



Delivered by the
National Disability
Insurance Agency

Annual Report 2023–24





Miracle child Mia is living a happy, fulfilling life



Margie Mutambara can't believe her daughter, Mia, is 12.

'When Mia was born, doctors didn't think she would make it to her first birthday,' Margie said.

'Since then, every birthday has been so special. It's been a remarkable journey – I call it my miracle story!' she added.

Mia is defying the odds. She was born with lobar holoprosencephaly, a rare disability that affects her ability to sit up, walk and speak.

'Mia loves going to school and enjoys regular occupational, physio and hydro therapies. They're really helping her develop physically and mentally,' Margie said.

'Mia loves being around people. She understands what's going on around her and joins in. We love it.'

Mia uses eye gaze technology to communicate.

'It's revolutionary really,' Margie explained. 'It's an app on her computer. It has 16 cells, and each cell has a picture.'

'If Mia wants to say something, like she's feeling sad, she gazes at the sad face picture for a few seconds, then it will vocalise she's sad. It helps us understand her feelings and meet her needs.'

'Mia is quite a character. She's sassy. She uses her eye gaze app to say she's bored, ask what you're doing, or tell you to stop making too much noise!' Margie laughed.

Margie works as a teacher 4 days a week, and says she's grateful to the NDIS for the supports and equipment Mia has received.

'Mia is living a happy and fulfilling life. It's beautiful to see.'



Scan to read [Mia and Margie's story](#) on our website.

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Acknowledgement of Country

The NDIA acknowledges the Aboriginal and Torres Strait Islander peoples of this nation and the Traditional Custodians of the lands across which our Agency conducts our business. We pay respects to the custodians of the land on which we work as well as their ancestors and Elders, past, present and emerging.

The NDIA is committed to honouring Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters, seas and their rich contribution to society.

Artwork 'Belonging' by Charmaine Mumbulla.

Letter of transmittal

Dear Minister,

On behalf of the National Disability Insurance Agency, I present to you the annual report for the reporting year 1 July 2023 to 30 June 2024.

The report provides a detailed description of the NDIA's operations during the year and has been prepared in accordance with the *Public Governance, Performance and Accountability Act 2013* (Cth) (PGPA Act) and the *National Disability Insurance Scheme Act 2013* (Cth) (NDIS Act).

In accordance with section 39 of the PGPA Act, the report provides information about the NDIA's performance in achieving its purposes.

The report includes a copy of the NDIA's annual financial statements and the Auditor-General's report as prescribed by subsection 43(4) of the PGPA Act.

The report is made in accordance with a resolution of the Board of Directors, on 4 October 2024. The Board is responsible for its preparation and content. The report is provided to you as the responsible minister under section 46 of the PGPA Act.

The incorporated summary of the Annual Financial Sustainability Report 2023–24 and the inclusion of the reviewing actuary's report fulfils the NDIA's obligations under subsection 172(4) of the NDIS Act.

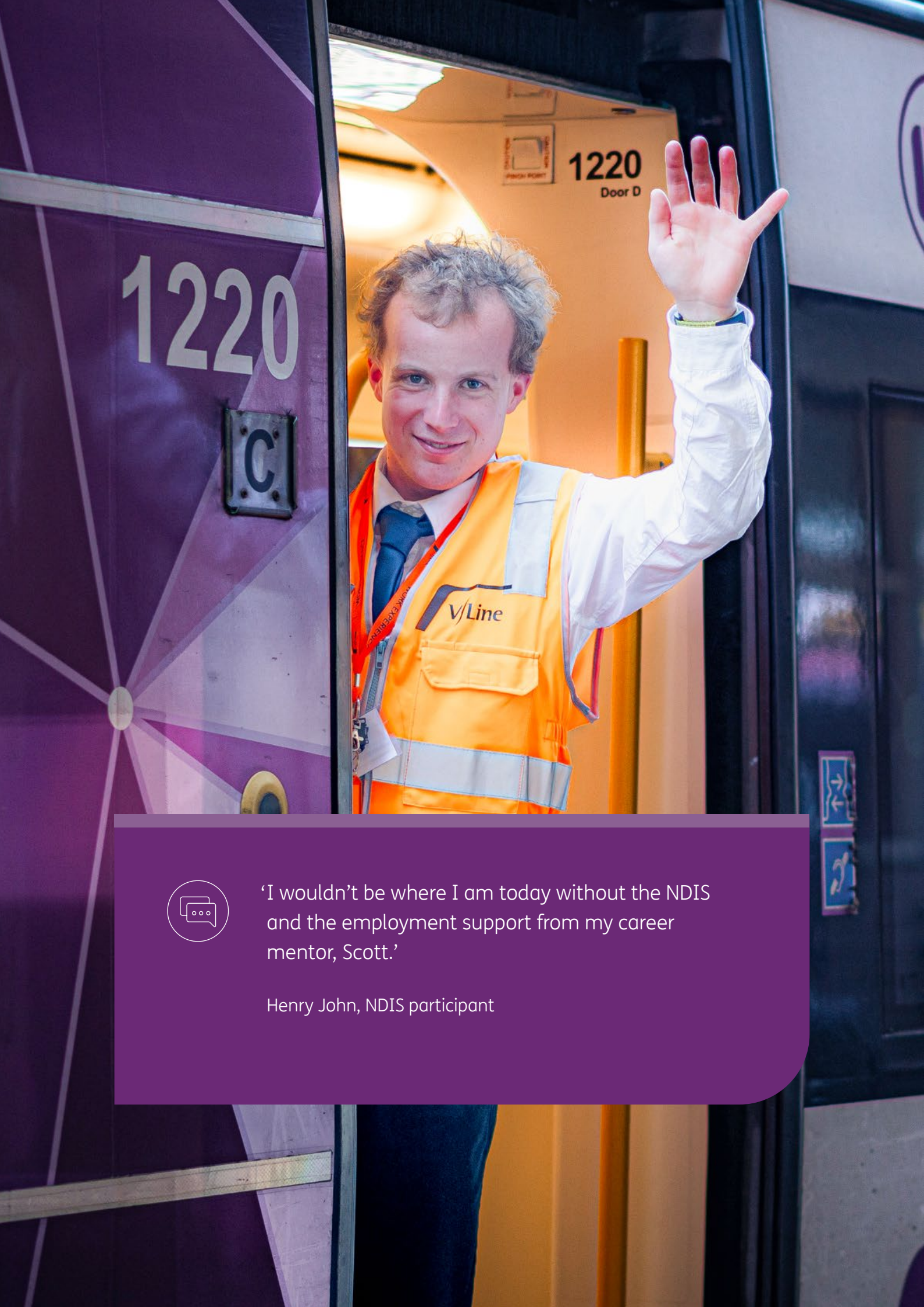
Yours sincerely

A handwritten signature in black ink, appearing to read 'K Fearnley', with a stylized flourish at the end.

Kurt Fearnley AO
Chair

National Disability Insurance Agency Board

4 October 2024



‘I wouldn’t be where I am today without the NDIS and the employment support from my career mentor, Scott.’

Henry John, NDIS participant

Section 1

Introduction

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Henry's V/Line dream comes true



Henry John, a train enthusiast and NDIS participant, says his dream has come true. 'I can't believe I'm working for V/Line. I'm one step closer to my goal to become a train conductor.'

Henry, who has autism, successfully applied for a job as a station assistant at Bendigo railway station.

'Living with autism is challenging. I wouldn't be where I am today without the NDIS,' Henry said.

With the support of career mentor, Scott, from Connecting Futures Australia, Henry worked to identify his strengths and skills to become job-ready. 'Scott helped me tweak my resume and showed me how to write a good cover letter.'

'He also suggested I set long and short-term employment goals. My short-term goal was to find a job to help me build my customer service skills and earn some money.'

'Scott supported me to apply for a job at Woolworths and helped me prepare for my interview.'

'A few days later I got the job. My parents were proud of me,' Henry said.

Knowing Henry's goal to work at V/Line, Scott arranged work experience there. After an extensive assessment process, Henry was granted a V/Line internship, working 2 days a week over 6 weeks.

Soon after his internship finished, Henry saw the advertisement for the part-time role at Bendigo railway station, he applied, and the rest is history.

'I'm working 2 jobs I really enjoy and now I'm truly confident about my future,' he said.



Scan to read [Henry's full story on our website.](#)

About this report

This annual report is prepared by the National Disability Insurance Agency (NDIA) in accordance with legislative requirements. It summarises the NDIA's financial, social and environmental activities from 1 July 2023 until 30 June 2024. This includes how the NDIA fulfilled the principles set out in the *National Disability Insurance Scheme Act 2013* (Cth) (NDIS Act).

The annual report for the 2023–24 reporting period provides information for stakeholders, including participants; providers; Commonwealth, state and territory governments; and the public.

It also acknowledges the critical role played by the disability sector.

Acknowledgement

The NDIA acknowledges the Traditional Owners and Custodians of Country throughout Australia and their continuing connection to land, sea and community. We pay our respects to their Elders past, present and emerging.

The NDIA acknowledges the objectives of the United Nations Convention on the Rights of Persons with Disabilities.

1.1 Chair's foreword

It has been an honour to chair the Board of the National Disability Insurance Agency across the last year as we deliver significant reform to the National Disability Insurance Scheme (NDIS) with a focus on outcomes and elevating the voices of participants.

The NDIS now supports over 661,000 participants, with more than three-quarters of surveyed participants reporting that the NDIS has given them more choice and control in their lives.

Importantly, participation in community and social activities continues to improve for participants. Families and carers are also seeing the benefits of NDIS support, with more than half now reporting paid employment.

I am also pleased to share that more First Nations people are receiving supports for their disability for the first time. Of the 14,000 people who joined the NDIS in the last quarter, 9.9% were First Nations people. This important progress is supported by our First Nations Group within the NDIA, which focuses our effort and attention on ensuring the NDIS belongs to and works for First Nations people and communities.

Despite this positive activity, the Board and I recognise that genuine reform is needed to ensure the NDIS works for all participants. The Australian Government allocated \$720 million in the 2023–24 Budget to support the NDIA to work on key reform initiatives to improve the experience of and outcomes for participants in the NDIS.

Alongside these initiatives, we are taking the first steps towards implementation of the Government's legislative changes introduced through the National Disability Insurance Scheme Amendment (Getting the NDIS Back on Track No. 1) Bill 2024 (NDIS Amendment Bill). Among these reforms is a focus on plans and budget settings and quality and safety. Once implemented, these reforms will help us to improve participant outcomes by providing greater clarity and flexibility for participants in the use of their plan budget. The reforms will also bolster the powers of the NDIS Quality and Safeguards Commission to protect participants from illegal and unethical conduct and help stamp out unscrupulous operators.

We know putting participants at the centre of all that we do makes the NDIS stronger. That is why we are working closely with participants and the disability community to ensure the changes we make are designed and implemented with people with disability. We remain committed to co-design, continuous improvement and lasting reforms to make the NDIS stronger and the experience for participants better.

While the number of participants the NDIS supports will continue to grow, we are seeing positive signs that NDIS expenditure continues to stabilise. This is important, as it ensures the NDIS will continue to deliver for people with disability for generations to come.

As Chair I am fortunate to hear directly from participants about the NDIS and its impact on their lives. While each conversation is unique, and we know there is still work to be done, it is clear the NDIA has made significant progress in helping to build on economic, social, community and individual outcomes.

I thank all NDIA staff and the Board for their commitment to the NDIS and its participants – and also the disability community, which has worked so closely with the NDIA to improve the NDIS and make it stronger.



Kurt Fearnley AO
NDIA Board Chair

1.2 Chief Executive Officer's foreword

This has been a significant and historic year for the NDIS.

The past 12 months has been underpinned by the outcomes and impacts of the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, findings from the NDIS Review, and the Government's commitment to 'getting the NDIS back on track' with the NDIS Amendment Bill.

During this time, the NDIA has continued to focus on making the NDIS stronger and improving our systems and the way we work to support the needs of participants and the wider disability community.

In this time of growth and change, significant and long-term reform efforts are currently underway, and the Government's new legislation creates important scaffolding for these reforms.

Our task now is to work with people with disability and the disability community to develop the detail and implement the reforms; and improve the experience and outcomes of participants in the NDIS.

These will be lasting changes to make the NDIS stronger, and we are determined to get them right for participants and the broader community.

Importantly, disability representative and carer organisations, the Independent Advisory Council, the NDIA and the Department of Social Services, together

with the Minister, have agreed to a co-design approach for the delivery of NDIS reforms. To support the 27 disability representative and carer organisations in this program of work, the NDIA has boosted their funding by \$10.7 million.

The work we do together to implement and deliver these reforms is critical – it will lead to a better, more sustainable NDIS for participants. I am pleased that co-design will remain at the centre of our reform efforts.

As part of our commitment to delivering a better experience for participants, we have now rolled out PACE, our new computer system, nationwide. Participants are being gradually transitioned onto the system and we continue to improve and expand the use of PACE. This will set us up to successfully implement legislative changes, and continue to support participants now and into the future.

What often stands out to me in the stories I hear from participants are the efforts and dedication of NDIA staff. I am proud to serve

a workforce that is equally passionate and committed. To support our staff in delivering on these outcomes, we are dedicated to driving a culture of accessibility and inclusion. The release of the NDIA's Culturally and Linguistically Diverse Inclusion Plan, and the establishment of the Office of Agency Accessibility and Inclusion, are significant steps towards this goal.

As part of our commitment to supporting diversity and inclusivity within the NDIS, we have established a First Nations Group. This group has been created to improve services in remote and very remote communities and support positive outcomes for First Nations and other participants and their families and carers in these communities.

Staff wellbeing continues to be a priority across the NDIA. To support staff to deliver their best, we have implemented a Senior Executive Service (SES) Site Champions program. This program gives staff direct access to an Agency leader and is designed to provide staff with greater workplace engagement and increased avenues for

support. We are committed to creating a safe and supportive workplace for all our staff.

I would like to express my thanks to the disability community, our Board and, importantly, all NDIA staff. It has been a year of tremendous but fulfilling change – one I am confident positions us well to meet the needs of participants and focus on building positive outcomes.



Rebecca Falkingham PSM
Chief Executive Officer

1.3 The National Disability Insurance Scheme

The NDIS was established in July 2013 under the NDIS Act. It replaced the previous primarily state-based welfare system of disability care and provides a single, national insurance-based approach to fund support for people with disability.

The NDIS is based on the guiding principles that people with disability:

- have the same rights as all Australians to realise their potential for physical, social, emotional and intellectual development
- are supported to participate in and contribute to social and economic life to the full extent of their ability.

The NDIS provides funding to eligible people with disability to access reasonable and necessary supports and services. The NDIS also helps people with disability to connect with mainstream services and supports, community activities and local groups. The NDIS works with state and territory governments to ensure that people with disability can access the supports they need.

1.4 The National Disability Insurance Agency

The NDIA is a corporate Commonwealth entity under the *Public Governance, Performance and Accountability Act 2013* and was established under the NDIS Act.

The NDIA's purpose is to support individuals with a significant and permanent disability (participants) to be more independent and engage socially and economically, while delivering a financially sustainable NDIS that builds genuinely connected and engaged communities and stakeholders.

1.4.1 NDIA functions

The NDIA's main functions, as outlined in the NDIS Act (section 118), are summarised below.



Function 1

Deliver the NDIS to support the independence, and social and economic participation, of people with disability.



Function 2

Manage, and advise and report on, the financial sustainability of the NDIS.



Function 3

Develop and enhance the disability sector, including by facilitating innovation, research and contemporary best practice in the sector.



Function 4

Build community awareness of disabilities and the social contributors to disabilities.



Function 5

Collect, analyse and exchange data about disabilities and the supports (including early intervention supports) for people with disability.



Function 6

Undertake research relating to disabilities, the supports (including early intervention supports) for people with disability and the social contributors to disabilities.

1.5 Our outcome

As outlined in the NDIA Corporate Plan 2023–2027, the NDIA’s outcome is to implement an NDIS that provides individual control and choice in the delivery of reasonable and necessary supports to improve the independence, social and economic participation of eligible people with disability, their families and carers, and associated referral services and activities.

1.6 Our programs

The NDIA delivers 2 programs that achieve the NDIA’s outcome.

Program 1.1

Reasonable and necessary supports for participants

Program 1.1 provides funding for reasonable and necessary supports to eligible people with disability through consistent, high-quality plans, and to ensure they are in control and have choices to appropriately support their independence and social and economic participation. This program contributes to the outcome by the delivery of financially sustainable funding for participants’ reasonable supports, enabling participants to source services in their plans to pursue their goals.

Program 1.2

Agency costs

Program 1.2 ensures efficient and effective use of NDIA operating resources to implement the outcomes of the NDIA. It contributes to the NDIA’s outcome because it enables the delivery of the NDIS. The NDIA is responsible for assessing applicants to the NDIS; developing plans, for those who are eligible, in a manner that is based on insurance principles; and administering the payments made under Program 1.1

1.7 Context for this report

The NDIA is subject to the Commonwealth Performance Framework.
This annual report is a key element of the framework.

The annual report incorporates the NDIA's performance statements and audited financial statements, which report respectively on our non-financial and financial results. Under the framework, the NDIA also publishes an annual corporate plan, which is our primary non-financial planning document.

The NDIA also provides detailed quarterly reports to the Disability Reform Ministerial Council (Ministerial Council) that outline NDIS performance as required under the NDIS Act. All of these reports are available on the NDIS website.



‘The NDIS has made such a difference. Having an archery assistant 2 to 3 times a week has been amazing. I doubled my personal best through having a regular assistant.’

Janelle Colquhoun, NDIS participant

Scan to read
[Janelle's full story](#)
on our website.



Section 2

NDIA annual performance statements

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2.1 Statement of preparation

I, Kurt Fearnley, as the Chair of the National Disability Insurance Agency Board, the Accountable Authority of the National Disability Insurance Agency (NDIA), present the NDIA annual performance statements for 2023–24 reporting period, as required under paragraph 39(1)(a) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act).

In the opinion of the Board, these annual performance statements accurately present the performance of the NDIA in the reporting period and comply with subsection 39(2) of the PGPA Act and section 16F of the *Public Governance, Performance and Accountability Rule 2014*.



Kurt Fearnley
Chair, National Disability Insurance Agency

2.2 Introduction

2.2.1 NDIA performance framework

The NDIA performance framework is based on the planning and reporting obligations in the Commonwealth Resource Management Framework and the *National Disability Insurance Scheme Act 2013* (Cth) (NDIS Act). The NDIA performance framework has 4 key documents: the Corporate Plan, the Portfolio Budget Statements, quarterly reports to the Ministerial Council and the Annual Report (as outlined in Figure 1).

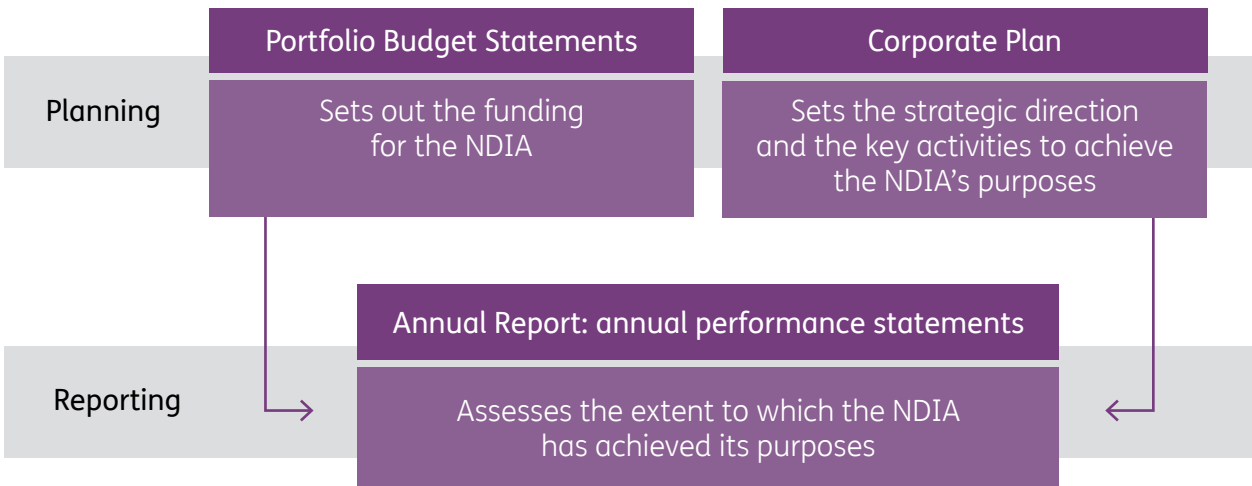
The Australian National Audit Office (ANAO) has included the NDIA in their Performance Statement Audit program for the first time. Feedback has been reviewed and actions to address the recommendations have commenced.

2.2.2 Understanding the NDIA’s performance information structure and content

The structure of the annual performance statements is consistent with the NDIA Corporate Plan 2023–2027 so that it clearly reports against our key activities to achieve the NDIA’s purposes. The NDIA manages 2 programs: Program 1.1 Reasonable and necessary supports for participants; and Program 1.2 Agency costs.

