



# Annual Report 2020–21

Easy Read version



**ndis**

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

## How to use this report



The National Disability Insurance Agency (NDIA) wrote this Annual Report. When you see the word 'we', it means the NDIA.



This Annual Report is written in an easy to read way. We use pictures to explain some ideas.

**Bold**

We have written some words in **bold**.

Not bold

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 38.



This Easy Read Annual Report is a summary of another Annual Report.



You can find the other Annual Report on our website at [www.ndis.gov.au](http://www.ndis.gov.au)



You can ask for help to read this Annual Report. A friend, family member or support person may be able to help you.

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# Acknowledgement



At the NDIA, we recognise all Australians with disability.



We pay our respects to Australians with disability.



We support an Australian community where everyone can take part.



We also support the goals of the **UN Convention on the Rights of Persons with Disabilities.**

We call it the UN Convention.



The UN Convention is an agreement between countries about making sure that people with disability are treated fairly.



We recognise First Nations peoples as the traditional owners of the land throughout Australia.

They were the first people to live on and use the:



- land



- rivers



- seas.



We pay our respects to Elders past, present and emerging.

# About our Annual Report



The **National Disability Insurance Scheme (NDIS)** supports people with disability across Australia.

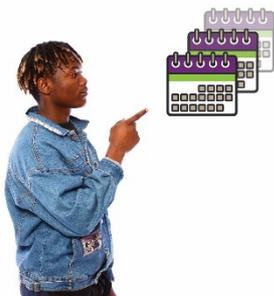


Each year, we write a report about the work we've done in the past year.

Our Annual Report also talks about:



- what we want to do next year



- how we can make sure the NDIS lasts a long time.

## A message from our Chairman



Our Chairman is Dr Helen Nugent AO.



She wrote an introduction to our Annual Report 2020-21.

She said that, at the end of June 2021:



- 466,619 **participants** were taking part in the NDIS



- participants are getting supports a lot quicker than before



- 83% of participants are happy with the way they join the NDIS.



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



She said since the NDIS began, the amount of support we give participants keeps growing.

Our Chairman also said we need to make the NDIS:



- better



- fairer

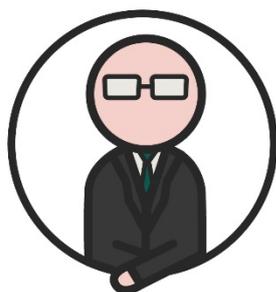


- more **consistent**.



When something is consistent, it is done the same way every time.

## A message from our Chief Executive Officer



Our Chief Executive Officer (CEO) is Martin Hoffman.



He also wrote an introduction to our Annual Report 2020–21.



He said that this has been an important year for the NDIS.



In the past 12 months, 74,620 participants have joined the NDIS.

We also made our:



- Participant Service Charter



- Participant Service Improvement Plan (SIP).



These documents work together to help us make our services better.



He said we have made great progress to meet the goals in our SIP.

He also said we worked quickly during COVID-19 to:



- support participants



- keep everyone safe.

We talk more about our work in 2021 on page 16.

Our CEO said we will keep working closely with:



- participants



- families and carers.



Their support helps us to make the NDIS better.

## The NDIS this year



We're pleased to say that, in 2021, the NDIS became available all around Australia.



At the end of June 2021, more than 465,000 participants were taking part in the NDIS.



And more than half of these participants were getting supports for the first time.



We're also pleased to say that, at the end of June 2021, more people from diverse backgrounds took part in the NDIS than ever before.

This includes:



- 32,396 **First Nations** participants



- 44,113 **culturally and linguistically diverse (CALD)** participants.



First Nations people are also known as Aboriginal and Torres Strait Islander people.



CALD people:

- come from different cultures and backgrounds
- speak languages other than English.

# Building a better NDIS



To help us build a better NDIS, we made our Corporate Plan 2020–2024.

In this document we call it our Plan.



Our Plan explains some big goals we have for the NDIS over the next 4 years.



We want to keep supporting participants during COVID-19.



