



Annual Report 2023 to 2024

Easy Read version



ndis

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

How to use this report



We are the National Disability Insurance Agency (NDIA).

We wrote this Annual Report.



We wrote some words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page **31**.



You can ask for help to read this Annual Report.

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



This is an Easy Read summary of our full Annual Report.

It only includes the most important ideas.



You can find the full Annual Report on our website.

www.ndis.gov.au/about-us/publications/annual-report



This is a long document.



You don't need to read it all at once.

You can take your time.

What's in this Annual Report?

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Acknowledgements



First Nations people are the First Peoples of Australia.



They have always looked after Country.

Country means the land, water, sky and everything within them.



We respect the important connection that First Nations people have with Country.



And we respect their Elders from the past and now.



We recognise all people 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.

It explains how everyone should treat people with disability fairly.

About our Annual Report



The National Disability Insurance Scheme supports people with disability across Australia.

We call it the NDIS.



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



We have been writing these reports for **11 years**.



We write them for the people who need to know how we do our work.



This includes our **participants**.

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



This includes **providers**.

Providers support people with disability by delivering a service.

It also includes the:



- governments in Australia



- people who work for us.



This report also talks about how we support the important work the disability community does.

A message from our Chair



Mr Kurt Fearnley is the Chair of the National Disability Insurance Agency (NDIA) Board.

We just call it the NDIA Board.

This means he helps make important decisions and lead the NDIA.



Kurt Fearnley is a person with disability.

He uses a wheelchair.



He said the NDIS is now **11 years old**.



He said the Australian Government gave us **\$720 million** to make the NDIS better in **2023 to 2024**.



He said the Australian Government is changing some of the laws about how the NDIS works.

The new laws will:



- make NDIS plans easier to understand and use



- better protect participants from **fraud**.



Fraud is when a person does something with money that is not honest.

Fraud is a crime.

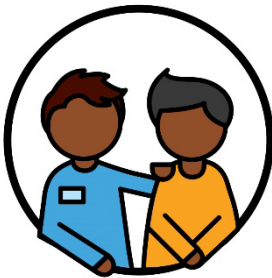


Kurt Fearnley said more participants are taking part in community and social activities.



He said the NDIS helped more family members and carers:

- go back to work
- earn money.



He said more First Nations people are getting disability support for the first time.



Kurt Fearnley said putting the needs of participants first makes the NDIS better.



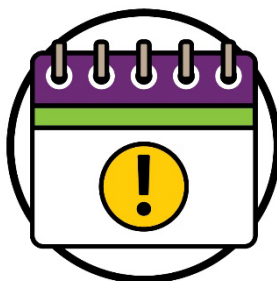
He said we will keep working with the disability community to make the NDIS stronger.

A message from our Chief Executive Officer

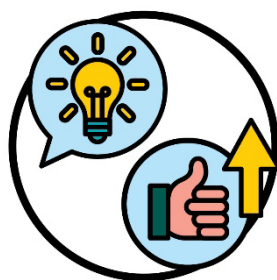


Ms Rebecca Falkingham is the Chief Executive Officer of the NDIA.

This means she runs the NDIA.



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



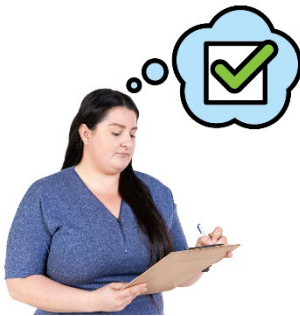
She said that over the past year, we have heard a lot of good ideas about how to make the NDIS better.

And these ideas have guided our work.

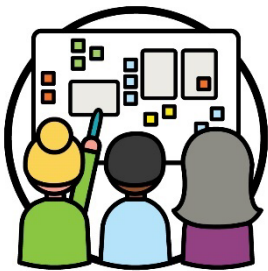
Rebecca Falkingham said the work we have done means we can:



- support participants the way they need



- focus on achieving our goals.



She said we will keep using **co-design** to make the NDIS better for participants.

Co-design is when people work together to plan something.

