



Annual Report 2021–22

Easy Read version



ndis

[ndis.gov.au](https://www.ndis.gov.au)

How to use this report



The National Disability Insurance Agency (NDIA) wrote this Annual Report. When you see the word 'we', it means the NDIA.



We wrote this Annual Report in an easy to read way. We use pictures to explain some ideas.

Bold
Not bold

We wrote some words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 34.



This Easy Read Annual Report is a summary of another Annual Report.



You can find the other Annual Report on our website.

www.ndis.gov.au



You can ask for help to read this Annual Report. A friend, family member or support person may be able to help you.

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Acknowledgement



At the NDIA, we recognise all Australians with disability.



We pay our respects to Australians with disability.



We support an Australian community where everyone can take part.



We also support the goals of the **UN Convention on the Rights of Persons with Disabilities**.

We call it the UN Convention.

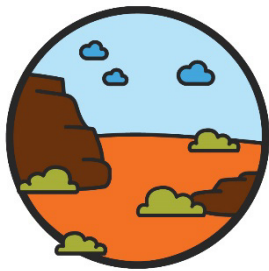


The UN Convention is an agreement between countries about making sure that people with disability are treated fairly.



We recognise First Nations peoples as the traditional owners of the land throughout Australia.

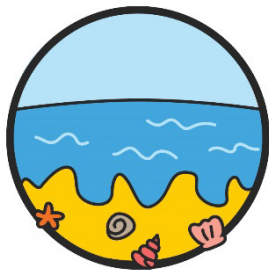
First Nations peoples were the first to live on and use the:



- land



- rivers



- seas.



We pay our respects to Elders past, present and emerging.

About our Annual Report



The **National Disability Insurance Scheme (NDIS)** supports people with disability across Australia.

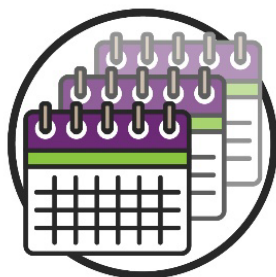


Each year, we write a report about the work we've done in the past year.

Our Annual Report also talks about:



- what we want to do next year



- how we can make sure the NDIS lasts a long time.

A message from our Chairman



Our Acting Chairman last year was Jim Minto.



He wrote an introduction to our Annual Report 2021–22.

He said that, at the end of June 2022:



- 534,655 **participants** were taking part in the NDIS



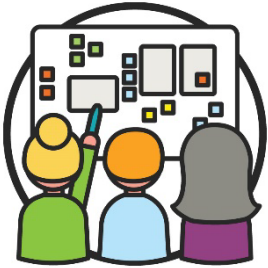
- 82,863 children younger than 7 years old have an NDIS plan.



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



Jim Minto said since the NDIS began, the amount of support we give participants keeps growing.



He said **co-design** is important.

Co-design is when people work together to plan something new.



Our Chairman thanked everyone who helped us make the NDIS better.

He also said we need to keep:

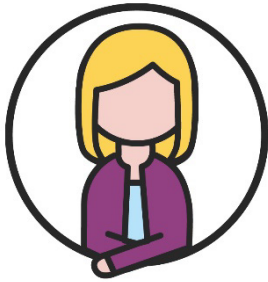


- making our technology better

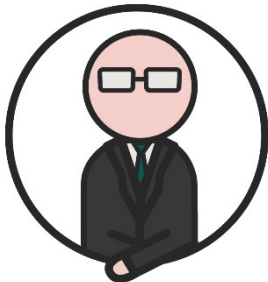


- thinking about what participants get out of the NDIS.

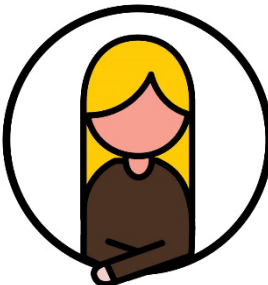
Jim Minto thanked the people who are finishing at the NDIA, including:



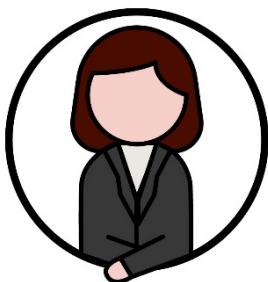
- Chairman Helen Nugent



- CEO Martin Hoffman.

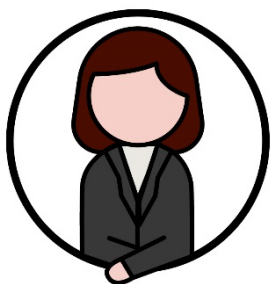


He also welcomed the new CEO Rebecca Falkingham.



And he thanked Acting CEO Dr Lisa Studdert.

A message from our Chief Executive Officer



Our Acting Chief Executive Officer (CEO) was Dr Lisa Studdert.



She also wrote an introduction to our Annual Report 2021–22.