We want to make sure all participants have a good experience when they take part in the NDIS.



We want people with disability to find providers to give them the support they need.



We want to keep working with people who care about the NDIS and how it works.



We want to have a strong NDIA.



We want to make sure the NDIS has enough money to support participants:

- now
- in the future.



For more information about our Plan, you can visit our website at

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

## Our work in 2021



Over the past year we have made changes to the way we work with participants.



And we've learned a lot along the way.

Here are some examples of the work we have been doing.

## Support during COVID-19

We worked very hard during COVID-19 to:



- support participants



- keep them safe.



We made phone calls to **vulnerable** participants.



If a person is vulnerable, they might be in danger of getting sick.



This worked well, so now we will call all participants from time to time to check in.



But these calls will not replace planning meetings.



During COVID, when there was a planning meeting, we asked participants if they wanted to have a:

- video chat
- phone call.



Many people also needed to use **personal protective equipment (PPE)** during COVID-19.

PPE includes safety items like:



- face masks
- face shields
- gloves.



We made sure participants and providers could claim the cost of PPE.



We also made sure participants could get their groceries delivered to their home on time.



This meant they:

- could get what they need
- didn't need to put themselves at risk by going to the supermarket.



We worked with the Department of Health (DoH) to make sure people with disability could get a COVID-19 vaccine.



This will help to protect more people against COVID-19.

## Our Participant Service Guarantee



We made our Participant Service Guarantee in July 2020.

Our Participant Service Guarantee explains:



- what we will do for our participants



- how long it will take us to provide services and support.



In the past 12 months, we have done a lot of work on the Participant Service Guarantee.



We made 100% of our decisions about who can join the NDIS within 21 days.



We made 91% of decisions about participants who are 0–6 years old getting a plan within 90 days.



When people asked us to review a decision, 94% of the time we did this within 90 days.



We're pleased to say that this number is almost double what it was 1 year ago.

# Our Participant Service Improvement Plan



Our Participant Service Improvement Plan (SIP) explains how we will make our services better.



We made our SIP in August 2020.



It's a plan for the next 2 years.



We've made good progress with our plan so far.



In the SIP, we had a list of 51 goals we wanted to achieve.



So far, we have achieved 16 of these goals.



For example, we made our NDIS plans last longer to make them easier for participants to use.



But we want to achieve at least 23 more of our goals in the next year.

For example, we want to:



- be clear about the words we use



- work well with other supports in the community.



We're excited to report that participants are telling us good things about their experience with the NDIS.

At the end of June 2021:



- 83% of participants said their experience of making a plan was good or very good.



- 77% of participants said their experience of applying to take part in the NDIS was good or very good



- 71% of participants said their experience of reviewing their plan was good or very good.

## What we want to do next

To make sure the NDIS works well, we want to keep working with:



- participants



- families and carers



- the disability sector



- state and territory governments.



We want to talk to participants to find out how we can make the NDIS fair to everyone.

We need to balance all of the:



- support people need



- costs of the NDIS



- rules and laws that apply.



We want to support participants to make more choices about their own lives.



For example, we want participants to have more choice and control over where they live.



We want to make sure children get more support early.



We want to give participants supports that meet their:

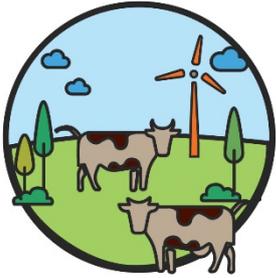
- goals
- needs.



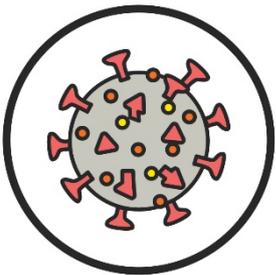
We want providers to offer more services that suit more people's needs.



We also want to provide extra support to participants living in **rural and remote areas**.



Rural and remote areas are places far away from cities or towns.



We will keep supporting participants during COVID-19.



We also want to keep growing our **inclusive workplace**.



An inclusive workplace is any place you might work where everyone can take part.

