34%	38%	41%	43%	41%	43%
Participant social and community engagement rate - Aged 15+ years	33%	38%	40%	42%	41%	43%
Family and carer employment rate - Aged 0 to 14 years	47%	48%	49%	54%	57%	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%	50%	53%	55%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	62%	68%	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

[11] Denominators for each metric are: ‘participant employment rate’ (n=33,626), ‘participant social and community engagement rate’ (n=33,815), 'family and carer employment rate' (n=26,119) and 'participant choice and control' (n=23,080). Participants who had their first plan approved since 1 July 2016 and have had a fourth SF survey reassessment to date.

Table E.22 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) Short Form (SF) questionnaires reassessment - National[12]

Metric by age group	Baseline	R1	R2	R3	R4	R5	2025-26 Target
Participant employment rate - Aged 15 to 24 years	8%	11%	13%	19%	23%	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%	26%	24%	24%	23%	23%	22%
Participant employment rate - Aged 55 to 64 years	21%	20%	18%	17%	16%	15%	22%
Participant employment rate - Aged 65+ years	15%	14%	10%	11%	8%	8%	22%
Participant employment rate - Aged 25 to 64 years	25%	26%	24%	24%	23%	23%	22%
Participant employment rate - Aged 15 to 64 years	21%	22%	21%	23%	23%	24%	22%
Participant social and community engagement rate - Aged 15 to 24 years	33%	37%	39%	40%	44%	41%	43%
Participant social and community engagement rate - Aged 25 to 34 years	35%	41%	43%	44%	44%	45%	43%
Participant social and community engagement rate - Aged 35 to 44 years	34%	41%	42%	44%	44%	43%	43%
Participant social and community engagement rate - Aged 45 to 54 years	35%	40%	42%	41%	42%	42%	43%
Participant social and community engagement rate - Aged 55 to 64 years	35%	38%	41%	41%	43%	43%	43%
Participant social and community engagement rate - Aged 65+ years	37%	39%	41%	39%	43%	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%	57%	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%	51%	53%	55%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	62%	65%	68%	71%	77%	n/a
Participant Choice and Control - Aged 25+ years	n/a	72%	77%	80%	81%	86%	n/a
Participant Choice and Control - Aged 15+ years	n/a	69%	73%	76%	77%	83%	n/a

[12] Denominators for each metric are: ‘participant employment rate’ (n=28,294), ‘participant social and community engagement rate’ (n=28,504), 'family and carer employment rate' (n=19,254) and 'participant choice and control' (n=21,233). Participants who had their first plan approved since 1 July 2016 and have had a fifth SF survey reassessment to date.

Table E.23 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) Short Form (SF) questionnaires reassessment - National[13]

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%	29%	22%
Participant employment rate - Aged 45 to 54 years	30%	30%	28%	28%	27%	27%	26%	22%
Participant employment rate - Aged 55 to 64 years	25%	25%	22%	21%	19%	19%	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%	25%	26%	22%
Participant social and community engagement rate - Aged 15 to 24 years	36%	41%	42%	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%	43%	48%	48%	49%	50%	47%	43%
Participant social and community engagement rate - Aged 45 to 54 years	38%	43%	46%	47%	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%	44%	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%	45%	46%	46%	46%	43%
Family and carer employment rate - Aged 0 to 14 years	44%	46%	47%	47%	51%	54%	59%	n/a
Family and carer employment rate - Aged 15+ years	49%	51%	51%	53%	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%	73%	83%	n/a
Participant Choice and Control - Aged 25+ years	n/a	70%	76%	79%	81%	83%	90%	n/a
Participant Choice and Control - Aged 15+ years	n/a	68%	73%	75%	78%	80%	88%	n/a

[13] Denominators for each metric are: ‘participant employment rate’ (n=51,199), ‘participant social and community engagement rate’ (n=51,679), 'family and carer employment rate' (n=30,407) and 'participant choice and control' (n=43,255). 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

From the September 2025 quarter, performance of most PSGs is measured from milestones built into the new computer system. PSGs 10 and 16 are captured within the same milestone. For PSGs 11, 14 and 18, performance is measured from available data on processes and dates in the new computer system.

The tables in Part Three summarise complaints submitted from 1 July 2016 to the end of quarter 4, 2025-26. Table E.44 shows the number of complaints in quarter 4, 2025-26 compared with previous quarters, by source of complaint and complaint subject, and Participant Critical Incidents (PCIs) in quarter 4, 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	Jun-26
Number of tasks	1,614	1,760	1,875	1,990
Within timeframe	1,540	1,682	1,794	1,901
Percentage within timeframe	95%	96%	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	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25	Mar-26	Jun-26
Number of tasks	27,467	26,321	39,268	34,365	28,836	25,404	24,781	23,473
Within timeframe	5,334	3,840	3,701	16,230	26,137	23,404	20,365	22,473
Percentage within timeframe	19%	15%	9%	47%	91%	92%	82%	96%

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

PSG 4	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25	Mar-26	Jun-26
Number of tasks	2,210	1,594	2,589	2,032	1,917	1,841	1,786	1,840
Within timeframe	575	411	345	933	1,047	1,279	1,212	1,458
Percentage within timeframe	26%	26%	13%	46%	55%	69%	68%	79%

Table E.27 PSG 6: Approve a participant's plan within 56 days after an access decision has been made (excludes those Early Childhood Approach (ECA) that have received initial supports) by quarter - National

PSG 6	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25	Mar-26	Jun-26
Number of tasks	11,124	9,700	11,823	14,081	10,379	9,697	8,947	8,886
Within timeframe	5,442	7,838	10,177	13,228	9,930	9,375	8,596	8,571
Percentage within timeframe	49%	81%	86%	94%	96%	97%	96%	96%

Table E.28 PSG 7: Approve a plan for Early Childhood Approach (ECA) participants, after an access decision has been made within 56 days timeframe by quarter - National

PSG 7	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25	Mar-26	Jun-26
Number of tasks	13,060	10,226	15,596	14,239	10,387	10,388	10,240	8,010
Within timeframe	12,824	10,176	15,511	14,161	10,349	10,328	10,193	7,990
Percentage within timeframe	98%	100%	99%	99%	100%	99%	100%	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	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25	Mar-26	Jun-26
Number of tasks	91,304	84,192	82,277	84,762	81,771	72,645	71,237	69,168
Within timeframe	75,559	69,724	68,736	70,396	69,256	62,462	60,590	61,416
Percentage within timeframe	83%	83%	84%	83%	85%	86%	85%	89%

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	Jun-26
Number of tasks	39,065	33,519	31,400	31,708
Within timeframe	38,357	32,941	30,695	31,063
Percentage within timeframe	98%	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	Jun-26
Number of tasks	83,143	66,769	64,662	64,041
Within timeframe	82,422	66,224	64,186	63,673
Percentage within timeframe	99%	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 - National[14]

PSG 11	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25	Mar-26	Jun-26
Number of tasks	11,260	21,246	25,347	20,321	15,776	11,079	11,012	9,558
Within timeframe	6,699	10,740	16,323	12,685	7,994	5,840	5,212	4,284
Percentage within timeframe	59%	51%	64%	62%	51%	53%	47%	45%

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	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25	Mar-26	Jun-26
Number of tasks	19,991	22,233	22,918	20,697	22,488	16,552	16,249	14,232
Within timeframe	5,857	5,184	5,054	5,439	5,919	5,089	4,662	4,566
Percentage within timeframe	29%	23%	22%	26%	26%	31%	29%	32%

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	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25	Mar-26	Jun-26
Number of tasks	22,987	9,812	26,021	25,426	35,443	33,312	32,203	32,815
Within timeframe	20,500	8,831	21,838	20,630	29,320	27,748	27,946	28,165
Percentage within timeframe	89%	90%	84%	81%	83%	83%	87%	86%

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	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25	Mar-26	Jun-26
Number of tasks	10,027	14,692	17,121	17,349	22,280	23,540	28,483	29,309
Within timeframe	5,188	6,345	6,673	7,760	9,772	10,396	11,237	12,976
Percentage within timeframe	52%	43%	39%	45%	44%	44%	39%	44%

Table E.36 PSG 17a: Complete an Internal Review of a Reviewable Decision within 60 days after a request is received by quarter - National

PSG 17a	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25	Mar-26	Jun-26
Number of tasks	9,928	10,046	11,262	11,547	13,451	13,229	17,306	19,299
Within timeframe	5,822	6,615	5,489	8,689	9,371	5,804	5,798	9,352
Percentage within timeframe	59%	66%	49%	75%	70%	44%	34%	48%

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

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

PSG 17b	Sep-25	Dec-25	Mar-26	Jun-26
Number of tasks	2,331	2,658	3,249	3,082
Within timeframe	2,272	2,609	3,199	3,049
Percentage within timeframe	97%	98%	98%	99%

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	Jun-26
Number of tasks	823	900	936	1,073
Within timeframe	718	771	843	965
Percentage within timeframe	87%	86%	90%	90%

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

PSG 19	Sep-25	Dec-25	Mar-26	Jun-26
Number of tasks	523	391	388	430
Within timeframe	476	382	385	425
Percentage within timeframe	91%	98%	99%	99%

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

PSG 20	Sep-25	Dec-25	Mar-26	Jun-26
Number of tasks	710	707	637	1,462
Within timeframe	697	703	603	1,386
Percentage within timeframe	98%	99%	95%	95%

Table E.41 Number and proportion of respondents who responded positively to questions about NDIA planning process per quarter - National[15] [16]

NDIA planning process	Prior Quarters	Quarter 4, 2025-26
Early Supports - Number of respondents	**1,338**	**213**
Early Supports - Were you treated with respect?	98%	95%
Early Supports - Were decisions and outcomes explained to you?	89%	84%
Early Supports - Were your questions and concerns acknowledged?	89%	84%
Early Supports - How well does your early supports plan meet your child's needs?	49%	45%
Community Connections - Number of respondents	**11,719**	**913**
Community Connections - Was information easy to understand?	84%	84%
Community Connections - Was communication in your preferred format?	94%	95%
Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life?	77%	75%
Community Connections - To what extent were your circumstances and needs considered?	77%	73%
Community Connections - To what extent were you included in decisions that were made?	76%	75%
Community Connections - How confident are you in reaching out to community supports and other government services?	54%	56%
Apply for NDIS (overall) - Number of respondents	**11,248**	**932**
Apply for NDIS (overall) - Were you treated with respect?	94%	96%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	76%	86%
Apply for NDIS (overall) - Was information easy to understand?	71%	77%
Apply for NDIS (overall) - Was communication in your preferred format?	86%	90%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	57%	64%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	56%	65%
Plan Approval - Number of respondents	**30,818**	**3,866**
Plan Approval - Were you treated with respect?	90%	89%
Plan Approval - Were decisions and outcomes explained to you?	77%	76%
Plan Approval - Were your questions and concerns acknowledged?	75%	71%
Plan Approval - Do you know where to go for more help with using your plan?	85%	85%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	54%	50%
Plan Approval - How well does your NDIS plan meet your needs?	56%	52%
Plan Implementation - Number of respondents	**24,093**	**2,108**
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%	61%
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	**71,961**	**7,653**
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%

[15] Previous quarters include only data gathered since December 2023, when changes to the Participant Satisfaction Survey were implemented.
[16] Positively is defined as “Yes” for Yes/No questions, and “Mostly” or “Completely” for 5-point scale questions.

NDIA planning process	Prior Quarters	Quarter 4, 2025-26
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%	61%
Plan Reassessment - Do you feel confident in using your plan?	67%	67%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	64%	64%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	78%	79%

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
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	1,568	12%	15,449	86%
Jun-25	3,183	3%	13,397	90%
Sep-25	2,426	11%	17,181	80%
Dec-25	1,594	10%	15,836	82%
Mar-26	1,411	4%	14,254	86%
Jun-26	966	5%	12,813	96%

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
Jun-23	3,735	97%	229
Sep-23	3,889	99%	225
Dec-23	3,759	96%	391
Mar-24	4,038	88%	809
Jun-24	4,751	81%	605
Sep-24	4,594	89%	570
Dec-24	4,492	90%	489
Mar-25	4,573	90%	784
Jun-25	5,083	91%	796
Sep-25	6,119	91%	542
Dec-25	4,995	91%	568
Mar-26	5,396	89%	515
Jun-26	5,361	93%	282

Table E.44 Complaints and Participant Critical Incidents (PCIs) by quarter - National[17] [18] [19] [20] [21]

Complaints made by or on behalf of:	Prior Quarters	Quarter 4, 2025-26	Total	Number of unique complainants
Participants: Complaints about Early Connections Partner	1,256	37	1,293	1,215
Participants: Complaints about Local Area Coordination (LAC) Partner	6,751	232	6,983	6,259
Participants: Complaints about service providers	18,372	1,003	19,375	15,615
Participants: Complaints about the Agency	275,199	9,595	284,794	142,622
Participants: Unclassified	3,326	0	3,326	2,992
Participants: Total	**304,904**	**10,867**	**315,771**	**155,323**
Percentage of the number of active participants	7%	6%	7%	n/a
Providers: Complaints about Early Connections Partner	15	0	15	15
Providers: Complaints about Local Area Coordination (LAC) Partner	<230	<11	230	215
Providers: Complaints about service providers	<1,920	<190	2,096	1,931
Providers: Complaints about the Agency	18,632	1,008	19,640	15,765
Providers: Unclassified	244	0	244	226
Providers:Total	**21,028**	**1,197**	**22,225**	**17,596**
Percentage of all registration requests	6%	8%	6%	n/a
Other: Complaints about Early Connections Partner	32	0	32	32
Other: Complaints about Local Area Coordination (LAC) Partner	<130	<11	129	128
Other: Complaints about service providers	<2,010	<140	2,135	2,135
Other: Complaints about the Agency	7,803	167	7,970	7,964
Other: Unclassified	116	0	116	116
Other: Total	**10,078**	**304**	**10,382**	**10,372**
Total Complaints	**332,108**	**12,368**	**344,476**	**183,291**
New Participant Critical Incidents (PCIs)	**76,116**	**5,128**	**81,244**	**n/a**

[17] 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.
[18] 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.
[19] 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.
[20] 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.
[21] 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
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	13,399	7%	292,462	7%
Mar-26	12,442	6%	304,904	7%
Jun-26	10,867	6%	315,771	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
Jun-23	3,632	2%	24,141	1%
Sep-23	3,885	3%	28,026	1%
Dec-23	3,925	2%	31,951	1%
Mar-24	4,456	3%	36,407	1%
Jun-24	4,547	3%	40,954	1%
Sep-24	4,559	3%	45,513	1%
Dec-24	4,411	3%	49,924	2%
Mar-25	4,868	3%	54,792	2%
Jun-25	5,095	3%	59,887	2%
Sep-25	5,865	3%	65,752	2%
Dec-25	5,021	3%	70,773	2%
Mar-26	5,343	3%	76,116	2%
Jun-26	5,128	3%	81,244	2%

Table E.47 Number and proportion of provider complaints over time, incrementally and cumulatively - National[22]

Quarter ending	Incremental	Incremental as a percentage of active providers	Cumulative	Cumulative as a percentage of active providers
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	1,261	9%	19,708	6%
Mar-26	1,320	9%	21,028	6%
Jun-26	1,197	8%	22,225	6%

[22] 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.

Table E.48 Participant complaints by type. Complaints with a related party who has submitted an access request - National[23]

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 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	6,942	3%	242	3%	7,184	3%
Complaints about the Agency - NDIA Engagement	419	0%	18	0%	437	0%
Complaints about the Agency - NDIA Finance	17,459	6%	635	7%	18,094	6%
Complaints about the Agency - NDIA Fraud and Compliance	1,462	1%	71	1%	1,533	1%
Complaints about the Agency - NDIA Plan	63,557	23%	3,083	32%	66,640	23%
Complaints about the Agency - NDIA Process	27,814	10%	1,311	14%	29,125	10%
Complaints about the Agency - NDIA Resources	3,242	1%	166	2%	3,408	1%
Complaints about the Agency - NDIA Staff	19,684	7%	1,467	15%	21,151	7%
Complaints about the Agency - NDIA Timeliness	84,984	31%	2,585	27%	87,569	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	<220	n/a	<20	n/a	224	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%
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	<13,440	n/a	<11	n/a	13,437	5%
Complaints about the Agency - Total	**275,199**	**100%**	**9,595**	**100%**	**284,794**	**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	<20	n/a	<11	n/a	12	1%
Complaints about Early Connections Partner - Early Connections Plan	112	9%	0	0	112	9%
Complaints about Early Connections Partner - Early Connections Process	<150	n/a	<11	n/a	150	12%
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	629	50%	22	59%	651	50%
Complaints about Early Connections Partner - Early Connections Timeliness	<350	n/a	<11	n/a	352	27%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Total	**1,256**	**100%**	**37**	**100%**	**1,293**	**100%**
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	<40	n/a	<11	n/a	32	0%
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<90	n/a	<11	n/a	87	1%
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	<750	n/a	<11	n/a	748	11%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	732	11%	23	10%	755	11%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<60	n/a	<11	n/a	53	1%

[23] 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 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	4,403	65%	176	76%	4,579	66%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	705	10%	24	10%	729	10%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - Total	**6,751**	**100%**	**232**	**100%**	**6,983**	**100%**
Complaints about service providers - Provider Costs	342	2%	0	0%	342	2%
Complaints about service providers - Provider Finance	<1,290	n/a	<70	n/a	1,352	7%
Complaints about service providers - Provider Fraud and Compliance	2,375	13%	195	19%	2,570	13%
Complaints about service providers - Provider Process	399	2%	0	0%	399	2%
Complaints about service providers - Provider Service	6,642	36%	353	35%	6,995	36%
Complaints about service providers - Provider Staff	4,419	24%	388	39%	4,807	25%
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	3%	0	0%	638	3%
Complaints about service providers - Other	<1,120	n/a	<11	n/a	1,117	6%
Complaints about service providers - Total	**18,372**	**100%**	**1,003**	**100%**	**19,375**	**100%**
Unclassified	**3,326**	**n/a**	**0**	**n/a**	**3,326**	**n/a**
Participants total	**304,904**	**n/a**	**10,867**	**n/a**	**315,771**	**n/a**

Table E.49 Provider complaints by type. Complaints with a related party who has submitted a provider registration request - National[24]

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 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	42	0%
Complaints about the Agency - NDIA Engagement	<50	n/a	<11	n/a	46	0%
Complaints about the Agency - NDIA Finance	4,911	26%	480	48%	5,391	27%
Complaints about the Agency - NDIA Fraud and Compliance	197	1%	18	2%	215	1%
Complaints about the Agency - NDIA Plan	1,486	8%	98	10%	1,584	8%
Complaints about the Agency - NDIA Process	1,444	8%	87	9%	1,531	8%
Complaints about the Agency - NDIA Resources	3,476	19%	64	6%	3,540	18%
Complaints about the Agency - NDIA Staff	1,197	6%	110	11%	1,307	7%
Complaints about the Agency - NDIA Timeliness	2,486	13%	130	13%	2,616	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	148	1%	15	1%	163	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	4%	0	0%	820	4%
Complaints about the Agency - Other	1,018	5%	0	0%	1,018	5%
Complaints about the Agency - Total	**18,632**	**100%**	**1,008**	**100%**	**19,640**	**100%**
Complaints about Early Connections Partner - Early Connections Engagement	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Plan	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Process	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Resources	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Staff	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Timeliness	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Total	**15**	**100%**	**0**	**0%**	**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	34	15%	0	0%	34	15%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<11	n/a	0	0%	<11	n/a

[24] 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 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	<150	n/a	<11	n/a	150	65%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	20	9%	0	0%	20	9%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - Total	**<230**	**n/a**	**<11**	**n/a**	**230**	**100%**
Complaints about service providers - Provider costs	15	1%	0	0%	15	1%
Complaints about service providers - Provider Finance	211	11%	32	17%	243	12%
Complaints about service providers - Provider Fraud and Compliance	313	16%	34	18%	347	17%
Complaints about service providers - Provider Process	31	2%	0	0%	31	1%
Complaints about service providers - Provider Service	598	31%	52	28%	650	31%
Complaints about service providers - Provider Staff	531	28%	67	36%	598	29%
Complaints about service providers - Service Delivery	34	2%	0	0%	34	2%
Complaints about service providers - Staff Conduct	28	1%	0	0%	28	1%
Complaints about service providers - Supports being provided	32	2%	0	0%	32	2%
Complaints about service providers - Other	118	6%	0	0%	118	6%
Complaints about service providers - Total	**1,911**	**100%**	**185**	**100%**	**2,096**	**100%**
Unclassified	**244**	**n/a**	**0**	**n/a**	**244**	**n/a**
Providers total	**21,028**	**n/a**	**1,197**	**n/a**	**22,225**	**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 4, 2025-26 - Count	Quarter 4, 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	274	3%
Complaints about the Agency - NDIA Engagement	80	1%	0	0%	80	1%
Complaints about the Agency - NDIA Finance	601	8%	21	13%	622	8%
Complaints about the Agency - NDIA Fraud and Compliance	270	3%	14	8%	284	4%
Complaints about the Agency - NDIA Plan	1,102	14%	37	22%	1,139	14%
Complaints about the Agency - NDIA Process	1,142	15%	22	13%	1,164	15%
Complaints about the Agency - NDIA Resources	772	10%	23	14%	795	10%
Complaints about the Agency - NDIA Staff	675	9%	24	14%	699	9%
Complaints about the Agency - NDIA Timeliness	1,049	13%	19	11%	1,068	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	<150	n/a	<11	n/a	146	2%
Complaints about the Agency - Reasonable and necessary supports	87	1%	0	0%	87	1%
Complaints about the Agency - Staff conduct - Agency	68	1%	0	0%	68	1%
Complaints about the Agency - The way the NDIA carried out its decision making	47	1%	0	0%	47	1%
Complaints about the Agency - Timeliness	324	4%	0	0%	324	4%
Complaints about the Agency - Other	535	7%	0	0%	535	7%
Complaints about the Agency - Total	**7,803**	**100%**	**167**	**100%**	**7,970**	**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	0	0	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	13	41%	0	0	13	41%
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	**32**	**100%**	**0**	**0**	**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	12	10%	0	0%	12	9%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<11	n/a	<11	n/a	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	91	72%	0	0%	91	71%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - Total	**<130**	**n/a**	**<11**	**n/a**	**129**	**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	101	5%
Complaints about service providers - Provider Fraud and Compliance	<360	n/a	<30	n/a	377	18%
Complaints about service providers - Provider Process	<20	n/a	0	0%	<20	n/a
Complaints about service providers - Provider Service	766	38%	45	34%	811	38%
Complaints about service providers - Provider Staff	585	29%	58	43%	643	30%
Complaints about service providers - Service Delivery	29	1%	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	**2,001**	**100%**	**134**	**100%**	**2,135**	**100%**
Unclassified	**116**	**n/a**	**0**	**n/a**	**116**	**n/a**
Other complaints total	**10,078**	**n/a**	**304**	**n/a**	**10,382**	**n/a**
New Reportable PCIs were NOT Withdrawn or miscategorised	12,802	17%	921	18%	13,723	17%
New Non-reportable PCIs were NOT Withdrawn or miscategorised	63,314	83%	4,207	82%	67,521	83%
New PCIs - Total	**76,116**	**100%**	**5,128**	**100%**	**81,244**	**100%**

Table E.51 Unique complaints by type - National[25]

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 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	7,194	2%	248	2%	7,442	2%
Complaints about the Agency - NDIA Engagement	<540	n/a	<30	n/a	558	0%
Complaints about the Agency - NDIA Finance	22,157	7%	1,136	11%	23,293	8%
Complaints about the Agency - NDIA Fraud and Compliance	1,905	1%	103	1%	2,008	1%
Complaints about the Agency - NDIA Plan	65,434	22%	3,218	30%	68,652	22%
Complaints about the Agency - NDIA Process	30,060	10%	1,420	13%	31,480	10%
Complaints about the Agency - NDIA Resources	7,446	2%	253	2%	7,699	2%
Complaints about the Agency - NDIA Staff	21,233	7%	1,601	15%	22,834	7%
Complaints about the Agency - NDIA Timeliness	87,709	29%	2,734	25%	90,443	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	501	0%	29	0%	530	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%

[25] 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 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
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	<14,990	n/a	<11	n/a	14,990	5%
Complaints about the Agency - Total	**298,502**	**100%**	**10,770**	**100%**	**309,272**	**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	<20	n/a	<11	n/a	13	1%
Complaints about Early Connections Partner - Early Connections Plan	109	9%	0	0%	109	8%
Complaints about Early Connections Partner - Early Connections Process	<150	n/a	<11	n/a	149	12%
Complaints about Early Connections Partner - Early Connections Resources	<20	n/a	<11	n/a	<20	n/a
Complaints about Early Connections Partner - Early Connections Staff	630	50%	22	59%	652	51%
Complaints about Early Connections Partner - Early Connections Timeliness	<350	n/a	<11	n/a	349	27%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Total	**1,253**	**100%**	**37**	**100%**	**1,290**	**100%**
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	<40	n/a	<11	n/a	33	0%
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<100	n/a	<11	n/a	99	1%
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	<740	n/a	<11	n/a	742	10%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	748	11%	24	10%	772	11%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<60	n/a	<11	n/a	59	1%
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	4,506	66%	180	75%	4,686	66%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	700	10%	25	10%	725	10%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - Total	**6,877**	**100%**	**239**	**100%**	**7,116**	**100%**
Complaints about service providers - Provider costs	366	2%	0	0%	366	2%
Complaints about service providers - Provider Finance	<1,550	n/a	<110	n/a	1,644	7%
Complaints about service providers - Provider Fraud and Compliance	2,960	14%	254	19%	3,214	14%
Complaints about service providers - Provider Process	443	2%	0	0%	443	2%
Complaints about service providers - Provider Service	7,782	36%	450	34%	8,232	36%
Complaints about service providers - Provider Staff	5,397	25%	513	39%	5,910	26%
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	<1,320	n/a	<11	n/a	1,317	6%
Complaints about service providers - Total	**21,790**	**100%**	**1,322**	**100%**	**23,112**	**100%**
Unclassified	**3,686**	**n/a**	**0**	**n/a**	**3,686**	**n/a**
Unique complaints total	**332,108**	**n/a**	**12,368**	**n/a**	**344,476**	**n/a**

Table E.52 Actual outcomes for complaints - National

Actual Outcome	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaint	<8,520	n/a	<11	n/a	8,517	2%
Compliment	57	0%	0	0%	57	0%
Deleted - Duplicate	<1,470	n/a	<11	n/a	1,476	0%
Desired Action Completed	212,214	64%	10,408	81%	222,622	65%
Determined to not be a Complaint	1,185	0%	0	0%	1,185	0%
Formal Reply Endorsed and Issued	14,387	4%	560	4%	14,947	4%
General	42,878	13%	0	0%	42,878	12%
Referred to NDIS Quality & Safeguards Commission	0	0%	0	0%	0	0%
Referred to State/Territory Authority	0	0%	0	0%	0	0%
Reassessment Completed	0	0%	0	0%	0	0%
Reassessment Requested	0	0%	0	0%	0	0%
Unable to contact - Record Closed	<1,690	n/a	<11	n/a	1,696	0%
Withdrawn by Participant/Representative	161	0%	0	0%	161	0%
Other	48,143	15%	1,828	14%	49,971	15%
Total	**330,697**	**100%**	**12,813**	**100%**	**343,510**	**100%**

Table E.53 Administrative Review Tribunal (ART) Cases by category as at 30 June 2026 - National

Category	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Access	6,725	19%	416	16%	7,141	19%
Planning	26,091	76%	2,032	81%	28,123	76%
Compensation	<140	n/a	<11	n/a	137	0%
Jurisdiction	822	2%	0	0%	822	2%
Extension of Time	311	1%	0	0%	311	1%
Other	<430	n/a	<80	n/a	493	1%
Total cases	**34,505**	**100%**	**2,522**	**100%**	**37,027**	**100%**
Percentage of the number of active participants	**0.8%**	**n/a**	**1.3%**	**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
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	2,295	1.2%	34,505	0.8%
Jun-26	2,522	1.3%	37,027	0.8%

Table E.55 Administrative Review Tribunal (ART) cases by open/closed and decision - National[26]

ART cases by open/closed and decision	Number of cases	Number of unique active participants
ART Cases	**37,027**	**33,134**
Open ART Cases	**7,036**	**6,738**
Closed ART Cases	**29,991**	**26,986**
Resolved before hearing	29,099	26,251
Gone to hearing and received a substantive decision	892	735

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

Table E.56 Administrative Review Tribunal (ART) Supports in dispute - National[27] [28] [29]

Type of support	Prior Quarters	Quarter 4, 2025-26	Total
Plan Management Decision	922	162	1,084
Core (excluding Consumables and Transport)	7,046	983	8,029
Capacity Building	8,361	1,032	9,393
General Support	2,359	416	2,775
Assistive Technology	2,238	266	2,504
Specialist Disability Accommodation	801	86	887
Home Modifications	610	67	677
Supported Independent Living	2,208	227	2,435
Everyday Living Costs	663	74	737
Transport	1,403	195	1,598
Other	4,453	540	4,993
Total number of unique participants counted across disputed supports	**13,255**	**1,448**	**14,703**
Total number of instances of participants counted across disputed supports	**31,064**	**4,048**	**35,112**

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

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	**815**	**3%**	**77**	**3%**	**892**	**3%**
Decided by Tribunal - Affirmed	402	1%	50	2%	452	2%
Decided by Tribunal - Varied	<130	n/a	<11	n/a	134	0%
Decided by Tribunal - Set Aside	<290	n/a	<20	n/a	306	1%
Not Decided by Tribunal - Total	**26,873**	**97%**	**2,226**	**97%**	**29,099**	**97%**
Not Decided by Tribunal - Resolved by consent	19,031	69%	1,551	67%	20,582	69%
Not Decided by Tribunal - Withdrawn	5,582	20%	437	19%	6,019	20%
Not Decided by Tribunal - No jurisdiction	334	1%	90	4%	424	1%
Not Decided by Tribunal - Extension of Time Declined	<70	n/a	<11	n/a	<80	n/a
Not Decided by Tribunal - Extension of Time Not opposed	<100	n/a	<11	n/a	90	0%
Not Decided by Tribunal - Dismissed	1,766	6%	146	6%	1,912	6%
Not Decided by Tribunal - Other	<11	n/a	<11	n/a	<11	n/a
Total	**27,688**	**100%**	**2,303**	**100%**	**29,991**	**100%**

[27] 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.
[28] Data is reported with one month lag; therefore results for last month of the current quarter are not included.
[29] 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 introduced in the March 2025 quarter. Before then, 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 4, 2025-26 by registration status and funds management type - National

Funds management type	Registered	Unregistered	Total providers
NDIA-managed	10,842	n/a	10,842
Plan-managed	17,471	200,838	210,956
Self-managed	16	116,712	133,703
All funds management types	**18,309**	**267,396**	**280,258**

Table E.59 Total active provider payments in quarter 4, 2025-26 by registration status and funds management type ($m) - National[30]

Funds management type	Registered	Unregistered	All registration statuses
NDIA-managed	3,496	n/a	3,496
Plan-managed	5,116	3,432	8,585
Self-managed	0	612	1,239
All funds management types	**8,611**	**4,043**	**13,320**

[30] There were $664.8 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 30 June 2026. Average payments (Tables E.62 to E.64) are calculated as the sum of the payments in the 12-month period to 30 June 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 30 June 2026. 'Total payments' refers to those paid over the 12 months to 30 June 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 3, 2025-26 distribution of participants	As at quarter 4, 2025-26 distribution of participants
$0-$5,000	1.9%	1.9%
$5,001-$10,000	4.6%	4.6%
$10,001-$15,000	9.4%	9.3%
$15,001-$20,000	14.7%	14.8%
$20,001-$25,000	12.2%	12.0%
$25,001-$30,000	5.4%	5.4%
$30,001-$50,000	13.8%	14.0%
$50,001-$100,000	17.0%	17.0%
$100,001-$150,000	6.8%	6.7%
$150,001-$200,000	3.5%	3.5%
$200,001-$250,000	2.1%	2.1%
$250,001+	8.7%	8.8%

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 3, 2025-26 distribution of participants	As at quarter 4, 2025-26 distribution of participants
$0-$5,000	2.0%	2.0%
$5,001-$10,000	4.8%	4.8%
$10,001-$15,000	9.8%	9.8%
$15,001-$20,000	15.5%	15.5%
$20,001-$25,000	12.8%	12.6%
$25,001-$30,000	5.7%	5.6%
$30,001-$50,000	14.5%	14.6%
$50,001-$100,000	17.8%	17.8%
$100,001-$150,000	7.1%	7.0%
$150,001-$200,000	3.7%	3.7%
$200,001-$250,000	2.1%	2.1%
$250,001+	4.3%	4.4%

Table E.62 Average annualised committed supports as at 30 June 2026 and average payments for the year ending 30 June 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	$19,300	$28,100	n/a	n/a	$19,300	$28,100
9 to 14	$23,000	$31,400	n/a	n/a	$22,900	$31,400
15 to 18	$33,200	$46,100	$551,800	$652,800	$31,400	$44,700
19 to 24	$73,400	$97,200	$545,800	$608,500	$53,300	$77,300
25 to 34	$104,100	$129,400	$476,500	$523,100	$70,200	$94,600
35 to 44	$117,900	$143,800	$441,500	$480,000	$78,600	$104,400
45 to 54	$125,200	$152,500	$432,100	$466,200	$83,900	$111,400
55 to 64	$140,500	$169,200	$436,300	$465,500	$94,000	$124,100
65+	$148,500	$170,500	$437,100	$463,100	$105,100	$126,400
All	**$67,500**	**$85,400**	**$451,800**	**$488,200**	**$48,100**	**$65,400**

Table E.63 Average annualised committed supports as at 30 June 2026 and average payments for the year ending 30 June 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	$179,500	$213,400	$488,300	$528,100	$119,700	$154,000
Autism	$34,700	$46,300	$510,000	$547,500	$27,800	$39,500
Cerebral palsy	$175,500	$208,300	$512,500	$555,300	$117,600	$149,700
Developmental delay	$13,700	$22,300	n/a	n/a	$13,700	$22,300
Global developmental delay	$18,900	$27,300	n/a	n/a	$18,900	$27,300
Hearing impairment	$10,000	$19,300	n/a	n/a	$9,800	$19,000
Intellectual disability	$116,200	$137,300	$409,100	$441,100	$69,900	$90,200
Multiple sclerosis	$107,200	$139,600	$560,900	$611,400	$89,100	$121,300
Psychosocial disability	$96,100	$119,500	$389,900	$433,800	$75,300	$97,500
Spinal cord injury	$182,400	$235,600	$651,900	$730,000	$157,000	$210,500
Stroke	$172,000	$209,700	$523,200	$555,100	$126,600	$165,700
Visual impairment	$47,800	$64,400	$378,300	$406,700	$44,200	$60,700
Other neurological	$170,700	$207,100	$528,700	$560,400	$126,900	$164,400
Other physical	$78,200	$108,500	$514,300	$550,000	$70,000	$100,500
Other sensory/speech	$12,500	$21,600	n/a	n/a	$11,600	$20,600
Other	$101,500	$133,500	$504,600	$542,500	$77,200	$110,900
Down Syndrome	$140,900	$163,300	$367,900	$395,100	$88,900	$111,100
All	**$67,500**	**$85,400**	**$451,800**	**$488,200**	**$48,100**	**$65,400**

Table E.64 Average annualised committed supports as at 30 June 2026 and average payments for the year ending 30 June 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 (High Function)	$14,700	$23,200	$410,600	$472,200	$14,500	$23,000
2 (High Function)	$20,900	$35,500	n/a	n/a	$20,400	$35,100
3 (High Function)	$23,700	$35,900	$386,400	$424,700	$21,500	$33,400
4 (High Function)	$19,000	$30,900	$415,400	$453,000	$17,200	$28,900
5 (High Function)	$32,700	$45,500	$387,900	$433,400	$28,200	$40,600
6 (Moderate Function)	$24,900	$38,500	$363,100	$411,800	$22,900	$36,300
7 (Moderate Function)	$55,300	$70,800	$401,500	$435,100	$39,900	$54,500
8 (Moderate Function)	$69,400	$94,900	$369,800	$413,100	$56,100	$80,700
9 (Moderate Function)	$85,500	$120,900	$430,900	$481,500	$76,000	$111,400
10 (Moderate Function)	$109,300	$140,000	$379,800	$418,100	$83,700	$113,800
11 (Low Function)	$115,100	$139,500	$458,900	$488,800	$75,200	$98,500
12 (Low Function)	$205,700	$235,700	$458,600	$490,500	$142,400	$173,300
13 (Low Function)	$112,200	$131,200	$576,000	$614,000	$79,800	$97,900
14 (Low Function)	$345,400	$403,100	$544,900	$594,000	$259,300	$320,700
15 (Low Function)	$448,300	$492,700	$722,700	$802,600	$394,600	$436,000
Total	**$67,500**	**$85,400**	**$451,800**	**$488,200**	**$48,100**	**$65,400**

Table E.65 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 30 June 2026 ($m) - National[31]

Support Category	Total payments for the year ending 30 June 2026	Total annualised committed supports as at 30 June 2026
Core: Daily Activities	12,356.0	12,701.8
Core: Consumables	112.8	126.4
Core: Social and Civic	2,579.8	3,071.3
Core: Transport	62.5	85.2
Capacity Building: Choice and Control	37.1	41.4
Capacity Building: Daily Activities	340.9	486.1
Capacity Building: Employment	5.2	14.3
Capacity Building: Health and Wellbeing	2.4	4.1
Capacity Building: Home Living	0.1	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	345.6	483.9
Capacity Building: Social and Civic	3.1	5.8
Capacity Building: Support Coordination	213.6	248.6
Capital: Assistive Technology	129.1	240.1
Capital: Home Modifications	412.3	493.0
All	**16,600.5**	**18,002.1**

[31] Total payments for home modifications were $412.3 million. Of which, $409.7 million (99.4%) has been paid for specialised disability accommodation (SDA) supports, and $2.5 million (0.6%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $493.0 million. Of which, $488.4 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and $4.6 million (1%) has been allocated for non-SDA supports.

Table E.66 Total annualised committed supports and total payments (participants not in Supported Independent Living (SIL)) by support category as at 30 June 2026 ($m) - National[32]

Support Category	Total payments for the year ending 30 June 2026	Total annualised committed supports as at 30 June 2026
Core: Daily Activities	14,461.4	19,692.2
Core: Consumables	514.2	877.0
Core: Social and Civic	9,629.5	10,888.6
Core: Transport	812.6	461.0
Capacity Building: Choice and Control	608.9	729.6
Capacity Building: Daily Activities	5,623.3	9,835.0
Capacity Building: Employment	190.4	579.0
Capacity Building: Health and Wellbeing	22.4	48.9
Capacity Building: Home Living	1.5	5.7
Capacity Building: Lifelong learning	0.4	1.6
Capacity Building: Relationships	722.7	1,386.9
Capacity Building: Social and Civic	258.3	671.4
Capacity Building: Support Coordination	1,024.3	1,479.0
Capital: Assistive Technology	691.4	1,627.6
Capital: Home Modifications	284.2	459.9
All	**34,845.5**	**48,743.5**

Table E.67 Payments by financial year in which support was provided, compared to committed supports - National[33]

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	14,566.6	10,404.6	71%
2019-20	24,373.6	17,312.8	71%
2020-21	32,353.7	23,543.6	73%
2021-22	37,189.1	28,471.6	77%
2022-23	46,198.8	35,268.3	76%
2023-24	54,039.9	42,076.4	78%
2024-25	60,742.7	46,223.9	76%
2025-26 (Experience still emerging)	67,321.4	48,596.1	72%

[32] Total payments for home modifications were $284.2 million. Of which, $163.0 million (57.4%) has been paid for specialised disability accommodation (SDA) supports, and $121.2 million (42.6%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $459.9 million. Of which, $195.5 million (43%) has been allocated for specialised disability accommodation (SDA) supports, and $264.4 million (57%) has been allocated for non-SDA supports.

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

Table E.68 Percentage change in plan budgets for active participants per quarter - National[34]

Inflation type	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25	Mar-26	Jun-26
Intraplan Inflation	7.6%	8.0%	6.9%	5.4%	5.0%	5.9%	4.2%	2.8%	2.6%
Interplan Inflation	2.5%	4.8%	5.2%	5.6%	4.7%	5.1%	3.4%	3.0%	2.1%
Total Inflation	**10.1%**	**12.8%**	**12.1%**	**11.0%**	**9.7%**	**11.0%**	**7.6%**	**5.9%**	**4.7%**

Table E.69 Percentage change in plan budgets for plans reassessed - 1 July 2025 to 30 June 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	1,511	1%
-80% to -65%	<11	n/a	2,147	1%
-65% to -50%	15	0%	4,007	2%
-50% to -35%	143	1%	7,865	5%
-35% to -20%	959	5%	12,446	7%
-20% to -5%	3,430	18%	22,538	13%
Reassessments with 5%+ deflation	4,557	24%	50,514	29%
-5% to 0%	2,554	14%	14,393	8%
0% to 5%	3,657	19%	16,342	9%
Reassessments within 5% inflation and deflation	6,211	33%	30,735	18%
5% to 20%	4,568	24%	25,357	15%
20% to 35%	1,303	7%	13,231	8%
35% to 50%	617	3%	9,948	6%
50% to 65%	368	2%	7,442	4%
65% to 80%	206	1%	5,853	3%
Above 80%	947	5%	30,776	18%
Reassessments with 5%+ inflation	8,009	43%	92,607	53%

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

Supplement F: New South Wales

Adapting to the new computer system and processes has impacted some data detailed in this supplement. This includes the proportion of active participant plans with not-stated culturally and linguistically diverse (CALD) status 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 (Table F.9).

The order of primary disability types in the participant profile tables is based on the national proportions in Table E.10, from highest to lowest (Table F.11).

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

Participant breakdown	Prior Quarters	Quarter 4, 2025-26	Total
Access decisions	**309,999**	**6,585**	**316,584**
Currently Eligible - Total	**227,457**	**4,994**	**232,451**
Currently Eligible - New	165,972	4,945	170,917
Currently Eligible - State	48,447	28	48,475
Currently Eligible - Commonwealth	13,038	21	13,059
Active Participant Plans - Total	**225,596**	**4,831**	**230,427**
Active Participant Plans - New	164,356	4,789	169,145
Active Participant Plans - State	48,235	25	48,260
Active Participant Plans - Commonwealth	13,005	17	13,022
Active Participant Plans - Total	**225,596**	**4,831**	**230,427**
Active Participant Plans - Early Intervention (s25)	65,918	2,246	68,164
Active Participant Plans - Permanent Disability (s24)	146,426	1,347	147,773
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	13,252	1,238	14,490

Table F.2 People who have left the Scheme since 1 July 2013 as at 30 June 2026 - New South Wales[35]

People leaving the Scheme	Prior Quarters	Quarter 4, 2025-26	Total
Number of people who have left the Scheme	29,795	2,380	**32,175**

[35] The number of people who have left the Scheme is people leaving net of people returning to the Scheme.

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

Age group at access decision	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
0 to 8	80,054	96%	33,733	96%	664	86%	114,451	96%
9 to 14	20,718	88%	11,418	89%	423	79%	32,559	88%
15 to 18	10,028	90%	6,497	89%	374	85%	16,899	89%
19 to 24	7,413	90%	4,955	85%	281	73%	12,649	87%
25 to 34	9,234	86%	7,183	78%	256	64%	16,673	82%
35 to 44	9,747	82%	8,239	73%	188	52%	18,174	77%
45 to 54	12,347	79%	10,857	68%	196	44%	23,400	73%
55 to 64	17,125	74%	14,629	61%	263	38%	32,017	67%
65+	<790	n/a	<660	n/a	<11	n/a	<1,450	n/a
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
Total	**167,456**	**89%**	**98,164**	**79%**	**2,654**	**65%**	**268,274**	**85%**

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

Primary disability group	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
Acquired brain injury	4,571	90%	2,225	88%	37	54%	6,833	89%
Autism	70,149	98%	30,546	98%	1,540	93%	102,235	98%
Cerebral palsy	3,640	98%	2,859	97%	25	96%	6,524	97%
Developmental delay	19,106	95%	8,300	94%	99	83%	27,505	95%
Down syndrome	2,237	100%	1,926	100%	23	92%	4,186	100%
Global developmental delay	6,977	99%	2,838	99%	31	97%	9,846	99%
Hearing impairment	4,803	88%	4,907	84%	100	75%	9,810	86%
Intellectual disability	19,491	94%	14,296	93%	194	78%	33,981	94%
Multiple sclerosis	1,027	91%	2,752	90%	22	59%	3,801	90%
Psychosocial disability	12,435	70%	10,136	58%	222	32%	22,793	63%
Spinal cord injury	1,784	93%	<720	n/a	<30	n/a	2,517	92%
Stroke	2,831	88%	1,911	84%	25	60%	4,767	87%
Visual impairment	2,079	85%	1,907	85%	35	61%	4,021	85%
Other neurological	6,645	81%	5,246	79%	106	59%	11,997	80%
Other physical	4,185	48%	4,067	36%	74	20%	8,326	41%
Other sensory/speech	923	49%	<400	n/a	<11	n/a	1,331	48%
Other	4,573	58%	3,136	43%	92	29%	7,801	51%
Total	**167,456**	**89%**	**98,164**	**79%**	**2,654**	**65%**	**268,274**	**85%**

Table F.5 Participant profile per quarter of entry, by participants identifying as First Nations Peoples - New South Wales

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
First Nations Participants	22,886	10%	649	13%	23,535	10%
Non-First Nations Participants	177,194	79%	3,888	80%	181,082	79%
Not Stated	25,516	11%	294	6%	25,810	11%
Total	**225,596**	**100%**	**4,831**	**100%**	**230,427**	**100%**

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	<24,090	n/a	<590	n/a	24,670	11%
Not culturally and linguistically diverse	194,610	86%	4,233	88%	198,843	86%
Not stated	<6,910	n/a	<11	n/a	6,914	3%
Total	**225,596**	**100%**	**4,831**	**100%**	**230,427**	**100%**

Table F.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2026 - New South Wales[36] [37]

Age group	Total number of active participants
Under 45	<11
45 to 54	<20
55 to 64	112
Total YPIRAC (under 65)	**128**

[36] The Younger People in Residential Aged Care (YPIRAC) figures excludes First Nations participants aged 50 to 64 years who meet the exceptional circumstances criteria for residential aged care.
[37] There are a further 508 active participants aged 65 years or over who are currently in residential aged care.

Table F.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively - New South Wales[38]

Quarter ending	Incremental	Cumulative
Jun-23	-52	571
Sep-23	-65	506
Dec-23	-50	456
Mar-24	-43	413
Jun-24	-73	340
Sep-24	-50	290
Dec-24	-33	257
Mar-25	-19	238
Jun-25	-28	210
Sep-25	-25	185
Dec-25	-16	169
Mar-26	-22	147
Jun-26	-19	128

Table F.9 Participant profile per quarter of entry, by remoteness - New South Wales

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Major cities	157,912	70%	3,494	72%	161,406	70%
Population > 50,000	7,912	4%	193	4%	8,105	4%
Population between 15,000 and 50,000	29,921	13%	538	11%	30,459	13%
Population between 5,000 and 15,000	13,171	6%	255	5%	13,426	6%
Population less than 5,000	15,834	7%	336	7%	16,170	7%
Remote	667	0%	14	0%	681	0%
Very Remote	<180	n/a	<11	n/a	<180	n/a
Missing	<11	n/a	<11	n/a	<11	n/a
Total	**225,596**	**100%**	**4,831**	**100%**	**230,427**	**100%**

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

Table F.10 Participant profile per quarter of entry, by primary disability group - New South Wales

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Autism	97,625	43%	1,887	39%	99,512	43%
Intellectual disability	30,609	14%	242	5%	30,851	13%
Psychosocial disability	19,681	9%	220	5%	19,901	9%
Developmental delay	14,837	7%	823	17%	15,660	7%
Hearing impairment	9,005	4%	94	2%	9,099	4%
Other neurological	8,179	4%	224	5%	8,403	4%
Acquired brain injury	5,381	2%	102	2%	5,483	2%
Other physical	5,800	3%	65	1%	5,865	3%
Cerebral palsy	5,999	3%	45	1%	6,044	3%
Global developmental delay	7,141	3%	665	14%	7,806	3%
Other	4,301	2%	203	4%	4,504	2%
Multiple sclerosis	3,368	1%	46	1%	3,414	1%
Down syndrome	<3,760	n/a	<20	n/a	3,772	2%
Visual impairment	3,496	2%	55	1%	3,551	2%
Stroke	3,669	2%	96	2%	3,765	2%
Spinal cord Injury	2,055	1%	46	1%	2,101	1%
Other sensory/speech	<700	n/a	<11	n/a	696	0%
Total	**225,596**	**100%**	**4,831**	**100%**	**230,427**	**100%**

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

Primary disability group	All participants - Count	All participants - Percentage	Participants in SIL - Count	Participants in SIL - Percentage	Participants not in SIL - Count	Participants not in SIL - Percentage
Autism	99,512	43%	1,480	12%	98,032	45%
Intellectual disability	30,851	13%	4,523	37%	26,328	12%
Psychosocial disability	19,901	9%	1,888	15%	18,013	8%
Developmental delay	15,660	7%	<11	n/a	<15,670	n/a
Hearing impairment	9,099	4%	<11	n/a	<9,100	n/a
Other neurological	8,403	4%	952	8%	7,451	3%
Acquired brain injury	5,483	2%	884	7%	4,599	2%
Other physical	5,865	3%	114	1%	5,751	3%
Cerebral palsy	6,044	3%	849	7%	5,195	2%
Global developmental delay	7,806	3%	<11	n/a	<7,810	n/a
Other	4,504	2%	251	2%	4,253	2%
Multiple sclerosis	3,414	1%	121	1%	3,293	2%
Down syndrome	3,772	2%	644	5%	3,128	1%
Visual impairment	3,551	2%	35	0%	3,516	2%
Stroke	3,765	2%	446	4%	3,319	2%
Spinal cord Injury	2,101	1%	88	1%	2,013	1%
Other sensory/speech	696	0%	<11	n/a	<700	n/a
Total	**230,427**	**100%**	**12,284**	**100%**	**218,143**	**100%**

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

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
1 (High Function)	30,309	13%	79	2%	30,388	13%
2 (High Function)	<470	n/a	<11	n/a	469	0%
3 (High Function)	12,260	5%	62	1%	12,322	5%
4 (High Function)	14,441	6%	95	2%	14,536	6%
5 (High Function)	16,147	7%	63	1%	16,210	7%
6 (Moderate Function)	52,696	23%	935	19%	53,631	23%
7 (Moderate Function)	12,553	6%	46	1%	12,599	5%
8 (Moderate Function)	10,715	5%	141	3%	10,856	5%
9 (Moderate Function)	1,001	0%	13	0%	1,014	0%
10 (Moderate Function)	18,014	8%	182	4%	18,196	8%
11 (Low Function)	<5,790	n/a	<11	n/a	5,792	3%
12 (Low Function)	25,676	11%	367	8%	26,043	11%
13 (Low Function)	13,333	6%	75	2%	13,408	6%
14 (Low Function)	<2,930	n/a	<11	n/a	2,932	1%
15 (Low Function)	<60	n/a	<11	n/a	59	0%
Missing	9,218	4%	2,754	57%	11,972	5%
Total	**225,596**	**100%**	**4,831**	**100%**	**230,427**	**100%**

Table F.13 Participant profile per quarter of entry, by age group - New South Wales

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
0 to 8	48,547	22%	2,514	52%	51,061	22%
9 to 14	44,341	20%	592	12%	44,933	19%
15 to 18	23,021	10%	273	6%	23,294	10%
19 to 24	20,933	9%	167	3%	21,100	9%
25 to 34	20,893	9%	245	5%	21,138	9%
35 to 44	15,538	7%	249	5%	15,787	7%
45 to 54	17,142	8%	303	6%	17,445	8%
55 to 64	21,000	9%	447	9%	21,447	9%
65+	14,181	6%	41	1%	14,222	6%
Total	**225,596**	**100%**	**4,831**	**100%**	**230,427**	**100%**

Table F.14 Participation rates by age group and gender as at 30 June 2026 - New South Wales[39]

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	7.6%	3.5%	5.7%
9 to 14	9.4%	4.5%	7.1%
15 to 18	6.7%	3.8%	5.4%
19 to 24	3.8%	2.3%	3.1%
25 to 44	1.8%	1.3%	1.5%
45 to 64	2.1%	1.7%	1.9%
65+	1.0%	0.8%	0.9%
Total (0-64)	**3.8%**	**2.2%**	**3.1%**
Total (All ages)	**3.3%**	**1.9%**	**2.6%**

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

Mainstream service	Prior Quarters	Quarter 4, 2025-26	Total
Choice and control over my life	4%	5%	4%
Daily life	17%	18%	17%
Health and wellbeing	82%	86%	82%
Learning	38%	35%	38%
Relationships	5%	4%	5%
Social and community activities	9%	7%	9%
Where I live	1%	2%	1%
Work	4%	4%	4%
Unknown	4%	0%	4%
Any mainstream service	**97%**	**96%**	**97%**

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

Part Two: Participant and family/carer outcomes

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

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

Table F.16 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1) and second (R2) Short Form (SF) questionnaires reassessment - New South Wales[40]

Metric by age group	Baseline	R1	R2	2025-26 Target
Participant employment rate - Aged 15 to 24 years	11%	15%	20%	22%
Participant employment rate - Aged 25 to 34 years	28%	28%	29%	22%
Participant employment rate - Aged 35 to 44 years	27%	27%	28%	22%
Participant employment rate - Aged 45 to 54 years	22%	23%	22%	22%
Participant employment rate - Aged 55 to 64 years	17%	16%	14%	22%
Participant employment rate - Aged 65+ years	11%	14%	9%	22%
Participant employment rate - Aged 25 to 64 years	23%	23%	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	32%	35%	36%	43%
Participant social and community engagement rate - Aged 25 to 34 years	26%	37%	34%	43%
Participant social and community engagement rate - Aged 35 to 44 years	26%	33%	33%	43%
Participant social and community engagement rate - Aged 45 to 54 years	28%	35%	35%	43%
Participant social and community engagement rate - Aged 55 to 64 years	29%	34%	35%	43%
Participant social and community engagement rate - Aged 65+ years	30%	38%	39%	43%
Participant social and community engagement rate - Aged 25+ years	28%	35%	35%	43%
Participant social and community engagement rate - Aged 15+ years	29%	35%	35%	43%
Family and carer employment rate - Aged 0 to 14 years	51%	53%	56%	n/a
Family and carer employment rate - Aged 15+ years	49%	50%	50%	n/a
Family and carer employment rate - All ages	50%	52%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	66%	73%	n/a
Participant Choice and Control - Aged 25+ years	n/a	72%	81%	n/a
Participant Choice and Control - Aged 15+ years	n/a	71%	79%	n/a

[40] Denominators for each metric are: 'participant employment rate' (n=11,651), 'participant social and community engagement rate' (n=11,704), 'family and carer employment rate' (n=15,085) and 'participant choice and control' (n=5,730). Participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.

Table F.17 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2) and third (R3) Short Form (SF) questionnaires reassessment - New South Wales[41]

Metric by age group	Baseline	R1	R2	R3	2025-26 Target
Participant employment rate - Aged 15 to 24 years	8%	12%	15%	22%	22%
Participant employment rate - Aged 25 to 34 years	29%	30%	27%	30%	22%
Participant employment rate - Aged 35 to 44 years	28%	29%	27%	28%	22%
Participant employment rate - Aged 45 to 54 years	25%	26%	22%	24%	22%
Participant employment rate - Aged 55 to 64 years	18%	19%	16%	15%	22%
Participant employment rate - Aged 65+ years	13%	13%	10%	10%	22%
Participant employment rate - Aged 25 to 64 years	25%	26%	23%	24%	22%
Participant employment rate - Aged 15 to 64 years	19%	21%	20%	23%	22%
Participant social and community engagement rate - Aged 15 to 24 years	34%	38%	42%	40%	43%
Participant social and community engagement rate - Aged 25 to 34 years	29%	38%	44%	42%	43%
Participant social and community engagement rate - Aged 35 to 44 years	30%	36%	42%	41%	43%
Participant social and community engagement rate - Aged 45 to 54 years	31%	38%	43%	41%	43%
Participant social and community engagement rate - Aged 55 to 64 years	32%	37%	40%	41%	43%
Participant social and community engagement rate - Aged 65+ years	37%	42%	44%	43%	43%
Participant social and community engagement rate - Aged 25+ years	31%	38%	42%	41%	43%
Participant social and community engagement rate - Aged 15+ years	32%	38%	42%	41%	43%
Family and carer employment rate - Aged 0 to 14 years	48%	50%	52%	55%	n/a
Family and carer employment rate - Aged 15+ years	51%	54%	52%	53%	n/a
Family and carer employment rate - All ages	49%	51%	52%	55%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	66%	72%	n/a
Participant Choice and Control - Aged 25+ years	n/a	72%	78%	82%	n/a
Participant Choice and Control - Aged 15+ years	n/a	68%	74%	79%	n/a

[41] Denominators for each metric are: ‘participant employment rate’ (n=11,638), ‘participant social and community engagement rate’ (n=11,719), 'family and carer employment rate' (n=11,771) and 'participant choice and control' (n=7,434). Participants who had their first plan approved since 1 July 2016 and have had a third SF survey reassessment to date.

Table F.18 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3) and fourth (R4) Short Form (SF) questionnaires reassessment - New South Wales[42]

Metric by age group	Baseline	R1	R2	R3	R4	2025-26 Target
Participant employment rate - Aged 15 to 24 years	9%	12%	16%	19%	26%	22%
Participant employment rate - Aged 25 to 34 years	30%	32%	30%	29%	32%	22%
Participant employment rate - Aged 35 to 44 years	31%	33%	31%	29%	32%	22%
Participant employment rate - Aged 45 to 54 years	28%	28%	27%	26%	26%	22%
Participant employment rate - Aged 55 to 64 years	20%	21%	20%	16%	17%	22%
Participant employment rate - Aged 65+ years	15%	14%	14%	10%	10%	22%
Participant employment rate - Aged 25 to 64 years	27%	28%	27%	25%	27%	22%
Participant employment rate - Aged 15 to 64 years	21%	24%	23%	23%	26%	22%
Participant social and community engagement rate - Aged 15 to 24 years	33%	37%	41%	46%	43%	43%
Participant social and community engagement rate - Aged 25 to 34 years	34%	44%	51%	49%	50%	43%
Participant social and community engagement rate - Aged 35 to 44 years	33%	39%	43%	47%	45%	43%
Participant social and community engagement rate - Aged 45 to 54 years	33%	39%	43%	52%	45%	43%
Participant social and community engagement rate - Aged 55 to 64 years	33%	38%	44%	43%	43%	43%
Participant social and community engagement rate - Aged 65+ years	35%	39%	41%	45%	45%	43%
Participant social and community engagement rate - Aged 25+ years	33%	40%	45%	47%	46%	43%
Participant social and community engagement rate - Aged 15+ years	33%	39%	44%	47%	45%	43%
Family and carer employment rate - Aged 0 to 14 years	49%	50%	52%	54%	58%	n/a
Family and carer employment rate - Aged 15+ years	51%	53%	52%	53%	53%	n/a
Family and carer employment rate - All ages	49%	51%	52%	54%	56%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	62%	67%	70%	74%	n/a
Participant Choice and Control - Aged 25+ years	n/a	70%	75%	77%	82%	n/a
Participant Choice and Control - Aged 15+ years	n/a	67%	72%	74%	80%	n/a

[42] Denominators for each metric are: ‘participant employment rate’ (n=10,546), ‘participant social and community engagement rate’ (n=10,670), 'family and carer employment rate' (n=8,422) and 'participant choice and control' (n=7,779). Participants who had their first plan approved since 1 July 2016 and have had a fourth SF survey reassessment to date.

Table F.19 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) Short Form (SF) questionnaires reassessment - New South Wales[43]

Metric by age group	Baseline	R1	R2	R3	R4	R5	2025-26 Target
Participant employment rate - Aged 15 to 24 years	7%	11%	13%	21%	23%	28%	22%
Participant employment rate - Aged 25 to 34 years	29%	32%	30%	32%	29%	32%	22%
Participant employment rate - Aged 35 to 44 years	32%	34%	29%	32%	30%	31%	22%
Participant employment rate - Aged 45 to 54 years	30%	30%	27%	28%	26%	26%	22%
Participant employment rate - Aged 55 to 64 years	24%	24%	21%	20%	19%	18%	22%
Participant employment rate - Aged 65+ years	17%	16%	12%	14%	10%	9%	22%
Participant employment rate - Aged 25 to 64 years	28%	30%	26%	28%	26%	27%	22%
Participant employment rate - Aged 15 to 64 years	23%	25%	23%	26%	25%	27%	22%
Participant social and community engagement rate - Aged 15 to 24 years	33%	38%	42%	43%	47%	43%	43%
Participant social and community engagement rate - Aged 25 to 34 years	34%	42%	46%	49%	49%	50%	43%
Participant social and community engagement rate - Aged 35 to 44 years	31%	39%	41%	46%	47%	45%	43%
Participant social and community engagement rate - Aged 45 to 54 years	32%	38%	40%	41%	44%	44%	43%
Participant social and community engagement rate - Aged 55 to 64 years	33%	39%	43%	44%	44%	42%	43%
Participant social and community engagement rate - Aged 65+ years	37%	40%	43%	43%	43%	45%	43%
Participant social and community engagement rate - Aged 25+ years	33%	40%	43%	45%	46%	45%	43%
Participant social and community engagement rate - Aged 15+ years	33%	39%	43%	45%	46%	45%	43%
Family and carer employment rate - Aged 0 to 14 years	44%	46%	50%	49%	52%	58%	n/a
Family and carer employment rate - Aged 15+ years	50%	52%	51%	54%	56%	56%	n/a
Family and carer employment rate - All ages	46%	48%	50%	51%	53%	57%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	64%	68%	68%	74%	n/a
Participant Choice and Control - Aged 25+ years	n/a	70%	75%	78%	80%	84%	n/a
Participant Choice and Control - Aged 15+ years	n/a	67%	71%	74%	75%	81%	n/a

[43] Denominators for each metric are: ‘participant employment rate’ (n=8,916), ‘participant social and community engagement rate’ (n=9,046), 'family and carer employment rate' (n=5,740) and 'participant choice and control' (n=7,100). Participants who had their first plan approved since 1 July 2016 and have had a fifth SF survey reassessment to date.

Table F.20 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) Short Form (SF) questionnaires reassessment - New South Wales[44]

Metric by age group	Baseline	R1	R2	R3	R4	R5	R6+	2025-26 Target
Participant employment rate - Aged 15 to 24 years	6%	8%	11%	14%	20%	21%	30%	22%
Participant employment rate - Aged 25 to 34 years	22%	24%	24%	25%	26%	27%	30%	22%
Participant employment rate - Aged 35 to 44 years	34%	35%	33%	31%	33%	32%	32%	22%
Participant employment rate - Aged 45 to 54 years	33%	34%	32%	31%	30%	28%	27%	22%
Participant employment rate - Aged 55 to 64 years	28%	28%	25%	23%	22%	21%	20%	22%
Participant employment rate - Aged 65+ years	20%	18%	14%	14%	12%	10%	9%	22%
Participant employment rate - Aged 25 to 64 years	28%	29%	28%	27%	27%	27%	27%	22%
Participant employment rate - Aged 15 to 64 years	26%	27%	26%	25%	26%	26%	27%	22%
Participant social and community engagement rate - Aged 15 to 24 years	37%	42%	45%	48%	48%	49%	43%	43%
Participant social and community engagement rate - Aged 25 to 34 years	32%	42%	48%	51%	50%	51%	48%	43%
Participant social and community engagement rate - Aged 35 to 44 years	36%	44%	50%	51%	52%	51%	50%	43%
Participant social and community engagement rate - Aged 45 to 54 years	37%	43%	47%	51%	52%	54%	49%	43%
Participant social and community engagement rate - Aged 55 to 64 years	36%	40%	44%	44%	46%	47%	45%	43%
Participant social and community engagement rate - Aged 65+ years	36%	41%	44%	45%	44%	44%	45%	43%
Participant social and community engagement rate - Aged 25+ years	35%	42%	47%	48%	49%	49%	47%	43%
Participant social and community engagement rate - Aged 15+ years	35%	42%	47%	48%	49%	49%	47%	43%
Family and carer employment rate - Aged 0 to 14 years	47%	48%	49%	49%	54%	56%	60%	n/a
Family and carer employment rate - Aged 15+ years	50%	53%	54%	54%	56%	56%	55%	n/a
Family and carer employment rate - All ages	48%	51%	52%	51%	55%	56%	58%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	65%	68%	70%	70%	83%	n/a
Participant Choice and Control - Aged 25+ years	n/a	68%	74%	78%	80%	81%	90%	n/a
Participant Choice and Control - Aged 15+ years	n/a	66%	72%	75%	76%	77%	87%	n/a

[44] Denominators for each metric are: ‘participant employment rate’ (n=19,219), ‘participant social and community engagement rate’ (n=19,504), 'family and carer employment rate' (n=10,824) and 'participant choice and control' (n=16,524). 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 to the end of quarter 4, 2025-26. Table F.22 shows the number of complaints in quarter 4, 2025-26 compared with previous quarters, by source of complaint and complaint subject, and Participant Critical Incidents (PCIs) in quarter 4, 2025-26 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

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

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

Table F.21 Number and proportion of respondents who responded positively to questions about NDIA planning process per quarter - New South Wales[45] [46]

NDIA planning process	Prior Quarters	Quarter 4, 2025-26
Early Supports - Number of respondents	**418**	**83**
Early Supports - Were you treated with respect?	99%	92%
Early Supports - Were decisions and outcomes explained to you?	87%	80%
Early Supports - Were your questions and concerns acknowledged?	88%	82%
Early Supports - How well does your early supports plan meet your child's needs?	48%	42%
Community Connections - Number of respondents	**3,159**	**298**
Community Connections - Was information easy to understand?	85%	83%
Community Connections - Was communication in your preferred format?	94%	94%
Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life?	79%	74%
Community Connections - To what extent were your circumstances and needs considered?	78%	70%
Community Connections - To what extent were you included in decisions that were made?	76%	73%
Community Connections - How confident are you in reaching out to community supports and other government services?	55%	56%
Apply for NDIS (overall) - Number of respondents	**3,122**	**268**
Apply for NDIS (overall) - Were you treated with respect?	94%	95%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	76%	85%
Apply for NDIS (overall) - Was information easy to understand?	73%	77%
Apply for NDIS (overall) - Was communication in your preferred format?	87%	90%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	57%	63%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	56%	63%
Plan Approval - Number of respondents	**7,695**	**1,080**
Plan Approval - Were you treated with respect?	90%	90%
Plan Approval - Were decisions and outcomes explained to you?	78%	76%
Plan Approval - Were your questions and concerns acknowledged?	75%	73%
Plan Approval - Do you know where to go for more help with using your plan?	85%	85%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	55%	50%

[45] Previous quarters include only data gathered since December 2023, when changes to the Participant Satisfaction Survey were implemented.
[46] Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

NDIA planning process	Prior Quarters	Quarter 4, 2025-26
Plan Approval - How well does your NDIS plan meet your needs?	57%	52%
Plan Implementation - Number of respondents	**6,734**	**559**
Plan Implementation - Do you know where to go for more help with using your plan?	85%	86%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	63%	65%
Plan Implementation - To what extent were your circumstances and needs considered?	63%	66%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	62%	65%
Plan Implementation - Do you feel confident in using your plan?	66%	68%
Plan Implementation - Do you feel confident in accessing supports?	68%	70%
Plan Reassessment - Number of respondents	**17,937**	**1,527**
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	87%	87%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	67%	69%
Plan Reassessment - To what extent were your circumstances and needs considered?	68%	69%
Plan Reassessment - To what extent were you included in decisions that were made?	69%	70%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	67%	64%
Plan Reassessment - Do you feel confident in using your plan?	70%	69%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	66%	63%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	80%	81%

Table F.22 Complaints and Participant Critical Incidents (PCIs) by quarter - New South Wales[47] [48]

Complaints made by or on behalf of:	Prior Quarters	Quarter 4, 2025-26	Total	Number of unique complainants
Participants: Complaints about Early Connections Partner	362	21	383	360
Participants: Complaints about Local Area Coordination (LAC) Partner	1,475	46	1,521	1,369
Participants: Complaints about service providers	5,014	282	5,296	4,138
Participants: Complaints about the Agency	80,328	2,759	83,087	40,346
Participants: Unclassified	1,495	0	1,495	1,314
Participants: Total	**88,674**	**3,108**	**91,782**	**43,424**
Percentage of the number of active participants	6.7%	5.4%	6.7%	n/a
New Participant Critical Incidents (PCIs)	**19,463**	**1,225**	**20,688**	**n/a**

[47] 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.
[48] Note that 57% of all complainants made only one complaint, 20% made two complaints, and 23% made three or more complaints.

