31 August 2021

The NDIA has released its 2021-25 Corporate Plan.

The Corporate Plan is the Agency's roadmap to deliver a high quality NDIS, with strategic direction, to guide the agency's work this financial year, and beyond.

NDIA CEO Martin Hoffman said the new Corporate Plan came at a critical time in the scheme's history, as it entered its ninth year of delivering support to people with disability.

"The NDIS has been a world-first, life-changing reform – making a difference in the way Australians with disability are supported to have greater choice over their own lives in inclusive and accessible communities," Mr Hoffman said.

"There is no doubt that the NDIS has improved the lives of people across the country. More than 465,000 participants are now supported by the NDIS - importantly more than half of those had never received support.

"But we still have work to do to keep improving the scheme for participants, their families and carers - including ensuring that it is sustainable."

The Corporate Plan 2021-25 builds on the work of the Participant Service Charter and the Participant Service Improvement Plan.

Mr Hoffman said that in the past 12 months, the NDIA had started to implement 75% of the actions outlined in the Participant Service Improvement Plan - including reduced wait times - providing clearer information and simpler processes.

The Corporate Plan outlines the continued focus areas for the Agency and has five aspirations for the next four years.

- A quality experience and improved outcomes for participants;
- A competitive marketplace, with innovative supports;
- A genuinely connected and engaged stakeholder sector;
- A high-performing NDIA;
- A financially sustainable NDIS.

The Corporate Plan 2021-25 is directly linked to the broader plans to improve the NDIS.

"We will work together with people with disability, their carers and families, the disability sector and the community to address priority areas for reforming and improving the NDIS," Mr Hoffman said.

"Our work over the next four years will be underpinned by a new partnership agreement with the Independent Advisory Council, and disability representative organisations."

Learn more about our plans to deliver a better NDIS:

- NDIS Corporate Plan 2021-25
- Participant Service Charter
- Participant Service Guarantee
- NDIS Service Improvement Plan.

Related articles

NDIA unveils NDIS road map for 2020-24

Date
1 September 2020

The National Disability Insurance Agency (the Agency) has released its 2022-26 Corporate Plan.

Date
15 August 2022

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