Rebecca Falkingham said we are now using a new computer system to:



- make the NDIS easier to understand



- help us make the NDIS better.



She also said we have a new First Nations Group.

The First Nations Group will help us make services better:



- in areas far away from cities and towns



- for First Nations participants and their families and carers.



Rebecca Falkingham said we are creating safe **workplaces** for all our staff.

A workplace is any place you might work, such as:



- an office



- at home.

Working together



At the end of **June 2024**, we had **661,000** participants taking part in the NDIS.



Last year, we used co-design to work with the disability community to improve the NDIS.

We wanted to make sure the NDIS could:



- give participants the support they need



- improve home and living supports.

Our people

We want to make sure the people who work for us:



- have the right skills



- come from all parts of the Australian community.



We want to make sure our workplaces support and value our staff with disability.



We want to hire more people with disability.

We want to be one of the best organisations in the world at doing this.



We want to create more **inclusive** workplaces for people from different backgrounds.



When something is inclusive, everyone:

- can take part
- feels like they belong.



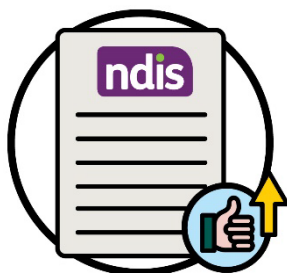
Our workers helped us make new plans to make our workplaces more inclusive.



This includes workers:

- with disability
- from different backgrounds.

Making the NDIS better



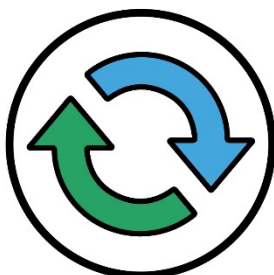
We are always working to make the NDIS better.

The law about the NDIS

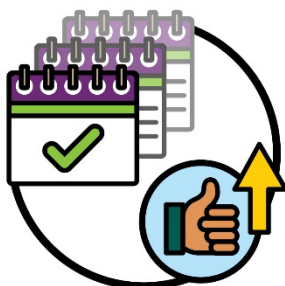


We follow a law called the *National Disability Insurance Scheme Act 2013*.

We call it the NDIS Act.

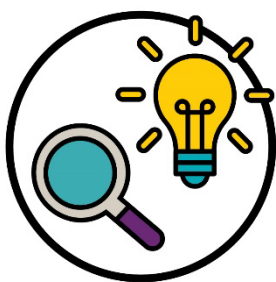


The Australian Government changed some parts of the NDIS Act over the past year.



These changes will make the NDIS:

- last for a long time
- be better for participants.



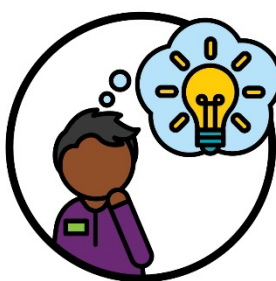
The changes to the NDIS Act used some ideas from the **NDIS Review**.



The Australian Government checked the NDIS to find out what:

- works well
- could be better.

They called it the NDIS Review.



We also thought about how we could use ideas from the **Disability Royal Commission**.



The Disability Royal Commission looked into problems people with disability have experienced.

It helped the Australian Government find out:

- what went wrong
- what the Government should fix.



We will keep working to make sure participants have a good experience with us.



And we will make sure participants are at the centre of everything we do.

We want to support participants to:



- reach their goals



- get the support they need.

In **2023 to 2024**, we focused on:



- supporting children when they find out about their disability



- the way we make NDIS plans for participants



- the way we make decisions about who can get home and living supports.



We also focused on stopping fraud in the NDIS.

Keeping track of how well the NDIS works



We keep track of:

- how well the NDIS is going
- if we are achieving our goals.



In **2023 to 2024**, we made some changes to our plan for how we will work for the next **3 years**.

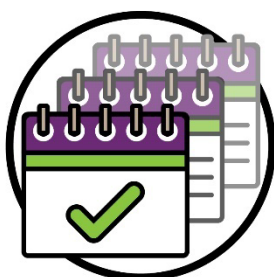
These changes will help us make sure the NDIS:



- works well



- gives participants a good experience



- can support participants for a long time.