The NDIA operates as part of the Social Services Portfolio and contributes to Outcome 3, ‘Supporting the independence of, and economic participation by, people with disability and carers by providing targeted supports’. Further information on related programs managed by the Department of Social Services (DSS) is available on the [DSS website](#).

Figure 1: NDIA performance framework



Our performance measures focus on key legislated functions to:

- deliver the NDIS
- collect, analyse and exchange data relating to disabilities
- manage, advise and report on the financial sustainability of the NDIS.

Our remaining legislated functions represent a smaller proportion of our activities or support other broader Social Services Portfolio initiatives.

2.2.3 Changes to performance information

In 2023, in the [NDIA Corporate Plan 2023–2027](#), the NDIA refreshed the format of its strategic direction and introduced 2 key activities. The improved format:

- replaces aspirations from previous corporate plans with 2 key activities
- retains most performance measures and targets from 2022–23 to ensure transparency and continuity with previous reporting, noting that these will be updated or changed to reflect the outcomes of the NDIS Review
- responds to section 16EA of the *Public Governance, Performance and Accountability Rule 2014* (PGPA Rule) by removing measures not directly linked to an NDIA key activity, as they were aligned to monitoring controls or considered in other measures.

Key activity 1, ‘Improve participant experience and outcomes with a financially sustainable Scheme’, brought together Aspiration 1 (A quality experience and improved outcomes for participants) and Aspiration 5 (A financially sustainable Scheme). This activity is aligned to Program 1.1, which funds reasonable and necessary supports through participant plans.

Key activity 2, ‘A high-performing NDIA’, brought together Aspiration 2 (A competitive market with innovative supports), Aspiration 3 (A genuinely connected and engaged stakeholder sector) and Aspiration 4 (A high-performing NDIA). This activity is aligned to Program 1.2, Agency costs, as it provides for NDIA’s costs to administer the NDIS (including general supports).

The following measures were reviewed and retired:

- extrapolated payment errors and anomalies
- payment growth compared to health care and social assistance wages growth
- provider sentiment and confidence
- family and carer employment rate
- female representation in the SES
- market concentration
- providers charging below the price limit
- plan utilisation.

2.3 NDIA performance 2023–24

2.3.1 Overall performance toward our outcome

During the reporting period, external reviews were conducted, which included the Disability Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability and the NDIS Review. The anticipated recommendations from these public reviews were not released during the reporting period. Consequently, there were no variations to our strategic direction, or performance measures of our activities, as documented in the NDIA Corporate Plan 2023–2027.

Out of the 19 performance measures documented in the Corporate Plan 2023–2027, the NDIA achieved 9, partially achieved 4 and did not achieve 5. Due to the rollout of the new computer system, the NDIA did not yet have any data for children who have benefited from the NDIS and no longer need support.

2.3.2 Program 1.1 performance statement

Program 1.1

Reasonable and necessary supports for participants

The objective of Program 1.1 is to provide funding for reasonable and necessary supports to eligible people with disability through consistent, high-quality plans; and to ensure they are in control and have choices to appropriately support their independence and social and economic participation. This program contributes to the outcome by the delivery of financially sustainable funding for participants' reasonable supports, enabling participants to source services in their plans to pursue their goals.

Key activity 1

Improve participant experience and outcomes with a financially sustainable Scheme.

Why this matters

Improving participants' (including children's) independence and economic and social outcomes is at the core of the NDIS purpose. The NDIA's delivery of the NDIS under section 118(1)(a) of the NDIS Act is contributing to:

- improvements to participant outcomes (including early intervention)
- effectiveness of services and supports in plans funded through Program 1.1 – Reasonable and necessary supports for participants
- a growing understanding of best practice in relation to services and supports
- participants who are supported with a safe environment to make decisions during their journey with the NDIS.

The NDIA has remained focused on helping participants to exercise choice and control as they implement their plans, following the guiding principles outlined in section 4 of the NDIS Act. By selecting their goals and choosing their providers, participants demonstrate how the NDIS promotes their independence and ensures they receive the necessary supports. Additionally, having choice and control allows participants to take reasonable risks in managing their own plans, as stated in section 118(1)(a) of the NDIS Act.

In the NDIS [Insurance Principles and Financial Sustainability Manual 2016](#), ‘financial sustainability of the NDIS’ is defined as a state where:

- the NDIS is successful on the balance of objective measures and projections of economic and social participation, and independence, on participants’ views that they are getting enough money to buy enough goods and services to allow them reasonable access to life opportunities – that is, reasonable and necessary support
- contributors think that the cost is and will continue to be affordable, under control, represents value for money and, therefore, remain willing to contribute.

The NDIA performance measures for key activity 1 are intended to act as a set when assessing achievement. This section provides analysis of performance for each performance measure from the NDIA Corporate Plan 2023–2027. A table for each measure shows the result and the outcome. Outcomes are simplified to ‘achieved’, ‘partially achieved’ and ‘not achieved’. The analysis of performance gives detail about impacts on the achievement of key activity targets.

Analysis of performance

NDIS annual spend (Program 1.1) compared to estimates

Performance measure	2023–24 Target	2023–24 Result	2023–24 Outcome	2022–23 Result
NDIS annual spend (Program 1.1) compared to estimates	100%	101.2%	Not achieved	103.6%

Why we measure this

This measure assesses the effectiveness of NDIS projections of expenditure for participants’ reasonable and necessary supports.

How we measure this

We obtain our results for this performance measure by dividing actual payments (calculated on an accrual basis) by the projection in the 2022–23 Annual Financial Sustainability Report which informs the Mid-Year Economic and Fiscal Outlook 2023–24.

Analysis

The Scheme Actuary provides forecasts of NDIS expenditure in the Annual Financial Sustainability Report. These forecasts are peer reviewed annually by the Australian Government Actuary and the NDIA’s actuarial forecast model was reviewed by actuarial consultancy Taylor Fry in 2022. The assumption is made that, if contributors to the NDIS agree to the budget and the forecast, the ‘state of financial sustainability’ has been met for the reporting period.

For 2023–24, Program 1.1 expenditure was \$41.8 billion – 1.2% more than expected. This was due to higher payments to participants, particularly those without supported independent living supports. The target of 100% was not achieved. NDIS growth was 19% over the 12 months ending 30 June 2024, reduced from 23% over the previous year. Additional growth in payments was the main factor, with signs of moderation observed.

Participant perception of choice and control over their life (independence)

Performance measure	2023–24 Target	2023–24 Result	2023–24 Outcome	2022–23 Result
Participant perception of choice and control over their life (independence)	75%	78.9%	Achieved	76.8%

Why we measure this

This measure assesses the effectiveness of reasonable and necessary supports on participant independence.

How we measure this

We obtain our results for this performance measure by calculating the percentage of participants (aged 15+ who have been in the NDIS for at least 2 years) who answer ‘yes’ to the question ‘Has the NDIS helped you have more choice and control over your life?’, using the participant’s most recent response to the NDIS Short Form Outcomes Framework survey.

Analysis

The NDIA has observed that participants are reporting greater independence in their NDIS experience, exceeding the target for participant perception of choice and control over their life. The NDIA now offers improved guidance to help participants understand how they can use their plan. The NDIA has guidance on its website – for example, our ‘Would We Fund It’ guideline provides examples of the types of supports we

typically fund. Also, NDIA staff are trained to assist participants to understand how to use their supports and exercise choice and control across their journey.

The NDIA uses a supported decision-making model to further support participants’ choice and control. The model has 4 main principles that guide how we can improve the NDIS to better support people with disability to make decisions:

- All adults have an equal right to make decisions that affect their lives and to have those decisions respected.
- There must be access to support for people who need help communicating and participating in decisions.
- Decisions are directed by a person’s own will, preferences and rights.
- Inclusion of appropriate and effective safeguards against violence, abuse, neglect or exploitation.

Participant perception of choice and control for selecting providers

Performance measure	2023–24 Target	2023–24 Result	2023–24 Outcome	2022–23 Result
Participant perception of choice and control for selecting providers	Above 70%	53.2%	Not achieved	51.3%

Why we measure this

This measure assesses the effectiveness of the NDIS in supporting participant independence during plan implementation.

How we measure this

We obtain our results for this performance measure by calculating the percentage of participants (aged 15+ who have been in the NDIS for at least 2 years) who answer ‘yes’ to the question ‘Do you choose who supports you?’, using the participant’s most recent response to the NDIS Short Form Outcomes Framework survey.

Analysis

In 2023–24, participants’ perception of choice and control in selecting providers was below target. Participant choice and control may be affected by the fact that in some areas there are limited numbers of providers. Participants may be staying with a provider rather than choosing another one that better suits them because of the perceived uncertainty and risk involved in changing providers.

NDIA and partner staff continue to be trained to help participants understand their supports and exercise choice and control. Support coordinators play a role in helping participants engage with their NDIS supports while their plan is being implemented.

Participant satisfaction with progress toward their goals

Performance measure	2023-24 Target	2023-24 Result	2023-24 Outcome	2022-23 Result
Participant satisfaction with progress toward their goals	70%	68.5%	Partially achieved	N/A

Why we measure this

This measure assesses the effectiveness of reasonable and necessary supports for participants to achieve their goals.

How we measure this

We obtain our results for this performance measure by calculating the scaled average of the positive responses to the question 'To what extent is your NDIS plan helping you to meet your goals?' from the participant satisfaction survey. Changes were made to the participant satisfaction survey so that it aligns with the new computer system and better supports measurement against the Participant Service Guarantee (PSG) engagement principles. The calculation for this measure was updated to reflect these changes; therefore, this table shows only the result for December 2023 to June 2024. Using the previous methodology, the result of this measure for July to November 2023 was 83.2% and the 2022-23 result was 84.4%. The 2022-23 result is not shown because it is not comparable.

Analysis

Over the reporting period, the NDIA has continued to strive to improve participant satisfaction with progress towards their goals.

NDIA and partner staff are trained to have planning conversations and goal discussions with participants so they understand their supports and can progress towards their goals. In early 2024, roles of partner organisations changed, enabling them to increase their capacity to support participants to implement their plans.

Support coordinators and plan managers are also important in supporting participants to progress towards their goals. The NDIA is engaging with plan managers and support coordinators to reinforce their understanding of this aspect of their role.

Participant satisfaction

Performance measure	2023–24 Target	2023–24 Result	2023–24 Outcome	2022–23 Result
Participant satisfaction	76%	68.5%	Partially achieved	74.9%

Why we measure this

This measure assesses the effectiveness of the NDIS in supporting participant independence in a safe environment across the 4 moments of the participant pathway: apply for the NDIS, plan approval, plan implementation and plan reassessment.

How we measure this

We obtain our results for this performance measure by calculating the weighted average of the results reported in the 4 quarterly reports to the Ministerial Council on the percentage of responses of ‘good’ and ‘very good’ to the participant satisfaction survey question about a participant’s experience across the stages of the NDIS pathway.

In December 2023 the NDIS made changes to the participant satisfaction survey so that it aligns with the new computer system and better supports measurement against the PSG engagement principles. The new survey questions were mapped against the old questions to ensure results remained comparable.

Analysis

In 2023–24 the NDIA made significant changes to improve participant access and the planning pathway. Some delays caused by these changes may have contributed to a reduction in participant satisfaction with access and planning.

The NDIA began rolling out a new computer system and processes across Australia from 30 October 2023. The changes increased internal workloads and delayed some services. These delays, combined with higher demand for access and the significantly higher number of participants seeking a review of their NDIS plans, affected participant satisfaction. Also, ongoing media coverage of the NDIS Review, legislative reforms, and the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, along with expectations of future responses, may be impacting satisfaction levels.

To tackle the current challenges and boost participant satisfaction, the NDIA is prioritising first plans and unscheduled reassessments, and holding co-design workshops to engage participants. We are also providing staff training to ease the transition to a new business system and enhance staff confidence.

Participant social and community engagement

Performance measure	2023–24 Target	2023–24 Result	2023–24 Outcome	2022–23 Result
Participant social and community engagement	46%	41.2%	Not achieved	41.8%

Why we measure this

This measure assesses the effectiveness of the NDIS in increasing participant social and community participation.

How we measure this

We obtain our results for this performance measure by calculating the percentage of participants aged 15+ who have been in the NDIS for at least 2 years and respond ‘yes’ to the question ‘Have you been actively involved in a community, cultural or religious group in the last 12 months?’ in the NDIS Short Form Outcomes Framework survey. The survey measures the outcomes of participants, and their families and carers, who are part of the NDIS.

Analysis

The NDIS supports participants in their pursuit of goals for social and economic participation. Staff are experienced in supporting participants to use their plan to help them meet their social and community engagement goals. Also, NDIS local area coordination partners and early childhood partners support participants to link to funded and other social and community service providers in their local areas.

The NDIA is continuing to engage with plan managers and support coordinators to ensure they are supporting participants to engage with both their NDIS supports and mainstream supports and activities.

Participant employment

Performance measure	2023–24 Target	2023–24 Result	2023–24 Outcome	2022–23 Result
Participant employment	26%	22.9%	Not achieved	22.6%

Why we measure this

This measure assesses the effectiveness of the NDIS in increasing participant employment through reasonable and necessary supports.

How we measure this

We obtain our results for this performance measure by taking the percentage of participants who have been in the NDIS for at least 2 years and are aged 15 to 64 (working age) who respond ‘yes’ to the question ‘Do you have a paid job?’ in the most recent short form outcomes questionnaire quarterly survey.

Analysis

The factors affecting employment outcomes are varied and subject to whole-of-economy considerations, and other programs, such as Disability Employment Services, a key activity of the DSS Disability and Carers Program.¹ NDIS participants have varying levels of access to Disability Employment Services.

NDIA staff are trained to have planning conversations and goal discussions to assist participants to understand their NDIS supports, including employment supports that can help them achieve their goals. The NDIA is continuing to engage with plan managers and support coordinators to emphasise their role in supporting participants to meet their employment goals.

¹ [Department of Social Services Corporate Plan 2023-24.](#)

Children who have benefited from the Scheme and no longer need support

Performance measure	2023–24 Target	2023–24 Result	2023–24 Outcome	2022–23 Result
Children who have benefited from the Scheme and no longer need supports	6%	Data not available	Data not available	4.7%

Why we measure this

This measure assesses the effectiveness of the early childhood approach and embedding the insurance-based model.

How we measure this

We obtain our results for this performance measure by calculating the number of participants aged 0 to 14 who have benefited from the NDIS’ early childhood approach and who no longer receive supports (under Program 1.1).

Analysis

Data on the transition of children from the early childhood approach to the NDIS or alternative pathways is not available for this reporting period due to the rollout of the NDIA’s new computer system.

The NDIA has a nationally consistent early childhood approach for children younger than 6 with developmental delay or younger than 9 with disability. A child may leave the NDIS but maintain linkages with mainstream and community services or continue to receive supports through a local area coordinator or planner when the child turns 9. Children receiving NDIS supports are engaged with early childhood partners.

No person under the age of 65 is living in residential aged care, unless there are exceptional circumstances, by the end of 2025

Performance measure	2023–24 Target	2023–24 Result	2023–24 Outcome	2022–23 Result
No person under the age of 65 is living in residential aged care, unless there are exceptional circumstances, by the end of 2025	<1% of NDIS participants	0.4%	Achieved	0.59%

Why we measure this

This measure assesses the effectiveness of the whole-of-government effort to reduce the number of young people living in residential aged care, consistent with the Royal Commission into Aged Care Quality and Safety.

How we measure this

The work of the Younger People in Residential Aged Care (YPIRAC) Joint Agency Taskforce contributes to achievement of this measure. The Government has outlined 3 exceptional circumstances for approval and entry of a younger person to residential aged care, where it is their preference. These are:

- a First Nations person and aged 50–64
- a person who is homeless, or at risk of becoming homeless, and aged 50–64
- maintaining family connections (Department of Health and Aged Care 2023).

NDIS participant data is used for this measure rather than Australian Institute of Health and Welfare (AIHW) data. We obtain our results for this performance measure by calculating the proportion of active

participants aged under 65 in residential aged care excluding any First Nations people aged 50–64 (133 for 2023–24. This exclusion is in line with the published approach by AIHW – ‘Changes to YPIRAC reporting from the June 2024 release onwards’).

Analysis

The Government’s YPIRAC target states that ‘no person under the age of 65 will be living in aged care by 2025 unless there are exceptional circumstances’. The target of ‘less than 1%’ recognises that only a very small proportion of NDIS participants aged under 65 years would reside in aged care.

On 30 June 2024 there were 1,049 participants aged under 65 in residential aged care. Of those, approximately two-thirds have indicated they had ‘no goal to move’ due to personal or exceptional circumstances. This is within the target of ‘less than 1% of persons under the age of 65 living in a residential aged care facility’. The NDIA will continue efforts to reduce this cohort to the smallest number possible, taking into consideration personal circumstances.

Socioeconomic equity

Performance measure	2023–24 Target	2023–24 Result	2023–24 Outcome	2022–23 Result
Socioeconomic equity	104%	99.9%	Achieved	101.7%

Why we measure this

The purpose of this performance measure is to assess the effectiveness of Australian Government activities to stimulate the market and enable participants to have value for money and equitable access to supports.

How we measure this

We obtain our results for this performance measure by using a participant's residential address to allocate them to a socioeconomic decile based on the 2021 Australian Bureau of Statistics (ABS) Index of Education and Occupation (IEO) index classification. The annual result is calculated using the 2021 Socioeconomic Indexes for Areas (SEIFA) IEO decile data for the whole period. The 2022–23 annual result was calculated using the 2016 ABS SEIFA IEO decile data. We calculate the average annual plan budget for participants in the top 2 deciles divided by the average annual plan budget for participants in the bottom 2 deciles. This measure aims to ensure that plan budgets are reasonably consistent across different socioeconomic areas within Australia.

The measure compares the average annualised plan budget of active participants aged 0–64 without supported independent living (mix-adjusted for age profile) in the top 2 IEO deciles with the average annualised plan budget of active participants not receiving supported independent living (mix-adjusted for age profile) in the bottom 2 IEO deciles.² A result above 100% indicates that participants in higher socioeconomic areas have higher average plan budgets than those in lower socioeconomic areas.

² The method for jurisdictional reporting to accommodate the smaller sample sizes within the Australian Capital Territory uses the top 4 deciles and bottom 4 deciles.

Analysis

For the 2023–24 period, socioeconomic equity was 99.9% – 4.1% lower than the target. The result is below 100%, indicating that participants in higher socioeconomic areas have lower average plan budgets than those in lower socioeconomic areas.

The NDIS is a needs-based system that does not consider socioeconomic status when determining eligibility or funding. NDIA staff are trained to base planning decisions solely on the participant's support needs. Planning decisions are validated through internal quality checks and ongoing improvements.

Specialist NDIA planning teams work with participants who live in remote and very remote locations to support equitable planning decisions.

At present, the NDIA uses a number of controls to ensure the consistency of planning across all participants, including:

- delegation controls for participant plans outside of expected ranges
- pre- and post-quality checking
- targeted plan reviews for participants.

Participants receive a price-based loading to their plans to reflect higher operational costs. Remoteness is classified using the Department of Health and Aged Care Modified Monash Model.

2.3.3 Program 1.2 performance statement

Program 1.2

Agency costs

The NDIA's costs program ensures efficient and effective use of operating resources to implement our outcomes. It is the primary delivery mechanism for the implementation of the NDIS. The NDIA is responsible for assessing applicants to the NDIS and developing plans, for those who are eligible, based on insurance principles, and administering the payments made under Program 1.1 Reasonable and necessary supports for participants.

Key activity 2

Develop a high-performing NDIA for participants.

Why this matters

In 2023–24 the NDIA has focused on:

- delivering a quality experience in line with the Participant Service Charter, Participant Service Guarantee and Participant Service Improvement Plan
- developing a market with high-quality, competitive and innovative supports and services for participants
- enhancing sector and community sentiment and confidence through co-design, transparency and better communications
- enhancing the efficiency and effectiveness of the NDIA
- maintaining strong staff engagement and wellbeing through a time of transformation
- protecting the NDIS from noncompliant and fraudulent practices through a controlled environment.

To support this the NDIA has also continued to prioritise:

- ensuring people with disability are at the centre of improving the NDIS through its partnership in co-design
- improving the efficiency of NDIA’s operating capability through investment in underlying digital systems and processes, including continued enhancement of integrity controls
- increasing the consistency, transparency and rigour of our decision-making through clearer policies, operational guidelines and controls
- improving alternative dispute resolution processes for participants appealing NDIS decisions
- reducing the number of NDIS participants who remain in hospital when they are medically ready to be discharged and reducing the number of younger people in residential aged care
- identifying market gaps and barriers, including assisting communities in specific geographical locations, including remote and very remote, to strengthen local supply solutions
- protecting the NDIS from noncompliant and fraudulent practices
- increasing efforts to support children and young people in the NDIS. We are building a strong practice model to drive better outcomes, including reviewing how it is working with mainstream partners and providing a voice for children and their families in design and delivery of plans.

The NDIA performance measures for key activity 2 act as a set when assessing achievement. This section provides analysis of performance for each performance measure from the NDIA Corporate Plan 2023–2027 along with a table for each measure that shows the result and the outcome. Outcomes are simplified to ‘achieved’, ‘partially achieved’ and ‘not achieved’. The analysis of performance gives detail about impacts on the achievement of key activity targets.

