



Corporate Plan 2024–2025

Building a better NDIS

Easy Read version



How to use this document



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

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



We wrote this Corporate Plan in an easy to read way.

It only includes the most important ideas.

We use pictures to explain some ideas.



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 **32**.



You can find the full Corporate Plan on our website.

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



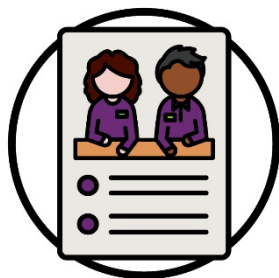
You can ask for help to read our Easy Read Corporate Plan.

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

What's in this document?

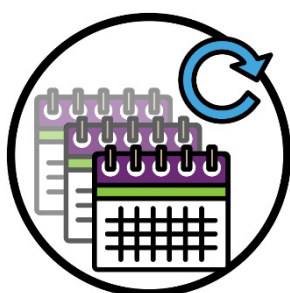
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About our Plan



Our Corporate Plan is about how we do our work.

We call it our Plan.



We update our Plan each year.



Our Plan explains what we will do over the next **4 years** to improve the National Disability Insurance Scheme (NDIS).



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

The NDIS helps people with disability to:



- get the supports they need



- make decisions about their supports



- be in control of their supports.

The NDIS so far



The NDIS is now **11 years old**.



The NDIS is now available to people across Australia.



More than **649,000 participants** have joined the NDIS.

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

How we manage risks



We need to manage risks to:

- participants
- the NDIS.



We also need to support participants to make their own decisions that include risk.



When we manage risks, we try to:

- understand them
- stop them from happening.



We follow different rules when we manage risks.

For example, *the National Disability Insurance Scheme Act 2013*.

This is a law that explains how the NDIS works.



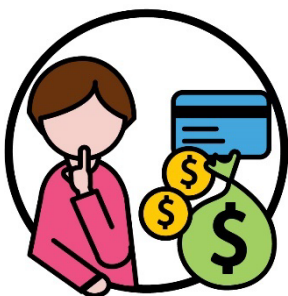
We have rules our staff must follow to manage risks.



We also support our staff to manage risks.



We spent **\$83.9 million** to support our staff with new tools to help them protect participants from **fraud**.



Fraud is when a person does something with money that is not honest.

Fraud is a crime.

Risks we manage



We focus on **8** important areas to manage risks.



1. We manage risks to make sure participants have good plans and the support they need to:

- do more things for themselves
- take part in the community.

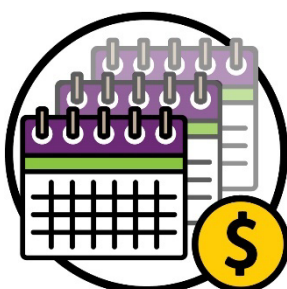


2. We manage risks to make sure participants have a good experience when they talk to us.



3. We manage risks to make sure there are enough **providers** to deliver supports to participants.

Providers support participants by delivering a service.



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

This includes making sure we manage our money well.



5. We manage risks to make sure our staff:

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



6. We manage risks to protect participants against fraud.



7. We manage risks to keep private information safe.



8. We manage risks to make sure the NDIS continues to meet the needs of participants.

This includes getting advice from experts and participants.

The goals in our Plan

We have updated the goals in our Plan.

The new goals will make sure:



- participants get the support they need



- the NDIS runs well.



We have also set targets that we want to achieve for these goals **by 2028**.

Our goals for supporting participants



We have goals about supporting participants to:

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

Find a job



We want the NDIS to support participants to:

- find a job
- earn money.



We want at least **26%** of participants to have a job **by 2028**.

Take part in the community



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



We also want everyone to treat people with disability:

- fairly
- equally.



We want at least **46%** of participants to be taking part in their community.

Have a good experience with the NDIS



We want participants to have a good experience with the NDIS.

This includes their experience:



- before they make an NDIS plan
- when they make an NDIS plan
- after they make an NDIS plan.



We want at least **76%** of participants to be happy with their experience with the NDIS.

Work towards goals



We want participants to feel like the NDIS is supporting them to achieve the goals in their NDIS plan.



We want at least **70%** of participants to be happy with how well the NDIS is supporting them to achieve their goals.

