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Corporate Plan 2025-2026

The NDIA Corporate Plan 2025-26 is the Agency's most significant planning document. It details the Agency's strategic direction for the next 4 years, the key activities we plan to carry out, and the measures we will use to assess our performance.

- [Corporate Plan 2025-26 \(PDF 6.3MB\)](#)
- [Corporate Plan 2025-26 \(DOCX 460KB\)](#)
- [Corporate Plan 2025-26 Easy Read \(PDF 11MB\)](#)
- [Corporate Plan 2025-26 Easy Read \(DOCX 72KB\)](#)

For people who use screen readers, we recommend Adobe Acrobat Pro or NVDA.

Revisions and governance

We review and update our corporate plan by 31 August each year, for the next 4-year period.

Before 2024, the title of our corporate plans included the four-year time frame (Corporate Plan 2023-27).

From 2024, the title will include the current financial year only (Corporate Plan 2024-25).

This change has been made to improve readability and accessibility.

The corporate plan has been developed in line with government expectations and informed by reviews of key metrics, performance standards and analysis of current issues.

This year's corporate plan reflects changes to NDIS legislation that came into effect on 3 October 2024, through the *National Disability Insurance Scheme Amendment (Getting the NDIS Back on Track No.1) Act 2024*.

We have included an updated legislative function to address risks related to fraud and the misuse and abuse of NDIS funds.

A new key activity has been added to the NDIA's performance framework, under Program 1.2. And there are new performance measures and updates to performance targets.

The corporate plan meets the requirements under s177(1) of the *National Disability Insurance Scheme Act 2013* and s35 of the *Public Governance, Performance and Accountability Act 2013*.

The Participant Service Charter and Participant Service Improvement Plan remain as fundamental components of our corporate plan.

Participant Service Charter

The [Participant Service Charter](#) shows how we will work with and support participants, and explains what participants, their families and carers can expect when they deal with us.

The Participant Service Charter is based on five engagement principles:

- transparent
- responsive
- respectful
- empowering
- connected.

It also includes new timeframes, called our Participant Service Guarantee.

This sets timeframes for the Agency to make decisions about access, plan approvals, implementation, plan reviews and nominee changes.

Participant Service Improvement Plan

The [Participant Service Improvement Plan](#) shows the practical activities and changes we're committed to delivering to ensure the NDIS works better for everyone.

Past Corporate Plans

2024-2025

- [Corporate Plan 2024-2025 \(PDF 5.8MB\)](#)
- [Corporate Plan 2024-2025 \(DOCX 2.2MB\)](#)
- [Corporate Plan 2024-2025 Easy Read \(PDF 8.67MB\)](#)
- [Corporate Plan 2024-2025 Easy Read \(DOCX 76KB\)](#)

2023-2027

- [Corporate Plan 2023-2027 \(PDF 5.9MB\)](#)
- [Corporate Plan 2023-2027 \(DOCX 349KB\)](#)
- [Corporate Plan 2023-2027 Easy Read \(PDF 7MB\)](#)
- [Corporate Plan 2023-2027 Easy Read \(DOCX 67KB\)](#)
- [Corporate Plan 2023-2027 Auslan](#)

2022-2026

- [Corporate Plan 2022-2026 \(PDF 5.2MB\)](#)
- [Corporate Plan 2022-2026 \(DOCX 952KB\)](#)
- [Corporate Plan 2022-2026 Easy Read \(PDF 7.5MB\)](#)
- [Corporate Plan 2022-2026 Easy Read \(DOCX 3.3MB\)](#)

2021-2025

- [Corporate Plan 2021-2025 \(PDF 3.3MB\)](#)
- [Corporate Plan 2021-2025 \(DOCX 4.8MB\)](#)

2020-2024

- [Corporate Plan 2020-2024 \(PDF 3.5MB\)](#)
- [Corporate Plan 2020-2024 \(DOCX 2.1MB\)](#)
- [Easy Read - Corporate Plan 2020-2024 \(PDF 5.3MB\)](#)
- [Easy Read \(text only\) - Corporate Plan 2020-2024 \(DOCX 60KB\)](#)

2019-2023

The 2019-2023 NDIS Corporate Plan is available for your reference.

- [Corporate Plan 2019-2023 \(PDF 3MB\)](#)
- [Corporate Plan 2019-2023 \(DOCX 1.25MB\)](#)

The magazine version of the Corporate Plan provides an overview of the Plan and a fold-out poster of the Agency's aspirations and goals:

[Corporate Plan Magazine 2019-2023 \(DOCX 622MB\)](#)

2018-2022

The 2018-22 NDIS Corporate Plan is available for your reference.

- [Corporate Plan 2018-2022 \(PDF 2MB\)](#)
- [Corporate Plan 2018-2022 \(DOCX 720KB\)](#)

Resources

- [Statement of Strategic Guidance 2017 \(PDF 3MB\)](#)
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2 May 2026