Analysis of performance

Participant Service Guarantee timeframes

Performance measure	2023–24 Target	2023–24 Result	2023–24 Outcome	2022–23 Result
Participant Service Guarantee timeframes met 95% of the time	80%	32.9%	Not achieved	64.7% ³

Why we measure this

This measure assesses the efficiency (proxy) of our services and effectiveness in implementing the Participant Service Improvement Plan 2022–23 (PSIP) (see PSIP 2022–23, p. 4).

How we measure this

We obtain our results for this performance measure by calculating the average of the results reported in the 4 quarterly reports to the Ministerial Council of when the PSG timeframes have been met. An individual PSG metric is considered to have been met overall if 95% or more of tasks being measured meet the target.

The national implementation of the new computer system affected quarter 2 2023–24 data, which was only available and calculated for October 2023. Results were rounded up to the nearest per cent if the gap to target was less than 50 cases (PSG 5 was the sole PSG that met this criterion).

Analysis

The NDIA started measuring performance against the PSG timeframes in 2020–21 before the Participant Service Charter and Guarantee legislation was passed in Parliament in April 2022 ([NDIA Annual Report 2020–21](#), p 125). Eight of 20 PSG timeframes are set out in the legislation. The 8 specified PSG timeframes below use the reported description of the service being guaranteed in the quarterly reports to the Ministerial Council:

1. Make an access decision, or request for more information, after an access request has been received within 21 days.
2. Allow sufficient time to provide information within 90 days.
3. Make an access decision after more information has been provided within 14 days.
4. Commence facilitating the preparation of a plan, after an access decision has been made within 21 days.

3 17 of 20 PSG timeframes available for the 2022–23 financial year.

5. Provide a copy of the plan to a participant, after a plan is approved within 7 days.
6. Decide whether to undertake a participant-requested plan reassessment, after the request is received within 21 days.
7. Amend a plan after the receipt of information that triggers the plan amendment process within 28 days.
8. Provide a copy of the plan to a participant, after the plan is amended within 7 days.

NDIA annual reports over 2020–2023 show we have made progress toward achieving the target. Our performance in 2023–24 has been impacted by the adaptation to the new computer system and processes, as well as the significantly higher than average number of participants seeking a review of their NDIS plans. Also, the NDIA received almost double the volume of requests from participants asking for a change to their NDIS plan. This increased volume has impacted the time it is taking to make access and planning decisions and has therefore affected the NDIA's ability to meet PSG timeframes in recent quarters.

With the national rollout of the new computer system in quarter 2 of 2023–24, data was not available on a single system to allow calculation of PSG metrics. The NDIA forecast impacts to data availability and advised the Commonwealth Ombudsman that results would not be reported for quarter 2 of 2023–24.

For quarters 3 and 4 of 2023–24, 10 out of 20 PSG measures were reported compared with the 17 out of 20 available in 2022–23 and quarter 1 of 2023–24. The NDIA has acknowledged in the quarterly reports for quarters 3 and 4 of 2023–24 that PSG performance is not achieving the guarantee in the areas of access, first plans, plan reassessments and reviewable decisions.

In the quarterly report for quarter 3 of 2023–24, the NDIA reported that in March 2024 it had implemented a remediation plan to address the timeframes and improve the participant experience and PSG performance measures. Also, system enhancements continue to be rolled out and will continue into the next financial year. We expect these enhancements will improve efficiencies and ensure that participant experience (satisfaction) improves. The NDIA expects that performance against some of the PSG measures will continue to be lower than anticipated into the 2024–25 financial year as we focus on remediating the backlog of participant-requested reviews.

Participant satisfaction

Performance measure	2023–24 Target	2023–24 Result	2023–24 Outcome	2022–23 Result
Participant satisfaction	76%	68.5%	Partially achieved	74.9%

Why we measure this

This measure was included under key activity 2 to assess the effectiveness of the PSIP. The PSIP is a commitment to improve the participant experience and is a contributing factor to participant satisfaction performance, which has a target of 76%.

How we measure this

We obtain our results for this performance measure by calculating the weighted average result of the percentage of ‘good’ and ‘very good’ responses to the participant satisfaction survey question about a participant’s experience across the stages of the NDIS pathway. In December 2023 we made changes to the participant satisfaction survey to align it with the new computer system and to better support measurement against the PSG engagement principles. The new survey questions were mapped against the old questions to ensure results remained comparable.

Analysis

The result for participant satisfaction has decreased 6.4% from 74.9% reported in the NDIA Annual Report 2022–23.

The PSIP has 51 commitments, 35 of which have been delivered. Of the 35 delivered, 6 occurred in 2023–24.

There are 16 open commitments. These could have contributed to the decrease in participation and the fact that our target of 76% was not met.

Seven of our commitments are affected by the NDIS Review reform agenda – they are being reviewed to determine if they should be closed. These commitments were primarily to do with the participant experience in access and planning activities and support for implementing participants’ plans.

Eight commitments are on track for delivery based on the current target date. One commitment is delayed due to the implementation of our new computer system.

The timeline for the delivery of the 19 reform initiatives that came out of the NDIS Review could affect participants’ experiences of the NDIS in the future. Some of our commitments will no longer be relevant in the context of the future direction of the NDIS.

General community sentiment and confidence in the NDIA

Performance measure	2023–24 Target	2023–24 Result	2023–24 Outcome	2022–23 Result
General community sentiment and confidence	70%	65.3%	Partially achieved	66.3%

Why we measure this

This measure assesses the effectiveness of our public engagement.

How we measure this

We obtain our results for this performance measure by calculating the average of the 12 monthly results from a survey of brand sentiment measures – reputation, trust, support and positivity towards the NDIS. The survey was conducted independently by Hall & Partners and received 10,000 responses in 2023–24.

Analysis

Confidence, awareness and sentiment measures are tracked and reported on under this measure.

In 2023–24 awareness of the NDIS increased, and more people in the general community gained an understanding of the role of the NDIS.

Sentiment during this period remained broadly stable, with some fluctuations toward the end of the financial year.

Positive perceptions of the NDIS that consistently scored highest were ‘essential’ and ‘improving lives’. Negative perceptions were ‘complex’, ‘confusing’ and ‘bureaucratic’.

In 2023–24 the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability final report and the NDIS Review’s ‘Working together to deliver the NDIS’ guide made recommendations to improve the NDIS. The NDIA also committed to continue to work with people with disability and the disability community to ensure the right changes are made. These factors, together with associated media coverage, may have impacted the results.

Staff wellbeing and staff engagement

Performance measure	2023–24 Target	2023–24 Result	2023–24 Outcome	2022–23 Result
Staff wellbeing	70%	75%	Achieved	73%
Staff engagement	76%	77%	Achieved	77%

Why we measure this

The measures of staff wellbeing and engagement assess the effectiveness of internal activities.

How we measure this

We obtain our results for these performance measures from the results of the annual Australian Public Service (APS) Census, conducted by the Australian Public Service Commission.

Analysis

In 2023–24 the NDIA initiated several new wellbeing support initiatives. For example, we:

- extended employee assistance program services to labour hire workers
- established an escalation process for workers in severe distress
- undertook clinical psychology and proactive wellbeing checks in high-risk teams/branches
- undertook capability uplift programs, including Mental Health First Aid training, Conversations about Suicide and the SES Integrity Masterclass
- started a pilot program for Senior Executive Service (SES) leaders to champion leadership at NDIA sites to drive greater connection between staff and SES leaders across the NDIA
- delivered live webinars on mental health to support staff knowledge
- expanded the employee assistance program services to include a warm handover, critical escalation process and additional instant counselling.

Staff with disability and Senior Executive Service staff with disability

Performance measure	2023–24 Target	2023–24 Result	2023–24 Outcome	2022–23 Result
Staff with disability	19%	23.2%	Achieved	20.8%
Senior executive staff with disability	12%	22.6%	Achieved	20.8%

Why we measure this

These measures assess the effectiveness of the NDIA's internal diversity and inclusion activities to ensure the NDIA represents participants and people with disability. The measure supports a high-performing NDIA by enabling staff to use their lived experience and understanding of participant needs to inform how the NDIA delivers the NDIS.

How we measure this

We obtain our results for this performance measure from the annual APS Census, conducted by the Australian Public Service Commission.

Analysis

The NDIA has increased representation of staff with disability by:

- continuing to partner with the Australian Network on Disability on the [Stepping Into Internship Program](#). Under the program, the NDIA hosts students with disability for paid internships (often leading to ongoing roles with the NDIA after graduation)

- continuing to partner with the Australian Network on Disability to maintain our Disability Confident Recruiter accreditation. The accreditation demonstrates the NDIA's commitment to inclusive recruitment practices that maximise access and remove barriers for all candidates with disability, including our internal candidates
- ensuring external recruitment advertisements for SES roles and candidate packs provide information on access to reasonable adjustments that are available for equitable participation in the recruitment process and to enable applicants to fulfil the requirements of the role. People with disability continue to be encouraged to apply for SES roles through the RecruitAbility scheme and, in some cases, designated roles recruited through affirmative measures.

The Australian Network on Disability has recognised the NDIA as an industry top performer in the network's Access and Inclusion Index, which recognises the consistent improvements being made across the NDIA based on previous learnings.

NDIA spend (Program 1.2) compared to estimates and NDIA spend (Program 1.2) as proportion of NDIS spend (Program 1.1)

Performance measure	2023–24 Target	2023–24 Result	2023–24 Outcome	2022–23 Result
NDIA spend (Program 1.2) compared to estimates	100%	96.7%	Achieved	103%
NDIA spend (Program 1.2) as proportion of NDIS spend (Program 1.1)	6.0%	5%	Achieved	5.2%

Why we measure this

These measures assess the effectiveness of NDIS projections and the efficiency of the NDIA in delivering the NDIS (Program 1.1 Reasonable and necessary supports for participants).

How we measure this

We measure NDIA spend compared with estimates by calculating actual NDIA costs (accrual basis) for the financial year divided by projected NDIA costs in the 2022–23 Annual Financial Sustainability Report (AFSR), published in the Mid-Year Economic and Fiscal Outlook 2023–24.

We measure the efficiency of the NDIA by calculating NDIA costs (Program 1.2) as a percentage of NDIS costs (Program 1.1) for the financial year (accrual basis).

Analysis

There was one key driver of NDIA spend being lower than provided for in the Social Services Mid-Year Economic and Fiscal Outlook 2023–24. This was because of timing

differences associated with the delivery of 2023–24 Budget measures – a total of \$280 million was allocated in the 2023–24 budget for reform initiatives; however, \$146 million was allocated for spending in later years, with a further underspend of around \$30 million being recorded (a total of \$176 million). This was partially offset by additional spend overall in the NDIA business-as-usual budget. Additional funding provided in the Mid-Year Economic and Fiscal Outlook 2023–24 and 2024–25 Budget (for 2023–24) does not impact this metric.

The Social Services Portfolio Budget Statements 2024–25 set out the anticipated expenditure for Program 1.2.

The Program 1.2 expenditure estimate for the 2024–25 Budget is \$2.7 billion, followed by \$1.7 billion each financial year until 2027–28.

NDIA spend as a portion of NDIS spend remains below the 7–10% benchmark set by the Productivity Commission. The 5.0% figure recorded for this year is slightly lower than last year (5.2%).



‘The NDIS means a lot to me. So many aspects of my life have changed. Now I have access to do the things I never believed I could.’

Santi Martinez, NDIS participant

Scan to read
[Santi’s full story](#)
on our website.



Section 3

Financial statements

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3.1 Independent audit report



INDEPENDENT AUDITOR'S REPORT

To the Minister for the National Disability Insurance Scheme

Opinion

In my opinion, the financial statements of the National Disability Insurance Agency (the Entity) for the year ended 30 June 2024:

- (a) comply with Australian Accounting Standards – Simplified Disclosures and the *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015*; and
- (b) present fairly the financial position of the Entity as at 30 June 2024 and its financial performance and cash flows for the year then ended.

The financial statements of the Entity, which I have audited, comprise the following as at 30 June 2024 and for the year then ended:

- Statement by the Chair of the Board, Chief Executive Officer, Chief Financial Officer and Chair of the Audit Committee;
- Statement of Comprehensive Income;
- Statement of Financial Position;
- Statement of Changes in Equity;
- Cash Flow Statement; and
- Notes to and forming part of the financial statements, comprising a summary of significant accounting policies and other explanatory information.

Basis for opinion

I conducted my audit in accordance with the Australian National Audit Office Auditing Standards, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of my report. I am independent of the Entity in accordance with the relevant ethical requirements for financial statement audits conducted by the Auditor-General and their delegates. These include the relevant independence requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) to the extent that they are not in conflict with the *Auditor-General Act 1997*. I have also fulfilled my other responsibilities in accordance with the Code. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Key audit matters

Key audit matters are those matters that, in my professional judgement, were of most significance in my audit of the financial statements of the current period. These matters were addressed in the context of my audit of the financial statements as a whole, and in forming my opinion thereon, and I do not provide a separate opinion on these matters.

Key audit matter
Accuracy and occurrence of participant plan expenses

Refer to Note 1.1G Participants' plan expenses

I focused on participant plan expenses due to the continued growth in participant numbers entering the National Disability Insurance Scheme (the Scheme), the high volume of transactions and the significance of the balance to the financial statements. Decisions as to the appropriate level of support and therefore the associated expenses are complex as the Scheme participants have varying needs.

For the year ended 30 June 2024, participant plan expenses were \$41.85 billion.

How the audit addressed the matter

The audit procedures I undertook to address this included:

- testing the design, implementation and operating effectiveness of key controls related to the assessment of whether a participant meets the Scheme eligibility requirements, participant plan approvals, and claim validation and processing; and
 - examining the quality assurance framework implemented by the Entity including a compliance and assurance program over payment accuracy and integrity, scheme access and participant plan approvals.
-

Key audit matter
Valuation of participant plan provision

Refer to Note 2.6 Participant plan provisions

The Entity recognises a provision to pay disability service providers or participants when a service under a participant plan is delivered but not yet notified to the Entity. As there can be a time lag between the provision of services and lodgement of a claim, the financial statements include an estimate of the expenditure required to settle the obligations at the end of the reporting period.

I focused on this area because, in estimating this provision, the Entity needs to make significant judgements and assumptions about the timing and amount of cashflows due to the complexity of estimating the pattern of support claimed by participants or providers.

For the year ended 30 June 2024, the participant plan provision was \$2.07 billion.

How the audit addressed the matter

The audit procedures I undertook to address this included:

- assessing the competence and capability of the Scheme Actuary in making the estimation;
 - evaluating the reasonableness of the judgements and assumptions made on the advice of the Scheme Actuary in the estimation of the provision; and
 - assessing the data used in the estimation process for accuracy and completeness.
-

Key audit matter
Completeness, occurrence and accuracy of in-kind revenues and expenses

Refer to Note 1.2D Other gains

Refer to Note 1.1G Participant plan expenses

Terms and conditions for determining the cash and in-kind contributions for the funding of the Scheme are set out in the bilateral agreements between each State and Territory and the Commonwealth. In-kind contributions relate to services provided by the States and Territories directly to organisations providing disability services. The contribution is accounted for as revenue received free of charge at

How the audit addressed the matter

The audit procedures I undertook to address this included:

- evaluated the reasonableness of the in-kind revenue and expenses recorded in the financial year in accordance with the data provided by the States and Territories and the bilateral agreements;
 - tested the accuracy and completeness of in-kind adjustments made in the quarterly reconciliations for State and Territory
-

the date the services are provided. The use of these services is also recognised as an equivalent expense.

I focused on this area due to the significance to the financial statements and the reliance on data from the States and Territories around the completeness, occurrence and accuracy of agreed services provided to people with a disability.

For the year ended 30 June 2024, in-kind revenue and expenses were \$952 million.

contributions; and

- tested the accuracy and completeness of the in-kind reconciliation at year-end.

Accountable Authority's responsibility for the financial statements

As the Accountable Authority of the Entity, the Board is responsible under the *Public Governance, Performance and Accountability Act 2013* (the Act) for the preparation and fair presentation of annual financial statements that comply with Australian Accounting Standards – Simplified Disclosures and the rules made under the Act. The Board is also responsible for such internal control as the Board determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Board is responsible for assessing the ability of the Entity to continue as a going concern, taking into account whether the Entity's operations will cease as a result of an administrative restructure or for any other reason. The Board is also responsible for disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the assessment indicates that it is not appropriate.

Auditor's responsibilities for the audit of the financial statements

My objective is to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian National Audit Office Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with the Australian National Audit Office Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control;
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control;
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Accountable Authority;
- conclude on the appropriateness of the Accountable Authority's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Entity to cease to continue as a going concern; and
- evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Accountable Authority regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

From the matters communicated with the Accountable Authority, I determine those matters that were of most significance in the audit of the financial statements of the current period and are therefore the key audit matters. I describe these matters in my auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, I determine that a matter should not be communicated in my report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

Australian National Audit Office

A handwritten signature in dark ink, appearing to read 'C. Jago', is positioned above the printed name.

Carla Jago
Acting Deputy Auditor-General

Delegate of the Auditor-General

Canberra
4 October 2024

3.2 Financial statements

National Disability Insurance Agency STATEMENT BY THE CHAIR OF THE BOARD, CHIEF EXECUTIVE OFFICER, CHIEF FINANCIAL OFFICER AND CHAIR OF THE AUDIT COMMITTEE

In our opinion, the attached financial statements for the year ended 30 June 2024 comply with subsection 42(2) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), and are based on properly maintained financial records as per subsection 41(2) of the PGPA Act.

In our opinion, at the date of this statement, there are reasonable grounds to believe that the National Disability Insurance Agency will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the directors.



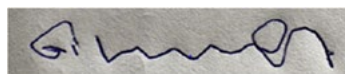
Signed
Kurt Fearnley AO
Chair of the Board
04 October 2024



Signed
Rebecca Falkingham PSM
Chief Executive Officer
04 October 2024



Signed
Chris Breitzkreuz
Chief Financial Officer
04 October 2024



Signed
Graeme Innes AO
Chair, Audit Committee
04 October 2024

National Disability Insurance Agency
STATEMENT OF COMPREHENSIVE INCOME
for the year ended 30 June 2024

		2024	2023	Original Budget ¹ 2024
	Notes	\$'000	\$'000	\$'000
NET COST OF SERVICES				
Expenses				
Employee benefits	1.1A	758,603	551,640	650,697
Suppliers	1.1B	653,950	604,046	1,433,626
Community partnership costs	1.1F	605,739	604,346	-
Grants	1.1C	5,306	347	-
Participant plan expenses	1.1G	41,845,657	35,193,427	39,976,977
Depreciation and amortisation	2.2A	62,267	65,508	68,835
Finance costs	1.1D	4,342	1,948	2,462
Write-down and impairment of other assets	1.1E	42,717	9,294	-
Total expenses		43,978,581	37,030,556	42,132,597
OWN-SOURCE INCOME				
Own-source revenue				
Rendering of services	1.2A	41,429,061	34,111,841	39,664,677
Interest		390,496	259,802	259,054
Rental income	1.2B	478	704	-
Other revenue	1.2C	48,792	29,420	79,500
Total own-source revenue		41,868,827	34,401,767	40,003,231
Gains				
Other gains	1.2D	1,079,918	1,198,317	312,300
Total gains		1,079,918	1,198,317	312,300
Total own-source income		42,948,745	35,600,084	40,315,531
Net (cost of)/contribution by services		(1,029,836)	(1,430,472)	(1,817,066)
Revenue from Government		2,032,420	1,445,361	1,984,176
Surplus/(Deficit)		1,002,584	14,889	167,110
OTHER COMPREHENSIVE INCOME				
Items not subject to subsequent reclassification to net cost of services				
Changes in asset revaluation reserve		8,552	17,285	-
Total other comprehensive income		8,552	17,285	-
Total comprehensive income/(loss)		1,011,136	32,174	167,110

The above statement should be read in conjunction with the accompanying notes.

¹ Original Budget refers to the figures published in the 2023-24 Portfolio Budget Statements

National Disability Insurance Agency

STATEMENT OF COMPREHENSIVE INCOME

for the year ended 30 June 2024

Budget Variances Commentary

Statement of Comprehensive Income

The following major variance explanations between the Original Budget as presented in the 2023-24 Portfolio Budget Statements and the 2023–24 financial statements are presented in accordance with Australian Accounting Standards. The 2023–24 Portfolio Budget Statements contain the original financial statements' budget estimates presented to Parliament in respect of the 2023–24 financial year. The information presented below should be read in the context of the following:

- major variances are determined in accordance with Department of Finance guidelines; and
- the Budget is not audited.