Use mainstream supports



We want participants to have more **mainstream supports** in their NDIS plans.

Mainstream supports are services for everybody in the community to use.

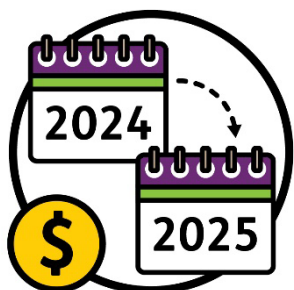


We want at least **90%** of participants to have mainstream supports in their NDIS plan.

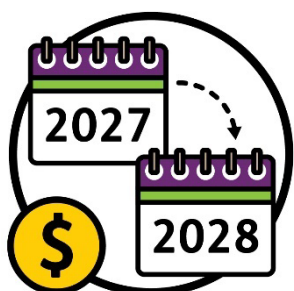
How much money each participant gets



Each year, the amount of money a participant gets changes.



We think this will be about **\$67,200** in **2024–2025**.

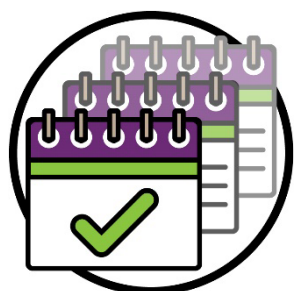


We think this will be about **\$72,000** in **2027–2028**.

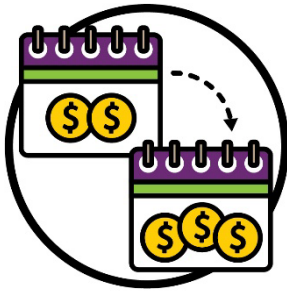
How fast the NDIS is growing



The NDIS is growing very fast every year.



We need to slow this down so we can make sure the NDIS works well for a long time.



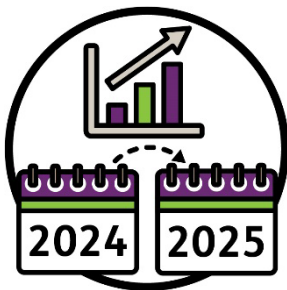
We measure how fast the NDIS is growing by looking at how much money we spent on the NDIS:

- this year
- last year.

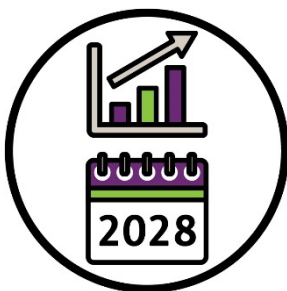


This helps us understand:

- how much we are spending on the NDIS
- how well we are delivering services to participants.



We expect the money we spend on the NDIS to grow **12%** in **2024–2025**.



We expect the money we spend on the NDIS to grow by less than **8%** by **2028**.

Work with other organisations



We will work with different parts of the government and 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 will also work with the Department of Social Services to support:



- new rules for the NDIS



- services for people with disability



- changes to the NDIS



- checking decisions about the NDIS



- the work of the **Disability Royal Commission**.

The Disability Royal Commission looked into problems people with disability have experienced.

It helped the Australian Government find out:



- what went wrong
- what we need to improve.

Our goals for running the NDIS



We have goals to make sure the NDIS is running well.

Follow the Participant Service Charter



We will follow the Participant Service Charter to make sure the NDIS is running well.

The Participant Service Charter explains how we will:



- make it easy to understand our information and decisions



- try to help participants quickly



- listen to participants and ask what they think



- help participants achieve their goals and live the life they want



- help participants easily find and use the services and supports they need.



This includes how easily First Nations people with disability can use NDIS supports and services in areas far away from cities and towns.

Achieve the Participant Service Guarantee



We want to achieve the goals in the Participant Service Guarantee.



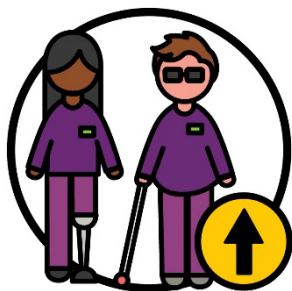
The Participant Service Guarantee explains what participants can expect from us. For example:

- what we will do
- how long it will take us.



We want to achieve the goals about time in our Participant Service Guarantee at least **80%** of the time.