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

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Jun-23	2,086	5%	43,726	6%
Sep-23	2,485	5%	46,211	6%
Dec-23	3,006	6%	49,217	6%
Mar-24	5,337	11%	54,554	6%
Jun-24	5,814	12%	60,368	6%
Sep-24	5,046	10%	65,414	7%
Dec-24	4,634	9%	70,048	7%
Mar-25	3,926	8%	73,974	7%
Jun-25	3,489	6%	77,463	7%
Sep-25	4,026	7%	81,489	7%
Dec-25	3,691	7%	85,180	7%
Mar-26	3,494	6%	88,674	7%
Jun-26	3,108	5%	91,782	7%

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

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Jun-23	930	2%	5,941	1%
Sep-23	995	2%	6,936	1%
Dec-23	1,017	2%	7,953	1%
Mar-24	1,142	2%	9,095	1%
Jun-24	1,188	2%	10,283	1%
Sep-24	1,152	2%	11,435	1%
Dec-24	1,175	2%	12,610	1%
Mar-25	1,301	2%	13,911	1%
Jun-25	1,335	2%	15,246	1%
Sep-25	1,542	3%	16,788	1%
Dec-25	1,281	2%	18,069	1%
Mar-26	1,394	2%	19,463	1%
Jun-26	1,225	2%	20,688	2%

Table F.25 Participant complaints by type. Complaints with a related party who has submitted an access request - New South Wales[49]

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	2,354	3%	0	0%	2,354	3%
Complaints about the Agency - Information unclear	735	1%	0	0%	735	1%
Complaints about the Agency - NDIA Access	1,801	2%	70	3%	1,871	2%
Complaints about the Agency - NDIA Engagement	<120	n/a	<11	n/a	118	0%
Complaints about the Agency - NDIA Finance	4,635	6%	172	6%	4,807	6%
Complaints about the Agency - NDIA Fraud and Compliance	366	0%	13	0%	379	0%
Complaints about the Agency - NDIA Plan	17,487	22%	884	32%	18,371	22%
Complaints about the Agency - NDIA Process	7,357	9%	369	13%	7,726	9%
Complaints about the Agency - NDIA Resources	754	1%	35	1%	789	1%
Complaints about the Agency - NDIA Staff	4,834	6%	404	15%	5,238	6%
Complaints about the Agency - NDIA Timeliness	24,797	31%	804	29%	25,601	31%
Complaints about the Agency - Participation, engagement and inclusion	178	0%	0	0%	178	0%
Complaints about the Agency - Provider Portal	45	0%	0	0%	45	0%
Complaints about the Agency - Quality & Safeguards Commission	<60	n/a	<11	n/a	60	0%
Complaints about the Agency - Reasonable and necessary supports	2,251	3%	0	0%	2,251	3%
Complaints about the Agency - Staff conduct - Agency	680	1%	0	0%	680	1%
Complaints about the Agency - The way the NDIA carried out its decision making	1,263	2%	0	0%	1,263	2%
Complaints about the Agency - Timeliness	5,912	7%	0	0%	5,912	7%
Complaints about the Agency - Other	4,709	6%	0	0%	4,709	6%
Complaints about the Agency - Total	**80,328**	**100%**	**2,759**	**100%**	**83,087**	**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	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	23	6%	0	0	23	6%
Complaints about Early Connections Partner - Early Connections Process	<40	n/a	<11	n/a	39	10%
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	216	60%	14	67%	230	60%
Complaints about Early Connections Partner - Early Connections Timeliness	<90	n/a	<11	n/a	86	22%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Total	**362**	**100%**	**21**	**100%**	**383**	**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	15	1%	0	0%	15	1%
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	<180	n/a	<11	n/a	174	11%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<160	n/a	<11	n/a	164	11%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<20	n/a	0	0%	<20	n/a

[49] 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 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	978	66%	34	74%	1,012	67%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<130	n/a	<11	n/a	134	9%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - Total	**1,475**	**100%**	**46**	**100%**	**1,521**	**100%**
Complaints about service providers - Provider Costs	146	3%	0	0%	146	3%
Complaints about service providers - Provider Finance	<350	n/a	<20	n/a	353	7%
Complaints about service providers - Provider Fraud and Compliance	610	12%	66	23%	676	13%
Complaints about service providers - Provider Process	140	3%	0	0%	140	3%
Complaints about service providers - Provider Service	1,622	32%	106	38%	1,728	33%
Complaints about service providers - Provider Staff	1,043	21%	96	34%	1,139	22%
Complaints about service providers - Service Delivery	235	5%	0	0%	235	4%
Complaints about service providers - Staff Conduct	216	4%	0	0%	216	4%
Complaints about service providers - Supports being provided	253	5%	0	0%	253	5%
Complaints about service providers - Other	<410	n/a	<11	n/a	410	8%
Complaints about service providers - Total	**5,014**	**100%**	**282**	**100%**	**5,296**	**100%**
Unclassified	**1,495**	**n/a**	**0**	**n/a**	**1,495**	**n/a**
Participants total	**88,674**	**n/a**	**3,108**	**n/a**	**91,782**	**n/a**

Table F.26 Administrative Review Tribunal (ART) Cases by category as at 30 June 2026 - New South Wales

Category	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Access	1,947	21%	110	17%	2,057	20%
Planning	7,016	74%	527	80%	7,543	75%
Compensation	<50	n/a	<11	n/a	45	0%
Jurisdiction	<230	n/a	<11	n/a	222	2%
Extension of Time	<80	n/a	<11	n/a	77	1%
Other	120	1%	19	3%	139	1%
Total cases	**9,426**	**100%**	**657**	**100%**	**10,083**	**100%**
Percentage of the number of active participants	**0.7%**	**n/a**	**1.1%**	**n/a**	**0.7%**	**n/a**

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

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Jun-23	311	0.7%	4,747	0.6%
Sep-23	255	0.5%	5,002	0.6%
Dec-23	286	0.6%	5,288	0.6%
Mar-24	171	0.4%	5,459	0.6%
Jun-24	279	0.6%	5,738	0.6%
Sep-24	429	0.9%	6,167	0.6%
Dec-24	458	0.9%	6,625	0.6%
Mar-25	413	0.8%	7,038	0.6%
Jun-25	457	0.9%	7,495	0.6%
Sep-25	689	1.3%	8,184	0.7%
Dec-25	613	1.1%	8,797	0.7%
Mar-26	629	1.1%	9,426	0.7%
Jun-26	657	1.1%	10,083	0.7%

Table F.28 Administrative Review Tribunal (ART) cases by open/closed and decision - New South Wales[50]

ART cases by open/closed and decision	Number of cases	Number of unique active participants
ART Cases	**10,083**	**8,943**
Open ART Cases	**1,926**	**1,850**
Closed ART Cases	**8,157**	**7,277**
Resolved before hearing	7,848	7,017
Gone to hearing and received a substantive decision	309	260

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

Table F.29 Administrative Review Tribunal (ART) Supports in dispute - New South Wales[51] [52] [53]

Type of support	Prior Quarters	Quarter 4, 2025-26	Total
Plan Management Decision	197	40	237
Core (excluding Consumables and Transport)	1,804	239	2,043
Capacity Building	2,147	237	2,384
General Support	567	96	663
Assistive Technology	526	66	592
Specialist Disability Accommodation	156	15	171
Home Modifications	134	16	150
Supported Independent Living	564	61	625
Everyday Living Costs	172	18	190
Transport	280	39	319
Other	1,068	135	1,203
Total number of unique participants counted across disputed supports	**3,350**	**358**	**3,708**
Total number of instances of participants counted across disputed supports	**7,615**	**962**	**8,577**

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

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	**294**	**4%**	**15**	**2%**	**309**	**4%**
Decided by Tribunal - Affirmed	<150	n/a	<11	n/a	156	2%
Decided by Tribunal - Varied	<50	n/a	<11	n/a	46	1%
Decided by Tribunal - Set Aside	<110	n/a	<11	n/a	107	1%
Not Decided by Tribunal - Total	**7,253**	**96%**	**595**	**98%**	**7,848**	**96%**
Not Decided by Tribunal - Resolved by consent	5,119	68%	387	63%	5,506	68%
Not Decided by Tribunal - Withdrawn	1,480	20%	136	22%	1,616	20%
Not Decided by Tribunal - No jurisdiction	108	1%	26	4%	134	2%
Not Decided by Tribunal - Extension of Time Declined	<20	n/a	<11	n/a	<20	n/a
Not Decided by Tribunal - Extension of Time Not opposed	<30	n/a	<11	n/a	26	0%
Not Decided by Tribunal - Dismissed	503	7%	46	8%	549	7%
Not Decided by Tribunal - Other	<11	n/a	<11	n/a	<11	n/a
Total	**7,547**	**100%**	**610**	**100%**	**8,157**	**100%**

[51] 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.
[52] Data is reported with one month lag; therefore results for last month of the current quarter are not included.
[53] 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 introduced in the March 2025 quarter. Before then, 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 F.31 to F.32).

The count of active providers excludes providers with a missing Australian Business Number (ABN) (Table F.31).

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

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 F.31).

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

Table F.31 Number of active providers in quarter 4, 2025-26 by registration status and funds management type - New South Wales

Funds management type	Registered	Unregistered	Total providers
NDIA-managed	4,778	n/a	4,778
Plan-managed	7,597	56,738	61,710
Self-managed	6	33,352	39,630
All funds management types	**8,159**	**76,918**	**83,368**

Table F.32 Total active provider payments in quarter 4, 2025-26 by registration status and funds management type ($m) - New South Wales[54]

Funds management type	Registered	Unregistered	All registration statuses
NDIA-managed	1,305	n/a	1,305
Plan-managed	1,511	906	2,426
Self-managed	0	166	368
All funds management types	**2,815**	**1,072**	**4,099**

[54] There were $211.5 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 F.33 to F.37) are derived from the total annualised committed supports in the current plans of active participants as at 30 June 2026. Average payments (Tables F.35 to F.37) are calculated as the sum of the payments in the 12-month period to 30 June 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 30 June 2026. 'Total payments' refers to those paid over the 12 months to 30 June 2026 (Tables F.38 to F.40).

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

Average annualised committed support band	As at quarter 3, 2025-26 distribution of participants	As at quarter 4, 2025-26 distribution of participants
$0-$5,000	2.2%	2.2%
$5,001-$10,000	4.9%	4.9%
$10,001-$15,000	9.4%	9.4%
$15,001-$20,000	15.2%	15.2%
$20,001-$25,000	12.1%	12.0%
$25,001-$30,000	5.0%	5.0%
$30,001-$50,000	13.0%	13.1%
$50,001-$100,000	16.4%	16.5%
$100,001-$150,000	6.7%	6.6%
$150,001-$200,000	3.5%	3.5%
$200,001-$250,000	2.2%	2.2%
$250,001+	9.3%	9.3%

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

Average annualised committed support band	As at quarter 3, 2025-26 distribution of participants	As at quarter 4, 2025-26 distribution of participants
$0-$5,000	2.4%	2.4%
$5,001-$10,000	5.2%	5.2%
$10,001-$15,000	10.0%	9.9%
$15,001-$20,000	16.1%	16.1%
$20,001-$25,000	12.8%	12.7%
$25,001-$30,000	5.2%	5.3%
$30,001-$50,000	13.8%	13.9%
$50,001-$100,000	17.4%	17.4%
$100,001-$150,000	7.0%	7.0%
$150,001-$200,000	3.7%	3.7%
$200,001-$250,000	2.1%	2.1%
$250,001+	4.3%	4.4%

Table F.35 Average annualised committed supports as at 30 June 2026 and average payments for the year ending 30 June 2026 by age group and participants' Supported Independent Living (SIL) status - New South Wales

Age group	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
0 to 8	$20,700	$27,500	n/a	n/a	$20,700	$27,500
9 to 14	$24,700	$29,800	n/a	n/a	$24,700	$29,800
15 to 18	$35,200	$45,000	$558,200	$630,000	$33,500	$43,700
19 to 24	$77,200	$99,300	$536,000	$591,900	$55,300	$78,100
25 to 34	$105,600	$128,600	$454,600	$490,200	$70,600	$93,200
35 to 44	$121,700	$146,000	$417,300	$450,800	$81,100	$105,800
45 to 54	$130,800	$156,300	$416,600	$442,900	$85,900	$112,800
55 to 64	$146,000	$173,000	$421,900	$446,800	$96,100	$124,500
65+	$154,600	$173,100	$422,700	$447,200	$108,000	$125,500
All	**$70,700**	**$86,000**	**$434,400**	**$464,400**	**$49,700**	**$64,700**

Table F.36 Average annualised committed supports as at 30 June 2026 and average payments for the year ending 30 June 2026 by primary disability group and participants' Supported Independent Living (SIL) status - New South Wales

Primary disability group	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
Acquired brain injury	$177,100	$207,200	$457,800	$486,900	$122,300	$153,400
Autism	$36,900	$45,600	$484,300	$515,500	$29,700	$38,600
Cerebral palsy	$168,200	$196,800	$497,900	$534,700	$113,400	$141,600
Developmental delay	$14,700	$22,300	n/a	n/a	$14,700	$22,300
Global developmental delay	$18,800	$25,200	n/a	n/a	$18,800	$25,200
Hearing impairment	$10,400	$18,100	n/a	n/a	$10,000	$17,700
Intellectual disability	$117,600	$135,600	$402,900	$430,100	$67,600	$85,000
Multiple sclerosis	$114,000	$142,800	$550,300	$586,300	$97,000	$126,500
Psychosocial disability	$106,900	$129,400	$380,400	$412,500	$77,900	$99,700
Spinal cord injury	$186,100	$238,700	$606,900	$662,800	$165,600	$220,100
Stroke	$174,300	$209,100	$518,800	$550,000	$127,600	$163,300
Visual impairment	$45,500	$60,800	$361,500	$378,900	$42,400	$57,700
Other neurological	$168,300	$200,100	$501,500	$532,700	$125,500	$157,600
Other physical	$82,100	$110,000	$520,000	$531,700	$73,300	$101,700
Other sensory/speech	$11,300	$19,500	n/a	n/a	$10,300	$18,500
Other	$100,500	$128,100	$478,900	$514,700	$75,400	$104,600
Down Syndrome	$132,700	$152,100	$357,800	$379,100	$85,400	$105,300
All	**$70,700**	**$86,000**	**$434,400**	**$464,400**	**$49,700**	**$64,700**

Table F.37 Average annualised committed supports as at 30 June 2026 and average payments for the year ending 30 June 2026 by reported level of function and participants' Supported Independent Living (SIL) status - New South Wales

Reported level of function	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
1 (High Function)	$16,000	$23,100	n/a	n/a	$15,900	$22,900
2 (High Function)	$22,000	$34,400	n/a	n/a	$20,000	$32,700
3 (High Function)	$24,600	$34,900	$362,500	$397,300	$22,600	$32,700
4 (High Function)	$18,100	$28,400	$392,500	$419,300	$16,300	$26,500
5 (High Function)	$32,600	$43,200	$361,000	$402,300	$28,000	$38,200
6 (Moderate Function)	$27,700	$39,100	$344,500	$391,300	$25,300	$36,500
7 (Moderate Function)	$62,600	$75,400	$389,500	$417,200	$42,000	$53,800
8 (Moderate Function)	$69,300	$93,500	$360,400	$395,100	$56,000	$79,600
9 (Moderate Function)	$80,800	$114,900	n/a	n/a	$74,500	$109,000
10 (Moderate Function)	$110,600	$139,500	$367,100	$397,800	$84,600	$113,200
11 (Low Function)	$146,700	$169,100	$449,000	$478,800	$86,000	$106,700
12 (Low Function)	$206,600	$232,700	$436,300	$462,600	$144,200	$171,200
13 (Low Function)	$124,400	$140,300	$549,500	$575,900	$85,900	$101,000
14 (Low Function)	$335,500	$389,000	$533,300	$573,200	$256,800	$315,900
15 (Low Function)	$445,600	$489,600	n/a	n/a	$422,200	$465,100
Total	**$70,700**	**$86,000**	**$434,400**	**$464,400**	**$49,700**	**$64,700**

Table F.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 30 June 2026 ($m) - New South Wales[55]

Support Category	Total payments for the year ending 30 June 2026	Total annualised committed supports as at 30 June 2026
Core: Daily Activities	3,981.7	4,055.1
Core: Consumables	36.1	39.9
Core: Social and Civic	824.2	960.0
Core: Transport	23.6	28.6
Capacity Building: Choice and Control	10.9	12.2
Capacity Building: Daily Activities	103.9	147.9
Capacity Building: Employment	1.2	3.7
Capacity Building: Health and Wellbeing	1.2	1.8
Capacity Building: Home Living	0.1	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	120.5	164.3
Capacity Building: Social and Civic	0.9	1.8
Capacity Building: Support Coordination	64.4	75.2
Capital: Assistive Technology	39.2	79.6
Capital: Home Modifications	113.2	134.8
All	**5,321.0**	**5,704.9**

[55] Total payments for home modifications were $113.2 million. Of which, $112.6 million (99.5%) has been paid for specialised disability accommodation (SDA) supports, and $0.6 million (0.5%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $134.8 million. Of which, $134.0 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and $0.7 million (1%) has been allocated for non-SDA supports.

Table F.39 Total annualised committed supports and total payments (participants not in Supported Independent Living (SIL)) by support category as at 30 June 2026 ($m) - New South Wales[56]

Support Category	Total payments for the year ending 30 June 2026	Total annualised committed supports as at 30 June 2026
Core: Daily Activities	4,289.5	5,649.0
Core: Consumables	153.1	242.0
Core: Social and Civic	2,963.4	3,206.9
Core: Transport	324.1	139.2
Capacity Building: Choice and Control	169.6	203.5
Capacity Building: Daily Activities	1,704.3	2,847.6
Capacity Building: Employment	63.2	173.4
Capacity Building: Health and Wellbeing	9.8	18.3
Capacity Building: Home Living	0.4	1.4
Capacity Building: Lifelong learning	0.1	0.4
Capacity Building: Relationships	238.5	434.6
Capacity Building: Social and Civic	77.0	185.9
Capacity Building: Support Coordination	271.8	384.8
Capital: Assistive Technology	214.8	494.1
Capital: Home Modifications	77.3	123.4
All	**10,556.9**	**14,104.6**

Table F.40 Payments by financial year in which support was provided, compared to committed supports - New South Wales[57]

Financial year	Total Committed ($m)	Total Paid ($m)	Percentage utilised to date
2013-14	50.3	37.2	74%
2014-15	184.9	141.6	77%
2015-16	354.9	260.3	73%
2016-17	1,765.5	1,208.7	68%
2017-18	4,255.9	3,092.0	73%
2018-19	5,879.1	4,458.2	76%
2019-20	8,008.3	5,966.3	75%
2020-21	10,145.1	7,692.3	76%
2021-22	11,460.7	8,925.5	78%
2022-23	14,001.8	11,017.9	79%
2023-24	16,214.9	13,016.1	80%
2024-25	18,142.6	14,229.7	78%
2025-26 (Experience still emerging)	20,087.6	14,954.1	74%

[56] Total payments for home modifications were $77.3 million. Of which, $40.7 million (52.7%) has been paid for specialised disability accommodation (SDA) supports, and $36.5 million (47.3%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $123.4 million. Of which, $48.1 million (39%) has been allocated for specialised disability accommodation (SDA) supports, and $75.3 million (61%) has been allocated for non-SDA supports.

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

Table F.41 Percentage change in plan budgets for active participants per quarter - New South Wales[58]

Inflation type	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25	Mar-26	Jun-26
Intraplan Inflation	6.7%	7.1%	6.4%	4.6%	4.4%	5.5%	3.8%	2.5%	2.4%
Interplan Inflation	2.9%	5.0%	5.0%	5.8%	5.1%	5.3%	4.2%	3.4%	2.3%
Total Inflation	**9.6%**	**12.1%**	**11.4%**	**10.4%**	**9.5%**	**10.8%**	**8.0%**	**6.0%**	**4.7%**

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

Supplement G: Victoria

Adapting to the new computer system and processes has impacted some data detailed in this supplement. This includes the proportion of active participant plans with not-stated culturally and linguistically diverse (CALD) status 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 (Table G.9).

The order of primary disability types in the participant profile tables is based on the national proportions in Table E.10, from highest to lowest (Table G.11).

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

Participant breakdown	Prior Quarters	Quarter 4, 2025-26	Total
Access decisions	**275,601**	**6,120**	**281,721**
Currently Eligible - Total	**208,121**	**4,830**	**212,951**
Currently Eligible - New	141,992	4,763	146,755
Currently Eligible - State	<56,180	<60	56,231
Currently Eligible - Commonwealth	<9,960	<11	9,965
Active Participant Plans - Total	**206,476**	**4,370**	**210,846**
Active Participant Plans - New	140,705	4,312	145,017
Active Participant Plans - State	55,844	42	55,886
Active Participant Plans - Commonwealth	9,927	16	9,943
Active Participant Plans - Total	**206,476**	**4,370**	**210,846**
Active Participant Plans - Early Intervention (s25)	58,306	1,857	60,163
Active Participant Plans - Permanent Disability (s24)	135,062	1,214	136,276
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	13,108	1,299	14,407

Table G.2 People who have left the Scheme since 1 July 2013 as at 30 June 2026 - Victoria[59]

People leaving the Scheme	Prior Quarters	Quarter 4, 2025-26	Total
Number of people who have left the Scheme	26,701	2,229	**28,930**

[59] The number of people who have left the Scheme is people leaving net of people returning to the Scheme.

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

Age group at access decision	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
0 to 8	69,947	97%	31,666	97%	1,262	92%	102,875	97%
9 to 14	19,783	92%	12,534	94%	575	89%	32,892	93%
15 to 18	7,921	93%	5,821	91%	455	90%	14,197	92%
19 to 24	6,456	90%	4,867	86%	352	80%	11,675	88%
25 to 34	8,517	86%	7,729	80%	419	70%	16,665	83%
35 to 44	8,735	82%	8,838	76%	200	56%	17,773	79%
45 to 54	10,525	79%	10,981	72%	176	45%	21,682	75%
55 to 64	13,189	75%	12,653	64%	165	38%	26,007	69%
65+	<640	n/a	<610	n/a	<11	n/a	<1,250	n/a
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
Total	**145,711**	**90%**	**95,690**	**83%**	**3,612**	**76%**	**245,013**	**87%**

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

Primary disability group	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
Acquired brain injury	4,492	89%	2,292	90%	50	69%	6,834	90%
Autism	60,095	98%	32,430	98%	2,263	94%	94,788	98%
Cerebral palsy	2,681	97%	2,220	97%	33	89%	4,934	97%
Developmental delay	23,428	97%	10,295	97%	412	94%	34,135	97%
Down syndrome	1,758	100%	1,468	100%	22	100%	3,248	100%
Global developmental delay	3,135	99%	1,439	99%	52	96%	4,626	99%
Hearing impairment	4,026	90%	4,265	88%	85	75%	8,376	89%
Intellectual disability	17,472	95%	12,255	94%	130	75%	29,857	94%
Multiple sclerosis	1,044	93%	3,148	93%	23	70%	4,215	93%
Psychosocial disability	11,253	73%	12,244	66%	260	39%	23,757	69%
Spinal cord injury	925	94%	<450	n/a	<20	n/a	1,390	92%
Stroke	1,852	87%	1,287	83%	21	60%	3,160	85%
Visual impairment	1,914	91%	1,777	88%	23	58%	3,714	89%
Other neurological	4,823	85%	4,105	82%	78	68%	9,006	83%
Other physical	2,851	46%	3,374	38%	57	23%	6,282	41%
Other sensory/speech	467	53%	<210	n/a	<11	n/a	673	51%
Other	3,495	59%	2,442	43%	81	29%	6,018	51%
Total	**145,711**	**90%**	**95,690**	**83%**	**3,612**	**76%**	**245,013**	**87%**

Table G.5 Participant profile per quarter of entry, by participants identifying as First Nations Peoples - Victoria

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
First Nations Participants	8,102	4%	207	5%	8,309	4%
Non-First Nations Participants	179,752	87%	3,913	90%	183,665	87%
Not Stated	18,622	9%	250	6%	18,872	9%
Total	**206,476**	**100%**	**4,370**	**100%**	**210,846**	**100%**

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	<22,970	n/a	<560	n/a	23,519	11%
Not culturally and linguistically diverse	177,645	86%	3,815	87%	181,460	86%
Not stated	<5,870	n/a	<11	n/a	5,867	3%
Total	**206,476**	**100%**	**4,370**	**100%**	**210,846**	**100%**

Table G.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2026 - Victoria[60] [61]

Age group	Total number of active participants
Under 45	<11
45 to 54	<30
55 to 64	177
Total YPIRAC (under 65)	**210**

[60] The Younger People in Residential Aged Care (YPIRAC) figures excludes First Nations participants aged 50 to 64 years who meet the exceptional circumstances criteria for residential aged care.
[61] There are a further 440 active participants aged 65 years or over who are currently in residential aged care.

Table G.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively - Victoria[62]

Quarter ending	Incremental	Cumulative
Jun-23	-59	599
Sep-23	-49	550
Dec-23	-41	509
Mar-24	-34	475
Jun-24	-62	413
Sep-24	-54	359
Dec-24	-39	320
Mar-25	-31	289
Jun-25	-16	273
Sep-25	-16	257
Dec-25	-22	235
Mar-26	-14	221
Jun-26	-11	210

Table G.9 Participant profile per quarter of entry, by remoteness - Victoria

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Major cities	149,178	72%	3,149	72%	152,327	72%
Population > 50,000	20,463	10%	454	10%	20,917	10%
Population between 15,000 and 50,000	13,630	7%	280	6%	13,910	7%
Population between 5,000 and 15,000	11,174	5%	214	5%	11,388	5%
Population less than 5,000	11,919	6%	271	6%	12,190	6%
Remote	<110	n/a	<11	n/a	105	0%
Very Remote	<11	n/a	<11	n/a	<11	n/a
Missing	<11	n/a	<11	n/a	<11	n/a
Total	**206,476**	**100%**	**4,370**	**100%**	**210,846**	**100%**

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

Table G.10 Participant profile per quarter of entry, by primary disability group - Victoria

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Autism	90,714	44%	1,963	45%	92,677	44%
Intellectual disability	27,323	13%	242	6%	27,565	13%
Psychosocial disability	20,311	10%	159	4%	20,470	10%
Developmental delay	19,255	9%	961	22%	20,216	10%
Hearing impairment	7,633	4%	94	2%	7,727	4%
Other neurological	6,266	3%	162	4%	6,428	3%
Acquired brain injury	5,249	3%	102	2%	5,351	3%
Other physical	4,730	2%	46	1%	4,776	2%
Cerebral palsy	4,533	2%	28	1%	4,561	2%
Global developmental delay	3,323	2%	250	6%	3,573	2%
Other	3,363	2%	165	4%	3,528	2%
Multiple sclerosis	3,758	2%	49	1%	3,807	2%
Down syndrome	<2,890	n/a	<20	n/a	2,901	1%
Visual impairment	3,180	2%	48	1%	3,228	2%
Stroke	2,452	1%	69	2%	2,521	1%
Spinal cord Injury	1,134	1%	18	0%	1,152	1%
Other sensory/speech	<370	n/a	<11	n/a	365	0%
Total	**206,476**	**100%**	**4,370**	**100%**	**210,846**	**100%**

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

Primary disability group	All participants - Count	All participants - Percentage	Participants in SIL - Count	Participants in SIL - Percentage	Participants not in SIL - Count	Participants not in SIL - Percentage
Autism	92,677	44%	1,023	13%	91,654	45%
Intellectual disability	27,565	13%	3,152	40%	24,413	12%
Psychosocial disability	20,470	10%	683	9%	19,787	10%
Developmental delay	20,216	10%	<11	n/a	<20,220	n/a
Hearing impairment	7,727	4%	<11	n/a	<7,730	n/a
Other neurological	6,428	3%	488	6%	5,940	3%
Acquired brain injury	5,351	3%	702	9%	4,649	2%
Other physical	4,776	2%	70	1%	4,706	2%
Cerebral palsy	4,561	2%	671	8%	3,890	2%
Global developmental delay	3,573	2%	<11	n/a	<3,580	n/a
Other	3,528	2%	137	2%	3,391	2%
Multiple sclerosis	3,807	2%	134	2%	3,673	2%
Down syndrome	2,901	1%	552	7%	2,349	1%
Visual impairment	3,228	2%	33	0%	3,195	2%
Stroke	2,521	1%	219	3%	2,302	1%
Spinal cord Injury	1,152	1%	67	1%	1,085	1%
Other sensory/speech	365	0%	<11	n/a	<370	n/a
Total	**210,846**	**100%**	**7,935**	**100%**	**202,911**	**100%**

Table G.12 Participant profile per quarter of entry, by reported level of function - Victoria

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
1 (High Function)	27,604	13%	47	1%	27,651	13%
2 (High Function)	<540	n/a	<11	n/a	539	0%
3 (High Function)	10,902	5%	39	1%	10,941	5%
4 (High Function)	9,409	5%	74	2%	9,483	4%
5 (High Function)	15,567	8%	71	2%	15,638	7%
6 (Moderate Function)	51,280	25%	1,248	29%	52,528	25%
7 (Moderate Function)	10,263	5%	39	1%	10,302	5%
8 (Moderate Function)	9,937	5%	141	3%	10,078	5%
9 (Moderate Function)	808	0%	11	0%	819	0%
10 (Moderate Function)	17,480	8%	192	4%	17,672	8%
11 (Low Function)	<4,940	n/a	<11	n/a	4,946	2%
12 (Low Function)	25,767	12%	362	8%	26,129	12%
13 (Low Function)	11,816	6%	70	2%	11,886	6%
14 (Low Function)	<2,130	n/a	<11	n/a	2,125	1%
15 (Low Function)	<40	n/a	<11	n/a	38	0%
Missing	8,012	4%	2,059	47%	10,071	5%
Total	**206,476**	**100%**	**4,370**	**100%**	**210,846**	**100%**

Table G.13 Participant profile per quarter of entry, by age group - Victoria

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
0 to 8	43,929	21%	1,922	44%	45,851	22%
9 to 14	43,292	21%	753	17%	44,045	21%
15 to 18	21,291	10%	315	7%	21,606	10%
19 to 24	18,443	9%	181	4%	18,624	9%
25 to 34	17,670	9%	251	6%	17,921	8%
35 to 44	15,139	7%	270	6%	15,409	7%
45 to 54	16,316	8%	234	5%	16,550	8%
55 to 64	18,924	9%	405	9%	19,329	9%
65+	11,472	6%	39	1%	11,511	5%
Total	**206,476**	**100%**	**4,370**	**100%**	**210,846**	**100%**

Table G.14 Participation rates by age group and gender as at 30 June 2026 - Victoria[63]

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	8.3%	4.2%	6.4%
9 to 14	10.9%	5.9%	8.6%
15 to 18	7.4%	4.8%	6.3%
19 to 24	3.8%	2.5%	3.3%
25 to 44	1.7%	1.4%	1.6%
45 to 64	2.2%	2.1%	2.2%
65+	0.9%	0.9%	0.9%
Total (0-64)	**4.0%**	**2.6%**	**3.4%**
Total (All ages)	**3.5%**	**2.3%**	**2.9%**

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

Mainstream service	Prior Quarters	Quarter 4, 2025-26	Total
Choice and control over my life	3%	4%	3%
Daily life	20%	20%	20%
Health and wellbeing	76%	83%	76%
Learning	37%	35%	37%
Relationships	4%	4%	4%
Social and community activities	7%	7%	7%
Where I live	1%	2%	1%
Work	4%	4%	4%
Unknown	6%	1%	6%
Any mainstream service	**96%**	**96%**	**96%**

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

Part Two: Participant and family/carer outcomes

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

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

Table G.16 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1) and second (R2) Short Form (SF) questionnaires reassessment - Victoria[64]

Metric by age group	Baseline	R1	R2	2025-26 Target
Participant employment rate - Aged 15 to 24 years	12%	14%	19%	22%
Participant employment rate - Aged 25 to 34 years	26%	21%	26%	22%
Participant employment rate - Aged 35 to 44 years	24%	20%	24%	22%
Participant employment rate - Aged 45 to 54 years	20%	18%	19%	22%
Participant employment rate - Aged 55 to 64 years	17%	15%	15%	22%
Participant employment rate - Aged 65+ years	14%	8%	8%	22%
Participant employment rate - Aged 25 to 64 years	21%	19%	21%	22%
Participant employment rate - Aged 15 to 64 years	19%	17%	20%	22%
Participant social and community engagement rate - Aged 15 to 24 years	30%	34%	33%	43%
Participant social and community engagement rate - Aged 25 to 34 years	28%	33%	33%	43%
Participant social and community engagement rate - Aged 35 to 44 years	27%	34%	32%	43%
Participant social and community engagement rate - Aged 45 to 54 years	27%	31%	31%	43%
Participant social and community engagement rate - Aged 55 to 64 years	31%	37%	36%	43%
Participant social and community engagement rate - Aged 65+ years	35%	41%	40%	43%
Participant social and community engagement rate - Aged 25+ years	29%	34%	34%	43%
Participant social and community engagement rate - Aged 15+ years	29%	34%	33%	43%
Family and carer employment rate - Aged 0 to 14 years	48%	50%	53%	n/a
Family and carer employment rate - Aged 15+ years	48%	47%	49%	n/a
Family and carer employment rate - All ages	48%	49%	52%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	72%	n/a
Participant Choice and Control - Aged 25+ years	n/a	68%	79%	n/a
Participant Choice and Control - Aged 15+ years	n/a	66%	77%	n/a

[64] Denominators for each metric are: 'participant employment rate' (n=12,785), 'participant social and community engagement rate' (n=12,796), 'family and carer employment rate' (n=14,826) and 'participant choice and control' (n=6,706). Participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.

Table G.17 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2) and third (R3) Short Form (SF) questionnaires reassessment - Victoria[65]

Metric by age group	Baseline	R1	R2	R3	2025-26 Target
Participant employment rate - Aged 15 to 24 years	9%	13%	15%	21%	22%
Participant employment rate - Aged 25 to 34 years	24%	24%	22%	27%	22%
Participant employment rate - Aged 35 to 44 years	27%	26%	22%	27%	22%
Participant employment rate - Aged 45 to 54 years	23%	22%	20%	22%	22%
Participant employment rate - Aged 55 to 64 years	18%	17%	15%	14%	22%
Participant employment rate - Aged 65+ years	11%	11%	9%	8%	22%
Participant employment rate - Aged 25 to 64 years	23%	22%	20%	22%	22%
Participant employment rate - Aged 15 to 64 years	19%	20%	18%	22%	22%
Participant social and community engagement rate - Aged 15 to 24 years	29%	33%	36%	35%	43%
Participant social and community engagement rate - Aged 25 to 34 years	31%	38%	41%	38%	43%
Participant social and community engagement rate - Aged 35 to 44 years	32%	37%	38%	37%	43%
Participant social and community engagement rate - Aged 45 to 54 years	29%	34%	35%	34%	43%
Participant social and community engagement rate - Aged 55 to 64 years	31%	34%	37%	37%	43%
Participant social and community engagement rate - Aged 65+ years	33%	40%	40%	39%	43%
Participant social and community engagement rate - Aged 25+ years	31%	36%	38%	37%	43%
Participant social and community engagement rate - Aged 15+ years	30%	35%	37%	36%	43%
Family and carer employment rate - Aged 0 to 14 years	47%	48%	51%	54%	n/a
Family and carer employment rate - Aged 15+ years	49%	49%	49%	50%	n/a
Family and carer employment rate - All ages	48%	48%	50%	53%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	67%	73%	n/a
Participant Choice and Control - Aged 25+ years	n/a	68%	74%	81%	n/a
Participant Choice and Control - Aged 15+ years	n/a	66%	72%	79%	n/a

[65] Denominators for each metric are: ‘participant employment rate’ (n=11,444), ‘participant social and community engagement rate’ (n=11,499), 'family and carer employment rate' (n=10,613) and 'participant choice and control' (n=7,693). Participants who had their first plan approved since 1 July 2016 and have had a third SF survey reassessment to date.

Table G.18 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3) and fourth (R4) Short Form (SF) questionnaires reassessment - Victoria[66]

Metric by age group	Baseline	R1	R2	R3	R4	2025-26 Target
Participant employment rate - Aged 15 to 24 years	8%	11%	14%	16%	22%	22%
Participant employment rate - Aged 25 to 34 years	23%	23%	27%	22%	29%	22%
Participant employment rate - Aged 35 to 44 years	27%	26%	29%	22%	26%	22%
Participant employment rate - Aged 45 to 54 years	22%	23%	22%	17%	21%	22%
Participant employment rate - Aged 55 to 64 years	17%	17%	16%	15%	14%	22%
Participant employment rate - Aged 65+ years	13%	14%	12%	13%	9%	22%
Participant employment rate - Aged 25 to 64 years	22%	22%	23%	19%	22%	22%
Participant employment rate - Aged 15 to 64 years	19%	20%	21%	18%	22%	22%
Participant social and community engagement rate - Aged 15 to 24 years	33%	37%	37%	41%	40%	43%
Participant social and community engagement rate - Aged 25 to 34 years	31%	38%	41%	41%	38%	43%
Participant social and community engagement rate - Aged 35 to 44 years	30%	33%	34%	36%	36%	43%
Participant social and community engagement rate - Aged 45 to 54 years	30%	33%	34%	37%	36%	43%
Participant social and community engagement rate - Aged 55 to 64 years	33%	37%	39%	45%	38%	43%
Participant social and community engagement rate - Aged 65+ years	34%	38%	39%	43%	43%	43%
Participant social and community engagement rate - Aged 25+ years	31%	35%	37%	40%	38%	43%
Participant social and community engagement rate - Aged 15+ years	32%	36%	37%	40%	38%	43%
Family and carer employment rate - Aged 0 to 14 years	46%	48%	48%	54%	57%	n/a
Family and carer employment rate - Aged 15+ years	51%	52%	52%	52%	53%	n/a
Family and carer employment rate - All ages	47%	49%	49%	53%	55%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	66%	67%	75%	n/a
Participant Choice and Control - Aged 25+ years	n/a	68%	75%	78%	83%	n/a
Participant Choice and Control - Aged 15+ years	n/a	66%	72%	75%	81%	n/a

[66] Denominators for each metric are: ‘participant employment rate’ (n=8,711), ‘participant social and community engagement rate’ (n=8,715), 'family and carer employment rate' (n=7,053) and 'participant choice and control' (n=6,289). Participants who had their first plan approved since 1 July 2016 and have had a fourth SF survey reassessment to date.

Table G.19 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) Short Form (SF) questionnaires reassessment - Victoria[67]

Metric by age group	Baseline	R1	R2	R3	R4	R5	2025-26 Target
Participant employment rate - Aged 15 to 24 years	7%	10%	13%	16%	16%	24%	22%
Participant employment rate - Aged 25 to 34 years	23%	24%	26%	29%	26%	27%	22%
Participant employment rate - Aged 35 to 44 years	27%	25%	24%	23%	22%	26%	22%
Participant employment rate - Aged 45 to 54 years	25%	23%	23%	24%	23%	22%	22%
Participant employment rate - Aged 55 to 64 years	18%	17%	16%	15%	12%	13%	22%
Participant employment rate - Aged 65+ years	15%	14%	10%	11%	8%	10%	22%
Participant employment rate - Aged 25 to 64 years	23%	22%	22%	23%	21%	21%	22%
Participant employment rate - Aged 15 to 64 years	20%	20%	20%	21%	20%	22%	22%
Participant social and community engagement rate - Aged 15 to 24 years	32%	34%	35%	37%	39%	39%	43%
Participant social and community engagement rate - Aged 25 to 34 years	32%	36%	39%	39%	40%	41%	43%
Participant social and community engagement rate - Aged 35 to 44 years	34%	39%	39%	39%	40%	40%	43%
Participant social and community engagement rate - Aged 45 to 54 years	34%	38%	39%	37%	42%	39%	43%
Participant social and community engagement rate - Aged 55 to 64 years	34%	36%	39%	39%	42%	42%	43%
Participant social and community engagement rate - Aged 65+ years	35%	37%	39%	38%	40%	40%	43%
Participant social and community engagement rate - Aged 25+ years	34%	37%	39%	38%	41%	40%	43%
Participant social and community engagement rate - Aged 15+ years	33%	37%	38%	38%	41%	40%	43%
Family and carer employment rate - Aged 0 to 14 years	43%	45%	46%	50%	52%	57%	n/a
Family and carer employment rate - Aged 15+ years	49%	50%	53%	53%	48%	50%	n/a
Family and carer employment rate - All ages	45%	47%	49%	51%	51%	55%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	58%	63%	67%	69%	78%	n/a
Participant Choice and Control - Aged 25+ years	n/a	69%	75%	78%	81%	86%	n/a
Participant Choice and Control - Aged 15+ years	n/a	66%	71%	75%	77%	84%	n/a

[67] Denominators for each metric are: ‘participant employment rate’ (n=7,371), ‘participant social and community engagement rate’ (n=7,400), 'family and carer employment rate' (n=5,312) and 'participant choice and control' (n=5,753). Participants who had their first plan approved since 1 July 2016 and have had a fifth SF survey reassessment to date.

Table G.20 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) Short Form (SF) questionnaires reassessment - Victoria[68]

Metric by age group	Baseline	R1	R2	R3	R4	R5	R6+	2025-26 Target
Participant employment rate - Aged 15 to 24 years	5%	8%	10%	12%	16%	15%	23%	22%
Participant employment rate - Aged 25 to 34 years	19%	21%	23%	23%	25%	23%	26%	22%
Participant employment rate - Aged 35 to 44 years	27%	27%	28%	27%	27%	25%	27%	22%
Participant employment rate - Aged 45 to 54 years	28%	29%	26%	25%	28%	24%	24%	22%
Participant employment rate - Aged 55 to 64 years	22%	22%	20%	19%	18%	17%	17%	22%
Participant employment rate - Aged 65+ years	16%	15%	13%	13%	11%	10%	8%	22%
Participant employment rate - Aged 25 to 64 years	24%	24%	24%	23%	24%	22%	23%	22%
Participant employment rate - Aged 15 to 64 years	22%	22%	22%	22%	23%	21%	23%	22%
Participant social and community engagement rate - Aged 15 to 24 years	34%	37%	39%	40%	38%	39%	43%	43%
Participant social and community engagement rate - Aged 25 to 34 years	35%	39%	43%	43%	43%	40%	46%	43%
Participant social and community engagement rate - Aged 35 to 44 years	37%	41%	45%	44%	46%	47%	46%	43%
Participant social and community engagement rate - Aged 45 to 54 years	35%	38%	40%	40%	41%	40%	43%	43%
Participant social and community engagement rate - Aged 55 to 64 years	35%	37%	38%	40%	38%	42%	43%	43%
Participant social and community engagement rate - Aged 65+ years	40%	44%	46%	45%	44%	48%	47%	43%
Participant social and community engagement rate - Aged 25+ years	36%	40%	42%	42%	42%	43%	45%	43%
Participant social and community engagement rate - Aged 15+ years	36%	39%	42%	42%	42%	43%	45%	43%
Family and carer employment rate - Aged 0 to 14 years	42%	44%	46%	47%	48%	53%	58%	n/a
Family and carer employment rate - Aged 15+ years	47%	49%	48%	50%	52%	56%	50%	n/a
Family and carer employment rate - All ages	45%	47%	47%	48%	49%	54%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	67%	70%	72%	75%	85%	n/a
Participant Choice and Control - Aged 25+ years	n/a	66%	74%	77%	81%	83%	90%	n/a
Participant Choice and Control - Aged 15+ years	n/a	65%	72%	75%	78%	81%	89%	n/a

[68] Denominators for each metric are: ‘participant employment rate’ (n=12,138), ‘participant social and community engagement rate’ (n=12,239), 'family and carer employment rate' (n=8,040) and 'participant choice and control' (n=10,284). 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 to the end of quarter 4, 2025-26. Table G.22 shows the number of complaints in quarter 4, 2025-26 compared with previous quarters, by source of complaint and complaint subject, and Participant Critical Incidents (PCIs) in quarter 4, 2025-26 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

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

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

Table G.21 Number and proportion of respondents who responded positively to questions about NDIA planning process per quarter - Victoria[69] [70]

NDIA planning process	Prior Quarters	Quarter 4, 2025-26
Early Supports - Number of respondents	**320**	**56**
Early Supports - Were you treated with respect?	98%	95%
Early Supports - Were decisions and outcomes explained to you?	90%	87%
Early Supports - Were your questions and concerns acknowledged?	88%	88%
Early Supports - How well does your early supports plan meet your child's needs?	48%	45%
Community Connections - Number of respondents	**2,983**	**203**
Community Connections - Was information easy to understand?	85%	85%
Community Connections - Was communication in your preferred format?	95%	97%
Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life?	77%	77%
Community Connections - To what extent were your circumstances and needs considered?	76%	75%
Community Connections - To what extent were you included in decisions that were made?	77%	75%
Community Connections - How confident are you in reaching out to community supports and other government services?	56%	58%
Apply for NDIS (overall) - Number of respondents	**2,731**	**254**
Apply for NDIS (overall) - Were you treated with respect?	94%	97%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	79%	90%
Apply for NDIS (overall) - Was information easy to understand?	73%	82%
Apply for NDIS (overall) - Was communication in your preferred format?	87%	94%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	57%	76%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	58%	74%
Plan Approval - Number of respondents	**7,403**	**1,037**
Plan Approval - Were you treated with respect?	88%	88%
Plan Approval - Were decisions and outcomes explained to you?	76%	77%
Plan Approval - Were your questions and concerns acknowledged?	72%	71%
Plan Approval - Do you know where to go for more help with using your plan?	83%	85%

[69] Previous quarters include only data gathered since December 2023, when changes to the Participant Satisfaction Survey were implemented.
[70] Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

NDIA planning process	Prior Quarters	Quarter 4, 2025-26
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	51%	51%
Plan Approval - How well does your NDIS plan meet your needs?	54%	53%
Plan Implementation - Number of respondents	**5,655**	**546**
Plan Implementation - Do you know where to go for more help with using your plan?	84%	85%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	58%	59%
Plan Implementation - To what extent were your circumstances and needs considered?	59%	59%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	58%	58%
Plan Implementation - Do you feel confident in using your plan?	64%	57%
Plan Implementation - Do you feel confident in accessing supports?	63%	62%
Plan Reassessment - Number of respondents	**16,053**	**2,107**
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	86%	87%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	66%	66%
Plan Reassessment - To what extent were your circumstances and needs considered?	67%	67%
Plan Reassessment - To what extent were you included in decisions that were made?	68%	67%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	63%	61%
Plan Reassessment - Do you feel confident in using your plan?	68%	69%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	65%	65%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	78%	80%

Table G.22 Complaints and Participant Critical Incidents (PCIs) by quarter - Victoria[71] [72]

Complaints made by or on behalf of:	Prior Quarters	Quarter 4, 2025-26	Total	Number of unique complainants
Participants: Complaints about Early Connections Partner	<240	<11	240	228
Participants: Complaints about Local Area Coordination (LAC) Partner	1,320	48	1,368	1,225
Participants: Complaints about service providers	4,497	271	4,768	3,742
Participants: Complaints about the Agency	71,993	2,521	74,514	35,212
Participants: Unclassified	<650	<11	646	598
Participants: Total	**78,693**	**2,843**	**81,536**	**37,636**
Percentage of the number of active participants	7.2%	5.4%	7.1%	n/a
New Participant Critical Incidents (PCIs)	**21,936**	**1,632**	**23,568**	**n/a**

[71] 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.
[72] Note that 57% of all complainants made only one complaint, 20% made two complaints, and 23% made three or more complaints.

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

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Jun-23	2,176	5%	36,128	6%
Sep-23	2,319	6%	38,447	6%
Dec-23	2,727	6%	41,174	6%
Mar-24	4,794	11%	45,968	6%
Jun-24	5,696	13%	51,664	7%
Sep-24	5,043	11%	56,707	7%
Dec-24	4,367	9%	61,074	7%
Mar-25	3,791	8%	64,865	7%
Jun-25	3,262	7%	68,127	7%
Sep-25	3,764	7%	71,891	7%
Dec-25	3,579	7%	75,470	7%
Mar-26	3,223	6%	78,693	7%
Jun-26	2,843	5%	81,536	7%

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

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Jun-23	1,115	3%	6,715	1%
Sep-23	1,198	3%	7,913	1%
Dec-23	1,182	3%	9,095	1%
Mar-24	1,309	3%	10,404	1%
Jun-24	1,348	3%	11,752	2%
Sep-24	1,375	3%	13,127	2%
Dec-24	1,309	3%	14,436	2%
Mar-25	1,368	3%	15,804	2%
Jun-25	1,548	3%	17,352	2%
Sep-25	1,691	3%	19,043	2%
Dec-25	1,453	3%	20,496	2%
Mar-26	1,440	3%	21,936	2%
Jun-26	1,632	3%	23,568	2%

Table G.25 Participant complaints by type. Complaints with a related party who has submitted an access request - Victoria[73]

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	1,144	2%	0	0%	1,144	2%
Complaints about the Agency - Information unclear	487	1%	0	0%	487	1%
Complaints about the Agency - NDIA Access	1,686	2%	61	2%	1,747	2%
Complaints about the Agency - NDIA Engagement	<120	n/a	<11	n/a	118	0%
Complaints about the Agency - NDIA Finance	4,830	7%	180	7%	5,010	7%
Complaints about the Agency - NDIA Fraud and Compliance	383	1%	27	1%	410	1%
Complaints about the Agency - NDIA Plan	16,963	24%	804	32%	17,767	24%
Complaints about the Agency - NDIA Process	7,352	10%	325	13%	7,677	10%
Complaints about the Agency - NDIA Resources	764	1%	62	2%	826	1%
Complaints about the Agency - NDIA Staff	5,298	7%	426	17%	5,724	8%
Complaints about the Agency - NDIA Timeliness	22,229	31%	629	25%	22,858	31%
Complaints about the Agency - Participation, engagement and inclusion	101	0%	0	0%	101	0%
Complaints about the Agency - Provider Portal	29	0%	0	0%	29	0%
Complaints about the Agency - Quality & Safeguards Commission	47	0%	0	0%	47	0%
Complaints about the Agency - Reasonable and necessary supports	1,558	2%	0	0%	1,558	2%
Complaints about the Agency - Staff conduct - Agency	453	1%	0	0%	453	1%
Complaints about the Agency - The way the NDIA carried out its decision making	796	1%	0	0%	796	1%
Complaints about the Agency - Timeliness	4,516	6%	0	0%	4,516	6%
Complaints about the Agency - Other	<3,250	n/a	<11	n/a	3,246	4%
Complaints about the Agency - Total	**71,993**	**100%**	**2,521**	**100%**	**74,514**	**100%**
Complaints about Early Connections Partner - Early Connections Engagement	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	30	13%	0	0	30	13%
Complaints about Early Connections Partner - Early Connections Process	20	8%	0	0	20	8%
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	0	0	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	<100	n/a	<11	n/a	99	41%
Complaints about Early Connections Partner - Early Connections Timeliness	84	35%	0	0	84	35%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Total	**<240**	**n/a**	**<11**	**n/a**	**240**	**100%**
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	<20	n/a	<11	n/a	<20	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<20	n/a	<11	n/a	13	1%
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	135	10%	0	0%	135	10%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<140	n/a	<11	n/a	135	10%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<11	n/a	0	0%	<11	n/a

[73] 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 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	900	68%	39	81%	939	69%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<130	n/a	<11	n/a	127	9%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - Total	**1,320**	**100%**	**48**	**100%**	**1,368**	**100%**
Complaints about service providers - Provider Costs	53	1%	0	0%	53	1%
Complaints about service providers - Provider Finance	<340	n/a	<20	n/a	349	7%
Complaints about service providers - Provider Fraud and Compliance	633	14%	56	21%	689	14%
Complaints about service providers - Provider Process	89	2%	0	0%	89	2%
Complaints about service providers - Provider Service	1,695	38%	93	34%	1,788	38%
Complaints about service providers - Provider Staff	1,085	24%	104	38%	1,189	25%
Complaints about service providers - Service Delivery	123	3%	0	0%	123	3%
Complaints about service providers - Staff Conduct	129	3%	0	0%	129	3%
Complaints about service providers - Supports being provided	136	3%	0	0%	136	3%
Complaints about service providers - Other	<230	n/a	<11	n/a	223	5%
Complaints about service providers - Total	**4,497**	**100%**	**271**	**100%**	**4,768**	**100%**
Unclassified	**646**	**n/a**	**0**	**n/a**	**646**	**n/a**
Participants total	**78,693**	**n/a**	**2,843**	**n/a**	**81,536**	**n/a**

Table G.26 Administrative Review Tribunal (ART) Cases by category as at 30 June 2026 - Victoria

Category	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Access	1,745	19%	119	17%	1,864	19%
Planning	7,010	76%	576	81%	7,586	76%
Compensation	<40	n/a	<11	n/a	31	0%
Jurisdiction	<260	n/a	<11	n/a	258	3%
Extension of Time	<110	n/a	<11	n/a	100	1%
Other	108	1%	19	3%	127	1%
Total cases	**9,252**	**100%**	**714**	**100%**	**9,966**	**100%**
Percentage of the number of active participants	**0.8%**	**n/a**	**1.4%**	**n/a**	**0.9%**	**n/a**

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

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Jun-23	294	0.7%	4,115	0.7%
Sep-23	281	0.7%	4,396	0.7%
Dec-23	274	0.6%	4,670	0.7%
Mar-24	165	0.4%	4,835	0.7%
Jun-24	319	0.7%	5,154	0.7%
Sep-24	521	1.2%	5,675	0.7%
Dec-24	538	1.2%	6,213	0.7%
Mar-25	543	1.1%	6,756	0.8%
Jun-25	457	0.9%	7,213	0.8%
Sep-25	693	1.4%	7,906	0.8%
Dec-25	653	1.3%	8,559	0.8%
Mar-26	693	1.3%	9,252	0.8%
Jun-26	714	1.4%	9,966	0.9%

Table G.28 Administrative Review Tribunal (ART) cases by open/closed and decision - Victoria[74]

ART cases by open/closed and decision	Number of cases	Number of unique active participants
ART Cases	**9,966**	**8,921**
Open ART Cases	**1,978**	**1,892**
Closed ART Cases	**7,988**	**7,165**
Resolved before hearing	7,804	7,012
Gone to hearing and received a substantive decision	184	153

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

Table G.29 Administrative Review Tribunal (ART) Supports in dispute - Victoria[75] [76] [77]

Type of support	Prior Quarters	Quarter 4, 2025-26	Total
Plan Management Decision	283	41	324
Core (excluding Consumables and Transport)	2,000	304	2,304
Capacity Building	2,432	307	2,739
General Support	667	129	796
Assistive Technology	612	77	689
Specialist Disability Accommodation	228	20	248
Home Modifications	183	16	199
Supported Independent Living	571	68	639
Everyday Living Costs	198	20	218
Transport	446	78	524
Other	1,296	157	1,453
Total number of unique participants counted across disputed supports	**3,798**	**427**	**4,225**
Total number of instances of participants counted across disputed supports	**8,916**	**1,217**	**10,133**

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

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	**173**	**2%**	**11**	**2%**	**184**	**2%**
Decided by Tribunal - Affirmed	<70	n/a	<11	n/a	77	1%
Decided by Tribunal - Varied	<30	n/a	<11	n/a	28	0%
Decided by Tribunal - Set Aside	<80	n/a	<11	n/a	79	1%
Not Decided by Tribunal - Total	**7,219**	**98%**	**585**	**98%**	**7,804**	**98%**
Not Decided by Tribunal - Resolved by consent	5,022	68%	418	70%	5,440	68%
Not Decided by Tribunal - Withdrawn	1,512	20%	103	17%	1,615	20%
Not Decided by Tribunal - No jurisdiction	131	2%	25	4%	156	2%
Not Decided by Tribunal - Extension of Time Declined	<20	n/a	<11	n/a	<20	n/a
Not Decided by Tribunal - Extension of Time Not opposed	<40	n/a	<11	n/a	34	0%
Not Decided by Tribunal - Dismissed	500	7%	38	6%	538	7%
Not Decided by Tribunal - Other	<11	n/a	<11	n/a	<11	n/a
Total	**7,392**	**100%**	**596**	**100%**	**7,988**	**100%**

[75] 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.
[76] Data is reported with one month lag; therefore results for last month of the current quarter are not included.
[77] 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 introduced in the March 2025 quarter. Before then, 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 G.31 to G.32).

The count of active providers excludes providers with a missing Australian Business Number (ABN) (Table G.31).

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

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 G.31).

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

Table G.31 Number of active providers in quarter 4, 2025-26 by registration status and funds management type - Victoria

Funds management type	Registered	Unregistered	Total providers
NDIA-managed	3,171	n/a	3,171
Plan-managed	6,517	59,980	64,279
Self-managed	<5	38,021	43,505
All funds management types	**6,912**	**82,113**	**87,676**

Table G.32 Total active provider payments in quarter 4, 2025-26 by registration status and funds management type ($m) - Victoria[78]

Funds management type	Registered	Unregistered	All registration statuses
NDIA-managed	688	n/a	688
Plan-managed	1,304	959	2,273
Self-managed	0	191	361
All funds management types	**1,992**	**1,150**	**3,322**

[78] There were $179.5 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 G.33 to G.37) are derived from the total annualised committed supports in the current plans of active participants as at 30 June 2026. Average payments (Tables G.35 to G.37) are calculated as the sum of the payments in the 12-month period to 30 June 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 30 June 2026. 'Total payments' refers to those paid over the 12 months to 30 June 2026 (Tables G.38 to G.40).

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

Average annualised committed support band	As at quarter 3, 2025-26 distribution of participants	As at quarter 4, 2025-26 distribution of participants
$0-$5,000	1.7%	1.7%
$5,001-$10,000	4.0%	4.0%
$10,001-$15,000	9.2%	9.3%
$15,001-$20,000	15.8%	15.8%
$20,001-$25,000	13.3%	13.0%
$25,001-$30,000	5.4%	5.4%
$30,001-$50,000	14.2%	14.4%
$50,001-$100,000	17.6%	17.6%
$100,001-$150,000	6.4%	6.3%
$150,001-$200,000	3.2%	3.2%
$200,001-$250,000	1.9%	1.9%
$250,001+	7.3%	7.4%

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

Average annualised committed support band	As at quarter 3, 2025-26 distribution of participants	As at quarter 4, 2025-26 distribution of participants
$0-$5,000	1.8%	1.8%
$5,001-$10,000	4.2%	4.2%
$10,001-$15,000	9.6%	9.6%
$15,001-$20,000	16.4%	16.5%
$20,001-$25,000	13.8%	13.5%
$25,001-$30,000	5.6%	5.6%
$30,001-$50,000	14.8%	14.9%
$50,001-$100,000	18.3%	18.3%
$100,001-$150,000	6.6%	6.6%
$150,001-$200,000	3.3%	3.3%
$200,001-$250,000	1.9%	1.9%
$250,001+	3.8%	3.9%

Table G.35 Average annualised committed supports as at 30 June 2026 and average payments for the year ending 30 June 2026 by age group and participants' Supported Independent Living (SIL) status - Victoria

Age group	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
0 to 8	$18,900	$27,600	n/a	n/a	$18,900	$27,600
9 to 14	$23,300	$31,600	n/a	n/a	$23,300	$31,600
15 to 18	$34,000	$45,400	$696,400	$762,000	$32,400	$44,100
19 to 24	$73,100	$94,300	$629,900	$681,300	$55,300	$76,600
25 to 34	$96,300	$121,200	$494,000	$555,500	$69,800	$92,500
35 to 44	$105,400	$129,700	$445,100	$488,300	$72,500	$96,200
45 to 54	$111,900	$135,700	$429,900	$460,800	$78,600	$102,200
55 to 64	$130,800	$154,900	$436,500	$464,000	$90,900	$116,500
65+	$135,000	$154,600	$435,800	$461,000	$99,200	$117,600
All	**$62,400**	**$78,700**	**$459,100**	**$496,100**	**$46,600**	**$62,300**

Table G.36 Average annualised committed supports as at 30 June 2026 and average payments for the year ending 30 June 2026 by primary disability group and participants' Supported Independent Living (SIL) status - Victoria

Primary disability group	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
Acquired brain injury	$171,200	$199,400	$506,400	$539,400	$118,800	$148,000
Autism	$33,800	$45,100	$554,600	$596,400	$27,700	$38,900
Cerebral palsy	$182,100	$213,600	$495,900	$535,500	$127,300	$158,000
Developmental delay	$13,700	$22,200	n/a	n/a	$13,700	$22,200
Global developmental delay	$19,000	$28,100	n/a	n/a	$19,000	$28,100
Hearing impairment	$9,800	$19,200	n/a	n/a	$9,700	$19,100
Intellectual disability	$109,200	$128,200	$406,200	$438,400	$70,300	$88,200
Multiple sclerosis	$105,500	$136,600	$592,400	$652,700	$86,900	$117,700
Psychosocial disability	$79,200	$98,400	$392,200	$441,500	$68,400	$86,500
Spinal cord injury	$183,600	$229,700	$694,400	$768,000	$151,800	$196,400
Stroke	$161,600	$194,300	$530,000	$562,700	$125,100	$159,200
Visual impairment	$46,500	$61,400	$377,200	$414,900	$43,300	$57,700
Other neurological	$157,800	$192,000	$556,200	$588,800	$124,400	$159,500
Other physical	$74,600	$101,200	$538,400	$572,400	$68,100	$94,200
Other sensory/speech	$12,700	$21,700	n/a	n/a	$12,700	$21,700
Other	$98,400	$129,500	$558,600	$597,200	$77,400	$109,900
Down Syndrome	$144,200	$165,800	$364,800	$395,900	$91,600	$111,700
All	**$62,400**	**$78,700**	**$459,100**	**$496,100**	**$46,600**	**$62,300**

Table G.37 Average annualised committed supports as at 30 June 2026 and average payments for the year ending 30 June 2026 by reported level of function and participants' Supported Independent Living (SIL) status - Victoria

Reported level of function	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
1 (High Function)	$14,000	$22,600	n/a	n/a	$13,900	$22,500
2 (High Function)	$19,900	$34,200	n/a	n/a	$19,900	$34,200
3 (High Function)	$22,300	$33,800	$400,600	$441,700	$20,800	$32,000
4 (High Function)	$17,500	$29,000	$460,700	$484,400	$16,400	$27,800
5 (High Function)	$30,700	$42,600	$357,700	$407,200	$28,100	$39,600
6 (Moderate Function)	$22,500	$35,700	$431,900	$476,000	$21,200	$34,300
7 (Moderate Function)	$50,100	$63,700	$426,800	$460,000	$40,100	$52,900
8 (Moderate Function)	$58,000	$79,600	$363,400	$404,000	$50,900	$71,800
9 (Moderate Function)	$82,500	$113,600	n/a	n/a	$72,500	$103,900
10 (Moderate Function)	$91,900	$118,300	$376,800	$416,500	$74,600	$100,400
11 (Low Function)	$97,400	$118,100	$474,900	$509,700	$72,000	$91,100
12 (Low Function)	$186,400	$213,500	$453,000	$486,100	$132,500	$159,400
13 (Low Function)	$116,200	$132,700	$618,900	$665,300	$86,300	$101,000
14 (Low Function)	$332,400	$385,800	$522,700	$571,300	$257,000	$312,200
15 (Low Function)	$391,100	$402,800	n/a	n/a	$260,600	$267,000
Total	**$62,400**	**$78,700**	**$459,100**	**$496,100**	**$46,600**	**$62,300**

Table G.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 30 June 2026 ($m) - Victoria[79]

Support Category	Total payments for the year ending 30 June 2026	Total annualised committed supports as at 30 June 2026
Core: Daily Activities	2,588.4	2,668.5
Core: Consumables	23.7	26.7
Core: Social and Civic	612.9	734.9
Core: Transport	15.9	19.9
Capacity Building: Choice and Control	9.2	9.9
Capacity Building: Daily Activities	81.4	113.1
Capacity Building: Employment	1.0	2.2
Capacity Building: Health and Wellbeing	0.3	0.6
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	73.3	106.0
Capacity Building: Social and Civic	0.4	0.9
Capacity Building: Support Coordination	50.2	55.9
Capital: Assistive Technology	30.4	49.5
Capital: Home Modifications	125.9	148.2
All	**3,613.1**	**3,936.3**

[79] Total payments for home modifications were $125.9 million. Of which, $125.3 million (99.5%) has been paid for specialised disability accommodation (SDA) supports, and $0.6 million (0.5%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $148.2 million. Of which, $147.1 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and $1.1 million (1%) has been allocated for non-SDA supports.

Table G.39 Total annualised committed supports and total payments (participants not in Supported Independent Living (SIL)) by support category as at 30 June 2026 ($m) - Victoria[80]

Support Category	Total payments for the year ending 30 June 2026	Total annualised committed supports as at 30 June 2026
Core: Daily Activities	3,724.4	4,893.4
Core: Consumables	128.3	231.9
Core: Social and Civic	2,579.2	2,942.4
Core: Transport	230.1	128.7
Capacity Building: Choice and Control	164.0	193.4
Capacity Building: Daily Activities	1,563.3	2,699.4
Capacity Building: Employment	44.3	123.9
Capacity Building: Health and Wellbeing	4.7	11.7
Capacity Building: Home Living	0.5	2.3
Capacity Building: Lifelong learning	0.1	0.4
Capacity Building: Relationships	187.0	358.5
Capacity Building: Social and Civic	66.2	175.8
Capacity Building: Support Coordination	302.7	413.2
Capital: Assistive Technology	148.1	362.7
Capital: Home Modifications	69.7	113.7
All	**9,212.6**	**12,651.4**

Table G.40 Payments by financial year in which support was provided, compared to committed supports - Victoria[81]

Financial year	Total Committed ($m)	Total Paid ($m)	Percentage utilised to date
2013-14	54.0	32.4	60%
2014-15	162.3	127.9	79%
2015-16	205.0	161.5	79%
2016-17	499.9	339.7	68%
2017-18	1,445.2	959.3	66%
2018-19	3,464.1	2,373.6	69%
2019-20	6,029.5	4,136.5	69%
2020-21	7,939.6	5,470.3	69%
2021-22	9,282.2	6,830.3	74%
2022-23	11,628.9	8,680.7	75%
2023-24	13,605.7	10,530.3	77%
2024-25	15,219.1	11,583.8	76%
2025-26 (Experience still emerging)	16,772.5	12,079.7	72%

[80] Total payments for home modifications were $69.7 million. Of which, $38.7 million (55.6%) has been paid for specialised disability accommodation (SDA) supports, and $31.0 million (44.4%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $113.7 million. Of which, $46.1 million (41%) has been allocated for specialised disability accommodation (SDA) supports, and $67.7 million (59%) has been allocated for non-SDA supports.

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

Table G.41 Percentage change in plan budgets for active participants per quarter - Victoria[82]

Inflation type	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25	Mar-26	Jun-26
Intraplan Inflation	8.9%	9.0%	8.0%	6.3%	6.1%	6.7%	5.0%	3.0%	2.8%
Interplan Inflation	0.9%	2.9%	3.4%	3.8%	3.1%	4.1%	2.5%	2.6%	1.1%
Total Inflation	**9.8%**	**11.9%**	**11.4%**	**10.1%**	**9.1%**	**10.8%**	**7.5%**	**5.6%**	**3.9%**

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

Supplement H: Queensland

Adapting to the new computer system and processes has impacted some data detailed in this supplement. This includes the proportion of active participant plans with not-stated culturally and linguistically diverse (CALD) status 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 (Table H.9).

The order of primary disability types in the participant profile tables is based on the national proportions in Table E.10, from highest to lowest (Table H.11).

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

Participant breakdown	Prior Quarters	Quarter 4, 2025-26	Total
Access decisions	**220,189**	**4,348**	**224,537**
Currently Eligible - Total	**164,646**	**3,306**	**167,952**
Currently Eligible - New	121,777	3,266	125,043
Currently Eligible - State	32,852	22	32,874
Currently Eligible - Commonwealth	10,017	18	10,035
Active Participant Plans - Total	**163,593**	**3,040**	**166,633**
Active Participant Plans - New	120,803	3,000	123,803
Active Participant Plans - State	32,791	26	32,817
Active Participant Plans - Commonwealth	9,999	14	10,013
Active Participant Plans - Total	**163,593**	**3,040**	**166,633**
Active Participant Plans - Early Intervention (s25)	45,247	1,232	46,479
Active Participant Plans - Permanent Disability (s24)	109,236	984	110,220
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	9,110	824	9,934

Table H.2 People who have left the Scheme since 1 July 2013 as at 30 June 2026 - Queensland[83]

People leaving the Scheme	Prior Quarters	Quarter 4, 2025-26	Total
Number of people who have left the Scheme	20,944	1,974	**22,918**

[83] The number of people who have left the Scheme is people leaving net of people returning to the Scheme.

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

Age group at access decision	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
0 to 8	53,480	97%	24,487	97%	305	90%	78,272	97%
9 to 14	17,594	92%	10,402	93%	331	83%	28,327	92%
15 to 18	7,144	92%	4,932	91%	326	92%	12,402	92%
19 to 24	5,403	91%	3,802	86%	283	83%	9,488	88%
25 to 34	6,618	87%	5,648	80%	245	70%	12,511	83%
35 to 44	6,676	81%	6,323	74%	116	55%	13,115	77%
45 to 54	8,361	78%	7,889	68%	121	43%	16,371	72%
55 to 64	11,302	73%	10,028	60%	139	36%	21,469	66%
65+	<510	n/a	<490	n/a	<11	n/a	<990	n/a
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
Total	**117,086**	**90%**	**73,994**	**81%**	**1,867**	**69%**	**192,947**	**86%**

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

Primary disability group	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
Acquired brain injury	3,720	91%	1,983	89%	30	75%	5,733	90%
Autism	51,100	98%	26,119	97%	1,219	95%	78,438	98%
Cerebral palsy	2,417	97%	1,955	96%	14	74%	4,386	96%
Developmental delay	16,745	97%	7,622	96%	74	93%	24,441	97%
Down syndrome	1,508	100%	<1,250	n/a	<11	n/a	2,755	100%
Global developmental delay	3,235	99%	1,424	99%	15	94%	4,674	99%
Hearing impairment	3,621	90%	3,770	89%	44	70%	7,435	89%
Intellectual disability	11,189	95%	9,134	94%	92	72%	20,415	94%
Multiple sclerosis	600	93%	1,875	92%	14	82%	2,489	92%
Psychosocial disability	7,368	71%	6,794	60%	169	40%	14,331	65%
Spinal cord injury	1,498	93%	595	90%	11	69%	2,104	92%
Stroke	1,744	85%	1,289	83%	17	63%	3,050	84%
Visual impairment	1,209	85%	1,105	82%	13	57%	2,327	84%
Other neurological	4,330	83%	3,455	78%	44	47%	7,829	80%
Other physical	3,229	50%	3,055	37%	46	19%	6,330	43%
Other sensory/speech	272	38%	<100	n/a	<11	n/a	368	36%
Other	3,301	60%	2,482	44%	59	29%	5,842	51%
Total	**117,086**	**90%**	**73,994**	**81%**	**1,867**	**69%**	**192,947**	**86%**

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
First Nations Participants	18,468	11%	446	15%	18,914	11%
Non-First Nations Participants	133,519	82%	2,400	79%	135,919	82%
Not Stated	11,606	7%	194	6%	11,800	7%
Total	**163,593**	**100%**	**3,040**	**100%**	**166,633**	**100%**

Table H.6 Participant profile per quarter of entry, by culturally and linguistically diverse (CALD) status - Queensland

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	<8,410	n/a	<180	n/a	8,577	5%
Not culturally and linguistically diverse	150,516	92%	2,865	94%	153,381	92%
Not stated	<4,680	n/a	<11	n/a	4,675	3%
Total	**163,593**	**100%**	**3,040**	**100%**	**166,633**	**100%**

Table H.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2026 - Queensland[84] [85]

Age group	Total number of active participants
Under 45	<11
45 to 54	<11
55 to 64	46
Total YPIRAC (under 65)	**54**

[84] The Younger People in Residential Aged Care (YPIRAC) figures excludes First Nations participants aged 50 to 64 years who meet the exceptional circumstances criteria for residential aged care.
[85] There are a further 242 active participants aged 65 years or over who are currently in residential aged care.

