



Corporate Plan 2022–2026

Building a better NDIS

Easy Read version



How to use our Plan



The National Disability Insurance Agency (NDIA) wrote the Corporate Plan.

When you see the word 'we', it means the NDIA.



We wrote our Plan in an easy to read way.

It only includes the most important ideas.

We use pictures to explain some ideas.

Bold
Not bold

We wrote some important words in **bold**.

This means the letters are thicker and darker.



We explain what these bold words mean.

There is a list of these words on page 45.



You can find the full Plan on our website.

www.ndis.gov.au



You can ask for help to read our Easy Read Plan.

A friend, family member or support person may be able to help you.

What's in this Plan?

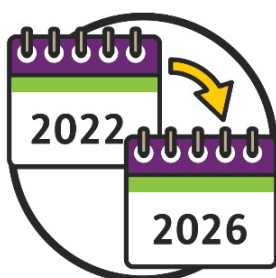
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What is our Plan about?



Our Corporate Plan is about the National Disability Insurance Scheme (NDIS).

We call it our Plan.



Our Plan is from 2022 to 2026.



The NDIS provides supports and services to people with disability in Australia.



It supports people with disability learn new skills.



And it supports them do more:

- on their own
- for themselves.



It also supports people with disability connect with the community.



Our Plan explains what we will do over the next 4 years to make the NDIS better.

The NDIS so far



We are celebrating the 10th year of the NDIS.



About 535,000 **participants** have joined the NDIS.



When people with disability take part in the NDIS, we call them participants.



About 314,000 of these participants had disability supports for the first time.



And about 83,000 of these participants are young children.



95% of parents with children under 5 years old think the NDIS has helped their child.



73% of parents with a child up to 14 years old think the NDIS has helped their child do more:

- on their own
- for themselves.



85% of participants like how they made their NDIS plan.



When participants tell us about problems, we try to fix them quickly.



This year we fixed 93% of problems within 21 days.



Over the last year and a half, we made all of our decisions about who can join the NDIS within 21 days.

Making sure the NDIS works well



We want to make sure the NDIS works well.



And we want to support people with disability to work towards their goals.



Providers support other people by delivering a service.

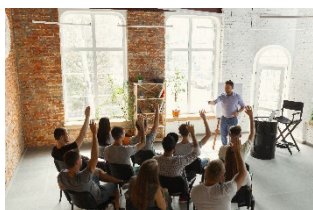
This includes supports and services for people with disability.



We want to make sure there are enough providers to meet the different needs of all people with disability.



This also includes support for people with disability who aren't part of the NDIS.



We can do this by working with the community.

Supporting all people with disability



Australia's Disability Strategy is a plan about supporting people with disability in all areas of their life.



We will work with the community to do what the Strategy says.

This includes working with:



- all governments



- people with disability



- disability services.

Supporting First Nations peoples with disability



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

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



- lands



- waters.



The National Agreement on Closing the Gap explains how we can support First Nations peoples.

This includes First Nations peoples with disability.



When we make our plans, we will think about:

- Australia's Disability Strategy
- the National Agreement on Closing the Gap.



This will help us support all people with disability in Australia.

Connecting with the community



We will connect with participants and their families and carers.



This will make our relationship with the community stronger.



We know that listening to participants will help make the NDIS better.

Supporting participants during COVID-19

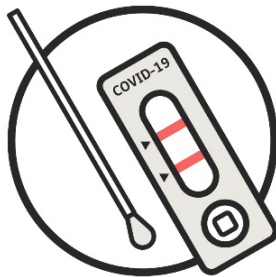


We will keep supporting participants during COVID-19.

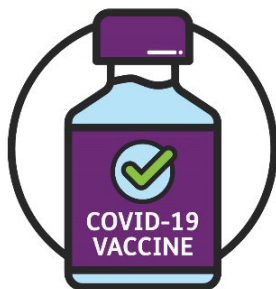


This includes making sure participants can use their supports from their provider.

We will also support government plans to have enough:



- COVID-19 tests for people to use at home



- COVID-19 vaccines.

A safe space for participants



We know it's important for participants to make decisions about how they want to live their life.