Affected line items	Explanations of major variances
Expenses <i>Employee benefits</i>	The increase is attributable to the average staffing levels for employees increasing during the year more than estimated in the Original Budget. The NDIS Act requires all decisions of the Agency that impact on participants may only be made by APS staff. The variance to Original Budget has arisen as the Agency has sought to prioritise its recruitment activity towards APS employees under the Government's Strategic Commissioning Framework.
Expenses <i>Suppliers, Community partnership costs</i>	The Commonwealth Budget process does not allow for the separate reporting of community partnership costs and supplier expenses. As a result, these are budgeted together against supplier expenses. For actuals purposes, the agency has split these out to provide greater clarity for users. The variance to Original Budget is primarily driven by the Agency's decision to prioritise its incoming recruitment activity towards APS employees and away from labour hire / contract arrangements.
Expenses <i>Participant plan expenses</i>	Compared to what was projected at the time of the 2023-24 Budget, the Scheme has experienced higher participant plan expenses. This was due to higher than anticipated average package costs. These expenses were funded through two additional appropriations provided in Appropriation Acts 3 and 5 2023-24, as described below under "Rendering of services".
Own-source revenue <i>Rendering of Services</i>	Additional funding of \$2,405.4M was provided by the Government additional estimate processes. This was offset by greater than expected growth in in-kind revenue.
Own-source revenue <i>Other revenue</i>	Compensation receipts are calculated on a case by case basis making it difficult to budget. The Original Budget figure was based on estimates of recoveries associated with the Fraud Fusion Taskforce measure contained in the October 2022-23 budget, however these recoveries were instead to be realised through law enforcement agencies rather than flowing through the Agency.
Own-source revenue <i>Interest</i>	The increase in interest revenue reflects higher than anticipated interest rates.
Gains <i>Other gains</i>	Other gains include in-kind contributions made to the Scheme by state and territory governments. The Original Budget did not anticipate extensions to in-kind arrangements.
Revenue from Government <i>Revenue from Government</i>	The Original Budget did not anticipate the additional funding received by the Agency through Appropriation Acts 3 and 5 of 2023-24 for Additional Estimates and Supplementary Additional Estimates measures.

National Disability Insurance Agency
STATEMENT OF COMPREHENSIVE INCOME
for the year ended 30 June 2024

Affected line items	Explanations of major variances
Other Comprehensive Income <i>Changes in asset revaluation reserve</i>	The external revaluation of the Agency's leasehold improvements resulted in a revaluation increment of \$8.6m during the year. This could not be contemplated at the time the Original Budget was constructed.

National Disability Insurance Agency
STATEMENT OF FINANCIAL POSITION
as at 30 June 2024

		2024	2023	Original Budget ¹ 2024
	Notes	\$'000	\$'000	\$'000
ASSETS				
Financial assets				
Cash and cash equivalents	2.1A	5,659,548	2,729,779	850,000
Trade and other receivables	2.1B	99,994	113,659	42,068
Other financial assets - term deposits	2.1C	-	1,500,000	4,838,667
Total financial assets		5,759,542	4,343,438	5,730,735
Non-financial assets				
Buildings	2.2A	237,892	223,813	230,931
Plant and equipment	2.2A	9,364	9,048	9,447
Other non-financial assets	2.2B	30,264	26,619	23,680
Total non-financial assets		277,520	259,480	264,058
Total assets		6,037,062	4,602,918	5,994,793
LIABILITIES				
Payables				
Suppliers	2.3A	914,519	594,071	133,184
Other payables	2.3B	21,037	14,410	625,238
Total payables		935,556	608,481	758,422
Interest bearing liabilities				
Leases	2.5	166,659	147,954	169,944
Total interest bearing liabilities		166,659	147,954	169,944
Unearned revenue				
Unearned revenue	2.4	413,969	506,442	-
Total unearned revenue		413,969	506,442	-
Provisions				
Employee leave provisions		150,777	109,210	98,559
Participant plan provisions	2.6	2,066,153	1,948,638	3,542,696
Provision for restoration obligations	2.6	7,467	5,936	7,855
Provision for historical Scheme debt	2.6	9,088	-	-
Total provisions		2,233,485	2,063,784	3,649,110
Total liabilities		3,749,669	3,326,661	4,577,476
Net assets		2,287,393	1,276,257	1,417,317
EQUITY				
Contributed equity		205,733	205,733	205,733
Asset revaluation reserve		46,916	38,364	21,079
Retained surplus		2,034,744	1,032,160	1,190,505
Total equity		2,287,393	1,276,257	1,417,317

The above statement should be read in conjunction with the accompanying notes.

¹ Original Budget refers to the figures published in the 2023-24 Portfolio Budget Statements

National Disability Insurance Agency STATEMENT OF FINANCIAL POSITION as at 30 June 2024

Budget Variances Commentary

Statement of Financial Position

The following major variance explanations between the Original Budget as presented in the 2023-24 Portfolio Budget Statements and the 2023–24 financial statements are presented in accordance with Australian Accounting Standards. The 2023–24 Portfolio Budget Statements contain the original financial statements' budget estimates presented to Parliament in respect of the 2023–24 financial year. The information presented below should be read in the context of the following:

- major variances are determined in accordance with Department of Finance guidelines; and
- the Budget is not audited.

Affected line items	Explanations of major variances
Financial assets <i>Cash and cash equivalents</i>	The Original Budget assumed that surplus cash funds would be held in term deposits, at year-end, reported under Other Financial Assets. The increase in cash balances reflects the movement of funds from term deposits to cash and cash equivalents.
Financial assets <i>Trade and other receivables</i>	Movement is due to increases in participant and other provider receivables reflecting increased compliance reviews of participant and provider expenditure and accrued interest reflecting prevailing bank interest rates.
Financial assets <i>Other financial assets</i>	Other financial assets are term deposits with an initial maturity greater than three months. The decrease in other financial assets compared to the Original Budget reflects the movement of surplus funds which are now reported under cash and cash equivalents.
Non-financial assets <i>Other non-financial assets</i>	Prepayment of software licences has increased in line with Agency growth.
Payables <i>Suppliers</i>	Suppliers includes an amount payable to the Department of Health and Aged Care for Younger People in Residential Aged Care that remains unpaid as at the end of 2023-24 (\$528.6M) which was assumed paid in the Original Budget. The actuals balance also includes personal benefit and other payable amounts worth \$137.1M that are included the Other payable line item in the Original Budget.
Payables <i>Other payables, Unearned revenue</i>	The Original Budget does not separately disclose amounts attributable to Other payables and Unearned revenue. Refer also to commentary under Supplier payables.
Provisions <i>Employee provisions</i>	The Agency has seen strong growth in staffing levels which has impacted on the level of employee leave provisions. In addition, employee leave provisions increased as a result of year-end actuarial assessment and changes in parameters. This balance is highly sensitive to the parameters and will fluctuate widely as a result. The Original Budget is based on historic trend.
Provisions <i>Participant plan provisions</i>	Despite the strong growth in participant numbers, this was offset by an increase in the amounts paid against participant plans and the removal of the risk margin in the provision calculation. These were not anticipated at the time of the Original Budget was prepared.

National Disability Insurance Agency
STATEMENT OF FINANCIAL POSITION
as at 30 June 2024

Affected line items	Explanations of major variances
Provisions <i>Provision for historical Scheme debt</i>	The Agency has included a new provision for historical Scheme debt. This was not anticipated at the time the Original Budget was prepared.
Equity <i>Asset revaluation reserve</i>	The external revaluation of the Agency's leasehold improvements resulted in a revaluation increment of \$8.6m during the year. This was recorded in the asset revaluation reserve. This was not considered in the Original Budget.
Equity <i>Retained surplus</i>	The Original Budget did not anticipate the additional funding provided to the Agency through Appropriation Acts 3 and 5 of 2023-24.

National Disability Insurance Agency
STATEMENT OF CHANGES IN EQUITY
for the year ended 30 June 2024

	Retained Surplus		Asset Revaluation Reserve		Contributed Equity		Total Equity	
	2024	2023	2024	2023	2024	2023	2024	2023
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Opening balance	1,032,160	1,017,277	1,023,395	21,079	205,733	205,733	1,276,257	1,244,089
Adjustment for rounding	-	(6)	-	-	-	-	-	(6)
Adjusted Opening balance	1,032,160	1,017,271	1,023,395	21,079	205,733	205,733	1,276,257	1,244,083
Comprehensive income								
Surplus/(Deficit) for the period	1,002,584	14,889	167,110	-	-	-	1,002,584	14,889
Other comprehensive income	-	-	-	17,285	-	-	8,552	17,285
Total comprehensive income/(loss)	1,002,584	14,889	167,110	17,285	-	-	1,011,136	32,174
Closing balance	2,034,744	1,032,160	1,190,505	38,364	205,733	205,733	2,287,393	1,276,257
								1,417,317

The above statement should be read in conjunction with the accompanying notes.

Budget Variances Commentary

Statement of Changes in Equity

Major budget variances for balances contained in the Statement of Changes in Equity have been included in the budget variances commentary for the Statement of Comprehensive Income and the Statement of Financial Position.

¹ Original Budget refers to the figures published in the 2023-24 Portfolio Budget Statements.

National Disability Insurance Agency
CASH FLOW STATEMENT
for the year ended 30 June 2024

		2024	2023	Original Budget ¹
	Notes	\$'000	\$'000	2024 \$'000
OPERATING ACTIVITIES				
Cash received				
Receipts from Government		2,032,420	1,445,361	1,984,176
Rendering of services		41,305,772	34,134,568	39,664,677
Interest received		408,467	225,495	259,054
GST received		144,321	141,879	87,296
Other		48,699	27,109	79,500
Total cash received		43,939,679	35,974,412	42,074,703
Cash used				
Employee benefits		710,428	539,546	650,913
Supplier expenses		766,421	800,260	1,779,736
Interest payments on lease liabilities		3,000	1,555	2,462
Community partnership costs		606,488	608,767	-
Participant plan expenses		40,365,869	34,109,901	38,733,838
GST paid		-	-	86,558
Grant payments		5,237	523	-
Total cash used		42,457,443	36,060,552	41,253,507
Net cash from / (used by) operating activities		1,482,236	(86,140)	821,196
INVESTING ACTIVITIES				
Cash received				
Proceeds from sales of property, plant and equipment		6	1,202	-
Proceeds from sales of financial instruments		1,500,000	7,985,000	-
Total cash received		1,500,006	7,986,202	-
Cash used				
Purchase of property, plant & equipment		25,779	30,495	24,093
Purchase of financial instruments		-	7,020,000	754,442
Total cash used		25,779	7,050,495	778,535
Net cash from / (used by) investing activities		1,474,227	935,707	(778,535)
FINANCING ACTIVITIES				
Cash used				
Principal payments of lease liabilities		26,694	38,744	42,661
Total cash used		26,694	38,744	42,661
Net cash from / (used by) financing activities		(26,694)	(38,744)	(42,661)
Net increase / (decrease) in cash held		2,929,769	810,823	-
Cash and cash equivalents at the beginning of the reporting period		2,729,779	1,918,956	850,000
Cash and cash equivalents at the end of the reporting period	2.1A	5,659,548	2,729,779	850,000

The above statement should be read in conjunction with the accompanying notes.

¹Original Budget refers to the figures published in the 2023-24 Portfolio Budget Statements.

National Disability Insurance Agency
CASH FLOW STATEMENT
for the year ended 30 June 2024

Budget Variances Commentary

Cash Flow Statement

The following major variance explanations between the Original Budget as presented in the 2023-24 Portfolio Budget Statements and the 2023–24 financial statements are presented in accordance with Australian Accounting Standards. The 2023–24 Portfolio Budget Statements contain the original financial statements’ budget estimates presented to Parliament in respect of the 2022–23 financial year. The information presented below should be read in the context of the following:

- major variances are determined in accordance with Department of Finance guidelines;
- variances relating to cash flows are a result of the factors explained for net cost of services, assets or liabilities variations. Unless otherwise individually significant, no additional commentary has been included; and
- the Budget is not audited.

Affected line items	Explanations of major variances
Financing Activities <i>Principal payments of lease liabilities</i>	The Original Budget did not anticipate lease incentives received in 2023-24 which contributed to the reduction in principal repayments.

National Disability Insurance Agency NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

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National Disability Insurance Agency

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Overview

General information

The National Disability Insurance Agency ('the Agency') was established on 29 March 2013 by the *National Disability Insurance Scheme Act 2013* ('the Act'). The Agency is an Australian Government controlled not-for-profit entity.

The Scheme has operations in all states and territories of Australia, with its national office at 13 – 19 Malop Street, Geelong, Victoria, 3220.

Objectives of the Agency

The objective of the Agency is to operate under the Act, and in conjunction with other legislation, to give effect to Australia's obligations under the Convention on the Rights of Persons with Disabilities. In doing so, the Agency supports the independence, social and economic participation of people with a disability.

The Agency is structured to meet the following outcome:

To implement a National Disability Insurance Scheme that provides individual control and choice in the delivery of reasonable and necessary supports to improve the independence, social and economic participation of eligible people with disability, their families and carers, and associated referral services and activities.

The continued existence of the Agency in its present form and with its present programs is dependent on Commonwealth Government policy, continuing funding by Parliament for the Agency's administration and programs and agreement with state and territory governments. States and territories have continued to provide funding as set out in the bilateral agreements between each state and territory and the Commonwealth.

The Basis of Preparation

The financial statements are required by section 42 of the *Public Governance, Performance and Accountability Act 2013*.

The financial statements have been prepared in accordance with:

- a) *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015* (FRR); and
- b) Australian Accounting Standards and Interpretations – including simplified disclosures for Tier 2 Entities under AASB 1060 issued by the Australian Accounting Standards Board (AASB) that apply for the reporting period.

The financial statements have been prepared on an accrual basis and in accordance with the historical cost convention, except for certain assets and liabilities, which are measured at fair value. Except where stated, no allowance is made for the effect of changing prices on the results or the financial position. The financial statements are presented in Australian dollars and values are rounded to the nearest thousand dollars, unless otherwise specified.

New Accounting Standards

All new/revised/amending standards and/or interpretations that were issued prior to the sign-off date and are applicable to the current reporting period did not have a material effect on the entity's financial statements.

Taxation

The Agency is exempt from all forms of Commonwealth, state, and territory taxation except Fringe Benefits Tax (FBT) and the Goods and Services Tax (GST).

Events after the reporting period

There are no known events occurring after the reporting period that could have a material impact on the financial statements.

National Disability Insurance Agency NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

1. Financial Performance

This section analyses the financial performance of the Agency for the year ended 30 June 2024.

1.1. Expenses

	2024	2023
	\$'000	\$'000
Note 1.1A: Employee benefits		
Wages and salaries	577,795	429,897
Superannuation		
Defined contribution plans	82,486	62,685
Defined benefit plans	13,926	10,826
Leave and other entitlements	82,810	48,145
Separation and redundancies	1,586	87
Total employee benefits	758,603	551,640

Accounting Policy

Accounting policies for employee related expenses are contained in Section 3. People and Relationships.

Note 1.1B: Suppliers

Services rendered

Service providers ¹	395,558	351,164
Legal expenses	51,899	72,272
Information technology expenses	76,518	58,240
Shared Services ²	35,006	45,903
Community connector management fees	21,098	20,153
Property operating expenses	11,183	9,706
Other	20,496	9,293
Travel	5,201	5,981
Comcover	6,296	5,936
Staff welfare and training	7,067	5,392
Market research	3,724	3,815
Staff recruitment and relocation	3,959	3,121
Translator and interpreter services	2,371	1,705
Repairs and maintenance	732	781
Audit fees	762	680
Total services rendered	641,870	594,142

Other suppliers

Short-term leases	1,987	2,016
Workers compensation expenses	10,093	7,888
Total other suppliers	12,080	9,904
Total suppliers	653,950	604,046

The above lease disclosures should be read in conjunction with the accompanying notes 1.1D, 1.2B, 2.2A & 2.5.

¹ Balance includes contractor and consultant related expenses.

² During 2023-24 the Agency had a Memorandum of Understanding in place that covered the provision of various administrative and operational support services provided by Services Australia.

National Disability Insurance Agency

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Accounting Policy

Short-term leases and leases of low-value assets

The Agency has elected not to recognise right-of-use assets and lease liabilities for short-term leases of assets that have a lease term of 12 months or less and leases of low-value assets (less than \$10,000 per asset). The Agency recognises the lease payments associated with these leases as an expense on a straight-line basis over the lease term.

	2024	2023
	\$'000	\$'000
Note 1.1C: Grants		
Private sector		
Not for profit organisations	5,306	347
Total grants	5,306	347

Grants relate to the Home and Living grants program designed to assist providers with establishment costs associated with Supported Independent Living demonstration projects and the Inklings grants program, commencing in 2023–24, developing a pre-emptive approach to support children with early signs of autism spectrum disorder.

Accounting Policy

Grants

Grant liabilities are recognised to the extent that (i) the services required to be performed by the grantee have been performed or (ii) the grant eligibility criteria have been satisfied, but payments due have not been made.

When the Agency enters into an agreement to make these grants and services, but services have not been performed or criteria satisfied, this is considered a commitment.

Note 1.1D: Finance costs

Interest on lease liabilities	3,000	1,555
Unwinding of discount and discount rate movement	1,342	393
Total finance costs	4,342	1,948

The above lease disclosures should be read in conjunction with the accompanying notes 1.1B, 1.2B, 2.2A and 2.5.

Accounting Policy

All borrowing costs are expensed as incurred.

Note 1.1E: Write-down and impairment of other assets

Buildings, plant and equipment	-	3,653
Goods and Services - external parties	35,939	-
Participant and provider receivables	6,761	3,173
Other receivables	17	2,468
Total write-down and impairment of other assets	42,717	9,294

Note 1.1F: Community partnership costs

Early Childhood costs	211,281	197,762
Exceptionally Complex Support Needs costs	-	57
Local Area Coordination costs	394,458	406,527
Total Community partnership costs	605,739	604,346

National Disability Insurance Agency NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Early Childhood Costs

This reflects the costs incurred by the Agency of engaging early childhood partners to provide supports to children younger than 9 who have a disability or significantly impaired development.

Exceptionally Complex Support Needs costs

The Exceptionally Complex Support Needs (ECSN) program was a 2 year program that delivered sector capability and development workshops and related services. The ECSN program completed in 2021–22, however, payments were finalised in 2022–23.

Local Area Coordination Costs

This reflects the costs incurred in funding local area coordination services.

Local Area Coordinators deliver the following services:

- provision of support and community awareness to prospective participants and local communities to engage with the Scheme;
- support Scheme participants with the implementation of their plans; and
- support Scheme participants with full scheme planning and plan reviews.

Accounting Policy

The costs associated with community partnerships are recognised in accordance with contractual arrangements.

	2024	2023
	\$'000	\$'000
Note 1.1G: Participant plan expenses		
Claims received from participants and providers	40,775,754	34,133,839
Cost of services received in-kind	952,388	1,088,142
Other changes to participant plan provisions	117,515	(28,554)
Total participant plan expenses	41,845,657	35,193,427

Accounting Policy

The costs associated with participant plan expenses are recognised as and when the Agency receives claims from participants and providers. Accounting policies for expenses resulting from adjustment to the participant plan provision are contained in Section 2.6 – Provisions.

Participant plan expenses

The Agency makes payments to registered providers and participants with self-managed plans for supports delivered in line with a participant's approved plan. Registered providers (for plan- and Agency-Managed plans) and self-managing participants can access NDIS portals to submit payment claims for delivered supports. Self-lodgement of claims from providers and participants can lead to payments that are inconsistent with Agency guidance, even where no deliberate fraud is intended by the claimant. To mitigate this risk and to assess the potential financial impact, the Agency maintains an assurance testing program, with monthly reviews completed throughout the corresponding financial year. The methodology for calculating and reporting errors will be periodically reviewed.

Errors identified in the review process can be either critical (having a potential financial impact) or non-critical (having no direct financial impact e.g. keying errors like incomplete ABN, provider name or date of service etc). All critical errors are subject to further validation, with recovery action, where required and considered to be economical, undertaken in accordance with the Agency's Debt Management Procedures. The outcomes of this testing are extrapolated to indicate an annualised potential financial impact.

For 2023–24, the estimated potential financial impact of the provider (plan- and Agency-managed) critical error rates was assessed as being \$1,688.2m (4.7% of total provider payments) compared to \$1,174.3m (4.0% of total provider payments) in 2022–23.

The estimated potential financial impact of the participant self-managed plan critical error rates was assessed as being \$312.6m (6.7% of total self-managed participant payments) compared to \$228.2m (5.4% of total self-managed participant payments) in 2022–23.

National Disability Insurance Agency

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

For provider (plan- and Agency-managed) and self-managed payments, the primary factor driving the increase in estimated error value is the increase in the number of errors found together with the proportional increase in the average error value over the sample group applied against the total value of payments made by the Agency in 2023–24.

1.2. Own-Source Revenue and Gains

OWN SOURCE REVENUE	2024	2023
	\$'000	\$'000

Note 1.2A: Rendering of services

Rendering of services in connection with:

Related parties - contributions from Department of Social Services (DSS)	30,279,923	23,635,070
External parties - contributions from state and territory governments	11,149,138	10,476,771
Total revenue from rendering of services	41,429,061	34,111,841

Accounting Policy

Payments to the Agency from the Commonwealth, state and territory governments are recognised as revenue when they become payable to the Agency under the relevant signed agreement. These include payments outlined in the bilateral agreements for the funding of the Scheme. Payments received in advance and any outstanding offsets to be deducted from future period receipts are treated as unearned revenue (refer note 2.4).

The transaction price for the Scheme contributions is the total amount payable by the jurisdictions to fund the Scheme under their bilateral agreements. The bilateral agreements have annual performance obligations.