Table H.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively - Queensland[86]

Quarter ending	Incremental	Cumulative
Jun-23	-45	261
Sep-23	-31	230
Dec-23	-13	217
Mar-24	-26	191
Jun-24	-60	131
Sep-24	-18	113
Dec-24	<11	<110
Mar-25	-13	<100
Jun-25	<11	86
Sep-25	-15	71
Dec-25	<11	<70
Mar-26	<11	60
Jun-26	<11	<60

Table H.9 Participant profile per quarter of entry, by remoteness - Queensland

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Major cities	101,476	62%	1,960	64%	103,436	62%
Population > 50,000	36,231	22%	614	20%	36,845	22%
Population between 15,000 and 50,000	5,975	4%	96	3%	6,071	4%
Population between 5,000 and 15,000	6,086	4%	102	3%	6,188	4%
Population less than 5,000	10,979	7%	203	7%	11,182	7%
Remote	1,515	1%	35	1%	1,550	1%
Very Remote	<1,330	n/a	<40	n/a	<1,360	n/a
Missing	<11	n/a	<11	n/a	<11	n/a
Total	**163,593**	**100%**	**3,040**	**100%**	**166,633**	**100%**

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

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

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Autism	75,344	46%	1,293	43%	76,637	46%
Intellectual disability	18,884	12%	171	6%	19,055	11%
Psychosocial disability	12,656	8%	109	4%	12,765	8%
Developmental delay	12,661	8%	534	18%	13,195	8%
Hearing impairment	6,875	4%	65	2%	6,940	4%
Other neurological	5,603	3%	138	5%	5,741	3%
Acquired brain injury	4,680	3%	80	3%	4,760	3%
Other physical	4,849	3%	45	1%	4,894	3%
Cerebral palsy	4,077	2%	22	1%	4,099	2%
Global developmental delay	3,393	2%	250	8%	3,643	2%
Other	3,368	2%	158	5%	3,526	2%
Multiple sclerosis	2,264	1%	34	1%	2,298	1%
Down syndrome	<2,500	n/a	<20	n/a	2,507	2%
Visual impairment	2,089	1%	27	1%	2,116	1%
Stroke	2,398	1%	62	2%	2,460	1%
Spinal cord Injury	1,753	1%	39	1%	1,792	1%
Other sensory/speech	<210	n/a	<11	n/a	205	0%
Total	**163,593**	**100%**	**3,040**	**100%**	**166,633**	**100%**

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

Primary disability group	All participants - Count	All participants - Percentage	Participants in SIL - Count	Participants in SIL - Percentage	Participants not in SIL - Count	Participants not in SIL - Percentage
Autism	76,637	46%	956	13%	75,681	48%
Intellectual disability	19,055	11%	2,540	34%	16,515	10%
Psychosocial disability	12,765	8%	780	11%	11,985	8%
Developmental delay	13,195	8%	<11	n/a	<13,200	n/a
Hearing impairment	6,940	4%	<11	n/a	<6,940	n/a
Other neurological	5,741	3%	633	9%	5,108	3%
Acquired brain injury	4,760	3%	757	10%	4,003	3%
Other physical	4,894	3%	92	1%	4,802	3%
Cerebral palsy	4,099	2%	546	7%	3,553	2%
Global developmental delay	3,643	2%	<11	n/a	<3,650	n/a
Other	3,526	2%	191	3%	3,335	2%
Multiple sclerosis	2,298	1%	89	1%	2,209	1%
Down syndrome	2,507	2%	456	6%	2,051	1%
Visual impairment	2,116	1%	24	0%	2,092	1%
Stroke	2,460	1%	293	4%	2,167	1%
Spinal cord Injury	1,792	1%	65	1%	1,727	1%
Other sensory/speech	205	0%	<11	n/a	<210	n/a
Total	**166,633**	**100%**	**7,428**	**100%**	**159,205**	**100%**

Table H.12 Participant profile per quarter of entry, by reported level of function - Queensland

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
1 (High Function)	22,921	14%	60	2%	22,981	14%
2 (High Function)	<280	n/a	<11	n/a	277	0%
3 (High Function)	8,146	5%	36	1%	8,182	5%
4 (High Function)	8,719	5%	68	2%	8,787	5%
5 (High Function)	8,684	5%	45	1%	8,729	5%
6 (Moderate Function)	47,634	29%	890	29%	48,524	29%
7 (Moderate Function)	6,634	4%	37	1%	6,671	4%
8 (Moderate Function)	8,921	5%	89	3%	9,010	5%
9 (Moderate Function)	<850	n/a	<11	n/a	852	1%
10 (Moderate Function)	14,226	9%	155	5%	14,381	9%
11 (Low Function)	<3,560	n/a	<11	n/a	3,563	2%
12 (Low Function)	15,391	9%	267	9%	15,658	9%
13 (Low Function)	8,972	5%	79	3%	9,051	5%
14 (Low Function)	<2,250	n/a	<11	n/a	2,250	1%
15 (Low Function)	<50	n/a	<11	n/a	49	0%
Missing	6,381	4%	1,287	42%	7,668	5%
Total	**163,593**	**100%**	**3,040**	**100%**	**166,633**	**100%**

Table H.13 Participant profile per quarter of entry, by age group - Queensland

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
0 to 8	32,642	20%	1,295	43%	33,937	20%
9 to 14	34,139	21%	449	15%	34,588	21%
15 to 18	18,305	11%	182	6%	18,487	11%
19 to 24	16,309	10%	135	4%	16,444	10%
25 to 34	14,357	9%	187	6%	14,544	9%
35 to 44	11,545	7%	194	6%	11,739	7%
45 to 54	12,219	7%	225	7%	12,444	7%
55 to 64	14,840	9%	336	11%	15,176	9%
65+	9,237	6%	37	1%	9,274	6%
Total	**163,593**	**100%**	**3,040**	**100%**	**166,633**	**100%**

Table H.14 Participation rates by age group and gender as at 30 June 2026 - Queensland[87]

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	7.6%	3.8%	5.8%
9 to 14	10.4%	5.5%	8.1%
15 to 18	7.5%	4.6%	6.1%
19 to 24	4.3%	2.8%	3.7%
25 to 44	1.9%	1.5%	1.7%
45 to 64	2.1%	1.9%	2.0%
65+	1.0%	0.8%	0.9%
Total (0-64)	**4.1%**	**2.6%**	**3.4%**
Total (All ages)	**3.5%**	**2.2%**	**2.9%**

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

Mainstream service	Prior Quarters	Quarter 4, 2025-26	Total
Choice and control over my life	5%	7%	5%
Daily life	19%	19%	19%
Health and wellbeing	77%	83%	78%
Learning	35%	30%	34%
Relationships	3%	3%	3%
Social and community activities	7%	7%	7%
Where I live	1%	2%	1%
Work	4%	4%	4%
Unknown	5%	0%	5%
Any mainstream service	**95%**	**96%**	**95%**

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

Part Two: Participant and family/carer outcomes

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

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

Table H.16 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1) and second (R2) Short Form (SF) questionnaires reassessment - Queensland[88]

Metric by age group	Baseline	R1	R2	2025-26 Target
Participant employment rate - Aged 15 to 24 years	13%	18%	21%	22%
Participant employment rate - Aged 25 to 34 years	25%	25%	27%	22%
Participant employment rate - Aged 35 to 44 years	22%	22%	20%	22%
Participant employment rate - Aged 45 to 54 years	19%	18%	18%	22%
Participant employment rate - Aged 55 to 64 years	15%	15%	14%	22%
Participant employment rate - Aged 65+ years	11%	10%	9%	22%
Participant employment rate - Aged 25 to 64 years	20%	20%	19%	22%
Participant employment rate - Aged 15 to 64 years	17%	19%	20%	22%
Participant social and community engagement rate - Aged 15 to 24 years	30%	39%	35%	43%
Participant social and community engagement rate - Aged 25 to 34 years	31%	41%	38%	43%
Participant social and community engagement rate - Aged 35 to 44 years	31%	41%	37%	43%
Participant social and community engagement rate - Aged 45 to 54 years	32%	41%	38%	43%
Participant social and community engagement rate - Aged 55 to 64 years	31%	37%	35%	43%
Participant social and community engagement rate - Aged 65+ years	34%	39%	38%	43%
Participant social and community engagement rate - Aged 25+ years	32%	40%	37%	43%
Participant social and community engagement rate - Aged 15+ years	31%	40%	36%	43%
Family and carer employment rate - Aged 0 to 14 years	47%	49%	51%	n/a
Family and carer employment rate - Aged 15+ years	50%	49%	49%	n/a
Family and carer employment rate - All ages	48%	49%	50%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	67%	73%	n/a
Participant Choice and Control - Aged 25+ years	n/a	78%	85%	n/a
Participant Choice and Control - Aged 15+ years	n/a	75%	81%	n/a

[88] Denominators for each metric are: 'participant employment rate' (n=9,645), 'participant social and community engagement rate' (n=9,671), 'family and carer employment rate' (n=10,332) and 'participant choice and control' (n=4,299). Participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.

Table H.17 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2) and third (R3) Short Form (SF) questionnaires reassessment - Queensland[89]

Metric by age group	Baseline	R1	R2	R3	2025-26 Target
Participant employment rate - Aged 15 to 24 years	12%	15%	16%	23%	22%
Participant employment rate - Aged 25 to 34 years	23%	23%	22%	25%	22%
Participant employment rate - Aged 35 to 44 years	23%	23%	21%	23%	22%
Participant employment rate - Aged 45 to 54 years	19%	18%	16%	17%	22%
Participant employment rate - Aged 55 to 64 years	15%	13%	11%	12%	22%
Participant employment rate - Aged 65+ years	12%	11%	8%	7%	22%
Participant employment rate - Aged 25 to 64 years	20%	19%	17%	19%	22%
Participant employment rate - Aged 15 to 64 years	17%	18%	17%	20%	22%
Participant social and community engagement rate - Aged 15 to 24 years	32%	38%	40%	37%	43%
Participant social and community engagement rate - Aged 25 to 34 years	33%	42%	43%	41%	43%
Participant social and community engagement rate - Aged 35 to 44 years	33%	40%	40%	39%	43%
Participant social and community engagement rate - Aged 45 to 54 years	32%	38%	39%	37%	43%
Participant social and community engagement rate - Aged 55 to 64 years	31%	39%	40%	37%	43%
Participant social and community engagement rate - Aged 65+ years	34%	40%	43%	39%	43%
Participant social and community engagement rate - Aged 25+ years	32%	40%	41%	39%	43%
Participant social and community engagement rate - Aged 15+ years	32%	39%	40%	38%	43%
Family and carer employment rate - Aged 0 to 14 years	45%	43%	48%	52%	n/a
Family and carer employment rate - Aged 15+ years	46%	46%	48%	48%	n/a
Family and carer employment rate - All ages	45%	44%	48%	51%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	69%	71%	77%	n/a
Participant Choice and Control - Aged 25+ years	n/a	78%	81%	86%	n/a
Participant Choice and Control - Aged 15+ years	n/a	75%	78%	83%	n/a

[89] Denominators for each metric are: ‘participant employment rate’ (n=8,686), ‘participant social and community engagement rate’ (n=8,721), 'family and carer employment rate' (n=7,426) and 'participant choice and control' (n=4,962). Participants who had their first plan approved since 1 July 2016 and have had a third SF survey reassessment to date.

Table H.18 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3) and fourth (R4) Short Form (SF) questionnaires reassessment - Queensland[90]

Metric by age group	Baseline	R1	R2	R3	R4	2025-26 Target
Participant employment rate - Aged 15 to 24 years	11%	15%	14%	17%	25%	22%
Participant employment rate - Aged 25 to 34 years	22%	24%	23%	20%	26%	22%
Participant employment rate - Aged 35 to 44 years	24%	23%	20%	20%	24%	22%
Participant employment rate - Aged 45 to 54 years	19%	18%	16%	18%	17%	22%
Participant employment rate - Aged 55 to 64 years	16%	16%	13%	15%	13%	22%
Participant employment rate - Aged 65+ years	11%	10%	8%	6%	5%	22%
Participant employment rate - Aged 25 to 64 years	20%	20%	18%	18%	20%	22%
Participant employment rate - Aged 15 to 64 years	17%	19%	17%	18%	21%	22%
Participant social and community engagement rate - Aged 15 to 24 years	33%	40%	39%	35%	38%	43%
Participant social and community engagement rate - Aged 25 to 34 years	36%	45%	46%	42%	42%	43%
Participant social and community engagement rate - Aged 35 to 44 years	35%	42%	43%	41%	42%	43%
Participant social and community engagement rate - Aged 45 to 54 years	34%	40%	42%	40%	41%	43%
Participant social and community engagement rate - Aged 55 to 64 years	33%	35%	38%	36%	40%	43%
Participant social and community engagement rate - Aged 65+ years	34%	42%	38%	40%	40%	43%
Participant social and community engagement rate - Aged 25+ years	34%	41%	41%	40%	41%	43%
Participant social and community engagement rate - Aged 15+ years	34%	41%	41%	39%	41%	43%
Family and carer employment rate - Aged 0 to 14 years	46%	46%	46%	51%	56%	n/a
Family and carer employment rate - Aged 15+ years	48%	47%	48%	44%	50%	n/a
Family and carer employment rate - All ages	46%	46%	46%	49%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	69%	74%	74%	79%	n/a
Participant Choice and Control - Aged 25+ years	n/a	78%	82%	84%	89%	n/a
Participant Choice and Control - Aged 15+ years	n/a	75%	79%	80%	86%	n/a

[90] Denominators for each metric are: ‘participant employment rate’ (n=7,006), ‘participant social and community engagement rate’ (n=7,063), 'family and carer employment rate' (n=5,448) and 'participant choice and control' (n=4,557). Participants who had their first plan approved since 1 July 2016 and have had a fourth SF survey reassessment to date.

Table H.19 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) Short Form (SF) questionnaires reassessment - Queensland[91]

Metric by age group	Baseline	R1	R2	R3	R4	R5	2025-26 Target
Participant employment rate - Aged 15 to 24 years	9%	15%	13%	17%	26%	26%	22%
Participant employment rate - Aged 25 to 34 years	21%	21%	18%	21%	20%	23%	22%
Participant employment rate - Aged 35 to 44 years	24%	23%	19%	21%	23%	22%	22%
Participant employment rate - Aged 45 to 54 years	21%	21%	19%	15%	19%	19%	22%
Participant employment rate - Aged 55 to 64 years	18%	18%	14%	14%	14%	13%	22%
Participant employment rate - Aged 65+ years	11%	9%	8%	7%	5%	6%	22%
Participant employment rate - Aged 25 to 64 years	21%	21%	17%	18%	19%	19%	22%
Participant employment rate - Aged 15 to 64 years	18%	19%	16%	18%	20%	21%	22%
Participant social and community engagement rate - Aged 15 to 24 years	35%	38%	39%	39%	45%	41%	43%
Participant social and community engagement rate - Aged 25 to 34 years	39%	45%	44%	43%	41%	43%	43%
Participant social and community engagement rate - Aged 35 to 44 years	37%	46%	47%	44%	43%	45%	43%
Participant social and community engagement rate - Aged 45 to 54 years	36%	45%	46%	41%	46%	45%	43%
Participant social and community engagement rate - Aged 55 to 64 years	35%	40%	38%	41%	41%	43%	43%
Participant social and community engagement rate - Aged 65+ years	37%	42%	40%	38%	45%	40%	43%
Participant social and community engagement rate - Aged 25+ years	37%	44%	43%	42%	43%	43%	43%
Participant social and community engagement rate - Aged 15+ years	37%	43%	42%	41%	43%	43%	43%
Family and carer employment rate - Aged 0 to 14 years	41%	41%	43%	47%	53%	55%	n/a
Family and carer employment rate - Aged 15+ years	47%	49%	45%	49%	52%	52%	n/a
Family and carer employment rate - All ages	44%	44%	44%	48%	53%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	70%	72%	72%	80%	81%	n/a
Participant Choice and Control - Aged 25+ years	n/a	78%	84%	84%	86%	89%	n/a
Participant Choice and Control - Aged 15+ years	n/a	76%	80%	80%	84%	86%	n/a

[91] Denominators for each metric are: ‘participant employment rate’ (n=5,966), ‘participant social and community engagement rate’ (n=5,997), 'family and carer employment rate' (n=4,311) and 'participant choice and control' (n=4,310). Participants who had their first plan approved since 1 July 2016 and have had a fifth SF survey reassessment to date.

Table H.20 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) Short Form (SF) questionnaires reassessment - Queensland[92]

Metric by age group	Baseline	R1	R2	R3	R4	R5	R6+	2025-26 Target
Participant employment rate - Aged 15 to 24 years	9%	13%	17%	18%	21%	25%	27%	22%
Participant employment rate - Aged 25 to 34 years	22%	23%	23%	21%	24%	24%	26%	22%
Participant employment rate - Aged 35 to 44 years	25%	25%	23%	23%	23%	26%	25%	22%
Participant employment rate - Aged 45 to 54 years	26%	25%	23%	23%	20%	25%	23%	22%
Participant employment rate - Aged 55 to 64 years	21%	22%	18%	18%	15%	18%	16%	22%
Participant employment rate - Aged 65+ years	13%	13%	11%	7%	6%	5%	7%	22%
Participant employment rate - Aged 25 to 64 years	23%	24%	22%	21%	21%	23%	22%	22%
Participant employment rate - Aged 15 to 64 years	21%	22%	21%	21%	21%	23%	23%	22%
Participant social and community engagement rate - Aged 15 to 24 years	38%	44%	45%	46%	47%	45%	43%	43%
Participant social and community engagement rate - Aged 25 to 34 years	37%	46%	46%	47%	48%	46%	45%	43%
Participant social and community engagement rate - Aged 35 to 44 years	40%	46%	48%	49%	47%	52%	45%	43%
Participant social and community engagement rate - Aged 45 to 54 years	42%	48%	52%	50%	51%	53%	48%	43%
Participant social and community engagement rate - Aged 55 to 64 years	38%	42%	44%	42%	45%	44%	43%	43%
Participant social and community engagement rate - Aged 65+ years	37%	43%	44%	42%	41%	41%	43%	43%
Participant social and community engagement rate - Aged 25+ years	39%	45%	47%	46%	47%	47%	45%	43%
Participant social and community engagement rate - Aged 15+ years	39%	45%	47%	46%	47%	47%	45%	43%
Family and carer employment rate - Aged 0 to 14 years	41%	44%	44%	45%	51%	53%	57%	n/a
Family and carer employment rate - Aged 15+ years	47%	48%	49%	51%	54%	51%	51%	n/a
Family and carer employment rate - All ages	44%	46%	47%	48%	53%	52%	53%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	69%	74%	74%	76%	79%	85%	n/a
Participant Choice and Control - Aged 25+ years	n/a	76%	81%	83%	85%	87%	92%	n/a
Participant Choice and Control - Aged 15+ years	n/a	74%	79%	80%	82%	85%	90%	n/a

[92] Denominators for each metric are: ‘participant employment rate’ (n=10,820), ‘participant social and community engagement rate’ (n=10,891), 'family and carer employment rate' (n=5,870) and 'participant choice and control' (n=9,264). 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 to the end of quarter 4, 2025-26. Table H.22 shows the number of complaints in quarter 4, 2025-26 compared with previous quarters, by source of complaint and complaint subject, and Participant Critical Incidents (PCIs) in quarter 4, 2025-26 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

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

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

Table H.21 Number and proportion of respondents who responded positively to questions about NDIA planning process per quarter - Queensland[93] [94]

NDIA planning process	Prior Quarters	Quarter 4, 2025-26
Early Supports - Number of respondents	**394**	**40**
Early Supports - Were you treated with respect?	99%	100%
Early Supports - Were decisions and outcomes explained to you?	93%	94%
Early Supports - Were your questions and concerns acknowledged?	95%	94%
Early Supports - How well does your early supports plan meet your child's needs?	56%	58%
Community Connections - Number of respondents	**3,053**	**251**
Community Connections - Was information easy to understand?	85%	84%
Community Connections - Was communication in your preferred format?	94%	95%
Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life?	78%	76%
Community Connections - To what extent were your circumstances and needs considered?	78%	75%
Community Connections - To what extent were you included in decisions that were made?	78%	77%
Community Connections - How confident are you in reaching out to community supports and other government services?	53%	58%
Apply for NDIS (overall) - Number of respondents	**2,667**	**180**
Apply for NDIS (overall) - Were you treated with respect?	94%	95%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	76%	82%
Apply for NDIS (overall) - Was information easy to understand?	69%	74%
Apply for NDIS (overall) - Was communication in your preferred format?	86%	90%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	58%	61%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	57%	62%
Plan Approval - Number of respondents	**6,507**	**797**
Plan Approval - Were you treated with respect?	89%	88%
Plan Approval - Were decisions and outcomes explained to you?	77%	75%
Plan Approval - Were your questions and concerns acknowledged?	74%	69%
Plan Approval - Do you know where to go for more help with using your plan?	85%	86%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	52%	49%

[93] Previous quarters include only data gathered since December 2023, when changes to the Participant Satisfaction Survey were implemented.
[94] Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

NDIA planning process	Prior Quarters	Quarter 4, 2025-26
Plan Approval - How well does your NDIS plan meet your needs?	56%	52%
Plan Implementation - Number of respondents	**5,172**	**479**
Plan Implementation - Do you know where to go for more help with using your plan?	83%	84%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	59%	60%
Plan Implementation - To what extent were your circumstances and needs considered?	61%	59%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	60%	60%
Plan Implementation - Do you feel confident in using your plan?	61%	59%
Plan Implementation - Do you feel confident in accessing supports?	63%	58%
Plan Reassessment - Number of respondents	**17,073**	**1,703**
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	84%	88%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	63%	66%
Plan Reassessment - To what extent were your circumstances and needs considered?	66%	66%
Plan Reassessment - To what extent were you included in decisions that were made?	67%	68%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	61%	61%
Plan Reassessment - Do you feel confident in using your plan?	65%	66%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	61%	63%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	77%	78%

Table H.22 Complaints and Participant Critical Incidents (PCIs) by quarter - Queensland[95] [96]

Complaints made by or on behalf of:	Prior Quarters	Quarter 4, 2025-26	Total	Number of unique complainants
Participants: Complaints about Early Connections Partner	<380	<11	385	354
Participants: Complaints about Local Area Coordination (LAC) Partner	1,517	68	1,585	1,371
Participants: Complaints about service providers	3,600	208	3,808	2,950
Participants: Complaints about the Agency	54,297	2,119	56,416	27,576
Participants: Unclassified	<260	<11	259	235
Participants: Total	**60,051**	**2,402**	**62,453**	**29,716**
Percentage of the number of active participants	7.3%	5.8%	7.2%	n/a
New Participant Critical Incidents (PCIs)	**15,424**	**1,041**	**16,465**	**n/a**

[95] 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.
[96] Note that 57% of all complainants made only one complaint, 21% made two complaints, and 22% made three or more complaints.

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

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Jun-23	1,681	5%	24,544	6%
Sep-23	2,060	6%	26,604	6%
Dec-23	2,346	7%	28,950	6%
Mar-24	4,065	12%	33,015	6%
Jun-24	4,560	13%	37,575	7%
Sep-24	4,012	11%	41,587	7%
Dec-24	3,550	10%	45,137	7%
Mar-25	3,019	8%	48,156	7%
Jun-25	2,747	7%	50,903	7%
Sep-25	3,198	8%	54,101	7%
Dec-25	3,080	8%	57,181	7%
Mar-26	2,870	7%	60,051	7%
Jun-26	2,402	6%	62,453	7%

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

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Jun-23	735	2%	4,604	1%
Sep-23	729	2%	5,333	1%
Dec-23	705	2%	6,038	1%
Mar-24	997	3%	7,035	1%
Jun-24	956	3%	7,991	1%
Sep-24	941	3%	8,932	2%
Dec-24	947	3%	9,879	2%
Mar-25	929	2%	10,808	2%
Jun-25	1,037	3%	11,845	2%
Sep-25	1,301	3%	13,146	2%
Dec-25	1,126	3%	14,272	2%
Mar-26	1,152	3%	15,424	2%
Jun-26	1,041	3%	16,465	2%

Table H.25 Participant complaints by type. Complaints with a related party who has submitted an access request - Queensland[97]

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	760	1%	0	0%	760	1%
Complaints about the Agency - Information unclear	282	1%	0	0%	282	0%
Complaints about the Agency - NDIA Access	1,563	3%	55	3%	1,618	3%
Complaints about the Agency - NDIA Engagement	<80	n/a	<11	n/a	81	0%
Complaints about the Agency - NDIA Finance	3,537	7%	158	7%	3,695	7%
Complaints about the Agency - NDIA Fraud and Compliance	<290	n/a	<20	n/a	299	1%
Complaints about the Agency - NDIA Plan	13,728	25%	651	31%	14,379	25%
Complaints about the Agency - NDIA Process	5,778	11%	288	14%	6,066	11%
Complaints about the Agency - NDIA Resources	541	1%	22	1%	563	1%
Complaints about the Agency - NDIA Staff	3,736	7%	282	13%	4,018	7%
Complaints about the Agency - NDIA Timeliness	18,744	35%	640	30%	19,384	34%
Complaints about the Agency - Participation, engagement and inclusion	73	0%	0	0%	73	0%
Complaints about the Agency - Provider Portal	26	0%	0	0%	26	0%
Complaints about the Agency - Quality & Safeguards Commission	50	0%	0	0%	50	0%
Complaints about the Agency - Reasonable and necessary supports	777	1%	0	0%	777	1%
Complaints about the Agency - Staff conduct - Agency	256	0%	0	0%	256	0%
Complaints about the Agency - The way the NDIA carried out its decision making	500	1%	0	0%	500	1%
Complaints about the Agency - Timeliness	1,716	3%	0	0%	1,716	3%
Complaints about the Agency - Other	1,873	3%	0	0%	1,873	3%
Complaints about the Agency - Total	**54,297**	**100%**	**2,119**	**100%**	**56,416**	**100%**
Complaints about Early Connections Partner - Early Connections Engagement	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	30	8%	0	0	30	8%
Complaints about Early Connections Partner - Early Connections Process	<50	n/a	<11	n/a	46	12%
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	0	0	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	<190	n/a	<11	n/a	189	49%
Complaints about Early Connections Partner - Early Connections Timeliness	<120	n/a	<11	n/a	113	29%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Total	**<380**	**n/a**	**<11**	**n/a**	**385**	**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	25	2%	0	0%	25	2%
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	<160	n/a	<11	n/a	157	10%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<150	n/a	<11	n/a	147	9%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<11	n/a	0	0%	<11	n/a

[97] 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 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	1,001	66%	55	81%	1,056	67%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<190	n/a	<11	n/a	190	12%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - Total	**1,517**	**100%**	**68**	**100%**	**1,585**	**100%**
Complaints about service providers - Provider Costs	70	2%	0	0%	70	2%
Complaints about service providers - Provider Finance	238	7%	18	9%	256	7%
Complaints about service providers - Provider Fraud and Compliance	449	12%	32	15%	481	13%
Complaints about service providers - Provider Process	71	2%	0	0%	71	2%
Complaints about service providers - Provider Service	1,340	37%	65	31%	1,405	37%
Complaints about service providers - Provider Staff	873	24%	93	45%	966	25%
Complaints about service providers - Service Delivery	104	3%	0	0%	104	3%
Complaints about service providers - Staff Conduct	127	4%	0	0%	127	3%
Complaints about service providers - Supports being provided	121	3%	0	0%	121	3%
Complaints about service providers - Other	207	6%	0	0%	207	5%
Complaints about service providers - Total	**3,600**	**100%**	**208**	**100%**	**3,808**	**100%**
Unclassified	**259**	**n/a**	**0**	**n/a**	**259**	**n/a**
Participants total	**60,051**	**n/a**	**2,402**	**n/a**	**62,453**	**n/a**

Table H.26 Administrative Review Tribunal (ART) Cases by category as at 30 June 2026 - Queensland

Category	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Access	1,345	19%	105	18%	1,450	19%
Planning	5,372	76%	455	79%	5,827	76%
Compensation	<30	n/a	<11	n/a	31	0%
Jurisdiction	<160	n/a	<11	n/a	157	2%
Extension of Time	<50	n/a	<11	n/a	47	1%
Other	98	1%	17	3%	115	2%
Total cases	**7,048**	**100%**	**579**	**100%**	**7,627**	**100%**
Percentage of the number of active participants	**0.9%**	**n/a**	**1.4%**	**n/a**	**0.9%**	**n/a**

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

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Jun-23	191	0.6%	3,066	0.7%
Sep-23	262	0.8%	3,328	0.7%
Dec-23	272	0.8%	3,600	0.7%
Mar-24	158	0.5%	3,758	0.7%
Jun-24	253	0.7%	4,011	0.7%
Sep-24	378	1.0%	4,389	0.7%
Dec-24	410	1.1%	4,799	0.8%
Mar-25	408	1.1%	5,207	0.8%
Jun-25	350	0.9%	5,557	0.8%
Sep-25	537	1.3%	6,094	0.8%
Dec-25	484	1.2%	6,578	0.8%
Mar-26	470	1.1%	7,048	0.9%
Jun-26	579	1.4%	7,627	0.9%

Table H.28 Administrative Review Tribunal (ART) cases by open/closed and decision - Queensland[98]

ART cases by open/closed and decision	Number of cases	Number of unique active participants
ART Cases	**7,627**	**6,886**
Open ART Cases	**1,540**	**1,467**
Closed ART Cases	**6,087**	**5,534**
Resolved before hearing	5,888	5,373
Gone to hearing and received a substantive decision	199	161

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

Table H.29 Administrative Review Tribunal (ART) Supports in dispute - Queensland[99] [100] [101]

Type of support	Prior Quarters	Quarter 4, 2025-26	Total
Plan Management Decision	218	39	257
Core (excluding Consumables and Transport)	1,560	203	1,763
Capacity Building	1,753	231	1,984
General Support	542	93	635
Assistive Technology	515	71	586
Specialist Disability Accommodation	201	22	223
Home Modifications	140	20	160
Supported Independent Living	469	53	522
Everyday Living Costs	136	18	154
Transport	338	40	378
Other	967	111	1,078
Total number of unique participants counted across disputed supports	**2,824**	**317**	**3,141**
Total number of instances of participants counted across disputed supports	**6,839**	**901**	**7,740**

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

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	**166**	**3%**	**33**	**6%**	**199**	**3%**
Decided by Tribunal - Affirmed	87	2%	25	4%	112	2%
Decided by Tribunal - Varied	<30	n/a	<11	n/a	28	0%
Decided by Tribunal - Set Aside	<60	n/a	<11	n/a	59	1%
Not Decided by Tribunal - Total	**5,345**	**97%**	**543**	**94%**	**5,888**	**97%**
Not Decided by Tribunal - Resolved by consent	3,858	70%	385	67%	4,243	70%
Not Decided by Tribunal - Withdrawn	1,038	19%	98	17%	1,136	19%
Not Decided by Tribunal - No jurisdiction	37	1%	20	3%	57	1%
Not Decided by Tribunal - Extension of Time Declined	<20	n/a	<11	n/a	18	0%
Not Decided by Tribunal - Extension of Time Not opposed	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - Dismissed	392	7%	39	7%	431	7%
Not Decided by Tribunal - Other	<11	n/a	<11	n/a	<11	n/a
Total	**5,511**	**100%**	**576**	**100%**	**6,087**	**100%**

[99] 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.
[100] Data is reported with one month lag; therefore results for last month of the current quarter are not included.
[101] 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 introduced in the March 2025 quarter. Before then, 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 H.31 to H.32).

The count of active providers excludes providers with a missing Australian Business Number (ABN) (Table H.31).

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

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 H.31).

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

Table H.31 Number of active providers in quarter 4, 2025-26 by registration status and funds management type - Queensland

Funds management type	Registered	Unregistered	Total providers
NDIA-managed	2,741	n/a	2,741
Plan-managed	5,066	53,577	56,945
Self-managed	<5	26,374	30,667
All funds management types	**5,419**	**68,228**	**72,585**

Table H.32 Total active provider payments in quarter 4, 2025-26 by registration status and funds management type ($m) - Queensland[102]

Funds management type	Registered	Unregistered	All registration statuses
NDIA-managed	651	n/a	651
Plan-managed	1,039	889	1,936
Self-managed	0	143	262
All funds management types	**1,690**	**1,031**	**2,850**

[102] There were $128.6 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 H.33 to H.37) are derived from the total annualised committed supports in the current plans of active participants as at 30 June 2026. Average payments (Tables H.35 to H.37) are calculated as the sum of the payments in the 12-month period to 30 June 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 30 June 2026. 'Total payments' refers to those paid over the 12 months to 30 June 2026 (Tables H.38 to H.40).

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

Average annualised committed support band	As at quarter 3, 2025-26 distribution of participants	As at quarter 4, 2025-26 distribution of participants
$0-$5,000	1.4%	1.5%
$5,001-$10,000	4.7%	4.7%
$10,001-$15,000	10.0%	9.9%
$15,001-$20,000	15.1%	15.0%
$20,001-$25,000	11.2%	11.0%
$25,001-$30,000	5.2%	5.2%
$30,001-$50,000	13.0%	13.2%
$50,001-$100,000	16.8%	16.9%
$100,001-$150,000	7.6%	7.5%
$150,001-$200,000	3.9%	3.9%
$200,001-$250,000	2.3%	2.2%
$250,001+	8.8%	9.0%

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

Average annualised committed support band	As at quarter 3, 2025-26 distribution of participants	As at quarter 4, 2025-26 distribution of participants
$0-$5,000	1.5%	1.5%
$5,001-$10,000	4.9%	4.9%
$10,001-$15,000	10.5%	10.3%
$15,001-$20,000	15.9%	15.7%
$20,001-$25,000	11.7%	11.5%
$25,001-$30,000	5.4%	5.4%
$30,001-$50,000	13.7%	13.8%
$50,001-$100,000	17.6%	17.7%
$100,001-$150,000	7.9%	7.9%
$150,001-$200,000	4.1%	4.1%
$200,001-$250,000	2.3%	2.3%
$250,001+	4.7%	4.9%

Table H.35 Average annualised committed supports as at 30 June 2026 and average payments for the year ending 30 June 2026 by age group and participants' Supported Independent Living (SIL) status - Queensland

Age group	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
0 to 8	$16,800	$27,600	n/a	n/a	$16,800	$27,600
9 to 14	$20,600	$31,000	n/a	n/a	$20,600	$31,000
15 to 18	$31,600	$47,100	$444,400	$567,800	$30,000	$45,700
19 to 24	$73,900	$98,700	$493,500	$556,300	$55,800	$81,300
25 to 34	$111,500	$138,400	$470,000	$515,800	$76,700	$103,700
35 to 44	$126,500	$154,200	$454,000	$490,400	$86,300	$114,200
45 to 54	$131,200	$161,700	$442,600	$477,700	$91,600	$122,500
55 to 64	$143,300	$175,400	$450,800	$479,300	$99,300	$133,800
65+	$153,600	$178,400	$451,000	$473,900	$113,600	$138,700
All	**$67,600**	**$87,900**	**$456,600**	**$492,900**	**$49,000**	**$69,100**

Table H.36 Average annualised committed supports as at 30 June 2026 and average payments for the year ending 30 June 2026 by primary disability group and participants' Supported Independent Living (SIL) status - Queensland

Primary disability group	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
Acquired brain injury	$184,500	$221,900	$489,400	$534,000	$125,400	$162,800
Autism	$33,400	$47,200	$504,400	$545,000	$27,000	$40,900
Cerebral palsy	$177,100	$211,700	$526,300	$572,600	$122,100	$156,200
Developmental delay	$11,900	$21,400	n/a	n/a	$11,900	$21,400
Global developmental delay	$18,200	$28,300	n/a	n/a	$18,200	$28,300
Hearing impairment	$9,700	$19,700	n/a	n/a	$9,500	$19,500
Intellectual disability	$120,300	$143,200	$410,000	$438,300	$74,400	$97,800
Multiple sclerosis	$110,000	$146,800	$526,800	$585,500	$93,200	$129,100
Psychosocial disability	$102,400	$128,300	$395,500	$442,600	$83,100	$107,800
Spinal cord injury	$175,200	$230,800	$621,900	$703,700	$156,700	$213,000
Stroke	$175,200	$214,400	$516,700	$549,100	$128,800	$169,200
Visual impairment	$52,100	$70,100	$360,700	$411,900	$48,300	$66,200
Other neurological	$185,600	$228,400	$533,700	$565,600	$140,800	$186,600
Other physical	$83,100	$116,800	$502,500	$549,400	$74,700	$108,500
Other sensory/speech	$19,500	$29,800	n/a	n/a	$16,600	$26,600
Other	$104,700	$140,200	$490,200	$528,500	$79,900	$117,700
Down Syndrome	$145,900	$168,200	$384,000	$405,300	$91,500	$115,500
All	**$67,600**	**$87,900**	**$456,600**	**$492,900**	**$49,000**	**$69,100**

Table H.37 Average annualised committed supports as at 30 June 2026 and average payments for the year ending 30 June 2026 by reported level of function and participants' Supported Independent Living (SIL) status - Queensland

Reported level of function	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
1 (High Function)	$12,900	$22,600	n/a	n/a	$12,900	$22,500
2 (High Function)	$21,100	$38,200	n/a	n/a	$21,100	$38,200
3 (High Function)	$22,600	$36,800	$385,100	$425,200	$20,100	$34,100
4 (High Function)	$20,600	$33,500	$442,800	$466,300	$18,400	$31,500
5 (High Function)	$35,100	$50,400	$421,500	$459,200	$29,300	$44,200
6 (Moderate Function)	$25,600	$40,800	$370,600	$412,200	$23,400	$38,600
7 (Moderate Function)	$55,600	$74,900	$401,700	$437,000	$39,700	$58,300
8 (Moderate Function)	$76,900	$104,000	$375,300	$415,000	$61,900	$88,600
9 (Moderate Function)	$94,500	$134,700	$385,800	$454,000	$85,500	$125,400
10 (Moderate Function)	$123,400	$157,800	$372,500	$411,300	$96,100	$130,100
11 (Low Function)	$106,600	$134,100	$435,000	$458,000	$74,200	$101,700
12 (Low Function)	$224,000	$256,500	$478,200	$508,600	$161,100	$196,700
13 (Low Function)	$121,300	$145,700	$582,500	$623,600	$87,900	$112,400
14 (Low Function)	$356,100	$414,400	$554,900	$609,600	$267,500	$327,600
15 (Low Function)	$464,600	$528,900	n/a	n/a	$423,200	$471,700
Total	**$67,600**	**$87,900**	**$456,600**	**$492,900**	**$49,000**	**$69,100**

Table H.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 30 June 2026 ($m) - Queensland[103]

Support Category	Total payments for the year ending 30 June 2026	Total annualised committed supports as at 30 June 2026
Core: Daily Activities	2,544.8	2,611.3
Core: Consumables	23.9	26.6
Core: Social and Civic	526.5	616.6
Core: Transport	10.7	16.4
Capacity Building: Choice and Control	7.5	8.6
Capacity Building: Daily Activities	66.2	95.8
Capacity Building: Employment	0.9	2.8
Capacity Building: Health and Wellbeing	0.3	0.7
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	58.4	80.2
Capacity Building: Social and Civic	0.7	0.8
Capacity Building: Support Coordination	43.3	50.0
Capital: Assistive Technology	26.8	49.9
Capital: Home Modifications	88.7	101.5
All	**3,398.8**	**3,661.2**

[103] Total payments for home modifications were $88.7 million. Of which, $87.9 million (99.1%) has been paid for specialised disability accommodation (SDA) supports, and $0.8 million (0.9%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $101.5 million. Of which, $100.3 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and $1.3 million (1%) has been allocated for non-SDA supports.

Table H.39 Total annualised committed supports and total payments (participants not in Supported Independent Living (SIL)) by support category as at 30 June 2026 ($m) - Queensland[104]

Support Category	Total payments for the year ending 30 June 2026	Total annualised committed supports as at 30 June 2026
Core: Daily Activities	3,271.8	4,695.3
Core: Consumables	119.5	209.4
Core: Social and Civic	2,161.6	2,396.8
Core: Transport	129.0	93.8
Capacity Building: Choice and Control	136.7	162.9
Capacity Building: Daily Activities	1,150.4	2,108.3
Capacity Building: Employment	37.1	121.1
Capacity Building: Health and Wellbeing	4.1	9.6
Capacity Building: Home Living	0.3	1.0
Capacity Building: Lifelong learning	0.0	0.2
Capacity Building: Relationships	119.4	248.4
Capacity Building: Social and Civic	47.0	124.8
Capacity Building: Support Coordination	213.7	316.2
Capital: Assistive Technology	169.7	381.9
Capital: Home Modifications	78.0	124.0
All	**7,638.3**	**10,993.8**

Table H.40 Payments by financial year in which support was provided, compared to committed supports - Queensland[105]

Financial year	Total Committed ($m)	Total Paid ($m)	Percentage utilised to date
2013-14	1.5	0.8	49%
2014-15	5.0	2.6	52%
2015-16	13.9	6.6	48%
2016-17	234.3	132.4	57%
2017-18	878.4	560.3	64%
2018-19	2,541.7	1,673.0	66%
2019-20	5,157.1	3,612.0	70%
2020-21	6,847.2	5,019.5	73%
2021-22	7,957.6	6,149.0	77%
2022-23	9,954.0	7,599.5	76%
2023-24	11,759.1	9,055.1	77%
2024-25	13,296.5	9,925.7	75%
2025-26 (Experience still emerging)	14,710.9	10,486.8	71%

[104] Total payments for home modifications were $78.0 million. Of which, $49.0 million (62.8%) has been paid for specialised disability accommodation (SDA) supports, and $29.0 million (37.2%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $124.0 million. Of which, $59.3 million (48%) has been allocated for specialised disability accommodation (SDA) supports, and $64.7 million (52%) has been allocated for non-SDA supports.

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

Table H.41 Percentage change in plan budgets for active participants per quarter - Queensland[106]

Inflation type	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25	Mar-26	Jun-26
Intraplan Inflation	7.1%	8.1%	6.6%	5.1%	4.9%	5.6%	3.8%	2.8%	2.6%
Interplan Inflation	3.6%	5.3%	5.9%	6.0%	5.2%	5.1%	3.1%	2.8%	2.5%
Total Inflation	**10.7%**	**13.4%**	**12.6%**	**11.1%**	**10.1%**	**10.7%**	**7.0%**	**5.7%**	**5.2%**

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

Supplement I: Western Australia

Adapting to the new computer system and processes has impacted some data detailed in this supplement. This includes the proportion of active participant plans with not-stated culturally and linguistically diverse (CALD) status 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 (Table I.9).

The order of primary disability types in the participant profile tables is based on the national proportions in Table E.10, from highest to lowest (Table I.11).

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

Participant breakdown	Prior Quarters	Quarter 4, 2025-26	Total
Access decisions	**88,248**	**2,340**	**90,588**
Currently Eligible - Total	**69,137**	**1,866**	**71,003**
Currently Eligible - New	50,856	1,856	52,712
Currently Eligible - State	<15,530	<11	15,532
Currently Eligible - Commonwealth	<2,760	<11	2,759
Active Participant Plans - Total	**68,560**	**1,683**	**70,243**
Active Participant Plans - New	50,320	1,671	51,991
Active Participant Plans - State	<15,510	<11	15,504
Active Participant Plans - Commonwealth	<2,750	<11	2,748
Active Participant Plans - Total	**68,560**	**1,683**	**70,243**
Active Participant Plans - Early Intervention (s25)	14,718	651	15,369
Active Participant Plans - Permanent Disability (s24)	49,478	552	50,030
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	4,364	480	4,844

Table I.2 People who have left the Scheme since 1 July 2013 as at 30 June 2026 - Western Australia[107]

People leaving the Scheme	Prior Quarters	Quarter 4, 2025-26	Total
Number of people who have left the Scheme	6,485	635	**7,120**

[107] The number of people who have left the Scheme is people leaving net of people returning to the Scheme.

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

Age group at access decision	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
0 to 8	19,388	96%	8,336	96%	115	88%	27,839	96%
9 to 14	8,212	94%	4,568	94%	211	90%	12,991	94%
15 to 18	3,104	94%	2,046	92%	157	91%	5,307	93%
19 to 24	2,636	92%	1,756	88%	130	79%	4,522	90%
25 to 34	3,234	88%	2,691	82%	121	71%	6,046	85%
35 to 44	2,874	84%	2,754	76%	72	53%	5,700	80%
45 to 54	3,629	82%	3,273	72%	45	44%	6,947	77%
55 to 64	4,757	76%	4,294	65%	63	39%	9,114	70%
65+	<250	n/a	<230	n/a	<11	n/a	<480	n/a
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
Total	**48,086**	**90%**	**29,943**	**83%**	**919**	**72%**	**78,948**	**87%**

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

Primary disability group	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
Acquired brain injury	1,514	91%	833	92%	12	52%	2,359	91%
Autism	21,950	99%	10,609	98%	623	96%	33,182	98%
Cerebral palsy	1,158	97%	920	97%	12	80%	2,090	97%
Developmental delay	4,746	94%	1,988	94%	27	90%	6,761	94%
Down syndrome	691	99%	<610	n/a	<11	n/a	1,296	99%
Global developmental delay	1,224	98%	<490	n/a	<11	n/a	1,714	98%
Hearing impairment	1,330	91%	1,480	89%	25	86%	2,835	90%
Intellectual disability	5,249	96%	3,996	95%	39	71%	9,284	96%
Multiple sclerosis	316	93%	<950	n/a	<11	n/a	1,270	92%
Psychosocial disability	3,378	74%	3,003	63%	60	34%	6,441	68%
Spinal cord injury	643	94%	<250	n/a	<11	n/a	894	94%
Stroke	687	88%	<460	n/a	<11	n/a	1,148	85%
Visual impairment	559	87%	<550	n/a	<11	n/a	1,112	86%
Other neurological	2,024	86%	1,628	84%	23	62%	3,675	85%
Other physical	1,114	52%	1,237	43%	19	21%	2,370	46%
Other sensory/speech	99	37%	<40	n/a	<11	n/a	139	35%
Other	1,404	59%	930	43%	44	35%	2,378	51%
Total	**48,086**	**90%**	**29,943**	**83%**	**919**	**72%**	**78,948**	**87%**

Table I.5 Participant profile per quarter of entry, by participants identifying as First Nations Peoples - Western Australia

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
First Nations Participants	5,738	8%	159	9%	5,897	8%
Non-First Nations Participants	56,861	83%	1,286	76%	58,147	83%
Not Stated	5,961	9%	238	14%	6,199	9%
Total	**68,560**	**100%**	**1,683**	**100%**	**70,243**	**100%**

Table I.6 Participant profile per quarter of entry, by culturally and linguistically diverse (CALD) status - Western Australia

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	<5,160	n/a	<100	n/a	5,251	7%
Not culturally and linguistically diverse	58,064	85%	1,583	94%	59,647	85%
Not stated	<5,350	n/a	<11	n/a	5,345	8%
Total	**68,560**	**100%**	**1,683**	**100%**	**70,243**	**100%**

Table I.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2026 - Western Australia[108] [109]

Age group	Total number of active participants
Under 45	<11
45 to 54	<11
55 to 64	<30
Total YPIRAC (under 65)	**29**

[108] The Younger People in Residential Aged Care (YPIRAC) figures excludes First Nations participants aged 50 to 64 years who meet the exceptional circumstances criteria for residential aged care.
[109] There are a further 106 active participants aged 65 years or over who are currently in residential aged care.

Table I.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively - Western Australia[110]

Quarter ending	Incremental	Cumulative
Jun-23	-14	162
Sep-23	-18	144
Dec-23	-11	133
Mar-24	-17	116
Jun-24	-44	72
Sep-24	<11	<70
Dec-24	<11	58
Mar-25	<11	<60
Jun-25	<11	46
Sep-25	<11	<40
Dec-25	<11	32
Mar-26	<11	<40
Jun-26	<11	29

Table I.9 Participant profile per quarter of entry, by remoteness - Western Australia

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Major cities	54,027	79%	1,333	79%	55,360	79%
Population > 50,000	3,638	5%	74	4%	3,712	5%
Population between 15,000 and 50,000	4,115	6%	106	6%	4,221	6%
Population between 5,000 and 15,000	<780	n/a	<20	n/a	<800	n/a
Population less than 5,000	2,906	4%	77	5%	2,983	4%
Remote	1,981	3%	45	3%	2,026	3%
Very Remote	1,112	2%	33	2%	1,145	2%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	**68,560**	**100%**	**1,683**	**100%**	**70,243**	**100%**

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

Table I.10 Participant profile per quarter of entry, by primary disability group - Western Australia

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Autism	31,570	46%	771	46%	32,341	46%
Intellectual disability	8,565	12%	73	4%	8,638	12%
Psychosocial disability	5,669	8%	61	4%	5,730	8%
Developmental delay	4,337	6%	352	21%	4,689	7%
Hearing impairment	2,600	4%	51	3%	2,651	4%
Other neurological	2,650	4%	81	5%	2,731	4%
Acquired brain injury	1,853	3%	36	2%	1,889	3%
Other physical	1,843	3%	19	1%	1,862	3%
Cerebral palsy	<1,970	n/a	<11	n/a	1,972	3%
Global developmental delay	986	1%	76	5%	1,062	2%
Other	1,445	2%	78	5%	1,523	2%
Multiple sclerosis	1,168	2%	11	1%	1,179	2%
Down syndrome	1,171	2%	12	1%	1,183	2%
Visual impairment	1,009	1%	12	1%	1,021	1%
Stroke	885	1%	29	2%	914	1%
Spinal cord Injury	757	1%	12	1%	769	1%
Other sensory/speech	<90	n/a	<11	n/a	89	0%
Total	**68,560**	**100%**	**1,683**	**100%**	**70,243**	**100%**

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

Primary disability group	All participants - Count	All participants - Percentage	Participants in SIL - Count	Participants in SIL - Percentage	Participants not in SIL - Count	Participants not in SIL - Percentage
Autism	32,341	46%	462	13%	31,879	48%
Intellectual disability	8,638	12%	1,198	34%	7,440	11%
Psychosocial disability	5,730	8%	350	10%	5,380	8%
Developmental delay	4,689	7%	<11	n/a	<4,690	n/a
Hearing impairment	2,651	4%	<11	n/a	<2,660	n/a
Other neurological	2,731	4%	360	10%	2,371	4%
Acquired brain injury	1,889	3%	373	11%	1,516	2%
Other physical	1,862	3%	30	1%	1,832	3%
Cerebral palsy	1,972	3%	292	8%	1,680	3%
Global developmental delay	1,062	2%	<11	n/a	<1,070	n/a
Other	1,523	2%	70	2%	1,453	2%
Multiple sclerosis	1,179	2%	44	1%	1,135	2%
Down syndrome	1,183	2%	206	6%	977	1%
Visual impairment	1,021	1%	<11	n/a	<1,020	n/a
Stroke	914	1%	106	3%	808	1%
Spinal cord Injury	769	1%	46	1%	723	1%
Other sensory/speech	89	0%	<11	n/a	<90	n/a
Total	**70,243**	**100%**	**3,547**	**100%**	**66,696**	**100%**

Table I.12 Participant profile per quarter of entry, by reported level of function - Western Australia

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
1 (High Function)	6,612	10%	34	2%	6,646	9%
2 (High Function)	<210	n/a	<11	n/a	204	0%
3 (High Function)	3,509	5%	30	2%	3,539	5%
4 (High Function)	2,962	4%	35	2%	2,997	4%
5 (High Function)	3,722	5%	27	2%	3,749	5%
6 (Moderate Function)	18,227	27%	552	33%	18,779	27%
7 (Moderate Function)	2,743	4%	12	1%	2,755	4%
8 (Moderate Function)	4,014	6%	46	3%	4,060	6%
9 (Moderate Function)	<310	n/a	<11	n/a	305	0%
10 (Moderate Function)	6,237	9%	83	5%	6,320	9%
11 (Low Function)	<1,880	n/a	<11	n/a	1,877	3%
12 (Low Function)	8,813	13%	118	7%	8,931	13%
13 (Low Function)	5,627	8%	80	5%	5,707	8%
14 (Low Function)	<890	n/a	<11	n/a	888	1%
15 (Low Function)	<20	n/a	<11	n/a	17	0%
Missing	2,811	4%	658	39%	3,469	5%
Total	**68,560**	**100%**	**1,683**	**100%**	**70,243**	**100%**

Table I.13 Participant profile per quarter of entry, by age group - Western Australia

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
0 to 8	12,280	18%	755	45%	13,035	19%
9 to 14	13,510	20%	300	18%	13,810	20%
15 to 18	7,545	11%	117	7%	7,662	11%
19 to 24	7,352	11%	66	4%	7,418	11%
25 to 34	6,862	10%	85	5%	6,947	10%
35 to 44	5,497	8%	102	6%	5,599	8%
45 to 54	5,191	8%	99	6%	5,290	8%
55 to 64	6,432	9%	146	9%	6,578	9%
65+	3,891	6%	13	1%	3,904	6%
Total	**68,560**	**100%**	**1,683**	**100%**	**70,243**	**100%**

Table I.14 Participation rates by age group and gender as at 30 June 2026 - Western Australia[111]

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	5.6%	2.7%	4.2%
9 to 14	7.9%	4.1%	6.1%
15 to 18	6.3%	3.6%	5.1%
19 to 24	4.1%	2.4%	3.4%
25 to 44	1.7%	1.3%	1.5%
45 to 64	1.7%	1.6%	1.7%
65+	0.8%	0.7%	0.7%
Total (0-64)	**3.3%**	**2.1%**	**2.7%**
Total (All ages)	**2.9%**	**1.8%**	**2.4%**

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

Mainstream service	Prior Quarters	Quarter 4, 2025-26	Total
Choice and control over my life	7%	9%	7%
Daily life	17%	18%	17%
Health and wellbeing	81%	85%	81%
Learning	37%	36%	37%
Relationships	3%	3%	3%
Social and community activities	10%	10%	10%
Where I live	2%	2%	2%
Work	7%	6%	7%
Unknown	3%	1%	3%
Any mainstream service	**96%**	**96%**	**96%**

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

Part Two: Participant and family/carer outcomes

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

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

Table I.16 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1) and second (R2) Short Form (SF) questionnaires reassessment - Western Australia[112]

Metric by age group	Baseline	R1	R2	2025-26 Target
Participant employment rate - Aged 15 to 24 years	16%	21%	26%	22%
Participant employment rate - Aged 25 to 34 years	33%	35%	34%	22%
Participant employment rate - Aged 35 to 44 years	29%	29%	30%	22%
Participant employment rate - Aged 45 to 54 years	26%	25%	25%	22%
Participant employment rate - Aged 55 to 64 years	21%	18%	19%	22%
Participant employment rate - Aged 65+ years	15%	13%	11%	22%
Participant employment rate - Aged 25 to 64 years	27%	27%	27%	22%
Participant employment rate - Aged 15 to 64 years	23%	25%	27%	22%
Participant social and community engagement rate - Aged 15 to 24 years	34%	35%	36%	43%
Participant social and community engagement rate - Aged 25 to 34 years	33%	41%	36%	43%
Participant social and community engagement rate - Aged 35 to 44 years	32%	41%	36%	43%
Participant social and community engagement rate - Aged 45 to 54 years	36%	45%	40%	43%
Participant social and community engagement rate - Aged 55 to 64 years	32%	35%	36%	43%
Participant social and community engagement rate - Aged 65+ years	34%	40%	44%	43%
Participant social and community engagement rate - Aged 25+ years	33%	40%	37%	43%
Participant social and community engagement rate - Aged 15+ years	34%	39%	37%	43%
Family and carer employment rate - Aged 0 to 14 years	50%	49%	54%	n/a
Family and carer employment rate - Aged 15+ years	50%	51%	52%	n/a
Family and carer employment rate - All ages	50%	50%	53%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	64%	70%	n/a
Participant Choice and Control - Aged 25+ years	n/a	76%	81%	n/a
Participant Choice and Control - Aged 15+ years	n/a	72%	77%	n/a

[112] Denominators for each metric are: 'participant employment rate' (n=4,577), 'participant social and community engagement rate' (n=4,582), 'family and carer employment rate' (n=4,201) and 'participant choice and control' (n=1,817). Participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.

Table I.17 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2) and third (R3) Short Form (SF) questionnaires reassessment - Western Australia[113]

Metric by age group	Baseline	R1	R2	R3	2025-26 Target
Participant employment rate - Aged 15 to 24 years	14%	17%	20%	27%	22%
Participant employment rate - Aged 25 to 34 years	32%	33%	26%	33%	22%
Participant employment rate - Aged 35 to 44 years	27%	30%	19%	27%	22%
Participant employment rate - Aged 45 to 54 years	25%	26%	21%	23%	22%
Participant employment rate - Aged 55 to 64 years	20%	20%	17%	18%	22%
Participant employment rate - Aged 65+ years	13%	10%	10%	9%	22%
Participant employment rate - Aged 25 to 64 years	26%	27%	21%	25%	22%
Participant employment rate - Aged 15 to 64 years	22%	25%	21%	25%	22%
Participant social and community engagement rate - Aged 15 to 24 years	33%	36%	40%	37%	43%
Participant social and community engagement rate - Aged 25 to 34 years	33%	37%	44%	40%	43%
Participant social and community engagement rate - Aged 35 to 44 years	32%	38%	36%	41%	43%
Participant social and community engagement rate - Aged 45 to 54 years	34%	38%	42%	42%	43%
Participant social and community engagement rate - Aged 55 to 64 years	34%	38%	40%	37%	43%
Participant social and community engagement rate - Aged 65+ years	35%	39%	34%	39%	43%
Participant social and community engagement rate - Aged 25+ years	34%	38%	40%	39%	43%
Participant social and community engagement rate - Aged 15+ years	33%	37%	40%	39%	43%
Family and carer employment rate - Aged 0 to 14 years	47%	49%	48%	56%	n/a
Family and carer employment rate - Aged 15+ years	51%	52%	53%	53%	n/a
Family and carer employment rate - All ages	48%	50%	49%	55%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	65%	64%	71%	n/a
Participant Choice and Control - Aged 25+ years	n/a	77%	80%	84%	n/a
Participant Choice and Control - Aged 15+ years	n/a	73%	74%	80%	n/a

[113] Denominators for each metric are: ‘participant employment rate’ (n=3,851), ‘participant social and community engagement rate’ (n=3,854), 'family and carer employment rate' (n=2,855) and 'participant choice and control' (n=2,059). Participants who had their first plan approved since 1 July 2016 and have had a third SF survey reassessment to date.

Table I.18 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3) and fourth (R4) Short Form (SF) questionnaires reassessment - Western Australia[114]

Metric by age group	Baseline	R1	R2	R3	R4	2025-26 Target
Participant employment rate - Aged 15 to 24 years	11%	14%	19%	22%	28%	22%
Participant employment rate - Aged 25 to 34 years	31%	31%	27%	23%	33%	22%
Participant employment rate - Aged 35 to 44 years	29%	29%	24%	27%	30%	22%
Participant employment rate - Aged 45 to 54 years	27%	24%	27%	20%	24%	22%
Participant employment rate - Aged 55 to 64 years	20%	17%	15%	12%	14%	22%
Participant employment rate - Aged 65+ years	17%	11%	11%	10%	11%	22%
Participant employment rate - Aged 25 to 64 years	26%	25%	23%	20%	25%	22%
Participant employment rate - Aged 15 to 64 years	22%	22%	22%	20%	26%	22%
Participant social and community engagement rate - Aged 15 to 24 years	37%	40%	38%	35%	41%	43%
Participant social and community engagement rate - Aged 25 to 34 years	35%	39%	34%	43%	41%	43%
Participant social and community engagement rate - Aged 35 to 44 years	37%	43%	36%	42%	45%	43%
Participant social and community engagement rate - Aged 45 to 54 years	38%	40%	38%	40%	44%	43%
Participant social and community engagement rate - Aged 55 to 64 years	32%	36%	35%	40%	39%	43%
Participant social and community engagement rate - Aged 65+ years	34%	35%	33%	31%	43%	43%
Participant social and community engagement rate - Aged 25+ years	35%	39%	35%	40%	42%	43%
Participant social and community engagement rate - Aged 15+ years	36%	39%	36%	39%	42%	43%
Family and carer employment rate - Aged 0 to 14 years	47%	48%	45%	52%	57%	n/a
Family and carer employment rate - Aged 15+ years	52%	52%	51%	61%	54%	n/a
Family and carer employment rate - All ages	49%	50%	48%	55%	55%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	67%	68%	72%	75%	n/a
Participant Choice and Control - Aged 25+ years	n/a	75%	77%	81%	85%	n/a
Participant Choice and Control - Aged 15+ years	n/a	72%	74%	79%	82%	n/a

[114] Denominators for each metric are: ‘participant employment rate’ (n=3,055), ‘participant social and community engagement rate’ (n=3,041), 'family and carer employment rate' (n=2,036) and 'participant choice and control' (n=1,771). Participants who had their first plan approved since 1 July 2016 and have had a fourth SF survey reassessment to date.

Table I.19 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) Short Form (SF) questionnaires reassessment - Western Australia[115]

Metric by age group	Baseline	R1	R2	R3	R4	R5	2025-26 Target
Participant employment rate - Aged 15 to 24 years	9%	13%	21%	27%	33%	33%	22%
Participant employment rate - Aged 25 to 34 years	32%	29%	32%	33%	29%	34%	22%
Participant employment rate - Aged 35 to 44 years	34%	35%	32%	32%	31%	33%	22%
Participant employment rate - Aged 45 to 54 years	30%	31%	27%	29%	21%	26%	22%
Participant employment rate - Aged 55 to 64 years	26%	22%	25%	17%	17%	19%	22%
Participant employment rate - Aged 65+ years	18%	18%	10%	11%	6%	9%	22%
Participant employment rate - Aged 25 to 64 years	30%	29%	29%	27%	25%	28%	22%
Participant employment rate - Aged 15 to 64 years	26%	26%	27%	27%	26%	29%	22%
Participant social and community engagement rate - Aged 15 to 24 years	36%	38%	35%	37%	40%	40%	43%
Participant social and community engagement rate - Aged 25 to 34 years	36%	41%	41%	41%	48%	46%	43%
Participant social and community engagement rate - Aged 35 to 44 years	35%	37%	39%	42%	42%	44%	43%
Participant social and community engagement rate - Aged 45 to 54 years	38%	39%	41%	43%	35%	41%	43%
Participant social and community engagement rate - Aged 55 to 64 years	39%	41%	38%	37%	44%	47%	43%
Participant social and community engagement rate - Aged 65+ years	36%	37%	39%	31%	46%	45%	43%
Participant social and community engagement rate - Aged 25+ years	37%	39%	40%	39%	44%	45%	43%
Participant social and community engagement rate - Aged 15+ years	37%	39%	39%	39%	43%	44%	43%
Family and carer employment rate - Aged 0 to 14 years	41%	45%	43%	46%	53%	57%	n/a
Family and carer employment rate - Aged 15+ years	51%	51%	52%	56%	54%	54%	n/a
Family and carer employment rate - All ages	46%	48%	47%	51%	53%	55%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	68%	74%	71%	76%	82%	n/a
Participant Choice and Control - Aged 25+ years	n/a	78%	82%	84%	84%	88%	n/a
Participant Choice and Control - Aged 15+ years	n/a	75%	79%	80%	81%	86%	n/a

[115] Denominators for each metric are: ‘participant employment rate’ (n=2,580), ‘participant social and community engagement rate’ (n=2,582), 'family and carer employment rate' (n=1,693) and 'participant choice and control' (n=1,649). Participants who had their first plan approved since 1 July 2016 and have had a fifth SF survey reassessment to date.

Table I.20 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) Short Form (SF) questionnaires reassessment - Western Australia[116]

Metric by age group	Baseline	R1	R2	R3	R4	R5	R6+	2025-26 Target
Participant employment rate - Aged 15 to 24 years	8%	15%	23%	26%	25%	29%	36%	22%
Participant employment rate - Aged 25 to 34 years	33%	34%	35%	32%	37%	37%	37%	22%
Participant employment rate - Aged 35 to 44 years	40%	37%	36%	37%	40%	31%	36%	22%
Participant employment rate - Aged 45 to 54 years	32%	32%	31%	31%	27%	33%	31%	22%
Participant employment rate - Aged 55 to 64 years	28%	27%	23%	24%	21%	20%	22%	22%
Participant employment rate - Aged 65+ years	15%	14%	14%	10%	11%	6%	7%	22%
Participant employment rate - Aged 25 to 64 years	33%	33%	32%	31%	31%	30%	32%	22%
Participant employment rate - Aged 15 to 64 years	29%	30%	30%	30%	30%	30%	32%	22%
Participant social and community engagement rate - Aged 15 to 24 years	39%	42%	38%	43%	37%	36%	46%	43%
Participant social and community engagement rate - Aged 25 to 34 years	44%	47%	48%	44%	51%	44%	48%	43%
Participant social and community engagement rate - Aged 35 to 44 years	41%	40%	45%	43%	44%	45%	48%	43%
Participant social and community engagement rate - Aged 45 to 54 years	43%	46%	47%	49%	43%	43%	48%	43%
Participant social and community engagement rate - Aged 55 to 64 years	40%	39%	39%	39%	44%	41%	47%	43%
Participant social and community engagement rate - Aged 65+ years	41%	45%	44%	41%	41%	47%	47%	43%
Participant social and community engagement rate - Aged 25+ years	42%	44%	45%	43%	45%	44%	48%	43%
Participant social and community engagement rate - Aged 15+ years	42%	43%	44%	43%	44%	43%	47%	43%
Family and carer employment rate - Aged 0 to 14 years	42%	43%	46%	47%	57%	56%	59%	n/a
Family and carer employment rate - Aged 15+ years	52%	54%	53%	55%	59%	58%	55%	n/a
Family and carer employment rate - All ages	48%	50%	50%	52%	58%	57%	57%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	66%	73%	70%	77%	78%	84%	n/a
Participant Choice and Control - Aged 25+ years	n/a	76%	80%	82%	85%	88%	91%	n/a
Participant Choice and Control - Aged 15+ years	n/a	73%	78%	78%	82%	85%	88%	n/a

[116] Denominators for each metric are: ‘participant employment rate’ (n=3,277), ‘participant social and community engagement rate’ (n=3,286), 'family and carer employment rate' (n=2,507) and 'participant choice and control' (n=2,615). 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 to the end of quarter 4, 2025-26. Table I.22 shows the number of complaints in quarter 4, 2025-26 compared with previous quarters, by source of complaint and complaint subject, and Participant Critical Incidents (PCIs) in quarter 4, 2025-26 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

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

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

Table I.21 Number and proportion of respondents who responded positively to questions about NDIA planning process per quarter - Western Australia[117] [118]

NDIA planning process	Prior Quarters	Quarter 4, 2025-26
Early Supports - Number of respondents	**42**	**n/a**
Early Supports - Were you treated with respect?	97%	n/a
Early Supports - Were decisions and outcomes explained to you?	74%	n/a
Early Supports - Were your questions and concerns acknowledged?	74%	n/a
Early Supports - How well does your early supports plan meet your child's needs?	40%	n/a
Community Connections - Number of respondents	**894**	**60**
Community Connections - Was information easy to understand?	82%	88%
Community Connections - Was communication in your preferred format?	93%	95%
Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life?	73%	70%
Community Connections - To what extent were your circumstances and needs considered?	74%	70%
Community Connections - To what extent were you included in decisions that were made?	72%	73%
Community Connections - How confident are you in reaching out to community supports and other government services?	51%	57%
Apply for NDIS (overall) - Number of respondents	**907**	**80**
Apply for NDIS (overall) - Were you treated with respect?	92%	94%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	74%	80%
Apply for NDIS (overall) - Was information easy to understand?	67%	69%
Apply for NDIS (overall) - Was communication in your preferred format?	85%	84%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	52%	54%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	53%	54%
Plan Approval - Number of respondents	**2,928**	**392**
Plan Approval - Were you treated with respect?	91%	89%
Plan Approval - Were decisions and outcomes explained to you?	77%	77%
Plan Approval - Were your questions and concerns acknowledged?	74%	74%
Plan Approval - Do you know where to go for more help with using your plan?	86%	86%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	55%	49%

[117] Previous quarters include only data gathered since December 2023, when changes to the Participant Satisfaction Survey were implemented.
[118] Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

NDIA planning process	Prior Quarters	Quarter 4, 2025-26
Plan Approval - How well does your NDIS plan meet your needs?	58%	52%
Plan Implementation - Number of respondents	**2,070**	**182**
Plan Implementation - Do you know where to go for more help with using your plan?	84%	83%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	59%	64%
Plan Implementation - To what extent were your circumstances and needs considered?	60%	65%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	60%	58%
Plan Implementation - Do you feel confident in using your plan?	63%	57%
Plan Implementation - Do you feel confident in accessing supports?	64%	64%
Plan Reassessment - Number of respondents	**7,405**	**937**
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	84%	88%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	64%	68%
Plan Reassessment - To what extent were your circumstances and needs considered?	67%	69%
Plan Reassessment - To what extent were you included in decisions that were made?	66%	70%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	61%	63%
Plan Reassessment - Do you feel confident in using your plan?	65%	67%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	62%	65%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	76%	77%

Table I.22 Complaints and Participant Critical Incidents (PCIs) by quarter - Western Australia[119] [120]

Complaints made by or on behalf of:	Prior Quarters	Quarter 4, 2025-26	Total	Number of unique complainants
Participants: Complaints about Early Connections Partner	<60	<11	60	58
Participants: Complaints about Local Area Coordination (LAC) Partner	754	30	784	706
Participants: Complaints about service providers	1,229	58	1,287	1,050
Participants: Complaints about the Agency	20,499	851	21,350	11,139
Participants: Unclassified	<90	<11	90	85
Participants: Total	**22,629**	**942**	**23,571**	**12,066**
Percentage of the number of active participants	6.7%	5.4%	6.7%	n/a
New Participant Critical Incidents (PCIs)	**7,576**	**498**	**8,074**	**n/a**

[119] 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.
[120] Note that 60% of all complainants made only one complaint, 20% made two complaints, and 20% made three or more complaints.