We want to help providers understand how to support participants when they make decisions.



And we will support providers to make a safe space to deliver services to people with disability.

Our Participant Employment Strategy



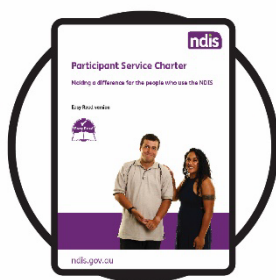
We will follow our Participant Employment Strategy to support participants work towards their **employment** goals.



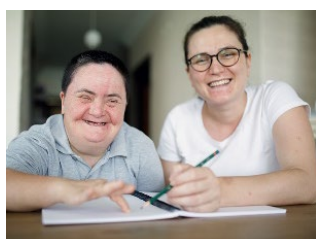
Employment means you:

- have a job
- do work
- get paid.

Our Participant Service Charter



Our Participant Service Charter explains what you can expect from the NDIS.



We want participants to have a good experience when they use the NDIS.

Our Participant Service Charter also explains how we will be:



- transparent – we will make it easy to understand our information and decisions



- responsive – when you contact us we will try to help you quickly



- respectful – we will listen to you and ask you what you think



- empowering – we will help you live your life the way you want



- connected – we will help you find the services and supports you need.



You can read an Easy Read version of our Participant Service Charter on our website.

[www.ndis.gov.au/about-us/policies/
service-charter](http://www.ndis.gov.au/about-us/policies/service-charter)

Making planning better



We are making a new computer program that will make planning better for participants.



We are working with the community to make this program.



It will be ready at the end of 2022.

Research about the NDIS



We are doing research to understand how well the NDIS supports the community.

For example, how well the NDIS supports participants to:



- take part in the community



- find and keep a job, if that is their goal.

Our research will include:



- what worked well for participants



- how supports helped participants work towards their goals



- new technology that can help participants.

Protecting participants from fraud



Fraud is when you do something with money that is not honest.



It's a crime.



People commit fraud to get something for:

- themselves
- other people.



We will protect and stop fraud from happening to:

- providers
- participants.



And we will support participants to understand:

- what fraud looks like
- how to report it.

What will we do this year to support our Plan?



There are things we can do this year to support our Plan.

We will keep sharing **data** about how we want the NDIS to work and last a long time.

When we talk about data, we mean:



- facts
- information
- records.

And we will do some research about how:



- participants use their supports to work towards their goals
- these supports affect participants.



We will make sure participants are safe when they use their supports.



And we will make sure we focus on participants when we make the NDIS better.



We will be clear when we make decisions.

This includes having rules that explain how we make decisions.



We will also support communities in places far from big cities and towns.



And we will work with governments to give participants more chances to find and keep jobs.

We will also work towards having less participants:



- who stay in hospital when they are ready to leave



- under 65 years old in **residential aged care**.



Residential aged care is where older Australians live when they can't live in their home anymore.

It's usually for people 65 years or older.



And we will protect the NDIS from fraud.

Our Plan



Our Plan explains how we will make the NDIS better for participants.



Our Plan has 5 **themes**.



Themes are important ideas that come up in different areas of our work and lives.



On the following pages we explain:

- each theme
- the goals for each theme.

1. Supporting participants with their goals



An important part of our work is supporting participants to work towards their goals.

We will support participants to build their **capacity** to:



- take part in the community



- work and earn their own money



- do more things on their own.

Your capacity is how you:



- understand the choices you have
- make decisions for yourself
- understand how your decisions will impact your life
- communicate to others what you want.

And we will keep working on the:



- Participant Service Charter



- Participant Service Guarantee – a plan that explains what we do and how long it will take us.

What are our goals?

We want to support participants to:



- take part in the community



- work and earn their own money.



And we want to make planning better for participants.

This includes when participants make decisions about their plan or **funding**.



Funding is money from the government that pays for supports and services.



We want to make sure participants have a good experience when they use our services.



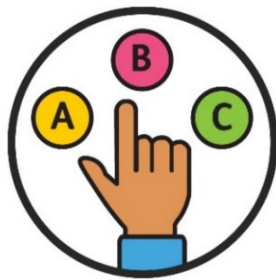
And we want to provide support to help participants:

- make their own decisions
- stay safe.

