



Corporate Plan 2025-26

Building a better NDIS

Easy Read version



ndis

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

How to use this document



We are the National Disability Insurance Agency (NDIA).

We wrote this document.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page [40](#).



You can ask someone you trust to help you:

- read this document
- find more information.



This document is quite long.

It includes a lot of information.



You don't have to read it all at once.



This is an Easy Read summary of another document.

It only includes the most important ideas.



You can find the other document on our website.

[www.ndis.gov.au/about-us/publications/
corporate-plan](http://www.ndis.gov.au/about-us/publications/corporate-plan)

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What we do



We run the **National Disability Insurance Scheme (NDIS)**.



The NDIS provides supports and services to people with disability.

NDIS supports and services help people with disability:



- live the way they want to

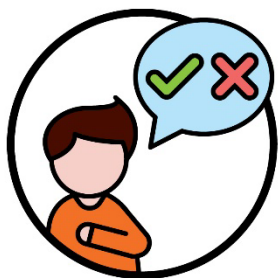


- be part of their communities.

The NDIS helps people with disability to:



- get the supports they need

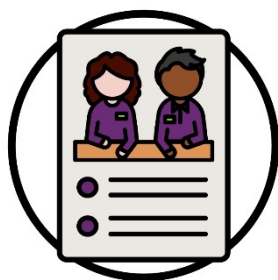


- make decisions about their supports



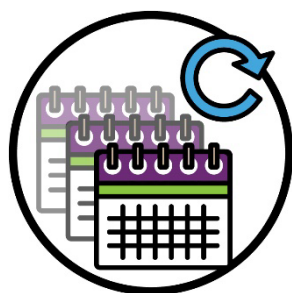
- be in control of their supports.

What is our Plan about?



Our Corporate Plan is about how we do our work.

We call it our Plan.

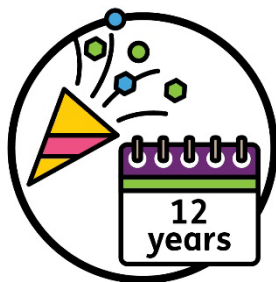


We update our Plan each year.



Our Plan explains what we will do over the next **4 years** to improve the NDIS.

The NDIS so far



The NDIS is now **12 years old**.



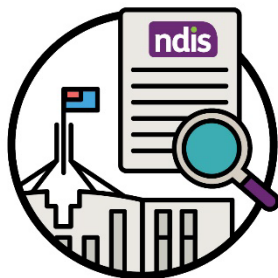
People across Australia can take part in the NDIS.



More than **717,000 participants** have joined the NDIS.

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

Changes to NDIS laws



In **2023**, the Australian Government checked the NDIS to find out what:

- worked well
- could be better.

They call it the **NDIS Review**.



We are using the ideas from the NDIS review.



This will help us make the NDIS:

- stronger
- fairer.



The NDIS review helped us change some of the NDIS laws.

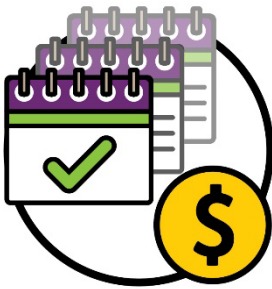
The new laws help us:



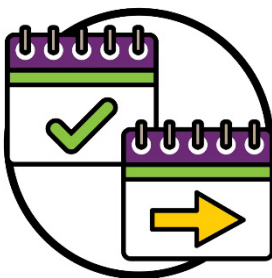
- stop people using NDIS money the wrong way



- explain what the NDIS can pay for



- help participants understand how long their money should last.



We started changing these laws on
3 October 2024.

We will make these changes slowly over **5 years.**



We will keep working with people with disability to make sure the new laws work well.

How we will make the NDIS better for everyone

Working together

We will keep working with:



- people with disability



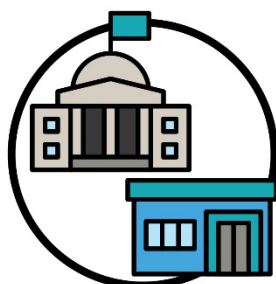
- their families and carers.



