



Corporate Plan 2023–2027

Building a better NDIS

Easy Read version



How to use our Plan



The National Disability Insurance Agency (NDIA) wrote the Corporate Plan.

When you see the word 'we', it means the NDIA.



We wrote our Plan in an easy to read way.

It only includes the most important ideas.

We use pictures to explain some ideas.

Bold
Not bold

We wrote some important words in **bold**.

This means the letters are thicker and darker.



We explain what these bold words mean.

There is a list of these words on page 29.



You can find the full Corporate Plan on our website.

www.ndis.gov.au/about-us/publications/corporate-plan



You can ask for help to read our Easy Read Plan.

A friend, family member or support person may be able to help you.

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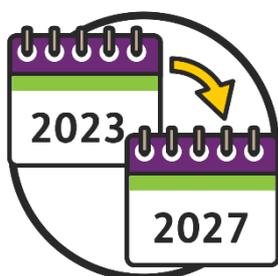
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What is our Plan about?



Our Corporate Plan is about how we do our work.
We call it our Plan.



Our Plan is from 2023 to 2027.



Our Plan explains what we will do over the
next 4 years to make the National Disability
Insurance Scheme better.

We call it the NDIS.



The NDIS pays for supports and services for
people with disability around Australia.

The NDIS supports people with disability to:



- get the supports they need



- make decisions about their supports



- be in control of their supports.

The NDIS so far



We are celebrating the 10th year of the NDIS.



About 592,000 **participants** have joined the NDIS.

Participants are people with disability who take part in the NDIS.



About 372,000 of these participants had disability supports for the first time.



And about 95,000 of these participants are young children.

The number of participants who get paid to work continues to grow.



This also includes:

- carers
- parents.



We support more participants to move from hospital back into their communities than ever before.

How we do our work



We want to make sure the NDIS works well.



We want everyone to treat people with disability:

- fairly
- equally.



And we want to support people with disability to work towards their goals.



Providers support participants by delivering a service.



We want to make sure there are enough providers to meet the different needs of all people with disability.



We want to support people with disability to:

- make decisions about what they need
- do more for themselves.



The *National Disability Insurance Scheme Act 2013* is a law that explains how the NDIS works.

We also call it the NDIS Act.



The Australian Government is checking the NDIS to find out what:

- works well
- could be better.



Over the next 4 years, the Australian Government will give us more than \$732 million in **funding** to run the NDIS.



Funding is money from the Government that pays for us to do our work.

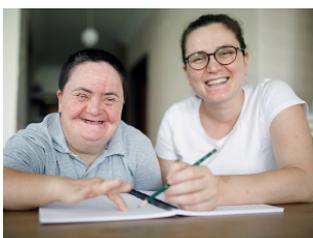


This funding will help us to keep supporting participants in the future.

Our Participant Service Charter



Our Participant Service Charter explains what you can expect from the NDIS.



We want participants to have a good experience when they use the NDIS.

Our Participant Service Charter also explains how we will be:



- transparent – we will make it easy to understand our information and decisions



- responsive – when you contact us we will try to help you quickly



- respectful – we will listen to you and ask you what you think



- empowering – we will help you live your life the way you want



- connected – we will help you find the services and supports you need.



You can read an Easy Read version of our Participant Service Charter on our website.

www.ndis.gov.au/about-us/policies/service-charter

Our Participant Service Improvement Plan

Our Participant Service Improvement Plan explains how we'll keep working on the:



- Participant Service Charter



- Participant Service Guarantee – a plan that explains what we do and how long it will take us.



You can find the Participant Service Guarantee on our website.

www.ndis.gov.au/about-us/policies/service-charter/participant-service-improvement-plan

Managing risks



We must also manage risks.

This includes risks to:

- participants
- the NDIS.



When we manage risks, we try to:

- understand them
- stop them from happening.



We follow different sets of rules when we manage risks.

For example, the NDIS Act.



And we have rules all our staff must follow to manage risks.

Risks we manage



We want to make sure we manage risks in 7 important areas.



1. We want to make sure participants have good plans.

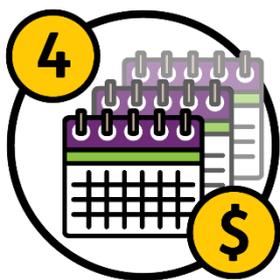
Good plans can help participants reach their goals.



2. We want to make sure participants have a good experience when they talk to us.



3. We want to make sure there are enough providers to deliver supports to participants.



4. We want to make sure the NDIS lasts a long time.

This includes making sure we manage our money well.



5. We want to make sure our staff:

- have good skills
- want to work for us for a long time.