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

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Jun-23	629	5%	9,723	6%
Sep-23	740	6%	10,463	6%
Dec-23	883	6%	11,346	6%
Mar-24	1,439	10%	12,785	6%
Jun-24	1,695	12%	14,480	6%
Sep-24	1,527	10%	16,007	7%
Dec-24	1,321	9%	17,328	7%
Mar-25	1,119	7%	18,447	7%
Jun-25	952	6%	19,399	7%
Sep-25	1,059	6%	20,458	7%
Dec-25	1,105	7%	21,563	7%
Mar-26	1,066	6%	22,629	7%
Jun-26	942	5%	23,571	7%

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

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Jun-23	364	3%	2,724	2%
Sep-23	433	3%	3,157	2%
Dec-23	412	3%	3,569	2%
Mar-24	423	3%	3,992	2%
Jun-24	412	3%	4,404	2%
Sep-24	405	3%	4,809	2%
Dec-24	403	3%	5,212	2%
Mar-25	475	3%	5,687	2%
Jun-25	453	3%	6,140	2%
Sep-25	468	3%	6,608	2%
Dec-25	431	3%	7,039	2%
Mar-26	537	3%	7,576	2%
Jun-26	498	3%	8,074	2%

Table I.25 Participant complaints by type. Complaints with a related party who has submitted an access request - Western Australia[121]

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	155	1%	0	0%	155	1%
Complaints about the Agency - Information unclear	83	0%	0	0%	83	0%
Complaints about the Agency - NDIA Access	510	2%	27	3%	537	3%
Complaints about the Agency - NDIA Engagement	<40	n/a	<11	n/a	35	0%
Complaints about the Agency - NDIA Finance	1,347	7%	47	6%	1,394	7%
Complaints about the Agency - NDIA Fraud and Compliance	<130	n/a	<11	n/a	133	1%
Complaints about the Agency - NDIA Plan	5,221	25%	286	34%	5,507	26%
Complaints about the Agency - NDIA Process	2,437	12%	122	14%	2,559	12%
Complaints about the Agency - NDIA Resources	280	1%	13	2%	293	1%
Complaints about the Agency - NDIA Staff	1,661	8%	135	16%	1,796	8%
Complaints about the Agency - NDIA Timeliness	7,137	35%	214	25%	7,351	34%
Complaints about the Agency - Participation, engagement and inclusion	17	0%	0	0%	17	0%
Complaints about the Agency - Provider Portal	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - Quality & Safeguards Commission	<20	n/a	0	0%	<20	n/a
Complaints about the Agency - Reasonable and necessary supports	175	1%	0	0%	175	1%
Complaints about the Agency - Staff conduct - Agency	68	0%	0	0%	68	0%
Complaints about the Agency - The way the NDIA carried out its decision making	148	1%	0	0%	148	1%
Complaints about the Agency - Timeliness	537	3%	0	0%	537	3%
Complaints about the Agency - Other	543	3%	0	0%	543	3%
Complaints about the Agency - Total	**20,499**	**100%**	**851**	**100%**	**21,350**	**100%**
Complaints about Early Connections Partner - Early Connections Engagement	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	<11	n/a	0	0	<11	n/a
Complaints about Early Connections Partner - Early Connections Process	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	0	0	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	<30	n/a	<11	n/a	24	40%
Complaints about Early Connections Partner - Early Connections Timeliness	<20	n/a	<11	n/a	17	28%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Total	**<60**	**n/a**	**<11**	**n/a**	**60**	**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	<11	n/a	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	<80	n/a	<11	n/a	71	9%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<100	n/a	<11	n/a	94	12%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a

[121] 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 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	493	65%	20	67%	513	65%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<90	n/a	<11	n/a	88	11%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - Total	**754**	**100%**	**30**	**100%**	**784**	**100%**
Complaints about service providers - Provider Costs	16	1%	0	0%	16	1%
Complaints about service providers - Provider Finance	<100	n/a	<11	n/a	102	8%
Complaints about service providers - Provider Fraud and Compliance	<160	n/a	<11	n/a	162	13%
Complaints about service providers - Provider Process	17	1%	0	0%	17	1%
Complaints about service providers - Provider Service	532	43%	19	33%	551	43%
Complaints about service providers - Provider Staff	291	24%	27	47%	318	25%
Complaints about service providers - Service Delivery	24	2%	0	0%	24	2%
Complaints about service providers - Staff Conduct	19	2%	0	0%	19	1%
Complaints about service providers - Supports being provided	27	2%	0	0%	27	2%
Complaints about service providers - Other	51	4%	0	0%	51	4%
Complaints about service providers - Total	**1,229**	**100%**	**58**	**100%**	**1,287**	**100%**
Unclassified	**90**	**n/a**	**0**	**n/a**	**90**	**n/a**
Participants total	**22,629**	**n/a**	**942**	**n/a**	**23,571**	**n/a**

Table I.26 Administrative Review Tribunal (ART) Cases by category as at 30 June 2026 - Western Australia

Category	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Access	530	19%	27	13%	557	19%
Planning	2,158	77%	172	84%	2,330	78%
Compensation	<11	n/a	<11	n/a	<11	n/a
Jurisdiction	<40	n/a	<11	n/a	36	1%
Extension of Time	<50	n/a	<11	n/a	40	1%
Other	<30	n/a	<11	n/a	<30	n/a
Total cases	**2,794**	**100%**	**205**	**100%**	**2,999**	**100%**
Percentage of the number of active participants	**0.8%**	**n/a**	**1.2%**	**n/a**	**0.8%**	**n/a**

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

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Jun-23	78	0.6%	1,254	0.7%
Sep-23	88	0.7%	1,342	0.7%
Dec-23	97	0.7%	1,439	0.7%
Mar-24	55	0.4%	1,494	0.7%
Jun-24	104	0.7%	1,598	0.7%
Sep-24	164	1.1%	1,762	0.7%
Dec-24	179	1.2%	1,941	0.8%
Mar-25	159	1.0%	2,100	0.8%
Jun-25	134	0.8%	2,234	0.8%
Sep-25	207	1.3%	2,441	0.8%
Dec-25	168	1.0%	2,609	0.8%
Mar-26	185	1.1%	2,794	0.8%
Jun-26	205	1.2%	2,999	0.8%

Table I.28 Administrative Review Tribunal (ART) cases by open/closed and decision - Western Australia[122]

ART cases by open/closed and decision	Number of cases	Number of unique active participants
ART Cases	**2,999**	**2,706**
Open ART Cases	**575**	**551**
Closed ART Cases	**2,424**	**2,207**
Resolved before hearing	2,364	2,160
Gone to hearing and received a substantive decision	60	47

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

Table I.29 Administrative Review Tribunal (ART) Supports in dispute - Western Australia[123] [124] [125]

Type of support	Prior Quarters	Quarter 4, 2025-26	Total
Plan Management Decision	104	16	120
Core (excluding Consumables and Transport)	592	93	685
Capacity Building	750	97	847
General Support	227	39	266
Assistive Technology	211	21	232
Specialist Disability Accommodation	<80	<11	87
Home Modifications	<70	<11	66
Supported Independent Living	173	19	192
Everyday Living Costs	<60	<11	64
Transport	120	13	133
Other	411	57	468
Total number of unique participants counted across disputed supports	**1,164**	**128**	**1,292**
Total number of instances of participants counted across disputed supports	**2,785**	**375**	**3,160**

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

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	**<60**	**n/a**	**<11**	**n/a**	**60**	**2%**
Decided by Tribunal - Affirmed	<30	n/a	<11	n/a	34	1%
Decided by Tribunal - Varied	<11	n/a	<11	n/a	11	0%
Decided by Tribunal - Set Aside	<20	n/a	<11	n/a	15	1%
Not Decided by Tribunal - Total	**2,188**	**98%**	**176**	**95%**	**2,364**	**98%**
Not Decided by Tribunal - Resolved by consent	1,633	73%	126	68%	1,759	73%
Not Decided by Tribunal - Withdrawn	426	19%	32	17%	458	19%
Not Decided by Tribunal - No jurisdiction	<20	n/a	<11	n/a	19	1%
Not Decided by Tribunal - Extension of Time Declined	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - Extension of Time Not opposed	<20	n/a	<11	n/a	19	1%
Not Decided by Tribunal - Dismissed	92	4%	11	6%	103	4%
Not Decided by Tribunal - Other	<11	n/a	<11	n/a	<11	n/a
Total	**2,238**	**100%**	**186**	**100%**	**2,424**	**100%**

[123] 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.
[124] Data is reported with one month lag; therefore results for last month of the current quarter are not included.
[125] 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 introduced in the March 2025 quarter. Before then, 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 I.31 to I.32).

The count of active providers excludes providers with a missing Australian Business Number (ABN) (Table I.31).

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

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 I.31).

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

Table I.31 Number of active providers in quarter 4, 2025-26 by registration status and funds management type - Western Australia

Funds management type	Registered	Unregistered	Total providers
NDIA-managed	1,315	n/a	1,315
Plan-managed	2,470	18,089	19,895
Self-managed	<5	11,613	13,476
All funds management types	**2,651**	**25,275**	**27,586**

Table I.32 Total active provider payments in quarter 4, 2025-26 by registration status and funds management type ($m) - Western Australia[126]

Funds management type	Registered	Unregistered	All registration statuses
NDIA-managed	357	n/a	357
Plan-managed	484	252	744
Self-managed	0	54	117
All funds management types	**842**	**306**	**1,219**

[126] There were $70.6 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 I.33 to I.37) are derived from the total annualised committed supports in the current plans of active participants as at 30 June 2026. Average payments (Tables I.35 to I.37) are calculated as the sum of the payments in the 12-month period to 30 June 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 30 June 2026. 'Total payments' refers to those paid over the 12 months to 30 June 2026 (Tables I.38 to I.40).

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

Average annualised committed support band	As at quarter 3, 2025-26 distribution of participants	As at quarter 4, 2025-26 distribution of participants
$0-$5,000	1.9%	1.9%
$5,001-$10,000	4.0%	4.0%
$10,001-$15,000	7.7%	7.7%
$15,001-$20,000	11.6%	11.9%
$20,001-$25,000	12.0%	11.8%
$25,001-$30,000	6.5%	6.5%
$30,001-$50,000	16.3%	16.4%
$50,001-$100,000	17.9%	17.8%
$100,001-$150,000	6.6%	6.6%
$150,001-$200,000	3.5%	3.5%
$200,001-$250,000	2.3%	2.3%
$250,001+	9.5%	9.6%

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

Average annualised committed support band	As at quarter 3, 2025-26 distribution of participants	As at quarter 4, 2025-26 distribution of participants
$0-$5,000	2.0%	2.0%
$5,001-$10,000	4.2%	4.2%
$10,001-$15,000	8.1%	8.1%
$15,001-$20,000	12.2%	12.5%
$20,001-$25,000	12.7%	12.4%
$25,001-$30,000	6.9%	6.9%
$30,001-$50,000	17.2%	17.2%
$50,001-$100,000	18.9%	18.8%
$100,001-$150,000	7.0%	6.9%
$150,001-$200,000	3.7%	3.7%
$200,001-$250,000	2.3%	2.3%
$250,001+	4.9%	5.0%

Table I.35 Average annualised committed supports as at 30 June 2026 and average payments for the year ending 30 June 2026 by age group and participants' Supported Independent Living (SIL) status - Western Australia

Age group	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
0 to 8	$22,800	$32,800	n/a	n/a	$22,800	$32,800
9 to 14	$24,000	$35,500	n/a	n/a	$24,000	$35,500
15 to 18	$32,100	$48,900	n/a	n/a	$29,900	$47,600
19 to 24	$65,700	$94,700	$514,300	$585,800	$47,500	$75,900
25 to 34	$101,000	$129,800	$452,000	$510,500	$68,400	$96,000
35 to 44	$118,300	$147,900	$439,400	$483,300	$78,200	$107,600
45 to 54	$124,600	$157,300	$431,400	$476,400	$80,500	$111,600
55 to 64	$134,700	$167,300	$423,400	$462,400	$88,400	$121,800
65+	$144,400	$173,800	$422,000	$464,200	$99,200	$126,500
All	**$68,700**	**$90,200**	**$439,900**	**$486,500**	**$48,400**	**$69,100**

Table I.36 Average annualised committed supports as at 30 June 2026 and average payments for the year ending 30 June 2026 by primary disability group and participants' Supported Independent Living (SIL) status - Western Australia

Primary disability group	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
Acquired brain injury	$194,900	$239,000	$476,600	$529,600	$122,500	$167,400
Autism	$33,700	$47,800	$465,800	$499,700	$27,000	$41,300
Cerebral palsy	$171,100	$210,800	$516,700	$557,500	$109,400	$150,600
Developmental delay	$15,000	$24,300	n/a	n/a	$15,000	$24,300
Global developmental delay	$22,200	$32,200	n/a	n/a	$22,200	$32,200
Hearing impairment	$9,000	$20,500	n/a	n/a	$9,000	$20,500
Intellectual disability	$119,500	$147,500	$395,200	$439,100	$74,200	$100,500
Multiple sclerosis	$79,400	$115,500	$467,600	$536,000	$64,000	$99,200
Psychosocial disability	$91,700	$121,400	$379,100	$449,300	$72,900	$100,100
Spinal cord injury	$196,200	$263,500	$593,200	$746,000	$169,800	$232,800
Stroke	$166,800	$214,700	$490,500	$519,600	$121,500	$174,700
Visual impairment	$46,700	$66,300	n/a	n/a	$43,600	$63,300
Other neurological	$171,200	$210,700	$514,800	$551,200	$120,100	$159,000
Other physical	$71,300	$104,100	$505,800	$578,200	$63,500	$96,300
Other sensory/speech	$16,900	$30,800	n/a	n/a	$13,600	$26,000
Other	$93,000	$125,600	$485,300	$542,600	$71,600	$105,000
Down Syndrome	$133,000	$158,000	$353,900	$389,800	$86,200	$109,100
All	**$68,700**	**$90,200**	**$439,900**	**$486,500**	**$48,400**	**$69,100**

Table I.37 Average annualised committed supports as at 30 June 2026 and average payments for the year ending 30 June 2026 by reported level of function and participants' Supported Independent Living (SIL) status - Western Australia

Reported level of function	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
1 (High Function)	$16,700	$26,200	n/a	n/a	$15,900	$25,300
2 (High Function)	$16,900	$31,600	n/a	n/a	$16,900	$31,600
3 (High Function)	$26,500	$40,700	$433,000	$453,800	$23,200	$37,000
4 (High Function)	$21,400	$35,800	$374,000	$495,700	$19,200	$32,700
5 (High Function)	$33,100	$48,900	$418,200	$460,900	$28,600	$44,000
6 (Moderate Function)	$23,400	$38,900	$355,300	$410,900	$21,500	$36,900
7 (Moderate Function)	$39,100	$57,400	$391,400	$412,600	$33,600	$51,800
8 (Moderate Function)	$66,900	$97,100	$370,300	$436,400	$55,000	$83,300
9 (Moderate Function)	$83,900	$123,800	n/a	n/a	$74,000	$113,500
10 (Moderate Function)	$101,200	$135,700	$359,400	$411,200	$78,200	$111,800
11 (Low Function)	$73,800	$102,700	$427,100	$467,100	$58,900	$86,500
12 (Low Function)	$204,500	$242,400	$451,400	$493,100	$134,900	$172,900
13 (Low Function)	$79,700	$98,900	$494,500	$539,400	$60,500	$79,000
14 (Low Function)	$350,900	$421,500	$538,300	$591,500	$255,800	$335,200
15 (Low Function)	n/a	n/a	n/a	n/a	n/a	n/a
Total	**$68,700**	**$90,200**	**$439,900**	**$486,500**	**$48,400**	**$69,100**

Table I.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 30 June 2026 ($m) - Western Australia[127]

Support Category	Total payments for the year ending 30 June 2026	Total annualised committed supports as at 30 June 2026
Core: Daily Activities	1,161.1	1,216.6
Core: Consumables	11.3	13.8
Core: Social and Civic	223.2	277.6
Core: Transport	4.0	7.7
Capacity Building: Choice and Control	2.9	3.4
Capacity Building: Daily Activities	39.2	53.9
Capacity Building: Employment	1.1	2.7
Capacity Building: Health and Wellbeing	0.2	0.4
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	36.4	52.2
Capacity Building: Social and Civic	0.4	0.7
Capacity Building: Support Coordination	20.8	25.7
Capital: Assistive Technology	15.0	27.9
Capital: Home Modifications	34.7	43.0
All	**1,550.4**	**1,725.6**

[127] Total payments for home modifications were $34.7 million. Of which, $34.4 million (99.2%) has been paid for specialised disability accommodation (SDA) supports, and $0.3 million (0.8%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $43.0 million. Of which, $42.2 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and $0.8 million (2%) has been allocated for non-SDA supports.

Table I.39 Total annualised committed supports and total payments (participants not in Supported Independent Living (SIL)) by support category as at 30 June 2026 ($m) - Western Australia[128]

Support Category	Total payments for the year ending 30 June 2026	Total annualised committed supports as at 30 June 2026
Core: Daily Activities	1,292.5	1,815.2
Core: Consumables	49.6	86.5
Core: Social and Civic	801.2	975.7
Core: Transport	52.7	40.1
Capacity Building: Choice and Control	52.4	65.7
Capacity Building: Daily Activities	527.0	931.5
Capacity Building: Employment	21.3	75.6
Capacity Building: Health and Wellbeing	1.2	3.3
Capacity Building: Home Living	0.1	0.5
Capacity Building: Lifelong learning	0.0	0.2
Capacity Building: Relationships	81.9	156.5
Capacity Building: Social and Civic	31.3	82.3
Capacity Building: Support Coordination	96.3	151.4
Capital: Assistive Technology	73.8	183.8
Capital: Home Modifications	25.5	42.7
All	**3,106.8**	**4,610.8**

Table I.40 Payments by financial year in which support was provided, compared to committed supports - Western Australia[129]

Financial year	Total Committed ($m)	Total Paid ($m)	Percentage utilised to date
2013-14	0.3	0.1	31%
2014-15	19.9	11.4	57%
2015-16	70.7	51.7	73%
2016-17	174.0	133.7	77%
2017-18	228.0	169.0	74%
2018-19	553.7	397.7	72%
2019-20	1,543.9	1,029.8	67%
2020-21	2,736.2	1,938.8	71%
2021-22	3,192.9	2,361.6	74%
2022-23	4,078.8	2,973.8	73%
2023-24	4,857.0	3,640.1	75%
2024-25	5,578.7	4,106.6	74%
2025-26 (Experience still emerging)	6,320.8	4,411.7	70%

[128] Total payments for home modifications were $25.5 million. Of which, $14.2 million (55.5%) has been paid for specialised disability accommodation (SDA) supports, and $11.3 million (44.5%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $42.7 million. Of which, $17.1 million (40%) has been allocated for specialised disability accommodation (SDA) supports, and $25.5 million (60%) has been allocated for non-SDA supports.

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

Table I.41 Percentage change in plan budgets for active participants per quarter - Western Australia[130]

Inflation type	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25	Mar-26	Jun-26
Intraplan Inflation	7.3%	6.5%	5.7%	4.7%	3.9%	5.1%	3.9%	3.0%	2.5%
Interplan Inflation	3.7%	8.4%	8.0%	8.2%	6.3%	6.7%	4.0%	3.8%	2.4%
Total Inflation	**11.0%**	**14.9%**	**13.7%**	**12.9%**	**10.1%**	**11.8%**	**7.9%**	**6.8%**	**4.8%**

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

Supplement J: South Australia

Adapting to the new computer system and processes has impacted some data detailed in this supplement. This includes the proportion of active participant plans with not-stated culturally and linguistically diverse (CALD) status 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 (Table J.9).

The order of primary disability types in the participant profile tables is based on the national proportions in Table E.10, from highest to lowest (Table J.11).

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

Participant breakdown	Prior Quarters	Quarter 4, 2025-26	Total
Access decisions	**86,930**	**1,948**	**88,878**
Currently Eligible - Total	**66,289**	**1,587**	**67,876**
Currently Eligible - New	51,519	1,575	53,094
Currently Eligible - State	<11,980	<11	11,976
Currently Eligible - Commonwealth	<2,800	<11	2,806
Active Participant Plans - Total	**65,789**	**1,481**	**67,270**
Active Participant Plans - New	51,055	1,475	52,530
Active Participant Plans - State	<11,950	<11	11,944
Active Participant Plans - Commonwealth	<2,800	<11	2,796
Active Participant Plans - Total	**65,789**	**1,481**	**67,270**
Active Participant Plans - Early Intervention (s25)	17,499	478	17,977
Active Participant Plans - Permanent Disability (s24)	43,244	449	43,693
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	5,046	554	5,600

Table J.2 People who have left the Scheme since 1 July 2013 as at 30 June 2026 - South Australia[131]

People leaving the Scheme	Prior Quarters	Quarter 4, 2025-26	Total
Number of people who have left the Scheme	7,915	490	**8,405**

[131] The number of people who have left the Scheme is people leaving net of people returning to the Scheme.

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

Age group at access decision	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
0 to 8	21,933	96%	9,709	96%	399	92%	32,041	96%
9 to 14	7,123	93%	4,384	93%	222	93%	11,729	93%
15 to 18	2,114	92%	1,683	91%	156	91%	3,953	92%
19 to 24	1,909	90%	1,377	86%	148	87%	3,434	88%
25 to 34	2,761	86%	2,233	81%	138	77%	5,132	84%
35 to 44	2,661	83%	2,413	76%	100	78%	5,174	80%
45 to 54	3,459	80%	3,040	70%	114	61%	6,613	75%
55 to 64	4,668	76%	3,905	63%	143	53%	8,716	69%
65+	<200	n/a	<210	n/a	<20	n/a	<420	n/a
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
Total	**46,826**	**90%**	**28,950**	**83%**	**1,434**	**79%**	**77,210**	**87%**

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

Primary disability group	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
Acquired brain injury	1,562	92%	844	89%	36	82%	2,442	91%
Autism	22,645	99%	12,024	98%	768	97%	35,437	99%
Cerebral palsy	814	97%	685	98%	19	90%	1,518	98%
Developmental delay	3,963	96%	1,665	95%	111	91%	5,739	96%
Down syndrome	491	100%	388	100%	17	100%	896	100%
Global developmental delay	1,823	99%	806	99%	73	97%	2,702	99%
Hearing impairment	1,163	91%	1,156	89%	26	84%	2,345	90%
Intellectual disability	5,357	95%	4,089	94%	142	86%	9,588	94%
Multiple sclerosis	339	91%	<900	n/a	<20	n/a	1,244	90%
Psychosocial disability	2,702	68%	2,006	55%	52	32%	4,760	61%
Spinal cord injury	401	93%	195	94%	17	100%	613	94%
Stroke	623	86%	420	85%	20	80%	1,063	85%
Visual impairment	496	86%	462	82%	15	83%	973	84%
Other neurological	1,551	82%	1,266	80%	21	66%	2,838	81%
Other physical	1,200	53%	1,114	40%	40	31%	2,354	46%
Other sensory/speech	565	54%	<200	n/a	<11	n/a	763	50%
Other	1,131	59%	745	40%	59	50%	1,935	50%
Total	**46,826**	**90%**	**28,950**	**83%**	**1,434**	**79%**	**77,210**	**87%**

Table J.5 Participant profile per quarter of entry, by participants identifying as First Nations Peoples - South Australia

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
First Nations Participants	4,747	7%	136	9%	4,883	7%
Non-First Nations Participants	54,415	83%	1,178	80%	55,593	83%
Not Stated	6,627	10%	167	11%	6,794	10%
Total	**65,789**	**100%**	**1,481**	**100%**	**67,270**	**100%**

Table J.6 Participant profile per quarter of entry, by culturally and linguistically diverse (CALD) status - South Australia

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	<4,340	n/a	<100	n/a	4,426	7%
Not culturally and linguistically diverse	59,526	90%	1,381	93%	60,907	91%
Not stated	<1,940	n/a	<11	n/a	1,937	3%
Total	**65,789**	**100%**	**1,481**	**100%**	**67,270**	**100%**

Table J.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2026 - South Australia[132] [133]

Age group	Total number of active participants
Under 45	<11
45 to 54	<11
55 to 64	21
Total YPIRAC (under 65)	**25**

[132] The Younger People in Residential Aged Care (YPIRAC) figures excludes First Nations participants aged 50 to 64 years who meet the exceptional circumstances criteria for residential aged care.
[133] There are a further 82 active participants aged 65 years or over who are currently in residential aged care.

Table J.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively - South Australia[134]

Quarter ending	Incremental	Cumulative
Jun-23	-12	93
Sep-23	<11	<90
Dec-23	-14	<80
Mar-24	<11	65
Jun-24	<11	<60
Sep-24	<11	54
Dec-24	<11	<50
Mar-25	<11	41
Jun-25	<11	<40
Sep-25	<11	33
Dec-25	<11	<30
Mar-26	<11	25
Jun-26	<11	<30

Table J.9 Participant profile per quarter of entry, by remoteness - South Australia

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Major cities	49,305	75%	1,038	70%	50,343	75%
Population > 50,000	1,416	2%	51	3%	1,467	2%
Population between 15,000 and 50,000	6,107	9%	156	11%	6,263	9%
Population between 5,000 and 15,000	2,239	3%	60	4%	2,299	3%
Population less than 5,000	5,087	8%	125	8%	5,212	8%
Remote	1,120	2%	39	3%	1,159	2%
Very Remote	<520	n/a	<20	n/a	<530	n/a
Missing	<11	n/a	<11	n/a	<11	n/a
Total	**65,789**	**100%**	**1,481**	**100%**	**67,270**	**100%**

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

Table J.10 Participant profile per quarter of entry, by primary disability group - South Australia

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Autism	33,644	51%	809	55%	34,453	51%
Intellectual disability	8,723	13%	69	5%	8,792	13%
Psychosocial disability	4,178	6%	48	3%	4,226	6%
Developmental delay	2,805	4%	203	14%	3,008	4%
Hearing impairment	2,106	3%	36	2%	2,142	3%
Other neurological	1,943	3%	62	4%	2,005	3%
Acquired brain injury	1,867	3%	30	2%	1,897	3%
Other physical	1,746	3%	11	1%	1,757	3%
Cerebral palsy	1,373	2%	12	1%	1,385	2%
Global developmental delay	1,926	3%	83	6%	2,009	3%
Other	1,085	2%	66	4%	1,151	2%
Multiple sclerosis	1,095	2%	14	1%	1,109	2%
Down syndrome	<800	n/a	<11	n/a	795	1%
Visual impairment	<870	n/a	<11	n/a	875	1%
Stroke	873	1%	17	1%	890	1%
Spinal cord Injury	<490	n/a	<11	n/a	495	1%
Other sensory/speech	<290	n/a	<11	n/a	281	0%
Total	**65,789**	**100%**	**1,481**	**100%**	**67,270**	**100%**

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

Primary disability group	All participants - Count	All participants - Percentage	Participants in SIL - Count	Participants in SIL - Percentage	Participants not in SIL - Count	Participants not in SIL - Percentage
Autism	34,453	51%	470	14%	33,983	53%
Intellectual disability	8,792	13%	1,306	39%	7,486	12%
Psychosocial disability	4,226	6%	274	8%	3,952	6%
Developmental delay	3,008	4%	<11	n/a	<3,010	n/a
Hearing impairment	2,142	3%	<11	n/a	<2,150	n/a
Other neurological	2,005	3%	261	8%	1,744	3%
Acquired brain injury	1,897	3%	303	9%	1,594	2%
Other physical	1,757	3%	31	1%	1,726	3%
Cerebral palsy	1,385	2%	212	6%	1,173	2%
Global developmental delay	2,009	3%	<11	n/a	<2,010	n/a
Other	1,151	2%	71	2%	1,080	2%
Multiple sclerosis	1,109	2%	58	2%	1,051	2%
Down syndrome	795	1%	188	6%	607	1%
Visual impairment	875	1%	<11	n/a	<870	n/a
Stroke	890	1%	105	3%	785	1%
Spinal cord Injury	495	1%	20	1%	475	1%
Other sensory/speech	281	0%	<11	n/a	<290	n/a
Total	**67,270**	**100%**	**3,310**	**100%**	**63,960**	**100%**

Table J.12 Participant profile per quarter of entry, by reported level of function - South Australia

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
1 (High Function)	6,417	10%	27	2%	6,444	10%
2 (High Function)	<120	n/a	<11	n/a	<130	n/a
3 (High Function)	3,275	5%	15	1%	3,290	5%
4 (High Function)	2,504	4%	32	2%	2,536	4%
5 (High Function)	3,971	6%	22	1%	3,993	6%
6 (Moderate Function)	20,436	31%	558	38%	20,994	31%
7 (Moderate Function)	2,884	4%	17	1%	2,901	4%
8 (Moderate Function)	3,646	6%	43	3%	3,689	5%
9 (Moderate Function)	<290	n/a	<11	n/a	285	0%
10 (Moderate Function)	5,443	8%	50	3%	5,493	8%
11 (Low Function)	<1,640	n/a	<11	n/a	1,643	2%
12 (Low Function)	6,265	10%	87	6%	6,352	9%
13 (Low Function)	5,692	9%	84	6%	5,776	9%
14 (Low Function)	<600	n/a	<11	n/a	595	1%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	2,616	4%	536	36%	3,152	5%
Total	**65,789**	**100%**	**1,481**	**100%**	**67,270**	**100%**

Table J.13 Participant profile per quarter of entry, by age group - South Australia

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
0 to 8	11,485	17%	639	43%	12,124	18%
9 to 14	14,134	21%	253	17%	14,387	21%
15 to 18	8,044	12%	105	7%	8,149	12%
19 to 24	7,180	11%	54	4%	7,234	11%
25 to 34	5,673	9%	109	7%	5,782	9%
35 to 44	4,736	7%	73	5%	4,809	7%
45 to 54	4,714	7%	77	5%	4,791	7%
55 to 64	5,941	9%	157	11%	6,098	9%
65+	3,882	6%	14	1%	3,896	6%
Total	**65,789**	**100%**	**1,481**	**100%**	**67,270**	**100%**

Table J.14 Participation rates by age group and gender as at 30 June 2026 - South Australia[135]

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	8.5%	4.3%	6.6%
9 to 14	13.8%	7.4%	10.8%
15 to 18	10.8%	6.4%	8.8%
19 to 24	6.0%	3.8%	5.1%
25 to 44	2.3%	1.8%	2.1%
45 to 64	2.6%	2.2%	2.4%
65+	1.1%	0.8%	1.0%
Total (0-64)	**5.1%**	**3.2%**	**4.2%**
Total (All ages)	**4.3%**	**2.6%**	**3.5%**

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

Mainstream service	Prior Quarters	Quarter 4, 2025-26	Total
Choice and control over my life	4%	5%	4%
Daily life	16%	17%	16%
Health and wellbeing	74%	80%	74%
Learning	39%	34%	39%
Relationships	3%	3%	3%
Social and community activities	5%	4%	5%
Where I live	2%	2%	2%
Work	5%	4%	5%
Unknown	5%	1%	4%
Any mainstream service	**95%**	**95%**	**95%**

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

Part Two: Participant and family/carer outcomes

Results are drawn from participants' responses to Short Form (SF) questionnaires. Responses are collected at entry to the NDIS (baseline) and at subsequent SF questionnaire reassessment or check-in. Responses are collected at entry to the NDIS (baseline) for 97% of participants who had their first plan approved since 1 July 2016 and have had a second Short Form (SF) questionnaire reassessment to date.

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

Table J.16 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1) and second (R2) Short Form (SF) questionnaires reassessment - South Australia[136]

Metric by age group	Baseline	R1	R2	2025-26 Target
Participant employment rate - Aged 15 to 24 years	14%	19%	23%	22%
Participant employment rate - Aged 25 to 34 years	36%	37%	37%	22%
Participant employment rate - Aged 35 to 44 years	35%	33%	35%	22%
Participant employment rate - Aged 45 to 54 years	27%	28%	26%	22%
Participant employment rate - Aged 55 to 64 years	21%	19%	19%	22%
Participant employment rate - Aged 65+ years	12%	13%	7%	22%
Participant employment rate - Aged 25 to 64 years	29%	29%	28%	22%
Participant employment rate - Aged 15 to 64 years	25%	27%	27%	22%
Participant social and community engagement rate - Aged 15 to 24 years	31%	34%	31%	43%
Participant social and community engagement rate - Aged 25 to 34 years	31%	42%	38%	43%
Participant social and community engagement rate - Aged 35 to 44 years	34%	39%	36%	43%
Participant social and community engagement rate - Aged 45 to 54 years	31%	39%	36%	43%
Participant social and community engagement rate - Aged 55 to 64 years	35%	38%	39%	43%
Participant social and community engagement rate - Aged 65+ years	33%	44%	42%	43%
Participant social and community engagement rate - Aged 25+ years	33%	40%	38%	43%
Participant social and community engagement rate - Aged 15+ years	32%	38%	36%	43%
Family and carer employment rate - Aged 0 to 14 years	50%	52%	55%	n/a
Family and carer employment rate - Aged 15+ years	46%	45%	47%	n/a
Family and carer employment rate - All ages	49%	50%	53%	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	71%	79%	n/a
Participant Choice and Control - Aged 15+ years	n/a	69%	77%	n/a

[136] Denominators for each metric are: 'participant employment rate' (n=3,694), 'participant social and community engagement rate' (n=3,711), 'family and carer employment rate' (n=3,883) and 'participant choice and control' (n=1,538). Participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.

Table J.17 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2) and third (R3) Short Form (SF) questionnaires reassessment - South Australia[137]

Metric by age group	Baseline	R1	R2	R3	2025-26 Target
Participant employment rate - Aged 15 to 24 years	11%	15%	20%	26%	22%
Participant employment rate - Aged 25 to 34 years	32%	35%	32%	32%	22%
Participant employment rate - Aged 35 to 44 years	32%	30%	30%	28%	22%
Participant employment rate - Aged 45 to 54 years	25%	27%	24%	23%	22%
Participant employment rate - Aged 55 to 64 years	19%	19%	20%	14%	22%
Participant employment rate - Aged 65+ years	13%	12%	12%	9%	22%
Participant employment rate - Aged 25 to 64 years	26%	27%	26%	24%	22%
Participant employment rate - Aged 15 to 64 years	23%	24%	24%	24%	22%
Participant social and community engagement rate - Aged 15 to 24 years	32%	34%	34%	35%	43%
Participant social and community engagement rate - Aged 25 to 34 years	38%	40%	44%	38%	43%
Participant social and community engagement rate - Aged 35 to 44 years	33%	38%	37%	37%	43%
Participant social and community engagement rate - Aged 45 to 54 years	35%	37%	33%	36%	43%
Participant social and community engagement rate - Aged 55 to 64 years	35%	38%	42%	40%	43%
Participant social and community engagement rate - Aged 65+ years	34%	44%	42%	42%	43%
Participant social and community engagement rate - Aged 25+ years	35%	39%	39%	38%	43%
Participant social and community engagement rate - Aged 15+ years	34%	37%	38%	37%	43%
Family and carer employment rate - Aged 0 to 14 years	48%	49%	55%	54%	n/a
Family and carer employment rate - Aged 15+ years	44%	47%	51%	45%	n/a
Family and carer employment rate - All ages	47%	48%	54%	51%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	64%	73%	n/a
Participant Choice and Control - Aged 25+ years	n/a	68%	74%	80%	n/a
Participant Choice and Control - Aged 15+ years	n/a	66%	71%	78%	n/a

[137] Denominators for each metric are: ‘participant employment rate’ (n=3,505), ‘participant social and community engagement rate’ (n=3,512), 'family and carer employment rate' (n=3,075) and 'participant choice and control' (n=1,882). Participants who had their first plan approved since 1 July 2016 and have had a third SF survey reassessment to date.

Table J.18 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3) and fourth (R4) Short Form (SF) questionnaires reassessment - South Australia[138]

Metric by age group	Baseline	R1	R2	R3	R4	2025-26 Target
Participant employment rate - Aged 15 to 24 years	10%	15%	19%	19%	27%	22%
Participant employment rate - Aged 25 to 34 years	36%	36%	33%	26%	32%	22%
Participant employment rate - Aged 35 to 44 years	29%	31%	30%	27%	29%	22%
Participant employment rate - Aged 45 to 54 years	30%	26%	27%	21%	26%	22%
Participant employment rate - Aged 55 to 64 years	25%	26%	25%	21%	19%	22%
Participant employment rate - Aged 65+ years	15%	14%	15%	12%	10%	22%
Participant employment rate - Aged 25 to 64 years	30%	30%	29%	23%	26%	22%
Participant employment rate - Aged 15 to 64 years	26%	26%	26%	22%	26%	22%
Participant social and community engagement rate - Aged 15 to 24 years	35%	37%	36%	31%	32%	43%
Participant social and community engagement rate - Aged 25 to 34 years	36%	40%	40%	52%	40%	43%
Participant social and community engagement rate - Aged 35 to 44 years	33%	37%	35%	38%	38%	43%
Participant social and community engagement rate - Aged 45 to 54 years	37%	39%	37%	41%	39%	43%
Participant social and community engagement rate - Aged 55 to 64 years	36%	36%	39%	34%	37%	43%
Participant social and community engagement rate - Aged 65+ years	35%	37%	31%	31%	40%	43%
Participant social and community engagement rate - Aged 25+ years	36%	38%	37%	40%	39%	43%
Participant social and community engagement rate - Aged 15+ years	36%	38%	37%	38%	37%	43%
Family and carer employment rate - Aged 0 to 14 years	47%	46%	44%	52%	53%	n/a
Family and carer employment rate - Aged 15+ years	48%	52%	46%	49%	50%	n/a
Family and carer employment rate - All ages	47%	48%	45%	51%	52%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	62%	67%	72%	n/a
Participant Choice and Control - Aged 25+ years	n/a	67%	74%	80%	81%	n/a
Participant Choice and Control - Aged 15+ years	n/a	65%	70%	75%	79%	n/a

[138] Denominators for each metric are: ‘participant employment rate’ (n=2,965), ‘participant social and community engagement rate’ (n=2,975), 'family and carer employment rate' (n=2,053) and 'participant choice and control' (n=1,831). Participants who had their first plan approved since 1 July 2016 and have had a fourth SF survey reassessment to date.

Table J.19 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) Short Form (SF) questionnaires reassessment - South Australia[139]

Metric by age group	Baseline	R1	R2	R3	R4	R5	2025-26 Target
Participant employment rate - Aged 15 to 24 years	6%	8%	12%	21%	25%	24%	22%
Participant employment rate - Aged 25 to 34 years	30%	34%	36%	32%	30%	33%	22%
Participant employment rate - Aged 35 to 44 years	32%	30%	28%	31%	21%	30%	22%
Participant employment rate - Aged 45 to 54 years	29%	32%	29%	28%	29%	24%	22%
Participant employment rate - Aged 55 to 64 years	25%	23%	21%	15%	15%	17%	22%
Participant employment rate - Aged 65+ years	18%	14%	12%	8%	9%	8%	22%
Participant employment rate - Aged 25 to 64 years	29%	29%	28%	25%	23%	25%	22%
Participant employment rate - Aged 15 to 64 years	25%	25%	24%	25%	23%	25%	22%
Participant social and community engagement rate - Aged 15 to 24 years	30%	30%	35%	37%	39%	35%	43%
Participant social and community engagement rate - Aged 25 to 34 years	38%	45%	43%	44%	40%	45%	43%
Participant social and community engagement rate - Aged 35 to 44 years	37%	39%	44%	44%	44%	40%	43%
Participant social and community engagement rate - Aged 45 to 54 years	39%	43%	40%	40%	40%	42%	43%
Participant social and community engagement rate - Aged 55 to 64 years	37%	39%	39%	38%	41%	44%	43%
Participant social and community engagement rate - Aged 65+ years	38%	38%	42%	34%	46%	41%	43%
Participant social and community engagement rate - Aged 25+ years	37%	41%	42%	40%	42%	42%	43%
Participant social and community engagement rate - Aged 15+ years	36%	39%	40%	39%	41%	41%	43%
Family and carer employment rate - Aged 0 to 14 years	46%	49%	51%	54%	48%	58%	n/a
Family and carer employment rate - Aged 15+ years	46%	50%	52%	52%	47%	46%	n/a
Family and carer employment rate - All ages	46%	49%	51%	53%	48%	53%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	62%	65%	69%	72%	n/a
Participant Choice and Control - Aged 25+ years	n/a	69%	73%	77%	77%	84%	n/a
Participant Choice and Control - Aged 15+ years	n/a	67%	69%	72%	74%	81%	n/a

[139] Denominators for each metric are: ‘participant employment rate’ (n=2,387), ‘participant social and community engagement rate’ (n=2,394), 'family and carer employment rate' (n=1,356) and 'participant choice and control' (n=1,698). Participants who had their first plan approved since 1 July 2016 and have had a fifth SF survey reassessment to date.

Table J.20 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) Short Form (SF) questionnaires reassessment - South Australia[140]

Metric by age group	Baseline	R1	R2	R3	R4	R5	R6+	2025-26 Target
Participant employment rate - Aged 15 to 24 years	6%	11%	16%	20%	20%	24%	27%	22%
Participant employment rate - Aged 25 to 34 years	30%	32%	32%	34%	34%	24%	32%	22%
Participant employment rate - Aged 35 to 44 years	35%	33%	32%	32%	32%	27%	31%	22%
Participant employment rate - Aged 45 to 54 years	35%	35%	33%	33%	21%	30%	28%	22%
Participant employment rate - Aged 55 to 64 years	27%	26%	23%	22%	15%	15%	18%	22%
Participant employment rate - Aged 65+ years	18%	17%	15%	13%	10%	8%	8%	22%
Participant employment rate - Aged 25 to 64 years	31%	31%	30%	30%	25%	23%	27%	22%
Participant employment rate - Aged 15 to 64 years	28%	29%	28%	28%	25%	23%	27%	22%
Participant social and community engagement rate - Aged 15 to 24 years	33%	36%	36%	32%	33%	36%	36%	43%
Participant social and community engagement rate - Aged 25 to 34 years	34%	39%	44%	40%	41%	37%	45%	43%
Participant social and community engagement rate - Aged 35 to 44 years	39%	42%	42%	42%	43%	44%	44%	43%
Participant social and community engagement rate - Aged 45 to 54 years	44%	47%	46%	45%	42%	46%	47%	43%
Participant social and community engagement rate - Aged 55 to 64 years	36%	38%	37%	40%	38%	41%	39%	43%
Participant social and community engagement rate - Aged 65+ years	37%	39%	39%	39%	32%	38%	46%	43%
Participant social and community engagement rate - Aged 25+ years	38%	41%	42%	41%	39%	40%	44%	43%
Participant social and community engagement rate - Aged 15+ years	37%	40%	41%	40%	39%	40%	43%	43%
Family and carer employment rate - Aged 0 to 14 years	45%	45%	46%	45%	48%	59%	59%	n/a
Family and carer employment rate - Aged 15+ years	45%	46%	47%	53%	46%	41%	43%	n/a
Family and carer employment rate - All ages	45%	46%	46%	49%	47%	50%	50%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	55%	62%	65%	70%	68%	79%	n/a
Participant Choice and Control - Aged 25+ years	n/a	68%	75%	75%	78%	78%	91%	n/a
Participant Choice and Control - Aged 15+ years	n/a	65%	70%	72%	75%	74%	88%	n/a

[140] Denominators for each metric are: ‘participant employment rate’ (n=3,852), ‘participant social and community engagement rate’ (n=3,865), 'family and carer employment rate' (n=2,035) and 'participant choice and control' (n=2,970). 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 to the end of quarter 4, 2025-26. Table J.22 shows the number of complaints in quarter 4, 2025-26 compared with previous quarters, by source of complaint and complaint subject, and Participant Critical Incidents (PCIs) in quarter 4, 2025-26 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

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

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

Table J.21 Number and proportion of respondents who responded positively to questions about NDIA planning process per quarter - South Australia[141] [142]

NDIA planning process	Prior Quarters	Quarter 4, 2025-26
Early Supports - Number of respondents	**109**	**n/a**
Early Supports - Were you treated with respect?	98%	n/a
Early Supports - Were decisions and outcomes explained to you?	88%	n/a
Early Supports - Were your questions and concerns acknowledged?	85%	n/a
Early Supports - How well does your early supports plan meet your child's needs?	41%	n/a
Community Connections - Number of respondents	**1,004**	**49**
Community Connections - Was information easy to understand?	84%	80%
Community Connections - Was communication in your preferred format?	95%	91%
Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life?	76%	71%
Community Connections - To what extent were your circumstances and needs considered?	77%	71%
Community Connections - To what extent were you included in decisions that were made?	78%	73%
Community Connections - How confident are you in reaching out to community supports and other government services?	52%	47%
Apply for NDIS (overall) - Number of respondents	**1,096**	**86**
Apply for NDIS (overall) - Were you treated with respect?	94%	98%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	75%	82%
Apply for NDIS (overall) - Was information easy to understand?	69%	76%
Apply for NDIS (overall) - Was communication in your preferred format?	84%	88%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	55%	50%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	53%	60%
Plan Approval - Number of respondents	**2,979**	**329**
Plan Approval - Were you treated with respect?	89%	88%
Plan Approval - Were decisions and outcomes explained to you?	76%	77%
Plan Approval - Were your questions and concerns acknowledged?	73%	70%
Plan Approval - Do you know where to go for more help with using your plan?	84%	87%

[141] Previous quarters include only data gathered since December 2023, when changes to the Participant Satisfaction Survey were implemented.
[142] Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

NDIA planning process	Prior Quarters	Quarter 4, 2025-26
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	52%	47%
Plan Approval - How well does your NDIS plan meet your needs?	54%	50%
Plan Implementation - Number of respondents	**2,401**	**207**
Plan Implementation - Do you know where to go for more help with using your plan?	82%	85%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	56%	57%
Plan Implementation - To what extent were your circumstances and needs considered?	57%	56%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	55%	56%
Plan Implementation - Do you feel confident in using your plan?	58%	55%
Plan Implementation - Do you feel confident in accessing supports?	61%	56%
Plan Reassessment - Number of respondents	**7,161**	**857**
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	84%	87%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	63%	61%
Plan Reassessment - To what extent were your circumstances and needs considered?	65%	66%
Plan Reassessment - To what extent were you included in decisions that were made?	67%	68%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	60%	53%
Plan Reassessment - Do you feel confident in using your plan?	63%	65%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	61%	63%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	77%	79%

Table J.22 Complaints and Participant Critical Incidents (PCIs) by quarter - South Australia[143] [144]

Complaints made by or on behalf of:	Prior Quarters	Quarter 4, 2025-26	Total	Number of unique complainants
Participants: Complaints about Early Connections Partner	<70	<11	65	57
Participants: Complaints about Local Area Coordination (LAC) Partner	667	22	689	598
Participants: Complaints about service providers	1,437	88	1,525	1,207
Participants: Complaints about the Agency	26,464	782	27,246	12,877
Participants: Unclassified	<510	<11	509	467
Participants: Total	**29,141**	**893**	**30,034**	**13,757**
Percentage of the number of active participants	7.8%	5.3%	7.7%	n/a
New Participant Critical Incidents (PCIs)	**8,283**	**501**	**8,784**	**n/a**

[143] 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.
[144] Note that 56% of all complainants made only one complaint, 21% made two complaints, and 23% made three or more complaints.

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

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Jun-23	694	5%	15,763	8%
Sep-23	780	6%	16,543	7%
Dec-23	873	6%	17,416	7%
Mar-24	1,549	11%	18,965	8%
Jun-24	1,635	12%	20,600	8%
Sep-24	1,539	11%	22,139	8%
Dec-24	1,323	9%	23,462	8%
Mar-25	1,139	8%	24,601	8%
Jun-25	1,038	7%	25,639	8%
Sep-25	1,207	8%	26,846	8%
Dec-25	1,197	7%	28,043	8%
Mar-26	1,098	7%	29,141	8%
Jun-26	893	5%	30,034	8%

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

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Jun-23	337	3%	2,960	1%
Sep-23	360	3%	3,320	2%
Dec-23	420	3%	3,740	2%
Mar-24	428	3%	4,168	2%
Jun-24	468	3%	4,636	2%
Sep-24	530	4%	5,166	2%
Dec-24	413	3%	5,579	2%
Mar-25	560	4%	6,139	2%
Jun-25	513	3%	6,652	2%
Sep-25	583	4%	7,235	2%
Dec-25	502	3%	7,737	2%
Mar-26	546	3%	8,283	2%
Jun-26	501	3%	8,784	2%

Table J.25 Participant complaints by type. Complaints with a related party who has submitted an access request - South Australia[145]

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	558	2%	0	0%	558	2%
Complaints about the Agency - Information unclear	292	1%	0	0%	292	1%
Complaints about the Agency - NDIA Access	672	3%	17	2%	689	3%
Complaints about the Agency - NDIA Engagement	<40	n/a	<11	n/a	40	0%
Complaints about the Agency - NDIA Finance	1,438	5%	41	5%	1,479	5%
Complaints about the Agency - NDIA Fraud and Compliance	<130	n/a	<11	n/a	128	0%
Complaints about the Agency - NDIA Plan	5,785	22%	284	36%	6,069	22%
Complaints about the Agency - NDIA Process	2,414	9%	121	15%	2,535	9%
Complaints about the Agency - NDIA Resources	264	1%	12	2%	276	1%
Complaints about the Agency - NDIA Staff	1,638	6%	126	16%	1,764	6%
Complaints about the Agency - NDIA Timeliness	7,107	27%	173	22%	7,280	27%
Complaints about the Agency - Participation, engagement and inclusion	52	0%	0	0%	52	0%
Complaints about the Agency - Provider Portal	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - Quality & Safeguards Commission	<20	n/a	<11	n/a	<20	n/a
Complaints about the Agency - Reasonable and necessary supports	1,167	4%	0	0%	1,167	4%
Complaints about the Agency - Staff conduct - Agency	138	1%	0	0%	138	1%
Complaints about the Agency - The way the NDIA carried out its decision making	299	1%	0	0%	299	1%
Complaints about the Agency - Timeliness	2,935	11%	0	0%	2,935	11%
Complaints about the Agency - Other	<1,520	n/a	<11	n/a	1,516	6%
Complaints about the Agency - Total	**26,464**	**100%**	**782**	**100%**	**27,246**	**100%**
Complaints about Early Connections Partner - Early Connections Engagement	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Plan	<11	n/a	0	0	<11	n/a
Complaints about Early Connections Partner - Early Connections Process	<20	n/a	0	0	11	17%
Complaints about Early Connections Partner - Early Connections Resources	0	0%	0	0	0	0%
Complaints about Early Connections Partner - Early Connections Staff	<40	n/a	<11	n/a	33	51%
Complaints about Early Connections Partner - Early Connections Timeliness	13	20%	0	0	13	20%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Total	**<70**	**n/a**	**<11**	**n/a**	**65**	**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	93	14%	0	0%	93	13%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<90	n/a	<11	n/a	88	13%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<11	n/a	0	0%	<11	n/a

[145] 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 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	401	60%	15	68%	416	60%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<80	n/a	<11	n/a	79	11%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - Total	**667**	**100%**	**22**	**100%**	**689**	**100%**
Complaints about service providers - Provider Costs	29	2%	0	0%	29	2%
Complaints about service providers - Provider Finance	<120	n/a	<11	n/a	114	7%
Complaints about service providers - Provider Fraud and Compliance	<170	n/a	<20	n/a	186	12%
Complaints about service providers - Provider Process	34	2%	0	0%	34	2%
Complaints about service providers - Provider Service	535	37%	27	31%	562	37%
Complaints about service providers - Provider Staff	348	24%	40	45%	388	25%
Complaints about service providers - Service Delivery	36	3%	0	0%	36	2%
Complaints about service providers - Staff Conduct	36	3%	0	0%	36	2%
Complaints about service providers - Supports being provided	49	3%	0	0%	49	3%
Complaints about service providers - Other	91	6%	0	0%	91	6%
Complaints about service providers - Total	**1,437**	**100%**	**88**	**100%**	**1,525**	**100%**
Unclassified	**509**	**n/a**	**0**	**n/a**	**509**	**n/a**
Participants total	**29,141**	**n/a**	**893**	**n/a**	**30,034**	**n/a**

Table J.26 Administrative Review Tribunal (ART) Cases by category as at 30 June 2026 - South Australia

Category	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Access	654	17%	33	13%	687	17%
Planning	2,958	78%	211	84%	3,169	79%
Compensation	<11	n/a	<11	n/a	<11	n/a
Jurisdiction	<100	n/a	<11	n/a	94	2%
Extension of Time	<30	n/a	<11	n/a	<30	n/a
Other	<50	n/a	<11	n/a	49	1%
Total cases	**3,783**	**100%**	**251**	**100%**	**4,034**	**100%**
Percentage of the number of active participants	**1.0%**	**n/a**	**1.5%**	**n/a**	**1.0%**	**n/a**

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

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Jun-23	106	0.8%	1,921	0.9%
Sep-23	103	0.8%	2,024	0.9%
Dec-23	136	1.0%	2,160	0.9%
Mar-24	89	0.6%	2,249	0.9%
Jun-24	133	0.9%	2,382	0.9%
Sep-24	192	1.3%	2,574	0.9%
Dec-24	182	1.2%	2,756	0.9%
Mar-25	209	1.4%	2,965	1.0%
Jun-25	144	0.9%	3,109	1.0%
Sep-25	246	1.6%	3,355	1.0%
Dec-25	198	1.2%	3,553	1.0%
Mar-26	230	1.4%	3,783	1.0%
Jun-26	251	1.5%	4,034	1.0%

Table J.28 Administrative Review Tribunal (ART) cases by open/closed and decision - South Australia[146]

ART cases by open/closed and decision	Number of cases	Number of unique active participants
ART Cases	**4,034**	**3,583**
Open ART Cases	**692**	**667**
Closed ART Cases	**3,342**	**2,998**
Resolved before hearing	3,262	2,936
Gone to hearing and received a substantive decision	80	62

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

Table J.29 Administrative Review Tribunal (ART) Supports in dispute - South Australia[147] [148] [149]

Type of support	Prior Quarters	Quarter 4, 2025-26	Total
Plan Management Decision	81	14	95
Core (excluding Consumables and Transport)	748	101	849
Capacity Building	891	112	1,003
General Support	243	41	284
Assistive Technology	247	25	272
Specialist Disability Accommodation	100	17	117
Home Modifications	<70	<11	71
Supported Independent Living	282	15	297
Everyday Living Costs	<80	<11	76
Transport	150	18	168
Other	488	59	547
Total number of unique participants counted across disputed supports	**1,396**	**151**	**1,547**
Total number of instances of participants counted across disputed supports	**3,364**	**415**	**3,779**

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

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	**<80**	**n/a**	**<11**	**n/a**	**80**	**2%**
Decided by Tribunal - Affirmed	<50	n/a	<11	n/a	42	1%
Decided by Tribunal - Varied	<20	n/a	<11	n/a	12	0%
Decided by Tribunal - Set Aside	<30	n/a	<11	n/a	26	1%
Not Decided by Tribunal - Total	**3,031**	**98%**	**231**	**98%**	**3,262**	**98%**
Not Decided by Tribunal - Resolved by consent	2,172	70%	170	72%	2,342	70%
Not Decided by Tribunal - Withdrawn	663	21%	44	19%	707	21%
Not Decided by Tribunal - No jurisdiction	<30	n/a	<11	n/a	37	1%
Not Decided by Tribunal - Extension of Time Declined	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - Extension of Time Not opposed	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - Dismissed	<170	n/a	<11	n/a	172	5%
Not Decided by Tribunal - Other	<11	n/a	<11	n/a	<11	n/a
Total	**3,106**	**100%**	**236**	**100%**	**3,342**	**100%**

[147] 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.
[148] Data is reported with one month lag; therefore results for last month of the current quarter are not included.
[149] 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 introduced in the March 2025 quarter. Before then, 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 J.31 to J.32).

The count of active providers excludes providers with a missing Australian Business Number (ABN) (Table J.31).

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

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 J.31).

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

Table J.31 Number of active providers in quarter 4, 2025-26 by registration status and funds management type - South Australia

Funds management type	Registered	Unregistered	Total providers
NDIA-managed	1,001	n/a	1,001
Plan-managed	2,344	17,004	18,627
Self-managed	<5	8,877	10,568
All funds management types	**2,476**	**21,876**	**23,907**

Table J.32 Total active provider payments in quarter 4, 2025-26 by registration status and funds management type ($m) - South Australia[150]

Funds management type	Registered	Unregistered	All registration statuses
NDIA-managed	278	n/a	278
Plan-managed	493	286	781
Self-managed	0	37	78
All funds management types	**770**	**323**	**1,137**

[150] There were $43.4 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 J.33 to J.37) are derived from the total annualised committed supports in the current plans of active participants as at 30 June 2026. Average payments (Tables J.35 to J.37) are calculated as the sum of the payments in the 12-month period to 30 June 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 30 June 2026. 'Total payments' refers to those paid over the 12 months to 30 June 2026 (Tables J.38 to J.40).

Table J.33 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter) - South Australia

Average annualised committed support band	As at quarter 3, 2025-26 distribution of participants	As at quarter 4, 2025-26 distribution of participants
$0-$5,000	1.9%	1.9%
$5,001-$10,000	5.8%	5.7%
$10,001-$15,000	10.3%	10.3%
$15,001-$20,000	13.0%	13.3%
$20,001-$25,000	12.2%	12.1%
$25,001-$30,000	5.9%	5.9%
$30,001-$50,000	14.1%	14.2%
$50,001-$100,000	16.2%	16.1%
$100,001-$150,000	6.4%	6.4%
$150,001-$200,000	3.5%	3.4%
$200,001-$250,000	2.0%	2.0%
$250,001+	8.7%	8.8%

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

Average annualised committed support band	As at quarter 3, 2025-26 distribution of participants	As at quarter 4, 2025-26 distribution of participants
$0-$5,000	2.0%	2.0%
$5,001-$10,000	6.1%	6.0%
$10,001-$15,000	10.8%	10.8%
$15,001-$20,000	13.7%	14.0%
$20,001-$25,000	12.8%	12.7%
$25,001-$30,000	6.2%	6.2%
$30,001-$50,000	14.8%	14.9%
$50,001-$100,000	17.1%	17.0%
$100,001-$150,000	6.7%	6.7%
$150,001-$200,000	3.6%	3.6%
$200,001-$250,000	2.0%	2.0%
$250,001+	4.1%	4.2%

Table J.35 Average annualised committed supports as at 30 June 2026 and average payments for the year ending 30 June 2026 by age group and participants' Supported Independent Living (SIL) status - South Australia

Age group	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
0 to 8	$18,300	$28,800	n/a	n/a	$18,300	$28,800
9 to 14	$20,000	$31,400	n/a	n/a	$20,000	$31,400
15 to 18	$29,400	$45,400	$545,800	$700,600	$27,200	$43,400
19 to 24	$68,600	$92,500	$589,300	$653,000	$45,700	$69,700
25 to 34	$108,000	$132,300	$542,600	$587,900	$64,300	$87,300
35 to 44	$115,100	$140,300	$451,000	$492,100	$74,300	$100,000
45 to 54	$127,300	$155,100	$446,100	$494,300	$81,600	$108,500
55 to 64	$143,700	$177,800	$447,300	$488,900	$92,800	$126,600
65+	$155,000	$182,100	$459,700	$486,300	$105,000	$132,200
All	**$66,700**	**$86,500**	**$477,300**	**$521,100**	**$44,900**	**$64,000**

Table J.36 Average annualised committed supports as at 30 June 2026 and average payments for the year ending 30 June 2026 by primary disability group and participants' Supported Independent Living (SIL) status - South Australia

Primary disability group	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
Acquired brain injury	$168,800	$208,700	$507,100	$557,000	$103,200	$142,400
Autism	$32,500	$46,400	$542,900	$587,300	$25,100	$38,900
Cerebral palsy	$173,600	$211,700	$525,700	$584,000	$108,500	$144,400
Developmental delay	$14,100	$23,900	n/a	n/a	$14,100	$23,900
Global developmental delay	$17,400	$28,100	n/a	n/a	$17,400	$28,100
Hearing impairment	$10,100	$19,500	n/a	n/a	$10,100	$19,300
Intellectual disability	$124,500	$149,200	$425,100	$464,400	$70,900	$94,200
Multiple sclerosis	$127,200	$161,000	$628,600	$661,300	$101,000	$133,400
Psychosocial disability	$105,100	$132,200	$453,100	$512,500	$80,700	$105,800
Spinal cord injury	$150,200	$195,700	$780,800	$813,800	$122,500	$169,700
Stroke	$168,900	$212,800	$531,900	$570,800	$123,200	$165,000
Visual impairment	$50,500	$69,900	n/a	n/a	$46,200	$66,300
Other neurological	$183,200	$222,700	$561,100	$599,900	$125,000	$166,300
Other physical	$73,200	$106,300	$484,800	$549,500	$64,700	$98,300
Other sensory/speech	$8,000	$17,000	n/a	n/a	$8,000	$17,000
Other	$114,700	$150,400	$547,900	$559,400	$83,700	$122,900
Down Syndrome	$161,600	$193,100	$373,300	$410,500	$94,100	$125,800
All	**$66,700**	**$86,500**	**$477,300**	**$521,100**	**$44,900**	**$64,000**

Table J.37 Average annualised committed supports as at 30 June 2026 and average payments for the year ending 30 June 2026 by reported level of function and participants' Supported Independent Living (SIL) status - South Australia

Reported level of function	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
1 (High Function)	$14,400	$24,200	n/a	n/a	$14,300	$24,000
2 (High Function)	$25,900	$42,600	n/a	n/a	$25,900	$42,600
3 (High Function)	$22,900	$36,200	$323,600	$379,900	$19,900	$32,800
4 (High Function)	$20,600	$33,300	n/a	n/a	$17,400	$30,200
5 (High Function)	$35,000	$50,400	$460,000	$499,000	$27,400	$42,000
6 (Moderate Function)	$22,200	$36,000	$324,000	$372,000	$20,200	$33,800
7 (Moderate Function)	$47,300	$67,900	$426,800	$491,700	$33,400	$52,300
8 (Moderate Function)	$77,700	$105,500	$338,400	$389,500	$58,900	$85,700
9 (Moderate Function)	$82,400	$116,800	n/a	n/a	$75,900	$109,300
10 (Moderate Function)	$126,300	$160,900	$420,300	$462,600	$87,000	$120,400
11 (Low Function)	$106,100	$136,500	$579,700	$593,500	$70,400	$99,800
12 (Low Function)	$231,500	$266,900	$502,500	$541,300	$149,300	$185,600
13 (Low Function)	$84,200	$106,800	$641,600	$698,000	$60,000	$81,200
14 (Low Function)	$353,900	$428,500	$566,300	$629,800	$256,800	$337,000
15 (Low Function)	n/a	n/a	n/a	n/a	n/a	n/a
Total	**$66,700**	**$86,500**	**$477,300**	**$521,100**	**$44,900**	**$64,000**

Table J.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 30 June 2026 ($m) - South Australia[151]

Support Category	Total payments for the year ending 30 June 2026	Total annualised committed supports as at 30 June 2026
Core: Daily Activities	1,208.5	1,249.7
Core: Consumables	11.2	12.0
Core: Social and Civic	205.2	262.3
Core: Transport	4.8	7.4
Capacity Building: Choice and Control	4.0	4.3
Capacity Building: Daily Activities	30.0	44.0
Capacity Building: Employment	0.4	1.4
Capacity Building: Health and Wellbeing	0.2	0.3
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	34.1	49.9
Capacity Building: Social and Civic	0.2	0.5
Capacity Building: Support Coordination	20.5	24.5
Capital: Assistive Technology	10.6	19.9
Capital: Home Modifications	38.9	48.3
All	**1,568.6**	**1,724.7**

[151] Total payments for home modifications were $38.9 million. Of which, $38.7 million (99.5%) has been paid for specialised disability accommodation (SDA) supports, and $0.2 million (0.5%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $48.3 million. Of which, $47.9 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and $0.5 million (1%) has been allocated for non-SDA supports.

Table J.39 Total annualised committed supports and total payments (participants not in Supported Independent Living (SIL)) by support category as at 30 June 2026 ($m) - South Australia[152]

Support Category	Total payments for the year ending 30 June 2026	Total annualised committed supports as at 30 June 2026
Core: Daily Activities	1,192.3	1,722.7
Core: Consumables	42.1	69.6
Core: Social and Civic	715.5	856.0
Core: Transport	45.1	36.6
Capacity Building: Choice and Control	57.7	69.1
Capacity Building: Daily Activities	466.9	810.9
Capacity Building: Employment	16.1	56.1
Capacity Building: Health and Wellbeing	1.1	2.7
Capacity Building: Home Living	0.1	0.4
Capacity Building: Lifelong learning	0.1	0.3
Capacity Building: Relationships	61.5	122.0
Capacity Building: Social and Civic	17.1	53.5
Capacity Building: Support Coordination	85.6	129.0
Capital: Assistive Technology	52.1	127.5
Capital: Home Modifications	23.2	35.5
All	**2,776.3**	**4,091.9**

Table J.40 Payments by financial year in which support was provided, compared to committed supports - South Australia[153]

Financial year	Total Committed ($m)	Total Paid ($m)	Percentage utilised to date
2013-14	10.4	5.6	54%
2014-15	48.5	29.6	61%
2015-16	101.9	62.8	62%
2016-17	186.9	104.7	56%
2017-18	372.2	223.0	60%
2018-19	1,159.8	793.8	68%
2019-20	2,126.9	1,489.6	70%
2020-21	2,774.2	2,001.3	72%
2021-22	3,175.7	2,424.1	76%
2022-23	3,950.6	2,992.9	76%
2023-24	4,615.5	3,555.4	77%
2024-25	5,167.2	3,893.4	75%
2025-26 (Experience still emerging)	5,767.9	4,104.9	71%

[152] Total payments for home modifications were $23.2 million. Of which, $13.5 million (58.2%) has been paid for specialised disability accommodation (SDA) supports, and $9.7 million (41.8%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $35.5 million. Of which, $17.3 million (49%) has been allocated for specialised disability accommodation (SDA) supports, and $18.2 million (51%) has been allocated for non-SDA supports.

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

Table J.41 Percentage change in plan budgets for active participants per quarter - South Australia[154]

Inflation type	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25	Mar-26	Jun-26
Intraplan Inflation	9.1%	9.7%	8.2%	6.7%	6.3%	6.8%	4.8%	3.6%	3.1%
Interplan Inflation	1.9%	4.7%	5.7%	6.4%	4.5%	5.8%	4.2%	3.3%	3.0%
Total Inflation	**11.0%**	**14.4%**	**13.9%**	**13.1%**	**10.8%**	**12.7%**	**8.9%**	**6.9%**	**6.1%**

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

Supplement K: Tasmania

Adapting to the new computer system and processes has impacted some data detailed in this supplement. This includes the proportion of active participant plans with not-stated culturally and linguistically diverse (CALD) status 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 (Table K.9).

The order of primary disability types in the participant profile tables is based on the national proportions in Table E.10, from highest to lowest (Table K.11).

Table K.1 Active participants by quarter of entry, by service previously received and entry type - Tasmania

Participant breakdown	Prior Quarters	Quarter 4, 2025-26	Total
Access decisions	**21,874**	**488**	**22,362**
Currently Eligible - Total	**16,703**	**364**	**17,067**
Currently Eligible - New	12,470	361	12,831
Currently Eligible - State	<2,820	<11	2,814
Currently Eligible - Commonwealth	<1,430	<11	1,422
Active Participant Plans - Total	**16,591**	**305**	**16,896**
Active Participant Plans - New	12,362	303	12,665
Active Participant Plans - State	<2,810	<11	2,810
Active Participant Plans - Commonwealth	<1,430	<11	1,421
Active Participant Plans - Total	**16,591**	**305**	**16,896**
Active Participant Plans - Early Intervention (s25)	4,696	129	4,825
Active Participant Plans - Permanent Disability (s24)	11,093	98	11,191
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	802	78	880

Table K.2 People who have left the Scheme since 1 July 2013 as at 30 June 2026 - Tasmania[155]

People leaving the Scheme	Prior Quarters	Quarter 4, 2025-26	Total
Number of people who have left the Scheme	1,874	113	**1,987**

[155] The number of people who have left the Scheme is people leaving net of people returning to the Scheme.

Table K.3 Assessment of access by age group at access decision and gender - Tasmania

Age group at access decision	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
0 to 8	4,395	96%	2,070	97%	62	83%	6,527	96%
9 to 14	1,882	92%	1,019	91%	63	86%	2,964	92%
15 to 18	1,125	91%	737	90%	42	95%	1,904	91%
19 to 24	616	86%	441	82%	36	69%	1,093	83%
25 to 34	557	82%	520	75%	19	43%	1,096	77%
35 to 44	673	79%	666	75%	13	62%	1,352	77%
45 to 54	900	81%	888	73%	24	67%	1,812	77%
55 to 64	1,246	80%	1,108	69%	20	49%	2,374	74%
65+	<60	n/a	<60	n/a	<11	n/a	<110	n/a
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
Total	**11,444**	**89%**	**7,508**	**82%**	**279**	**71%**	**19,231**	**86%**

Table K.4 Assessment of access by primary disability group and gender - Tasmania

Primary disability group	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
Acquired brain injury	415	91%	<210	n/a	<11	n/a	620	89%
Autism	4,815	97%	2,490	97%	160	84%	7,465	97%
Cerebral palsy	260	96%	<240	n/a	<11	n/a	503	96%
Developmental delay	1,116	94%	486	96%	17	89%	1,619	95%
Down syndrome	177	100%	<170	n/a	<11	n/a	344	100%
Global developmental delay	241	99%	<120	n/a	<11	n/a	352	99%
Hearing impairment	308	90%	<290	n/a	<11	n/a	598	88%
Intellectual disability	1,752	94%	1,356	93%	27	84%	3,135	93%
Multiple sclerosis	106	88%	<370	n/a	<11	n/a	475	91%
Psychosocial disability	727	67%	623	57%	14	29%	1,364	61%
Spinal cord injury	121	90%	<50	n/a	<11	n/a	169	90%
Stroke	162	88%	<130	n/a	<11	n/a	290	86%
Visual impairment	132	87%	<130	n/a	<11	n/a	256	86%
Other neurological	462	84%	<380	n/a	<11	n/a	846	84%
Other physical	285	57%	<280	n/a	<11	n/a	561	50%
Other sensory/speech	25	38%	<20	n/a	<11	n/a	41	41%
Other	340	61%	237	42%	16	42%	593	51%
Total	**11,444**	**89%**	**7,508**	**82%**	**279**	**71%**	**19,231**	**86%**

Table K.5 Participant profile per quarter of entry, by participants identifying as First Nations Peoples - Tasmania

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
First Nations Participants	1,889	11%	44	14%	1,933	11%
Non-First Nations Participants	13,018	78%	222	73%	13,240	78%
Not Stated	1,684	10%	39	13%	1,723	10%
Total	**16,591**	**100%**	**305**	**100%**	**16,896**	**100%**

Table K.6 Participant profile per quarter of entry, by culturally and linguistically diverse (CALD) status - Tasmania

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	<420	n/a	<11	n/a	418	2%
Not culturally and linguistically diverse	12,938	78%	299	98%	13,237	78%
Not stated	<3,250	n/a	<11	n/a	3,241	19%
Total	**16,591**	**100%**	**305**	**100%**	**16,896**	**100%**

Table K.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2026 - Tasmania[156] [157]

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

[156] The Younger People in Residential Aged Care (YPIRAC) figures excludes First Nations participants aged 50 to 64 years who meet the exceptional circumstances criteria for residential aged care.
[157] There are a further 28 active participants aged 65 years or over who are currently in residential aged care.