We will include their ideas when we plan or create something new.



This will help us to make sure the NDIS works better for everyone.



We will also keep working with governments and other organisations.

Together, we will:



- make new rules for the NDIS



- deliver services to people with disability



- make changes to the NDIS



- check decisions about the NDIS.

This includes the **NDIS Quality and Safeguards Commission (NDIS Commission)**.

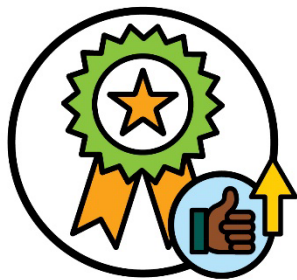
The NDIS Commission makes sure participants:



- are safe
- get good services.

Working with our staff

We will keep training our staff to:



- improve their skills



- help participants in the best ways.

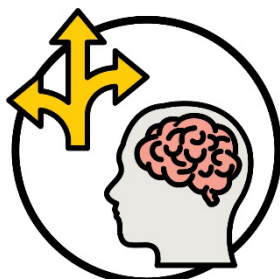


We want to be a world leader in hiring people with disability.



We made plans to explain how we will work with:

- staff with disability
- staff who are **neurodivergent**.



When someone is neurodivergent, their brain works in a different way.

Using technology



We use technology to make the NDIS:

- easier to use
- safer for participants.



For example, we will use technology to protect people's personal information.

Improving how we work



We will make sure different parts of the NDIS work well for all participants.



We will also make sure the NDIS works well for certain groups of participants.

For example:



- children



- First Nations people.

How we manage risks



We need to manage risks to:

- participants
- the NDIS
- us – the NDIA.



We also need to help participants:

- make their own decisions
- take their own risks.



When we manage risks, we try to:

- understand them
- stop them from happening.



We follow rules when we manage risks.

For example, we follow the National Disability Insurance Scheme Act 2013.

This is a law that explains how the NDIS works.

Risks we manage



We manage **8** types of risks.



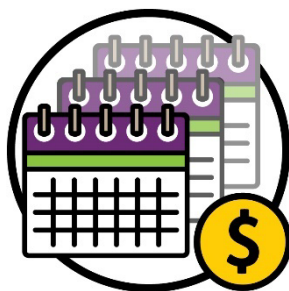
1. We manage risks to make sure participants have good plans and the right supports to:

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



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

Providers support participants by delivering a service.



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

This includes managing our money well.



4. We manage risks to make sure our staff:

- do their jobs well
- have the help they need
- feel safe.



5. We manage risks to protect participants and the NDIS against **fraud**.



Fraud is when someone does something with money that is not honest.

Fraud is a crime.



6. We manage risks to keep private information safe.

7. We manage risks to improve:

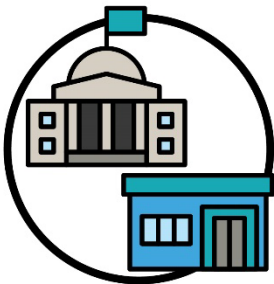


- the NDIS



- us – the NDIA.

We do this by:



- working with governments and other organisations



- listening to participants and experts.



8. We manage risks to make it easier for First Nations people to take part in the NDIS.

The goals in our Plan

Our Plan includes goals that make sure:



- participants get the supports they need



- the NDIS runs well



- the NDIS can offer new and easy to use supports and services.



We have set targets to help us achieve our goals by **2029**.



We explain our goals on the following pages.

Our goals to make things better for participants



We have goals about helping participants to:

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

Find a job



We want the NDIS to help participants with:

- finding a job
- earning money.



We want at least **22%** of participants to have a job by **2029**.

Take part in their community



We want to help participants to take part in their community.



We also want everyone to treat people with disability:

- fairly
- equally.



We want at least **43%** of participants to be taking part in their community.

Have a good experience with the NDIS

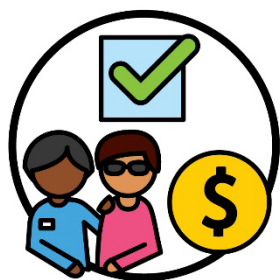


We want participants to have a good experience with the NDIS.