Hire more staff with disability



We want more staff with disability to work at the NDIA.



We want to have at least **20%** of staff with disability **by 2025**.



We want to have at least **23%** of staff with disability **by 2028**.

Pay claims for supports on time



We want to pay claims for supports within **3 days** after they are approved.



We want to achieve this for at least **90%** of approved claims.

Answer questions faster



We want to answer questions straight away when someone contacts our National Contact Centre.

We want to do this at least **80%** of the time.

Share information

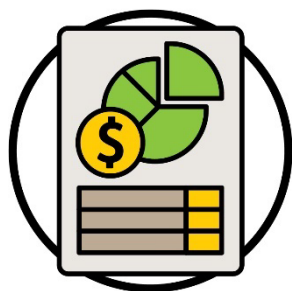


We want to share information on time with governments about how the NDIS is going.



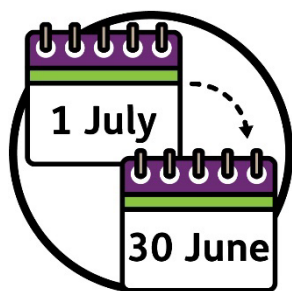
We will also share information with the community about how the NDIS is going.

Our budget for NDIS supports and services



A **budget** is an amount of money we will:

- receive in one year
- spend in one year.



We have a budget for the NDIS for each financial year.

A financial year runs from **1 July** to **30 June**.

In **2024–2025**, the NDIS will spend **\$46.4 billion** on supports and services that are:



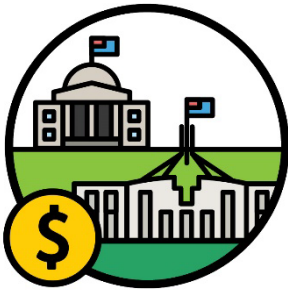
- **reasonable** – fair and sensible



- **necessary** – something we need.



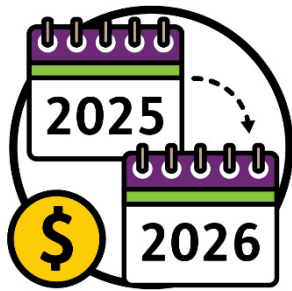
In **2025–2026**, we think the NDIS will spend **\$50.8 billion** on supports that are reasonable and necessary.



We also receive money from governments to help pay for NDIS supports and services.



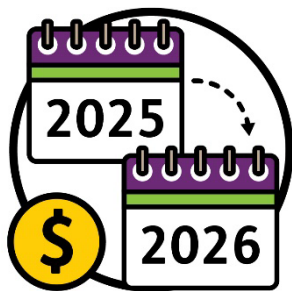
In **2024–2025**, the NDIS received **\$33.8 billion** from the Australian Government.



In **2025–2026**, we think the NDIS will receive **\$37.7 billion** from the Australian Government.



In **2024–2025**, the NDIS received **\$12.6 billion** from state and territory governments.



In **2025–2026**, we think the NDIS will receive **\$13.1 billion** from state and territory governments.

How we will support 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 will support staff by making more of our jobs permanent.



We will make at least **75%** of our jobs permanent **by 2026**.



This will mean less staff need to sign a work agreement that only lasts for a short time.

More information about our Plan



You can contact us for more information about our Plan.



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 X.

@NDIS

X used to be called Twitter.

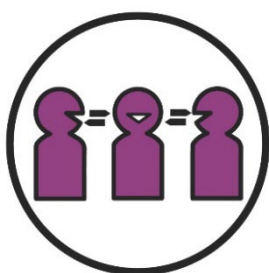
Support to talk to us



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.accesshub.gov.au/about-the-nrs

Word list

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



Budget

A budget is an amount of money we will:

- spend in one year
- earn in one year.



Disability Royal Commission

The Disability Royal Commission looked into problems people with disability have experienced.



Fraud

Fraud is when a person does something with money that is not honest.

Fraud is a crime.



Inclusive

When something is inclusive, everyone:

- can take part
- feels like they belong.



Mainstream supports

Mainstream supports are services for everybody in the community to 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.



Necessary

When something is necessary, you need it.



Participants

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



Providers

Providers support people with disability by delivering a service.



Reasonable

When something is reasonable, it is:

- fair
- sensible.



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