Table K.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively - Tasmania[158]

Quarter ending	Incremental	Cumulative
Jun-23	<11	41
Sep-23	<11	<40
Dec-23	<11	33
Mar-24	<11	<40
Jun-24	<11	30
Sep-24	<11	<30
Dec-24	<11	21
Mar-25	<11	<20
Jun-25	<11	14
Sep-25	<11	<20
Dec-25	<11	11
Mar-26	<11	<11
Jun-26	<11	<11

Table K.9 Participant profile per quarter of entry, by remoteness - Tasmania

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Major cities	<11	n/a	<11	n/a	<11	n/a
Population > 50,000	10,848	65%	198	65%	11,046	65%
Population between 15,000 and 50,000	2,980	18%	48	16%	3,028	18%
Population between 5,000 and 15,000	<80	n/a	<11	n/a	77	0%
Population less than 5,000	2,473	15%	55	18%	2,528	15%
Remote	<180	n/a	<11	n/a	177	1%
Very Remote	<40	n/a	<11	n/a	39	0%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	**16,591**	**100%**	**305**	**100%**	**16,896**	**100%**

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

Table K.10 Participant profile per quarter of entry, by primary disability group - Tasmania

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Autism	7,074	43%	135	44%	7,209	43%
Intellectual disability	2,853	17%	22	7%	2,875	17%
Psychosocial disability	<1,210	n/a	<11	n/a	1,216	7%
Developmental delay	993	6%	55	18%	1,048	6%
Hearing impairment	<540	n/a	<11	n/a	544	3%
Other neurological	571	3%	14	5%	585	3%
Acquired brain injury	<510	n/a	<11	n/a	515	3%
Other physical	<420	n/a	<11	n/a	420	2%
Cerebral palsy	<460	n/a	<11	n/a	456	3%
Global developmental delay	234	1%	24	8%	258	2%
Other	367	2%	14	5%	381	2%
Multiple sclerosis	<440	n/a	<11	n/a	441	3%
Down syndrome	<310	n/a	<11	n/a	307	2%
Visual impairment	<230	n/a	<11	n/a	227	1%
Stroke	<230	n/a	<11	n/a	230	1%
Spinal cord Injury	<160	n/a	<11	n/a	155	1%
Other sensory/speech	<30	n/a	<11	n/a	29	0%
Total	**16,591**	**100%**	**305**	**100%**	**16,896**	**100%**

Table K.11 Participant profile per quarter of entry, by primary disability group and Supported Independent Living (SIL) status - Tasmania

Primary disability group	All participants - Count	All participants - Percentage	Participants in SIL - Count	Participants in SIL - Percentage	Participants not in SIL - Count	Participants not in SIL - Percentage
Autism	7,209	43%	182	17%	7,027	44%
Intellectual disability	2,875	17%	392	36%	2,483	16%
Psychosocial disability	1,216	7%	152	14%	1,064	7%
Developmental delay	1,048	6%	<11	n/a	<1,050	n/a
Hearing impairment	544	3%	<11	n/a	<550	n/a
Other neurological	585	3%	83	8%	502	3%
Acquired brain injury	515	3%	86	8%	429	3%
Other physical	420	2%	<11	n/a	<420	n/a
Cerebral palsy	456	3%	73	7%	383	2%
Global developmental delay	258	2%	<11	n/a	<260	n/a
Other	381	2%	<11	n/a	<380	n/a
Multiple sclerosis	441	3%	13	1%	428	3%
Down syndrome	307	2%	65	6%	242	2%
Visual impairment	227	1%	<11	n/a	<230	n/a
Stroke	230	1%	22	2%	208	1%
Spinal cord Injury	155	1%	<11	n/a	<150	n/a
Other sensory/speech	29	0%	<11	n/a	<30	n/a
Total	**16,896**	**100%**	**1,102**	**100%**	**15,794**	**100%**

Table K.12 Participant profile per quarter of entry, by reported level of function - Tasmania

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
1 (High Function)	<1,960	n/a	<11	n/a	1,963	12%
2 (High Function)	<40	n/a	<11	n/a	<40	n/a
3 (High Function)	<860	n/a	<11	n/a	857	5%
4 (High Function)	<800	n/a	<11	n/a	797	5%
5 (High Function)	<1,160	n/a	<11	n/a	1,167	7%
6 (Moderate Function)	3,698	22%	68	22%	3,766	22%
7 (Moderate Function)	<1,010	n/a	<11	n/a	1,010	6%
8 (Moderate Function)	920	6%	12	4%	932	6%
9 (Moderate Function)	<100	n/a	<11	n/a	99	1%
10 (Moderate Function)	1,439	9%	17	6%	1,456	9%
11 (Low Function)	<450	n/a	<11	n/a	441	3%
12 (Low Function)	2,116	13%	31	10%	2,147	13%
13 (Low Function)	<930	n/a	<11	n/a	928	5%
14 (Low Function)	<220	n/a	<11	n/a	210	1%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	941	6%	139	46%	1,080	6%
Total	**16,591**	**100%**	**305**	**100%**	**16,896**	**100%**

Table K.13 Participant profile per quarter of entry, by age group - Tasmania

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
0 to 8	2,781	17%	134	44%	2,915	17%
9 to 14	2,987	18%	53	17%	3,040	18%
15 to 18	1,811	11%	17	6%	1,828	11%
19 to 24	<1,810	n/a	<11	n/a	1,818	11%
25 to 34	1,946	12%	14	5%	1,960	12%
35 to 44	1,232	7%	24	8%	1,256	7%
45 to 54	1,320	8%	16	5%	1,336	8%
55 to 64	1,653	10%	31	10%	1,684	10%
65+	<1,060	n/a	<11	n/a	1,059	6%
Total	**16,591**	**100%**	**305**	**100%**	**16,896**	**100%**

Table K.14 Participation rates by age group and gender as at 30 June 2026 - Tasmania[159]

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	6.9%	3.7%	5.4%
9 to 14	9.8%	5.2%	7.6%
15 to 18	7.8%	4.6%	6.4%
19 to 24	5.2%	3.5%	4.5%
25 to 44	2.4%	1.7%	2.1%
45 to 64	2.2%	2.1%	2.1%
65+	0.9%	0.7%	0.8%
Total (0-64)	**4.1%**	**2.7%**	**3.5%**
Total (All ages)	**3.4%**	**2.2%**	**2.9%**

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

Mainstream service	Prior Quarters	Quarter 4, 2025-26	Total
Choice and control over my life	7%	5%	7%
Daily life	16%	14%	16%
Health and wellbeing	81%	83%	81%
Learning	35%	29%	35%
Relationships	5%	3%	5%
Social and community activities	9%	10%	9%
Where I live	2%	3%	2%
Work	4%	4%	4%
Unknown	1%	n/a	1%
Any mainstream service	**94%**	**95%**	**94%**

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

Part Two: Participant and family/carer outcomes

Results are drawn from participants' responses to Short Form (SF) questionnaires. Responses are collected at entry to the NDIS (baseline) and at subsequent SF questionnaire reassessment or check-in. Responses are collected at entry to the NDIS (baseline) for 97% of participants who had their first plan approved since 1 July 2016 and have had a second Short Form (SF) questionnaire reassessment to date.

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

Table K.16 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1) and second (R2) Short Form (SF) questionnaires reassessment - Tasmania[160]

Metric by age group	Baseline	R1	R2	2025-26 Target
Participant employment rate - Aged 15 to 24 years	11%	11%	16%	22%
Participant employment rate - Aged 25 to 34 years	28%	25%	30%	22%
Participant employment rate - Aged 35 to 44 years	21%	17%	22%	22%
Participant employment rate - Aged 45 to 54 years	20%	14%	17%	22%
Participant employment rate - Aged 55 to 64 years	18%	17%	14%	22%
Participant employment rate - Aged 65+ years	14%	9%	12%	22%
Participant employment rate - Aged 25 to 64 years	21%	17%	19%	22%
Participant employment rate - Aged 15 to 64 years	18%	16%	18%	22%
Participant social and community engagement rate - Aged 15 to 24 years	24%	29%	29%	43%
Participant social and community engagement rate - Aged 25 to 34 years	27%	28%	31%	43%
Participant social and community engagement rate - Aged 35 to 44 years	26%	37%	34%	43%
Participant social and community engagement rate - Aged 45 to 54 years	28%	24%	29%	43%
Participant social and community engagement rate - Aged 55 to 64 years	26%	37%	33%	43%
Participant social and community engagement rate - Aged 65+ years	18%	25%	28%	43%
Participant social and community engagement rate - Aged 25+ years	26%	31%	32%	43%
Participant social and community engagement rate - Aged 15+ years	25%	31%	31%	43%
Family and carer employment rate - Aged 0 to 14 years	43%	44%	48%	n/a
Family and carer employment rate - Aged 15+ years	40%	36%	38%	n/a
Family and carer employment rate - All ages	42%	42%	45%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	52%	68%	n/a
Participant Choice and Control - Aged 25+ years	n/a	76%	81%	n/a
Participant Choice and Control - Aged 15+ years	n/a	70%	78%	n/a

[160] Denominators for each metric are: 'participant employment rate' (n=1,078), 'participant social and community engagement rate' (n=1,101), 'family and carer employment rate' (n=1,196) and 'participant choice and control' (n=484). Participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.

Table K.17 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2) and third (R3) Short Form (SF) questionnaires reassessment - Tasmania[161]

Metric by age group	Baseline	R1	R2	R3	2025-26 Target
Participant employment rate - Aged 15 to 24 years	4%	5%	8%	16%	22%
Participant employment rate - Aged 25 to 34 years	18%	20%	15%	23%	22%
Participant employment rate - Aged 35 to 44 years	28%	33%	20%	23%	22%
Participant employment rate - Aged 45 to 54 years	25%	25%	23%	19%	22%
Participant employment rate - Aged 55 to 64 years	15%	15%	13%	13%	22%
Participant employment rate - Aged 65+ years	5%	0%	n/a	8%	22%
Participant employment rate - Aged 25 to 64 years	22%	23%	18%	19%	22%
Participant employment rate - Aged 15 to 64 years	16%	17%	14%	18%	22%
Participant social and community engagement rate - Aged 15 to 24 years	24%	21%	26%	32%	43%
Participant social and community engagement rate - Aged 25 to 34 years	25%	29%	26%	29%	43%
Participant social and community engagement rate - Aged 35 to 44 years	27%	30%	36%	39%	43%
Participant social and community engagement rate - Aged 45 to 54 years	28%	35%	31%	36%	43%
Participant social and community engagement rate - Aged 55 to 64 years	33%	42%	35%	41%	43%
Participant social and community engagement rate - Aged 65+ years	30%	30%	n/a	39%	43%
Participant social and community engagement rate - Aged 25+ years	29%	35%	33%	38%	43%
Participant social and community engagement rate - Aged 15+ years	27%	31%	31%	36%	43%
Family and carer employment rate - Aged 0 to 14 years	40%	40%	43%	46%	n/a
Family and carer employment rate - Aged 15+ years	46%	50%	39%	47%	n/a
Family and carer employment rate - All ages	42%	43%	42%	47%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	68%	69%	n/a
Participant Choice and Control - Aged 25+ years	n/a	80%	82%	87%	n/a
Participant Choice and Control - Aged 15+ years	n/a	75%	77%	81%	n/a

[161] Denominators for each metric are: ‘participant employment rate’ (n=852), ‘participant social and community engagement rate’ (n=867), 'family and carer employment rate' (n=864) and 'participant choice and control' (n=506). Participants who had their first plan approved since 1 July 2016 and have had a third SF survey reassessment to date.

Table K.18 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3) and fourth (R4) Short Form (SF) questionnaires reassessment - Tasmania[162]

Metric by age group	Baseline	R1	R2	R3	R4	2025-26 Target
Participant employment rate - Aged 15 to 24 years	4%	6%	10%	12%	20%	22%
Participant employment rate - Aged 25 to 34 years	37%	33%	37%	33%	30%	22%
Participant employment rate - Aged 35 to 44 years	25%	25%	23%	21%	20%	22%
Participant employment rate - Aged 45 to 54 years	21%	20%	14%	23%	15%	22%
Participant employment rate - Aged 55 to 64 years	21%	23%	20%	22%	16%	22%
Participant employment rate - Aged 65+ years	20%	18%	n/a	n/a	8%	22%
Participant employment rate - Aged 25 to 64 years	25%	24%	23%	25%	19%	22%
Participant employment rate - Aged 15 to 64 years	19%	19%	18%	19%	19%	22%
Participant social and community engagement rate - Aged 15 to 24 years	22%	25%	28%	25%	27%	43%
Participant social and community engagement rate - Aged 25 to 34 years	26%	30%	33%	30%	29%	43%
Participant social and community engagement rate - Aged 35 to 44 years	36%	29%	36%	38%	39%	43%
Participant social and community engagement rate - Aged 45 to 54 years	22%	23%	25%	26%	29%	43%
Participant social and community engagement rate - Aged 55 to 64 years	34%	37%	46%	32%	32%	43%
Participant social and community engagement rate - Aged 65+ years	32%	37%	n/a	n/a	43%	43%
Participant social and community engagement rate - Aged 25+ years	30%	31%	35%	36%	34%	43%
Participant social and community engagement rate - Aged 15+ years	28%	29%	32%	31%	32%	43%
Family and carer employment rate - Aged 0 to 14 years	37%	39%	39%	61%	47%	n/a
Family and carer employment rate - Aged 15+ years	49%	44%	52%	48%	52%	n/a
Family and carer employment rate - All ages	41%	41%	43%	57%	49%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	54%	63%	68%	74%	n/a
Participant Choice and Control - Aged 25+ years	n/a	77%	76%	81%	87%	n/a
Participant Choice and Control - Aged 15+ years	n/a	70%	71%	74%	82%	n/a

[162] Denominators for each metric are: ‘participant employment rate’ (n=675), ‘participant social and community engagement rate’ (n=684), 'family and carer employment rate' (n=667) and 'participant choice and control' (n=432). Participants who had their first plan approved since 1 July 2016 and have had a fourth SF survey reassessment to date.

Table K.19 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) Short Form (SF) questionnaires reassessment - Tasmania[163]

Metric by age group	Baseline	R1	R2	R3	R4	R5	2025-26 Target
Participant employment rate - Aged 15 to 24 years	2%	2%	4%	14%	18%	18%	22%
Participant employment rate - Aged 25 to 34 years	34%	34%	36%	48%	n/a	40%	22%
Participant employment rate - Aged 35 to 44 years	24%	25%	23%	13%	n/a	22%	22%
Participant employment rate - Aged 45 to 54 years	29%	33%	29%	32%	n/a	25%	22%
Participant employment rate - Aged 55 to 64 years	23%	24%	12%	12%	n/a	12%	22%
Participant employment rate - Aged 65+ years	21%	9%	5%	n/a	n/a	2%	22%
Participant employment rate - Aged 25 to 64 years	27%	29%	23%	25%	12%	23%	22%
Participant employment rate - Aged 15 to 64 years	18%	19%	15%	20%	15%	21%	22%
Participant social and community engagement rate - Aged 15 to 24 years	31%	34%	35%	35%	40%	33%	43%
Participant social and community engagement rate - Aged 25 to 34 years	26%	32%	31%	38%	n/a	28%	43%
Participant social and community engagement rate - Aged 35 to 44 years	33%	37%	36%	65%	n/a	33%	43%
Participant social and community engagement rate - Aged 45 to 54 years	43%	41%	61%	64%	n/a	38%	43%
Participant social and community engagement rate - Aged 55 to 64 years	33%	32%	30%	31%	n/a	35%	43%
Participant social and community engagement rate - Aged 65+ years	42%	41%	45%	n/a	n/a	48%	43%
Participant social and community engagement rate - Aged 25+ years	36%	36%	40%	51%	47%	36%	43%
Participant social and community engagement rate - Aged 15+ years	34%	36%	38%	45%	44%	35%	43%
Family and carer employment rate - Aged 0 to 14 years	42%	43%	39%	44%	60%	54%	n/a
Family and carer employment rate - Aged 15+ years	47%	47%	49%	55%	56%	54%	n/a
Family and carer employment rate - All ages	44%	44%	43%	48%	59%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	43%	56%	57%	70%	74%	n/a
Participant Choice and Control - Aged 25+ years	n/a	74%	74%	85%	88%	92%	n/a
Participant Choice and Control - Aged 15+ years	n/a	63%	65%	70%	77%	84%	n/a

[163] Denominators for each metric are: ‘participant employment rate’ (n=496), ‘participant social and community engagement rate’ (n=495), 'family and carer employment rate' (n=525) and 'participant choice and control' (n=334). Participants who had their first plan approved since 1 July 2016 and have had a fifth SF survey reassessment to date.

Table K.20 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) Short Form (SF) questionnaires reassessment - Tasmania[164]

Metric by age group	Baseline	R1	R2	R3	R4	R5	R6+	2025-26 Target
Participant employment rate - Aged 15 to 24 years	3%	8%	10%	12%	22%	26%	30%	22%
Participant employment rate - Aged 25 to 34 years	19%	26%	31%	29%	33%	35%	33%	22%
Participant employment rate - Aged 35 to 44 years	39%	42%	29%	39%	40%	n/a	34%	22%
Participant employment rate - Aged 45 to 54 years	28%	29%	26%	23%	31%	n/a	25%	22%
Participant employment rate - Aged 55 to 64 years	25%	27%	19%	18%	20%	n/a	20%	22%
Participant employment rate - Aged 65+ years	17%	16%	11%	14%	15%	n/a	5%	22%
Participant employment rate - Aged 25 to 64 years	28%	31%	27%	28%	32%	33%	28%	22%
Participant employment rate - Aged 15 to 64 years	22%	26%	22%	24%	29%	32%	28%	22%
Participant social and community engagement rate - Aged 15 to 24 years	32%	35%	33%	38%	41%	40%	35%	43%
Participant social and community engagement rate - Aged 25 to 34 years	27%	29%	26%	24%	25%	21%	23%	43%
Participant social and community engagement rate - Aged 35 to 44 years	38%	40%	42%	42%	48%	n/a	45%	43%
Participant social and community engagement rate - Aged 45 to 54 years	38%	43%	39%	48%	45%	n/a	50%	43%
Participant social and community engagement rate - Aged 55 to 64 years	35%	38%	47%	54%	62%	n/a	42%	43%
Participant social and community engagement rate - Aged 65+ years	32%	34%	41%	31%	35%	n/a	39%	43%
Participant social and community engagement rate - Aged 25+ years	34%	37%	37%	40%	41%	37%	40%	43%
Participant social and community engagement rate - Aged 15+ years	34%	37%	36%	39%	41%	38%	39%	43%
Family and carer employment rate - Aged 0 to 14 years	41%	42%	42%	45%	48%	51%	60%	n/a
Family and carer employment rate - Aged 15+ years	51%	53%	55%	55%	62%	55%	59%	n/a
Family and carer employment rate - All ages	46%	48%	50%	51%	57%	53%	59%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	53%	58%	61%	63%	64%	83%	n/a
Participant Choice and Control - Aged 25+ years	n/a	75%	79%	84%	88%	85%	91%	n/a
Participant Choice and Control - Aged 15+ years	n/a	67%	68%	71%	71%	71%	87%	n/a

[164] Denominators for each metric are: ‘participant employment rate’ (n=736), ‘participant social and community engagement rate’ (n=741), 'family and carer employment rate' (n=679) and 'participant choice and control' (n=625). 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 to the end of quarter 4, 2025-26. Table K.22 shows the number of complaints in quarter 4, 2025-26 compared with previous quarters, by source of complaint and complaint subject, and Participant Critical Incidents (PCIs) in quarter 4, 2025-26 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

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

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

Table K.21 Number and proportion of respondents who responded positively to questions about NDIA planning process per quarter - Tasmania[165] [166]

NDIA planning process	Prior Quarters	Quarter 4, 2025-26
Early Supports - Number of respondents	**25**	**n/a**
Early Supports - Were you treated with respect?	96%	n/a
Early Supports - Were decisions and outcomes explained to you?	76%	n/a
Early Supports - Were your questions and concerns acknowledged?	81%	n/a
Early Supports - How well does your early supports plan meet your child's needs?	36%	n/a
Community Connections - Number of respondents	**266**	**23**
Community Connections - Was information easy to understand?	84%	77%
Community Connections - Was communication in your preferred format?	94%	91%
Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life?	72%	65%
Community Connections - To what extent were your circumstances and needs considered?	74%	70%
Community Connections - To what extent were you included in decisions that were made?	70%	74%
Community Connections - How confident are you in reaching out to community supports and other government services?	50%	48%
Apply for NDIS (overall) - Number of respondents	**344**	**34**
Apply for NDIS (overall) - Were you treated with respect?	93%	97%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	75%	91%
Apply for NDIS (overall) - Was information easy to understand?	71%	76%
Apply for NDIS (overall) - Was communication in your preferred format?	89%	100%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	53%	68%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	54%	74%
Plan Approval - Number of respondents	**1,894**	**97**
Plan Approval - Were you treated with respect?	94%	92%
Plan Approval - Were decisions and outcomes explained to you?	82%	78%
Plan Approval - Were your questions and concerns acknowledged?	82%	77%
Plan Approval - Do you know where to go for more help with using your plan?	86%	86%

[165] Previous quarters include only data gathered since December 2023, when changes to the Participant Satisfaction Survey were implemented.
[166] Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

NDIA planning process	Prior Quarters	Quarter 4, 2025-26
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	61%	55%
Plan Approval - How well does your NDIS plan meet your needs?	66%	59%
Plan Implementation - Number of respondents	**1,400**	**69**
Plan Implementation - Do you know where to go for more help with using your plan?	85%	85%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	64%	59%
Plan Implementation - To what extent were your circumstances and needs considered?	66%	65%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	63%	64%
Plan Implementation - Do you feel confident in using your plan?	64%	54%
Plan Implementation - Do you feel confident in accessing supports?	62%	54%
Plan Reassessment - Number of respondents	**4,079**	**302**
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	88%	88%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	68%	69%
Plan Reassessment - To what extent were your circumstances and needs considered?	71%	72%
Plan Reassessment - To what extent were you included in decisions that were made?	73%	75%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	64%	64%
Plan Reassessment - Do you feel confident in using your plan?	67%	62%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	67%	65%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	77%	77%

Table K.22 Complaints and Participant Critical Incidents (PCIs) by quarter - Tasmania[167] [168]

Complaints made by or on behalf of:	Prior Quarters	Quarter 4, 2025-26	Total	Number of unique complainants
Participants: Complaints about Early Connections Partner	<30	<11	21	19
Participants: Complaints about Local Area Coordination (LAC) Partner	<130	<11	125	111
Participants: Complaints about service providers	367	20	387	314
Participants: Complaints about the Agency	5,399	192	5,591	2,877
Participants: Unclassified	<50	<11	41	37
Participants: Total	**5,949**	**216**	**6,165**	**3,106**
Percentage of the number of active participants	6.4%	5.1%	6.4%	n/a
New Participant Critical Incidents (PCIs)	**1,421**	**80**	**1,501**	**n/a**

[167] 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.
[168] Note that 59% of all complainants made only one complaint, 21% made two complaints, and 20% made three or more complaints.

Table K.23 Number and proportion of participant complaints over time, incrementally and cumulatively - Tasmania

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Jun-23	211	6%	2,840	6%
Sep-23	245	7%	3,085	6%
Dec-23	299	9%	3,384	6%
Mar-24	292	8%	3,676	6%
Jun-24	364	10%	4,040	6%
Sep-24	314	9%	4,354	6%
Dec-24	311	8%	4,665	6%
Mar-25	281	7%	4,946	6%
Jun-25	224	6%	5,170	6%
Sep-25	279	7%	5,449	6%
Dec-25	277	7%	5,726	6%
Mar-26	223	5%	5,949	6%
Jun-26	216	5%	6,165	6%

Table K.24 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively - Tasmania

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Jun-23	58	2%	425	1%
Sep-23	70	2%	495	1%
Dec-23	61	2%	556	1%
Mar-24	74	2%	630	1%
Jun-24	75	2%	705	1%
Sep-24	81	2%	786	1%
Dec-24	74	2%	860	1%
Mar-25	125	3%	985	1%
Jun-25	93	2%	1,078	1%
Sep-25	124	3%	1,202	1%
Dec-25	89	2%	1,291	1%
Mar-26	130	3%	1,421	2%
Jun-26	80	2%	1,501	2%

Table K.25 Participant complaints by type. Complaints with a related party who has submitted an access request - Tasmania[169]

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	84	2%	0	0%	84	2%
Complaints about the Agency - Information unclear	42	1%	0	0%	42	1%
Complaints about the Agency - NDIA Access	<210	n/a	<11	n/a	204	4%
Complaints about the Agency - NDIA Engagement	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - NDIA Finance	<360	n/a	<11	n/a	364	7%
Complaints about the Agency - NDIA Fraud and Compliance	<40	n/a	<11	n/a	32	1%
Complaints about the Agency - NDIA Plan	1,373	25%	66	34%	1,439	26%
Complaints about the Agency - NDIA Process	492	9%	26	14%	518	9%
Complaints about the Agency - NDIA Resources	<90	n/a	<11	n/a	89	2%
Complaints about the Agency - NDIA Staff	449	8%	30	16%	479	9%
Complaints about the Agency - NDIA Timeliness	1,454	27%	55	29%	1,509	27%
Complaints about the Agency - Participation, engagement and inclusion	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - Provider Portal	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - Quality & Safeguards Commission	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Reasonable and necessary supports	81	2%	0	0%	81	1%
Complaints about the Agency - Staff conduct - Agency	43	1%	0	0%	43	1%
Complaints about the Agency - The way the NDIA carried out its decision making	71	1%	0	0%	71	1%
Complaints about the Agency - Timeliness	293	5%	0	0%	293	5%
Complaints about the Agency - Other	323	6%	0	0%	323	6%
Complaints about the Agency - Total	**5,399**	**100%**	**192**	**100%**	**5,591**	**100%**
Complaints about Early Connections Partner - Early Connections Engagement	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Plan	<11	n/a	0	0	<11	n/a
Complaints about Early Connections Partner - Early Connections Process	<11	n/a	0	0	<11	n/a
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	0	0	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	12	57%	0	0%	12	57%
Complaints about Early Connections Partner - Early Connections Timeliness	<11	n/a	0	0	<11	n/a
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Total	**21**	**100%**	**0**	**0%**	**21**	**100%**
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<20	n/a	<11	n/a	14	11%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<11	n/a	0	0%	<11	n/a

[169] 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 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	<90	n/a	<11	n/a	89	71%
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	<30	n/a	<11	n/a	25	6%
Complaints about service providers - Provider Fraud and Compliance	<50	n/a	<11	n/a	50	13%
Complaints about service providers - Provider Process	<20	n/a	0	0%	<20	n/a
Complaints about service providers - Provider Service	<130	n/a	<11	n/a	131	34%
Complaints about service providers - Provider Staff	<90	n/a	<11	n/a	87	22%
Complaints about service providers - Service Delivery	21	6%	0	0%	21	5%
Complaints about service providers - Staff Conduct	17	5%	0	0%	17	4%
Complaints about service providers - Supports being provided	14	4%	0	0%	14	4%
Complaints about service providers - Other	22	6%	0	0%	22	6%
Complaints about service providers - Total	**367**	**100%**	**20**	**100%**	**387**	**100%**
Unclassified	**41**	**n/a**	**0**	**n/a**	**41**	**n/a**
Participants total	**5,949**	**n/a**	**216**	**n/a**	**6,165**	**n/a**

Table K.26 Administrative Review Tribunal (ART) Cases by category as at 30 June 2026 - Tasmania

Category	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Access	153	21%	11	19%	164	21%
Planning	550	75%	45	79%	595	75%
Compensation	<11	n/a	<11	n/a	<11	n/a
Jurisdiction	<20	n/a	<11	n/a	13	2%
Extension of Time	<11	n/a	<11	n/a	<11	n/a
Other	<11	n/a	<11	n/a	<11	n/a
Total cases	**732**	**100%**	**57**	**100%**	**789**	**100%**
Percentage of the number of active participants	**0.8%**	**n/a**	**1.4%**	**n/a**	**0.8%**	**n/a**

Table K.27 Number and proportion of Administrative Review Tribunal (ART) cases over time, incrementally and cumulatively - Tasmania

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Jun-23	29	0.9%	303	0.6%
Sep-23	15	0.4%	318	0.6%
Dec-23	27	0.8%	345	0.6%
Mar-24	14	0.4%	359	0.6%
Jun-24	35	1.0%	394	0.6%
Sep-24	34	0.9%	428	0.6%
Dec-24	54	1.5%	482	0.7%
Mar-25	41	1.1%	523	0.7%
Jun-25	34	0.9%	557	0.7%
Sep-25	64	1.6%	621	0.7%
Dec-25	69	1.7%	690	0.8%
Mar-26	42	1.0%	732	0.8%
Jun-26	57	1.4%	789	0.8%

Table K.28 Administrative Review Tribunal (ART) cases by open/closed and decision - Tasmania[170]

ART cases by open/closed and decision	Number of cases	Number of unique active participants
ART Cases	**789**	**721**
Open ART Cases	**161**	**155**
Closed ART Cases	**628**	**578**
Resolved before hearing	611	564
Gone to hearing and received a substantive decision	17	14

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

Table K.29 Administrative Review Tribunal (ART) Supports in dispute - Tasmania[171] [172] [173]

Type of support	Prior Quarters	Quarter 4, 2025-26	Total
Plan Management Decision	<20	<11	22
Core (excluding Consumables and Transport)	143	21	164
Capacity Building	154	22	176
General Support	<50	<11	49
Assistive Technology	<50	<11	51
Specialist Disability Accommodation	<11	<11	14
Home Modifications	<20	<11	16
Supported Independent Living	<70	<11	68
Everyday Living Costs	<20	<11	13
Transport	<30	<11	31
Other	<100	<11	103
Total number of unique participants counted across disputed supports	**303**	**32**	**335**
Total number of instances of participants counted across disputed supports	**629**	**78**	**707**

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

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	**<20**	**n/a**	**<11**	**n/a**	**17**	**3%**
Decided by Tribunal - Affirmed	<11	n/a	<11	n/a	<11	n/a
Decided by Tribunal - Varied	<11	n/a	<11	n/a	<11	n/a
Decided by Tribunal - Set Aside	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - Total	**560**	**97%**	**51**	**98%**	**611**	**97%**
Not Decided by Tribunal - Resolved by consent	365	63%	36	69%	401	64%
Not Decided by Tribunal - Withdrawn	148	26%	11	21%	159	25%
Not Decided by Tribunal - No jurisdiction	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - Extension of Time Declined	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - Extension of Time Not opposed	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - Dismissed	<40	n/a	<11	n/a	41	7%
Not Decided by Tribunal - Other	<11	n/a	<11	n/a	<11	n/a
Total	**576**	**100%**	**52**	**100%**	**628**	**100%**

[171] 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.
[172] Data is reported with one month lag; therefore results for last month of the current quarter are not included.
[173] 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 introduced in the March 2025 quarter. Before then, 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 K.31 to K.32).

The count of active providers excludes providers with a missing Australian Business Number (ABN) (Table K.31).

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

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 K.31).

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

Table K.31 Number of active providers in quarter 4, 2025-26 by registration status and funds management type - Tasmania

Funds management type	Registered	Unregistered	Total providers
NDIA-managed	360	n/a	360
Plan-managed	982	4,935	5,733
Self-managed	<5	2,459	3,123
All funds management types	**1,065**	**6,396**	**7,447**

Table K.32 Total active provider payments in quarter 4, 2025-26 by registration status and funds management type ($m) - Tasmania[174]

Funds management type	Registered	Unregistered	All registration statuses
NDIA-managed	94	n/a	94
Plan-managed	116	80	196
Self-managed	0	10	22
All funds management types	**210**	**90**	**312**

[174] There were $12.4 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 K.33 to K.37) are derived from the total annualised committed supports in the current plans of active participants as at 30 June 2026. Average payments (Tables K.35 to K.37) are calculated as the sum of the payments in the 12-month period to 30 June 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 30 June 2026. 'Total payments' refers to those paid over the 12 months to 30 June 2026 (Tables K.38 to K.40).

Table K.33 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter) - Tasmania

Average annualised committed support band	As at quarter 3, 2025-26 distribution of participants	As at quarter 4, 2025-26 distribution of participants
$0-$5,000	2.6%	2.7%
$5,001-$10,000	4.5%	4.4%
$10,001-$15,000	7.9%	7.8%
$15,001-$20,000	12.4%	12.6%
$20,001-$25,000	10.3%	10.2%
$25,001-$30,000	5.7%	5.7%
$30,001-$50,000	14.9%	15.1%
$50,001-$100,000	18.2%	18.0%
$100,001-$150,000	7.1%	7.1%
$150,001-$200,000	3.7%	3.7%
$200,001-$250,000	2.2%	2.3%
$250,001+	10.5%	10.5%

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

Average annualised committed support band	As at quarter 3, 2025-26 distribution of participants	As at quarter 4, 2025-26 distribution of participants
$0-$5,000	2.8%	2.8%
$5,001-$10,000	4.8%	4.7%
$10,001-$15,000	8.4%	8.3%
$15,001-$20,000	13.3%	13.5%
$20,001-$25,000	11.0%	10.9%
$25,001-$30,000	6.0%	6.1%
$30,001-$50,000	16.0%	16.1%
$50,001-$100,000	19.4%	19.3%
$100,001-$150,000	7.6%	7.5%
$150,001-$200,000	4.0%	3.9%
$200,001-$250,000	2.2%	2.3%
$250,001+	4.5%	4.5%

Table K.35 Average annualised committed supports as at 30 June 2026 and average payments for the year ending 30 June 2026 by age group and participants' Supported Independent Living (SIL) status - Tasmania

Age group	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
0 to 8	$16,700	$27,100	n/a	n/a	$16,700	$27,100
9 to 14	$24,100	$35,200	n/a	n/a	$24,100	$35,200
15 to 18	$37,800	$50,600	n/a	n/a	$35,200	$48,800
19 to 24	$75,600	$103,800	$496,300	$588,200	$50,700	$78,300
25 to 34	$100,200	$128,400	$474,600	$519,100	$55,400	$83,000
35 to 44	$126,600	$153,500	$455,400	$495,400	$74,900	$103,300
45 to 54	$127,600	$162,600	$431,100	$469,600	$79,300	$113,600
55 to 64	$138,600	$173,100	$443,300	$470,000	$80,100	$117,400
65+	$157,300	$181,800	$435,200	$454,500	$95,000	$121,400
All	**$73,900**	**$95,500**	**$453,600**	**$491,300**	**$46,600**	**$67,900**

Table K.36 Average annualised committed supports as at 30 June 2026 and average payments for the year ending 30 June 2026 by primary disability group and participants' Supported Independent Living (SIL) status - Tasmania

Primary disability group	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
Acquired brain injury	$168,700	$200,100	$483,500	$528,800	$103,000	$134,200
Autism	$40,900	$55,900	$515,000	$567,000	$27,900	$42,600
Cerebral palsy	$184,000	$220,800	$491,500	$544,000	$126,400	$159,200
Developmental delay	$11,300	$21,300	n/a	n/a	$11,300	$21,300
Global developmental delay	$16,200	$25,900	n/a	n/a	$16,200	$25,900
Hearing impairment	$15,000	$23,600	n/a	n/a	$14,600	$23,000
Intellectual disability	$110,400	$132,600	$425,400	$453,600	$59,700	$82,000
Multiple sclerosis	$86,200	$126,500	n/a	n/a	$70,200	$110,400
Psychosocial disability	$107,900	$139,700	$355,700	$408,000	$72,000	$101,300
Spinal cord injury	$172,600	$237,700	n/a	n/a	$134,600	$198,000
Stroke	$146,300	$194,200	$513,300	$552,600	$106,900	$156,300
Visual impairment	$51,100	$75,500	n/a	n/a	$42,500	$66,100
Other neurological	$164,700	$207,600	$546,700	$554,200	$104,700	$150,300
Other physical	$69,200	$108,000	n/a	n/a	$57,300	$98,200
Other sensory/speech	$16,100	$27,800	n/a	n/a	$16,100	$27,800
Other	$70,000	$109,900	n/a	n/a	$59,200	$100,200
Down Syndrome	$142,500	$163,900	$390,700	$403,000	$74,000	$99,700
All	**$73,900**	**$95,500**	**$453,600**	**$491,300**	**$46,600**	**$67,900**

Table K.37 Average annualised committed supports as at 30 June 2026 and average payments for the year ending 30 June 2026 by reported level of function and participants' Supported Independent Living (SIL) status - Tasmania

Reported level of function	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
1 (High Function)	$14,700	$24,600	n/a	n/a	$14,500	$24,300
2 (High Function)	$31,700	$53,300	n/a	n/a	$31,700	$53,300
3 (High Function)	$25,500	$38,700	n/a	n/a	$23,200	$35,700
4 (High Function)	$23,000	$38,600	n/a	n/a	$19,400	$34,500
5 (High Function)	$31,700	$47,300	$336,400	$396,000	$26,200	$40,900
6 (Moderate Function)	$30,800	$47,500	$343,800	$420,100	$25,500	$41,300
7 (Moderate Function)	$70,200	$89,500	$385,300	$421,200	$42,300	$61,000
8 (Moderate Function)	$71,000	$99,600	$369,600	$406,600	$46,000	$73,500
9 (Moderate Function)	$61,000	$105,700	n/a	n/a	$47,700	$89,900
10 (Moderate Function)	$101,400	$135,300	$367,100	$401,200	$70,200	$104,300
11 (Low Function)	$143,100	$169,200	$477,900	$519,700	$76,100	$101,900
12 (Low Function)	$192,100	$225,700	$469,700	$498,400	$118,200	$154,400
13 (Low Function)	$133,100	$163,100	$621,000	$662,000	$73,300	$103,500
14 (Low Function)	$351,300	$406,400	$589,600	$642,100	$261,800	$316,400
15 (Low Function)	n/a	n/a	n/a	n/a	n/a	n/a
Total	**$73,900**	**$95,500**	**$453,600**	**$491,300**	**$46,600**	**$67,900**

Table K.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 30 June 2026 ($m) - Tasmania[175]

Support Category	Total payments for the year ending 30 June 2026	Total annualised committed supports as at 30 June 2026
Core: Daily Activities	369.6	384.8
Core: Consumables	2.8	3.1
Core: Social and Civic	91.2	103.1
Core: Transport	2.0	2.5
Capacity Building: Choice and Control	1.3	1.4
Capacity Building: Daily Activities	7.7	12.6
Capacity Building: Employment	0.2	0.6
Capacity Building: Health and Wellbeing	0.1	0.1
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	10.4	14.1
Capacity Building: Social and Civic	0.3	0.4
Capacity Building: Support Coordination	5.8	6.9
Capital: Assistive Technology	3.3	5.2
Capital: Home Modifications	4.1	6.6
All	**498.8**	**541.5**

[175] Total payments for home modifications were $4.1 million. Of which, $4.1 million (99.3%) has been paid for specialised disability accommodation (SDA) supports, and $0.03 million (0.7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $6.6 million. Of which, $6.5 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and $0.1 million (2%) has been allocated for non-SDA supports.

Table K.39 Total annualised committed supports and total payments (participants not in Supported Independent Living (SIL)) by support category as at 30 June 2026 ($m) - Tasmania[176]

Support Category	Total payments for the year ending 30 June 2026	Total annualised committed supports as at 30 June 2026
Core: Daily Activities	315.4	427.8
Core: Consumables	11.2	18.8
Core: Social and Civic	208.6	262.2
Core: Transport	11.6	11.1
Capacity Building: Choice and Control	14.1	17.0
Capacity Building: Daily Activities	82.6	188.7
Capacity Building: Employment	3.4	12.3
Capacity Building: Health and Wellbeing	0.6	1.4
Capacity Building: Home Living	0.1	0.2
Capacity Building: Lifelong learning	0.0	0.1
Capacity Building: Relationships	16.4	30.3
Capacity Building: Social and Civic	9.2	21.2
Capacity Building: Support Coordination	21.9	33.1
Capital: Assistive Technology	15.5	36.7
Capital: Home Modifications	4.6	11.0
All	**715.1**	**1,071.7**

Table K.40 Payments by financial year in which support was provided, compared to committed supports - Tasmania[177]

Financial year	Total Committed ($m)	Total Paid ($m)	Percentage utilised to date
2013-14	17.0	9.5	56%
2014-15	49.7	35.5	71%
2015-16	64.9	47.8	74%
2016-17	99.9	77.4	77%
2017-18	189.6	153.4	81%
2018-19	400.7	296.6	74%
2019-20	660.1	476.9	72%
2020-21	847.4	633.1	75%
2021-22	972.9	758.3	78%
2022-23	1,179.2	886.7	75%
2023-24	1,359.2	1,012.9	75%
2024-25	1,498.9	1,103.6	74%
2025-26 (Experience still emerging)	1,640.6	1,147.9	70%

[176] Total payments for home modifications were $4.6 million. Of which, $1.3 million (27.4%) has been paid for specialised disability accommodation (SDA) supports, and $3.3 million (72.6%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $11.0 million. Of which, $2.1 million (19%) has been allocated for specialised disability accommodation (SDA) supports, and $8.8 million (81%) has been allocated for non-SDA supports.
[177] The utilisation rate for 2025-26 will likely increase due to a lag between when support is provided and when it is paid for.

Table K.41 Percentage change in plan budgets for active participants per quarter - Tasmania[178]

Inflation type	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25	Mar-26	Jun-26
Intraplan Inflation	7.2%	7.1%	5.4%	5.6%	4.2%	5.8%	3.8%	2.7%	2.4%
Interplan Inflation	0.8%	5.5%	5.9%	5.7%	3.7%	4.0%	1.1%	2.3%	0.8%
Total Inflation	**8.0%**	**12.6%**	**11.4%**	**11.3%**	**7.8%**	**9.8%**	**4.9%**	**5.0%**	**3.2%**

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

Supplement L: Australian Capital Territory

Adapting to the new computer system and processes has impacted some data detailed in this supplement. This includes the proportion of active participant plans with not-stated culturally and linguistically diverse (CALD) status 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 (Table L.9).

The order of primary disability types in the participant profile tables is based on the national proportions in Table E.10, from highest to lowest (Table L.11).

Table L.1 Active participants by quarter of entry, by service previously received and entry type - Australian Capital Territory

Participant breakdown	Prior Quarters	Quarter 4, 2025-26	Total
Access decisions	**18,063**	**362**	**18,425**
Currently Eligible - Total	**12,523**	**285**	**12,808**
Currently Eligible - New	9,913	283	10,196
Currently Eligible - State	<2,320	<11	2,313
Currently Eligible - Commonwealth	<300	<11	299
Active Participant Plans - Total	**12,455**	**240**	**12,695**
Active Participant Plans - New	9,846	239	10,085
Active Participant Plans - State	<2,320	<11	2,311
Active Participant Plans - Commonwealth	<300	<11	299
Active Participant Plans - Total	**12,455**	**240**	**12,695**
Active Participant Plans - Early Intervention (s25)	3,988	122	4,110
Active Participant Plans - Permanent Disability (s24)	7,787	55	7,842
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	680	63	743

Table L.2 People who have left the Scheme since 1 July 2013 as at 30 June 2026 - Australian Capital Territory[179]

People leaving the Scheme	Prior Quarters	Quarter 4, 2025-26	Total
Number of people who have left the Scheme	2,444	128	**2,572**

[179] The number of people who have left the Scheme is people leaving net of people returning to the Scheme.

Table L.3 Assessment of access by age group at access decision and gender - Australian Capital Territory

Age group at access decision	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
0 to 8	4,559	95%	1,971	93%	35	81%	6,565	94%
9 to 14	1,296	88%	737	87%	56	92%	2,089	88%
15 to 18	516	91%	357	85%	30	94%	903	88%
19 to 24	353	88%	312	79%	37	79%	702	83%
25 to 34	510	84%	515	76%	32	76%	1,057	79%
35 to 44	592	78%	578	71%	19	59%	1,189	74%
45 to 54	641	79%	637	68%	14	50%	1,292	73%
55 to 64	747	74%	879	67%	13	48%	1,639	70%
65+	<50	n/a	<40	n/a	<11	n/a	<90	n/a
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
Total	**9,262**	**88%**	**6,023**	**79%**	**237**	**76%**	**15,522**	**84%**

Table L.4 Assessment of access by primary disability group and gender - Australian Capital Territory

Primary disability group	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
Acquired brain injury	217	92%	<100	n/a	<11	n/a	320	92%
Autism	3,735	98%	1,941	97%	162	94%	5,838	97%
Cerebral palsy	192	96%	<170	n/a	<11	n/a	353	95%
Developmental delay	1,428	95%	<600	n/a	<11	n/a	2,034	94%
Down syndrome	131	99%	<120	n/a	<11	n/a	244	100%
Global developmental delay	269	99%	<130	n/a	<11	n/a	396	99%
Hearing impairment	251	86%	<300	n/a	<11	n/a	544	84%
Intellectual disability	906	95%	644	94%	13	76%	1,563	94%
Multiple sclerosis	72	95%	<230	n/a	<11	n/a	302	93%
Psychosocial disability	722	70%	629	58%	22	45%	1,373	63%
Spinal cord injury	83	94%	<30	n/a	<11	n/a	112	93%
Stroke	114	90%	<100	n/a	<11	n/a	206	88%
Visual impairment	116	87%	<120	n/a	<11	n/a	227	86%
Other neurological	381	81%	<300	n/a	<11	n/a	680	80%
Other physical	274	54%	<440	n/a	<11	n/a	717	51%
Other sensory/speech	183	59%	<70	n/a	<11	n/a	249	57%
Other	188	51%	<180	n/a	<11	n/a	364	45%
Total	**9,262**	**88%**	**6,023**	**79%**	**237**	**76%**	**15,522**	**84%**

Table L.5 Participant profile per quarter of entry, by participants identifying as First Nations Peoples - Australian Capital Territory

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
First Nations Participants	682	5%	14	6%	696	5%
Non-First Nations Participants	10,612	85%	212	88%	10,824	85%
Not Stated	1,161	9%	14	6%	1,175	9%
Total	**12,455**	**100%**	**240**	**100%**	**12,695**	**100%**

Table L.6 Participant profile per quarter of entry, by culturally and linguistically diverse (CALD) status - Australian Capital Territory

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	<1,160	n/a	<30	n/a	1,184	9%
Not culturally and linguistically diverse	10,837	87%	212	88%	11,049	87%
Not stated	<470	n/a	<11	n/a	462	4%
Total	**12,455**	**100%**	**240**	**100%**	**12,695**	**100%**

Table L.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2026 - Australian Capital Territory[180] [181]

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

Table L.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively - Australian Capital Territory

There is insufficient data to show the numbers and distribution of the number of participants under 65 in residential age care with an approved plan for the Australian Capital Territory over time.

[180] The Younger People in Residential Aged Care (YPIRAC) figures excludes First Nations participants aged 50 to 64 years who meet the exceptional circumstances criteria for residential aged care.
[181] There are a further 15 active participants aged 65 years or over who are currently in residential aged care.

Table L.9 Participant profile per quarter of entry, by remoteness - Australian Capital Territory

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Major cities	12,438	100%	240	100%	12,678	100%
Population > 50,000	<20	n/a	<11	n/a	16	0%
Population between 15,000 and 50,000	<11	n/a	<11	n/a	<11	n/a
Population between 5,000 and 15,000	<11	n/a	<11	n/a	<11	n/a
Population less than 5,000	<11	n/a	<11	n/a	<11	n/a
Remote	<11	n/a	<11	n/a	<11	n/a
Very Remote	<11	n/a	<11	n/a	<11	n/a
Missing	<11	n/a	<11	n/a	<11	n/a
Total	**12,455**	**100%**	**240**	**100%**	**12,695**	**100%**

Table L.10 Participant profile per quarter of entry, by primary disability group - Australian Capital Territory

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Autism	5,534	44%	101	42%	5,635	44%
Intellectual disability	<1,410	n/a	<11	n/a	1,414	11%
Psychosocial disability	<1,150	n/a	<11	n/a	1,150	9%
Developmental delay	891	7%	52	22%	943	7%
Hearing impairment	<490	n/a	<11	n/a	485	4%
Other neurological	460	4%	13	5%	473	4%
Acquired brain injury	<240	n/a	<11	n/a	237	2%
Other physical	<520	n/a	<11	n/a	518	4%
Cerebral palsy	<310	n/a	<11	n/a	311	2%
Global developmental delay	261	2%	28	12%	289	2%
Other	240	2%	16	7%	256	2%
Multiple sclerosis	<260	n/a	<11	n/a	259	2%
Down syndrome	<230	n/a	<11	n/a	225	2%
Visual impairment	<200	n/a	<11	n/a	199	2%
Stroke	<170	n/a	<11	n/a	165	1%
Spinal cord Injury	<90	n/a	<11	n/a	87	1%
Other sensory/speech	<50	n/a	<11	n/a	49	0%
Total	**12,455**	**100%**	**240**	**100%**	**12,695**	**100%**

Table L.11 Participant profile per quarter of entry, by primary disability group and Supported Independent Living (SIL) status - Australian Capital Territory

Primary disability group	All participants - Count	All participants - Percentage	Participants in SIL - Count	Participants in SIL - Percentage	Participants not in SIL - Count	Participants not in SIL - Percentage
Autism	5,635	44%	88	14%	5,547	46%
Intellectual disability	1,414	11%	192	30%	1,222	10%
Psychosocial disability	1,150	9%	118	18%	1,032	9%
Developmental delay	943	7%	<11	n/a	<950	n/a
Hearing impairment	485	4%	<11	n/a	<490	n/a
Other neurological	473	4%	55	9%	418	3%
Acquired brain injury	237	2%	47	7%	190	2%
Other physical	518	4%	<11	n/a	<520	n/a
Cerebral palsy	311	2%	43	7%	268	2%
Global developmental delay	289	2%	<11	n/a	<290	n/a
Other	256	2%	19	3%	237	2%
Multiple sclerosis	259	2%	<11	n/a	<250	n/a
Down syndrome	225	2%	43	7%	182	2%
Visual impairment	199	2%	<11	n/a	<200	n/a
Stroke	165	1%	19	3%	146	1%
Spinal cord Injury	87	1%	<11	n/a	<90	n/a
Other sensory/speech	49	0%	<11	n/a	<50	n/a
Total	**12,695**	**100%**	**645**	**100%**	**12,050**	**100%**

Table L.12 Participant profile per quarter of entry, by reported level of function - Australian Capital Territory

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
1 (High Function)	<1,680	n/a	<11	n/a	1,683	13%
2 (High Function)	<40	n/a	<11	n/a	<40	n/a
3 (High Function)	<700	n/a	<11	n/a	696	5%
4 (High Function)	<1,020	n/a	<11	n/a	1,018	8%
5 (High Function)	<780	n/a	<11	n/a	772	6%
6 (Moderate Function)	3,176	25%	60	25%	3,236	25%
7 (Moderate Function)	<560	n/a	<11	n/a	552	4%
8 (Moderate Function)	<700	n/a	<11	n/a	707	6%
9 (Moderate Function)	<60	n/a	<11	n/a	58	0%
10 (Moderate Function)	<990	n/a	<11	n/a	989	8%
11 (Low Function)	<300	n/a	<11	n/a	295	2%
12 (Low Function)	1,130	9%	19	8%	1,149	9%
13 (Low Function)	<720	n/a	<11	n/a	714	6%
14 (Low Function)	<150	n/a	<11	n/a	140	1%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	522	4%	128	53%	650	5%
Total	**12,455**	**100%**	**240**	**100%**	**12,695**	**100%**

Table L.13 Participant profile per quarter of entry, by age group - Australian Capital Territory

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
0 to 8	2,267	18%	120	50%	2,387	19%
9 to 14	2,377	19%	38	16%	2,415	19%
15 to 18	<1,350	n/a	<11	n/a	1,360	11%
19 to 24	<1,280	n/a	<11	n/a	1,286	10%
25 to 34	1,299	10%	13	5%	1,312	10%
35 to 44	932	7%	18	8%	950	7%
45 to 54	1,039	8%	15	6%	1,054	8%
55 to 64	1,058	8%	14	6%	1,072	8%
65+	<860	n/a	<11	n/a	859	7%
Total	**12,455**	**100%**	**240**	**100%**	**12,695**	**100%**

Table L.14 Participation rates by age group and gender as at 30 June 2026 - Australian Capital Territory[182]

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	6.3%	2.9%	4.7%
9 to 14	8.6%	4.6%	6.7%
15 to 18	7.3%	4.0%	5.9%
19 to 24	3.8%	2.4%	3.2%
25 to 44	1.6%	1.3%	1.5%
45 to 64	1.9%	1.9%	1.9%
65+	1.1%	1.3%	1.2%
Total (0-64)	**3.4%**	**2.2%**	**2.9%**
Total (All ages)	**3.1%**	**2.0%**	**2.6%**

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

Mainstream service	Prior Quarters	Quarter 4, 2025-26	Total
Choice and control over my life	3%	5%	3%
Daily life	12%	12%	12%
Health and wellbeing	77%	80%	77%
Learning	39%	37%	39%
Relationships	3%	3%	3%
Social and community activities	8%	7%	8%
Where I live	3%	5%	3%
Work	7%	8%	7%
Unknown	3%	n/a	3%
Any mainstream service	**96%**	**97%**	**96%**

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

Part Two: Participant and family/carer outcomes

Results are drawn from participants' responses to Short Form (SF) questionnaires. Responses are collected at entry to the NDIS (baseline) and at subsequent SF questionnaire reassessment or check-in. Responses are collected at entry to the NDIS (baseline) for 96% of participants who had their first plan approved since 1 July 2016 and have had a second Short Form (SF) questionnaire reassessment to date.

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

Table L.16 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1) and second (R2) Short Form (SF) questionnaires reassessment - Australian Capital Territory[183]

Metric by age group	Baseline	R1	R2	2025-26 Target
Participant employment rate - Aged 15 to 24 years	21%	10%	30%	22%
Participant employment rate - Aged 25 to 34 years	44%	41%	41%	22%
Participant employment rate - Aged 35 to 44 years	38%	27%	36%	22%
Participant employment rate - Aged 45 to 54 years	36%	40%	37%	22%
Participant employment rate - Aged 55 to 64 years	30%	19%	14%	22%
Participant employment rate - Aged 65+ years	20%	n/a	10%	22%
Participant employment rate - Aged 25 to 64 years	37%	32%	33%	22%
Participant employment rate - Aged 15 to 64 years	33%	27%	32%	22%
Participant social and community engagement rate - Aged 15 to 24 years	24%	30%	27%	43%
Participant social and community engagement rate - Aged 25 to 34 years	26%	32%	36%	43%
Participant social and community engagement rate - Aged 35 to 44 years	26%	34%	33%	43%
Participant social and community engagement rate - Aged 45 to 54 years	22%	30%	34%	43%
Participant social and community engagement rate - Aged 55 to 64 years	39%	51%	45%	43%
Participant social and community engagement rate - Aged 65+ years	38%	n/a	55%	43%
Participant social and community engagement rate - Aged 25+ years	28%	37%	38%	43%
Participant social and community engagement rate - Aged 15+ years	27%	35%	36%	43%
Family and carer employment rate - Aged 0 to 14 years	62%	63%	68%	n/a
Family and carer employment rate - Aged 15+ years	66%	68%	66%	n/a
Family and carer employment rate - All ages	63%	64%	68%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	57%	75%	n/a
Participant Choice and Control - Aged 25+ years	n/a	74%	82%	n/a
Participant Choice and Control - Aged 15+ years	n/a	71%	80%	n/a

[183] Denominators for each metric are: 'participant employment rate' (n=493), 'participant social and community engagement rate' (n=497), 'family and carer employment rate' (n=623) and 'participant choice and control' (n=184). Participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.

Table L.17 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2) and third (R3) Short Form (SF) questionnaires reassessment - Australian Capital Territory[184]

Metric by age group	Baseline	R1	R2	R3	2025-26 Target
Participant employment rate - Aged 15 to 24 years	18%	11%	26%	19%	22%
Participant employment rate - Aged 25 to 34 years	26%	24%	21%	35%	22%
Participant employment rate - Aged 35 to 44 years	39%	33%	27%	34%	22%
Participant employment rate - Aged 45 to 54 years	38%	34%	23%	31%	22%
Participant employment rate - Aged 55 to 64 years	28%	32%	29%	24%	22%
Participant employment rate - Aged 65+ years	13%	n/a	n/a	6%	22%
Participant employment rate - Aged 25 to 64 years	33%	31%	25%	31%	22%
Participant employment rate - Aged 15 to 64 years	29%	26%	25%	28%	22%
Participant social and community engagement rate - Aged 15 to 24 years	42%	31%	39%	37%	43%
Participant social and community engagement rate - Aged 25 to 34 years	19%	26%	30%	30%	43%
Participant social and community engagement rate - Aged 35 to 44 years	34%	34%	36%	38%	43%
Participant social and community engagement rate - Aged 45 to 54 years	33%	40%	40%	35%	43%
Participant social and community engagement rate - Aged 55 to 64 years	32%	40%	47%	41%	43%
Participant social and community engagement rate - Aged 65+ years	48%	n/a	n/a	52%	43%
Participant social and community engagement rate - Aged 25+ years	32%	36%	37%	38%	43%
Participant social and community engagement rate - Aged 15+ years	34%	35%	38%	37%	43%
Family and carer employment rate - Aged 0 to 14 years	57%	58%	61%	63%	n/a
Family and carer employment rate - Aged 15+ years	63%	70%	71%	55%	n/a
Family and carer employment rate - All ages	58%	61%	63%	61%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	69%	73%	74%	n/a
Participant Choice and Control - Aged 25+ years	n/a	72%	78%	85%	n/a
Participant Choice and Control - Aged 15+ years	n/a	72%	77%	82%	n/a

[184] Denominators for each metric are: ‘participant employment rate’ (n=463), ‘participant social and community engagement rate’ (n=465), 'family and carer employment rate' (n=438) and 'participant choice and control' (n=259). Participants who had their first plan approved since 1 July 2016 and have had a third SF survey reassessment to date.

Table L.18 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3) and fourth (R4) Short Form (SF) questionnaires reassessment - Australian Capital Territory[185]

Metric by age group	Baseline	R1	R2	R3	R4	2025-26 Target
Participant employment rate - Aged 15 to 24 years	10%	27%	20%	n/a	37%	22%
Participant employment rate - Aged 25 to 34 years	33%	32%	39%	31%	40%	22%
Participant employment rate - Aged 35 to 44 years	37%	35%	32%	43%	35%	22%
Participant employment rate - Aged 45 to 54 years	25%	33%	32%	50%	30%	22%
Participant employment rate - Aged 55 to 64 years	39%	31%	33%	n/a	31%	22%
Participant employment rate - Aged 65+ years	13%	14%	18%	n/a	6%	22%
Participant employment rate - Aged 25 to 64 years	33%	33%	35%	40%	34%	22%
Participant employment rate - Aged 15 to 64 years	28%	32%	31%	36%	35%	22%
Participant social and community engagement rate - Aged 15 to 24 years	40%	46%	39%	n/a	49%	43%
Participant social and community engagement rate - Aged 25 to 34 years	34%	39%	50%	59%	44%	43%
Participant social and community engagement rate - Aged 35 to 44 years	33%	39%	46%	58%	38%	43%
Participant social and community engagement rate - Aged 45 to 54 years	38%	43%	53%	55%	43%	43%
Participant social and community engagement rate - Aged 55 to 64 years	39%	49%	37%	n/a	51%	43%
Participant social and community engagement rate - Aged 65+ years	37%	33%	38%	n/a	43%	43%
Participant social and community engagement rate - Aged 25+ years	36%	41%	46%	53%	44%	43%
Participant social and community engagement rate - Aged 15+ years	37%	42%	45%	49%	45%	43%
Family and carer employment rate - Aged 0 to 14 years	59%	65%	67%	60%	69%	n/a
Family and carer employment rate - Aged 15+ years	60%	53%	77%	n/a	67%	n/a
Family and carer employment rate - All ages	59%	63%	69%	62%	68%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	67%	53%	62%	n/a
Participant Choice and Control - Aged 25+ years	n/a	75%	77%	84%	84%	n/a
Participant Choice and Control - Aged 15+ years	n/a	71%	74%	75%	78%	n/a

[185] Denominators for each metric are: ‘participant employment rate’ (n=342), ‘participant social and community engagement rate’ (n=338), 'family and carer employment rate' (n=265) and 'participant choice and control' (n=249). Participants who had their first plan approved since 1 July 2016 and have had a fourth SF survey reassessment to date.

Table L.19 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) Short Form (SF) questionnaires reassessment - Australian Capital Territory[186]

Metric by age group	Baseline	R1	R2	R3	R4	R5	2025-26 Target
Participant employment rate - Aged 15 to 24 years	17%	17%	30%	21%	n/a	39%	22%
Participant employment rate - Aged 25 to 34 years	47%	49%	46%	38%	n/a	40%	22%
Participant employment rate - Aged 35 to 44 years	27%	22%	22%	31%	n/a	31%	22%
Participant employment rate - Aged 45 to 54 years	38%	31%	34%	32%	n/a	28%	22%
Participant employment rate - Aged 55 to 64 years	18%	18%	30%	10%	n/a	10%	22%
Participant employment rate - Aged 65+ years	26%	n/a	n/a	n/a	n/a	15%	22%
Participant employment rate - Aged 25 to 64 years	32%	30%	33%	27%	28%	27%	22%
Participant employment rate - Aged 15 to 64 years	29%	28%	32%	26%	28%	29%	22%
Participant social and community engagement rate - Aged 15 to 24 years	44%	43%	46%	47%	n/a	47%	43%
Participant social and community engagement rate - Aged 25 to 34 years	46%	45%	43%	42%	n/a	51%	43%
Participant social and community engagement rate - Aged 35 to 44 years	37%	49%	48%	51%	n/a	47%	43%
Participant social and community engagement rate - Aged 45 to 54 years	37%	38%	50%	52%	n/a	49%	43%
Participant social and community engagement rate - Aged 55 to 64 years	32%	41%	57%	52%	n/a	48%	43%
Participant social and community engagement rate - Aged 65+ years	43%	n/a	n/a	n/a	n/a	39%	43%
Participant social and community engagement rate - Aged 25+ years	38%	43%	48%	49%	44%	48%	43%
Participant social and community engagement rate - Aged 15+ years	39%	43%	48%	48%	42%	48%	43%
Family and carer employment rate - Aged 0 to 14 years	54%	59%	61%	65%	71%	75%	n/a
Family and carer employment rate - Aged 15+ years	58%	62%	n/a	n/a	n/a	64%	n/a
Family and carer employment rate - All ages	55%	60%	64%	63%	71%	72%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	68%	70%	73%	79%	82%	n/a
Participant Choice and Control - Aged 25+ years	n/a	77%	81%	79%	78%	82%	n/a
Participant Choice and Control - Aged 15+ years	n/a	74%	78%	77%	78%	82%	n/a

[186] Denominators for each metric are: ‘participant employment rate’ (n=317), ‘participant social and community engagement rate’ (n=322), 'family and carer employment rate' (n=173) and 'participant choice and control' (n=231). Participants who had their first plan approved since 1 July 2016 and have had a fifth SF survey reassessment to date.

Table L.20 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) Short Form (SF) questionnaires reassessment - Australian Capital Territory[187]

Metric by age group	Baseline	R1	R2	R3	R4	R5	R6+	2025-26 Target
Participant employment rate - Aged 15 to 24 years	4%	13%	5%	27%	n/a	n/a	36%	22%
Participant employment rate - Aged 25 to 34 years	27%	34%	33%	39%	44%	42%	42%	22%
Participant employment rate - Aged 35 to 44 years	44%	44%	45%	41%	40%	41%	45%	22%
Participant employment rate - Aged 45 to 54 years	36%	35%	31%	31%	37%	25%	30%	22%
Participant employment rate - Aged 55 to 64 years	34%	32%	29%	30%	25%	22%	23%	22%
Participant employment rate - Aged 65+ years	18%	18%	11%	14%	7%	13%	5%	22%
Participant employment rate - Aged 25 to 64 years	36%	36%	35%	35%	36%	33%	35%	22%
Participant employment rate - Aged 15 to 64 years	33%	34%	32%	34%	35%	35%	35%	22%
Participant social and community engagement rate - Aged 15 to 24 years	36%	39%	28%	37%	n/a	n/a	36%	43%
Participant social and community engagement rate - Aged 25 to 34 years	36%	41%	48%	42%	50%	46%	42%	43%
Participant social and community engagement rate - Aged 35 to 44 years	38%	41%	49%	44%	56%	44%	48%	43%
Participant social and community engagement rate - Aged 45 to 54 years	35%	41%	43%	47%	53%	37%	47%	43%
Participant social and community engagement rate - Aged 55 to 64 years	41%	41%	49%	40%	48%	26%	50%	43%
Participant social and community engagement rate - Aged 65+ years	38%	37%	50%	50%	29%	46%	41%	43%
Participant social and community engagement rate - Aged 25+ years	38%	41%	47%	44%	49%	40%	47%	43%
Participant social and community engagement rate - Aged 15+ years	37%	41%	46%	44%	48%	40%	46%	43%
Family and carer employment rate - Aged 0 to 14 years	50%	53%	51%	49%	56%	64%	64%	n/a
Family and carer employment rate - Aged 15+ years	57%	60%	56%	55%	73%	n/a	61%	n/a
Family and carer employment rate - All ages	53%	56%	53%	52%	62%	65%	63%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	66%	71%	70%	67%	77%	82%	n/a
Participant Choice and Control - Aged 25+ years	n/a	72%	77%	79%	81%	85%	90%	n/a
Participant Choice and Control - Aged 15+ years	n/a	71%	76%	77%	77%	83%	88%	n/a

[187] Denominators for each metric are: ‘participant employment rate’ (n=723), ‘participant social and community engagement rate’ (n=721), 'family and carer employment rate' (n=263) and 'participant choice and control' (n=654). 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 to the end of quarter 4, 2025-26. Table L.22 shows the number of complaints in quarter 4, 2025-26 compared with previous quarters, by source of complaint and complaint subject, and Participant Critical Incidents (PCIs) in quarter 4, 2025-26 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

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

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

Table L.21 Number and proportion of respondents who responded positively to questions about NDIA planning process per quarter - Australian Capital Territory[188] [189]

NDIA planning process	Prior Quarters	Quarter 4, 2025-26
Early Supports - Number of respondents	**n/a**	**n/a**
Early Supports - Were you treated with respect?	n/a	n/a
Early Supports - Were decisions and outcomes explained to you?	n/a	n/a
Early Supports - Were your questions and concerns acknowledged?	n/a	n/a
Early Supports - How well does your early supports plan meet your child's needs?	n/a	n/a
Community Connections - Number of respondents	**272**	**n/a**
Community Connections - Was information easy to understand?	77%	n/a
Community Connections - Was communication in your preferred format?	91%	n/a
Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life?	65%	n/a
Community Connections - To what extent were your circumstances and needs considered?	70%	n/a
Community Connections - To what extent were you included in decisions that were made?	65%	n/a
Community Connections - How confident are you in reaching out to community supports and other government services?	46%	n/a
Apply for NDIS (overall) - Number of respondents	**306**	**21**
Apply for NDIS (overall) - Were you treated with respect?	96%	100%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	74%	n/a
Apply for NDIS (overall) - Was information easy to understand?	65%	n/a
Apply for NDIS (overall) - Was communication in your preferred format?	81%	n/a
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	52%	48%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	53%	57%
Plan Approval - Number of respondents	**943**	**90**
Plan Approval - Were you treated with respect?	91%	87%
Plan Approval - Were decisions and outcomes explained to you?	76%	76%
Plan Approval - Were your questions and concerns acknowledged?	78%	68%
Plan Approval - Do you know where to go for more help with using your plan?	85%	80%

[188] Previous quarters include only data gathered since December 2023, when changes to the Participant Satisfaction Survey were implemented.
[189] Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

NDIA planning process	Prior Quarters	Quarter 4, 2025-26
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	52%	51%
Plan Approval - How well does your NDIS plan meet your needs?	57%	48%
Plan Implementation - Number of respondents	**486**	**45**
Plan Implementation - Do you know where to go for more help with using your plan?	84%	91%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	57%	69%
Plan Implementation - To what extent were your circumstances and needs considered?	60%	64%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	58%	71%
Plan Implementation - Do you feel confident in using your plan?	59%	71%
Plan Implementation - Do you feel confident in accessing supports?	59%	62%
Plan Reassessment - Number of respondents	**1,462**	**136**
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	83%	83%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	59%	72%
Plan Reassessment - To what extent were your circumstances and needs considered?	62%	71%
Plan Reassessment - To what extent were you included in decisions that were made?	63%	71%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	63%	65%
Plan Reassessment - Do you feel confident in using your plan?	65%	68%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	61%	61%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	76%	76%

Table L.22 Complaints and Participant Critical Incidents (PCIs) by quarter - Australian Capital Territory[190] [191]

Complaints made by or on behalf of:	Prior Quarters	Quarter 4, 2025-26	Total	Number of unique complainants
Participants: Complaints about Early Connections Partner	<11	<11	<11	<11
Participants: Complaints about Local Area Coordination (LAC) Partner	<140	<11	<140	<120
Participants: Complaints about service providers	244	12	256	216
Participants: Complaints about the Agency	4,966	160	5,126	2,409
Participants: Unclassified	<170	<11	163	139
Participants: Total	**5,510**	**178**	**5,688**	**2,609**
Percentage of the number of active participants	6.6%	5.6%	6.6%	n/a
New Participant Critical Incidents (PCIs)	**911**	**85**	**996**	**n/a**

[190] 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.
[191] Note that 56% of all complainants made only one complaint, 21% made two complaints, and 23% made three or more complaints.

Table L.23 Number and proportion of participant complaints over time, incrementally and cumulatively - Australian Capital Territory

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Jun-23	114	4%	3,276	6%
Sep-23	138	5%	3,414	6%
Dec-23	161	6%	3,575	6%
Mar-24	226	8%	3,801	6%
Jun-24	227	8%	4,028	6%
Sep-24	244	9%	4,272	7%
Dec-24	260	9%	4,532	7%
Mar-25	253	9%	4,785	7%
Jun-25	168	6%	4,953	7%
Sep-25	205	7%	5,158	7%
Dec-25	184	6%	5,342	7%
Mar-26	168	5%	5,510	7%
Jun-26	178	6%	5,688	7%

Table L.24 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively - Australian Capital Territory

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Jun-23	48	2%	292	1%
Sep-23	50	2%	342	1%
Dec-23	58	2%	400	1%
Mar-24	37	1%	437	1%
Jun-24	31	1%	468	1%
Sep-24	35	1%	503	1%
Dec-24	60	2%	563	1%
Mar-25	58	2%	621	1%
Jun-25	62	2%	683	1%
Sep-25	78	3%	761	1%
Dec-25	70	2%	831	1%
Mar-26	80	3%	911	1%
Jun-26	85	3%	996	1%

Table L.25 Participant complaints by type. Complaints with a related party who has submitted an access request - Australian Capital Territory[192]

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	190	4%	0	0%	190	4%
Complaints about the Agency - Information unclear	45	1%	0	0%	45	1%
Complaints about the Agency - NDIA Access	<150	n/a	<11	n/a	146	3%
Complaints about the Agency - NDIA Engagement	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - NDIA Finance	271	5%	11	7%	282	6%
Complaints about the Agency - NDIA Fraud and Compliance	30	1%	0	0%	30	1%
Complaints about the Agency - NDIA Plan	1,067	21%	56	35%	1,123	22%
Complaints about the Agency - NDIA Process	515	10%	28	18%	543	11%
Complaints about the Agency - NDIA Resources	<80	n/a	<11	n/a	72	1%
Complaints about the Agency - NDIA Staff	348	7%	23	14%	371	7%
Complaints about the Agency - NDIA Timeliness	1,132	23%	35	22%	1,167	23%
Complaints about the Agency - Participation, engagement and inclusion	25	1%	0	0%	25	0%
Complaints about the Agency - Provider Portal	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - Quality & Safeguards Commission	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Reasonable and necessary supports	134	3%	0	0%	134	3%
Complaints about the Agency - Staff conduct - Agency	28	1%	0	0%	28	1%
Complaints about the Agency - The way the NDIA carried out its decision making	70	1%	0	0%	70	1%
Complaints about the Agency - Timeliness	409	8%	0	0%	409	8%
Complaints about the Agency - Other	470	9%	0	0%	470	9%
Complaints about the Agency - Total	**4,966**	**100%**	**160**	**100%**	**5,126**	**100%**
Complaints about Early Connections Partner - Early Connections Engagement	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	0	0%	0	0	0	0%
Complaints about Early Connections Partner - Early Connections Process	<11	n/a	0	0	<11	n/a
Complaints about Early Connections Partner - Early Connections Resources	0	0%	0	0	0	0%
Complaints about Early Connections Partner - Early Connections Staff	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Total	**<10**	**n/a**	**<11**	**n/a**	**<11**	**n/a**
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	13	10%	0	0%	13	10%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<20	n/a	<11	n/a	20	15%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	0	0%	0	0%	0	0%

[192] 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 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	<80	n/a	<11	n/a	77	57%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	24	18%	0	0%	24	18%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - Total	**<140**	**n/a**	**<11**	**n/a**	**136**	**100%**
Complaints about service providers - Provider Costs	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Provider Finance	<20	n/a	<11	n/a	17	7%
Complaints about service providers - Provider Fraud and Compliance	<30	n/a	<11	n/a	31	12%
Complaints about service providers - Provider Process	16	7%	0	0%	16	6%
Complaints about service providers - Provider Service	<70	n/a	<11	n/a	70	27%
Complaints about service providers - Provider Staff	<50	n/a	<11	n/a	51	20%
Complaints about service providers - Service Delivery	20	8%	0	0%	20	8%
Complaints about service providers - Staff Conduct	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Supports being provided	14	6%	0	0%	14	5%
Complaints about service providers - Other	21	9%	0	0%	21	8%
Complaints about service providers - Total	**244**	**100%**	**12**	**100%**	**256**	**100%**
Unclassified	**163**	**n/a**	**0**	**n/a**	**163**	**n/a**
Participants total	**5,510**	**n/a**	**178**	**n/a**	**5,688**	**n/a**

Table L.26 Administrative Review Tribunal (ART) Cases by category as at 30 June 2026 - Australian Capital Territory

Category	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Access	<350	n/a	<11	n/a	349	24%
Planning	982	70%	34	77%	1,016	70%
Compensation	<11	n/a	<11	n/a	<11	n/a
Jurisdiction	<50	n/a	<11	n/a	42	3%
Extension of Time	<20	n/a	<11	n/a	<20	n/a
Other	<30	n/a	<11	n/a	23	2%
Total cases	**1,410**	**100%**	**44**	**100%**	**1,454**	**100%**
Percentage of the number of active participants	**1.7%**	**n/a**	**1.4%**	**n/a**	**1.7%**	**n/a**

Table L.27 Number and proportion of Administrative Review Tribunal (ART) cases over time, incrementally and cumulatively - Australian Capital Territory

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Jun-23	54	2.1%	903	1.7%
Sep-23	40	1.5%	943	1.7%
Dec-23	55	2.1%	998	1.8%
Mar-24	29	1.1%	1,027	1.7%
Jun-24	47	1.7%	1,074	1.7%
Sep-24	50	1.8%	1,124	1.7%
Dec-24	75	2.7%	1,199	1.8%
Mar-25	79	2.7%	1,278	1.8%
Jun-25	35	1.2%	1,313	1.8%
Sep-25	34	1.1%	1,347	1.8%
Dec-25	28	0.9%	1,375	1.7%
Mar-26	35	1.1%	1,410	1.7%
Jun-26	44	1.4%	1,454	1.7%

Table L.28 Administrative Review Tribunal (ART) cases by open/closed and decision - Australian Capital Territory[193]

ART cases by open/closed and decision	Number of cases	Number of unique active participants
ART Cases	**1,454**	**1,309**
Open ART Cases	**131**	**124**
Closed ART Cases	**1,323**	**1,193**
Resolved before hearing	1,282	1,157
Gone to hearing and received a substantive decision	41	36

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

Table L.29 Administrative Review Tribunal (ART) Supports in dispute - Australian Capital Territory[194] [195] [196]

Type of support	Prior Quarters	Quarter 4, 2025-26	Total
Plan Management Decision	<20	<11	26
Core (excluding Consumables and Transport)	184	16	200
Capacity Building	213	19	232
General Support	<70	<11	72
Assistive Technology	<80	<11	76
Specialist Disability Accommodation	<30	<11	27
Home Modifications	<20	<11	14
Supported Independent Living	<80	<11	85
Everyday Living Costs	<20	<11	21
Transport	<40	<11	41
Other	<130	<11	131
Total number of unique participants counted across disputed supports	**395**	**26**	**421**
Total number of instances of participants counted across disputed supports	**849**	**76**	**925**

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

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	**<40**	**n/a**	**<11**	**n/a**	**41**	**3%**
Decided by Tribunal - Affirmed	<30	n/a	<11	n/a	23	2%
Decided by Tribunal - Varied	<11	n/a	<11	n/a	<11	n/a
Decided by Tribunal - Set Aside	<20	n/a	<11	n/a	<20	n/a
Not Decided by Tribunal - Total	**1,242**	**97%**	**40**	**95%**	**1,282**	**97%**
Not Decided by Tribunal - Resolved by consent	847	66%	25	60%	872	66%
Not Decided by Tribunal - Withdrawn	303	24%	13	31%	316	24%
Not Decided by Tribunal - No jurisdiction	<20	n/a	<11	n/a	16	1%
Not Decided by Tribunal - Extension of Time Declined	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - Extension of Time Not opposed	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - Dismissed	<80	n/a	<11	n/a	71	5%
Not Decided by Tribunal - Other	<11	n/a	<11	n/a	<11	n/a
Total	**1,281**	**100%**	**42**	**100%**	**1,323**	**100%**

[194] 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.
[195] Data is reported with one month lag; therefore results for last month of the current quarter are not included.
[196] 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 introduced in the March 2025 quarter. Before then, 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 L.31 to L.32).