2. A strong market with good supports



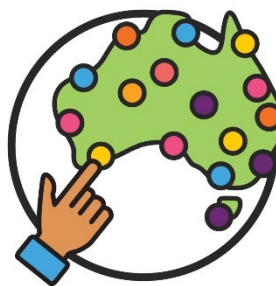
The **market** is the supports and services people can find and use.



When a market is **diverse**, there are lots of different supports and services to choose from.

Providers all:

- have different experiences
- provide different supports and services.



There is a diverse market in Australia.



We will keep supporting the market to grow.

This will help the market have enough providers that:



- deliver good supports and services



- meet the needs of participants



- help participants work towards their goals.



And it will help the market deliver services that are at a good price.



We will keep working with participants and providers to make the market better.



And we will make connecting with us better.

For example, when providers use our online services.



We will also make sure participants can find and use good supports.

What are our goals?



We want to make sure the market delivers good supports.



And we also want to help the market deliver new and different supports.



We want providers to have a better experience when they work with us.



For example, making it easier for providers to get paid.

3. Working with the community to make a strong NDIS



We need to work with the community to make the NDIS better and stronger.

This includes working with:



- participants



- their families and carers



- providers



- other disability organisations.



We will make our relationship with the community stronger.



This will help us build trust with:

- people with disability
- disability organisations.



And we will help all governments support people with disability and their families.



We will also work with First Nations peoples and communities.

What are our goals?



We want to connect with the community clearly.

This will help the community have a better experience with the NDIS.



For example, we will make our information clear and easy to understand.



We also want to make our relationships with the community stronger.



This includes having stronger relationships with the government.

4. A strong NDIA



We want to be an organisation that delivers good services to:

- participants
- their families and carers.



And we will share information when we check to see how well the NDIS is working.

This will help the NDIS last a long time.



Over the next 12 to 18 months, we will work towards the goals in our Plan.

This means some parts of the NDIS will change.



And making sure our staff are healthy is important when these things change.

We will make sure our staff have the skills to:



- support participants to work towards their goals



- work towards our goals.



And we will support our staff to work in ways that suit them.

For example, working some of the time at home and other times in the office.

What are our goals?



We want to support our staff when big things change.

This includes supporting their wellbeing.



And we want to:



- make how we do things better
- do these things faster.

5. Making the NDIS last a long time



We will make sure we make fair decisions about:

- joining the NDIS
- planning.



And we will work with the community to make sure we focus on people with disability when we make these decisions.



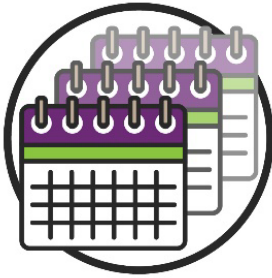
We will protect the NDIS from fraud.



And we will protect all information that participants and providers share with us.



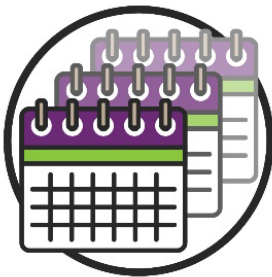
We will also make sure we manage money well.



These things will help us make the NDIS last a long time.

What are our goals?

We want the NDIS to deliver services that:



- make sure the NDIS lasts a long time



- are good value for money.



And we want to focus on how we will protect the NDIS from fraud.

How we manage our money



The *National Disability Insurance Scheme Act 2013* is a law that explains how the NDIS works.

We also call it the NDIS Act.



The NDIS Act explains we must manage our money well to make sure the NDIS lasts a long time.



The NDIS Act also explains we must write a report about how we:

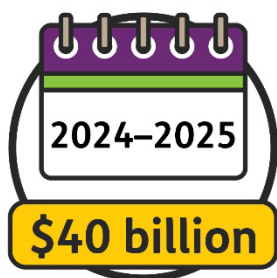
- manage our money now
- will manage our money in the future.