6. We want to protect participants against **fraud**.



Fraud is when you do something with money that is not honest.



Fraud is a crime.



7. We want to make sure we can make the NDIS easier to use if you need us to.

Our Plan



Our Plan explains how we will make the NDIS better for participants.

Our Plan includes goals for:



- supporting participants



- running the NDIS.

Our goals for supporting participants



We want to make sure participants get the supports they need.



It's also important to us that we support participants to:

- make decisions
- have control in their lives.



We will work with different organisations to support participants.

For example, the **NDIS Quality and Safeguards Commission (NDIS Commission)**.



The NDIS Commission makes sure people with disability who take part in the NDIS:

- are safe
- get good services.



We want to make sure participants feel that they can choose the provider they want.

We also want participants to:



- have a good experience when they have contact with us



- feel they're reaching their goals in their NDIS plan.



We want to support participants to:

- find work
- earn money.



We also want to support participants to take part in the community.

How we will know we are supporting participants



We want to support children under 14 years old to no longer need our services.



We want to make sure no participants under 65 years old live in **residential aged care** unless there is no other choice.



Residential aged care is where older Australians live when they can't live in their home anymore. It's usually for people 65 years or older.



The **market** is the supports and services people can find and use.

When a market is **diverse**, there are lots of different supports and services to choose from.



Providers all:

- have different experiences
- provide different supports and services.



We want to keep supporting the market to grow.

Our goals for running the NDIS



There are 2 parts to our goals about how we do our work.



The first part is about telling you what you can expect from us.



The second part is about making sure we use funding well.

This will help us keep supporting participants in the future.



We will follow the Participant Service Guarantee.



The Participant Service Guarantee explains what you can expect from us.



We want to make sure we manage our funding well.

This will help us continue to:

- support participants
- run the NDIS.



To do this, we'll aim to meet our targets with:

- how much money we spend
- what we spend money on.

We will work with different people and organisations to do this.



This includes:

- people with disability
- governments
- the community.



The Australian Government creates a report each year explaining how much they think the NDIS will cost for that year.

It's called the Portfolio Budget Statements.

How we will know the NDIS is running well

We will report on how well we:



- meet the goals in the Participant Service Improvement Plan



- do things in the amount of time we planned to do them.



We want to make sure participants feel good while we support them.



We want to work well with the community.
And make sure they are happy to work with us.



We want to always have enough staff to support participants.
And make sure staff feel happy working with us.



We want to have more staff with disability.



We also want to have more senior staff members with disability.
For example, leaders and managers.

What happens next?



There are some important activities we need to do.

They will help us reach our goals.

Improving our National Contact Centre



We are working to improve our National Contact Centre.



You talk with the National Contact Centre when you contact us.

For example, when you call us.

Improving our computer systems



We are also making a new computer system that will make planning better for participants.

Participants helped us design the system.



Our new computer system is:

- modern
- easier to use.

Supporting our staff



We want to keep being an **inclusive** place to work for our staff.



When something is inclusive, everyone:

- can take part
- feels like they belong.



We will keep training our staff to:

- build their skills
- support participants in the best ways.



We made a plan that explains how we will support our staff members.

We call it our Inclusion and Diversity Framework.



You can find it on our website.

www.ndis.gov.au/about-us/careers-ndia/inclusion-and-diversity

More information



For more information about this plan,
please contact us.



You can visit our website.

www.ndis.gov.au



You can call us.

1800 800 110



You can follow us on Facebook.

www.facebook.com/NDISAus



You can follow us on Twitter.

@NDIS

Support to talk to us



You can talk to us online using our webchat feature.

www.ndis.gov.au/contact

If you speak a language other than English, you can call:



Translating and Interpreting Service (TIS)

131 450

If you have a speech or hearing impairment, you can call:



TTY

1800 555 677



Speak and Listen

1800 555 727



National Relay Service

133 677

www.relayservice.gov.au

Word list

This list explains what the **bold** words in this document mean.



Diverse

When a market is diverse, there are lots of different supports and services to choose from.

Providers all:

- have different experiences
- provide different supports and services.



Fraud

Fraud is when you do something with money that is not honest.

Fraud is a crime.



Funding

Funding is money from the government that pays for supports and services.

Inclusive



When something is inclusive, everyone:

- can take part
- feels like they belong.



Market

The market is the supports and services people can find and use.



NDIS Quality and Safeguards Commission

The NDIS Commission makes sure people with disability who take part in the NDIS:

- are safe
- get good services.



Participants

Participants are people with disability who take part in the NDIS.



Providers

Providers support people with disability by delivering a service.



Residential aged care

Residential aged care is where older Australians live when they can't live in their home anymore.

It's usually for people 65 years or older.



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