

Hello everyone,

At the end of the year, as we head into the festive season, I've recorded a video message reflecting on achievements and looking to the year ahead.

We have a great deal to be proud of, with the Scheme now supporting over 311,000 participants, and around a third of those not having received supports before. Equally, we know we have a significant task ahead of us to deliver the Scheme to the expected 500,000 participants and to continue to improve their experience, and our interactions with providers and partners.

It's been just seven weeks since I joined the Agency. I have thoroughly enjoyed getting to know our staff, meeting with many providers and stakeholders, and hearing directly from participants about what is working well and where we need to improve.

Wishing you all a safe and restful festive season with your loved ones. Thank you for your ongoing support of the NDIS and I look forward to working closely with you in 2020 as we continue to deliver the Scheme.

Regards,
Martin

[Transcript for 'From the CEO video message December 2019'](#)

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