The count of active providers excludes providers with a missing Australian Business Number (ABN) (Table L.31).

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

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 L.31).

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

Table L.31 Number of active providers in quarter 4, 2025-26 by registration status and funds management type - Australian Capital Territory

Funds management type	Registered	Unregistered	Total providers
NDIA-managed	345	n/a	345
Plan-managed	963	2,698	3,505
Self-managed	<5	2,622	3,347
All funds management types	**1,039**	**4,504**	**5,621**

Table L.32 Total active provider payments in quarter 4, 2025-26 by registration status and funds management type ($m) - Australian Capital Territory[197]

Funds management type	Registered	Unregistered	All registration statuses
NDIA-managed	51	n/a	51
Plan-managed	80	32	113
Self-managed	0	10	25
All funds management types	**131**	**41**	**189**

[197] There were $16.1 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 L.33 to L.37) are derived from the total annualised committed supports in the current plans of active participants as at 30 June 2026. Average payments (Tables L.35 to L.37) are calculated as the sum of the payments in the 12-month period to 30 June 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 30 June 2026. 'Total payments' refers to those paid over the 12 months to 30 June 2026 (Tables L.38 to L.40).

Table L.33 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter) - Australian Capital Territory

Average annualised committed support band	As at quarter 3, 2025-26 distribution of participants	As at quarter 4, 2025-26 distribution of participants
$0-$5,000	2.9%	2.9%
$5,001-$10,000	6.4%	6.4%
$10,001-$15,000	11.2%	11.2%
$15,001-$20,000	16.7%	16.5%
$20,001-$25,000	11.3%	11.4%
$25,001-$30,000	5.8%	5.6%
$30,001-$50,000	13.9%	14.3%
$50,001-$100,000	14.2%	14.1%
$100,001-$150,000	5.1%	5.1%
$150,001-$200,000	2.6%	2.7%
$200,001-$250,000	1.6%	1.6%
$250,001+	8.3%	8.3%

Table L.34 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter, excluding participants with Supported Independent Living (SIL) supports) - Australian Capital Territory

Average annualised committed support band	As at quarter 3, 2025-26 distribution of participants	As at quarter 4, 2025-26 distribution of participants
$0-$5,000	3.0%	3.0%
$5,001-$10,000	6.7%	6.7%
$10,001-$15,000	11.8%	11.8%
$15,001-$20,000	17.6%	17.4%
$20,001-$25,000	11.9%	12.0%
$25,001-$30,000	6.1%	6.0%
$30,001-$50,000	14.7%	15.0%
$50,001-$100,000	15.0%	14.9%
$100,001-$150,000	5.4%	5.3%
$150,001-$200,000	2.7%	2.8%
$200,001-$250,000	1.6%	1.5%
$250,001+	3.5%	3.6%

Table L.35 Average annualised committed supports as at 30 June 2026 and average payments for the year ending 30 June 2026 by age group and participants' Supported Independent Living (SIL) status - Australian Capital Territory

Age group	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
0 to 8	$17,300	$26,600	n/a	n/a	$17,300	$26,600
9 to 14	$20,400	$29,000	n/a	n/a	$20,400	$29,000
15 to 18	$25,100	$36,000	n/a	n/a	$22,900	$34,300
19 to 24	$51,500	$73,400	$464,900	$523,900	$36,400	$58,900
25 to 34	$79,100	$101,600	$463,300	$482,000	$48,600	$71,600
35 to 44	$105,000	$124,300	$448,400	$460,200	$63,800	$84,700
45 to 54	$112,700	$139,800	$417,300	$457,900	$63,900	$91,500
55 to 64	$127,300	$155,400	$413,200	$436,600	$76,400	$104,600
65+	$120,000	$144,600	$436,600	$470,700	$77,400	$101,200
All	$59,100	$76,100	$434,400	$462,800	$38,600	$55,400

Table L.36 Average annualised committed supports as at 30 June 2026 and average payments for the year ending 30 June 2026 by primary disability group and participants' Supported Independent Living (SIL) status - Australian Capital Territory

Primary disability group	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
Acquired brain injury	$183,200	$217,800	$434,500	$487,100	$117,900	$151,200
Autism	$30,200	$41,800	$482,500	$494,300	$22,300	$34,600
Cerebral palsy	$136,100	$161,700	$504,000	$535,100	$76,100	$101,800
Developmental delay	$12,700	$21,400	n/a	n/a	$12,700	$21,400
Global developmental delay	$19,700	$30,400	n/a	n/a	$19,700	$30,400
Hearing impairment	$6,300	$14,400	n/a	n/a	$6,300	$14,400
Intellectual disability	$105,500	$124,100	$430,400	$454,000	$54,100	$72,300
Multiple sclerosis	$94,400	$119,800	n/a	n/a	$78,700	$104,000
Psychosocial disability	$87,000	$112,800	$330,300	$372,700	$60,600	$83,000
Spinal cord injury	$173,500	$203,800	n/a	n/a	$133,100	$170,400
Stroke	$163,300	$207,100	n/a	n/a	$106,100	$153,900
Visual impairment	$29,200	$46,800	n/a	n/a	$26,700	$44,100
Other neurological	$141,700	$168,900	$512,600	$513,000	$93,600	$123,600
Other physical	$55,300	$83,700	n/a	n/a	$51,100	$80,400
Other sensory/speech	$9,100	$15,300	n/a	n/a	$9,100	$15,300
Other	$97,800	$132,900	n/a	n/a	$68,100	$102,800
Down Syndrome	$138,400	$171,800	$347,500	$399,600	$90,200	$118,000
All	**$59,100**	**$76,100**	**$434,400**	**$462,800**	**$38,600**	**$55,400**

Table L.37 Average annualised committed supports as at 30 June 2026 and average payments for the year ending 30 June 2026 by reported level of function and participants' Supported Independent Living (SIL) status - Australian Capital Territory

Reported level of function	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
1 (High Function)	$12,900	$22,000	n/a	n/a	$12,700	$21,800
2 (High Function)	$18,700	$30,400	n/a	n/a	$18,700	$30,400
3 (High Function)	$17,700	$30,100	n/a	n/a	$16,000	$27,800
4 (High Function)	$13,400	$24,800	n/a	n/a	$12,200	$23,800
5 (High Function)	$21,600	$34,700	n/a	n/a	$20,300	$33,300
6 (Moderate Function)	$19,700	$33,500	n/a	n/a	$18,400	$32,100
7 (Moderate Function)	$57,000	$69,200	$357,200	$371,400	$40,800	$53,000
8 (Moderate Function)	$58,000	$81,900	$392,800	$410,800	$46,000	$68,800
9 (Moderate Function)	$74,100	$102,000	n/a	n/a	$59,000	$85,900
10 (Moderate Function)	$92,800	$122,100	$325,100	$364,100	$72,200	$99,900
11 (Low Function)	$148,200	$168,900	$408,600	$438,000	$79,400	$98,800
12 (Low Function)	$202,700	$238,400	$442,500	$474,400	$130,200	$167,300
13 (Low Function)	$138,200	$156,200	$520,000	$537,700	$76,100	$97,000
14 (Low Function)	$335,500	$377,100	$515,900	$543,400	$226,700	$275,700
15 (Low Function)	n/a	n/a	n/a	n/a	n/a	n/a
Total	**$59,100**	**$76,100**	**$434,400**	**$462,800**	**$38,600**	**$55,400**

Table L.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 30 June 2026 ($m) - Australian Capital Territory[198]

Support Category	Total payments for the year ending 30 June 2026	Total annualised committed supports as at 30 June 2026
Core: Daily Activities	217.2	218.8
Core: Consumables	2.0	2.2
Core: Social and Civic	39.8	46.3
Core: Transport	1.1	1.4
Capacity Building: Choice and Control	0.7	0.8
Capacity Building: Daily Activities	6.2	8.5
Capacity Building: Employment	0.1	0.4
Capacity Building: Health and Wellbeing	0.1	0.1
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	4.9	7.3
Capacity Building: Social and Civic	0.1	0.2
Capacity Building: Support Coordination	3.1	3.7
Capital: Assistive Technology	1.6	4.5
Capital: Home Modifications	2.0	4.2
All	**278.8**	**298.5**

[198] Total payments for home modifications were $1.97 million. Of which, $1.95 million (99%) has been paid for specialised disability accommodation (SDA) supports and $0.02 million (1.2%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $4.2 million. Of which, $4.1 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and $0.1 million (2%) has been allocated for non-SDA supports.

Table L.39 Total annualised committed supports and total payments (participants not in Supported Independent Living (SIL)) by support category as at 30 June 2026 ($m) - Australian Capital Territory[199]

Support Category	Total payments for the year ending 30 June 2026	Total annualised committed supports as at 30 June 2026
Core: Daily Activities	191.8	264.7
Core: Consumables	7.0	12.0
Core: Social and Civic	110.6	133.6
Core: Transport	12.5	7.4
Capacity Building: Choice and Control	7.8	9.5
Capacity Building: Daily Activities	79.4	146.2
Capacity Building: Employment	3.2	10.0
Capacity Building: Health and Wellbeing	0.9	1.7
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	9.0	18.2
Capacity Building: Social and Civic	5.2	14.2
Capacity Building: Support Coordination	11.8	17.6
Capital: Assistive Technology	10.1	26.2
Capital: Home Modifications	4.3	6.4
All	**453.6**	**667.8**

Table L.40 Payments by financial year in which support was provided, compared to committed supports - Australian Capital Territory[200]

Financial year	Total Committed ($m)	Total Paid ($m)	Percentage utilised to date
2013-14	0.3	0.2	59%
2014-15	25.0	20.7	83%
2015-16	125.4	109.3	87%
2016-17	262.5	178.6	68%
2017-18	303.0	219.5	72%
2018-19	365.4	275.4	75%
2019-20	459.5	336.9	73%
2020-21	554.1	415.2	75%
2021-22	606.4	473.8	78%
2022-23	714.6	541.9	76%
2023-24	814.2	620.2	76%
2024-25	896.5	676.2	75%
2025-26 (Experience still emerging)	986.3	695.0	70%

[199] Total payments for home modifications were $4.3 million. Of which, $3.4 million (79.1%) has been paid for specialised disability accommodation (SDA) supports, and $0.9 million (20.9%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $6.4 million. Of which, $3.6 million (57%) has been allocated for specialised disability accommodation (SDA) supports, and $2.8 million (43%) has been allocated for non-SDA supports.
[200] The utilisation rate for 2025-26 will likely increase due to a lag between when support is provided and when it is paid for.

Table L.41 Percentage change in plan budgets for active participants per quarter - Australian Capital Territory[201]

Inflation type	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25	Mar-26	Jun-26
Intraplan Inflation	5.8%	7.0%	5.6%	3.7%	3.6%	5.1%	3.8%	1.9%	2.0%
Interplan Inflation	4.9%	5.9%	4.9%	3.5%	6.1%	4.8%	3.5%	3.0%	2.5%
Total Inflation	**10.7%**	**12.9%**	**10.5%**	**7.2%**	**9.8%**	**9.9%**	**7.3%**	**4.9%**	**4.4%**

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

Supplement M: Northern Territory

Adapting to the new computer system and processes has impacted some data detailed in this supplement. This includes the proportion of active participant plans with not-stated culturally and linguistically diverse (CALD) status 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 (Table M.9).

The order of primary disability types in the participant profile tables is based on the national proportions in Table E.10, from highest to lowest (Table M.11).

Table M.1 Active participants by quarter of entry, by service previously received and entry type - Northern Territory

Participant breakdown	Prior Quarters	Quarter 4, 2025-26	Total
Access decisions	**9,445**	**253**	**9,698**
Currently Eligible - Total	**6,819**	**209**	**7,028**
Currently Eligible - New	4,931	204	5,135
Currently Eligible - State	<1,510	<11	1,504
Currently Eligible - Commonwealth	<390	<11	389
Active Participant Plans - Total	**6,712**	**182**	**6,894**
Active Participant Plans - New	4,830	179	5,009
Active Participant Plans - State	<1,500	<11	1,497
Active Participant Plans - Commonwealth	<390	<11	388
Active Participant Plans - Total	**6,712**	**182**	**6,894**
Active Participant Plans - Early Intervention (s25)	2,047	98	2,145
Active Participant Plans - Permanent Disability (s24)	4,328	48	4,376
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	337	36	373

Table M.2 People who have left the Scheme since 1 July 2013 as at 30 June 2026 - Northern Territory[202]

People leaving the Scheme	Prior Quarters	Quarter 4, 2025-26	Total
Number of people who have left the Scheme	1,201	88	**1,289**

[202] The number of people who have left the Scheme is people leaving net of people returning to the Scheme.

Table M.3 Assessment of access by age group at access decision and gender - Northern Territory

Age group at access decision	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
0 to 8	2,336	96%	959	96%	15	94%	3,310	96%
9 to 14	742	88%	<340	n/a	<11	n/a	1,087	87%
15 to 18	332	89%	<180	n/a	<11	n/a	513	87%
19 to 24	243	84%	<120	n/a	<11	n/a	364	82%
25 to 34	384	86%	<240	n/a	<11	n/a	626	83%
35 to 44	439	85%	<310	n/a	<11	n/a	752	83%
45 to 54	475	82%	<370	n/a	<11	n/a	847	78%
55 to 64	501	79%	<410	n/a	<11	n/a	903	76%
65+	<20	n/a	<20	n/a	<11	n/a	<30	n/a
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
Total	**5,465**	**89%**	**2,910**	**84%**	**53**	**69%**	**8,428**	**87%**

Table M.4 Assessment of access by primary disability group and gender - Northern Territory

Primary disability group	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
Acquired brain injury	307	92%	<130	n/a	<11	n/a	429	91%
Autism	1,542	99%	624	98%	30	94%	2,196	98%
Cerebral palsy	126	98%	<110	n/a	<11	n/a	229	97%
Developmental delay	723	97%	<310	n/a	<11	n/a	1,031	97%
Down syndrome	62	100%	<60	n/a	<11	n/a	113	100%
Global developmental delay	227	100%	<100	n/a	<11	n/a	321	98%
Hearing impairment	130	87%	<130	n/a	<11	n/a	254	84%
Intellectual disability	907	95%	<520	n/a	<11	n/a	1,423	94%
Multiple sclerosis	<11	n/a	<30	n/a	<11	n/a	32	89%
Psychosocial disability	530	77%	<210	n/a	<11	n/a	736	71%
Spinal cord injury	89	95%	<40	n/a	<11	n/a	124	95%
Stroke	165	91%	<180	n/a	<11	n/a	340	90%
Visual impairment	49	83%	<60	n/a	<11	n/a	107	84%
Other neurological	204	79%	<160	n/a	<11	n/a	355	79%
Other physical	159	58%	<170	n/a	<11	n/a	319	58%
Other sensory/speech	<30	n/a	<10	n/a	<11	n/a	27	37%
Other	215	63%	<180	n/a	<11	n/a	392	60%
Total	**5,465**	**89%**	**2,910**	**84%**	**53**	**69%**	**8,428**	**87%**

Table M.5 Participant profile per quarter of entry, by participants identifying as First Nations Peoples - Northern Territory

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
First Nations Participants	3,626	54%	105	58%	3,731	54%
Non-First Nations Participants	<2,840	n/a	<70	n/a	2,909	42%
Not Stated	<250	n/a	<11	n/a	254	4%
Total	**6,712**	**100%**	**182**	**100%**	**6,894**	**100%**

Table M.6 Participant profile per quarter of entry, by culturally and linguistically diverse (CALD) status - Northern Territory

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	<330	n/a	<11	n/a	334	5%
Not culturally and linguistically diverse	6,251	93%	174	96%	6,425	93%
Not stated	<140	n/a	<11	n/a	135	2%
Total	**6,712**	**100%**	**182**	**100%**	**6,894**	**100%**

Table M.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2026 - Northern Territory

There are no people younger than 65 living in residential aged care in the Northern Territory.

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

There is insufficient data to show the numbers and distribution of the number of participants under 65 in residential age care with an approved plan for the Northern Territory over time.

Table M.9 Participant profile per quarter of entry, by remoteness - Northern Territory

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Major cities	<11	n/a	<11	n/a	<11	n/a
Population > 50,000	3,783	56%	80	44%	3,863	56%
Population between 15,000 and 50,000	<11	n/a	<11	n/a	<11	n/a
Population between 5,000 and 15,000	<11	n/a	<11	n/a	<11	n/a
Population less than 5,000	<90	n/a	<11	n/a	82	1%
Remote	1,463	22%	34	19%	1,497	22%
Very Remote	1,383	21%	66	36%	1,449	21%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	**6,712**	**100%**	**182**	**100%**	**6,894**	**100%**

Table M.10 Participant profile per quarter of entry, by primary disability group - Northern Territory

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Autism	2,090	31%	44	24%	2,134	31%
Intellectual disability	1,285	19%	22	12%	1,307	19%
Psychosocial disability	648	10%	11	6%	659	10%
Developmental delay	483	7%	43	24%	526	8%
Hearing impairment	<240	n/a	<11	n/a	233	3%
Other neurological	<240	n/a	<11	n/a	239	3%
Acquired brain injury	340	5%	11	6%	351	5%
Other physical	<190	n/a	<11	n/a	188	3%
Cerebral palsy	<220	n/a	<11	n/a	213	3%
Global developmental delay	<230	n/a	<11	n/a	231	3%
Other	229	3%	16	9%	245	4%
Multiple sclerosis	<30	n/a	<11	n/a	22	0%
Down syndrome	<110	n/a	<11	n/a	110	2%
Visual impairment	<80	n/a	<11	n/a	81	1%
Stroke	<240	n/a	<11	n/a	245	4%
Spinal cord Injury	<100	n/a	<11	n/a	92	1%
Other sensory/speech	<20	n/a	<11	n/a	18	0%
Total	**6,712**	**100%**	**182**	**100%**	**6,894**	**100%**

Table M.11 Participant profile per quarter of entry, by primary disability group and Supported Independent Living (SIL) status - Northern Territory

Primary disability group	All participants - Count	All participants - Percentage	Participants in SIL - Count	Participants in SIL - Percentage	Participants not in SIL - Count	Participants not in SIL - Percentage
Autism	2,134	31%	37	6%	2,097	33%
Intellectual disability	1,307	19%	165	26%	1,142	18%
Psychosocial disability	659	10%	90	14%	569	9%
Developmental delay	526	8%	<11	n/a	<530	n/a
Hearing impairment	233	3%	<11	n/a	<240	n/a
Other neurological	239	3%	42	7%	197	3%
Acquired brain injury	351	5%	98	16%	253	4%
Other physical	188	3%	<11	n/a	<180	n/a
Cerebral palsy	213	3%	65	10%	148	2%
Global developmental delay	231	3%	<11	n/a	<240	n/a
Other	245	4%	22	4%	223	4%
Multiple sclerosis	22	0%	<11	n/a	<30	n/a
Down syndrome	110	2%	15	2%	95	2%
Visual impairment	81	1%	<11	n/a	<80	n/a
Stroke	245	4%	53	9%	192	3%
Spinal cord Injury	92	1%	20	3%	72	1%
Other sensory/speech	18	0%	<11	n/a	<20	n/a
Total	**6,894**	**100%**	**623**	**100%**	**6,271**	**100%**

Table M.12 Participant profile per quarter of entry, by reported level of function - Northern Territory

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
1 (High Function)	<850	n/a	<11	n/a	845	12%
2 (High Function)	<11	n/a	<11	n/a	<11	n/a
3 (High Function)	<400	n/a	<11	n/a	391	6%
4 (High Function)	<260	n/a	<11	n/a	259	4%
5 (High Function)	<450	n/a	<11	n/a	445	6%
6 (Moderate Function)	1,270	19%	27	15%	1,297	19%
7 (Moderate Function)	<340	n/a	<11	n/a	335	5%
8 (Moderate Function)	<500	n/a	<11	n/a	499	7%
9 (Moderate Function)	<30	n/a	<11	n/a	29	0%
10 (Moderate Function)	<660	n/a	<11	n/a	659	10%
11 (Low Function)	<140	n/a	<11	n/a	135	2%
12 (Low Function)	587	9%	12	7%	599	9%
13 (Low Function)	<390	n/a	<11	n/a	386	6%
14 (Low Function)	<120	n/a	<11	n/a	114	2%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	778	12%	118	65%	896	13%
Total	**6,712**	**100%**	**182**	**100%**	**6,894**	**100%**

Table M.13 Participant profile per quarter of entry, by age group - Northern Territory

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
0 to 8	1,374	20%	79	43%	1,453	21%
9 to 14	1,318	20%	25	14%	1,343	19%
15 to 18	<720	n/a	<11	n/a	728	11%
19 to 24	<610	n/a	<11	n/a	616	9%
25 to 34	536	8%	12	7%	548	8%
35 to 44	620	9%	12	7%	632	9%
45 to 54	629	9%	19	10%	648	9%
55 to 64	628	9%	15	8%	643	9%
65+	<290	n/a	<11	n/a	283	4%
Total	**6,712**	**100%**	**182**	**100%**	**6,894**	**100%**

Table M.14 Participation rates by age group and gender as at 30 June 2026 - Northern Territory[203]

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	6.0%	2.8%	4.5%
9 to 14	8.4%	3.8%	6.1%
15 to 18	6.7%	3.5%	5.2%
19 to 24	4.0%	1.8%	3.0%
25 to 44	1.6%	1.0%	1.3%
45 to 64	2.5%	1.8%	2.1%
65+	1.1%	0.9%	1.0%
Total (0-64)	**3.6%**	**1.9%**	**2.8%**
Total (All ages)	**3.3%**	**1.8%**	**2.6%**

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

Mainstream service	Prior Quarters	Quarter 4, 2025-26	Total
Choice and control over my life	6%	8%	6%
Daily life	19%	22%	19%
Health and wellbeing	74%	79%	75%
Learning	34%	31%	33%
Relationships	3%	3%	3%
Social and community activities	7%	4%	7%
Where I live	3%	3%	3%
Work	3%	2%	3%
Unknown	3%	n/a	3%
Any mainstream service	**95%**	**96%**	**95%**

[203] 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 94% of participants who had their first plan approved since 1 July 2016 and have had a second Short Form (SF) questionnaire reassessment to date.

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

Table M.16 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1) and second (R2) Short Form (SF) questionnaires reassessment - Northern Territory[204]

Metric by age group	Baseline	R1	R2	2025-26 Target
Participant employment rate - Aged 15 to 24 years	9%	14%	22%	22%
Participant employment rate - Aged 25 to 34 years	17%	14%	17%	22%
Participant employment rate - Aged 35 to 44 years	18%	21%	19%	22%
Participant employment rate - Aged 45 to 54 years	25%	13%	23%	22%
Participant employment rate - Aged 55 to 64 years	7%	4%	10%	22%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	22%
Participant employment rate - Aged 25 to 64 years	17%	13%	18%	22%
Participant employment rate - Aged 15 to 64 years	15%	13%	19%	22%
Participant social and community engagement rate - Aged 15 to 24 years	38%	31%	47%	43%
Participant social and community engagement rate - Aged 25 to 34 years	33%	43%	42%	43%
Participant social and community engagement rate - Aged 35 to 44 years	31%	38%	37%	43%
Participant social and community engagement rate - Aged 45 to 54 years	45%	40%	36%	43%
Participant social and community engagement rate - Aged 55 to 64 years	38%	45%	44%	43%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	43%
Participant social and community engagement rate - Aged 25+ years	37%	42%	40%	43%
Participant social and community engagement rate - Aged 15+ years	37%	40%	42%	43%
Family and carer employment rate - Aged 0 to 14 years	49%	57%	55%	n/a
Family and carer employment rate - Aged 15+ years	59%	59%	63%	n/a
Family and carer employment rate - All ages	52%	58%	58%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	49%	61%	n/a
Participant Choice and Control - Aged 25+ years	n/a	52%	72%	n/a
Participant Choice and Control - Aged 15+ years	n/a	51%	69%	n/a

[204] Denominators for each metric are: 'participant employment rate' (n=398), 'participant social and community engagement rate' (n=396), 'family and carer employment rate' (n=328) and 'participant choice and control' (n=138). Participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.

Table M.17 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2) and third (R3) Short Form (SF) questionnaires reassessment - Northern Territory[205]

Metric by age group	Baseline	R1	R2	R3	2025-26 Target
Participant employment rate - Aged 15 to 24 years	3%	3%	15%	17%	22%
Participant employment rate - Aged 25 to 34 years	18%	14%	n/a	16%	22%
Participant employment rate - Aged 35 to 44 years	22%	19%	n/a	20%	22%
Participant employment rate - Aged 45 to 54 years	18%	19%	5%	15%	22%
Participant employment rate - Aged 55 to 64 years	16%	8%	n/a	20%	22%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	22%
Participant employment rate - Aged 25 to 64 years	18%	16%	7%	18%	22%
Participant employment rate - Aged 15 to 64 years	15%	13%	9%	17%	22%
Participant social and community engagement rate - Aged 15 to 24 years	28%	31%	43%	33%	43%
Participant social and community engagement rate - Aged 25 to 34 years	32%	37%	n/a	34%	43%
Participant social and community engagement rate - Aged 35 to 44 years	33%	27%	n/a	38%	43%
Participant social and community engagement rate - Aged 45 to 54 years	32%	30%	27%	38%	43%
Participant social and community engagement rate - Aged 55 to 64 years	38%	48%	n/a	52%	43%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	43%
Participant social and community engagement rate - Aged 25+ years	33%	34%	37%	41%	43%
Participant social and community engagement rate - Aged 15+ years	32%	34%	38%	39%	43%
Family and carer employment rate - Aged 0 to 14 years	50%	59%	62%	53%	n/a
Family and carer employment rate - Aged 15+ years	57%	70%	n/a	60%	n/a
Family and carer employment rate - All ages	52%	62%	63%	55%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	64%	72%	69%	n/a
Participant Choice and Control - Aged 25+ years	n/a	65%	72%	79%	n/a
Participant Choice and Control - Aged 15+ years	n/a	65%	72%	76%	n/a

[205] Denominators for each metric are: ‘participant employment rate’ (n=309), ‘participant social and community engagement rate’ (n=306), 'family and carer employment rate' (n=240) and 'participant choice and control' (n=143). Participants who had their first plan approved since 1 July 2016 and have had a third SF survey reassessment to date.

Table M.18 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3) and fourth (R4) Short Form (SF) questionnaires reassessment - Northern Territory[206]

Metric by age group	Baseline	R1	R2	R3	R4	2025-26 Target
Participant employment rate - Aged 15 to 24 years	2%	19%	14%	n/a	22%	22%
Participant employment rate - Aged 25 to 34 years	21%	10%	28%	n/a	23%	22%
Participant employment rate - Aged 35 to 44 years	6%	5%	6%	n/a	8%	22%
Participant employment rate - Aged 45 to 54 years	14%	15%	14%	n/a	14%	22%
Participant employment rate - Aged 55 to 64 years	16%	13%	18%	n/a	11%	22%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	22%
Participant employment rate - Aged 25 to 64 years	14%	11%	16%	15%	13%	22%
Participant employment rate - Aged 15 to 64 years	11%	13%	16%	12%	15%	22%
Participant social and community engagement rate - Aged 15 to 24 years	43%	42%	43%	n/a	43%	43%
Participant social and community engagement rate - Aged 25 to 34 years	46%	52%	54%	n/a	50%	43%
Participant social and community engagement rate - Aged 35 to 44 years	42%	39%	47%	n/a	40%	43%
Participant social and community engagement rate - Aged 45 to 54 years	49%	47%	59%	n/a	46%	43%
Participant social and community engagement rate - Aged 55 to 64 years	40%	35%	32%	n/a	46%	43%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	43%
Participant social and community engagement rate - Aged 25+ years	45%	43%	50%	43%	45%	43%
Participant social and community engagement rate - Aged 15+ years	44%	43%	48%	39%	45%	43%
Family and carer employment rate - Aged 0 to 14 years	50%	51%	54%	55%	61%	n/a
Family and carer employment rate - Aged 15+ years	58%	54%	75%	n/a	55%	n/a
Family and carer employment rate - All ages	53%	52%	63%	50%	58%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	41%	49%	58%	68%	n/a
Participant Choice and Control - Aged 25+ years	n/a	64%	64%	73%	82%	n/a
Participant Choice and Control - Aged 15+ years	n/a	57%	60%	69%	78%	n/a

[206] Denominators for each metric are: ‘participant employment rate’ (n=320), ‘participant social and community engagement rate’ (n=324), 'family and carer employment rate' (n=171) and 'participant choice and control' (n=169). Participants who had their first plan approved since 1 July 2016 and have had a fourth SF survey reassessment to date.

Table M.19 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) Short Form (SF) questionnaires reassessment - Northern Territory[207]

Metric by age group	Baseline	R1	R2	R3	R4	R5	2025-26 Target
Participant employment rate - Aged 15 to 24 years	9%	n/a	13%	15%	n/a	25%	22%
Participant employment rate - Aged 25 to 34 years	21%	21%	23%	n/a	n/a	25%	22%
Participant employment rate - Aged 35 to 44 years	18%	22%	23%	12%	n/a	20%	22%
Participant employment rate - Aged 45 to 54 years	10%	9%	7%	5%	n/a	13%	22%
Participant employment rate - Aged 55 to 64 years	7%	3%	n/a	n/a	n/a	10%	22%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	22%
Participant employment rate - Aged 25 to 64 years	14%	14%	17%	8%	8%	17%	22%
Participant employment rate - Aged 15 to 64 years	13%	14%	16%	9%	14%	19%	22%
Participant social and community engagement rate - Aged 15 to 24 years	36%	45%	40%	35%	n/a	33%	43%
Participant social and community engagement rate - Aged 25 to 34 years	43%	38%	46%	n/a	n/a	59%	43%
Participant social and community engagement rate - Aged 35 to 44 years	50%	55%	47%	41%	n/a	53%	43%
Participant social and community engagement rate - Aged 45 to 54 years	38%	50%	46%	50%	n/a	53%	43%
Participant social and community engagement rate - Aged 55 to 64 years	33%	33%	n/a	n/a	n/a	50%	43%
Participant social and community engagement rate - Aged 65+ years	40%	n/a	n/a	n/a	n/a	30%	43%
Participant social and community engagement rate - Aged 25+ years	41%	43%	49%	42%	42%	52%	43%
Participant social and community engagement rate - Aged 15+ years	40%	43%	47%	40%	42%	49%	43%
Family and carer employment rate - Aged 0 to 14 years	41%	50%	45%	n/a	n/a	52%	n/a
Family and carer employment rate - Aged 15+ years	54%	52%	60%	n/a	n/a	44%	n/a
Family and carer employment rate - All ages	46%	51%	51%	50%	77%	49%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	48%	53%	63%	n/a	71%	n/a
Participant Choice and Control - Aged 25+ years	n/a	62%	68%	59%	77%	78%	n/a
Participant Choice and Control - Aged 15+ years	n/a	58%	64%	60%	75%	77%	n/a

[207] Denominators for each metric are: ‘participant employment rate’ (n=260), ‘participant social and community engagement rate’ (n=267), 'family and carer employment rate' (n=142) and 'participant choice and control' (n=158). Participants who had their first plan approved since 1 July 2016 and have had a fifth SF survey reassessment to date.

Table M.20 NDIA Metrics Progress: Participants, Families and Carers at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) Short Form (SF) questionnaires reassessment - Northern Territory[208]

Metric by age group	Baseline	R1	R2	R3	R4	R5	R6+	2025-26 Target
Participant employment rate - Aged 15 to 24 years	3%	3%	n/a	n/a	n/a	n/a	20%	22%
Participant employment rate - Aged 25 to 34 years	14%	19%	9%	20%	6%	10%	19%	22%
Participant employment rate - Aged 35 to 44 years	17%	14%	8%	13%	15%	9%	15%	22%
Participant employment rate - Aged 45 to 54 years	13%	11%	9%	9%	11%	n/a	14%	22%
Participant employment rate - Aged 55 to 64 years	17%	16%	18%	19%	12%	29%	13%	22%
Participant employment rate - Aged 65+ years	18%	13%	14%	n/a	n/a	n/a	8%	22%
Participant employment rate - Aged 25 to 64 years	15%	15%	11%	15%	11%	16%	16%	22%
Participant employment rate - Aged 15 to 64 years	14%	14%	11%	14%	11%	16%	16%	22%
Participant social and community engagement rate - Aged 15 to 24 years	43%	45%	n/a	n/a	n/a	n/a	43%	43%
Participant social and community engagement rate - Aged 25 to 34 years	48%	53%	47%	50%	48%	59%	49%	43%
Participant social and community engagement rate - Aged 35 to 44 years	54%	57%	47%	58%	52%	63%	46%	43%
Participant social and community engagement rate - Aged 45 to 54 years	42%	46%	47%	39%	54%	n/a	54%	43%
Participant social and community engagement rate - Aged 55 to 64 years	52%	47%	46%	45%	39%	57%	41%	43%
Participant social and community engagement rate - Aged 65+ years	41%	52%	55%	n/a	n/a	n/a	49%	43%
Participant social and community engagement rate - Aged 25+ years	49%	51%	48%	48%	48%	55%	48%	43%
Participant social and community engagement rate - Aged 15+ years	48%	51%	48%	45%	49%	54%	47%	43%
Family and carer employment rate - Aged 0 to 14 years	40%	47%	43%	48%	43%	n/a	54%	n/a
Family and carer employment rate - Aged 15+ years	52%	54%	65%	n/a	n/a	n/a	56%	n/a
Family and carer employment rate - All ages	45%	50%	52%	55%	50%	44%	55%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	63%	62%	63%	60%	67%	86%	n/a
Participant Choice and Control - Aged 25+ years	n/a	54%	64%	67%	70%	81%	89%	n/a
Participant Choice and Control - Aged 15+ years	n/a	56%	64%	66%	68%	76%	88%	n/a

[208] Denominators for each metric are: ‘participant employment rate’ (n=426), ‘participant social and community engagement rate’ (n=425), 'family and carer employment rate' (n=185) and 'participant choice and control' (n=313). 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 to the end of quarter 4, 2025-26. Table M.22 shows the number of complaints in quarter 4, 2025-26 compared with previous quarters, by source of complaint and complaint subject, and Participant Critical Incidents (PCIs) in quarter 4, 2025-26 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

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

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

Table M.21 Number and proportion of respondents who responded positively to questions about NDIA planning process per quarter - Northern Territory[209] [210]

NDIA planning process	Prior Quarters	Quarter 4, 2025-26
Early Supports - Number of respondents	**n/a**	**n/a**
Early Supports - Were you treated with respect?	n/a	n/a
Early Supports - Were decisions and outcomes explained to you?	n/a	n/a
Early Supports - Were your questions and concerns acknowledged?	n/a	n/a
Early Supports - How well does your early supports plan meet your child's needs?	n/a	n/a
Community Connections - Number of respondents	**78**	**n/a**
Community Connections - Was information easy to understand?	88%	n/a
Community Connections - Was communication in your preferred format?	96%	n/a
Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life?	68%	n/a
Community Connections - To what extent were your circumstances and needs considered?	67%	n/a
Community Connections - To what extent were you included in decisions that were made?	73%	n/a
Community Connections - How confident are you in reaching out to community supports and other government services?	59%	n/a
Apply for NDIS (overall) - Number of respondents	**73**	**n/a**
Apply for NDIS (overall) - Were you treated with respect?	99%	n/a
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	76%	n/a
Apply for NDIS (overall) - Was information easy to understand?	74%	n/a
Apply for NDIS (overall) - Was communication in your preferred format?	90%	n/a
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	48%	n/a
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	49%	n/a
Plan Approval - Number of respondents	**465**	**44**
Plan Approval - Were you treated with respect?	95%	91%
Plan Approval - Were decisions and outcomes explained to you?	83%	79%
Plan Approval - Were your questions and concerns acknowledged?	83%	78%
Plan Approval - Do you know where to go for more help with using your plan?	86%	94%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	62%	61%

[209] Previous quarters include only data gathered since December 2023, when changes to the Participant Satisfaction Survey were implemented.
[210] Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

NDIA planning process	Prior Quarters	Quarter 4, 2025-26
Plan Approval - How well does your NDIS plan meet your needs?	57%	47%
Plan Implementation - Number of respondents	**169**	**n/a**
Plan Implementation - Do you know where to go for more help with using your plan?	87%	n/a
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	63%	n/a
Plan Implementation - To what extent were your circumstances and needs considered?	67%	n/a
Plan Implementation - Did you feel prepared for your plan implementation meeting?	66%	n/a
Plan Implementation - Do you feel confident in using your plan?	64%	n/a
Plan Implementation - Do you feel confident in accessing supports?	65%	n/a
Plan Reassessment - Number of respondents	**785**	**83**
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	87%	92%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	64%	69%
Plan Reassessment - To what extent were your circumstances and needs considered?	68%	72%
Plan Reassessment - To what extent were you included in decisions that were made?	70%	76%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	66%	67%
Plan Reassessment - Do you feel confident in using your plan?	65%	70%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	62%	65%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	73%	78%

Table M.22 Complaints and Participant Critical Incidents (PCIs) by quarter - Northern Territory[211] [212]

Complaints made by or on behalf of:	Prior Quarters	Quarter 4, 2025-26	Total	Number of unique complainants
Participants: Complaints about Early Connections Partner	<11	<11	<11	<11
Participants: Complaints about Local Area Coordination (LAC) Partner	<40	<11	37	32
Participants: Complaints about service providers	<150	<11	157	131
Participants: Complaints about the Agency	1,466	52	1,518	907
Participants: Unclassified	<20	<11	<20	<20
Participants: Total	**1,666**	**62**	**1,728**	**996**
Percentage of the number of active participants	4.6%	3.6%	4.6%	n/a
New Participant Critical Incidents (PCIs)	**979**	**57**	**1,036**	**n/a**

[211] 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.
[212] Note that 65% of all complainants made only one complaint, 19% made two complaints, and 16% made three or more complaints.

Table M.23 Number and proportion of participant complaints over time, incrementally and cumulatively - Northern Territory

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Jun-23	82	6%	897	5%
Sep-23	56	4%	953	5%
Dec-23	75	5%	1,028	5%
Mar-24	72	5%	1,100	5%
Jun-24	87	6%	1,187	5%
Sep-24	60	4%	1,247	5%
Dec-24	65	4%	1,312	5%
Mar-25	73	5%	1,385	5%
Jun-25	62	4%	1,447	5%
Sep-25	92	6%	1,539	5%
Dec-25	66	4%	1,605	5%
Mar-26	61	4%	1,666	5%
Jun-26	62	4%	1,728	5%

Table M.24 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively - Northern Territory

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Jun-23	41	3%	395	2%
Sep-23	48	3%	443	2%
Dec-23	61	4%	504	2%
Mar-24	41	3%	545	2%
Jun-24	69	5%	614	2%
Sep-24	40	3%	654	2%
Dec-24	29	2%	683	2%
Mar-25	48	3%	731	2%
Jun-25	50	3%	781	3%
Sep-25	74	4%	855	3%
Dec-25	63	4%	918	3%
Mar-26	61	4%	979	3%
Jun-26	57	3%	1,036	3%

Table M.25 Participant complaints by type. Complaints with a related party who has submitted an access request - Northern Territory[213]

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	11	1%	0	0%	11	1%
Complaints about the Agency - Information unclear	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - NDIA Access	<20	n/a	<11	n/a	19	1%
Complaints about the Agency - NDIA Engagement	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - NDIA Finance	<190	n/a	<11	n/a	190	13%
Complaints about the Agency - NDIA Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - NDIA Plan	406	28%	14	27%	420	28%
Complaints about the Agency - NDIA Process	<190	n/a	<11	n/a	194	13%
Complaints about the Agency - NDIA Resources	<30	n/a	<11	n/a	24	2%
Complaints about the Agency - NDIA Staff	<120	n/a	<11	n/a	118	8%
Complaints about the Agency - NDIA Timeliness	381	26%	18	35%	399	26%
Complaints about the Agency - Participation, engagement and inclusion	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - Provider Portal	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - Quality & Safeguards Commission	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - Reasonable and necessary supports	11	1%	0	0%	11	1%
Complaints about the Agency - Staff conduct - Agency	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - The way the NDIA carried out its decision making	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - Timeliness	37	3%	0	0%	37	2%
Complaints about the Agency - Other	61	4%	0	0%	61	4%
Complaints about the Agency - Total	**1,466**	**100%**	**52**	**100%**	**1,518**	**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	0	0%	0	0	0	0%
Complaints about Early Connections Partner - Early Connections Resources	0	0%	0	0	0	0%
Complaints about Early Connections Partner - Early Connections Staff	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Timeliness	0	0%	0	0	0	0%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Total	**<11**	**n/a**	**0**	**0%**	**<11**	**n/a**
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	0	0%	<11	n/a	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<11	n/a	<11	n/a	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	0	0%	0	0%	0	0%

[213] 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 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	23	66%	0	0%	23	62%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - Total	**<40**	**n/a**	**<11**	**n/a**	**37**	**100%**
Complaints about service providers - Provider Costs	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Provider Finance	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider Fraud and Compliance	<30	n/a	<11	n/a	29	18%
Complaints about service providers - Provider Process	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Provider Service	<50	n/a	<11	n/a	45	29%
Complaints about service providers - Provider Staff	42	28%	0	0%	42	27%
Complaints about service providers - Service Delivery	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Staff Conduct	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Supports being provided	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Other	16	11%	0	0%	16	10%
Complaints about service providers - Total	**<150**	**n/a**	**<11**	**n/a**	**157**	**100%**
Unclassified	**15**	**n/a**	**0**	**n/a**	**15**	**n/a**
Participants total	**1,666**	**n/a**	**62**	**n/a**	**1,728**	**n/a**

Table M.26 Administrative Review Tribunal (ART) Cases by category as at 30 June 2026 - Northern Territory

Category	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Access	<11	n/a	<11	n/a	11	18%
Planning	<40	n/a	<11	n/a	49	80%
Compensation	0	0%	<11	n/a	<11	n/a
Jurisdiction	0	0%	<11	n/a	<11	n/a
Extension of Time	0	0%	<11	n/a	<11	n/a
Other	<11	n/a	<11	n/a	<11	n/a
Total cases	**48**	**100%**	**13**	**100%**	**61**	**100%**
Percentage of the number of active participants	**0.1%**	**n/a**	**0.8%**	**n/a**	**0.2%**	**n/a**

Table M.27 Number and proportion of Administrative Review Tribunal (ART) cases over time, incrementally and cumulatively - Northern Territory

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Jun-23	<11	n/a	12	0.1%
Sep-23	<11	n/a	<20	n/a
Dec-23	<11	n/a	12	0.1%
Mar-24	<11	n/a	<20	n/a
Jun-24	<11	n/a	12	0.0%
Sep-24	<11	n/a	<20	n/a
Dec-24	<11	n/a	13	0.0%
Mar-25	<11	n/a	<20	n/a
Jun-25	<11	n/a	21	0.1%
Sep-25	<11	n/a	<30	n/a
Dec-25	<11	n/a	37	0.1%
Mar-26	11	0.6%	48	0.1%
Jun-26	13	0.8%	61	0.2%

Table M.28 Administrative Review Tribunal (ART) cases by open/closed and decision - Northern Territory[214]

ART cases by open/closed and decision	Number of cases	Number of unique active participants
ART Cases	**61**	**56**
Open ART Cases	**30**	**29**
Closed ART Cases	**31**	**28**
Resolved before hearing	<30	<30
Gone to hearing and received a substantive decision	<11	<11

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

Table M.29 Administrative Review Tribunal (ART) Supports in dispute - Northern Territory[215] [216] [217]

Type of support	Prior Quarters	Quarter 4, 2025-26	Total
Plan Management Decision	<11	<11	<11
Core (excluding Consumables and Transport)	<20	<11	20
Capacity Building	<30	<11	26
General Support	<11	<11	<11
Assistive Technology	<11	<11	<11
Specialist Disability Accommodation	<11	<11	<11
Home Modifications	<11	<11	<11
Supported Independent Living	<11	<11	<11
Everyday Living Costs	<11	<11	<11
Transport	<11	<11	<11
Other	<11	<11	<11
Total number of unique participants counted across disputed supports	**<30**	**<11**	**32**
Total number of instances of participants counted across disputed supports	**67**	**16**	**83**

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

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	Quarter 4, 2025-26 - Count	Quarter 4, 2025-26 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	**<11**	**n/a**	**0**	**n/a**	**<11**	**n/a**
Decided by Tribunal - Affirmed	<11	n/a	0	n/a	<11	n/a
Decided by Tribunal - Varied	<11	n/a	0	n/a	<11	n/a
Decided by Tribunal - Set Aside	<11	n/a	0	n/a	<11	n/a
Not Decided by Tribunal - Total	**<30**	**n/a**	**<11**	**n/a**	**29**	**94%**
Not Decided by Tribunal - Resolved by consent	<20	n/a	<11	n/a	15	48%
Not Decided by Tribunal - Withdrawn	<20	n/a	<11	n/a	11	35%
Not Decided by Tribunal - No jurisdiction	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - Extension of Time Declined	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - Extension of Time Not opposed	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - Dismissed	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - Other	<11	n/a	<11	n/a	<11	n/a
Total	**<30**	**n/a**	**<11**	**n/a**	**31**	**100%**

[215] 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.
[216] Data is reported with one month lag; therefore results for last month of the current quarter are not included.
[217] 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 introduced in the March 2025 quarter. Before then, 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 M.31 to M.32).

The count of active providers excludes providers with a missing Australian Business Number (ABN) (Table M.31).

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

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 M.31).

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

Table M.31 Number of active providers in quarter 4, 2025-26 by registration status and funds management type - Northern Territory

Funds management type	Registered	Unregistered	Total providers
NDIA-managed	313	n/a	313
Plan-managed	757	1,567	2,190
Self-managed	<5	462	675
All funds management types	**832**	**1,850**	**2,595**

Table M.32 Total active provider payments in quarter 4, 2025-26 by registration status and funds management type ($m) - Northern Territory[218]

Funds management type	Registered	Unregistered	All registration statuses
NDIA-managed	72	n/a	72
Plan-managed	87	26	113
Self-managed	0	1	4
All funds management types	**159**	**28**	**189**

[218] There were $2.6 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 M.33 to M.37) are derived from the total annualised committed supports in the current plans of active participants as at 30 June 2026. Average payments (Tables M.35 to M.37) are calculated as the sum of the payments in the 12-month period to 30 June 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 30 June 2026. 'Total payments' refers to those paid over the 12 months to 30 June 2026 (Tables M.38 to M.40).

Table M.33 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter) - Northern Territory

Average annualised committed support band	As at quarter 3, 2025-26 distribution of participants	As at quarter 4, 2025-26 distribution of participants
$0-$5,000	0.9%	1.0%
$5,001-$10,000	2.3%	2.4%
$10,001-$15,000	4.8%	4.9%
$15,001-$20,000	7.4%	7.8%
$20,001-$25,000	10.3%	9.8%
$25,001-$30,000	6.4%	6.3%
$30,001-$50,000	18.8%	18.4%
$50,001-$100,000	18.3%	18.7%
$100,001-$150,000	8.0%	7.9%
$150,001-$200,000	4.7%	4.7%
$200,001-$250,000	2.5%	2.6%
$250,001+	15.7%	15.6%

Table M.34 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter, excluding participants with Supported Independent Living (SIL) supports) - Northern Territory

Average annualised committed support band	As at quarter 3, 2025-26 distribution of participants	As at quarter 4, 2025-26 distribution of participants
$0-$5,000	0.9%	1.1%
$5,001-$10,000	2.6%	2.6%
$10,001-$15,000	5.2%	5.4%
$15,001-$20,000	8.2%	8.6%
$20,001-$25,000	11.3%	10.7%
$25,001-$30,000	7.0%	7.0%
$30,001-$50,000	20.7%	20.2%
$50,001-$100,000	20.1%	20.5%
$100,001-$150,000	8.8%	8.7%
$150,001-$200,000	5.1%	5.2%
$200,001-$250,000	2.6%	2.7%
$250,001+	7.4%	7.3%

Table M.35 Average annualised committed supports as at 30 June 2026 and average payments for the year ending 30 June 2026 by age group and participants' Supported Independent Living (SIL) status - Northern Territory

Age group	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
0 to 8	$26,000	$33,800	n/a	n/a	$26,000	$33,800
9 to 14	$38,500	$42,800	n/a	n/a	$38,500	$42,800
15 to 18	$47,200	$66,000	n/a	n/a	$44,200	$61,100
19 to 24	$131,600	$185,000	$561,000	$677,000	$67,300	$115,700
25 to 34	$180,000	$221,100	$602,400	$663,200	$87,100	$129,600
35 to 44	$190,200	$237,700	$590,300	$659,100	$93,400	$137,900
45 to 54	$202,800	$245,700	$594,500	$662,100	$107,300	$151,100
55 to 64	$237,300	$278,000	$593,700	$634,600	$128,400	$174,100
65+	$244,300	$257,300	$653,400	$653,500	$129,500	$146,100
All	**$111,500**	**$137,900**	**$595,100**	**$657,200**	**$62,100**	**$86,300**

Table M.36 Average annualised committed supports as at 30 June 2026 and average payments for the year ending 30 June 2026 by primary disability group and participants' Supported Independent Living (SIL) status - Northern Territory

Primary disability group	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
Acquired brain injury	$269,500	$312,400	$639,200	$697,600	$117,900	$163,300
Autism	$49,200	$57,600	$657,300	$661,800	$37,600	$47,000
Cerebral palsy	$305,100	$350,900	$728,600	$807,100	$119,200	$150,500
Developmental delay	$19,000	$29,300	n/a	n/a	$19,000	$29,300
Global developmental delay	$26,800	$37,400	n/a	n/a	$26,800	$37,400
Hearing impairment	$21,600	$36,500	n/a	n/a	$20,300	$33,800
Intellectual disability	$122,300	$156,000	$528,800	$621,200	$59,800	$88,800
Multiple sclerosis	$121,500	$153,000	n/a	n/a	$91,100	$124,200
Psychosocial disability	$148,500	$187,900	$502,300	$567,600	$88,200	$127,800
Spinal cord injury	$296,700	$340,400	$763,500	$817,200	$172,100	$207,900
Stroke	$273,400	$314,100	$610,800	$619,100	$174,900	$229,900
Visual impairment	$106,700	$127,800	n/a	n/a	$79,700	$105,300
Other neurological	$207,600	$255,500	$651,500	$688,700	$119,700	$163,200
Other physical	$115,400	$163,500	n/a	n/a	$91,100	$140,200
Other sensory/speech	n/a	n/a	n/a	n/a	n/a	n/a
Other	$164,500	$198,200	$589,000	$649,200	$113,300	$152,300
Down Syndrome	$161,600	$189,600	n/a	n/a	$107,700	$127,800
All	**$111,500**	**$137,900**	**$595,100**	**$657,200**	**$62,100**	**$86,300**

Table M.37 Average annualised committed supports as at 30 June 2026 and average payments for the year ending 30 June 2026 by reported level of function and participants' Supported Independent Living (SIL) status - Northern Territory

Reported level of function	Average payments - All participants	Average annualised committed supports - All participants	Average payments - participants in SIL	Average annualised committed supports - participants in SIL	Average payments - participants not in SIL	Average annualised committed supports - participants not in SIL
1 (High Function)	$25,900	$32,100	n/a	n/a	$25,000	$29,300
2 (High Function)	n/a	n/a	n/a	n/a	n/a	n/a
3 (High Function)	$48,900	$68,700	n/a	n/a	$36,000	$54,200
4 (High Function)	$45,900	$66,800	n/a	n/a	$38,900	$58,600
5 (High Function)	$52,600	$72,400	n/a	n/a	$43,000	$58,300
6 (Moderate Function)	$46,300	$66,800	$434,900	$503,300	$36,800	$56,500
7 (Moderate Function)	$87,800	$112,900	$517,200	$619,100	$57,400	$77,400
8 (Moderate Function)	$140,300	$184,300	$534,200	$612,800	$81,200	$123,500
9 (Moderate Function)	$222,800	$232,300	n/a	n/a	$108,100	$117,400
10 (Moderate Function)	$210,100	$257,700	$554,100	$613,400	$114,900	$164,300
11 (Low Function)	$154,900	$188,500	n/a	n/a	$81,900	$113,900
12 (Low Function)	$339,400	$385,100	$646,900	$692,900	$185,600	$236,600
13 (Low Function)	$131,300	$150,300	$665,600	$700,900	$80,700	$95,400
14 (Low Function)	$549,800	$615,900	$750,700	$815,700	$293,800	$350,900
15 (Low Function)	n/a	n/a	n/a	n/a	n/a	n/a
Total	**$111,500**	**$137,900**	**$595,100**	**$657,200**	**$62,100**	**$86,300**

Table M.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 30 June 2026 ($m) - Northern Territory[219]

Support Category	Total payments for the year ending 30 June 2026	Total annualised committed supports as at 30 June 2026
Core: Daily Activities	284.4	296.9
Core: Consumables	1.8	2.1
Core: Social and Civic	56.8	70.5
Core: Transport	0.4	1.3
Capacity Building: Choice and Control	0.7	0.8
Capacity Building: Daily Activities	6.4	10.1
Capacity Building: Employment	0.3	0.5
Capacity Building: Health and Wellbeing	0.0	0.0
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	7.4	10.1
Capacity Building: Social and Civic	0.2	0.4
Capacity Building: Support Coordination	5.5	6.8
Capital: Assistive Technology	2.0	3.5
Capital: Home Modifications	4.9	6.3
All	**370.7**	**409.4**

[219] Total payments for home modifications were $4.9 million. Of which, $4.8 million (99.5%) has been paid for specialised disability accommodation (SDA) supports, and $0.03 million (0.5%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $6.3 million. Of which, $6.2 million (98.5%) has been allocated for specialised disability accommodation (SDA) supports, and $0.1 million (1.5%) has been allocated for non-SDA supports.

Table M.39 Total annualised committed supports and total payments (participants not in Supported Independent Living (SIL)) by support category as at 30 June 2026 ($m) - Northern Territory[220]

Support Category	Total payments for the year ending 30 June 2026	Total annualised committed supports as at 30 June 2026
Core: Daily Activities	181.4	220.7
Core: Consumables	3.3	6.7
Core: Social and Civic	87.9	112.3
Core: Transport	7.4	4.0
Capacity Building: Choice and Control	6.4	8.3
Capacity Building: Daily Activities	48.0	100.4
Capacity Building: Employment	1.6	6.4
Capacity Building: Health and Wellbeing	0.0	0.2
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	9.0	18.1
Capacity Building: Social and Civic	5.4	13.4
Capacity Building: Support Coordination	19.9	33.0
Capital: Assistive Technology	7.1	14.7
Capital: Home Modifications	1.6	3.1
All	**379.0**	**541.3**

Table M.40 Payments by financial year in which support was provided, compared to committed supports - Northern Territory[221]

Financial year	Total Committed ($m)	Total Paid ($m)	Percentage utilised to date
2013-14	0.1	0.0	50%
2014-15	2.0	1.6	84%
2015-16	5.7	4.2	73%
2016-17	20.3	11.7	58%
2017-18	99.2	66.1	67%
2018-19	199.0	134.5	68%
2019-20	383.9	262.2	68%
2020-21	504.5	369.8	73%
2021-22	535.1	415.3	78%
2022-23	684.8	523.4	76%
2023-24	805.6	623.5	77%
2024-25	915.3	686.1	75%
2025-26 (Experience still emerging)	1,006.2	702.8	70%

[220] Total payments for home modifications were $1.6 million. Of which, $1.3 million (84.7%) has been paid for specialised disability accommodation (SDA) supports, and $0.2 million (15.3%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $3.1 million. Of which, $1.7 million (56%) has been allocated for specialised disability accommodation (SDA) supports, and $1.3 million (44%) has been allocated for non-SDA supports.
[221] The utilisation rate for 2025-26 will likely increase due to a lag between when support is provided and when it is paid for.

Table M.41 Percentage change in plan budgets for active participants per quarter - Northern Territory[222]

Inflation type	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25	Mar-26	Jun-26
Intraplan Inflation	7.8%	9.0%	7.4%	8.2%	4.8%	5.3%	3.3%	1.6%	2.9%
Interplan Inflation	0.3%	3.9%	6.2%	4.7%	6.6%	6.0%	4.5%	0.9%	-0.5%
Total Inflation	**8.1%**	**12.9%**	**13.6%**	**12.9%**	**11.4%**	**11.3%**	**7.9%**	**2.6%**	**2.3%**

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

Supplement N:
Comparison of key metrics by State/Territory

Comparison of key metrics by state and territory is available under Appendix D

Supplement O:
Participants by service district and support type, and committed supports and payments by service district, and participation rates by gender, age group and service district

Tables O.1:

Core supports enable participants to complete activities of daily living. Participant budgets often have a lot of flexibility to choose specific supports with their core support budgets but cannot reallocate this funding for other support purposes (i.e. capital or capacity building supports).

Capacity building supports enable participants to build their independence and skills. Participant budgets are allocated at a support category level and must be used to achieve the goals set out in the participant's plan.

Capital supports are investments, such as assistive technologies – equipment, home or vehicle modifications, or for Specialist Disability Accommodation (SDA). Participant budgets for this support purpose are restricted to specific items identified in the participant's plan.

Tables O.1, O.2 and O.3:

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

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

Tables O.2 and O.3:

Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2026. Average payments are calculated as the average of the annualised monthly payments in the 12 months period to 30 June 2026, weighted by the participants that are active in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Tables O.4, O.5 and O.6:

Participation rate refers to the proportion of general population that are NDIS participants.

A small portion (<0.1%) of NDIS participants do not reside in the service districts shown in the tables. Participation rates for this cohort are not provided due to the absence of a corresponding population figure.

