

Ms Libby Coker MP

Chair

Joint Standing Committee on the National Disability Insurance Scheme

By email c/o [NDIS.joint@aph.gov.au](mailto:NDIS.joint@aph.gov.au)

Dear Ms Coker MP

**Correction of evidence given at Annual Report No.1 of the 48<sup>th</sup> Parliament  
hearing on 22 October 2025**

I am writing to correct evidence provided to the Joint Standing Committee on the NDIS during its examination of the National Disability Insurance Agency (NDIA), in relation to Participant Service Guarantee (PSG) timeframes on 22 October 2025.

I refer to the below extract from page 38 of the transcript from 22 October 2025, at 1.43pm, where Mr Andrew Maitland provided information relating to the KPI of the PSG measure for a plan variation.

**Senator Kovacic:** *Thank you. As a clarification on the '28 days', because I missed it, is that a KPI or just an aim?*

**Mr Maitland:** *It's through our PSG, participant service guarantee, KPIs.*

**Senator Kovacic:** *Do you know if that's generally met? Is that an average, an under or an over? You'll give me the full set of data, but what is your sense on how that is met?*

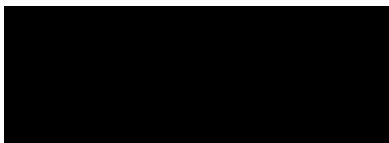
**Mr Maitland:** *Generally, the PSG target is 95 per cent—that is what we're aiming for. For that particular PSG, we're not at that at the moment. I can get you the exact data. It's just over 80 per cent at the moment.*

**Senator Kovacic:** *So about 20 per cent of people are waiting longer than the 28 days?*

**Mr Maitland:** *It is not perfectly proportional, but there are a group of people that will go beyond that timeframe, yes. That's correct.*

I wish to correct Mr Maitland's answer. The correct answer is, according to page 42 of the June 2025 | NDIS Quarterly Report, the performance against the relevant PSG measure for plan variations was 45%. In his response, Mr Maitland inadvertently referred to the PSG for completing a plan reassessment after a decision to accept the request was made. The Agency achieved 81% for this measure.

Yours sincerely



**Scott McNaughton**

Acting Chief Executive Officer

National Disability Insurance Agency

29 October 2025