Total contributions revenue from state and territories governments comprises cash and non-cash components. Non-cash contributions (i.e. In-kind) are reported as non-cash revenue in Note 1.2D Other gains. In-Kind contributions reduce the total cash contributions payable by state and territory governments to the Scheme under the bilateral agreements.

Note 1.2B: Rental Income

Operating lease:

Subleasing right-of-use assets	478	704
Total rental income	478	704

Operating Leases

The NDIA entered into agreements with DSS, the Department of Health and Aged Care and the National Indigenous Australians Agency to occupy some of the NDIA's properties. The NDIA retains the rights and risks in underlying assets associated with these leases. There are established risk management processes and a governance structure for escalation of issues. As the sublet arrangements are Commonwealth entity to Commonwealth entity, the risk was deemed to be low and could be facilitated through the existing relationship with these entities.

Maturity analysis of operating lease receivables

Within one year	468	558
One to two years	257	235
Two to three years	-	167
Three to four years	-	70
Total undiscounted lease payments receivable	725	1,030

The above lease disclosures should be read in conjunction with the accompanying notes 1.1B, 1.1D, 2.2A & 2.5.

National Disability Insurance Agency

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2024 \$'000	2023 \$'000
Note 1.2C: Other revenue		
Compensation receipts	48,140	29,132
Cost recoveries	6	13
NDIS Trial Blended Payments Model	512	-
Other miscellaneous revenue	134	275
Total other revenue	48,792	29,420

Accounting Policy

Compensation

The Agency has powers set out in the NDIS Act and the NDIS Compensation Rules to recover compensation settlements that have been made to participants in certain circumstances. This legislation and its interaction with general compensation law is highly complex. As a result, the Agency's entitlement to, and the value of, compensation revenue cannot be reliably determined until the circumstances of each case are fully analysed. The legislation also provides the Agency with the option to apply a compensation reduction amount (CRA) to participant plans in lieu of recovering the compensation in a lump sum. Where the Agency elects to apply a CRA to a participant's plan, a lower level of supports will be provided to the participant in future periods, resulting in a reduction in future participant plan expenses, rather than the recognition of compensation revenue.

Compensation revenue is therefore recognised when the delegate determines that a specified debt recovery amount is appropriate.

From time to time, some compensation debt recovery amounts are subject to the reviewable decisions under section 100 of the NDIS Act and which result in partial or full refunds of the compensation receipts. If a refund is related to compensation receipts initially raised in a previous financial year, the amount is reported in Note 1.1E: Write-down and impairment of other assets, instead of a reversal of compensation receipts in Note 1.2C: Other Revenue.

Further discussion on the recognition and valuation of compensation recoveries is included in Section 4 Managing Uncertainties.

Note 1.2D: Other gains

Reversal/write back of provisions	227	1,001
External parties - Contributions in-kind from state and territory governments	952,388	1,088,187
Reversal of impairment losses	489	793
Scheme payment cancellations	126,789	108,135
Other	25	201
Total gains	1,079,918	1,198,317

Accounting Policy

Contributions in-kind from state and territory governments

Contributions in-kind from state and territory governments are termed volunteer services under Australian Accounting Standards as they are received free of charge. Volunteer services are recognised as own-source income when, and only when, a fair value can be reliably determined, and the services would have been purchased if they had not been contributed. Use of these services is recognised as an expense. Volunteer services are recorded as either revenue or gains depending on their nature.

Prior to the commencement of the Scheme, each state and territory government had committed to provide (directly or by engaging service providers) agreed items such as disability services, health services, family support, education, employment, transport and/or housing to people with a disability. The on-going provision of these agreed services on behalf of the Agency is regarded as an in-kind contribution under Australian Accounting Standards and is accounted for as income from the contribution of services at the date when the services are provided. The fair value of these contributions is the unit cost provided by the jurisdiction which is based on the value the jurisdiction has paid under its funding arrangements with the provider.

National Disability Insurance Agency

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Total contributions revenue from state and territories governments comprises cash and non-cash components. Cash contributions are reported as revenue in Note 1.2A Rendering of services. Total cash received from state and territories governments is reduced (i.e., off-set) by the total value of In-Kind contributions under the bilateral agreements.

Key judgements and estimates

Contributions in-kind from state and territory governments

The Agency records income in relation to non-cash or in-kind contributions from state and territory governments at the time when the services are provided to participants. In some cases, the Agency may not have been formally notified that the state or territory government has provided or funded a contribution to a participant. In this circumstance, the Agency makes an estimate of the amount of in-kind contributions provided to participants during the period but not yet notified to the Agency. These estimates are based on the latest available evidence of in-kind supports provided to participants by the state and territory governments.

Accounting Policy

Revenue from Government

Funding received from DSS (received by the Agency as a corporate Commonwealth entity payment item) is recognised as Revenue from Government unless the funding is in the nature of an equity injection or a loan.

Revenue from Government should be read in conjunction with the Statement of Comprehensive Income Budget Variances Commentary.

National Disability Insurance Agency

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

2. Financial Position

This section analyses the Agency's assets used to conduct its operations and the operating liabilities incurred as a result.

Buildings and plant and equipment, other than right-of-use buildings and vehicles, are carried at fair value in accordance with AASB 13 *Fair Value Measurement*. The remaining assets and liabilities disclosed in the statement of financial position do not apply the fair value hierarchy.

Employee related information is disclosed in Section 3. People and Relationships.

2.1. Financial Assets

	2024	2023
	\$'000	\$'000
Note 2.1A: Cash and cash equivalents		
Cash on hand	5,659,548	2,729,779
Total cash and cash equivalents	5,659,548	2,729,779

Accounting Policy

Cash is recognised at its nominal amount. This includes cash on hand and term deposits in bank accounts with an original maturity of three months or less that are readily convertible to cash and subject to insignificant risk of changes in value. Term deposits with an original maturity greater than three months are included in Note 2.1C.

Note 2.1B: Trade and other receivables

Goods and services receivables

Goods and services receivables	107,550	76,734
Total goods and services receivables	107,550	76,734

Other receivables

GST receivable from the Australian Taxation Office	11,931	12,659
Pandemic plan provider receivables ¹	349	489
Participant and other provider receivables	75,649	59,573
Other	22,937	41,012
Total other receivables	110,866	113,733
Total trade and other receivables (gross)	218,416	190,467

Less expected credit loss allowance²

Goods and services receivables	98,757	62,818
Participant and other provider receivables	19,113	13,312
Other receivables	203	189
Pandemic plan provider receivables ¹	349	489
Total expected credit loss allowance	118,422	76,808
Total trade and other receivables (net)	99,994	113,659

During 2023-2024 credit terms for goods and services were within 28 days (2023: 28 days).

¹ Pandemic plan provider receivables represent optional advances made by the Agency to eligible registered providers to assist with cash flow and continuity of supports during the COVID-19 pandemic.

² Refer to the Impairment of financial assets section as part of the Accounting Policy Note 4.2.

National Disability Insurance Agency
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Accounting Policy

Receivables for goods and services, which have 28 day terms, are recognised at the nominal amounts due less any expected credit loss allowance account. Collectability of debts is reviewed at end of the reporting period. Allowances are made when collectability of the debt is no longer probable.

Note 2.1C: Other financial assets**Accounting Policy**

Term deposits with an original maturity of three months or less are classified as cash and cash equivalents and are included in Note 2.1A.

National Disability Insurance Agency NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

2.2. Non-Financial Assets

Note 2.2A: Reconciliation of the opening and closing balances of Buildings and Plant and equipment 2024

	Buildings \$'000	Plant and equipment \$'000	Total \$'000
As at 1 July 2023			
Gross book value	373,620	17,601	391,221
Accumulated depreciation and impairment	(149,807)	(8,553)	(158,360)
Net book value as at 1 July 2023	223,813	9,048	232,861
Additions			
Purchases	19,572	5,671	25,243
Right-of-use assets	45,202	1,127	46,329
Depreciation expense	(20,875)	(6,271)	(27,146)
ROU Depreciation expense	(34,668)	(453)	(35,121)
Revaluations in other comprehensive income	8,552	-	8,552
Other movements on right-of-use assets	(3,704)	242	(3,462)
Net book value 30 June 2024	237,892	9,364	247,256
Net book value as at 30 June 2024 represented by:			
Gross book value	425,803	24,627	450,430
Accumulated depreciation and impairment	(187,911)	(15,263)	(203,174)
Carrying amount as at 30 June 2024	237,892	9,364	247,256
Carrying amount of right-of-use assets as at 30 June 2024	140,409	1,047	141,456

All items of buildings and plant and equipment were assessed for indications of impairment as at 30 June 2024 and no indicators of impairment were found.

No buildings or plant and equipment are expected to be sold or disposed of within the next 12 months.

Buildings and plant and equipment, other than right-of-use assets, are measured at their estimated fair value in the financial statements and are classified as level 3 assets.

The Agency had contractual commitment for the acquisition of property, plant, equipment and intangible assets as at 30 June 2024 of \$1.83m (2023: \$14.5m).

All revaluations were conducted in accordance with the revaluation policy stated in the Accounting Policy section below. The fair value measurements of the Agency's leasehold improvements as at 30 June 2024 were reassessed by Jones Lang LaSalle (JLL), independent valuers. JLL have appropriate qualifications and experience in the fair value measurement of similar assets in the Government sector.

National Disability Insurance Agency

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Accounting Policy

Assets are recorded at cost on acquisition except as stated below. The cost of acquisition includes the fair value of assets transferred in exchange and liabilities undertaken. Non-financial assets are initially measured at their fair value plus transaction costs where appropriate.

Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and income at their fair value at the date of acquisition.

Asset recognition threshold

Purchases of leasehold improvements, plant and equipment are recognised initially at cost in the Statement of Financial Position, except for leased Right-of-Use (ROU) assets and purchases costing less than \$100,000 which are expensed in the year of acquisition (other than where they form part of a group of similar items which are significant in total). Significant in total is defined as a value equal to or greater than \$100,000 for similar items acquired or expected to be acquired over the length of an acquisition project.

The initial cost of an asset includes an estimate of the cost of dismantling and removing the item and restoring the site on which it is located. This is particularly relevant to 'make good' provisions in property leases taken up by the Agency where there exists an obligation to restore the property to its original condition.

Leased Right-of-Use Assets

Purchases of leased ROU assets are capitalised at the commencement date of the lease and comprise the initial lease liability amount, including an estimate of any 'make good' provision in the lease, initial direct costs incurred when entering into the lease less any lease incentives received. These assets are accounted for by the Agency as separate asset classes to the corresponding assets owned outright but are included in the same column as where the corresponding underlying assets would be presented if they were owned.

On initial adoption of *AASB 16 Leases*, the Agency has adjusted the ROU assets at the date of initial application by the amount of any provision for onerous leases recognised immediately before the date of initial application. Following initial application, an impairment review is undertaken for any ROU lease asset that shows indicators of impairment and an impairment loss is recognised against any ROU lease asset that is impaired. Leased ROU assets continue to be measured at cost after initial recognition in Commonwealth Agency, General Government Sector and Whole of Government financial statements.

Revaluations

Following initial recognition at cost, items of leasehold improvements, plant, and equipment (excluding ROU assets) are carried at fair value (or an amount not materially different from fair value) less accumulated depreciation and accumulated impairment losses. Valuations are conducted with sufficient frequency to

ensure that the carrying value of items does not differ materially from their fair value at each reporting date. The regularity of independent valuations depended on the volatility of movements in market values for the relevant assets.

Revaluation adjustments are made on a class basis. Any revaluation increment is credited to equity under the heading of asset revaluation reserve except to the extent that it reversed a previous revaluation decrement of the same asset class that was previously recognised in the surplus/deficit. Revaluation decrements for a class of assets are recognised directly in the surplus/deficit except to the extent that they reverse a previous revaluation increment for that class.

Any accumulated depreciation as at the revaluation date is eliminated against the gross carrying amount of the asset and the asset is restated to the revalued amount.

Depreciation

Depreciable leasehold improvements, plant, and equipment assets (other than leasehold improvements under construction) are written off to their estimated residual values over their estimated useful lives using the straight-line method of depreciation. The estimated useful lives, residual values and depreciation methods are reviewed at the end of each reporting period, with the effect of any changes in estimates accounted for on a prospective basis. The table below outlines the depreciation rates applying to each class of depreciable asset based on the following useful lives:

Asset class	Useful life	
	2023-24	2022-23
Plant and equipment	3 to 10	3 to 10
	years	years
Buildings	Term of	Term of
	lease	lease

The depreciation rates for ROU assets are based on the life of the lease term, including options to extend where it is expected that these will be exercised.

Impairment

All assets are assessed for impairment annually. Where indications of impairment exist, the asset's recoverable amount is estimated, and an impairment adjustment made if the asset's recoverable amount is less than its carrying amount. The recoverable amount of an asset is the higher of its fair value less costs of disposal and its value in use. Value in use is the present value of the future cash flows expected to be derived from the asset. Where the future economic benefit of an asset is not primarily dependent on the asset's ability to generate future cash flows, and the asset would be replaced if the Agency were deprived of the asset, its value in use is taken to be its depreciated replacement cost.

National Disability Insurance Agency

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Fair Value

All leasehold improvements and plant and equipment are measured at their estimated fair value in the Statement of Financial Position. All leasehold improvements and plant and equipment, other than ROU plant and equipment and computing equipment, held by the Agency are categorised under Level 3 in accordance with the hierarchy listed in AASB 13.

Level 3 measurements use inputs to estimate fair value where there are no observable market prices for the assets being valued. The future economic benefits of the Agency's leasehold improvements and plant and equipment are not primarily dependent on their ability to generate cash flows. The Agency has not disclosed quantitative information about the significant unobservable inputs for the level 3 measurements in these classes.

Computing equipment are categorised under level 1 in accordance with the hierarchy listed in AASB 13.

Level 1 measurements use quoted prices (unadjusted) in active markets for identical assets or liabilities that the entity can access at the measurement date.

De-recognition

An item of buildings or plant and equipment is derecognised upon disposal or when no further future economic benefits are expected from its use or its disposal.

On de-recognition of a leased ROU asset, the Agency recognises any receipts on closure of the lease as a gain (unless AASB 16 requires otherwise on a sale and leaseback).

Key judgements and estimates

The estimated fair value of leasehold improvements and plant and equipment (excluding ROU assets) is determined annually by an independent valuer using the Cost Approach as these assets do not generally transact with enough frequency or transparency to develop objective opinions of value. The valuation result provided by the independent valuer is subject to management assessment.

The Cost Approach seeks to estimate the amount required to replace the service capacity of an asset at its highest and best use and is determined as either the Replacement Cost of New Assets (RCN) or the Depreciated Replacement Cost (DRC).

Assets Under Construction are valued as RCN determined as the amount a market participant would pay to acquire or construct a new substitute asset of comparable utility and relevant to the asset's location. Inputs including current local market prices for asset components such as materials and labour costs are utilised in determining RCN.

Leasehold improvements, plant, and equipment (excluding ROU assets) are valued using DRC. Under DRC the replacement costs of new assets are adjusted for physical depreciation and obsolescence such as physical deterioration, functional or technical obsolescence and conditions of the economic environment specific to the asset. For leasehold improvements, the consumed economic benefit/asset obsolescence deduction is generally determined based on the term of the associated lease. All useful life inputs are based on the lower of the tenancy lease term or economic life of the fit-out. If a fit-out installation date has occurred at a time other than the lease commencement date, the asset's useful life will be based on the lesser of the remaining tenancy lease term or economic life of the fit-out.

	2024 \$'000	2023 \$'000
Note 2.2B: Other non-financial assets		
Participant plan prepayments ¹	-	3,165
Other prepayments	30,264	23,454
Total other non-financial assets	30,264	26,619

No indicators of impairment were found for other non-financial assets.

¹ Participant plan prepayments represent payments that have been made to providers in advance of supports being utilised by participants.

National Disability Insurance Agency

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

2.3. Payables

	2024	2023
	\$'000	\$'000
Note 2.3A: Suppliers		
Trade creditors and accruals	914,519	594,071
Total suppliers	914,519	594,071

Settlement is expected to be made for suppliers within 20 days (2023: 20 days).

Note 2.3B: Other payables

Salaries and wages	18,024	12,133
Superannuation	2,932	2,090
Other	81	187
Total other payables	21,037	14,410

Accounting Policy

Financial liabilities, including supplier and other payables, are initially measured at fair value, net of transaction costs. These liabilities are subsequently measured at amortised cost using the effective interest method, with interest expense recognised on an effective yield basis.

Liabilities are recognised to the extent that the goods or services have been received (and irrespective of having been invoiced).

Accounting policies for Salaries and wages and Superannuation are contained in Section 3. People and Relationships.

2.4. Unearned Income

Note 2.4: Unearned revenue

Revenue received in advance - external entities	413,969	506,442
Total unearned revenue	413,969	506,442

Accounting Policy

Accounting policies for unearned income are contained in Note 1.2A Rendering of services.

2.5. Interest Bearing Liabilities

Note 2.5: Leases

Lease liabilities		
Buildings	165,582	147,810
Plant and equipment	1,077	144
Total leases	166,659	147,954

Note 2.5: Leases - Maturity

Maturity analysis - contractual undiscounted cash flows

Within 1 year	34,020	31,595
Between 1 to 5 years	96,170	81,988
More than 5 years	50,261	40,530
Total leases	180,451	154,113

The Agency, in its capacity, as lessee, has entered into leasing arrangements to meet its operational obligations. These leases are managed through an agreement with Services Australia and JLL under Whole of Government (WoG) arrangements. Each lease has terms and conditions specified in relation to when contingent rent is payable, variable lease payments, renewal or purchase options, annual percentage rent increase, escalation clauses and restrictions. These lease terms are set as per commercial market arrangements.

National Disability Insurance Agency NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

The above lease disclosures should be read in conjunction with the accompanying notes 1.1B, 1.1D, 1.2B and 2.2A.

Total cash outflow for leases for the year ended 30 June 2024 was \$31.68m (2022-23: \$42.3m).

Accounting Policy

For all new contracts entered into, the Agency considers whether the contract is, or contains a lease. A lease is defined as 'a contract, or part of a contract, that conveys the right to use an asset (the underlying asset) for a period of time in exchange for consideration'.

Once it has been determined that a contract is, or contains a lease, the lease liability is initially measured at the present value of the lease payments unpaid at the commencement date, discounted using the interest rate implicit in the lease, if that rate is readily determinable, or the Agency's incremental borrowing rate.

Subsequent to initial measurement, the liability will be reduced for payments made and increased for interest. It is remeasured to reflect any reassessment or modification to the lease. When the lease liability is remeasured, the corresponding adjustment is reflected in the right-of-use asset or profit and loss depending on the nature of the reassessment or modification.

2.6. Provisions

	Participant plan provision \$'000	Provision for restoration obligations \$'000	Provision for historical Scheme debt \$'000	Total \$'000
Carrying amount 1 July 2023	1,948,638	5,936	-	1,954,574
Additional provisions made	2,301,298	3,311	9,088	2,313,697
Amounts reversed	(380,790)	(227)	-	(381,017)
Amounts used	(1,802,993)	(1,103)	-	(1,804,096)
Unwinding of discount or change in discount rate	-	(450)	-	(450)
Closing balance 30 June 2024	2,066,153	7,467	9,088	2,082,708

The Agency makes a provision for the reasonable and necessary supports provided to participants during the period but not yet notified to the Agency. The provision represents the best estimate of the amount based on available evidence in relation to rates of expenditure by participants and is informed by actuarial analysis.

No liability is recorded for any participant supports to be provided in future reporting periods as the relevant recognition criteria are not met.

In 2023-24, the Agency assessed that a risk margin was no longer required in its estimation of the participant plan provision. Improvements to the calculation of the provision and the predictability of payment data have removed the need for a risk margin.

The change in the accounting has resulted in a decrease of \$175.1m in the participant plan provision for 2023- 24.

The Agency has 28 (2023: 34) agreements for the leasing of premises, which have provisions requiring the entity to restore the premises to their original condition at the conclusion of the lease. The Agency has made a provision to reflect the present value of this obligation.

The Agency is reviewing the circumstances in which debts were historically raised against support claims from some participants and providers. As the Agency has identified that some historical participant and provider debts require further assessment, a provision for the estimated financial impact of these assessments has been reported. The financial impact is based on the results of actuarial analysis to date and is split between providers (\$6.6m) and participants (\$2.5m).

National Disability Insurance Agency

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Key judgements and estimates

The Agency recognises a liability for the costs of reasonable and necessary supports at the time that services are provided to participants in the Scheme. Due to the payment and claiming process the Agency may not be aware of all services rendered at the time of closing the financial statements. The Agency makes an estimate of the outstanding liability by reviewing historical payments experience.

In 2023–24, the Agency assessed that a risk margin was no longer required in its estimation of the participant plan provision. Improvements to the calculation of the provision and the predictability of payment data have removed the need for a risk margin.

The change in the accounting has resulted in a decrease of \$175.1 million in the participant plan provision for 2023–24.

