Publishing the performance results of the Participant Service Guarantee – Policy

October 2026

Effective date: 31 October 2026

Effective 31 October 2026, this mandatory policy establishes how the National Disability Insurance Agency publishes and reports Participant Service Guarantee performance results, providing staff with a single source of truth for these activities.

Introduction

1. This “Participant Service Guarantee publication” policy is designed to provide National Disability Insurance Agency (Agency) staff a single source of truth when undertaking their Agency duties in relation to the publication and public reporting of performance results achieved for the Participant Service Guarantee.
2. This policy is issued by the Chief Executive Officer (CEO) and compliance with this policy is mandatory.
3. Any deviation or exemption of any aspect of this policy must be authorised in writing by the Chief Operating Officer (COO), or Chief Executive Officer (CEO).

Who does this policy apply to

4. This policy applies to:
   a. Staff in the Scheme Actuary Division.
   b. All Agency officials (APS and Senior Executive Services (SES) employees), and labour hire staff, involved in public reporting of Participant Service Guarantee performance results.
5. Reference to Agency staff (staff) or to you, or our, in this document implies all of the position types listed at paragraph 4, unless otherwise specified.

What is covered in this policy

6. This policy covers Agency staff responsibilities for the publication of Participant Service Guarantee measures performance results.
7. If, after reading this policy, you are unsure of what to do or have an enquiry, contact the Scheme.Actuary mailbox.
8. Where this policy makes reference to additional information including other policies, standard operating procedures (SOPs), quick guides and relevant contacts, these can be accessed on the Agency’s intranet.

Why is this policy needed?

9. Between July 2020 and June 2021, the Commonwealth Ombudsman investigated how the Agency was implementing the Participant Service Guarantee (PSG). They considered how the Agency was tracking against implementing the timeframes and engagement principles and how the Agency would communicate these results to the public. The Commonwealth Ombudsman made 5 recommendations and 7 suggestions.
10. In 2023 the Commonwealth Ombudsman looked at whether the Agency was properly communicating with people about the timeframes for access and planning. One of the 5 suggestions made, which the NDIA agreed to implement, was “We recommend the NDIA develop a policy for publishing PSG timeframe performance information on its website. At a minimum, the policy should set out what information is published and how often the information will be updated.
11. This policy documents where and how Participant Service Guarantee timeframe performance information will be published.

Participant Service Guarantee

12. The Participant Service Charter includes timeframes for Agency processes – set out under the Participant Service Guarantee.
13. The Participant Service Guarantee sets clear timeframes for key NDIS processes.
14. The NDIA must make decisions about access, plan approvals, plan reviews and nominee changes within these timeframes. This gives participants, families and carers greater certainty about how long processes will take.
15. Each quarter, the Agency reports against Participant Service Guarantee (PSG) timeframes in the Quarterly Report to Disability Ministers, as well as the NDIS website.

Where is Participant Service Guarantee performance information published?

Quarterly Report to Disability Ministers

16. Under Section 174 of the National Disability Insurance Act 2013 the Agency is required to provide public information about the progress of the NDIS.
17. The Agency produces a Quarterly Report to Disability Ministers which is published on the NDIS website within 45 days of the end of each quarter.
18. The quarterly reports provide the disability ministers with information (including statistics) about participants in each jurisdiction and the funding or provision of supports by the NDIA in each jurisdiction.
19. Section 3 of the quarterly report is used to report on the Participant Service Guarantee measures.
20. Section 3 of the quarterly report includes:
    a. Narrative on which PSG measures are reported on in the quarter. For example, the Quarter 3 report to disability ministers reports on 15 of the 18 PSG measures.
    b. Narrative on how many of the measures have met or exceeded their target timeframe, as well as those which haven't.
    c. A table is included in Section 3 of the report that groups the measures by category (access, planning, implementation, plan approval, plan reassessment etc).
    d. The table describes the measure, the service guarantee (in days), performance achieved in the reporting quarter and the change in trend since the last quarter (more than 3 percentage points higher, remained within 3 percentage points, more than 3 percentage points lower).
    e. The inclusion of this trend information was a specific recommendation made by the Commonwealth Ombudsman in the *Actions Speak review, Volume 11*, undertaken in 2025 which looked at the progress of the implementation of the Participant Service Guarantee recommendations from the 2023 review (paragraph 10).

NDIS website

21. Each quarter the Agency also publishes information about the performance of the Participant Service Guarantee measures on the NDIS website.
22. The website information includes the information that is published in the Quarterly Report to Disability Ministers and additional narrative is included, as appropriate, on the performance of each specific measure. The narrative includes a comparison to the prior quarter.
23. The performance of the Participant Service Guarantee measures is grouped differently, and the website uses shorter 'plain Language' Easy Read descriptors for each measure. For example, instead of saying "Offer to hold a plan implementation meeting, after the plan is approved (PSG8) as it does in the Quarterly Report to Disability Ministers, the website content says "Have a meeting to start your plan if you want to".
24. Trend information for the Participant Service Guarantee measures is included in the narrative on the NDIS website content. The website also points the reader to the Quarterly Report to Disability Ministers, which also contains trend information, as per paragraph 20 above.
25. The NDIS website content on the performance of the Participant Service Guarantee measures is updated at the same time as the Quarterly Report to Disability Ministers, within 45 days of the end of each quarter.
26. The website information will include the publication of tables of information for each PSG measure. This table will compare how the measure performed against the prior quarter, and the legend used to report on trend is consistent with the Quarterly Report to Disability Ministers. An example of what this information looks like is provided below.

Table 1: Getting started with the NDIS

What we will do	The most days it will take us	Performance at June 2026 quarter (most current data)	How does this compare to last quarter? (March 2026)
Explain a decision	28 days	96%	More than 3 percentage points higher
Decide who can use the NDIS	21 days	82%	Within 3 percentage points
Make a decision about who can use the NDIS after we've been given more information	14 days	68%	More than 3 percentage points lower

Process steps to report on Participant Service Guarantee measures performance information

27. The Actuarial Insights and Monitoring Branch from the Scheme Actuary Division works across the Agency to collate and assure the Participant Service Guarantee measures performance information each quarter. This includes the drafting of any associated narrative and content to include in the Quarterly Report to Disability Ministers.
28. During the development and finalisation of the Quarterly Report to Disability Ministers, the Actuarial Insights and Monitoring Branch works closely with Strategic Communications on the development of a communications plan for the Quarterly Report to Disability Ministers release. This plan may, as required, include key points on the performance of the Participant Service Guarantee measures.
29. The Quarterly Report to Disability Ministers is discussed and approved each quarter by the NDIA Board and the Sustainability Committee. The review and approval of the report include the section 3 Participant Service Guarantee performance measures.
30. The Actuarial Insights and Monitoring Branch works with the Agency web content and publishing team to update the NDIS website Participant Service Guarantee measures content each quarter.
31. The NDIS website content is updated quarterly, as per paragraph 25.