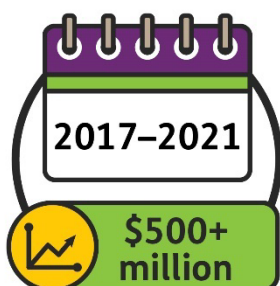
You can find an Easy Read version of this report on our website.

ndis.gov.au/about-us/publications/annual-financial-sustainability-reports

Why is this important?



We know the NDIS will cost over \$40 billion by 2024-2025.

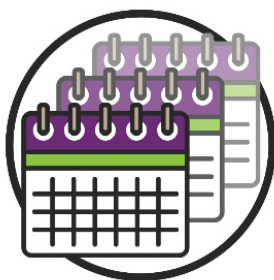


And the cost of running the NDIS has gone up over \$500 million in 2017-2021.



This is because:

- participants are getting more support
- more participants are joining the NDIS.



We must make sure the NDIS will last a long time.



We must also make sure participants still get the support they need.

And we must make sure the NDIS supports participants to:



- work towards their goals



- build their capacity.

Managing risks

Another thing we must do is manage risks.



This includes risks to:

- participants
- the NDIS.



When we manage risks, we try to:

- understand them
- stop them from happening.



We have a toolkit that helps us manage risks.



A big risk we deal with is fraud.

We will stop fraud from happening to:

- participants
- the NDIS.

What happens next?



Over the next 4 years, we will keep checking to make sure:

- our Plan goes well
- we work towards our goals.

We will keep:



- collecting information



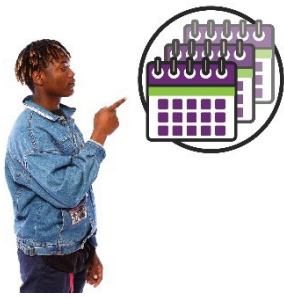
- managing our money



- checking how well the NDIS works



- managing risks.



We will plan for the future.



We will report back to the community too.

More information

For more information about this plan, please contact us.



You can visit our website.

www.ndis.gov.au



You can call us.

1800 800 110



You can follow us on Facebook.

www.facebook.com/NDISAus



You can follow us on Twitter.

@NDIS

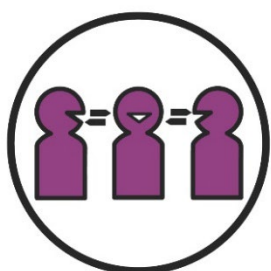
Support to talk to us



You can talk to us online using our webchat feature.

www.ndis.gov.au/webchat/start

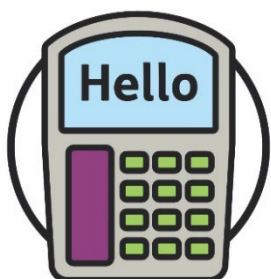
If you speak a language other than English, you can call:



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

Word list

This list explains what the **bold** words in this document mean.

Capacity

Your capacity is how you:



- understand the choices you have
- make decisions for yourself
- understand how your decisions will impact your life
- communicate to others what you want.

Data

When we talk about data, we mean:

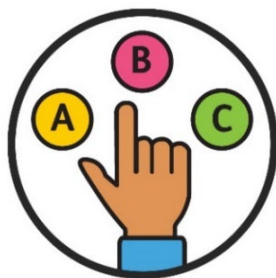


- facts
- information
- records.

Diverse

When a market is **diverse**, there are lots of different supports and services to choose from.

Providers all:



- have different experiences
- provide different supports and services.



Employment

Employment means you:

- have a job
- do work
- get paid.



Fraud

Fraud is when you do something with money that is not honest.

It's a crime.



Funding

Funding is money from the government that pays for supports and services.



Market

The market is the supports and services people can find and use.



Participants

When people with disability take part in the NDIS, we call them participants.



Providers

Providers support other people by delivering a service.

This includes supports and services for people with disability.



Residential aged care

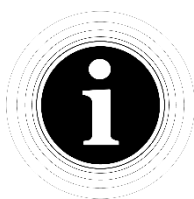
Residential aged care is where older Australians live when they can't live in their home anymore.

It's usually for people 65 years or older.



Themes

Themes are important ideas that come up in different areas of our work and lives.



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