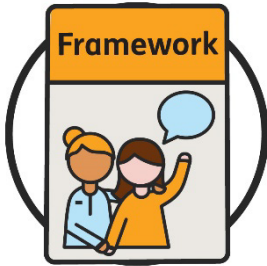
She said that there has been a lot of change in the NDIS this year.



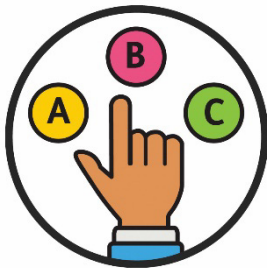
In the past 12 months 68,036 participants have joined the NDIS.



She said we have been working hard to support more groups of people.



We made our Engagement Framework – a plan for how we work with the disability community.



We also supported participants to have more choice and control about home and living supports.



We talk more about our work in 2022 on page 18.

Our CEO said we will keep working closely with:



- participants



- families and carers



- our **partners** – people who help others find and use services.



Their support helps us to make the NDIS better.

The NDIS this year



We're pleased to say that 534,655 participants were taking part in the NDIS at the end of June 2022.



And more than 300,000 of these participants were getting supports for the first time.



At the end of June 2022 more people from different backgrounds took part in the NDIS than ever before.

This includes:



- 38,846 First Nations participants



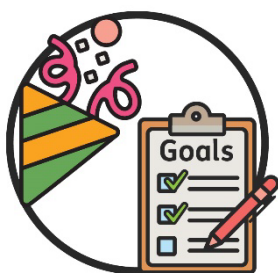
- 49,201 **culturally and linguistically diverse** (CALD) participants.



CALD people:

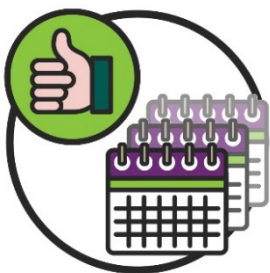
- come from different cultures and backgrounds
- speak languages other than English.

Building a better NDIS



The NDIS supports a lot of participants to reach their goals.

When this happens, it can change their lives.



Participants can also reach more goals when they use the NDIS for a long time.



More participants have goals about finding and keeping a job.



We are always working to make the NDIS better.



We want to make sure all participants can work towards their goals.



We are working towards our goals in our Corporate Plan.



You can find more information about our Corporate Plan on our website.

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

This work also includes using the:



- Participant Service Charter



- Participant Service Guarantee (PSG)



- Participant Service Improvement Plan (SIP).



And we are working with the updated NDIS law that started on 1 July 2022.

We call it the NDIS Act.

Reviewing the NDIS



We want to make sure we do a good job at supporting participants.



That is why we want to **review** the NDIS.

When we review something, we check to see what:

- works well
- could be better.



We want to hear from the disability community about how we can make the NDIS better.

Our work in 2022



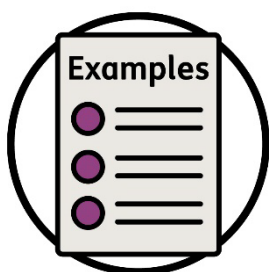
Over the past year we have changed the way we work with participants.



And we've learned a lot along the way.



This year our participants are doing better than ever before.



Here are some examples of the work we have been doing.

Support during COVID-19

We worked very hard during COVID-19 to:



- support participants



- keep them safe.



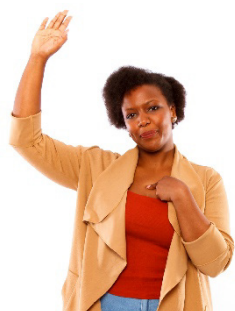
We worked with the Department of Health to make sure people with disability could get a COVID-19 vaccine.



This will help to protect more people against COVID-19.

Our Participant Service Guarantee

Our Participant Service Guarantee explains:



- what we will do for our participants



- how long it will take us to provide services and support.



This year we helped more participants.

We also worked faster.

Our Participant Service Improvement Plan



Our Participant Service Improvement Plan (SIP) explains how we will make our services better.



We've made good progress with our plan so far.



In the SIP, we had a list of 51 goals we wanted to achieve.



So far, we have achieved 24 of these goals.

Supporting more communities

We used co-design to support participants in:



- First Nations communities



- CALD communities



- communities far away from cities or towns.

Home and living for people with disability



We supported participants to work towards their home and living goals.



We gave participants more choice and control about where they live.



This includes younger participants living in **residential aged care**.

This is where older Australians live when they can't live in their home anymore.



This year more participants are using **specialist disability accommodation (SDA)**.

SDA is housing for people with disability who need:

- a lot of support
- support every day.



Participants can now find SDA homes that meet their needs on our website.