One of the outputs from the valuation process is the resulting expected ultimate utilisation rates by support year, where the projected ultimate payments are compared to the aggregated Committed Supports contained within participant's plans in the relevant period. At 30 June 2024, the utilisation rates shown have been calculated using Committed Supports that allow for projected development, which means that they consider the retrospective changes that occur due to plan shortening and other adjustments such as plan indexation. The allowance of future development in the Committed Supports used to estimate the utilisation rates provides a better indication of where the utilisation rates will ultimately land.

To aid comparability, the utilisation rates shown for 2023 have been re-stated to use Committed Supports that allow for projected development. As at 30 June 2024, the expected ultimate utilisation (excluding risk margin) of Committed Supports by support year is as follows:

2013-14:	64.1%	(2023: 64.1%)
2014-15:	74.6%	(2023: 74.6%)
2015-16:	74.9%	(2023: 74.9%)
2016-17:	67.4%	(2023: 67.4%)
2017-18:	70.0%	(2023: 70.0%)
2018-19:	71.2%	(2023: 71.3%)
2019-20:	71.1%	(2023: 71.1%)
2020-21:	72.7%	(2023: 72.8%)
2021-22:	75.1%	(2023: 75.5%)
2022-23:	76.2%	(2023: 77.3%)
2023-24:	78.1%	

The above utilisation rates are re-calculated annually by the Scheme Actuary to take into account actual payments made over the year, the latest value of the Participant Plan Provision and the Residential Aged Care (RAC) Payable, as well as retrospective changes in the Committed Supports. For the 2023-24 support year, for each 0.5 percentage point increase/(decrease) in the ultimate utilisation rate, the estimated liability increases/(decreases) by \$269.4 million.

National Disability Insurance Agency

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

3. People and Relationships

This section describes a range of employment and post-employment benefits provided to our employees and our relationships with other key people.

Accounting Policy

Liabilities for 'short-term employee benefits' (as defined in AASB 119 *Employee Benefits*) and termination benefits expected within twelve months of the end of the reporting period are measured at their nominal amounts.

Leave

The liability for employee benefits includes provision for annual leave and long service leave.

The leave liabilities are calculated on the basis of employees' remuneration at the estimated salary rates that will be applied at the time the leave is taken, including the Agency's employer superannuation contribution rates to the extent that the leave is likely to be taken during service rather than paid out on termination.

Superannuation

Agency staff are members of the Commonwealth Superannuation Scheme (CSS), the Public Sector Superannuation Scheme (PSS), the PSS accumulation plan (PSSap) or other superannuation funds held outside the Australian Government. The CSS and PSS are defined benefit schemes for the Australian Government. The PSSap is a defined contribution scheme.

The liability for defined benefits is recognised in the financial statements of the Australian Government and is settled by the Australian Government in due course. This liability is reported in the Department of Finance's administered schedules and notes.

The Agency makes employer contributions to employee superannuation schemes at rates determined by an actuary to be sufficient to meet the current cost to the Government. The Agency accounts for these contributions as if they were contributions to defined contribution plans.

The liability for superannuation recognised at Note 2.3B Other payables represents contributions outstanding at balance date.

Key Accounting judgements and estimates

The liability for long service leave has been determined by reference to the work of the Australian Government Actuary as at 30 June 2024. The estimate of the present value of the liability for long service leave takes into account attrition rates and pay increases through promotion and inflation. The estimate of future costs requires management and independent actuarial assessment of assumed salary growth rates, future on-cost rates and the experience of employee departures. The future costs are then discounted to present value using market yields on government bonds in accordance with AASB 119.

National Disability Insurance Agency NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

3.1. Key Management Personnel Remuneration

Key Management Personnel (KMP) are those persons having authority and responsibility for planning, directing, and controlling the activities of the Agency, directly or indirectly. The Agency has determined the Key Management Personnel to be Board members, the Chief Executive, and other members of the Strategic Leadership Team. Despite the formal definition of Key Management Personnel, Board members are independent of management.

Key Management Personnel remuneration is reported in the table below:

	2024 \$'000	2023 \$'000
Note 3.1: Key Management Personnel Remuneration¹		
Short-term employee benefits ^{2, 3}	5,021	5,365
Post-employment benefits	638	568
Other long-term employee benefits	99	81
Termination benefits	-	237
Total Key Management Personnel remuneration expenses⁴	5,758	6,251

The total number of Key Management Personnel that are included in the above table is 21 (2023: 33).

During the 2023-24 Financial Year, the Agency identified payment discrepancies in relation to a number of KMPs as per with the Remuneration Determinations set by the Remuneration Tribunal. The correct remuneration amounts are recognised in the above disclosure. The payment discrepancies have been addressed by the Agency.

¹ All remuneration in the table above and reported in Appendix 6.6 of the annual report is calculated on an accrual basis.

² Employee benefits include salary and vehicle allowances.

³ Where the Agency engages Key Management Personnel through direct contract arrangements the total contract costs for those individuals are reflected as short-term employee benefits.

⁴ The above Key Management Personnel remuneration excludes the remuneration and other benefits of the Minister and Portfolio Minister. The Minister's and Portfolio Minister's remuneration and other benefits are set by the Remuneration Tribunal and are not paid by the Agency. These expenses are reported in the Department of Finance's administered schedules and notes.

3.2. Related Party Disclosures

Related party relationships:

The Agency is an Australian Government controlled entity, which is governed by an independent Board. For reporting purposes, the Agency's related parties are the DSS, Services Australia and Key Management Personnel. The definition of Key Management Personnel is included in Note 3.1.

There were no loans to any Key Management Personnel or other related parties during the period (2023: Nil).

Transactions with related parties:

Given the scope of Government activities, related parties may transact with the government sector in the same capacity as ordinary citizens and/or may have family members that are participants in the Scheme. These transactions are conducted at arm's length and have not been separately disclosed in this note. A number of Key Management Personnel fall into this category. Where the Agency has had interactions with DSS and Services Australia, the financial impact of such interactions has been disclosed in sections 1 and 2 of the financial statements.

Registered Service Providers

Participants who elect to have their plan managed by the Agency must select a registered service provider to deliver the supports in their plan. To become a registered service provider an organisation must submit an application to the NDIS Quality and Safeguards Commission. All applications are assessed against the criteria specified in *National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018*.

Given the scope of the sector in which the Agency operates, Board members may also hold positions with registered service providers. Directors of the Agency are not involved in any decisions to accept or reject

National Disability Insurance Agency NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

applications to register as a service provider. Transactions between the Agency and registered providers are initiated by the participants rather than the Agency, are at arm's length and have not been separately disclosed in this note.

There were no related party payments made during the period. The following cash payments were made to parties related to Key Management Personnel members during the comparative financial year:

		2024 \$'000	2023 \$'000
Board Member	Related party and payments for services rendered		
Mr Glenn Keys AO	Executive Chair of Aspen Medical Pty Ltd (Aspen). Aspen provided support to the Agency's COVID-19 Response. Mr Keys' term as a Board member finished on 31 December 2022.	-	133
Key Management Personnel Executive Members	Related party and payments for services rendered by the related party		
Mr David Gifford	Proprietor of Davegiff Consulting Services Pty Ltd. Davegiff Consulting Services provided scheme actuarial services to the Agency.	-	329
Ms Sarah Johnson	Proprietor of Sarah Consulting Pty Ltd. Sarah Consulting provided scheme actuarial and strategic services to the Agency. Ms Johnson left the Agency on 30 November 2022.	-	324

¹ All payments in the table above are calculated on a cash rather than accrual basis and therefore may differ from any amounts reported in Note 3.2 and Appendix 6.6 of the annual report.

None of the above Key Management Personnel played any role in Agency decisions in relation to their related party transactions noted above.

National Disability Insurance Agency

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

4. Managing Uncertainties

This section analyses how the Agency manages financial risks within its operating environment.

4.1. Contingent Assets and Liabilities

Quantifiable Contingencies

As at 30 June 2024, the Agency had no quantifiable contingent assets or liabilities (2023: \$Nil).

Unquantifiable Contingencies

Contingent asset – Compensation recoveries

There are provisions set out in the Act and the NDIS Compensation Rules that allow the Agency to recover amounts of compensation that have been paid to, or given up by, Scheme participants. These provisions apply to a number of Scheme participant plans, for which compensation recovery decisions have not yet been made at 30 June 2024. A number of potential compensation cases are in progress at 30 June 2024, which may result in future compensation recoveries by the Agency. Due to the unique circumstances of each case, the Agency is currently unable to estimate the amount that may be recoverable from these cases. These amounts will be recognised as income in future periods when the relevant recognition criteria are met. The accounting policy for compensation receipts is included in Note 1.2C.

Contingent liabilities

As at 30 June 2024, the Agency has a contract with a supplier which includes unquantifiable contingent liabilities. These relate to the indemnification of the supplier for expenses arising from alleged or actual violations of any third-party rights arising from the Agency's data, alleged or actual use or misuse of the supplier's intellectual property, software, and subscriptions. The Agency has assessed that it is unlikely that events crystallising these contingent liabilities will occur.

During 2023-24, the Agency was involved in a number of cases before the Administrative Appeals Tribunal. It is not possible to estimate the amounts of any eventual payments that may be required in relation to these claims.

Accounting Policy

Contingent liabilities and contingent assets are not recognised in the Statement of Financial Position but are reported in the notes. They may arise from uncertainty as to the existence of a liability or asset or represent an asset or liability in respect of which the amount cannot be reliably measured. Contingent assets are disclosed when settlement is probable but not virtually certain and contingent liabilities are disclosed when settlement is greater than remote.

National Disability Insurance Agency NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

4.2. Financial Instruments

	2024	2023
	\$'000	\$'000
Note 4.2A: Categories of financial instruments		
Financial assets at amortised cost		
Cash and cash equivalents	5,659,548	2,729,779
Other receivables	34,161	68,553
Other financial assets	-	1,500,000
Total financial assets at amortised cost	5,693,709	4,298,332
Financial liabilities measured at amortised cost		
Supplier and other payables	119,866	109,634
Total financial liabilities at amortised cost	119,866	109,634
Note 4.2B: Net gains or losses on financial assets		
Financial assets at amortised cost		
Interest revenue	390,496	259,802
Net gains/(losses) on financial assets at amortised cost	390,496	259,802
Net gains/(losses) on financial assets	390,496	259,802

Accounting Policy

Financial Assets

All of the Agency's financial assets have been classified as financial assets measured at amortised cost. Financial assets at amortised costs must be:

1. held in order to collect the contractual cash flows; and
2. their cash flows must be solely payments of principal and interest (SPPI) on the principal outstanding amount.

Amortised cost is determined using the effective interest method.

Financial assets are recognised when the entity becomes a party to the contract and, as a consequence, has a legal right to receive cash or a legal obligation to pay cash and derecognised when the contractual rights to the cash flows from the financial asset expire or are transferred upon trade date.

Trade receivables and other receivables are recognised at the nominal amounts due less any impairment allowance amount. The collectability is assessed periodically with impairment allowances made when there is evidence that the Agency will not be able to collect the debt.

The accounting policy for financial assets is contained in Note 2.1 Financial Assets.

Effective Interest Method

Income is recognised on an effective interest rate basis for financial assets that are recognised at amortised cost.

The effective interest method is a method of calculating the amortised cost of a financial instrument and allocating interest income over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash receipts through the expected life of the financial instrument, or, where appropriate, a shorter period.

Impairment of financial assets

Financial assets are assessed for impairment at the end of each reporting period based on expected credit losses, using the simplified approach for goods and services receivable and other receivables. Based on the Agency's standard credit terms of 28 days, an impairment allowance is recognised for all goods and services and other receivables outstanding for more than 120 days. Consistent with this policy, an impairment allowance has been recognised for the disputed portion of a contribution from states & territories. The Agency continues to pursue full recovery of this amount and all other impaired debts in accordance with the Agency's debt recovery policy.

Due to their nature the Agency used the general approach to assess pandemic plan provider receivables for impairment. The Agency recognises an impairment allowance for the pandemic plan receivables where providers

National Disability Insurance Agency
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

had debts that had not been offset against claims at an agreed rate unless there was an agreed debt repayment plan in place.

The simplified impairment approaches always measure the loss allowance as the amount equal to the lifetime expected credit losses. The general approach measures the loss allowance based on an amount equal to lifetime expected credit losses where risk has significantly increased, or an amount equal to 12-month expected credit losses if risk has not increased.

Both the simplified and general impairment approaches always measure the loss allowance as the amount equal to the lifetime expected credit losses.

Financial Liabilities

All of the Agency's financial liabilities have been classified as financial liabilities measured at amortised cost. These liabilities are subsequently measured at amortised cost using the effective interest method, with interest expense recognised on an effective interest basis. Supplier and other payables are recognised at amortised cost. Liabilities are recognised to the extent that the goods or services have been received (and irrespective of having been invoiced).

National Disability Insurance Agency

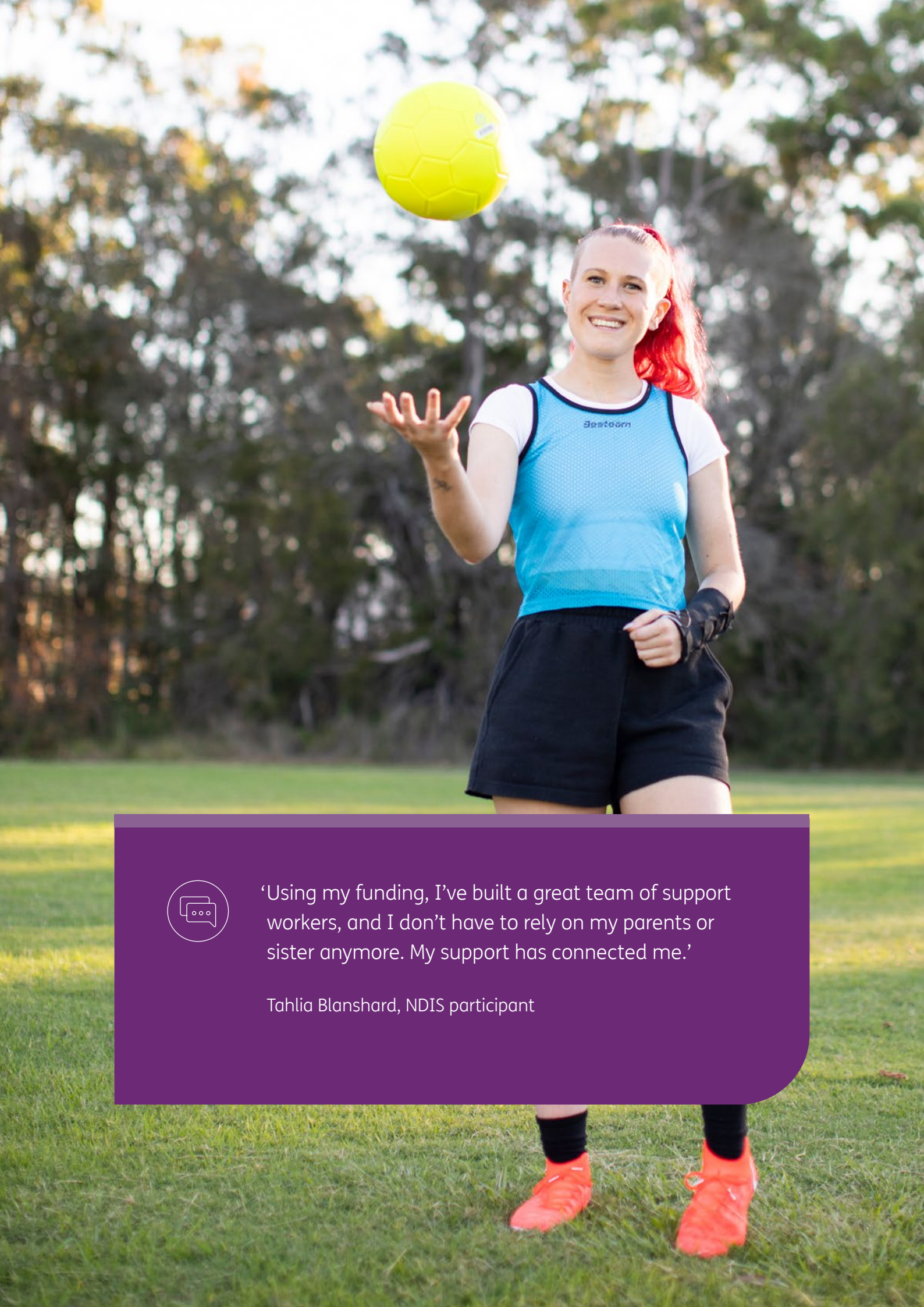
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

5. Other Information

5.1. Current/Non-current Distinction for Assets and Liabilities

	2024 \$'000	2023 \$'000
Note 5.1: Current/non-current distinction for assets and liabilities		
Assets expected to be recovered in:		
No more than 12 months		
Cash and cash equivalents	5,659,548	2,729,779
Trade and other receivables	99,994	113,659
Other financial assets	-	1,500,000
Other non-financial assets	30,264	26,619
Total no more than 12 months	5,789,806	4,370,057
More than 12 months		
Buildings	237,892	223,813
Plant and equipment	9,364	9,048
Other non-financial assets	-	-
Total more than 12 months	247,256	232,861
Total assets	6,037,062	4,602,918
Liabilities expected to be settled in:		
No more than 12 months		
Suppliers	914,519	594,071
Other payables	21,037	14,410
Unearned revenue	413,969	506,442
Leases	30,827	30,048
Employee provisions	41,553	31,553
Participant plan provisions	1,998,439	1,880,519
Provision for provider additional costs	-	-
Provision for restoration obligations	2,488	1,607
Total no more than 12 months	3,422,832	3,058,650
More than 12 months		
Leases	135,832	117,906
Employee provisions	109,224	77,657
Participant plan provisions	67,714	68,119
Provision for restoration obligations	4,979	4,329
Total more than 12 months	317,749	268,011
Total liabilities	3,740,581	3,326,661

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‘Using my funding, I’ve built a great team of support workers, and I don’t have to rely on my parents or sister anymore. My support has connected me.’

Tahlia Blanshard, NDIS participant

Section 4

Financial sustainability

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4.1 Executive summary

Under section 180B of the *National Disability Insurance Scheme Act 2023* (Cth) (NDIS Act), the NDIA must provide an annual financial sustainability report (AFSR) and an assessment of the financial sustainability of the NDIS.

The AFSR is produced using data at 30 June each year. A summary of each year's AFSR has been included in the NDIA annual reports. This 2023–24 AFSR uses data to 30 June 2024 to project future Scheme expenses (referred to as the 'June 2024 projections').

The previous report was the AFSR released on 8 December 2023 (the [2022–23 AFSR](#)). It was based on data to 30 June 2023, with commentary about experience to 30 June 2023 (the previous review). References to the 'previous review' refer to results contained in that report (referred to as 'June 2023 projections').

Since the previous review, Scheme projections were updated based on data at 31 December 2023, allowing for the emergence of Scheme experience and changes in assumptions since 30 June 2023. These updated projections were used as the basis for the 2024–25 Budget (and referred to as '2024–25 Budget projections').

4.2 NDIS reforms

In the 2023–24 Budget, the Australian Government committed \$732.9 million to improving outcomes for participants and ensuring effectiveness and sustainability of the NDIS for future generations.

The 2023–24 Budget measures aimed to deliver improved participant outcomes and increased sustainability of the NDIS by improving early intervention outcomes for children in the NDIS, improving participant planning processes, and improving consistency in home and living eligibility decisions for participants with complex and high support needs. As part of the 2023–24 Budget, the NDIS Financial Sustainability Framework⁴ was agreed by National Cabinet to achieve a target of 8% growth in Scheme expenses from 1 July 2026.

The NDIA has been progressing these initiatives in collaboration with people with disability and the wider disability community. Part of this work has led to a moderation in plan inflation, stabilisation in numbers of participants new to supported independent living supports, and increased numbers of participants leaving the NDIS as their support needs stabilise, including children who leave the NDIS after achieving their goals.

In the 2024–25 Budget the Australian Government announced that an additional \$468.7 million will be provided to support

people with disability and get the NDIS back on track.⁵ The NDIS Amendment (Getting the NDIS Back on Track No. 1) Bill 2024⁶ was introduced to Parliament on 27 March 2024 and passed on 22 August 2024. These amendments will implement some of the recommendations of the NDIS Review that aim to improve participant experience and the sustainability of the NDIS over the long term.

The NDIA will undertake work associated with legislative changes through a program of co-design with the disability community. The program's initiatives will help to deliver better outcomes for participants and improve sustainability of Scheme growth. They will also assist in achieving the NDIS Financial Sustainability Framework growth target set by National Cabinet. Our work plan includes initiatives to reduce intra-plan inflation by establishing total funding amounts, funding components and funding periods; assessment and budgeting reforms that establish a new planning framework informed by a support needs assessment; and changes to eligibility reassessment processes for participants leaving the NDIS.

4 Minister for the Department of Social Services (28 April 2023) [National Cabinet commits to a sustainable NDIS](#) [media release], Australian Government.

5 Australian Government (14 May 2024) [Budget Paper No. 2](#), Commonwealth of Australia, p. 172.

6 Parliament of Australia (2024) [National Disability Insurance Scheme Amendment \(Getting the NDIS Back on Track No. 1\) Bill 2024](#), APH website.