Table O.1 Active participants by service district and support type included in plan as at 30 June 2026

Service district	Core supports (Count)	Core supports (Percentage)	Capacity Building supports (Count)	Capacity Building supports (Percentage)	Capital supports (Count)	Capital supports (Percentage)	Total active participants
NSW	**191,596**	**83%**	**227,936**	**99%**	**40,127**	**17%**	**230,427**
NSW - Hunter New England	30,977	83%	36,889	99%	6,541	17%	37,448
NSW - Central Coast	10,839	82%	13,163	99%	2,111	16%	13,272
NSW - Far West	904	87%	1,029	99%	<180	n/a	1,035
NSW - Illawarra Shoalhaven	11,565	86%	13,296	99%	2,621	19%	13,478
NSW - Mid North Coast	8,203	87%	9,372	99%	1,447	15%	9,428
NSW - Murrumbidgee	9,094	92%	9,859	100%	1,932	20%	9,897
NSW - Nepean Blue Mountains	11,077	79%	13,929	99%	2,174	15%	14,096
NSW - North Sydney	12,337	81%	15,033	99%	2,924	19%	15,219
NSW - Northern NSW	10,370	92%	11,227	99%	1,853	16%	11,285
NSW - South Eastern Sydney	13,446	86%	15,581	99%	2,735	17%	15,696
NSW - South Western Sydney	29,666	80%	36,528	99%	6,247	17%	36,937
NSW - Southern NSW	5,444	85%	6,285	99%	1,075	17%	6,368
NSW - Sydney	7,757	88%	8,707	99%	1,517	17%	8,793
NSW - Western NSW	7,855	86%	9,105	99%	1,844	20%	9,179
NSW - Western Sydney	22,039	78%	27,908	99%	4,930	17%	28,271
NSW - Other	23	92%	25	100%	<11	n/a	25
VIC	**196,504**	**93%**	**209,264**	**99%**	**33,382**	**16%**	**210,846**
VIC - Barwon	13,068	92%	14,084	99%	2,265	16%	14,217
VIC - Central Highlands	7,681	91%	8,380	99%	1,429	17%	8,455
VIC - Loddon	10,271	92%	11,052	99%	1,541	14%	11,134
VIC - North East Melbourne	18,482	92%	19,832	99%	3,332	17%	20,021
VIC - Inner Gippsland	7,628	94%	8,034	99%	1,261	16%	8,098
VIC - Ovens Murray	4,674	91%	5,119	99%	862	17%	5,157
VIC - Western District	4,994	93%	5,311	99%	972	18%	5,354
VIC - Inner East Melbourne	12,650	93%	13,507	99%	2,553	19%	13,660
VIC - Outer East Melbourne	13,676	94%	14,503	99%	2,408	16%	14,622
VIC - Hume Moreland	13,811	94%	14,561	99%	2,125	14%	14,676
VIC - Bayside Peninsula	23,943	95%	25,117	99%	4,237	17%	25,262
VIC - Southern Melbourne	19,374	94%	20,449	99%	3,485	17%	20,599
VIC - Brimbank Melton	13,631	93%	14,521	99%	1,885	13%	14,603
VIC - Western Melbourne	19,705	94%	20,919	99%	2,784	13%	21,053
VIC - Goulburn	6,275	91%	6,830	100%	1,085	16%	6,863
VIC - Mallee	3,446	94%	3,643	100%	594	16%	3,655
VIC - Outer Gippsland	3,183	94%	3,388	100%	<560	n/a	3,403
VIC - Other	12	86%	14	100%	<11	n/a	14
QLD	**155,235**	**93%**	**165,908**	**100%**	**28,882**	**17%**	**166,633**
QLD - Bundaberg	<3,920	n/a	<4,180	n/a	<860	n/a	<4,210
QLD - Ipswich	12,988	93%	13,977	100%	2,253	16%	14,026

Service district	Core supports (Count)	Core supports (Percentage)	Capacity Building supports (Count)	Capacity Building supports (Percentage)	Capital supports (Count)	Capital supports (Percentage)	Total active participants
QLD - Mackay	4,480	93%	4,802	100%	959	20%	4,826
QLD - Toowoomba	8,930	94%	9,499	100%	1,906	20%	9,546
QLD - Townsville	8,534	93%	9,116	100%	1,710	19%	9,149
QLD - Rockhampton	8,092	90%	8,974	99%	1,398	15%	9,034
QLD - Beenleigh	18,855	93%	20,166	100%	3,127	15%	20,232
QLD - Brisbane	28,331	94%	30,111	100%	5,174	17%	30,262
QLD - Cairns	7,597	94%	8,027	99%	1,599	20%	8,070
QLD - Maryborough	5,732	93%	6,143	100%	1,158	19%	6,170
QLD - Robina	16,106	94%	17,069	99%	2,850	17%	17,168
QLD - Caboolture/Strathpine	17,657	92%	19,095	100%	3,128	16%	19,140
QLD - Maroochydore	14,015	95%	14,748	100%	2,759	19%	14,804
QLD - Other	<11	n/a	<11	n/a	<11	n/a	<11
WA	**62,349**	**89%**	**69,631**	**99%**	**14,711**	**21%**	**70,243**
WA - North East Metro	8,954	88%	10,061	99%	2,304	23%	10,154
WA - Wheat Belt	1,472	88%	1,666	99%	365	22%	1,676
WA - South Metro	10,280	87%	11,753	99%	2,342	20%	11,863
WA - Central South Metro	7,895	89%	8,744	99%	1,789	20%	8,845
WA - South West	5,030	90%	5,531	99%	1,090	19%	5,591
WA - Goldfields-Esperance	1,004	84%	1,189	100%	<200	n/a	1,193
WA - North Metro	8,880	89%	9,942	99%	2,092	21%	10,020
WA - Kimberley-Pilbara	1,827	86%	2,121	100%	416	20%	2,124
WA - South East Metro	7,048	92%	7,624	99%	1,886	25%	7,686
WA - Central North Metro	6,943	91%	7,599	99%	1,620	21%	7,662
WA - Great Southern	1,457	89%	1,623	99%	320	19%	1,642
WA - Midwest-Gascoyne	1,527	87%	1,744	99%	286	16%	1,753
WA - Other	32	94%	34	100%	<11	n/a	34
SA	**61,475**	**91%**	**66,878**	**99%**	**11,660**	**17%**	**67,270**
SA - Adelaide Hills	2,602	90%	2,847	99%	401	14%	2,878
SA - Barossa, Light and Lower North	3,166	89%	3,545	100%	467	13%	3,559
SA - Eastern Adelaide	4,999	90%	5,529	100%	1,003	18%	5,553
SA - Eyre and Western	1,791	91%	1,948	99%	355	18%	1,963
SA - Far North (SA)	675	93%	719	99%	<130	n/a	723
SA - Fleurieu and Kangaroo Island	1,888	92%	2,040	99%	376	18%	2,051
SA - Limestone Coast	2,002	93%	2,142	99%	405	19%	2,160
SA - Murray and Mallee	2,545	92%	2,746	99%	495	18%	2,780
SA - Northern Adelaide	20,745	91%	22,600	99%	3,888	17%	22,753
SA - Southern Adelaide	13,453	92%	14,562	100%	2,598	18%	14,614
SA - Western Adelaide	5,264	92%	5,674	100%	1,089	19%	5,699
SA - Yorke and Mid North	2,289	92%	2,468	100%	454	18%	2,479
SA - Other	56	97%	58	100%	<11	n/a	58
TAS	**15,504**	**92%**	**16,665**	**99%**	**3,125**	**18%**	**16,896**

Service district	Core supports (Count)	Core supports (Percentage)	Capacity Building supports (Count)	Capacity Building supports (Percentage)	Capital supports (Count)	Capital supports (Percentage)	Total active participants
TAS - North	4,456	93%	4,733	99%	935	20%	4,767
TAS - North West	3,381	91%	<3,660	n/a	728	20%	<3,700
TAS - South East	3,480	89%	3,830	98%	710	18%	3,902
TAS - South West	4,187	92%	4,447	98%	752	17%	4,527
TAS - Other	0	0%	<11	n/a	0	0%	<11
ACT	**11,147**	**88%**	**12,577**	**99%**	**2,076**	**16%**	**12,695**
ACT	<11,150	n/a	<12,580	n/a	<2,080	n/a	<12,700
ACT - Other	<11	n/a	<11	n/a	<11	n/a	<11
NT	**6,484**	**94%**	**6,869**	**100%**	**1,292**	**19%**	**6,894**
NT - Barkly	165	87%	189	100%	53	28%	189
NT - Central Australia	1,142	96%	1,191	100%	258	22%	1,193
NT - Darwin Remote	637	97%	656	100%	92	14%	656
NT - Darwin Urban	3,683	93%	3,936	100%	699	18%	3,955
NT - East Arnhem	290	99%	293	100%	59	20%	293
NT - Katherine	363	92%	392	99%	91	23%	394
NT - Other	204	95%	212	99%	40	19%	214
OT	**86**	**92%**	**92**	**99%**	**15**	**16%**	**93**
Missing	**12**	**75%**	**12**	**75%**	**<11**	**n/a**	**16**
Total	**700,392**	**90%**	**775,832**	**99%**	**135,272**	**17%**	**782,013**

Table O.2 Average annualised committed supports, median annualised committed supports, average payments, median payments and active participants by service district as at 30 June 2026

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
NSW	**$86,000**	**$31,500**	**$70,700**	**$21,400**	**230,427**
NSW - Hunter New England	$84,900	$31,600	$67,700	$19,600	**37,448**
NSW - Central Coast	$78,600	$28,100	$64,000	$19,200	**13,272**
NSW - Far West	$94,700	$42,600	$68,600	$19,400	**1,035**
NSW - Illawarra Shoalhaven	$89,300	$37,700	$72,400	$24,000	**13,478**
NSW - Mid North Coast	$80,700	$29,100	$64,000	$17,100	**9,428**
NSW - Murrumbidgee	$82,500	$32,200	$62,200	$18,000	**9,897**
NSW - Nepean Blue Mountains	$81,000	$26,600	$65,600	$18,200	**14,096**
NSW - North Sydney	$92,300	$29,900	$77,400	$20,800	**15,219**
NSW - Northern NSW	$84,900	$36,800	$67,800	$21,500	**11,285**
NSW - South Eastern Sydney	$89,900	$31,500	$75,100	$21,200	**15,696**
NSW - South Western Sydney	$86,300	$31,600	$75,900	$24,600	**36,937**
NSW - Southern NSW	$70,400	$28,500	$52,400	$16,700	**6,368**
NSW - Sydney	$91,400	$42,800	$77,300	$25,900	**8,793**
NSW - Western NSW	$91,600	$35,600	$68,400	$18,100	**9,179**

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
NSW - Western Sydney	$88,700	$29,000	$76,200	$22,100	**28,271**
NSW - Other	$109,200	$39,700	$81,400	$16,700	**25**
VIC	**$78,700**	**$30,900**	**$62,400**	**$18,200**	**210,846**
VIC - Barwon	$80,200	$34,300	$61,300	$17,900	**14,217**
VIC - Central Highlands	$80,400	$30,500	$62,500	$16,000	**8,455**
VIC - Loddon	$68,700	$26,200	$49,800	$13,300	**11,134**
VIC - North East Melbourne	$83,400	$30,600	$68,000	$18,000	**20,021**
VIC - Inner Gippsland	$72,500	$32,600	$55,600	$17,300	**8,098**
VIC - Ovens Murray	$71,900	$31,500	$51,600	$16,100	**5,157**
VIC - Western District	$76,600	$32,900	$57,000	$17,400	**5,354**
VIC - Inner East Melbourne	$88,000	$33,400	$71,300	$19,100	**13,660**
VIC - Outer East Melbourne	$76,400	$30,800	$60,200	$17,700	**14,622**
VIC - Hume Moreland	$76,000	$29,600	$64,200	$19,000	**14,676**
VIC - Bayside Peninsula	$81,700	$35,000	$64,800	$19,200	**25,262**
VIC - Southern Melbourne	$83,700	$30,700	$69,800	$19,700	**20,599**
VIC - Brimbank Melton	$78,400	$27,100	$62,700	$16,800	**14,603**
VIC - Western Melbourne	$74,800	$28,300	$60,700	$17,000	**21,053**
VIC - Goulburn	$71,000	$27,800	$53,100	$13,900	**6,863**
VIC - Mallee	$72,800	$30,100	$52,400	$15,900	**3,655**
VIC - Outer Gippsland	$78,200	$37,900	$59,500	$18,000	**3,403**
VIC - Other	n/a	n/a	n/a	n/a	**14**
QLD	**$87,900**	**$33,300**	**$67,600**	**$17,700**	**166,633**
QLD - Bundaberg	n/a	n/a	n/a	n/a	**<4,210**
QLD - Ipswich	$84,300	$32,800	$65,700	$17,300	**14,026**
QLD - Mackay	$82,200	$27,800	$60,100	$13,100	**4,826**
QLD - Toowoomba	$95,500	$39,100	$74,100	$18,300	**9,546**
QLD - Townsville	$89,700	$31,300	$66,500	$15,000	**9,149**
QLD - Rockhampton	$73,800	$27,500	$52,000	$12,400	**9,034**
QLD - Beenleigh	$84,400	$28,600	$66,700	$15,900	**20,232**
QLD - Brisbane	$89,300	$34,400	$68,700	$17,800	**30,262**
QLD - Cairns	$100,800	$41,700	$77,200	$20,300	**8,070**
QLD - Maryborough	$90,100	$40,200	$67,300	$19,300	**6,170**
QLD - Robina	$91,000	$34,500	$71,800	$19,500	**17,168**
QLD - Caboolture/Strathpine	$83,900	$29,900	$64,400	$15,700	**19,140**
QLD - Maroochydore	$91,000	$38,200	$70,500	$20,100	**14,804**
QLD - Other	n/a	n/a	n/a	n/a	**<11**
WA	**$90,200**	**$36,200**	**$68,700**	**$20,000**	**70,243**
WA - North East Metro	$95,800	$37,000	$74,500	$19,900	**10,154**
WA - Wheat Belt	$69,300	$37,000	$39,400	$14,500	**1,676**
WA - South Metro	$79,600	$30,900	$61,100	$17,200	**11,863**
WA - Central South Metro	$86,700	$34,500	$65,900	$18,700	**8,845**

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
WA - South West	$80,100	$35,600	$58,500	$17,700	**5,591**
WA - Goldfields-Esperance	$113,900	$41,100	$78,600	$17,800	**1,193**
WA - North Metro	$81,800	$32,100	$62,600	$17,500	**10,020**
WA - Kimberley-Pilbara	$113,900	$48,200	$85,000	$23,900	**2,124**
WA - South East Metro	$106,300	$41,600	$84,500	$23,100	**7,686**
WA - Central North Metro	$101,000	$42,200	$79,700	$23,900	**7,662**
WA - Great Southern	$84,000	$35,500	$58,300	$16,600	**1,642**
WA - Midwest-Gascoyne	$91,000	$40,300	$61,200	$18,300	**1,753**
WA - Other	$80,800	$50,600	$54,700	$6,800	**34**
SA	**$86,500**	**$31,000**	**$66,700**	**$16,900**	**67,270**
SA - Adelaide Hills	$66,500	$24,100	$48,500	$12,300	**2,878**
SA - Barossa, Light and Lower North	$59,800	$23,200	$43,700	$11,800	**3,559**
SA - Eastern Adelaide	$98,900	$33,700	$78,600	$17,500	**5,553**
SA - Eyre and Western	$88,100	$41,900	$56,600	$18,700	**1,963**
SA - Far North (SA)	$90,300	$44,500	$56,500	$11,600	**723**
SA - Fleurieu and Kangaroo Island	$85,700	$34,700	$61,700	$16,000	**2,051**
SA - Limestone Coast	$85,500	$29,300	$59,400	$12,500	**2,160**
SA - Murray and Mallee	$77,200	$31,100	$55,700	$14,500	**2,780**
SA - Northern Adelaide	$89,000	$30,200	$71,500	$17,000	**22,753**
SA - Southern Adelaide	$90,300	$31,900	$70,200	$17,400	**14,614**
SA - Western Adelaide	$90,500	$34,700	$71,100	$19,000	**5,699**
SA - Yorke and Mid North	$73,800	$30,400	$52,400	$14,500	**2,479**
SA - Other	$93,900	$49,300	$51,500	$18,200	**58**
TAS	**$95,500**	**$37,500**	**$73,900**	**$19,900**	**16,896**
TAS - North	$94,700	$38,700	$70,800	$19,900	**4,767**
TAS - North West	n/a	n/a	n/a	n/a	**<3,700**
TAS - South East	$85,700	$33,100	$64,200	$16,900	**3,902**
TAS - South West	$100,400	$39,300	$81,500	$20,800	**4,527**
TAS - Other	n/a	n/a	n/a	n/a	**<11**
ACT	**$76,100**	**$26,400**	**$59,100**	**$14,800**	**12,695**
ACT	$76,100	n/a	$59,100	n/a	**<12,700**
ACT - Other	n/a	n/a	n/a	n/a	**<11**
NT	**$137,900**	**$49,000**	**$111,500**	**$30,400**	**6,894**
NT - Barkly	$131,400	$50,200	$93,700	$23,700	**189**
NT - Central Australia	$215,600	$82,300	$181,100	$43,200	**1,193**
NT - Darwin Remote	$87,200	$55,900	$51,200	$28,400	**656**
NT - Darwin Urban	$121,600	$36,900	$101,900	$26,600	**3,955**
NT - East Arnhem	$128,400	$70,400	$76,800	$35,800	**293**
NT - Katherine	$171,300	$50,700	$141,900	$33,800	**394**
NT - Other	$118,500	$41,000	$93,500	$20,500	**214**
OT	**$101,400**	**$61,300**	**$59,200**	**$26,400**	**93**

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
Missing	**n/a**	**n/a**	**n/a**	**n/a**	**16**
Total	**$85,400**	**$32,300**	**$67,500**	**$19,300**	**782,013**

Table O.3 Average annualised committed supports, median annualised committed supports, average payments, median payments and active participants not in SIL by service district as at 30 June 2026

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
NSW	**$64,700**	**$28,500**	**$49,700**	**$19,700**	**218,143**
NSW - Hunter New England	$61,600	$28,500	$44,900	$17,900	**35,270**
NSW - Central Coast	$58,000	$25,500	$44,000	$17,700	**12,600**
NSW - Far West	$78,600	$40,100	$51,700	$18,300	**1,003**
NSW - Illawarra Shoalhaven	$66,900	$33,900	$50,200	$21,700	**12,718**
NSW - Mid North Coast	$65,200	$27,000	$48,900	$16,200	**9,072**
NSW - Murrumbidgee	$63,500	$29,300	$43,400	$16,700	**9,399**
NSW - Nepean Blue Mountains	$59,300	$24,400	$44,000	$16,700	**13,322**
NSW - North Sydney	$64,800	$26,100	$50,300	$18,400	**14,153**
NSW - Northern NSW	$68,800	$34,400	$51,700	$20,100	**10,823**
NSW - South Eastern Sydney	$68,800	$28,700	$54,100	$19,500	**14,862**
NSW - South Western Sydney	$67,100	$29,000	$56,900	$22,700	**35,230**
NSW - Southern NSW	$56,400	$26,600	$38,200	$15,800	**6,117**
NSW - Sydney	$72,900	$38,700	$58,900	$23,700	**8,345**
NSW - Western NSW	$65,500	$31,400	$43,300	$16,200	**8,535**
NSW - Western Sydney	$64,900	$26,200	$52,800	$20,200	**26,669**
NSW - Other	$109,200	$39,700	$73,800	$16,600	**25**
VIC	**$62,300**	**$29,000**	**$46,600**	**$17,100**	**202,911**
VIC - Barwon	$62,400	$32,000	$44,600	$16,800	**13,642**
VIC - Central Highlands	$58,200	$27,900	$40,800	$14,700	**8,022**
VIC - Loddon	$55,700	$24,900	$36,900	$12,500	**10,790**
VIC - North East Melbourne	$64,000	$28,300	$48,800	$16,600	**19,128**
VIC - Inner Gippsland	$60,200	$31,000	$43,400	$16,300	**7,864**
VIC - Ovens Murray	$58,200	$29,500	$38,700	$15,000	**4,956**
VIC - Western District	$57,500	$30,400	$38,300	$15,600	**5,064**
VIC - Inner East Melbourne	$66,500	$30,200	$49,900	$17,100	**12,912**
VIC - Outer East Melbourne	$59,900	$28,800	$44,600	$16,600	**14,054**
VIC - Hume Moreland	$65,000	$28,400	$53,300	$18,200	**14,310**
VIC - Bayside Peninsula	$65,700	$32,400	$49,300	$17,900	**24,243**
VIC - Southern Melbourne	$64,600	$28,700	$51,300	$18,500	**19,798**
VIC - Brimbank Melton	$61,800	$25,700	$47,500	$16,000	**14,144**
VIC - Western Melbourne	$62,000	$26,900	$47,900	$16,400	**20,496**

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
VIC - Goulburn	$57,100	$26,400	$40,400	$13,200	**6,648**
VIC - Mallee	$58,400	$28,300	$39,200	$15,000	**3,531**
VIC - Outer Gippsland	$66,700	$35,800	$48,700	$17,000	**3,295**
VIC - Other	n/a	n/a	n/a	n/a	**14**
QLD	**$69,100**	**$30,600**	**$49,000**	**$16,300**	**159,205**
QLD - Bundaberg	n/a	n/a	n/a	n/a	**<4,010**
QLD - Ipswich	$65,300	$30,400	$46,700	$15,900	**13,423**
QLD - Mackay	$64,300	$26,100	$42,500	$12,200	**4,619**
QLD - Toowoomba	$71,700	$34,700	$49,600	$16,000	**8,970**
QLD - Townsville	$68,200	$29,000	$45,600	$13,800	**8,679**
QLD - Rockhampton	$59,900	$26,300	$38,200	$11,800	**8,746**
QLD - Beenleigh	$65,200	$26,300	$47,400	$14,800	**19,374**
QLD - Brisbane	$71,900	$31,600	$51,900	$16,400	**29,005**
QLD - Cairns	$77,100	$37,800	$54,500	$18,300	**7,631**
QLD - Maryborough	$73,200	$37,300	$51,200	$17,700	**5,910**
QLD - Robina	$71,700	$31,600	$53,000	$17,900	**16,387**
QLD - Caboolture/Strathpine	$65,000	$27,400	$46,100	$14,600	**18,288**
QLD - Maroochydore	$73,400	$35,200	$52,900	$18,400	**14,164**
QLD - Other	n/a	n/a	n/a	n/a	**<11**
WA	**$69,100**	**$33,600**	**$48,400**	**$18,300**	**66,696**
WA - North East Metro	$68,500	$33,100	$48,300	$17,500	**9,438**
WA - Wheat Belt	$64,200	$36,300	$34,600	$14,200	**1,651**
WA - South Metro	$61,900	$28,700	$43,100	$16,000	**11,345**
WA - Central South Metro	$69,100	$32,100	$49,300	$17,400	**8,459**
WA - South West	$66,000	$33,900	$44,900	$16,600	**5,392**
WA - Goldfields-Esperance	$86,800	$38,700	$51,500	$16,700	**1,140**
WA - North Metro	$63,800	$29,900	$45,700	$16,500	**9,618**
WA - Kimberley-Pilbara	$87,600	$45,300	$59,700	$22,700	**2,030**
WA - South East Metro	$76,100	$36,800	$54,900	$20,100	**7,117**
WA - Central North Metro	$76,000	$38,300	$56,200	$21,000	**7,201**
WA - Great Southern	$67,900	$33,300	$43,800	$15,200	**1,575**
WA - Midwest-Gascoyne	$74,700	$39,000	$46,600	$17,700	**1,697**
WA - Other	$68,100	$48,300	$38,400	$6,400	**33**
SA	**$64,000**	**$28,500**	**$44,900**	**$15,700**	**63,960**
SA - Adelaide Hills	$51,900	$23,400	$33,900	$11,800	**2,782**
SA - Barossa, Light and Lower North	$48,900	$22,800	$32,900	$11,400	**3,485**
SA - Eastern Adelaide	$74,700	$30,400	$54,400	$15,900	**5,270**
SA - Eyre and Western	$73,100	$40,000	$43,400	$17,800	**1,898**
SA - Far North (SA)	$69,100	$42,400	$35,800	$10,100	**686**
SA - Fleurieu and Kangaroo Island	$69,600	$32,500	$46,800	$15,300	**1,980**
SA - Limestone Coast	$63,800	$26,600	$39,200	$11,300	**2,054**

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
SA - Murray and Mallee	$61,600	$28,900	$39,500	$13,800	**2,671**
SA - Northern Adelaide	$62,700	$27,600	$46,100	$15,600	**21,515**
SA - Southern Adelaide	$63,900	$28,800	$44,500	$15,700	**13,730**
SA - Western Adelaide	$70,900	$31,900	$52,200	$17,700	**5,433**
SA - Yorke and Mid North	$61,500	$29,200	$41,000	$14,000	**2,398**
SA - Other	$93,900	$49,300	$51,500	$18,200	**58**
TAS	**$67,900**	**$33,700**	**$46,600**	**$17,800**	**15,794**
TAS - North	$71,200	$35,100	$48,700	$18,100	**4,518**
TAS - North West	n/a	n/a	n/a	n/a	**<3,450**
TAS - South East	$61,400	$30,700	$41,900	$15,500	**3,686**
TAS - South West	$67,900	$33,900	$47,800	$17,800	**4,141**
TAS - Other	n/a	n/a	n/a	n/a	**<11**
ACT	**$55,400**	**$24,500**	**$38,600**	**$13,800**	**12,050**
ACT	$55,400	n/a	$38,600	n/a	**<12,050**
ACT - Other	n/a	n/a	n/a	n/a	**<11**
NT	**$86,300**	**$42,000**	**$62,100**	**$26,100**	**6,271**
NT - Barkly	$96,300	$45,500	$55,000	$20,900	**176**
NT - Central Australia	$117,100	$64,500	$83,500	$33,500	**1,015**
NT - Darwin Remote	$82,500	$55,700	$48,900	$28,200	**651**
NT - Darwin Urban	$74,100	$31,400	$57,200	$22,200	**3,591**
NT - East Arnhem	$123,100	$69,000	$73,000	$35,600	**289**
NT - Katherine	$98,000	$41,900	$74,200	$28,100	**347**
NT - Other	$79,300	$38,700	$54,900	$18,400	**202**
OT	**$101,400**	**$61,300**	**$59,200**	**$26,400**	**93**
Missing	**n/a**	**n/a**	**n/a**	**n/a**	**16**
Total	**$65,400**	**$29,800**	**$48,100**	**$17,900**	**745,139**

Table O.4 Participation rates for all participants by service district and age group as at 30 June 2026

Service district	0 to 8 years	9 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65+	Total excl. 65+ years	Total
NSW	**5.7%**	**7.1%**	**5.4%**	**3.1%**	**1.8%**	**1.3%**	**1.7%**	**2.2%**	**0.9%**	**3.1%**	**2.6%**
NSW - Hunter New England	7.2%	9.1%	7.8%	5.2%	3.0%	2.1%	2.3%	2.6%	1.1%	4.4%	3.6%
NSW - Central Coast	6.8%	10.9%	8.4%	5.6%	3.2%	1.8%	2.1%	2.5%	0.9%	4.5%	3.6%
NSW - Far West	5.5%	9.1%	8.4%	4.9%	3.1%	2.4%	2.4%	2.6%	1.0%	4.2%	3.4%
NSW - Illawarra Shoalhaven	5.2%	7.9%	6.5%	3.7%	2.8%	2.0%	2.2%	2.4%	0.9%	3.6%	3.0%
NSW - Mid North Coast	8.8%	11.1%	8.6%	6.2%	3.8%	2.2%	2.3%	2.6%	0.9%	5.0%	3.8%
NSW - Murrumbidgee	6.5%	7.6%	5.8%	4.2%	2.8%	1.8%	2.0%	2.4%	0.8%	3.8%	3.1%
NSW - Nepean Blue Mountains	7.2%	9.5%	7.3%	4.4%	2.3%	1.6%	1.9%	2.3%	0.9%	4.0%	3.5%
NSW - North Sydney	3.5%	4.0%	3.2%	1.8%	1.1%	0.7%	1.0%	1.5%	0.7%	1.8%	1.6%
NSW - Northern NSW	6.9%	9.4%	7.6%	6.4%	3.7%	2.0%	2.2%	2.3%	0.9%	4.3%	3.4%
NSW - South Eastern Sydney	4.3%	5.4%	3.6%	1.8%	1.0%	0.9%	1.2%	1.8%	0.7%	2.0%	1.8%

Service district	0 to 8 years	9 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65+	Total excl. 65+ years	Total
NSW - South Western Sydney	5.9%	6.9%	4.8%	2.9%	1.8%	1.2%	1.7%	2.2%	1.0%	3.1%	2.8%
NSW - Southern NSW	5.6%	7.5%	5.9%	4.7%	2.5%	1.6%	1.5%	1.8%	0.8%	3.3%	2.7%
NSW - Sydney	3.4%	5.3%	3.6%	1.0%	0.6%	0.7%	1.4%	2.2%	0.9%	1.5%	1.4%
NSW - Western NSW	5.1%	7.4%	5.8%	4.9%	2.7%	1.8%	2.3%	2.5%	0.8%	3.7%	3.1%
NSW - Western Sydney	5.5%	5.7%	4.1%	2.2%	1.3%	0.9%	1.4%	2.1%	0.9%	2.5%	2.3%
VIC	**6.4%**	**8.6%**	**6.3%**	**3.3%**	**1.7%**	**1.5%**	**1.9%**	**2.4%**	**0.9%**	**3.4%**	**2.9%**
VIC - Barwon	6.7%	11.1%	9.4%	5.9%	3.0%	2.3%	2.4%	2.8%	1.2%	4.6%	3.9%
VIC - Central Highlands	6.1%	9.9%	7.8%	5.4%	3.1%	2.3%	2.2%	2.8%	1.1%	4.3%	3.7%
VIC - Loddon	8.0%	12.3%	9.9%	7.1%	3.4%	2.4%	2.4%	2.5%	1.0%	5.1%	4.1%
VIC - North East Melbourne	6.2%	7.7%	6.0%	3.0%	1.4%	1.4%	2.0%	2.7%	1.0%	3.1%	2.8%
VIC - Inner Gippsland	7.0%	11.0%	7.8%	5.3%	3.2%	2.5%	2.6%	2.7%	0.8%	4.6%	3.6%
VIC - Ovens Murray	7.3%	10.4%	8.1%	5.6%	3.1%	2.2%	2.3%	2.6%	0.9%	4.5%	3.6%
VIC - Western District	6.2%	8.8%	7.1%	5.6%	3.2%	2.4%	2.6%	2.5%	0.9%	4.2%	3.4%
VIC - Inner East Melbourne	4.3%	5.2%	3.8%	1.7%	1.3%	1.0%	1.4%	1.9%	0.7%	2.2%	1.9%
VIC - Outer East Melbourne	6.0%	9.7%	7.2%	4.3%	2.5%	1.7%	2.0%	2.3%	0.9%	3.8%	3.2%
VIC - Hume Moreland	7.0%	9.1%	6.4%	3.2%	1.4%	1.3%	2.1%	2.8%	1.1%	3.4%	3.1%
VIC - Bayside Peninsula	5.8%	7.8%	5.2%	2.7%	1.5%	1.4%	1.8%	2.3%	0.8%	2.9%	2.5%
VIC - Southern Melbourne	6.3%	7.3%	5.1%	3.0%	1.6%	1.2%	1.7%	2.3%	0.9%	3.2%	2.9%
VIC - Brimbank Melton	7.9%	9.6%	6.4%	3.7%	1.9%	1.4%	1.7%	2.2%	0.8%	3.8%	3.4%
VIC - Western Melbourne	6.0%	8.2%	5.6%	1.9%	1.0%	1.0%	1.7%	2.2%	0.9%	2.6%	2.5%
VIC - Goulburn	8.1%	10.0%	7.8%	4.9%	2.7%	1.8%	2.3%	2.5%	0.8%	4.4%	3.6%
VIC - Mallee	8.5%	11.2%	7.8%	5.5%	2.6%	2.0%	2.4%	2.5%	0.8%	4.6%	3.7%
VIC - Outer Gippsland	7.0%	9.2%	8.2%	6.2%	3.6%	2.6%	2.7%	2.7%	0.7%	4.6%	3.4%
QLD	**5.8%**	**8.1%**	**6.1%**	**3.7%**	**1.9%**	**1.5%**	**1.8%**	**2.3%**	**0.9%**	**3.4%**	**2.9%**
QLD - Bundaberg	7.0%	10.1%	8.3%	7.4%	4.0%	2.8%	2.5%	3.0%	1.0%	4.9%	3.8%
QLD - Ipswich	6.2%	9.3%	7.4%	5.0%	2.4%	1.7%	2.1%	2.6%	1.2%	4.1%	3.6%
QLD - Mackay	5.4%	6.7%	5.0%	3.4%	1.4%	1.0%	1.2%	1.7%	0.9%	2.8%	2.5%
QLD - Toowoomba	4.6%	7.4%	6.7%	5.0%	2.4%	2.0%	2.3%	2.9%	1.1%	3.8%	3.2%
QLD - Townsville	7.2%	8.1%	5.8%	3.2%	2.0%	1.7%	2.0%	2.4%	1.2%	3.6%	3.2%
QLD - Rockhampton	5.9%	10.6%	8.0%	5.2%	2.4%	1.5%	1.7%	2.1%	0.9%	4.1%	3.5%
QLD - Beenleigh	7.3%	9.4%	6.8%	4.1%	2.2%	1.7%	1.8%	2.3%	0.9%	4.0%	3.5%
QLD - Brisbane	4.5%	6.0%	4.3%	2.1%	1.3%	1.1%	1.6%	2.2%	0.9%	2.4%	2.2%
QLD - Cairns	4.7%	6.1%	5.3%	3.9%	1.8%	1.7%	1.8%	2.1%	0.9%	3.0%	2.6%
QLD - Maryborough	7.2%	9.7%	7.9%	7.5%	3.7%	2.7%	2.8%	2.9%	0.8%	4.8%	3.6%
QLD - Robina	5.0%	7.6%	5.8%	3.2%	1.5%	1.2%	1.5%	1.9%	0.7%	2.9%	2.5%
QLD - Caboolture/Strathpine	7.8%	9.9%	7.6%	4.8%	2.3%	1.8%	1.8%	2.4%	0.9%	4.2%	3.6%
QLD - Maroochydore	5.5%	8.7%	6.7%	4.7%	2.4%	1.8%	1.8%	2.1%	0.8%	3.6%	2.9%
WA	**4.2%**	**6.1%**	**5.1%**	**3.4%**	**1.8%**	**1.3%**	**1.4%**	**1.9%**	**0.7%**	**2.7%**	**2.4%**
WA - North East Metro	4.4%	6.6%	5.5%	4.2%	2.0%	1.5%	1.7%	2.2%	1.0%	3.0%	2.7%
WA - Wheat Belt	3.1%	5.4%	5.9%	4.4%	2.2%	1.6%	1.3%	1.5%	0.4%	2.6%	2.1%
WA - South Metro	5.1%	7.2%	6.0%	3.9%	2.1%	1.3%	1.4%	2.0%	0.8%	3.2%	2.8%
WA - Central South Metro	3.9%	6.2%	4.9%	3.3%	1.7%	1.2%	1.3%	1.8%	0.7%	2.6%	2.2%
WA - South West	3.8%	6.8%	5.9%	5.5%	2.8%	1.7%	1.7%	2.1%	0.8%	3.3%	2.7%
WA - Goldfields-Esperance	3.7%	5.5%	5.0%	3.3%	1.4%	1.1%	1.3%	1.3%	0.4%	2.4%	2.1%

Service district	0 to 8 years	9 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65+	Total excl. 65+ years	Total
WA - North Metro	4.8%	6.3%	5.3%	3.5%	2.1%	1.1%	1.1%	1.4%	0.6%	2.8%	2.4%
WA - Kimberley-Pilbara	3.7%	4.8%	4.1%	3.3%	1.0%	1.1%	1.5%	1.5%	1.0%	2.2%	2.1%
WA - South East Metro	4.3%	5.2%	4.7%	2.5%	1.5%	1.3%	1.7%	2.4%	0.9%	2.5%	2.3%
WA - Central North Metro	3.1%	4.7%	3.4%	2.0%	1.2%	1.1%	1.5%	2.1%	0.7%	2.0%	1.8%
WA - Great Southern	3.9%	5.8%	5.0%	5.2%	3.2%	1.8%	1.5%	1.8%	0.7%	3.1%	2.5%
WA - Midwest-Gascoyne	5.1%	7.5%	5.6%	4.4%	2.3%	1.3%	1.1%	1.4%	0.6%	3.0%	2.5%
SA	**6.6%**	**10.8%**	**8.8%**	**5.1%**	**2.3%**	**1.9%**	**2.1%**	**2.6%**	**1.0%**	**4.2%**	**3.5%**
SA - Adelaide Hills	6.3%	10.6%	8.9%	5.3%	2.2%	1.4%	1.5%	1.5%	0.7%	3.9%	3.3%
SA - Barossa, Light and Lower North	9.3%	14.1%	11.4%	7.2%	2.5%	1.7%	1.5%	1.8%	0.9%	5.1%	4.2%
SA - Eastern Adelaide	4.3%	6.4%	4.9%	2.5%	1.4%	1.2%	1.7%	2.4%	0.8%	2.6%	2.2%
SA - Eyre and Western	6.0%	8.9%	7.4%	5.8%	2.8%	2.0%	1.9%	2.1%	0.9%	4.0%	3.3%
SA - Far North (SA)	4.9%	6.9%	4.3%	5.4%	1.5%	2.2%	2.6%	2.1%	1.0%	3.3%	2.9%
SA - Fleurieu and Kangaroo Island	6.9%	11.8%	10.9%	8.7%	3.9%	2.4%	2.4%	2.3%	0.7%	5.0%	3.4%
SA - Limestone Coast	6.1%	7.2%	7.1%	4.7%	3.2%	1.9%	2.1%	2.3%	0.7%	3.8%	3.0%
SA - Murray and Mallee	7.8%	11.7%	8.9%	5.9%	3.0%	2.2%	2.2%	2.6%	0.8%	4.7%	3.6%
SA - Northern Adelaide	8.0%	13.0%	10.6%	5.8%	2.6%	2.1%	2.6%	3.3%	1.3%	5.0%	4.4%
SA - Southern Adelaide	5.9%	11.2%	9.5%	5.8%	2.5%	2.1%	2.3%	2.8%	1.1%	4.4%	3.6%
SA - Western Adelaide	5.7%	9.4%	7.5%	3.7%	1.6%	1.5%	2.0%	2.7%	1.0%	3.3%	2.9%
SA - Yorke and Mid North	6.2%	9.7%	8.3%	6.6%	2.9%	2.2%	1.8%	2.1%	0.6%	4.1%	3.0%
TAS	**5.4%**	**7.6%**	**6.4%**	**4.5%**	**2.5%**	**1.6%**	**2.0%**	**2.3%**	**0.8%**	**3.5%**	**2.9%**
TAS - North	6.4%	7.5%	6.9%	4.2%	3.0%	1.6%	2.0%	2.2%	0.8%	3.6%	3.0%
TAS - North West	4.8%	7.9%	6.3%	5.7%	3.3%	1.7%	2.1%	2.4%	0.8%	3.7%	3.0%
TAS - South East	5.6%	8.5%	7.0%	4.7%	2.3%	1.5%	1.8%	2.0%	0.8%	3.5%	2.9%
TAS - South West	4.6%	6.8%	5.8%	3.8%	2.0%	1.7%	2.1%	2.4%	0.8%	3.1%	2.6%
ACT	**4.7%**	**6.7%**	**5.9%**	**3.2%**	**1.7%**	**1.2%**	**1.8%**	**2.2%**	**1.2%**	**2.9%**	**2.6%**
ACT	4.7%	6.7%	5.9%	3.2%	1.7%	1.2%	1.8%	2.2%	1.2%	2.9%	2.6%
NT	**4.5%**	**6.1%**	**5.2%**	**3.0%**	**1.2%**	**1.4%**	**2.0%**	**2.3%**	**1.0%**	**2.8%**	**2.6%**
NT - Barkly	3.8%	3.1%	3.9%	1.8%	1.1%	1.8%	3.3%	2.9%	1.7%	2.6%	2.5%
NT - Central Australia	3.6%	6.3%	5.5%	3.6%	1.3%	1.9%	2.5%	2.9%	1.5%	3.0%	2.8%
NT - Darwin Remote	5.3%	3.4%	3.4%	1.7%	1.4%	2.0%	3.0%	2.7%	0.6%	2.7%	2.6%
NT - Darwin Urban	4.3%	6.9%	5.7%	3.3%	1.2%	1.1%	1.6%	1.9%	0.9%	2.7%	2.5%
NT - East Arnhem	3.6%	3.0%	2.8%	2.1%	1.9%	3.2%	3.6%	4.0%	0.8%	2.9%	2.8%
NT - Katherine	7.0%	7.6%	6.7%	3.0%	0.8%	2.0%	2.7%	4.2%	1.7%	3.7%	3.5%
Total	**5.7%**	**7.8%**	**6.0%**	**3.5%**	**1.8%**	**1.4%**	**1.8%**	**2.3%**	**0.9%**	**3.2%**	**2.8%**

Table O.5 Participation rates for male participants by service district and age group as at 30 June 2026

Service District	0 to 8 years	9 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65+	Total excl. 65+ years	Total
NSW	**7.6%**	**9.4%**	**6.7%**	**3.8%**	**2.1%**	**1.4%**	**1.8%**	**2.3%**	**1.0%**	**3.8%**	**3.3%**
NSW - Hunter New England	9.6%	11.8%	10.0%	6.5%	3.6%	2.2%	2.5%	2.7%	1.2%	5.4%	4.5%
NSW - Central Coast	8.9%	14.1%	10.1%	6.5%	3.7%	2.0%	2.1%	2.5%	1.0%	5.4%	4.5%
NSW - Far West	7.1%	12.1%	10.9%	6.6%	4.0%	3.2%	2.4%	2.9%	1.3%	5.3%	4.4%

Service District	0 to 8 years	9 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65+	Total excl. 65+ years	Total
NSW - Illawarra Shoalhaven	6.8%	10.3%	7.8%	4.5%	3.2%	2.2%	2.3%	2.5%	0.9%	4.4%	3.6%
NSW - Mid North Coast	11.4%	14.0%	10.1%	7.5%	4.6%	2.6%	2.6%	2.8%	0.9%	6.2%	4.7%
NSW - Murrumbidgee	8.4%	9.8%	7.4%	5.1%	3.2%	1.9%	2.2%	2.3%	0.8%	4.6%	3.8%
NSW - Nepean Blue Mountains	9.7%	12.6%	9.0%	5.4%	2.8%	1.8%	2.0%	2.5%	1.0%	5.1%	4.4%
NSW - North Sydney	4.8%	5.4%	3.8%	2.1%	1.4%	0.8%	1.1%	1.7%	0.8%	2.3%	2.0%
NSW - Northern NSW	9.2%	12.4%	8.9%	7.4%	4.5%	2.3%	2.5%	2.5%	0.9%	5.4%	4.3%
NSW - South Eastern Sydney	5.9%	7.2%	4.4%	2.2%	1.2%	1.0%	1.3%	1.9%	0.8%	2.5%	2.3%
NSW - South Western Sydney	8.0%	9.4%	6.3%	3.7%	2.2%	1.4%	1.8%	2.4%	1.0%	4.0%	3.6%
NSW - Southern NSW	7.4%	9.5%	7.2%	5.5%	2.8%	1.7%	1.5%	1.9%	0.8%	4.0%	3.3%
NSW - Sydney	4.7%	7.1%	4.5%	1.2%	0.6%	0.8%	1.6%	2.5%	1.1%	1.8%	1.7%
NSW - Western NSW	6.7%	9.8%	7.4%	5.7%	3.3%	2.0%	2.5%	2.7%	1.0%	4.6%	3.9%
NSW - Western Sydney	7.5%	7.7%	5.1%	2.8%	1.6%	1.0%	1.4%	2.3%	1.1%	3.2%	3.0%
VIC	**8.3%**	**10.9%**	**7.4%**	**3.8%**	**1.9%**	**1.5%**	**1.9%**	**2.4%**	**0.9%**	**4.0%**	**3.5%**
VIC - Barwon	8.6%	13.6%	11.0%	7.2%	3.5%	2.5%	2.5%	2.8%	1.1%	5.5%	4.6%
VIC - Central Highlands	8.2%	12.1%	9.3%	6.3%	3.4%	2.4%	2.1%	2.7%	1.2%	5.1%	4.3%
VIC - Loddon	10.1%	14.6%	11.3%	7.9%	3.8%	2.6%	2.2%	2.6%	1.0%	6.0%	4.8%
VIC - North East Melbourne	8.0%	9.8%	6.9%	3.4%	1.5%	1.4%	2.2%	2.9%	1.1%	3.7%	3.3%
VIC - Inner Gippsland	8.7%	13.7%	8.9%	6.2%	3.5%	2.6%	2.4%	2.8%	0.8%	5.4%	4.2%
VIC - Ovens Murray	9.5%	13.0%	9.2%	6.7%	3.7%	2.5%	2.3%	2.7%	0.9%	5.5%	4.4%
VIC - Western District	8.2%	11.0%	8.3%	6.5%	3.6%	2.4%	2.6%	2.6%	0.9%	5.0%	4.0%
VIC - Inner East Melbourne	5.8%	6.7%	4.6%	1.9%	1.4%	1.1%	1.4%	1.9%	0.7%	2.6%	2.3%
VIC - Outer East Melbourne	7.7%	11.6%	8.1%	4.8%	2.7%	1.6%	1.8%	2.2%	0.9%	4.3%	3.7%
VIC - Hume Moreland	9.2%	11.8%	7.6%	3.6%	1.3%	1.3%	2.0%	2.8%	1.2%	4.1%	3.8%
VIC - Bayside Peninsula	7.6%	9.9%	5.8%	3.1%	1.6%	1.4%	1.7%	2.3%	0.9%	3.4%	3.0%
VIC - Southern Melbourne	8.3%	9.9%	6.0%	3.4%	1.7%	1.2%	1.7%	2.2%	1.0%	3.8%	3.5%
VIC - Brimbank Melton	10.4%	12.8%	8.2%	4.5%	2.1%	1.5%	1.8%	2.3%	0.9%	4.8%	4.3%
VIC - Western Melbourne	8.0%	10.7%	6.9%	2.2%	1.1%	0.9%	1.7%	2.3%	1.0%	3.2%	3.0%
VIC - Goulburn	10.1%	12.5%	9.0%	5.7%	3.0%	1.8%	2.1%	2.2%	0.9%	5.1%	4.2%
VIC - Mallee	11.3%	14.2%	9.6%	6.2%	2.8%	2.1%	2.2%	2.4%	0.9%	5.5%	4.5%
VIC - Outer Gippsland	9.0%	12.3%	9.9%	6.6%	3.8%	2.5%	2.7%	2.5%	0.7%	5.3%	3.9%
QLD	**7.6%**	**10.4%**	**7.5%**	**4.3%**	**2.2%**	**1.6%**	**1.9%**	**2.4%**	**1.0%**	**4.1%**	**3.5%**
QLD - Bundaberg	9.3%	12.6%	10.4%	9.0%	4.5%	3.0%	2.8%	3.4%	1.0%	6.1%	4.7%
QLD - Ipswich	8.2%	12.0%	9.3%	5.9%	2.8%	1.8%	2.3%	2.6%	1.3%	5.0%	4.5%
QLD - Mackay	7.2%	9.0%	6.1%	4.2%	1.6%	1.1%	1.3%	1.7%	0.9%	3.4%	3.0%
QLD - Toowoomba	6.2%	9.7%	7.8%	5.9%	2.8%	2.2%	2.6%	3.2%	1.2%	4.6%	3.9%
QLD - Townsville	9.2%	10.6%	7.5%	3.7%	2.2%	1.9%	2.2%	2.6%	1.3%	4.4%	3.9%
QLD - Rockhampton	7.9%	13.8%	9.7%	6.2%	2.9%	1.6%	1.6%	2.2%	1.0%	5.0%	4.3%
QLD - Beenleigh	9.6%	12.2%	8.2%	4.9%	2.5%	1.8%	1.7%	2.3%	1.0%	4.9%	4.3%
QLD - Brisbane	5.9%	7.7%	5.2%	2.5%	1.4%	1.2%	1.7%	2.4%	1.0%	2.8%	2.6%
QLD - Cairns	6.2%	8.2%	6.8%	4.6%	2.3%	2.0%	2.1%	2.3%	1.0%	3.8%	3.3%
QLD - Maryborough	9.3%	12.4%	9.4%	8.4%	4.7%	2.9%	3.0%	3.1%	0.9%	5.8%	4.3%
QLD - Robina	6.5%	9.9%	7.0%	3.7%	1.8%	1.2%	1.6%	2.0%	0.7%	3.5%	3.0%

Service District	0 to 8 years	9 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65+	Total excl. 65+ years	Total
QLD - Caboolture/Strathpine	10.1%	12.5%	9.2%	5.6%	2.7%	1.8%	1.7%	2.4%	0.9%	5.1%	4.3%
QLD - Maroochydore	7.2%	11.1%	7.6%	5.6%	2.7%	1.7%	1.8%	2.2%	0.8%	4.3%	3.5%
WA	**5.6%**	**7.9%**	**6.3%**	**4.1%**	**2.1%**	**1.4%**	**1.5%**	**1.9%**	**0.8%**	**3.3%**	**2.9%**
WA - North East Metro	6.1%	8.7%	6.7%	5.3%	2.4%	1.6%	1.7%	2.3%	1.1%	3.7%	3.3%
WA - Wheat Belt	4.2%	7.0%	7.6%	4.8%	2.4%	2.0%	1.3%	1.6%	0.4%	3.2%	2.4%
WA - South Metro	6.7%	9.4%	7.5%	4.7%	2.5%	1.3%	1.4%	2.0%	0.8%	3.9%	3.4%
WA - Central South Metro	5.2%	7.8%	5.6%	3.8%	1.9%	1.2%	1.4%	1.8%	0.8%	3.0%	2.7%
WA - South West	4.9%	8.7%	7.2%	6.5%	3.4%	1.8%	1.7%	2.1%	0.7%	3.9%	3.2%
WA - Goldfields-Esperance	4.8%	7.5%	5.9%	3.9%	1.6%	1.2%	1.3%	1.4%	0.4%	2.8%	2.5%
WA - North Metro	6.2%	8.1%	6.5%	4.2%	2.4%	1.2%	1.0%	1.3%	0.6%	3.4%	3.0%
WA - Kimberley-Pilbara	5.1%	6.3%	5.8%	4.3%	1.3%	1.0%	1.5%	1.3%	1.0%	2.7%	2.6%
WA - South East Metro	5.8%	7.0%	6.1%	3.1%	1.8%	1.4%	1.9%	2.6%	1.0%	3.1%	2.9%
WA - Central North Metro	4.1%	6.1%	4.0%	2.3%	1.3%	1.2%	1.6%	2.3%	0.9%	2.4%	2.1%
WA - Great Southern	5.0%	7.4%	5.7%	6.4%	3.6%	1.9%	1.4%	1.9%	0.6%	3.6%	2.9%
WA - Midwest-Gascoyne	6.7%	9.8%	7.5%	5.2%	2.6%	1.3%	1.1%	1.4%	0.6%	3.7%	3.0%
SA	**8.5%**	**13.8%**	**10.8%**	**6.0%**	**2.6%**	**2.0%**	**2.3%**	**2.8%**	**1.1%**	**5.1%**	**4.3%**
SA - Adelaide Hills	7.8%	13.6%	10.3%	6.3%	2.4%	1.3%	1.5%	1.4%	0.8%	4.7%	3.9%
SA - Barossa, Light and Lower North	12.0%	16.3%	13.7%	8.9%	2.8%	1.9%	1.6%	1.6%	1.0%	6.2%	5.2%
SA - Eastern Adelaide	5.5%	8.5%	6.0%	2.8%	1.6%	1.4%	1.9%	2.6%	1.0%	3.1%	2.7%
SA - Eyre and Western	8.0%	11.8%	9.8%	6.1%	3.1%	2.0%	1.8%	2.1%	0.9%	4.8%	3.9%
SA - Far North (SA)	6.7%	8.1%	4.9%	7.2%	1.9%	2.6%	2.6%	2.4%	1.0%	3.9%	3.5%
SA - Fleurieu and Kangaroo Island	9.0%	13.8%	13.5%	10.3%	4.6%	2.4%	2.3%	2.5%	0.8%	5.9%	4.0%
SA - Limestone Coast	8.0%	9.5%	8.5%	5.3%	3.7%	2.3%	2.1%	2.5%	0.8%	4.6%	3.7%
SA - Murray and Mallee	10.1%	15.2%	10.7%	7.0%	3.1%	2.3%	2.2%	2.7%	0.9%	5.5%	4.3%
SA - Northern Adelaide	10.3%	17.0%	13.2%	7.0%	2.9%	2.2%	2.8%	3.5%	1.5%	6.1%	5.4%
SA - Southern Adelaide	7.6%	13.9%	11.5%	6.9%	2.7%	2.0%	2.4%	3.1%	1.2%	5.2%	4.4%
SA - Western Adelaide	7.3%	12.7%	9.5%	4.4%	1.8%	1.7%	2.3%	3.0%	1.2%	4.1%	3.6%
SA - Yorke and Mid North	7.8%	11.9%	10.2%	7.6%	3.5%	2.3%	2.0%	2.4%	0.6%	5.0%	3.7%
TAS	**6.9%**	**9.8%**	**7.8%**	**5.2%**	**3.0%**	**1.7%**	**2.0%**	**2.3%**	**0.9%**	**4.1%**	**3.4%**
TAS - North	8.2%	9.0%	8.2%	4.9%	3.4%	1.7%	1.8%	2.1%	0.8%	4.2%	3.5%
TAS - North West	6.1%	10.2%	7.8%	6.4%	3.7%	1.6%	2.3%	2.5%	1.0%	4.4%	3.6%
TAS - South East	7.0%	11.5%	8.4%	5.7%	2.9%	1.6%	1.8%	2.0%	0.8%	4.3%	3.6%
TAS - South West	6.0%	8.7%	6.9%	4.3%	2.3%	1.9%	2.1%	2.6%	0.9%	3.7%	3.2%
ACT	**6.3%**	**8.6%**	**7.3%**	**3.8%**	**1.9%**	**1.2%**	**1.8%**	**2.1%**	**1.1%**	**3.4%**	**3.1%**
ACT	6.3%	8.6%	7.3%	3.8%	1.9%	1.2%	1.8%	2.1%	1.1%	3.4%	3.1%
NT	**6.0%**	**8.4%**	**6.7%**	**4.0%**	**1.5%**	**1.7%**	**2.3%**	**2.6%**	**1.1%**	**3.6%**	**3.3%**
NT - Barkly	5.1%	4.6%	5.9%	2.4%	1.0%	2.0%	3.5%	4.7%	2.2%	3.4%	3.3%
NT - Central Australia	4.6%	8.9%	7.8%	5.4%	1.5%	2.1%	3.2%	3.2%	1.8%	3.9%	3.7%
NT - Darwin Remote	7.2%	5.3%	5.0%	2.4%	2.0%	3.0%	3.9%	3.3%	0.9%	3.8%	3.7%
NT - Darwin Urban	5.8%	9.1%	7.2%	4.2%	1.5%	1.3%	1.8%	2.2%	1.0%	3.4%	3.1%
NT - East Arnhem	4.8%	4.8%	3.0%	3.2%	2.7%	4.5%	3.8%	5.4%	1.2%	4.0%	3.8%
NT - Katherine	9.3%	10.5%	6.8%	3.8%	1.0%	2.2%	2.2%	3.5%	1.6%	4.4%	4.1%

Service District	0 to 8 years	9 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65+	Total excl. 65+ years	Total
Total	**7.6%**	**10.1%**	**7.3%**	**4.1%**	**2.1%**	**1.5%**	**1.8%**	**2.4%**	**1.0%**	**3.9%**	**3.4%**

Table O.6 Participation rates for female participants by service district and age group as at 30 June 2026

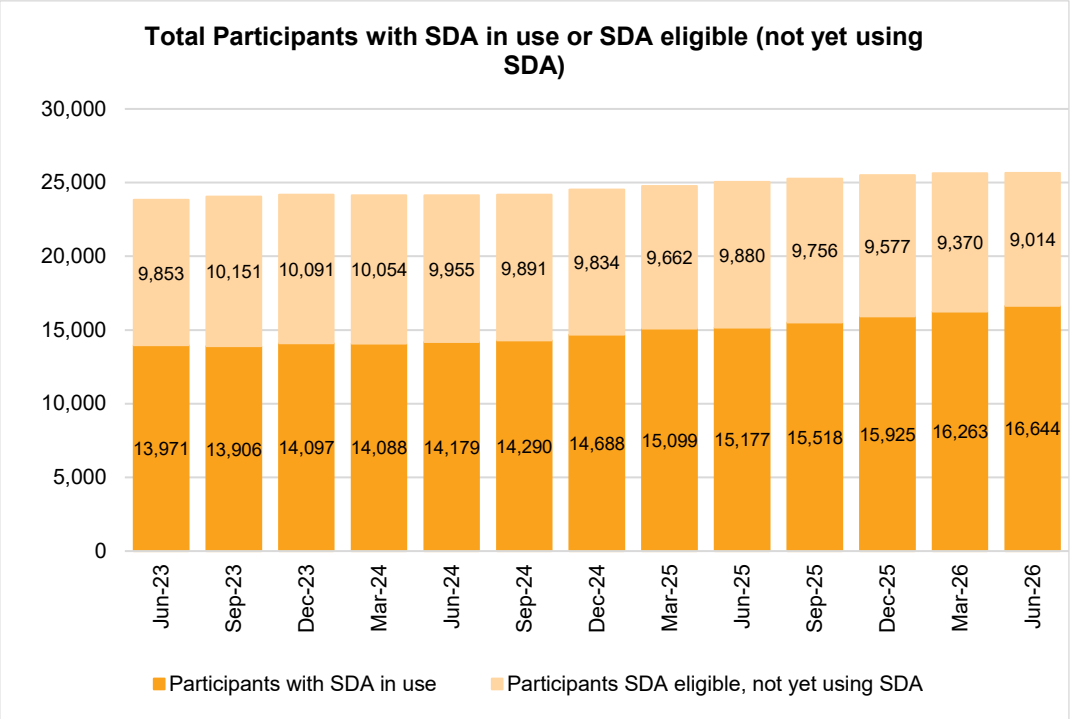
Service District	0 to 8 years	9 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65+	Total excl. 65+ years	Total
NSW	**3.5%**	**4.5%**	**3.8%**	**2.3%**	**1.4%**	**1.1%**	**1.5%**	**2.0%**	**0.8%**	**2.2%**	**1.9%**
NSW - Hunter New England	4.7%	6.1%	5.3%	3.6%	2.3%	1.9%	2.1%	2.5%	1.0%	3.2%	2.7%
NSW - Central Coast	4.5%	7.3%	6.3%	4.3%	2.6%	1.6%	2.0%	2.4%	0.8%	3.4%	2.7%
NSW - Far West	3.7%	6.1%	5.6%	2.9%	2.2%	1.6%	2.4%	2.2%	0.7%	3.0%	2.4%
NSW - Illawarra Shoalhaven	3.3%	5.2%	4.8%	2.7%	2.3%	1.8%	2.0%	2.3%	0.9%	2.7%	2.3%
NSW - Mid North Coast	6.0%	7.8%	6.6%	4.5%	2.9%	1.9%	2.1%	2.3%	0.8%	3.7%	2.9%
NSW - Murrumbidgee	4.3%	5.1%	4.0%	3.2%	2.2%	1.6%	1.9%	2.4%	0.7%	2.9%	2.4%
NSW - Nepean Blue Mountains	4.6%	6.0%	5.0%	3.1%	1.8%	1.4%	1.8%	2.0%	0.9%	2.8%	2.5%
NSW - North Sydney	2.0%	2.4%	2.3%	1.5%	0.9%	0.6%	0.9%	1.3%	0.6%	1.3%	1.1%
NSW - Northern NSW	4.5%	6.1%	5.8%	4.8%	2.8%	1.7%	1.9%	2.1%	0.8%	3.2%	2.5%
NSW - South Eastern Sydney	2.6%	3.4%	2.5%	1.4%	0.7%	0.8%	1.0%	1.6%	0.6%	1.4%	1.3%
NSW - South Western Sydney	3.6%	4.1%	3.2%	2.0%	1.3%	1.0%	1.5%	2.0%	0.9%	2.1%	1.9%
NSW - Southern NSW	3.7%	5.1%	4.3%	3.6%	2.0%	1.5%	1.5%	1.6%	0.7%	2.5%	2.1%
NSW - Sydney	2.0%	3.2%	2.4%	0.7%	0.5%	0.7%	1.2%	1.7%	0.7%	1.1%	1.0%
NSW - Western NSW	3.3%	4.7%	3.7%	3.7%	2.1%	1.6%	2.0%	2.3%	0.7%	2.7%	2.3%
NSW - Western Sydney	3.3%	3.5%	2.9%	1.5%	1.1%	0.7%	1.3%	1.8%	0.8%	1.8%	1.7%
VIC	**4.2%**	**5.9%**	**4.8%**	**2.5%**	**1.5%**	**1.4%**	**1.9%**	**2.4%**	**0.9%**	**2.6%**	**2.3%**
VIC - Barwon	4.5%	8.4%	7.5%	4.3%	2.4%	2.1%	2.3%	2.7%	1.3%	3.6%	3.1%
VIC - Central Highlands	4.0%	7.2%	5.6%	4.2%	2.7%	2.1%	2.2%	2.8%	1.1%	3.5%	2.9%
VIC - Loddon	5.4%	9.4%	7.8%	5.7%	2.9%	2.2%	2.6%	2.3%	0.9%	4.1%	3.3%
VIC - North East Melbourne	4.1%	5.2%	4.7%	2.3%	1.1%	1.2%	1.8%	2.4%	1.0%	2.3%	2.1%
VIC - Inner Gippsland	5.1%	7.8%	6.1%	3.9%	2.8%	2.4%	2.7%	2.6%	0.8%	3.7%	3.0%
VIC - Ovens Murray	5.0%	7.4%	6.4%	4.1%	2.5%	1.8%	2.3%	2.4%	0.9%	3.5%	2.8%
VIC - Western District	4.0%	6.2%	5.6%	4.3%	2.7%	2.4%	2.5%	2.4%	0.9%	3.3%	2.7%
VIC - Inner East Melbourne	2.7%	3.4%	2.7%	1.4%	1.1%	0.9%	1.3%	1.8%	0.6%	1.7%	1.5%
VIC - Outer East Melbourne	4.0%	7.4%	5.6%	3.6%	2.1%	1.7%	2.1%	2.4%	0.9%	3.1%	2.6%
VIC - Hume Moreland	4.5%	6.1%	4.8%	2.5%	1.3%	1.2%	2.1%	2.8%	1.1%	2.6%	2.4%
VIC - Bayside Peninsula	3.9%	5.5%	4.3%	2.2%	1.3%	1.3%	1.8%	2.2%	0.8%	2.4%	2.0%
VIC - Southern Melbourne	4.1%	4.6%	3.9%	2.4%	1.3%	1.2%	1.7%	2.4%	0.8%	2.4%	2.2%
VIC - Brimbank Melton	5.0%	6.2%	4.4%	2.6%	1.5%	1.3%	1.6%	2.2%	0.8%	2.8%	2.5%
VIC - Western Melbourne	3.7%	5.4%	4.0%	1.4%	0.9%	0.9%	1.6%	2.1%	0.9%	2.0%	1.8%
VIC - Goulburn	5.5%	7.1%	6.2%	3.8%	2.2%	1.8%	2.3%	2.6%	0.8%	3.5%	2.9%
VIC - Mallee	5.4%	7.8%	5.8%	4.3%	2.2%	1.8%	2.5%	2.6%	0.7%	3.6%	2.9%
VIC - Outer Gippsland	4.8%	6.2%	6.1%	5.4%	3.4%	2.7%	2.7%	2.8%	0.7%	3.8%	2.9%
QLD	**3.8%**	**5.5%**	**4.6%**	**2.8%**	**1.5%**	**1.4%**	**1.7%**	**2.2%**	**0.8%**	**2.6%**	**2.2%**

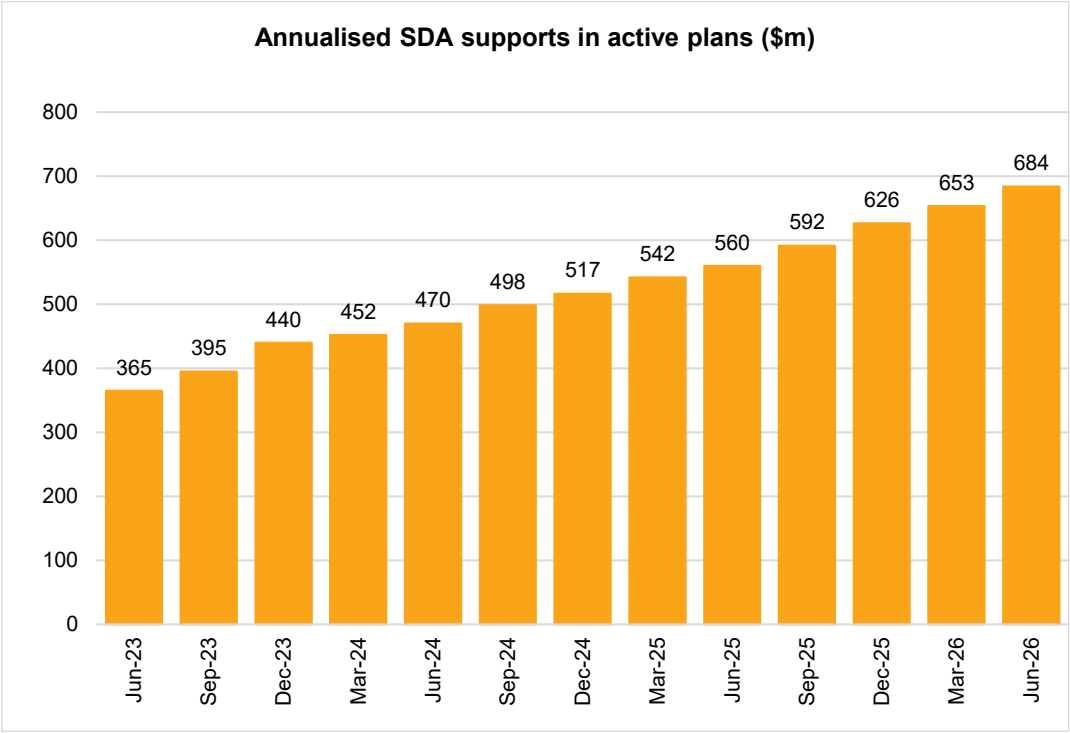
Service District	0 to 8 years	9 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65+	Total excl. 65+ years	Total
QLD - Bundaberg	4.6%	7.3%	6.0%	5.5%	3.4%	2.5%	2.3%	2.6%	1.0%	3.8%	3.0%
QLD - Ipswich	4.0%	6.3%	5.1%	3.9%	1.8%	1.5%	2.0%	2.6%	1.1%	3.0%	2.7%
QLD - Mackay	3.3%	4.2%	3.7%	2.6%	1.3%	0.8%	1.1%	1.7%	0.8%	2.0%	1.8%
QLD - Toowoomba	3.0%	5.1%	5.5%	4.0%	2.0%	1.8%	2.1%	2.6%	1.0%	2.9%	2.5%
QLD - Townsville	5.0%	5.3%	3.9%	2.5%	1.7%	1.4%	1.7%	2.2%	1.0%	2.7%	2.4%
QLD - Rockhampton	3.8%	7.2%	6.1%	4.0%	1.9%	1.4%	1.8%	2.0%	0.9%	3.1%	2.7%
QLD - Beenleigh	4.9%	6.3%	5.1%	2.9%	1.8%	1.5%	1.9%	2.3%	0.9%	3.0%	2.7%
QLD - Brisbane	3.0%	4.2%	3.0%	1.6%	1.1%	1.1%	1.4%	2.1%	0.8%	1.9%	1.7%
QLD - Cairns	3.0%	3.9%	3.6%	3.1%	1.3%	1.3%	1.5%	1.9%	0.7%	2.2%	1.9%
QLD - Maryborough	4.9%	6.6%	5.9%	6.1%	2.6%	2.4%	2.6%	2.5%	0.8%	3.7%	2.8%
QLD - Robina	3.3%	5.2%	4.3%	2.5%	1.2%	1.2%	1.4%	1.8%	0.6%	2.2%	1.9%
QLD - Caboolture/Strathpine	5.3%	7.1%	5.6%	3.8%	1.8%	1.7%	2.0%	2.3%	0.8%	3.3%	2.8%
QLD - Maroochydore	3.6%	6.0%	5.5%	3.6%	2.0%	1.8%	1.8%	2.0%	0.7%	2.9%	2.3%
WA	**2.7%**	**4.1%**	**3.6%**	**2.4%**	**1.4%**	**1.2%**	**1.4%**	**1.8%**	**0.7%**	**2.1%**	**1.8%**
WA - North East Metro	2.6%	4.3%	4.0%	2.7%	1.5%	1.4%	1.6%	2.0%	1.0%	2.2%	2.0%
WA - Wheat Belt	1.9%	3.7%	4.1%	3.7%	2.0%	1.2%	1.3%	1.3%	0.5%	2.0%	1.6%
WA - South Metro	3.4%	4.9%	4.3%	2.9%	1.6%	1.3%	1.4%	2.0%	0.7%	2.4%	2.1%
WA - Central South Metro	2.5%	4.5%	4.0%	2.4%	1.3%	1.1%	1.3%	1.7%	0.7%	2.0%	1.7%
WA - South West	2.6%	4.7%	4.2%	4.0%	2.2%	1.6%	1.7%	2.0%	0.8%	2.5%	2.1%
WA - Goldfields-Esperance	2.4%	3.5%	3.8%	2.5%	1.1%	1.1%	1.2%	1.2%	0.5%	1.8%	1.6%
WA - North Metro	3.2%	4.3%	3.7%	2.5%	1.7%	1.1%	1.1%	1.6%	0.6%	2.1%	1.8%
WA - Kimberley-Pilbara	2.3%	3.2%	2.3%	2.2%	0.8%	1.1%	1.4%	1.7%	0.9%	1.7%	1.6%
WA - South East Metro	2.7%	3.1%	3.1%	1.8%	1.2%	1.1%	1.5%	2.2%	0.7%	1.9%	1.7%
WA - Central North Metro	2.0%	3.0%	2.4%	1.5%	1.0%	1.0%	1.3%	1.9%	0.6%	1.6%	1.4%
WA - Great Southern	2.8%	4.1%	4.0%	3.4%	2.5%	1.7%	1.7%	1.6%	0.7%	2.4%	2.0%
WA - Midwest-Gascoyne	3.5%	5.0%	3.4%	3.4%	1.9%	1.2%	1.2%	1.3%	0.6%	2.3%	1.9%
SA	**4.3%**	**7.4%**	**6.4%**	**3.8%**	**1.9%**	**1.7%**	**1.9%**	**2.4%**	**0.8%**	**3.2%**	**2.6%**
SA - Adelaide Hills	4.5%	7.4%	7.2%	4.0%	1.8%	1.5%	1.4%	1.6%	0.7%	3.1%	2.6%
SA - Barossa, Light and Lower North	5.3%	11.3%	8.4%	4.9%	2.0%	1.5%	1.3%	2.0%	0.7%	3.8%	3.1%
SA - Eastern Adelaide	2.9%	4.1%	3.6%	2.0%	1.1%	1.0%	1.4%	2.1%	0.7%	1.9%	1.6%
SA - Eyre and Western	3.8%	5.5%	4.9%	5.1%	2.4%	1.9%	1.9%	2.0%	0.9%	3.0%	2.5%
SA - Far North (SA)	3.1%	5.7%	3.5%	3.3%	0.9%	1.6%	2.6%	1.9%	1.0%	2.5%	2.2%
SA - Fleurieu and Kangaroo Island	4.4%	9.6%	7.7%	6.5%	3.1%	2.2%	2.3%	2.0%	0.6%	3.8%	2.6%
SA - Limestone Coast	4.1%	4.6%	5.1%	3.6%	2.5%	1.4%	2.0%	2.0%	0.6%	2.8%	2.3%
SA - Murray and Mallee	5.2%	7.9%	6.5%	4.2%	2.7%	2.1%	1.9%	2.4%	0.7%	3.6%	2.8%
SA - Northern Adelaide	5.0%	8.6%	7.6%	4.2%	2.0%	1.9%	2.3%	3.0%	1.0%	3.7%	3.2%
SA - Southern Adelaide	4.1%	8.3%	7.1%	4.2%	2.1%	2.1%	2.1%	2.5%	1.0%	3.4%	2.9%
SA - Western Adelaide	3.9%	5.7%	5.2%	2.8%	1.4%	1.2%	1.7%	2.4%	0.9%	2.5%	2.1%
SA - Yorke and Mid North	4.0%	6.9%	5.8%	5.1%	2.2%	1.9%	1.5%	1.8%	0.5%	3.1%	2.3%
TAS	**3.7%**	**5.2%**	**4.6%**	**3.5%**	**2.0%**	**1.5%**	**2.0%**	**2.2%**	**0.7%**	**2.7%**	**2.2%**
TAS - North	4.3%	5.6%	4.9%	3.2%	2.4%	1.6%	2.0%	2.3%	0.8%	2.9%	2.4%
TAS - North West	3.4%	5.3%	4.5%	4.7%	2.8%	1.9%	1.9%	2.3%	0.6%	3.0%	2.4%

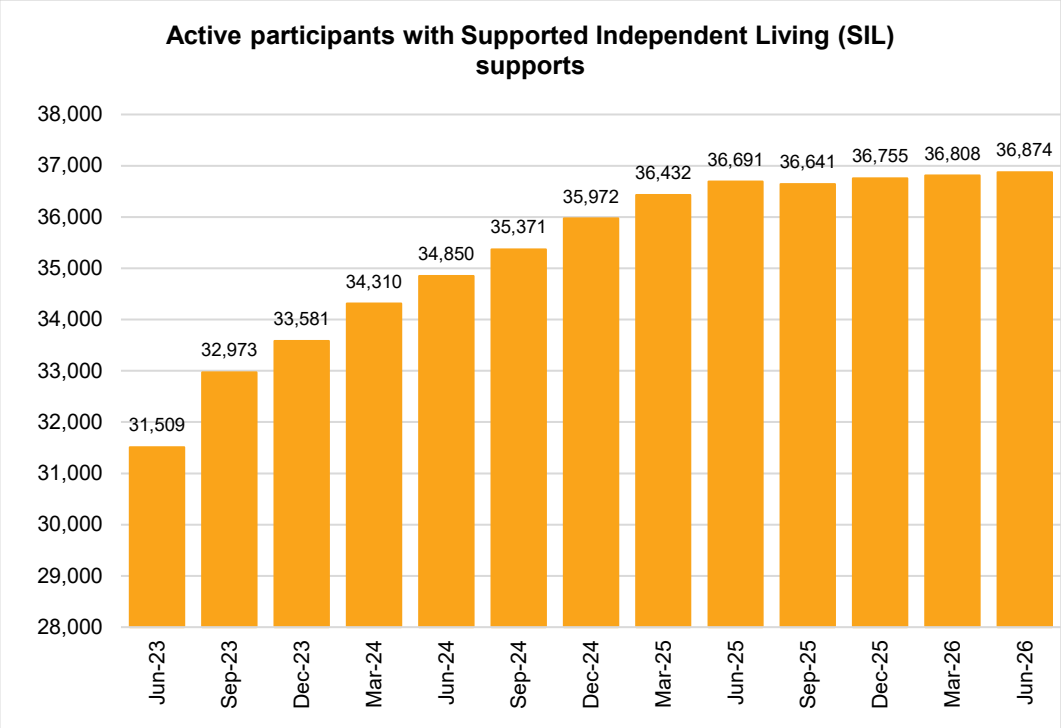
Service District	0 to 8 years	9 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65+	Total excl. 65+ years	Total
TAS - South East	3.9%	5.2%	5.0%	3.3%	1.7%	1.3%	1.7%	2.0%	0.7%	2.6%	2.2%
TAS - South West	3.0%	4.7%	4.2%	3.0%	1.5%	1.4%	2.1%	2.1%	0.7%	2.4%	2.0%
ACT	**2.9%**	**4.6%**	**4.0%**	**2.4%**	**1.4%**	**1.2%**	**1.7%**	**2.1%**	**1.3%**	**2.2%**	**2.0%**
ACT	2.9%	4.6%	4.0%	2.4%	1.4%	1.2%	1.7%	2.1%	1.3%	2.2%	2.0%
NT	**2.8%**	**3.8%**	**3.5%**	**1.8%**	**0.9%**	**1.2%**	**1.7%**	**2.0%**	**0.9%**	**1.9%**	**1.8%**
NT - Barkly	2.0%	1.6%	1.5%	1.1%	1.3%	1.6%	3.2%	1.2%	1.3%	1.7%	1.7%
NT - Central Australia	2.5%	3.5%	3.1%	1.6%	1.0%	1.6%	2.0%	2.7%	1.2%	2.0%	2.0%
NT - Darwin Remote	3.2%	1.4%	1.7%	1.0%	0.8%	1.1%	2.1%	2.2%	0.4%	1.6%	1.5%
NT - Darwin Urban	2.6%	4.6%	3.9%	2.2%	0.9%	1.0%	1.3%	1.5%	0.8%	1.9%	1.7%
NT - East Arnhem	2.1%	1.3%	2.6%	0.9%	1.1%	2.0%	3.4%	2.8%	0.4%	1.9%	1.8%
NT - Katherine	4.3%	4.4%	6.5%	1.9%	0.7%	1.8%	3.1%	5.0%	1.9%	2.9%	2.8%
Total	**3.7%**	**5.2%**	**4.4%**	**2.6%**	**1.5%**	**1.3%**	**1.7%**	**2.1%**	**0.8%**	**2.4%**	**2.1%**

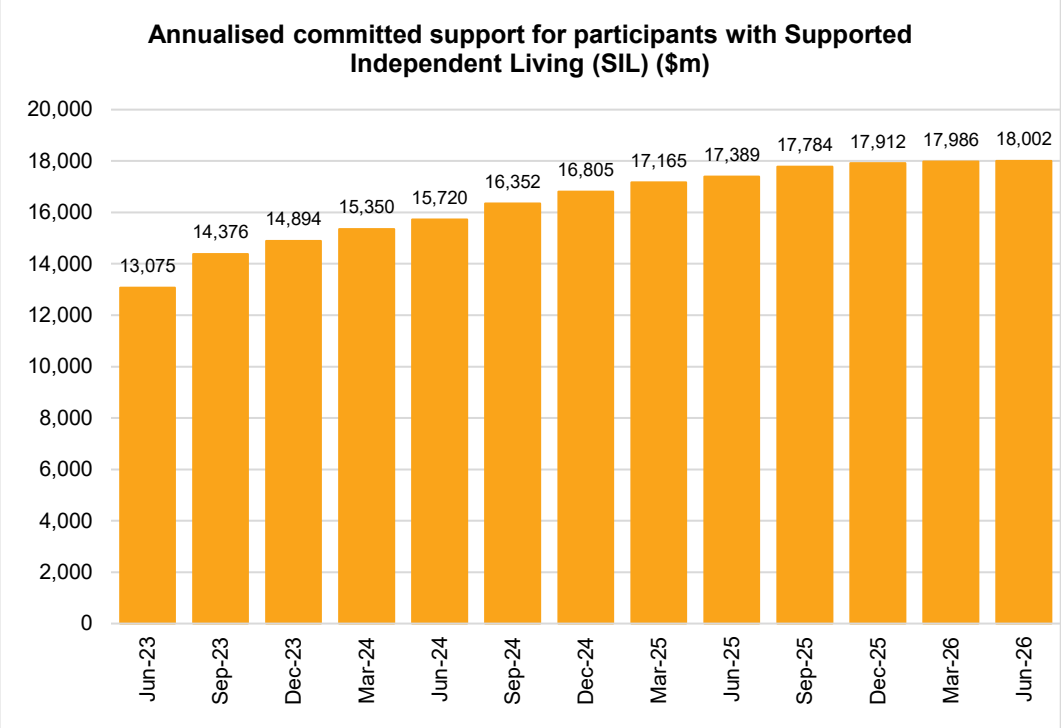
Supplement P:
Specialist Disability Accommodation

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






Active participants with Supported Independent Living (SIL) supports
38,000
37,000
36,000
35,000
34,000
33,000
32,000
31,000
30,000
29,000
28,000
31,509
32,973
33,581
34,310
34,850
35,371
35,972
36,432
36,691
36,641
36,755
36,808
36,874
Jun-23
Sep-23
Dec-23
Mar-24
Jun-24
Sep-24
Dec-24
Mar-25
Jun-25
Sep-25
Dec-25
Mar-26
Jun-26