This includes their experience:

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



An NDIS plan has information about:

- the participant and their goals
- what supports they need
- what the NDIS will pay for.



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

Work towards their goals



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



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

Use mainstream supports



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

Mainstream supports are services that everyone in the community can use.

For example:



- schools
- hospitals
- public transport.



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

Have the money they need in their NDIS plan



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



We want participants to have the money they need to achieve the goals in their NDIS plans.



We share information about money for participants in a report each year.

The report is called the Annual Financial Sustainability Report.



You can read the report on the NDIS website.

There is also an Easy Read version of the report.

www.ndis.gov.au/publications/annual-financial-sustainability-reports

Our goals for running the NDIS



We have goals to make sure we are running the NDIS well.

Follow the Participant Service Charter



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

The Participant Service Charter explains how we will work with participants to:



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



- make it easy to find and use the supports and services they need.

It also 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.

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.

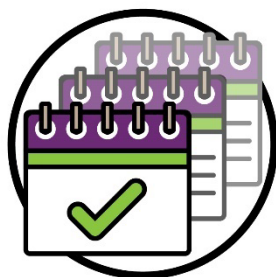


We want to achieve the goals in our Participant Service Guarantee at least **80%** of the time.

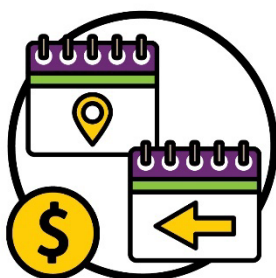
Make sure the NDIS is growing in a good way



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:

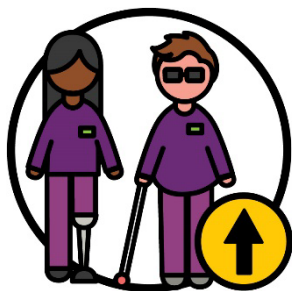


- how much we are spending on the NDIS



- how well we are delivering services to participants.

Hire more staff with disability



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

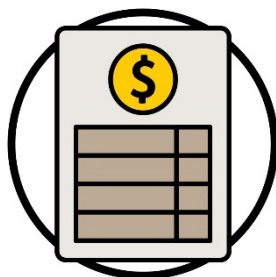


We want to have at least **22%** of staff with disability **by 2026**.



We want to have at least **25%** of staff with disability **by 2029**.

Pay claims for supports on time



When someone makes a **claim**, they ask the NDIS to pay for a service or support.



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.

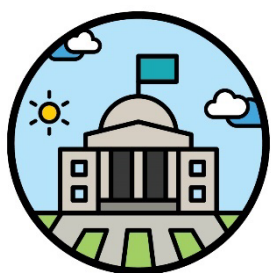
We want to do this at least **80%** of the time.

Share information



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

We will share this information with:



- governments



- the community.

Check claims for NDIS supports



When someone makes a claim, we check to make sure the money in their NDIS plan can be used to pay for the service or support.



This makes sure people don't use this money to pay for services that are not included in their NDIS plan.

Our goals for supports and services



We have goals to make sure NDIS services are:

- strong
- fair.

Make supports and services better



We want to help people with disability choose the right supports for them.

We can help by:



- making sure there are enough providers



- planning how to fix problems where services are missing



- helping to create new and better ways to support people with disability.

Share information about what services cost



We want to share information about how much NDIS supports can cost.



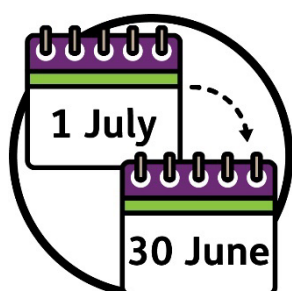
This helps people with disability choose supports that work well for them.

Our budget for NDIS supports and services



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

- get in one year
- spend in one year.