Work is also underway to improve the integrity of the NDIS through the Crack Down on Fraud program.⁷ Under the program, technology enhancements will be made to prevent and reduce fraud and noncompliant behaviour.

The design and scope of foundational supports to be provided by states and territories are yet to be agreed. However, a joint government commitment is in place for their development and implementation, which will result in improved access to supports provided outside the NDIS. This means individuals who are not NDIS participants, including children with early intervention needs and who are relatively high functioning and have lower support needs, will be better supported.

Allowance for the expected impact of the 2023–24 Budget initiatives was first made in the June 2023 projections and reported in the 2022–23 AFSR. With implementation of these initiatives now in progress, the assumptions underlying the 2024–25 Budget projections and June 2024 projections fully incorporate these impacts.

In the 2024–25 Budget projections, allowances were introduced for the estimated impact of the work associated with the legislative changes, as well as the Crack Down on Fraud program (together referred to as ‘Recent Reforms’).

The June 2024 projections allow for the estimated impact of Recent Reforms and also a potential impact of foundational supports to be provided outside the NDIS for children with early intervention needs. Collectively, the work associated with legislative changes, the Crack Down on Fraud program and foundational supports are referred to as ‘Recent and Proposed Reforms’.

⁷ National Disability Insurance Scheme (18 February 2024) [Reinforcing a sustainable, honest, and trustworthy NDIS](#), NDIS website.

4.3 June 2024 projection of Scheme expenses

Projected Scheme expenses on an accrual basis are \$46.9 billion in 2024–25, increasing to \$58.4 billion in 2027–28.⁸

Table 1 shows that total projected Scheme expenses are \$210.3 billion for the 4 years to June 2028 – approximately \$1 billion lower than for the same 4-year period in the 2024–25 Budget projections and \$2.3 billion lower than in the June 2023 projections.

The June 2024 projections of Scheme expenses incorporate revisions to assumptions and

changes in future expectations since the previous review and forecast Scheme projections in the 2024–25 Budget. These updated projections allow for the expected impact of the Recent and Proposed Reforms, which themselves are aimed at improving the experience of participants in the NDIS and improving sustainability of Scheme growth over the longer term.

Table 1: Comparison with previous projections

Scheme expenses (accrual basis)	2024–25 (\$m)	2025–26 (\$m)	2026–27 (\$m)	2027–28 (\$m)	Total 2024–28 (\$m)
June 2024 projections (a)	46,865	50,789	54,215	58,390	210,258
2024–25 Budget projections (b)	46,381	50,805	54,869	59,251	211,306
June 2023 projections (c)	46,376	50,788	55,207	60,190	212,561
Difference (\$) (a - b)	484	-16	-655	-861	-1,048
Difference (%) (a/b - 1)	1.0%	0.0%	-1.2%	-1.5%	-0.5%
Difference (\$) (a - c)	489	0	-993	-1800	-2,303
Difference (%) (a/c - 1)	1.1%	0.0%	-1.8%	-3.0%	-1.1%

Note: Values have been rounded to the nearest whole number; differences are calculated from unrounded metrics.

⁸ NDIS expenses relate to the payments made for participant supports and do not include operating expenses. Expenses on an accrual basis are based on when the service was provided to the participant, recognising some services are paid for after the end of the period.

Table 2 shows the changes in the projected Scheme expenses since the previous review. Changes are due to impacts related to participant numbers and participant mix, impacts related to changes in payments per participant, and the allowance made for Recent and Proposed Reforms.

Updates for participant and payment-related impacts, before Recent and Proposed Reforms, have increased projected Scheme expenses by \$16.9 billion (8.0%) for the 4 years to 30 June 2028. Of this, changes due to payment-related impacts account for \$16.0 billion of the total \$16.9 billion

increase in projected Scheme expenses for the 4 years to 30 June 2028, with participant-related impacts accounting for the remaining \$0.9 billion.

Recent and Proposed Reforms are expected to stabilise the growth in Scheme expenses, with the program of work mostly targeted at reducing additional growth in participant plans beyond price-related indexation of plans and increases in participant plans due to changes in circumstances.⁹ These reforms are expected to reduce projected Scheme expenses by \$19.3 billion over the 4 years to 30 June 2028.

Table 2: Movements in projected Scheme expenses since previous review

Scheme expenses (accrual basis)	2024–25 (\$m)	2025–26 (\$m)	2026–27 (\$m)	2027–28 (\$m)	Total 2024–28 (\$m)
June 2023 projections	46,376	50,788	55,207	60,190	212,561
Participant-related updates	-196	37	395	705	941
Payment-related updates	2,356	3,610	4,638	5,412	16,015
Total movement before Recent and Proposed Reforms	2,159	3,647	5,033	6,117	16,956
Allowance for Recent and Proposed Reforms	-1,670	-3,647	-6,025	-7,917	-19,259
June 2024 projections	46,865	50,789	54,215	58,390	210,258

Note: Values have been rounded to the nearest whole number; differences are calculated from unrounded metrics.

⁹ Changes in circumstances include a deterioration in functioning, change in family/carer circumstances, and need for supported independent living supports.

The June 2024 projections assume NDIA resourcing remains relatively constant in real terms. If it does not, NDIS expenses would be expected to be higher than those shown at this review. In the 2024–25 Budget, NDIA operating expenses reduce by 35% in 2025–26.

More discussion on recent NDIS experience, the June 2024 projection results and the assumptions underlying the projections is in the 2023–24 AFSR.



Tahlia's story

NDIS supports help ParaMatilda Tahlia to play elite level sport

Tahlia Blanshard has hit the big time, playing for Australia's ParaMatildas.

The 24-year-old is a talented sporting allrounder who previously swam at an elite level, until football came along and opened up another world.

Tahlia has cerebral palsy, Erb's palsy and psychosocial disabilities. 'The NDIS has been a real life-changer for me,' Tahlia said.

NDIS funding has paid for arm splints, an ankle-foot orthosis, regular occupational and physio therapies, and support workers.

'I say to people, the NDIS has been one of the best things in my life,' Tahlia said.

'I live on acreage, and I could only leave home if my mum, dad or sister were available.'

With regular support workers, Tahlia can now leave home independently when it suits. 'I don't have to rely on my parents or sister anymore,' Tahlia said.



Scan to read [Tahlia's full story on our website](#).



4.4

Letter from Independent Actuary



Australian Government
Australian Government Actuary

6 September 2024

Mr Kurt Fearnley AO
Chairman
National Disability Insurance Agency

Dear Kurt

JUNE 2024 FINANCIAL SUSTAINABILITY REPORT

I am currently undertaking my review of the 2024 Financial Sustainability Report (FSR), as required by s180E(2) of the *National Disability Insurance Scheme (NDIS) Act 2013* (the Act). This letter summarises my findings, as they relate to the summary presented in the annual report. The summary presents a projection of the Scheme expenses, excluding operational costs, for four years.

The Scheme Actuary has selected assumptions based on the experience of the Scheme. These assumptions are then modified to allow for recent and proposed reforms. Noting the uncertainty inherent in any projection, I am satisfied that the projection, when taken as a whole, provides a reasonable projection of the expected Scheme expenses, subject to the reforms being implemented in the timeframe, and with the effect, that is assumed.

Uncertainty is a feature of any projection. Experience will differ from, and may exceed, that which has been projected. The program of reforms present additional modelling uncertainty this year. To manage this, the Scheme Actuary has commenced monitoring the drivers of the emerging experience against that which was expected. Enhancing the monitoring of resources and productivity against the projection assumptions is a welcome development to the actuarial management of the Scheme. It is recommended this be extended to all aspects of the projection where experience is expected to change. This can inform the Agency of progress against expectations and of any adjustments to resourcing, or projection assumptions, that may be required.

The Treasury, Langton Crescent, Parkes ACT 2600
02 6263 2137
aga@aga.gov.au

Financial sustainability pressures persist in the Scheme. National Cabinet committed to a Financial Sustainability Framework in April 2023. Some may misinterpret the focus as solely on total costs. This is a key element of ensuring the Scheme is sustainable. However, the NDIS Rules require that the FSR also reports on participant outcomes. The sustainability of the Scheme is supported by both the quantity and quality of the Scheme expenditure. I expect the FSR will increase its focus on participant outcomes over time.

I will write separately on my review of the full Financial Sustainability Report. The Agency has taken the steps necessary for me to undertake this review.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Guy Thorburn', with a long horizontal flourish extending to the right.

Guy Thorburn
Reviewing Actuary
Australian Government Actuary



‘Because we can't see (Leah's husband Ben is also blind), we get a range of supports around the house to help us raise Max. It's been really life changing.’

Leah van Poppel, NDIS participant



Section 5

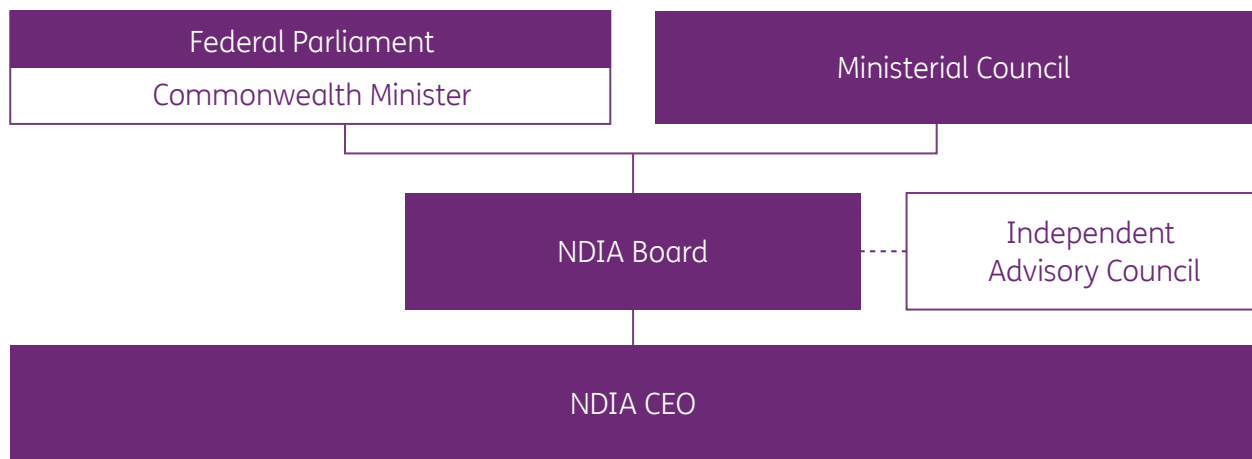
Management and accountability

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5.1 Governance

The governance model for the NDIA is set out in the *National Disability Insurance Scheme Act 2013 (Cth)* (NDIS Act) and outlined below.

Figure 2: NDIA governance



5.1.1 Minister for the NDIS

On 30 June 2024 the responsible minister for the NDIS was the Hon Bill Shorten MP.

The Minister for the NDIS is responsible for administering the NDIS Act and, with the agreement of states and territories, exercises statutory powers, including the power to make delegated legislation in the form of NDIS Rules and to direct the NDIA.

5.1.2 Disability Reform Ministerial Council

Commonwealth and state and territory ministers with responsibility for disability policy meet regularly through the Disability Reform Ministerial Council (Ministerial Council). The Ministerial Council discusses ways to improve and implement policy through Australia's Disability Strategy and the NDIS. It reports to National Cabinet.

5.2 NDIA Board

The NDIA is overseen by the NDIA Board, the accountable authority under the *Public Governance, Performance and Accountability Act 2013* (Cth) (PGPA Act) (see Table 3 for details of accountable authority).

Under section 124 of the NDIS Act, the Board operates to:

- ensure the proper, efficient and effective performance of the NDIA's functions
- determine objectives, strategies and policies to be followed by the NDIA
- carry out any other functions conferred on it by or under the NDIS Act, regulations or instruments made under the NDIS Act, or any other law of the Commonwealth.

Board members are appointed by the responsible Commonwealth minister in consultation with the Disability Ministers of each state and territory. In 2023–24 Board appointments were made by the Minister for the NDIS.

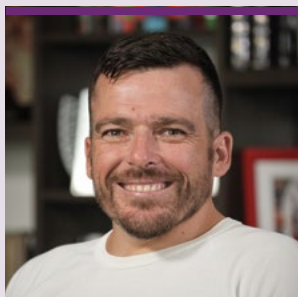
The Board undertakes an annual review of its functions and committees as part of its commitment to best practice corporate governance. This includes:

- review of Board committee charters to ensure the focus and work effort of the committees uphold the Board's responsibility as the accountability authority of the NDIA
- review of committee membership to ensure members have appropriate qualifications, knowledge, skills or experience to assist each committee to perform its functions.

The Board receives advice from the Independent Advisory Council and the Scheme Actuary, in accordance with the functions and duties outlined in the NDIS Act.

See Table 5 for details on Board member attendance at meetings.

5.2.1 Members as at 30 June 2024



**Mr Kurt Fearnley AO,
Chair**

Mr Kurt Fearnley AO is an experienced government and non-government director and 5-time Australian Paralympian.

He is a current Board Commissioner of the Australian Sports Commission, Board Director of the Brisbane 2032 Olympic and Paralympic Organising Committee, and member of the NSW TAFE Commission Advisory Board.

Mr Fearnley is a former member of the boards of several organisations including Paralympics Australia, Life Without Barriers, Australian Volunteers International and the Newcastle Permanent Charitable Foundation.

He was a member of the inaugural NDIS Independent Advisory Council, was Vice Chairperson of the International Paralympic Committee Athletes' Council, carried out a number of roles for the Gold Coast 2018 Commonwealth Games Organising Committee, and was Co-Captain of the Australian Paralympic Team at the Rio 2016 Paralympics.

Mr Fearnley was appointed an Officer of the Order of Australia (AO) in the General Division in 2018 for his distinguished service to people with disability; as a supporter of, and fundraiser for, Indigenous athletics and charitable organisations; and as a Paralympic athlete.

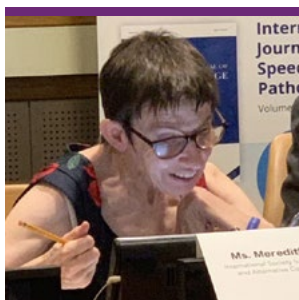
He was the 2019 NSW Australian of the Year and was awarded an honorary doctorate from Griffith University for his contribution to sport and disability advocacy.

Mr Fearnley is a high-school teacher, television presenter, podcaster and broadcaster, and former professional wheelchair athlete.

Mr Fearnley commenced as Chair of the Board on 18 October 2022.

Qualifications: Bachelor of Education and Bachelor of Human Movement, Charles Sturt University.

Member: Sustainability Committee; Strategic Direction and Participant Outcomes Committee.



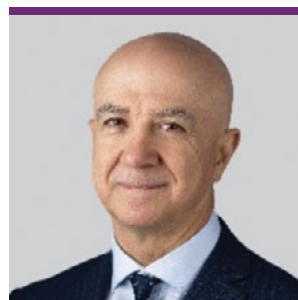
Ms Meredith Allan

Ms Meredith Allan is a former president of the International Society of Alternative and Augmentative Communication, an organisation working to improve the lives of children and adults with complex communication needs. She was the first president to speak via alternative and augmentative communication.

Ms Allan is retired from her 30-year career in the public service but continues working as a communication assessor for Scope and a casual lecturer for Deakin University.

Qualifications: Bachelor of Economics and Bachelor of Arts, Monash University.

Member: Audit and Risk Committee.



Mr Mark Darras

Mr Mark Darras was appointed a director of the NDIA on 24 November 2023. He is also Acting Chairman and a Commissioner of the Essential Services Commission of South Australia.

Mr Darras is a former corporate lawyer and adviser at a national law firm. He is an experienced company director, having served as a director, and in board leadership roles, including on the boards of Australia Post and Australia Post Superannuation, Southern Rural Water, John Holland Engineering and John Holland Queensland, and the South Australian Forestry Corporation.

Mr Darras was formerly the chair of the Australian Government's \$7 billion Telecommunications Universal Services Management Agency and has also served as a member of the Australian Takeovers Panel.

Before his appointment to the NDIA, Mr Darras was the independent chair of the New South Wales Government's Advisory Body for Strategic Release. He is from South Australia's Riverland area.

Qualifications: Bachelor of Arts and Bachelor of Laws, University of Tasmania; Master of Laws, Australian National University; Bachelor of Education, University of South Australia.

Member: Audit and Risk Committee.



**Ms Maryanne
Diamond AO**

Ms Maryanne Diamond AO has lived with disability all her life. She is an NDIS participant and was employed as a senior executive at the NDIA for 5 years.

Ms Diamond has been employed in the information technology industry, the disability sector and government. She has extensive experience leading organisations in Australia, including being Executive Officer of Blind Citizens Australia, and inaugural Chief Executive Officer (CEO) of the Australian Federation of Disability Organisations. At the international level, Ms Diamond was President of the World Blind Union (WBU) from 2008 to 2012 and Chair of the International Disability Alliance from 2014 to 2016. As president of the WBU, she led the WBU delegation during 5 years of negotiations that led to the adoption in 2013 of the Marrakesh Treaty to Facilitate Access to Published Works for Persons Who Are Blind, Visually Impaired or Otherwise Print Disabled.

In 2014 Ms Diamond was appointed an Officer of the Order of Australia (AO) for her distinguished service to people who are blind or have low vision and her international leadership roles and advocacy for best practice employment opportunities.

Qualifications: Bachelor of Science, Monash University; Graduate Diploma Information Technology, Caulfield Institute of Technology; Graduate of the Australian Institute of Company Directors.

Deputy Chair: Audit and Risk Committee.

Member: Sustainability Committee.



Dr Richard Fejo

Dr Richard Fejo, better known as Richie, is a Larrakia man of direct male descent, through his father, grandfather and great-grandfather.

Dr Fejo has devoted his life to improving education and health outcomes for First Nations people in urban, rural and remote communities.

He is a former chairman of the Larrakia Nation Aboriginal Corporation and former vice-president of Darwin Buffaloes Football Club. He sat on the City of Darwin's International Relations Committee and spent 5 years as the chair of the National Cultural Educators and Cultural Mentors Network during his 11-year employment as Senior Cultural Educator with Northern Territory General Practice Education.

In 2022 Dr Fejo was awarded an honorary doctorate by Flinders University in recognition of his contribution to education and Indigenous health.

Dr Fejo currently holds the positions of Senior Elder on campus with Flinders University, Chair of the Darwin Waterfront Corporation and Chair of the Australia Day Council (NT).

In addition to his service to the community, Dr Fejo is cultural ambassador of the Darwin Salties basketball club and a talented comedian and singer-songwriter, performing regularly around town and nurturing the next generation of comics and aspiring singer-songwriters.

Qualifications: Honorary doctorate, Flinders University.

Member: Strategic Direction and Participant Outcomes Committee.



**Dr Graeme
Innes AM**

Dr Graeme Innes AM is a lawyer, author and company director who was Australia's Disability Discrimination Commissioner for 9 years.

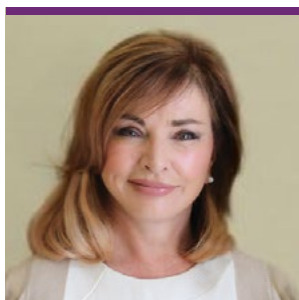
Dr Innes has been a human rights practitioner for more than 30 years and has been responsible for issues relating to disability, race and human rights.

Dr Innes was appointed a Member of the Order of Australia (AM) for his work on the development of the Disability Discrimination Act and was a finalist for Australian of the Year. On the international stage, he was a member of the Australian delegation that participated in negotiating the UN Convention on the Rights of People with Disabilities.

Dr Innes led the merger of 4 blindness agencies to form Vision Australia and chaired the board of that agency. He is Chancellor of Central Queensland University and a director of the State Insurance Regulatory Authority in New South Wales, regulating workers' compensation and motor vehicle accident insurance. He is a member of the boards of Healthy North Coast and the Jeffrey Blyth Foundation. His autobiography *Finding a way* achieved popular acclaim in 2016.

Qualifications: Bachelor of Laws, Sydney University; mediator courses, Community Justice Centre NSW, Australian Commercial Dispute Centre; honorary doctorates, University of Canberra, RMIT University, University of New South Wales, Edith Cowan University; Fellow of the Australian Institute of Company Directors.

Chair: Audit and Risk Committee.



**Mrs Joan
McKenna Kerr**

Mrs Joan McKenna Kerr is an experienced CEO in the field of disability with significant experience as a board director.

She was a member of the expert advisory group reporting to the Council of Australian Governments select council of treasurers and ministers on the development and establishment of the NDIS.

Mrs McKenna Kerr was a member of the inaugural NDIS Independent Advisory Council and co-chair of the NDIS Working Party on Eligibility and Assessment.

Throughout her career, she has also chaired and served in numerous working parties tasked with disability sector reform and sustainability.

Mrs McKenna Kerr is a former president of National Disability Services and the former national chair of the Australian Advisory Board on Autism.

She has also been involved for the last decade in the sister-state initiative between the Western Australian Government and East Java, Indonesia, assisting in the development of disability services in 5 regional government areas of East Java.

In 2017 Mrs McKenna Kerr was awarded the Asia Pacific Autism Award for a lifetime of service to people with autism and their families.