At the end of June 2021:



- 17% of the people who work with us are people with disability



- 3% of the people who work with us are First Nations peoples.



We are also writing our first **LGBTIQA+** inclusion plan.



The letters LGBTIQA stand for lesbian, gay, bisexual, transgender, intersex, queer or questioning and asexual.



The '+' is for people who are part of the LGBTIQA+ community but don't talk about themselves using a word from this list.



We are writing our inclusion plan with our LGBTIQA+ Working Group.



At the end of June 2021, 7% of the people who work with us are part of the LGBTIQA+ community.

## Making sure the NDIS lasts a long time



In 2021, we found out some helpful information from the Annual Financial Sustainability Report. We call it the AFSR.



The AFSR uses data over the past 12 months to work out the costs of the NDIS in the future.



The AFSR found 2 reasons why the number of participants changes so much.

Each year there are:



- a lot of participants joining the NDIS



- not as many participants leaving the NDIS.



When the NDIS first started, there were less participants than we expected.



But now the NDIS is growing faster.



There are more participants joining the NDIS each year.



For example, the number of participants joining the NDIS has gone up by 93% in areas where the NDIS has been around for a long time.



We expect more than 670,000 participants will be using the NDIS by 2025.



We need to think about how much the NDIS costs.



And we need to make sure we manage our money for the NDIS well, now and in the future.



For example, we know that some plans cost more than we expected because:



- they include more services than before



- participants are using more of their funding than before.



Sometimes we need to spend more on supports now so that people need less support in the future.



For example, if children get more support early, some children will need less support when they are older.



And if participants get more support to learn new skills now, some participants need less support later on.

But at the moment we are:



- spending more on these early supports



- still spending the same on supports later on.



The AFSR found that the average funding participants receive has gone up by nearly 12% over the past 4 years.



So this means the NDIS costs more than we expected.

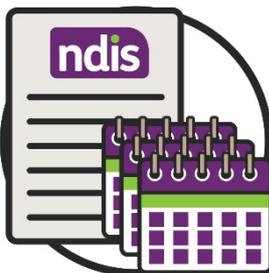


This doesn't mean we must:

- spend less
- give participants less funding.



We just need to slow down how fast our spending grows.



We need to find new ways to make sure the NDIS lasts a long time.

# Thank you!



Thank you for reading our Annual Report.



And thank you for being part of our community.



We look forward to sharing more information with you over the coming year.



You are always welcome to:

- get in touch with us
- take part in conversations about the NDIS.

## More information

For more information about this Annual Report, please contact us.



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



1800 800 110



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## Support to talk to us



You can talk to us online using our webchat feature.

[www.ndis.gov.au/webchat/start](http://www.ndis.gov.au/webchat/start)

If you speak a language other than English, you can call:



Translating and Interpreting Service (TIS)

**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.relayservice.gov.au](http://www.relayservice.gov.au)

## Word list



### Consistent

When something is consistent, it is done the same way every time.



### Culturally and linguistically diverse (CALD)

CALD people:

- come from different cultures and backgrounds
- speak languages other than English.



### First Nations people

First Nations people are also known as Aboriginal and Torres Strait Islander people.



### Inclusive workplace

An inclusive workplace is any place you might work where everyone can take part.

## **LGBTIQA+**



The letters LGBTIQA stand for lesbian, gay, bisexual, transgender, intersex, queer or questioning and asexual.

The '+' is for people who are part of the LGBTIQA+ community but don't talk about themselves using a word from this list.



## **National Disability Insurance Scheme (NDIS)**

The NDIS supports people with disability across Australia.



## **Participants**

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

## **Personal protective equipment (PPE)**



PPE includes safety items like:

- face masks
- face shields
- gloves.



## **Rural and remote areas**

Rural and remote areas are places far away from cities or towns.



## **UN Convention on the Rights of Persons with Disabilities**

The UN Convention is an agreement between countries about making sure that people with disability are treated fairly.



## **Vulnerable**

If a person is vulnerable, they might be in danger of getting sick.



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