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

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

In **2025–2026**, the NDIS will spend **\$49.8 billion** on supports and services that are:



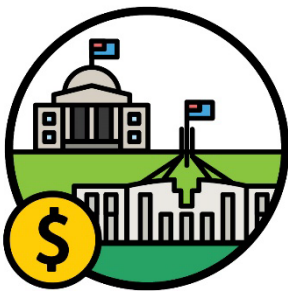
- **reasonable** – fair and sensible



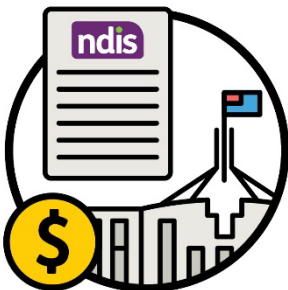
- **necessary** – something we need.



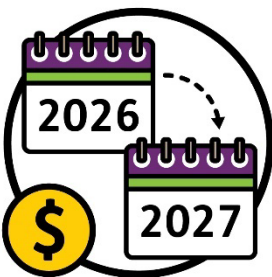
In **2026–2027**, we think the NDIS will spend **\$53.7 billion** on supports that are reasonable and necessary.



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



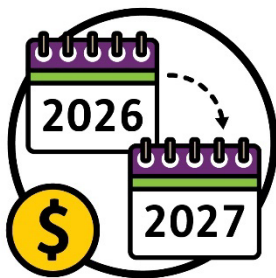
In **2025–2026**, the NDIS got **\$36.7 billion** from the Australian Government.



In **2026–2027**, we think the NDIS will get about **\$40 billion** from the Australian Government.



In **2025–2026**, the NDIS got **\$13.1 billion** from state and territory governments.



In **2026–2027**, we think the NDIS will get **\$13.6 billion** from state and territory governments.

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](https://twitter.com/NDIS)

X used to be called Twitter.

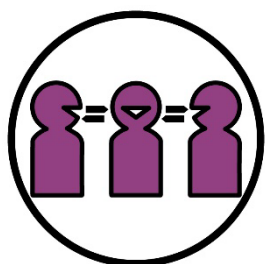
Support to talk to us



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 National)

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

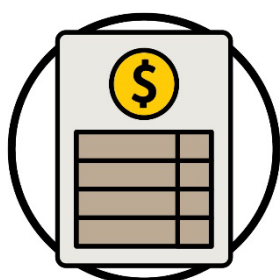
This list explains what the **bold** words in this document mean.



Budget

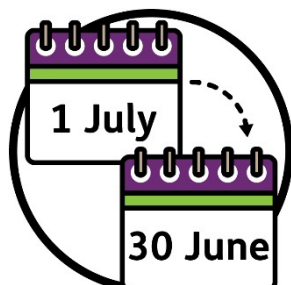
A budget is an amount of money we will:

- get in on year
- spend in one year.



Claim

When someone makes a claim, we check to make sure the money in their NDIS plan can be used to pay for the service or support.



Financial year

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



Fraud

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

Fraud is a crime.



Mainstream supports

Mainstream supports are services that everyone in the community can use.



National Disability Insurance Scheme (NDIS)

The NDIS provides supports and services to people with disability.

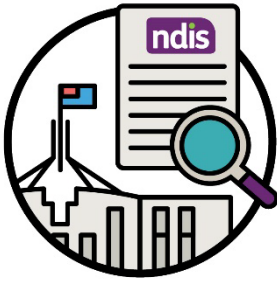


NDIS Quality and Safeguards Commission (NDIS Commission)

The NDIS Commission makes sure participants:

- are safe
- get good services.

NDIS Review



In **2023**, the Australian Government checked the NDIS to find out what:

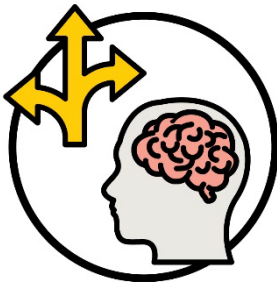
- worked well
- could be better.

They call it the NDIS Review.



Necessary

When something is necessary, it is something we need.



Neurodivergent

When someone is neurodivergent, their brain works in a different way.



Participant

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



Provider

Providers support participants by delivering a service.



Reasonable

When something is reasonable, it is:

- fair
- sensible.



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