Annualised committed support for participants with Supported Independent Living (SIL) ($m)
20,000
18,000
16,000
14,000
12,000
10,000
8,000
6,000
4,000
2,000
0
13,075
14,376
14,894
15,350
15,720
16,352
16,805
17,165
17,389
17,784
17,912
17,986
18,002
Jun-23
Sep-23
Dec-23
Mar-24
Jun-24
Sep-24
Dec-24
Mar-25
Jun-25
Sep-25
Dec-25
Mar-26
Jun-26

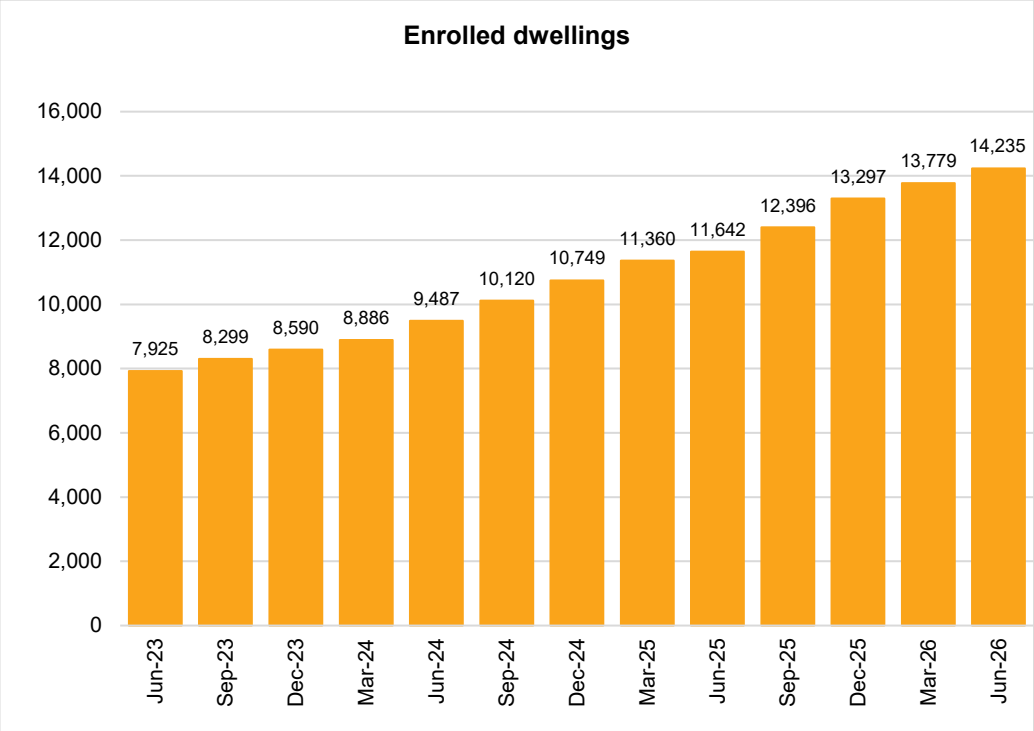


Table P.1 Active participants with SDA and SIL funding in current NDIS plan as at 30 June 2026

223 224

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	**5,205**	**2,897**	**2.3%**	**12,284**	**5.3%**	**230,427**
NSW - Hunter New England	738	371	2.0%	2,178	5.8%	37,448
NSW - Central Coast	297	144	2.2%	672	5.1%	13,272
NSW - Far West	<11	11	n/a	32	3.1%	1,035
NSW - Illawarra Shoalhaven	316	180	2.3%	760	5.6%	13,478
NSW - Mid North Coast	121	120	1.3%	356	3.8%	9,428
NSW - Murrumbidgee	253	133	2.6%	498	5.0%	9,897
NSW - Nepean Blue Mountains	404	147	2.9%	774	5.5%	14,096
NSW - North Sydney	640	242	4.2%	1,066	7.0%	15,219
NSW - Northern NSW	188	153	1.7%	462	4.1%	11,285
NSW - South Eastern Sydney	408	225	2.6%	834	5.3%	15,696
NSW - South Western Sydney	533	484	1.4%	1,707	4.6%	36,937
NSW - Southern NSW	104	58	1.6%	251	3.9%	6,368
NSW - Sydney	128	121	1.5%	448	5.1%	8,793
NSW - Western NSW	274	143	3.0%	644	7.0%	9,179
NSW - Western Sydney	791	365	2.8%	1,602	5.7%	28,271
NSW - Other	<11	<11	n/a	<11	n/a	25
VIC	**5,576**	**1,791**	**2.6%**	**7,935**	**3.8%**	**210,846**
VIC - Barwon	423	88	3.0%	575	4.0%	14,217

[223] Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.
[224] Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

Service District	Participants with SDA in use	Participants SDA eligible, not yet using SDA	Percentage of SDA using participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
VIC - Central Highlands	334	67	4.0%	433	5.1%	8,455
VIC - Loddon	206	95	1.9%	344	3.1%	11,134
VIC - North East Melbourne	660	189	3.3%	893	4.5%	20,021
VIC - Inner Gippsland	140	61	1.7%	234	2.9%	8,098
VIC - Ovens Murray	121	42	2.3%	201	3.9%	5,157
VIC - Western District	231	59	4.3%	290	5.4%	5,354
VIC - Inner East Melbourne	601	155	4.4%	748	5.5%	13,660
VIC - Outer East Melbourne	410	138	2.8%	568	3.9%	14,622
VIC - Hume Moreland	239	106	1.6%	366	2.5%	14,676
VIC - Bayside Peninsula	741	213	2.9%	1,019	4.0%	25,262
VIC - Southern Melbourne	472	201	2.3%	801	3.9%	20,599
VIC - Brimbank Melton	317	86	2.2%	459	3.1%	14,603
VIC - Western Melbourne	426	158	2.0%	557	2.6%	21,053
VIC - Goulburn	113	72	1.6%	215	3.1%	6,863
VIC - Mallee	85	<30	2.3%	124	3.4%	3,655
VIC - Outer Gippsland	<60	38	1.7%	108	3.2%	3,403
VIC - Other	<11	<11	n/a	<11	n/a	14
QLD	**2,856**	**1,710**	**1.7%**	**7,428**	**4.5%**	**166,633**
QLD - Bundaberg	91	39	2.2%	197	4.7%	4,203
QLD - Ipswich	224	159	1.6%	603	4.3%	14,026
QLD - Mackay	<80	<40	1.6%	207	4.3%	4,826
QLD - Toowoomba	205	124	2.1%	576	6.0%	9,546
QLD - Townsville	143	95	1.6%	470	5.1%	9,149
QLD - Rockhampton	95	87	1.1%	288	3.2%	9,034
QLD - Beenleigh	353	168	1.7%	858	4.2%	20,232
QLD - Brisbane	531	367	1.8%	1,257	4.2%	30,262
QLD - Cairns	137	97	1.7%	439	5.4%	8,070
QLD - Maryborough	122	49	2.0%	260	4.2%	6,170
QLD - Robina	317	188	1.8%	781	4.5%	17,168
QLD - Caboolture/Strathpine	347	168	1.8%	852	4.5%	19,140
QLD - Maroochydore	214	143	1.4%	640	4.3%	14,804
QLD - Other	<11	<11	n/a	<11	n/a	<11
WA	**857**	**1,024**	**1.2%**	**3,547**	**5.0%**	**70,243**
WA - North East Metro	140	202	1.4%	716	7.1%	10,154
WA - Wheat Belt	<11	<11	n/a	25	1.5%	1,676
WA - South Metro	139	105	1.2%	518	4.4%	11,863
WA - Central South Metro	109	98	1.2%	386	4.4%	8,845
WA - South West	31	53	0.6%	199	3.6%	5,591
WA - Goldfields-Esperance	<11	32	n/a	53	4.4%	1,193
WA - North Metro	130	114	1.3%	402	4.0%	10,020
WA - Kimberley-Pilbara	<11	37	n/a	94	4.4%	2,124

Service District	Participants with SDA in use	Participants SDA eligible, not yet using SDA	Percentage of SDA using participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
WA - South East Metro	183	165	2.4%	569	7.4%	7,686
WA - Central North Metro	98	169	1.3%	461	6.0%	7,662
WA - Great Southern	<11	29	n/a	67	4.1%	1,642
WA - Midwest-Gascoyne	21	13	1.2%	56	3.2%	1,753
WA - Other	<11	<11	n/a	<11	n/a	34
SA	**1,669**	**888**	**2.5%**	**3,310**	**4.9%**	**67,270**
SA - Adelaide Hills	39	22	1.4%	96	3.3%	2,878
SA - Barossa, Light and Lower North	29	24	0.8%	74	2.1%	3,559
SA - Eastern Adelaide	196	83	3.5%	283	5.1%	5,553
SA - Eyre and Western	<11	24	n/a	65	3.3%	1,963
SA - Far North (SA)	<11	<20	n/a	37	5.1%	723
SA - Fleurieu and Kangaroo Island	32	29	1.6%	71	3.5%	2,051
SA - Limestone Coast	34	32	1.6%	106	4.9%	2,160
SA - Murray and Mallee	53	26	1.9%	109	3.9%	2,780
SA - Northern Adelaide	641	297	2.8%	1,238	5.4%	22,753
SA - Southern Adelaide	468	236	3.2%	884	6.0%	14,614
SA - Western Adelaide	140	81	2.5%	266	4.7%	5,699
SA - Yorke and Mid North	21	<20	0.8%	81	3.3%	2,479
SA - Other	<11	<11	n/a	<11	n/a	58
TAS	**147**	**369**	**0.9%**	**1,102**	**6.5%**	**16,896**
TAS - North	66	91	1.4%	249	5.2%	4,767
TAS - North West	39	84	1.1%	251	6.8%	3,699
TAS - South East	32	78	0.8%	216	5.5%	3,902
TAS - South West	<11	116	n/a	386	8.5%	4,527
TAS - Other	<11	<11	n/a	<11	n/a	<11
ACT	**214**	**140**	**1.7%**	**645**	**5.1%**	12,695
ACT	214	140	1.7%	645	5.1%	12,694
ACT - Other	<11	<11	n/a	<11	n/a	<11
NT	**120**	**195**	**1.7%**	**623**	**9.0%**	6,894
NT - Barkly	<11	<11	n/a	13	6.9%	189
NT - Central Australia	13	65	1.1%	178	14.9%	1,193
NT - Darwin Remote	<11	<11	n/a	<11	n/a	656
NT - Darwin Urban	88	93	2.2%	364	9.2%	3,955
NT - East Arnhem	<11	<11	n/a	<11	n/a	293
NT - Katherine	13	16	3.3%	47	11.9%	394
NT - Other	<11	<11	n/a	12	5.6%	214
OT	**<11**	**<11**	**n/a**	**<11**	**n/a**	**93**
Missing	**<11**	**<11**	**n/a**	**<11**	**n/a**	**16**
Total	**16,644**	**9,014**	**2.1%**	**36,874**	**4.7%**	**782,013**

Table P.2 Annualised committed supports in current NDIS plans as at 30 June 2026 [225] [226] [227]

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	$182,161,014	0.92%	$5,704,872,191	29%	$19,809,487,977
VIC	$193,208,886	1.16%	$3,936,312,403	24%	$16,587,713,947
QLD	$159,603,760	1.09%	$3,661,207,120	25%	$14,655,019,855
WA	$59,322,706	0.94%	$1,725,592,277	27%	$6,336,349,372
SA	$65,164,840	1.12%	$1,724,738,967	30%	$5,816,601,606
TAS	$8,618,554	0.53%	$541,458,995	34%	$1,613,146,730
ACT	$7,784,127	0.81%	$298,526,266	31%	$966,337,539
NT	$7,962,837	0.84%	$409,414,429	43%	$950,712,538
Other Territories	n/a	n/a	n/a	n/a	$9,431,870
Missing	n/a	n/a	n/a	n/a	$781,970
Total	**$683,826,723**	**1.02%**	**$18,002,122,647**	**27%**	**$66,745,583,406**

Table P.3 Active SDA providers by State/Territory as at 30 June 2026 [228] [229] [230]

State/Territory	Providers of SDA supports active in quarter 1, 2025-26
NSW	211
VIC	197
QLD	119
WA	72
SA	90
TAS	17
ACT	9
NT	15
OT	<5
National	**585**

[225] State/Territory is defined by the current residing address of the participant.
[226] Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.
[227] 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 2026.
[228] 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.
[229] Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.
[230] 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 30 June 2026

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
ACT	**110**	**0**	**102**	**1**	**213**
ACT - Australian Capital Territory	110	0	102	1	213
NSW	**1,179**	**50**	**2,128**	**38**	**3,395**
NSW - Capital Region	49	0	16	0	65
NSW - Central Coast	60	2	133	1	196
NSW - Central West	46	3	61	2	112
NSW - Coffs Harbour - Grafton	21	4	4	0	29
NSW - Far West and Orana	43	4	31	0	78
NSW - Hunter Valley exc Newcastle	31	1	51	2	85
NSW - Illawarra	41	1	76	0	118
NSW - Mid North Coast	43	2	40	0	85
NSW - Murray	51	1	50	0	102
NSW - New England and North West	27	2	39	0	68
NSW - Newcastle and Lake Macquarie	70	1	168	2	241
NSW - Richmond - Tweed	31	1	33	3	68
NSW - Riverina	22	1	42	1	66
NSW - Southern Highlands and Shoalhaven	11	0	26	0	37
NSW - Sydney - Baulkham Hills and Hawkesbury	41	6	42	1	90
NSW - Sydney - Blacktown	63	4	142	1	210

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
NSW - Sydney - City and Inner South	15	2	34	5	56
NSW - Sydney - Eastern Suburbs	10	1	5	1	17
NSW - Sydney - Inner South West	72	2	90	3	167
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	86	1	125
NSW - Sydney - Outer West and Blue Mountains	76	3	237	7	323
NSW - Sydney - Parramatta	96	0	242	3	341
NSW - Sydney - Ryde	66	1	84	0	151
NSW - Sydney - South West	38	1	167	2	208
NSW - Sydney - Sutherland	53	4	63	0	120
NT	**15**	**0**	**132**	**2**	**149**
NT - Darwin	10	0	109	2	121
NT - Northern Territory - Outback	5	0	23	0	28
QLD	**346**	**21**	**2,594**	**17**	**2,978**
QLD - Brisbane - East	11	0	163	1	175
QLD - Brisbane - North	21	0	93	1	115
QLD - Brisbane - South	13	2	104	0	119
QLD - Brisbane - West	43	2	16	0	61
QLD - Brisbane Inner City	5	0	79	1	85
QLD - Cairns	9	1	152	0	162
QLD - Central Queensland	25	2	58	1	86
QLD - Darling Downs - Maranoa	2	1	24	1	28
QLD - Gold Coast	23	2	270	2	297
QLD - Ipswich	38	1	282	1	322
QLD - Logan - Beaudesert	17	0	322	0	339
QLD - Mackay - Isaac - Whitsunday	5	0	77	0	82
QLD - Moreton Bay - North	19	1	198	2	220
QLD - Moreton Bay - South	14	0	95	0	109
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	16	1	137	2	156
QLD - Toowoomba	10	4	163	0	177
QLD - Townsville	26	2	175	2	205
QLD - Wide Bay	49	2	186	3	240
SA	**866**	**4**	**996**	**7**	**1,873**
SA - Adelaide - Central and Hills	70	1	160	2	233
SA - Adelaide - North	290	1	406	3	700
SA - Adelaide - South	253	1	209	2	465
SA - Adelaide - West	141	0	130	0	271
SA - Barossa - Yorke - Mid North	8	1	11	0	20
SA - South Australia - Outback	17	0	10	0	27

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
SA - South Australia - South East	87	0	70	0	157
TAS	**13**	**3**	**163**	**4**	**183**
TAS - Hobart	4	0	79	0	83
TAS - Launceston and North East	5	2	50	4	61
TAS - South East	0	0	0	0	0
TAS - West and North West	4	1	34	0	39
VIC	**1,132**	**72**	**2,883**	**103**	**4,190**
VIC - Ballarat	43	2	234	5	284
VIC - Bendigo	30	0	61	0	91
VIC - Geelong	51	2	248	10	311
VIC - Hume	48	1	19	3	71
VIC - Latrobe - Gippsland	61	7	70	1	139
VIC - Melbourne - Inner	42	6	243	16	307
VIC - Melbourne - Inner East	80	9	60	0	149
VIC - Melbourne - Inner South	96	9	118	16	239
VIC - Melbourne - North East	144	4	246	15	409
VIC - Melbourne - North West	42	3	104	0	149
VIC - Melbourne - Outer East	122	3	79	7	211
VIC - Melbourne - South East	118	5	455	7	585
VIC - Melbourne - West	69	7	690	9	775
VIC - Mornington Peninsula	53	4	106	7	170
VIC - North West	68	6	60	6	140
VIC - Shepparton	30	3	39	0	72
VIC - Warrnambool and South West	35	1	51	1	88
WA	**9**	**1**	**1,244**	**0**	**1,254**
WA - Bunbury	0	0	43	0	43
WA - Mandurah	0	0	113	0	113
WA - Perth - Inner	5	0	47	0	52
WA - Perth - North East	1	1	166	0	168
WA - Perth - North West	1	0	201	0	202
WA - Perth - South East	2	0	373	0	375
WA - Perth - South West	0	0	279	0	279
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	**3,670**	**151**	**10,242**	**172**	**14,235**

Table P.5 Number of Enrolled SDA Dwellings by SA4 Region and Design Category as at 30 June 2026

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
ACT	**31**	**59**	**97**	**17**	**8**	**1**	**213**
ACT - Australian Capital Territory	31	59	97	17	8	1	213
NSW	**987**	**525**	**1,367**	**257**	**241**	**18**	**3,395**
NSW - Capital Region	47	0	10	3	5	0	65
NSW - Central Coast	54	13	106	8	15	0	196
NSW - Central West	35	9	33	24	10	1	112
NSW - Coffs Harbour - Grafton	16	3	6	2	2	0	29
NSW - Far West and Orana	40	9	12	9	5	3	78
NSW - Hunter Valley exc Newcastle	25	5	25	15	15	0	85
NSW - Illawarra	42	19	54	3	0	0	118
NSW - Mid North Coast	39	12	14	11	9	0	85
NSW - Murray	34	17	26	15	7	3	102
NSW - New England and North West	18	16	19	2	13	0	68
NSW - Newcastle and Lake Macquarie	62	16	136	12	11	4	241
NSW - Richmond - Tweed	25	13	14	8	8	0	68
NSW - Riverina	21	13	20	5	7	0	66
NSW - Southern Highlands and Shoalhaven	8	7	14	7	0	1	37
NSW - Sydney - Baulkham Hills and Hawkesbury	32	15	34	2	7	0	90
NSW - Sydney - Blacktown	56	15	111	15	13	0	210
NSW - Sydney - City and Inner South	14	29	8	5	0	0	56
NSW - Sydney - Eastern Suburbs	10	0	1	5	0	1	17
NSW - Sydney - Inner South West	69	12	75	0	11	0	167
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	13	64	14	1	1	125
NSW - Sydney - Outer West and Blue Mountains	56	92	125	22	28	0	323
NSW - Sydney - Parramatta	74	61	176	18	12	0	341
NSW - Sydney - Ryde	35	17	71	5	23	0	151
NSW - Sydney - South West	31	41	97	19	20	0	208
NSW - Sydney - Sutherland	50	21	34	11	2	2	120
NT	**5**	**6**	**89**	**26**	**17**	**6**	**149**
NT - Darwin	3	5	73	26	13	1	121
NT - Northern Territory - Outback	2	1	16	0	4	5	28
QLD	**111**	**327**	**1,856**	**433**	**242**	**9**	**2,978**
QLD - Brisbane - East	4	19	137	10	4	1	175
QLD - Brisbane - North	13	25	69	3	4	1	115
QLD - Brisbane - South	9	5	85	2	15	3	119
QLD - Brisbane - West	1	20	40	0	0	0	61
QLD - Brisbane Inner City	2	6	71	0	6	0	85
QLD - Cairns	1	5	103	33	20	0	162
QLD - Central Queensland	9	9	44	4	19	1	86
QLD - Darling Downs - Maranoa	1	7	13	4	3	0	28

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
QLD - Gold Coast	8	21	227	15	26	0	297
QLD - Ipswich	15	29	163	98	17	0	322
QLD - Logan - Beaudesert	9	37	218	67	8	0	339
QLD - Mackay - Isaac - Whitsunday	0	5	58	15	2	2	82
QLD - Moreton Bay - North	2	21	138	43	16	0	220
QLD - Moreton Bay - South	1	14	78	8	8	0	109
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	4	16	86	25	25	0	156
QLD - Toowoomba	8	23	93	39	14	0	177
QLD - Townsville	8	15	136	29	17	0	205
QLD - Wide Bay	16	50	97	38	38	1	240
SA	**446**	**388**	**694**	**169**	**170**	**6**	**1,873**
SA - Adelaide - Central and Hills	47	31	134	9	12	0	233
SA - Adelaide - North	107	172	279	80	59	3	700
SA - Adelaide - South	138	67	160	35	63	2	465
SA - Adelaide - West	89	74	72	16	19	1	271
SA - Barossa - Yorke - Mid North	7	2	6	5	0	0	20
SA - South Australia - Outback	13	4	5	5	0	0	27
SA - South Australia - South East	45	38	38	19	17	0	157
TAS	**4**	**34**	**95**	**22**	**25**	**3**	**183**
TAS - Hobart	3	0	64	12	4	0	83
TAS - Launceston and North East	1	13	27	5	14	1	61
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	0	21	4	5	7	2	39
VIC	**276**	**657**	**1,961**	**863**	**422**	**11**	**4,190**
VIC - Ballarat	9	90	93	77	12	3	284
VIC - Bendigo	3	17	40	26	5	0	91
VIC - Geelong	11	39	184	68	8	1	311
VIC - Hume	20	12	20	8	9	2	71
VIC - Latrobe - Gippsland	16	38	48	24	13	0	139
VIC - Melbourne - Inner	18	40	239	4	6	0	307
VIC - Melbourne - Inner East	14	24	62	15	34	0	149
VIC - Melbourne - Inner South	32	34	118	12	42	1	239
VIC - Melbourne - North East	23	65	171	84	65	1	409
VIC - Melbourne - North West	5	19	67	37	21	0	149
VIC - Melbourne - Outer East	29	34	60	23	64	1	211
VIC - Melbourne - South East	32	84	288	152	29	0	585
VIC - Melbourne - West	6	61	401	263	44	0	775
VIC - Mornington Peninsula	11	32	71	28	26	2	170
VIC - North West	19	37	37	13	34	0	140
VIC - Shepparton	9	20	23	15	5	0	72
VIC - Warrnambool and South West	19	11	39	14	5	0	88
WA	**2**	**70**	**1,014**	**51**	**106**	**11**	**1,254**
WA - Bunbury	0	0	41	0	2	0	43
WA - Mandurah	0	4	92	0	14	3	113

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
WA - Perth - Inner	0	0	47	0	5	0	52
WA - Perth - North East	1	9	140	5	12	1	168
WA - Perth - North West	1	14	163	17	6	1	202
WA - Perth - South East	0	30	286	15	42	2	375
WA - Perth - South West	0	13	234	11	19	2	279
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	**1,862**	**2,066**	**7,173**	**1,838**	**1,231**	**65**	**14,235**

Table P.6 Number of Enrolled SDA Dwellings by SA4 Region and Maximum number of residents as at 30 June 2026

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
ACT	**88**	**60**	**32**	**25**	**8**	**0**	**213**
ACT - Australian Capital Territory	88	60	32	25	8	0	213
NSW	**1,635**	**494**	**314**	**297**	**605**	**50**	**3,395**
NSW - Capital Region	30	8	3	8	16	0	65
NSW - Central Coast	101	31	11	13	38	2	196
NSW - Central West	31	22	11	14	31	3	112
NSW - Coffs Harbour - Grafton	6	4	6	2	7	4	29
NSW - Far West and Orana	32	14	6	12	10	4	78
NSW - Hunter Valley exc Newcastle	23	19	14	11	17	1	85
NSW - Illawarra	56	7	16	10	28	1	118
NSW - Mid North Coast	23	25	18	1	16	2	85
NSW - Murray	48	19	11	7	16	1	102
NSW - New England and North West	19	19	7	2	19	2	68
NSW - Newcastle and Lake Macquarie	100	50	34	18	38	1	241
NSW - Richmond - Tweed	27	6	12	5	17	1	68
NSW - Riverina	20	12	12	11	10	1	66
NSW - Southern Highlands and Shoalhaven	4	9	10	3	11	0	37
NSW - Sydney - Baulkham Hills and Hawkesbury	33	4	3	17	27	6	90
NSW - Sydney - Blacktown	102	21	20	21	42	4	210
NSW - Sydney - City and Inner South	24	14	2	5	9	2	56
NSW - Sydney - Eastern Suburbs	3	0	1	4	8	1	17
NSW - Sydney - Inner South West	87	13	10	12	43	2	167
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	62	18	12	18	15	0	125
NSW - Sydney - Outer West and Blue Mountains	176	43	44	26	31	3	323
NSW - Sydney - Parramatta	243	32	11	16	39	0	341

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
NSW - Sydney - Ryde	77	31	4	14	24	1	151
NSW - Sydney - South West	121	36	13	16	21	1	208
NSW - Sydney - Sutherland	59	18	8	9	22	4	120
NT	**30**	**86**	**23**	**3**	**7**	**0**	**149**
NT - Darwin	24	74	15	2	6	0	121
NT - Northern Territory - Outback	6	12	8	1	1	0	28
QLD	**1,408**	**858**	**546**	**106**	**39**	**21**	**2,978**
QLD - Brisbane - East	77	69	27	1	1	0	175
QLD - Brisbane - North	61	22	24	4	4	0	115
QLD - Brisbane - South	77	11	22	2	5	2	119
QLD - Brisbane - West	35	15	5	3	1	2	61
QLD - Brisbane Inner City	77	3	3	1	1	0	85
QLD - Cairns	91	26	37	7	0	1	162
QLD - Central Queensland	41	23	9	10	1	2	86
QLD - Darling Downs - Maranoa	6	14	5	1	1	1	28
QLD - Gold Coast	206	40	44	3	2	2	297
QLD - Ipswich	107	125	80	9	0	1	322
QLD - Logan - Beaudesert	166	98	63	11	1	0	339
QLD - Mackay - Isaac - Whitsunday	27	41	6	7	1	0	82
QLD - Moreton Bay - North	76	76	51	9	7	1	220
QLD - Moreton Bay - South	59	30	14	4	2	0	109
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	83	32	31	5	4	1	156
QLD - Toowoomba	61	73	26	11	2	4	177
QLD - Townsville	76	74	42	9	2	2	205
QLD - Wide Bay	82	86	57	9	4	2	240
SA	**498**	**842**	**337**	**119**	**73**	**4**	**1,873**
SA - Adelaide - Central and Hills	122	60	28	16	6	1	233
SA - Adelaide - North	136	343	152	44	24	1	700
SA - Adelaide - South	130	209	66	26	33	1	465
SA - Adelaide - West	84	120	46	13	8	0	271
SA - Barossa - Yorke - Mid North	0	10	3	6	0	1	20
SA - South Australia - Outback	8	13	2	3	1	0	27
SA - South Australia - South East	18	87	40	11	1	0	157
TAS	**57**	**103**	**8**	**12**	**0**	**3**	**183**
TAS - Hobart	9	70	3	1	0	0	83
TAS - Launceston and North East	24	22	5	8	0	2	61
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	24	11	0	3	0	1	39
VIC	**1,433**	**1,276**	**631**	**185**	**593**	**72**	**4,190**
VIC - Ballarat	114	111	31	6	20	2	284
VIC - Bendigo	40	14	15	8	14	0	91

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
VIC - Geelong	97	141	36	7	28	2	311
VIC - Hume	11	28	12	3	16	1	71
VIC - Latrobe - Gippsland	52	37	17	3	23	7	139
VIC - Melbourne - Inner	230	38	12	5	16	6	307
VIC - Melbourne - Inner East	60	6	7	13	54	9	149
VIC - Melbourne - Inner South	110	34	28	10	48	9	239
VIC - Melbourne - North East	108	131	69	17	80	4	409
VIC - Melbourne - North West	20	64	30	7	25	3	149
VIC - Melbourne - Outer East	49	26	38	29	66	3	211
VIC - Melbourne - South East	184	202	109	25	60	5	585
VIC - Melbourne - West	215	352	144	15	42	7	775
VIC - Mornington Peninsula	64	29	30	13	30	4	170
VIC - North West	26	41	25	11	31	6	140
VIC - Shepparton	29	5	14	6	15	3	72
VIC - Warrnambool and South West	24	17	14	7	25	1	88
WA	**556**	**393**	**278**	**20**	**6**	**1**	**1,254**
WA - Bunbury	5	32	6	0	0	0	43
WA - Mandurah	51	30	31	1	0	0	113
WA - Perth - Inner	42	9	1	0	0	0	52
WA - Perth - North East	71	53	38	3	2	1	168
WA - Perth - North West	81	64	47	8	2	0	202
WA - Perth - South East	163	108	96	6	2	0	375
WA - Perth - South West	135	91	51	2	0	0	279
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	**5,705**	**4,112**	**2,169**	**767**	**1,331**	**151**	**14,235**

Table P.7 New Build/New Build (Refurbished) Maximum Residents by Design Category by SA4 Region as at 30 June 2026

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
ACT	**22**	**108**	**12**	**5**	**4**	**151**
ACT - Australian Capital Territory	22	108	12	5	4	151
NSW	**803**	**2,099**	**365**	**412**	**51**	**3,730**
NSW - Capital Region	0	20	7	4	0	31
NSW - Central Coast	21	161	8	41	0	231
NSW - Central West	13	59	37	5	4	118
NSW - Coffs Harbour - Grafton	5	6	2	0	0	13
NSW - Far West and Orana	24	21	6	6	6	63
NSW - Hunter Valley exc Newcastle	10	71	25	21	0	127
NSW - Illawarra	39	91	4	0	0	134
NSW - Mid North Coast	18	30	18	24	0	90

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
NSW - Murray	10	48	12	5	8	83
NSW - New England and North West	11	30	2	26	0	69
NSW - Newcastle and Lake Macquarie	41	276	20	17	9	363
NSW - Richmond - Tweed	15	34	8	14	0	71
NSW - Riverina	22	44	7	16	0	89
NSW - Southern Highlands and Shoalhaven	9	34	22	0	3	68
NSW - Sydney - Baulkham Hills and Hawkesbury	25	35	1	20	0	81
NSW - Sydney - Blacktown	23	167	23	35	0	248
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	28	102	0	12	0	142
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	19	105	21	0	4	149
NSW - Sydney - Outer West and Blue Mountains	157	150	35	43	0	385
NSW - Sydney - Parramatta	87	199	21	9	0	316
NSW - Sydney - Ryde	42	48	6	38	0	134
NSW - Sydney - South West	49	160	29	29	0	267
NSW - Sydney - Sutherland	27	48	12	5	10	102
NT	**9**	**166**	**48**	**19**	**18**	**260**
NT - Darwin	9	138	48	15	3	213
NT - Northern Territory - Outback	0	28	0	4	15	47
QLD	**368**	**3,177**	**591**	**341**	**33**	**4,510**
QLD - Brisbane - East	28	230	8	7	3	276
QLD - Brisbane - North	25	110	7	5	2	149
QLD - Brisbane - South	0	130	4	22	15	171
QLD - Brisbane - West	2	32	0	0	0	34
QLD - Brisbane Inner City	4	77	0	12	0	93
QLD - Cairns	4	196	34	20	0	254
QLD - Central Queensland	0	69	5	19	2	95
QLD - Darling Downs - Maranoa	9	30	8	4	0	51
QLD - Gold Coast	24	320	15	38	0	397
QLD - Ipswich	34	325	158	32	0	549
QLD - Logan - Beaudesert	57	376	100	15	0	548
QLD - Mackay - Isaac - Whitsunday	0	104	21	8	6	139
QLD - Moreton Bay - North	30	283	47	21	0	381
QLD - Moreton Bay - South	8	123	10	6	0	147
QLD - Queensland - Outback	0	0	0	0	0	0
QLD - Sunshine Coast	19	162	24	35	0	240
QLD - Toowoomba	37	164	60	39	0	300
QLD - Townsville	18	257	32	19	0	326
QLD - Wide Bay	69	189	58	39	5	360
SA	**358**	**1,214**	**317**	**92**	**14**	**1,995**
SA - Adelaide - Central and Hills	55	172	21	3	0	251

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
SA - Adelaide - North	146	554	138	28	8	874
SA - Adelaide - South	62	251	66	39	4	422
SA - Adelaide - West	74	116	37	12	2	241
SA - Barossa - Yorke - Mid North	0	20	12	0	0	32
SA - South Australia - Outback	0	11	6	0	0	17
SA - South Australia - South East	21	90	37	10	0	158
TAS	**33**	**186**	**28**	**45**	**7**	**299**
TAS - Hobart	0	130	17	6	0	153
TAS - Launceston and North East	12	50	5	28	3	98
TAS - South East	0	0	0	0	0	0
TAS - West and North West	21	6	6	11	4	48
VIC	**600**	**3,264**	**1,281**	**180**	**27**	**5,352**
VIC - Ballarat	126	163	104	11	8	412
VIC - Bendigo	16	67	24	4	0	111
VIC - Geelong	36	335	110	6	2	489
VIC - Hume	7	27	7	0	5	46
VIC - Latrobe - Gippsland	15	96	18	8	0	137
VIC - Melbourne - Inner	26	272	3	4	0	305
VIC - Melbourne - Inner East	4	52	6	2	0	64
VIC - Melbourne - Inner South	20	151	16	0	2	189
VIC - Melbourne - North East	42	292	133	23	3	493
VIC - Melbourne - North West	15	142	56	5	0	218
VIC - Melbourne - Outer East	16	108	16	9	3	152
VIC - Melbourne - South East	101	538	206	18	0	863
VIC - Melbourne - West	99	697	504	29	0	1,329
VIC - Mornington Peninsula	20	136	33	19	4	212
VIC - North West	39	69	10	29	0	147
VIC - Shepparton	12	41	14	0	0	67
VIC - Warrnambool and South West	6	78	21	13	0	118
WA	**138**	**1,761**	**81**	**252**	**25**	**2,257**
WA - Bunbury	0	81	0	6	0	87
WA - Mandurah	10	153	0	39	6	208
WA - Perth - Inner	0	49	0	5	0	54
WA - Perth - North East	23	246	6	31	2	308
WA - Perth - North West	26	317	25	17	2	387
WA - Perth - South East	62	497	27	101	4	691
WA - Perth - South West	17	401	18	37	5	478
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	7	2	0	0	9
Total	**2,331**	**11,975**	**2,723**	**1,346**	**179**	**18,554**

Table P.8 Number of Unfinished (Unenrolled) New Build SDA Dwellings by Design Category and SA4 Region as at 30 June 2026 [231]

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
ACT	**1**	**53**	**2**	**8**	**1**	**65**
ACT - Australian Capital Territory	1	53	2	8	1	65
NSW	**185**	**853**	**236**	**67**	**56**	**1,397**
NSW - Capital Region	0	3	0	2	0	5
NSW - Central Coast	3	51	13	0	15	82
NSW - Central West	7	3	15	4	0	29
NSW - Coffs Harbour - Grafton	10	0	0	9	0	19
NSW - Far West and Orana	2	10	7	6	2	27
NSW - Hunter Valley exc Newcastle	6	25	42	9	1	83
NSW - Illawarra	29	48	4	2	0	83
NSW - Mid North Coast	1	15	1	3	0	20
NSW - Murray	3	14	5	0	2	24
NSW - New England and North West	10	14	6	8	2	40
NSW - Newcastle and Lake Macquarie	1	65	5	2	10	83
NSW - Richmond - Tweed	3	16	1	2	0	22
NSW - Riverina	5	3	14	6	0	28
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	123	11	0	0	145
NSW - Sydney - City and Inner South	1	4	7	0	0	12
NSW - Sydney - Eastern Suburbs	0	3	0	0	0	3
NSW - Sydney - Inner South West	1	54	5	0	5	65
NSW - Sydney - Inner West	14	1	0	0	0	15
NSW - Sydney - North Sydney and Hornsby	0	10	0	0	2	12
NSW - Sydney - Northern Beaches	5	16	6	1	0	28
NSW - Sydney - Outer South West	12	45	12	0	3	72
NSW - Sydney - Outer West and Blue Mountains	15	87	9	0	0	111
NSW - Sydney - Parramatta	13	112	39	1	7	172
NSW - Sydney - Ryde	1	15	6	0	0	22
NSW - Sydney - South West	29	69	11	11	0	120
NSW - Sydney - Sutherland	0	7	8	0	4	19

[231] 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
NT	**9**	**82**	**22**	**6**	**0**	**119**
NT - Darwin	9	64	22	5	0	100
NT - Northern Territory - Outback	0	18	0	1	0	19
QLD	**96**	**576**	**215**	**43**	**104**	**1,034**
QLD - Brisbane - East	9	58	1	3	14	85
QLD - Brisbane - North	12	48	8	1	5	74
QLD - Brisbane - South	1	38	0	16	7	62
QLD - Brisbane - West	1	2	0	0	0	3
QLD - Brisbane Inner City	0	23	1	0	2	26
QLD - Cairns	6	35	37	0	4	82
QLD - Central Queensland	1	54	25	5	4	89
QLD - Darling Downs - Maranoa	0	3	0	0	0	3
QLD - Gold Coast	2	64	15	3	19	103
QLD - Ipswich	7	32	32	3	9	83
QLD - Logan - Beaudesert	7	30	26	3	4	70
QLD - Mackay - Isaac - Whitsunday	0	43	9	0	2	54
QLD - Moreton Bay - North	11	32	22	5	3	73
QLD - Moreton Bay - South	2	9	1	0	2	14
QLD - Queensland - Outback	0	0	0	0	0	0
QLD - Sunshine Coast	1	39	2	2	8	52
QLD - Toowoomba	13	22	7	1	15	58
QLD - Townsville	5	14	14	0	0	33
QLD - Wide Bay	18	30	15	1	6	70
SA	**155**	**464**	**103**	**53**	**104**	**879**
SA - Adelaide - Central and Hills	28	42	6	1	25	102
SA - Adelaide - North	40	168	50	31	28	317
SA - Adelaide - South	22	115	28	11	25	201
SA - Adelaide - West	54	35	5	9	19	122
SA - Barossa - Yorke - Mid North	0	21	2	0	0	23
SA - South Australia - Outback	5	16	4	0	0	25
SA - South Australia - South East	6	67	8	1	7	89
TAS	**0**	**116**	**12**	**4**	**17**	**149**
TAS - Hobart	0	95	4	0	0	99
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	1	0	3	6
VIC	**203**	**1,436**	**486**	**37**	**87**	**2,249**
VIC - Ballarat	15	38	52	0	2	107
VIC - Bendigo	15	37	32	0	13	97
VIC - Geelong	4	109	33	0	4	150
VIC - Hume	0	8	0	0	3	11
VIC - Latrobe - Gippsland	6	43	15	1	5	70

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
VIC - Melbourne - Inner	8	141	0	4	4	157
VIC - Melbourne - Inner East	9	62	4	10	3	88
VIC - Melbourne - Inner South	15	85	0	6	5	111
VIC - Melbourne - North East	15	95	45	1	19	175
VIC - Melbourne - North West	5	61	13	0	1	80
VIC - Melbourne - Outer East	5	94	6	5	3	113
VIC - Melbourne - South East	43	257	66	3	2	371
VIC - Melbourne - West	38	277	170	5	6	496
VIC - Mornington Peninsula	0	71	17	0	5	93
VIC - North West	7	11	20	0	11	49
VIC - Shepparton	17	14	2	0	0	33
VIC - Warrnambool and South West	1	33	11	2	1	48
WA	**44**	**480**	**82**	**29**	**22**	**657**
WA - Bunbury	1	20	0	3	0	24
WA - Mandurah	4	44	10	0	0	58
WA - Perth - Inner	1	51	1	0	2	55
WA - Perth - North East	6	52	15	7	13	93
WA - Perth - North West	5	78	18	4	4	109
WA - Perth - South East	18	125	16	9	0	168
WA - Perth - South West	6	106	22	4	3	141
WA - Western Australia - Outback (North)	0	2	0	2	0	4
WA - Western Australia - Outback (South)	0	1	0	0	0	1
WA - Western Australia - Wheat Belt	3	1	0	0	0	4
Total	**693**	**4,060**	**1,158**	**247**	**391**	**6,549**

Table P.9 Number of Participants with identified SDA needs by status and SA4 Region as at 30 June 2026 [232]

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	**214**	**140**	**354**
ACT - Australian Capital Territory	214	140	354
ACT - Other	0	0	0
NSW	**5,205**	**2,897**	**8,102**
NSW - Capital Region	110	64	174
NSW - Central Coast	297	144	441

[232] The number of participants with SDA in use are participants that have SDA funding in their latest plan and evidence of using SDA. Participants who are SDA eligible (SDA funding not yet in use) are either participants that have SDA in their latest plan and don't have evidence of using it, or participants who have been found eligible for SDA through the home and living application process who don't yet have SDA funding in their plan. Evidence of SDA funding in use is estimated based on SDA payments, SDA service bookings and address matching to an enrolled SDA dwelling. Future enhancements to the PACE system will allow for better tracking and an ability to better understand why participants may not be using SDA funding. There are a number of participants who were found eligible through the legacy CRM process that require further investigation.

SA4 Region	Participants with SDA in use	Participants SDA eligible, not yet using SDA	Total Participants with SDA in use or SDA eligible (not yet using SDA)
NSW - Central West	189	100	289
NSW - Coffs Harbour - Grafton	77	75	152
NSW - Far West and Orana	109	58	167
NSW - Hunter Valley exc Newcastle	154	117	271
NSW - Illawarra	241	127	368
NSW - Mid North Coast	147	103	250
NSW - Murray	132	58	190
NSW - New England and North West	109	56	165
NSW - Newcastle and Lake Macquarie	406	160	566
NSW - Richmond - Tweed	154	133	287
NSW - Riverina	113	70	183
NSW - Southern Highlands and Shoalhaven	85	75	160
NSW - Sydney - Baulkham Hills and Hawkesbury	209	49	258
NSW - Sydney - Blacktown	306	165	471
NSW - Sydney - City and Inner South	72	69	141
NSW - Sydney - Eastern Suburbs	45	46	91
NSW - Sydney - Inner South West	266	199	465
NSW - Sydney - Inner West	95	78	173
NSW - Sydney - North Sydney and Hornsby	131	105	236
NSW - Sydney - Northern Beaches	184	67	251
NSW - Sydney - Outer South West	162	125	287
NSW - Sydney - Outer West and Blue Mountains	382	137	519
NSW - Sydney - Parramatta	365	179	544
NSW - Sydney - Ryde	268	66	334
NSW - Sydney - South West	207	198	405
NSW - Sydney - Sutherland	190	74	264
NSW - Other	0	0	0
NT	**120**	**195**	**315**
NT - Darwin	94	93	187
NT - Northern Territory - Outback	26	102	128
NT - Other	0	0	0
QLD	**2,856**	**1,710**	**4,566**
QLD - Brisbane - East	151	80	231
QLD - Brisbane - North	125	87	212
QLD - Brisbane - South	130	102	232
QLD - Brisbane - West	83	40	123
QLD - Brisbane Inner City	85	44	129
QLD - Cairns	137	90	227
QLD - Central Queensland	95	85	180
QLD - Darling Downs - Maranoa	31	30	61
QLD - Gold Coast	317	189	506

SA4 Region	Participants with SDA in use	Participants SDA eligible, not yet using SDA	Total Participants with SDA in use or SDA eligible (not yet using SDA)
QLD - Ipswich	277	211	488
QLD - Logan - Beaudesert	254	119	373
QLD - Mackay - Isaac - Whitsunday	77	26	103
QLD - Moreton Bay - North	255	122	377
QLD - Moreton Bay - South	92	47	139
QLD - Queensland - Outback	0	19	19
QLD - Sunshine Coast	192	123	315
QLD - Toowoomba	177	101	278
QLD - Townsville	143	87	230
QLD - Wide Bay	235	108	343
QLD - Other	0	0	0
SA	**1,669**	**888**	**2,557**
SA - Adelaide - Central and Hills	235	105	340
SA - Adelaide - North	607	272	879
SA - Adelaide - South	468	236	704
SA - Adelaide - West	199	116	315
SA - Barossa - Yorke - Mid North	25	35	60
SA - South Australia - Outback	16	37	53
SA - South Australia - South East	119	87	206
SA - Other	0	0	0
TAS	**147**	**369**	**516**
TAS - Hobart	42	189	231
TAS - Launceston and North East	66	91	157
TAS - South East	0	5	5
TAS - West and North West	39	84	123
TAS - Other	0	0	0
VIC	**5,576**	**1,791**	**7,367**
VIC - Ballarat	284	53	337
VIC - Bendigo	146	67	213
VIC - Geelong	362	84	446
VIC - Hume	133	50	183
VIC - Latrobe - Gippsland	197	99	296
VIC - Melbourne - Inner	268	122	390
VIC - Melbourne - Inner East	351	85	436
VIC - Melbourne - Inner South	392	92	484
VIC - Melbourne - North East	613	165	778
VIC - Melbourne - North West	214	110	324
VIC - Melbourne - Outer East	490	160	650
VIC - Melbourne - South East	682	258	940
VIC - Melbourne - West	624	187	811
VIC - Mornington Peninsula	275	92	367

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 - North West	232	40	272
VIC - Shepparton	122	75	197
VIC - Warrnambool and South West	191	52	243
VIC - Other	0	0	0
WA	**857**	**1,024**	**1,881**
WA - Bunbury	31	53	84
WA - Mandurah	47	39	86
WA - Perth - Inner	33	50	83
WA - Perth - North East	114	177	291
WA - Perth - North West	197	235	432
WA - Perth - South East	251	231	482
WA - Perth - South West	157	121	278
WA - Western Australia - Outback (North)	1	37	38
WA - Western Australia - Outback (South)	21	45	66
WA - Western Australia - Wheat Belt	5	36	41
WA - Other	0	0	0
Missing	**0**	**0**	**0**
Total	**16,644**	**9,014**	**25,658**

Endnotes:

Supplement E:

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

2 The Younger People in Residential Aged Care (YPIRAC) figures excludes First Nations participants aged 50 to 64 years who meet the exceptional circumstances criteria for residential aged care.

3 There are a further 1,423 active participants aged 65 years or over who are currently in residential aged care.

4 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.

5 The Younger People in Residential Aged Care (YPIRAC) figures excludes First Nations participants aged 50 to 64 years who meet the exceptional circumstances criteria for residential aged care.

6 Other group residential setting relates to non-SDA registered properties, but where a participant is receiving Supported Independent Living supports.

7 The number of participants who have left residential aged care excludes participants with missing housing support data, as well as those who are deceased or have left the NDIS.

8 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.

9 Denominators for each metric are: ‘participant employment rate’ (n=44,324), ‘participant social and community engagement rate’ (n=44,461), 'family and carer employment rate' (n=50,480) and 'participant choice and control' (n=20,897). Participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.

10 Denominators for each metric are: ‘participant employment rate’ (n=40,754), ‘participant social and community engagement rate’ (n=40,949), 'family and carer employment rate' (n=37,285) and 'participant choice and control' (n=24,941). Participants who had their first plan approved since 1 July 2016 and have had a third SF survey reassessment to date.

11 Denominators for each metric are: ‘participant employment rate’ (n=33,626), ‘participant social and community engagement rate’ (n=33,815), 'family and carer employment rate' (n=26,119) and 'participant choice and control' (n=23,080). Participants who had their first plan approved since 1 July 2016 and have had a fourth SF survey reassessment to date.

12 Denominators for each metric are: ‘participant employment rate’ (n=28,294), ‘participant social and community engagement rate’ (n=28,504), 'family and carer employment rate' (n=19,254) and 'participant choice and control' (n=21,233). Participants who had their first plan approved since 1 July 2016 and have had a fifth SF survey reassessment to date.

13 Denominators for each metric are: ‘participant employment rate’ (n=51,199), ‘participant social and community engagement rate’ (n=51,679), 'family and carer employment rate' (n=30,407) and 'participant choice and control' (n=43,255). Participants who had their first plan approved since 1 July 2016 and have had at least a sixth SF survey reassessment to date.

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

15 Previous quarters include only data gathered since December 2023, when changes to the Participant Satisfaction Survey were implemented.

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

17 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.

18 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.

19 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.

20 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.

21 Note that 64% of all complainants made only one complaint, 17% made two complaints, and 19% made three or more complaints.

22 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.

23 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.

24 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.

25 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.

26 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.

27 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.

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

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

30 There were $664.8 million of payments associated with providers with an 'unknown' registration status which are not shown separately but are included under 'All registration statuses'.

31 Total payments for home modifications were $412.3 million. Of which, $409.7 million (99.4%) has been paid for specialised disability accommodation (SDA) supports, and $2.5 million (0.6%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $493.0 million. Of which, $488.4 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and $4.6 million (1%) has been allocated for non-SDA supports.

32 Total payments for home modifications were $284.2 million. Of which, $163.0 million (57.4%) has been paid for specialised disability accommodation (SDA) supports, and $121.2 million (42.6%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $459.9 million. Of which, $195.5 million (43%) has been allocated for specialised disability accommodation (SDA) supports, and $264.4 million (57%) has been allocated for non-SDA supports.

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

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

Supplement F:

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

36 The Younger People in Residential Aged Care (YPIRAC) figures excludes First Nations participants aged 50 to 64 years who meet the exceptional circumstances criteria for residential aged care.

37 There are a further 508 active participants aged 65 years or over who are currently in residential aged care.

38 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.

39 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.

40 Denominators for each metric are: ‘participant employment rate’ (n=11,651), ‘participant social and community engagement rate’ (n=11,704), 'family and carer employment rate' (n=15,085) and 'participant choice and control' (n=5,730). Participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.

41 Denominators for each metric are: ‘participant employment rate’ (n=11,638), ‘participant social and community engagement rate’ (n=11,719), 'family and carer employment rate' (n=11,771) and 'participant choice and control' (n=7,434). Participants who had their first plan approved since 1 July 2016 and have had a third SF survey reassessment to date.

42 Denominators for each metric are: ‘participant employment rate’ (n=10,546), ‘participant social and community engagement rate’ (n=10,670), 'family and carer employment rate' (n=8,422) and 'participant choice and control' (n=7,779). Participants who had their first plan approved since 1 July 2016 and have had a fourth SF survey reassessment to date.

43 Denominators for each metric are: ‘participant employment rate’ (n=8,916), ‘participant social and community engagement rate’ (n=9,046), 'family and carer employment rate' (n=5,740) and 'participant choice and control' (n=7,100). Participants who had their first plan approved since 1 July 2016 and have had a fifth SF survey reassessment to date.

44 Denominators for each metric are: ‘participant employment rate’ (n=19,219), ‘participant social and community engagement rate’ (n=19,504), 'family and carer employment rate' (n=10,824) and 'participant choice and control' (n=16,524). Participants who had their first plan approved since 1 July 2016 and have had at least a sixth SF survey reassessment to date.

45 Previous quarters include only data gathered since December 2023, when changes to the Participant Satisfaction Survey were implemented.

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

47 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.

48 Note that 57% of all complainants made only one complaint, 20% made two complaints, and 23% made three or more complaints.

49 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.

50 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.

51 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.

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

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

54 There were $211.5 million of payments associated with providers with an 'unknown' registration status which are not shown separately but are included under 'All registration statuses'.

55 Total payments for home modifications were $113.2 million. Of which, $112.6 million (99.5%) has been paid for specialised disability accommodation (SDA) supports, and $0.6 million (0.5%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $134.8 million. Of which, $134.0 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and $0.7 million (1%) has been allocated for non-SDA supports.

56 Total payments for home modifications were $77.3 million. Of which, $40.7 million (52.7%) has been paid for specialised disability accommodation (SDA) supports, and $36.5 million (47.3%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $123.4 million. Of which, $48.1 million (39%) has been allocated for specialised disability accommodation (SDA) supports, and $75.3 million (61%) has been allocated for non-SDA supports.

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

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

Supplement G:

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

60 The Younger People in Residential Aged Care (YPIRAC) figures excludes First Nations participants aged 50 to 64 years who meet the exceptional circumstances criteria for residential aged care.

61 There are a further 440 active participants aged 65 years or over who are currently in residential aged care.

62 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.

63 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.

64 Denominators for each metric are: ‘participant employment rate’ (n=12,785), ‘participant social and community engagement rate’ (n=12,796), 'family and carer employment rate' (n=14,826) and 'participant choice and control' (n=6,706). Participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.

65 Denominators for each metric are: ‘participant employment rate’ (n=11,444), ‘participant social and community engagement rate’ (n=11,499), 'family and carer employment rate' (n=10,613) and 'participant choice and control' (n=7,693). Participants who had their first plan approved since 1 July 2016 and have had a third SF survey reassessment to date.

66 Denominators for each metric are: ‘participant employment rate’ (n=8,711), ‘participant social and community engagement rate’ (n=8,715), 'family and carer employment rate' (n=7,053) and 'participant choice and control' (n=6,289). Participants who had their first plan approved since 1 July 2016 and have had a fourth SF survey reassessment to date.

67 Denominators for each metric are: ‘participant employment rate’ (n=7,371), ‘participant social and community engagement rate’ (n=7,400), 'family and carer employment rate' (n=5,312) and 'participant choice and control' (n=5,753). Participants who had their first plan approved since 1 July 2016 and have had a fifth SF survey reassessment to date.

68 Denominators for each metric are: ‘participant employment rate’ (n=12,138), ‘participant social and community engagement rate’ (n=12,239), 'family and carer employment rate' (n=8,040) and 'participant choice and control' (n=10,284). Participants who had their first plan approved since 1 July 2016 and have had at least a sixth SF survey reassessment to date.

69 Previous quarters include only data gathered since December 2023, when changes to the Participant Satisfaction Survey were implemented.

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

71 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.

72 Note that 57% of all complainants made only one complaint, 20% made two complaints, and 23% made three or more complaints.

73 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.

74 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.

75 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.

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

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

78 There were $179.5 million of payments associated with providers with an 'unknown' registration status which are not shown separately but are included under 'All registration statuses'.

79 Total payments for home modifications were $125.9 million. Of which, $125.3 million (99.5%) has been paid for specialised disability accommodation (SDA) supports, and $0.6 million (0.5%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $148.2 million. Of which, $147.1 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and $1.1 million (1%) has been allocated for non-SDA supports.

80 Total payments for home modifications were $69.7 million. Of which, $38.7 million (55.6%) has been paid for specialised disability accommodation (SDA) supports, and $31.0 million (44.4%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $113.7 million. Of which, $46.1 million (41%) has been allocated for specialised disability accommodation (SDA) supports, and $67.7 million (59%) has been allocated for non-SDA supports.

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

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

Supplement H:

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

84 The Younger People in Residential Aged Care (YPIRAC) figures excludes First Nations participants aged 50 to 64 years who meet the exceptional circumstances criteria for residential aged care.

85 There are a further 242 active participants aged 65 years or over who are currently in residential aged care.

86 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.

87 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.

88 Denominators for each metric are: ‘participant employment rate’ (n=9,645), ‘participant social and community engagement rate’ (n=9,671), 'family and carer employment rate' (n=10,332) and 'participant choice and control' (n=4,299). Participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.

89 Denominators for each metric are: ‘participant employment rate’ (n=8,686), ‘participant social and community engagement rate’ (n=8,721), 'family and carer employment rate' (n=7,426) and 'participant choice and control' (n=4,962). Participants who had their first plan approved since 1 July 2016 and have had a third SF survey reassessment to date.

90 Denominators for each metric are: ‘participant employment rate’ (n=7,006), ‘participant social and community engagement rate’ (n=7,063), 'family and carer employment rate' (n=5,448) and 'participant choice and control' (n=4,557). Participants who had their first plan approved since 1 July 2016 and have had a fourth SF survey reassessment to date.

91 Denominators for each metric are: ‘participant employment rate’ (n=5,966), ‘participant social and community engagement rate’ (n=5,997), 'family and carer employment rate' (n=4,311) and 'participant choice and control' (n=4,310). Participants who had their first plan approved since 1 July 2016 and have had a fifth SF survey reassessment to date.

92 Denominators for each metric are: ‘participant employment rate’ (n=10,820), ‘participant social and community engagement rate’ (n=10,891), 'family and carer employment rate' (n=5,870) and 'participant choice and control' (n=9,264). Participants who had their first plan approved since 1 July 2016 and have had at least a sixth SF survey reassessment to date.

93 Previous quarters include only data gathered since December 2023, when changes to the Participant Satisfaction Survey were implemented.

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

95 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.

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

97 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.

98 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.

99 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.

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

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

102 There were $128.6 million of payments associated with providers with an 'unknown' registration status which are not shown separately but are included under 'All registration statuses'.

103 Total payments for home modifications were $88.7 million. Of which, $87.9 million (99.1%) has been paid for specialised disability accommodation (SDA) supports, and $0.8 million (0.9%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $101.5 million. Of which, $100.3 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and $1.3 million (1%) has been allocated for non-SDA supports.

104 Total payments for home modifications were $78.0 million. Of which, $49.0 million (62.8%) has been paid for specialised disability accommodation (SDA) supports, and $29.0 million (37.2%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $124.0 million. Of which, $59.3 million (48%) has been allocated for specialised disability accommodation (SDA) supports, and $64.7 million (52%) has been allocated for non-SDA supports.

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

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

Supplement I:

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

108 The Younger People in Residential Aged Care (YPIRAC) figures excludes First Nations participants aged 50 to 64 years who meet the exceptional circumstances criteria for residential aged care.

109 There are a further 106 active participants aged 65 years or over who are currently in residential aged care.

110 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.

111 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.

112 Denominators for each metric are: ‘participant employment rate’ (n=4,577), ‘participant social and community engagement rate’ (n=4,582), 'family and carer employment rate' (n=4,201) and 'participant choice and control' (n=1,817). Participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.

113 Denominators for each metric are: ‘participant employment rate’ (n=3,851), ‘participant social and community engagement rate’ (n=3,854), 'family and carer employment rate' (n=2,855) and 'participant choice and control' (n=2,059). Participants who had their first plan approved since 1 July 2016 and have had a third SF survey reassessment to date.

114 Denominators for each metric are: ‘participant employment rate’ (n=3,055), ‘participant social and community engagement rate’ (n=3,041), 'family and carer employment rate' (n=2,036) and 'participant choice and control' (n=1,771). Participants who had their first plan approved since 1 July 2016 and have had a fourth SF survey reassessment to date.

115 Denominators for each metric are: ‘participant employment rate’ (n=2,580), ‘participant social and community engagement rate’ (n=2,582), 'family and carer employment rate' (n=1,693) and 'participant choice and control' (n=1,649). Participants who had their first plan approved since 1 July 2016 and have had a fifth SF survey reassessment to date.

116 Denominators for each metric are: ‘participant employment rate’ (n=3,277), ‘participant social and community engagement rate’ (n=3,286), 'family and carer employment rate' (n=2,507) and 'participant choice and control' (n=2,615). Participants who had their first plan approved since 1 July 2016 and have had at least a sixth SF survey reassessment to date.

117 Previous quarters include only data gathered since December 2023, when changes to the Participant Satisfaction Survey were implemented.

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

119 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.

120 Note that 60% of all complainants made only one complaint, 20% made two complaints, and 20% made three or more complaints.

121 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.

122 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.

123 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.

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

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

126 There were $70.6 million of payments associated with providers with an 'unknown' registration status which are not shown separately but are included under 'All registration statuses'.

127 Total payments for home modifications were $34.7 million. Of which, $34.4 million (99.2%) has been paid for specialised disability accommodation (SDA) supports, and $0.3 million (0.8%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $43.0 million. Of which, $42.2 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and $0.8 million (2%) has been allocated for non-SDA supports.

128 Total payments for home modifications were $25.5 million. Of which, $14.2 million (55.5%) has been paid for specialised disability accommodation (SDA) supports, and $11.3 million (44.5%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $42.7 million. Of which, $17.1 million (40%) has been allocated for specialised disability accommodation (SDA) supports, and $25.5 million (60%) has been allocated for non-SDA supports.

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

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

Supplement J:

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

132 The Younger People in Residential Aged Care (YPIRAC) figures excludes First Nations participants aged 50 to 64 years who meet the exceptional circumstances criteria for residential aged care.

133 There are a further 82 active participants aged 65 years or over who are currently in residential aged care.

134 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.

135 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.

136 Denominators for each metric are: ‘participant employment rate’ (n=3,694), ‘participant social and community engagement rate’ (n=3,711), 'family and carer employment rate' (n=3,883) and 'participant choice and control' (n=1,538). Participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.

137 Denominators for each metric are: ‘participant employment rate’ (n=3,505), ‘participant social and community engagement rate’ (n=3,512), 'family and carer employment rate' (n=3,075) and 'participant choice and control' (n=1,882). Participants who had their first plan approved since 1 July 2016 and have had a third SF survey reassessment to date.

138 Denominators for each metric are: ‘participant employment rate’ (n=2,965), ‘participant social and community engagement rate’ (n=2,975), 'family and carer employment rate' (n=2,053) and 'participant choice and control' (n=1,831). Participants who had their first plan approved since 1 July 2016 and have had a fourth SF survey reassessment to date.

139 Denominators for each metric are: ‘participant employment rate’ (n=2,387), ‘participant social and community engagement rate’ (n=2,394), 'family and carer employment rate' (n=1,356) and 'participant choice and control' (n=1,698). Participants who had their first plan approved since 1 July 2016 and have had a fifth SF survey reassessment to date.

140 Denominators for each metric are: ‘participant employment rate’ (n=3,852), ‘participant social and community engagement rate’ (n=3,865), 'family and carer employment rate' (n=2,035) and 'participant choice and control' (n=2,970). Participants who had their first plan approved since 1 July 2016 and have had at least a sixth SF survey reassessment to date.

141 Previous quarters include only data gathered since December 2023, when changes to the Participant Satisfaction Survey were implemented.

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

143 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.

144 Note that 56% of all complainants made only one complaint, 21% made two complaints, and 23% made three or more complaints.

145 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.

146 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.

147 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.

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

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

150 There were $43.4 million of payments associated with providers with an 'unknown' registration status which are not shown separately but are included under 'All registration statuses'.

151 Total payments for home modifications were $38.9 million. Of which, $38.7 million (99.5%) has been paid for specialised disability accommodation (SDA) supports, and $0.2 million (0.5%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $48.3 million. Of which, $47.9 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and $0.5 million (1%) has been allocated for non-SDA supports.

152 Total payments for home modifications were $23.2 million. Of which, $13.5 million (58.2%) has been paid for specialised disability accommodation (SDA) supports, and $9.7 million (41.8%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $35.5 million. Of which, $17.3 million (49%) has been allocated for specialised disability accommodation (SDA) supports, and $18.2 million (51%) has been allocated for non-SDA supports.

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

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

Supplement K:

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

156 The Younger People in Residential Aged Care (YPIRAC) figures excludes First Nations participants aged 50 to 64 years who meet the exceptional circumstances criteria for residential aged care.

157 There are a further 28 active participants aged 65 years or over who are currently in residential aged care.

158 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.

159 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.

160 Denominators for each metric are: ‘participant employment rate’ (n=1,078), ‘participant social and community engagement rate’ (n=1,101), 'family and carer employment rate' (n=1,196) and 'participant choice and control' (n=484). Participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.

161 Denominators for each metric are: ‘participant employment rate’ (n=852), ‘participant social and community engagement rate’ (n=867), 'family and carer employment rate' (n=864) and 'participant choice and control' (n=506). Participants who had their first plan approved since 1 July 2016 and have had a third SF survey reassessment to date.

162 Denominators for each metric are: ‘participant employment rate’ (n=675), ‘participant social and community engagement rate’ (n=684), 'family and carer employment rate' (n=667) and 'participant choice and control' (n=432). Participants who had their first plan approved since 1 July 2016 and have had a fourth SF survey reassessment to date.

163 Denominators for each metric are: ‘participant employment rate’ (n=496), ‘participant social and community engagement rate’ (n=495), 'family and carer employment rate' (n=525) and 'participant choice and control' (n=334). Participants who had their first plan approved since 1 July 2016 and have had a fifth SF survey reassessment to date.

164 Denominators for each metric are: ‘participant employment rate’ (n=736), ‘participant social and community engagement rate’ (n=741), 'family and carer employment rate' (n=679) and 'participant choice and control' (n=625). Participants who had their first plan approved since 1 July 2016 and have had at least a sixth SF survey reassessment to date.

165 Previous quarters include only data gathered since December 2023, when changes to the Participant Satisfaction Survey were implemented.

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

167 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.

168 Note that 59% of all complainants made only one complaint, 21% made two complaints, and 20% made three or more complaints.

169 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.

170 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.

171 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.

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

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

174 There were $12.4 million of payments associated with providers with an 'unknown' registration status which are not shown separately but are included under 'All registration statuses'.

175 Total payments for home modifications were $4.1 million. Of which, $4.1 million (99.3%) has been paid for specialised disability accommodation (SDA) supports, and $0.03 million (0.7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $6.6 million. Of which, $6.5 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and $0.1 million (2%) has been allocated for non-SDA supports.

176 Total payments for home modifications were $4.6 million. Of which, $1.3 million (27.4%) has been paid for specialised disability accommodation (SDA) supports, and $3.3 million (72.6%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $11.0 million. Of which, $2.1 million (19%) has been allocated for specialised disability accommodation (SDA) supports, and $8.8 million (81%) has been allocated for non-SDA supports.

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

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

Supplement L:

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

180 The Younger People in Residential Aged Care (YPIRAC) figures excludes First Nations participants aged 50 to 64 years who meet the exceptional circumstances criteria for residential aged care.

181 There are a further 15 active participants aged 65 years or over who are currently in residential aged care.

182 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.

183 Denominators for each metric are: ‘participant employment rate’ (n=493), ‘participant social and community engagement rate’ (n=497), 'family and carer employment rate' (n=623) and 'participant choice and control' (n=184). Participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.

184 Denominators for each metric are: ‘participant employment rate’ (n=463), ‘participant social and community engagement rate’ (n=465), 'family and carer employment rate' (n=438) and 'participant choice and control' (n=259). Participants who had their first plan approved since 1 July 2016 and have had a third SF survey reassessment to date.

185 Denominators for each metric are: ‘participant employment rate’ (n=342), ‘participant social and community engagement rate’ (n=338), 'family and carer employment rate' (n=265) and 'participant choice and control' (n=249). Participants who had their first plan approved since 1 July 2016 and have had a fourth SF survey reassessment to date.

186 Denominators for each metric are: ‘participant employment rate’ (n=317), ‘participant social and community engagement rate’ (n=322), 'family and carer employment rate' (n=173) and 'participant choice and control' (n=231). Participants who had their first plan approved since 1 July 2016 and have had a fifth SF survey reassessment to date.

187 Denominators for each metric are: ‘participant employment rate’ (n=723), ‘participant social and community engagement rate’ (n=721), 'family and carer employment rate' (n=263) and 'participant choice and control' (n=654). Participants who had their first plan approved since 1 July 2016 and have had at least a sixth SF survey reassessment to date.

188 Previous quarters include only data gathered since December 2023, when changes to the Participant Satisfaction Survey were implemented.

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

190 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.

191 Note that 56% of all complainants made only one complaint, 21% made two complaints, and 23% made three or more complaints.

192 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.

193 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.

194 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.

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

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

197 There were $16.1 million of payments associated with providers with an 'unknown' registration status which are not shown separately but are included under 'All registration statuses'.

198 Total payments for home modifications were $1.97 million. Of which, $1.95 million (99%) has been paid for specialised disability accommodation (SDA) supports and $0.02 million (1.2%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $4.2 million. Of which, $4.1 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and $0.1 million (2%) has been allocated for non-SDA supports.

199 Total payments for home modifications were $4.3 million. Of which, $3.4 million (79.1%) has been paid for specialised disability accommodation (SDA) supports, and $0.9 million (20.9%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $6.4 million. Of which, $3.6 million (57%) has been allocated for specialised disability accommodation (SDA) supports, and $2.8 million (43%) has been allocated for non-SDA supports.

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

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

Supplement M:

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

203 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.

204 Denominators for each metric are: ‘participant employment rate’ (n=398), ‘participant social and community engagement rate’ (n=396), 'family and carer employment rate' (n=328) and 'participant choice and control' (n=138). Participants who had their first plan approved since 1 July 2016 and have had a second SF survey reassessment to date.

205 Denominators for each metric are: ‘participant employment rate’ (n=309), ‘participant social and community engagement rate’ (n=306), 'family and carer employment rate' (n=240) and 'participant choice and control' (n=143). Participants who had their first plan approved since 1 July 2016 and have had a third SF survey reassessment to date.

206 Denominators for each metric are: ‘participant employment rate’ (n=320), ‘participant social and community engagement rate’ (n=324), 'family and carer employment rate' (n=171) and 'participant choice and control' (n=169). Participants who had their first plan approved since 1 July 2016 and have had a fourth SF survey reassessment to date.

207 Denominators for each metric are: ‘participant employment rate’ (n=260), ‘participant social and community engagement rate’ (n=267), 'family and carer employment rate' (n=142) and 'participant choice and control' (n=158). Participants who had their first plan approved since 1 July 2016 and have had a fifth SF survey reassessment to date.

208 Denominators for each metric are: ‘participant employment rate’ (n=426), ‘participant social and community engagement rate’ (n=425), 'family and carer employment rate' (n=185) and 'participant choice and control' (n=313). Participants who had their first plan approved since 1 July 2016 and have had at least a sixth SF survey reassessment to date.

209 Previous quarters include only data gathered since December 2023, when changes to the Participant Satisfaction Survey were implemented.

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

211 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.

212 Note that 65% of all complainants made only one complaint, 19% made two complaints, and 16% made three or more complaints.

213 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.

214 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.

215 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.

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

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

218 There were $2.6 million of payments associated with providers with an 'unknown' registration status which are not shown separately but are included under 'All registration statuses'.

219 Total payments for home modifications were $4.9 million. Of which, $4.8 million (99.5%) has been paid for specialised disability accommodation (SDA) supports, and $0.03 million (0.5%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $6.3 million. Of which, $6.2 million (98.5%) has been allocated for specialised disability accommodation (SDA) supports, and $0.1 million (1.5%) has been allocated for non-SDA supports.

220 Total payments for home modifications were $1.6 million. Of which, $1.3 million (84.7%) has been paid for specialised disability accommodation (SDA) supports, and $0.2 million (15.3%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $3.1 million. Of which, $1.7 million (56%) has been allocated for specialised disability accommodation (SDA) supports, and $1.3 million (44%) has been allocated for non-SDA supports.

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

222 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:

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

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

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

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

227 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 2026.

228 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.

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

230 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.

231 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.

232 The number of participants with SDA in use are participants that have SDA funding in their latest plan and evidence of using SDA. Participants who are SDA eligible (SDA funding not yet in use) are either participants that have SDA in their latest plan and don't have evidence of using it, or participants who have been found eligible for SDA through the home and living application process who don't yet have SDA funding in their plan. Evidence of SDA funding in use is estimated based on SDA payments, SDA service bookings and address matching to an enrolled SDA dwelling. Future enhancements to the PACE system will allow for better tracking and an ability to better understand why participants may not be using SDA funding. There are a number of participants who were found eligible through the legacy CRM process that require further investigation.