In **2023 to 2024**, we improved information to help participants understand how they can use their NDIS plan.



We focused on supporting participants to have more choice and control over their NDIS plan.



This includes how they can choose:

- their own goals
- who their providers are.



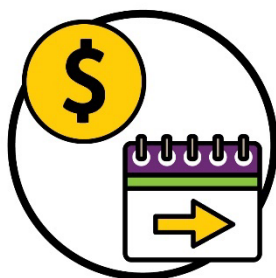
We also trained our workers on how to support participants to better use their supports.

Using data to manage the cost of the NDIS



When we talk about **data**, we mean:

- facts
- information
- records.



In **2023 to 2024**, we looked at **data** from the past **12 months** to work out the costs of the NDIS in the future.



We need to make sure we manage our money for the NDIS well.

This includes now and in the future.

Managing how much the NDIS costs

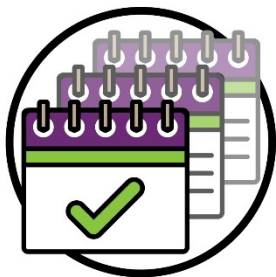


We focus on managing our money well.

This will make sure the NDIS can:



- achieve its goals



- last a long time.

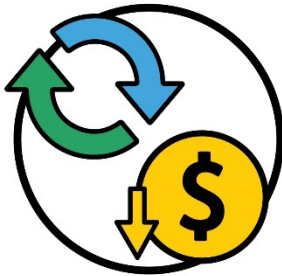


We share a report each year about how much the NDIS costs.



A person who does not work for the NDIA makes this report.

They make sure the report is honest.



In **2023 to 2024**, the report shared that changes to the NDIS have helped it to cost less.



The report also shared that we managed our money better in the past year.



We will spend around **\$210 billion** on the NDIS in the coming **4 years**.

This is less than what we first thought.

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 next 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.



You can visit our website.

www.ndis.gov.au



You can call us.

1800 800 110



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Follow us on Instagram.

[@ndis_australia](https://www.instagram.com/ndis_australia)



Follow us on LinkedIn.

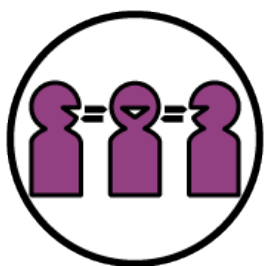
[au.linkedin.com/company/
national-disability-insurance-agency](https://au.linkedin.com/company/national-disability-insurance-agency)

Support to talk to us



You can talk to us online using our webchat feature at the top of our website.

www.ndis.gov.au



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

Translating and Interpreting Service (TIS National)

131 450



If you have a speech or hearing impairment, you can call:

TTY

1800 555 677



Speak and Listen

1800 555 727



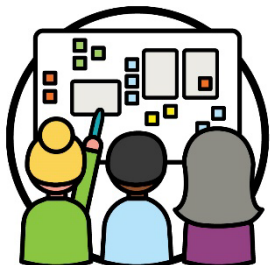
National Relay Service

133 677

www.accesshub.gov.au/about-the-nrs

Word list

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



Co-design

Co-design is when people work together to plan something.



Data

When we talk about data, we mean:

- facts
- information
- records.



Disability Royal Commission

The Disability Royal Commission looked into problems people with disability have experienced.

It will help the Government find out what:

- went wrong
- the Government should fix.



Fraud

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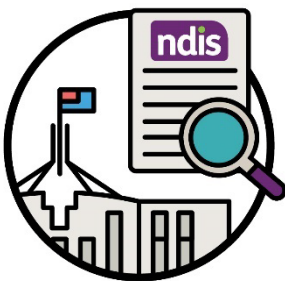
Fraud is a crime.



Inclusive

When something is inclusive, everyone:

- can take part
- feels like they belong.



NDIS Review

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Providers support people with disability by delivering a service.



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The UN Convention is an agreement between countries.

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Workplace

A workplace is any place you might work, such as:

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