

FOI 25/26-3236

Scope

The number of NCC staff in a customer-facing role (Telephony, Email, Webchat) employed directly by the NDIA, and their APS classification and actual hourly pay rate, for the following periods:

- *Financial year 2023-24*
- *Financial year 2024-25*
- *Financial year 2025-26 Year to date (or to the end of the most recent quarter, whichever is more readily available)*
- *The number of staff onboarded and offboarded within each period referenced above*

Response**NDIA NCC Service Officers**

	At 30 June 2024	At 30 June 2025	At 22 May 2026
APS3		135	86
APS4	213	236	291
APS5		1	47
TOTAL	213	372	424

NDIS APS Salary Range (per EA)

	At 30 June 2024	At 30 June 2025	At 22 May 2026
APS3	\$65,486 - \$73,347	\$67,974 - \$76,130	\$70,477 - \$78,718
APS4	\$73,928 - \$82,056	\$76,737 - \$85,174	\$79,346 - \$88,070
APS5	\$83,453 - \$89,839	\$86,624 - \$93,253	\$89,569 - \$96,829

Caveat

APS staff are not paid an hourly rate; they are paid an annual salary in line with the National Disability Insurance Agency's (NDIA) Enterprise Agreement (EA). The EA is publicly available and can be located here [Working conditions and benefits | NDIS](#).

NCC Commencements and Attrition

	2023/24	2024/25	2025/26
Commenced	219	313	148
Left the NDIA	33	45	50
Transferred Internal	38	71	30