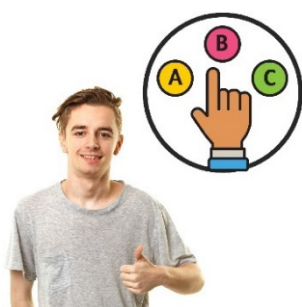


We have also started work to make home and living supports better for our participants.

Giving participants control



We worked to make it easier for the community to take part in our decision-making.



We also asked the community how we can give participants more choice and control.



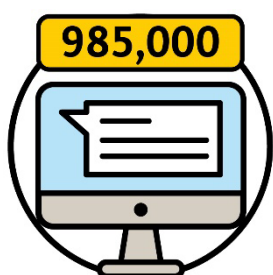
We are now working with Inclusion Australia to help with this.

Inclusion Australia is a disability organisation.

Responding to our community



Last year our call centre answered more than 1 million phone calls.



We also answered 985,000 messages online.



We answered more than 80% of those messages within 20 seconds.

What we want to do next



We will keep working to make sure participants have a good experience with the NDIS.



And we will make sure participants are at the centre of everything we do.

We want to support participants to:



- reach their goals



- get the support they need.



We will work out how we can support more participants to find and keep a job.



We will also work on making the NDIS fair for everyone.



We will protect participants from people who don't:

- do the right thing
- use the NDIS the right way.



We will make sure participants get the support they need when they leave hospital.



We will also support participants when they ask us to review a decision we made.



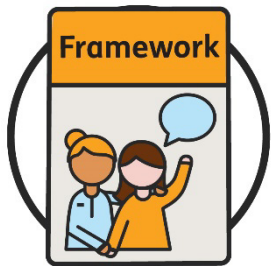
And make sure our decisions about NDIS plans are:

- fair
- easy to understand.



We will test a new computer system.

It will help us support participants better.



We will also keep using our Engagement Framework.

This will help us make sure we include people with disability when we make decisions.

Making sure the NDIS lasts a long time



In 2022, we found out some helpful information from the Annual Financial Sustainability Report.

We call it the AFSR.



The AFSR uses data over the past 12 months to work out the costs of the NDIS in the future.



We expect more than 740,000 participants will be using the NDIS by 2026.



We need to think about how much the NDIS costs.



And we need to make sure we manage our money for the NDIS well, now and in the future.



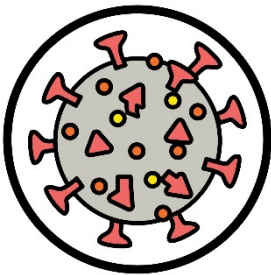
The AFSR found that the average funding participants receive has gone up by more than 9% over the past 3 years.



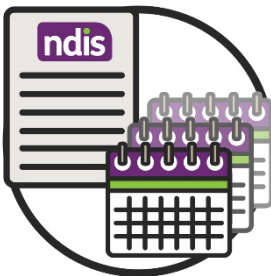
And it went up this year as well.



But not by as much as we expected.



We think this might be because of COVID-19.



We need to find new ways to make sure the NDIS lasts a long time.

Thank you!



Thank you for reading our Annual Report.



And thank you for being part of our community.



We look forward to sharing more information with you over the coming year.



You are always welcome to:

- get in touch with us
- take part in conversations about the NDIS.

More information

For more information about this Annual Report, please contact us.



www.ndis.gov.au



1800 800 110



Follow us on Facebook.

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Follow us on Twitter.

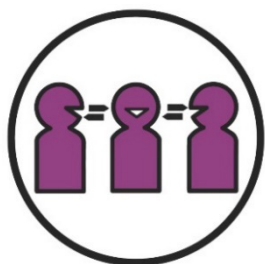
@NDIS

Support to talk to us



You can talk to us online using our webchat feature at the top of our website.

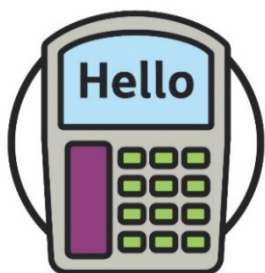
www.ndis.gov.au



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



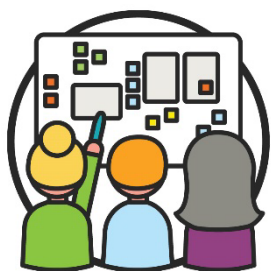
National Relay Service

133 677

www.relayservice.gov.au

Word list

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



Co-design

Co-design is when people work together to plan something new.



Culturally and linguistically diverse (CALD)

CALD people:

- come from different cultures and backgrounds
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National Disability Insurance Scheme (NDIS)

The NDIS supports people with disability across Australia.



Participants

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



Partners

Our partners are people who help others find and use services.



Residential aged care

This is where older Australians live when they can't live in their home anymore.



Review

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Specialist disability accommodation (SDA).

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UN Convention on the Rights of Persons with Disabilities

The UN Convention is an agreement between countries about making sure that people with disability are treated fairly.



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