Qualifications: Bachelor of Arts, Moderatorship in Sociology, Trinity College Dublin.

Member: Strategic Direction and Participant Outcomes Committee.



**Dr Denis
Napthine AO**

Dr Denis Napthine AO has held various senior positions in government and was the 47th premier of Victoria.

As the premier, Dr Napthine led the Victorian Government to sign the NDIS agreement with the then prime minister, Julia Gillard. He has a long history of active involvement in local and regional services for people with disabilities and their families and carers. Dr Napthine is the parent of a person with disabilities and has previously worked in frontline services for people with disabilities.

In 2020 Dr Napthine was appointed an Officer of the Order of Australia (AO) for distinguished service to the people and Parliament of Victoria, particularly as premier, to veterinary science, and to the community. Previously he was the Victorian Minister for Community Services, which included disability services.

Dr Napthine was appointed as chair of the NDIA Board on 1 April 2022. He resigned on 18 July 2022. He was reappointed to the Board in October 2022.

Dr Napthine is a director of GMHBA Limited.

Qualifications: Bachelor of Veterinary Science, Master of Veterinary Science (Epidemiology and Preventive Medicine), University of Melbourne; Master of Business Administration, Deakin University.

Member: Audit and Risk Committee.



**Ms Estelle
Pearson**

Ms Estelle Pearson has extensive experience in the insurance and injury compensation sector, having worked as an actuary and consultant in this sector since 1989. She is currently a director of Finity Consulting Pty Limited and was previously on the Council of the Actuaries Institute, including a term as president in 2015.

Qualifications: Bachelor of Arts (Hons) (Mathematics), University of Oxford; Fellow of the Institutes of Actuaries of Australia.

Chair: Sustainability Committee.



**Ms Leah
van Poppel**

Ms Leah van Poppel is Chair of the Victorian NDIS Community Advisory Council and a Principal Member of the NDIS Independent Advisory Council.

A highly respected leader and disability rights advocate, Ms van Poppel was CEO of Women with Disabilities Victoria from 2018 to 2021.

In this position, she worked to empower marginalised women in the community through education and mentoring, as well as research, policy advice and government advocacy.

Previously Ms van Poppel was CEO of Blind Citizens Australia, manager at Youth Disability Advocacy Service, and NDIS readiness project officer at the Australian Federation of Disability Organisations.

Qualifications: Bachelor of Arts, Macquarie University.

Member: Sustainability Committee; Strategic Direction and Participant Outcomes Committee.



**Dr Peta Seaton
AM**

Dr Peta Seaton AM is an experienced non-executive director, including in former board roles as chair of Hearing Australia, chair of Near Eastern Archaeology Foundation (University of Sydney), and deputy chair of the Bradman Foundation, Nepean Blue Mountains Local Health District, Menzies Research Centre, BDCU Alliance Bank, and CARE Australia.

A former New South Wales parliamentarian and frontbencher, Dr Seaton served as director of transition and director of strategic priorities in the New South Wales Premier's Office from 2011 to 2014.

In 2017 Dr Seaton was appointed a Member of the Order of Australia (AM) and an honorary associate at the University of Sydney (Archaeology). She lives in regional New South Wales and runs a small farm enterprise and a public policy consultancy.

Qualifications: Bachelor of Arts (Hons), Doctor of Philosophy, University of Sydney; Graduate of the Australian Institute of Company Directors.

Chair: Strategic Direction and Participant Outcomes Committee.

Member: Sustainability Committee.

Table 3: Details of accountable authority (the Board) during the reporting period (2023–24)

Member	Qualifications of the accountable authority	Experience of the accountable authority	Position title / Position held Executive / Non-executive	Period as the accountable authority or member within the reporting period Start date (1 July 2023 or after)	Period as the accountable authority or member within the reporting period End date (30 June 2024 or before)	Period as the accountable authority or member within the reporting period Number of meetings of accountable authority attended
Mr Kurt Fearnley AO	BEd, BHumanMvt, Charles Sturt University	<ul style="list-style-type: none"> • Director, Life Without Barriers, 2021–2022 • Board Director: <ul style="list-style-type: none"> – Australian Sports Commission – Brisbane Organising Committee for the 2032 Olympic and Paralympic Games, 2021 – Newcastle Permanent Charitable Foundation 2018–2022 – Paralympics Australia, 2016–2019 – Australian Volunteers International, 2007–2015 • Member: <ul style="list-style-type: none"> – Hunter Regional Advisory Council, 2021–2023 – NDIS Independent Advisory Council, 2013–2015 • Athlete Council Member, International Paralympic Committee, 2016–2021 	NDIA Board Chair / non-executive	1 July 2023	30 June 2024	11

Member	Qualifications of the accountable authority	Experience of the accountable authority	Position title / Position held Executive / Non-executive	Period as the accountable authority or member within the reporting period Start date (1 July 2023 or after)	Period as the accountable authority or member within the reporting period End date (30 June 2024 or before)	Period as the accountable authority or member within the reporting period Number of meetings of accountable authority attended
Dr Graeme Innes AM	LLB, Sydney University; honorary doctorates (University of Canberra, RMIT University, University of NSW, Edith Cowan University); Fellow of the Australian Institute of Company Directors (AICD)	<ul style="list-style-type: none"> • Chancellor, Central Queensland University • Disability Discrimination Commissioner, 2005-2014 • Director, State Insurance Regulatory Authority of NSW • Board member, Healthy North Coast • Board member, Jeffrey Blyth Foundation • Mediator training, Community Justice Centre NSW, Australian Commercial Dispute Centre 	Board member / non-executive	1 July 2023	30 June 2024	9

Member	Qualifications of the accountable authority	Experience of the accountable authority	Position title / Position held Executive / Non-executive	Period as the accountable authority or member within the reporting period Start date (1 July 2023 or after)	Period as the accountable authority or member within the reporting period End date (30 June 2024 or before)	Period as the accountable authority or member within the reporting period Number of meetings of accountable authority attended
Ms Maryanne Diamond AO	BSc, Monash University; GradDipIT, Caulfield Institute of Technology; Graduate of the AICD	<ul style="list-style-type: none"> • Chair, International Disability Alliance, 2014–2016 • President, World Blind Union, 2008–2012 • CEO, Australian Federation of Disability Organisations, 2004–2007 • Executive Officer, Blind Citizens Australia • Employment experience in the information technology industry, the disability sector and government 	Board member / non-executive	1 July 2023	30 June 2024	11

Member	Qualifications of the accountable authority	Experience of the accountable authority	Position title / Position held Executive / Non-executive	Period as the accountable authority or member within the reporting period Start date (1 July 2023 or after)	Period as the accountable authority or member within the reporting period End date (30 June 2024 or before)	Period as the accountable authority or member within the reporting period Number of meetings of accountable authority attended
Dr Denis Napthine AO	BVSc, MVetSc, University of Melbourne; MBA, Deakin University	<ul style="list-style-type: none"> • NDIA Board Chair, 2022 • Premier of Victoria, 2013–2014 • Minister for Community Services (inc. disability services), 1996–1999 • Director, GMHBA Limited • Various senior government positions • Experience in disability services, financial management and corporate governance 	Board member / non-executive	1 July 2023	30 June 2024	11
Ms Estelle Pearson	BA (Hons) (Mathematics), University of Oxford; Fellow of the Institute of Actuaries of Australia	<ul style="list-style-type: none"> • Director, Finity Consulting Pty Limited • President, Council of the Actuaries Institute, 2015 • Actuary and consultant since 1989 (inc. experience in insurance and injury compensation) 	Board member / non-executive	1 July 2023	30 June 2024	9

Member	Qualifications of the accountable authority	Experience of the accountable authority	Position title / Position held Executive / Non-executive	Period as the accountable authority or member within the reporting period Start date (1 July 2023 or after)	Period as the accountable authority or member within the reporting period End date (30 June 2024 or before)	Period as the accountable authority or member within the reporting period Number of meetings of accountable authority attended
Dr Peta Seaton AM	Bachelor of Arts (Hons), Doctor of Philosophy, University of Sydney; Graduate of the AICD	<ul style="list-style-type: none"> Chair: <ul style="list-style-type: none"> Hearing Australia Near Eastern Archaeology Foundation (University of Sydney) Deputy chair, Bradman Foundation Board member: <ul style="list-style-type: none"> Nepean Blue Mountains Local Health District Menzies Research Centre BDCU Alliance Bank CARE Australia Director of Transition and Director of Strategic Priorities (NSW Premier's Office), 2011–2014 NSW Parliament, 1996–2007 	Board member / non-executive	1 July 2023	30 June 2024	10

Member	Qualifications of the accountable authority	Experience of the accountable authority	Position title / Position held Executive / Non-executive	Period as the accountable authority or member within the reporting period Start date (1 July 2023 or after)	Period as the accountable authority or member within the reporting period End date (30 June 2024 or before)	Period as the accountable authority or member within the reporting period Number of meetings of accountable authority attended
Ms Meredith Allan	BEd, BA, Monash University	<ul style="list-style-type: none"> President, International Society of Alternative and Augmentative Communication, 2018–2020 	Board member / non-executive	1 July 2023	30 June 2024	11
Ms Leah van Poppel	BA, Macquarie University	<ul style="list-style-type: none"> Chair, Victorian NDIS Community Advisory Council Principal Member, NDIS Independent Advisory Council CEO, Women with Disabilities Victoria, 2018–2021 CEO, Blind Citizens Australia Manager, Youth Disability Advocacy Service NDIS Readiness Project Officer, Australian Federation of Disability Organisations 	Board member / non-executive	1 July 2023	30 June 2024	10

Member	Qualifications of the accountable authority	Experience of the accountable authority	Position title / Position held Executive / Non-executive	Period as the accountable authority or member within the reporting period Start date (1 July 2023 or after)	Period as the accountable authority or member within the reporting period End date (30 June 2024 or before)	Period as the accountable authority or member within the reporting period Number of meetings of accountable authority attended
Mrs Joan McKenna Kerr	BA, Moderatorship in Sociology, Trinity College, Dublin	<ul style="list-style-type: none"> Convenor, Asia Pacific Autism Conference 2025 Member: <ul style="list-style-type: none"> expert advisory group on the development and establishment of the NDIS NDIS Independent Advisory Council Co-chair, NDIS Working Party on Eligibility and Assessment President, National Disability Services Chair, Australian Advisory Board on Autism 	Board member / non-executive	1 July 2023	30 June 2024	10

Member	Qualifications of the accountable authority	Experience of the accountable authority	Position title / Position held Executive / Non-executive	Period as the accountable authority or member within the reporting period Start date (1 July 2023 or after) End date (30 June 2024 or before)	Period as the accountable authority or member within the reporting period Number of meetings of accountable authority attended
Dr Richard Fejo	Honorary doctorate, Flinders University	<ul style="list-style-type: none"> Chair, Larrakia Nation Aboriginal Corporation, 2017–2022 Vice-President, Darwin Buffaloes Football Club Member, City of Darwin's International Relations Committee Chair, National Cultural Educators and Cultural Mentors Network Senior Elder on campus, Flinders University Chair, Darwin Waterfront Corporation Chair, Australia Day Council (NT) 	Board member / non-executive	1 July 2023 30 June 2024	9

Member	Qualifications of the accountable authority	Experience of the accountable authority	Position title / Position held	Period as the accountable authority or member within the reporting period	Start date (1 July 2023 or after)	Period as the accountable authority or member within the reporting period	End date (30 June 2024 or before)	Period as the accountable authority or member within the reporting period	Number of meetings of accountable authority attended
Mr Mark Darras	BA, LLB, University of Tasmania; LLM, Australian National University; BEd, University of South Australia	<ul style="list-style-type: none">Corporate lawyer and adviserBoard member:<ul style="list-style-type: none">Australia PostAustralia Post SuperannuationSouthern Rural Water BoardJohn Holland EngineeringJohn Holland QueenslandSouth Australian Forestry CorporationChair, Universal Services Management AgencyMember, Australian Takeovers Panel	Board member / non-executive	24 November 2023	30 June 2024	4			

5.2.2 Board committees

A number of committees, councils and groups are in place to support the Board in ensuring the NDIA meets its statutory requirements and manages risk. Table 4 provides the title and role of each committee and its members as at 30 June 2024.

Table 4: Board committees and members as at 30 June 2024

Committee	Role	Members
Audit and Risk Committee	<p>Provides independent advice and assurance to the Board, as the NDIA's accountable authority, in accordance with the:</p> <ul style="list-style-type: none"> • PGPA Act • PGPA Rule • NDIS Act • <i>National Disability Insurance Scheme – Risk Management Rules 2013</i>. <p>The committee also reviews and provides advice to the Board on the appropriateness of the NDIA's:</p> <ul style="list-style-type: none"> • financial reporting • performance reporting • systems of risk oversight and management, including for fraud, legal, safety and security risk • systems of internal control. <p>The Australian National Audit Office attends Audit and Risk Committee meetings as the NDIA's external auditor.</p>	<p>Dr Graeme Innes AM (Chair)</p> <p>Ms Maryanne Diamond AO (Deputy Chair)</p> <p>Ms Meredith Allan</p> <p>Mr Mark Darras Dr Denis Napthine AO</p> <p>Dr Ian Watt AC (Specialist Advisor)</p>

Committee	Role	Members
Sustainability Committee	Provides advice on assessing, monitoring, reporting on and managing the financial sustainability of the NDIS.	<p>Ms Estelle Pearson (Chair)</p> <p>Mr Kurt Fearnley AO</p> <p>Ms Leah van Poppel</p> <p>Dr Peta Seaton AM</p> <p>Ms Maryanne Diamond AO</p>
Strategic Direction and Participant Outcomes Committee	Provides advice on the objectives, strategies and policies to be followed by the NDIA, with a dedicated focus on participant outcomes.	<p>Dr Peta Seaton AM (Chair)</p> <p>Mr Kurt Fearnley AO</p> <p>Dr Richard Fejo</p> <p>Mrs Joan McKenna Kerr</p> <p>Ms Leah van Poppel</p>

5.2.3 Board and committee attendance

Table 5: Number of meetings attended by Board members in 2023–24

Board member	NDIA Board eligible	NDIA Board attended	Audit Committee eligible	Audit Committee attended	Risk Committee eligible	Risk Committee attended	Sustainability Committee eligible	Sustainability Committee attended	SDPO Committee eligible	SDPO Committee attended	Audit and Risk Committee eligible	Audit and Risk Committee attended
Mr Kurt Fearnley AO (Chair)	11	11	0	3	3	3	4	4	6	6	0	2
Ms Meredith Allan	11	11	3	3	3	3	0	3	0	4	2	2
Mr Mark Darras	5	4	0	1	0	1	0	0	0	0	2	2
Ms Maryanne Diamond AO	11	11	3	3	3	3	0	3	0	3	2	2
Dr Richard Fejo	11	9	0	3	0	3	0	4	6	6	0	2
Dr Graeme Innes AM	11	9	3	3	0	2	0	2	3	2	2	2
Mrs Joan McKenna Kerr	11	10	0	0	0	0	0	0	5	5	0	0
Dr Denis Naphthine AO	11	11	3	3	3	3	0	3	0	3	2	2
Ms Estelle Pearson	11	9	3	3	0	3	4	4	0	3	0	1
Ms Leah van Poppel	11	10	0	2	0	2	4	4	6	6	0	0
Dr Peta Seaton AM	11	10	0	3	0	3	4	4	6	6	0	1

Notes:

SPDO = Strategic Direction and Participant Outcomes Committee.

A joint Audit Committee and Risk Committee meeting was held on 14 March 2024. Attendance has been recorded individually for both Audit Committee and Risk Committee. On 27 March 2024 the Audit Committee and Risk Committee merged to form the Audit and Risk Committee.

Board members may attend any Board committee meeting in their capacity as a director. ‘Eligible’ refers to the number of scheduled committee meetings available to be attended by a director as a formal member of the committee. ‘Attended’ refers to the actual number of meetings Board members attended.

5.2.4 Board membership

Ms Estelle Pearson completed her Board appointment on 30 June 2023. Ms Pearson was reappointed to the Board on 11 July 2023 for 3 months and subsequently reappointed on 11 October 2023 for 3 years.

Mr Asimakis (Mark) Darras was appointed to the Board for 3 years and commenced his term on 24 November 2023.



Leah's story

The van Poppels live a regular life with NDIS support

Leah van Poppel is an NDIS Board member and a leader in disability advocacy and policy development.

She is also an NDIS participant who is blind. 'So is my husband, Ben,' Leah said.

Leah and Ben are parents to Max, 4. 'Because we can't see, we get a range of supports around the house to help us raise Max.

'The Scheme has really helped to make our lives easier,' she said.

Support workers help Leah and Ben take Max on outings. They go to the park, swimming and, for a treat, they drive the family through McDonald's Drive Thru.

'It's a highlight for Max,' Leah said. 'It's something most families do, but we can't. It means Max doesn't miss out!'



Scan to read [Leah's full story](#) on our website.



5.3 The Independent Advisory Council

The Independent Advisory Council (IAC) gives the NDIA Board independent advice. The Board must consider this advice when performing its duties, in line with section 144 of the NDIS Act.

The IAC is led by a principal member and up to 12 members from across Australia. They are people with disability and/or experts in disability issues, appointed by the Minister for the NDIS.

5.3.1 IAC advice

The IAC brings the perspectives of NDIS participants, disability experts and the community into the NDIA boardroom.

During 2023–24 the IAC continued to engage with the NDIA to provide advice. Key work highlights for 2023–24 include:

- providing the advice ‘Improving the NDIS for children and young people: the importance of being guided by their voice’ to the Board. This work included an NDIA response, which outlines what the NDIA will do about the advice, in line with section 145(b) of the NDIS Act
- endorsing the advice ‘Enhancing behaviour supports in the NDIA’ at the April 2024 meeting. The IAC will send the advice to the Board in 2024–25, once the NDIA response is ready

- engaging with the Minister for the NDIS and the NDIS Review to provide submissions on NDIS issues that impact participants and the broader disability community, including:

- home and living supports
- the disability ecosystem
- inclusion for people with disability
- the NDIS Quality and Safeguarding Framework

- providing a statement for the Board’s consideration on equal and fair access to the NDIS for those involved in the justice system.

Building on last year’s efforts, the IAC took a lead role in the NDIA’s co-design work as part of a steering committee and several working groups. IAC representatives provided strategic advice to the NDIA on 6 areas of reform:

- workforce capability
- better planning
- plan flexibility
- home and living
- integrity
- evidence-based supports.

5.3.2 IAC members

This year saw several changes to the IAC's membership. In December 2023 Mr Gavin Burner was appointed to the IAC to strengthen representation of people with intellectual disability. Dr Sharon Boyce, Dr Leighton Jay, Ms Tricia Malowney OAM, Ms Sam Paior and Mr Mark Tonga were reappointed to the IAC.

The IAC farewelled longstanding members Ms Kerry Allan and Ms Liz Reid AM. Both had served on the IAC since 2017 and played an important role in the IAC's advice and other work. Ms Reid left the IAC in December 2023 and Ms Allan in February 2024.

Current IAC members at 30 June 2024 are:

- Ms Leah van Poppel, Principal Member and NDIA Board member
- Dr Sharon Boyce
- Mr Gavin Burner
- Adjunct Associate Professor Jennifer Cullen AM
- Dr Leighton Jay
- Ms Sylvana Mahmic
- Ms Tricia Malowney OAM
- Mr James Manders
- Ms Sam Paior
- Dr George Taleporos
- Mr Mark Tonga.

In November 2023 the IAC welcomed Ms Samantha Jenkinson as Senior Independent Advisor. She fills the role previously held by Ms Belinda Epstein-Frisch AM and supports the development of IAC advice to the Board. Ms Jenkinson is supported by Ms Lucy Testa, Independent Advisor.

Further information on the IAC is available [on the NDIS website](#).

5.4

Chief Executive Officer and Strategic Leadership Team

The CEO is responsible for the day-to-day administration of the NDIA under the NDIS Act. Supported by the Strategic Leadership Team, the CEO executes the Board-approved strategic objectives and policies, in line with the agreed risk appetite.

5.4.1 Organisation structure

The NDIA implemented a new organisational structure on 15 January 2024. The restructure is intended to improve inclusion and diversity by establishing:

- the First Nations Group, led by Adjunct Professor Janine Mohamed, a proud Narrunga Kaurna woman from South Australia. Professor Mohamed commenced with the NDIA on 8 April 2024 to lead this function as Deputy CEO, First Nations
- the Office of Agency Accessibility and Inclusion, in the Enabling Services Group.

The NDIA CEO, Rebecca Falkingham, is responsible for the day-to-day administration of the NDIA. The CEO is supported by the Strategic Leadership Team consisting of:

- Deputy CEO First Nations
– Janine Mohamed
- Deputy CEO Partners, Providers and Home and Living – Penelope McKay
- Deputy CEO Service Delivery
– Scott McNaughton
- Deputy CEO Service Design and Improvement – Corri McKenzie
- Deputy CEO Governance, Risk and Legal
– Matthew Swainson (Acting)
- Deputy CEO Integrity Transformation and Fraud Fusion Taskforce – John Dardo
- Deputy CEO Enabling Services / Chief Operating Officer – Samuel Porter
- Scheme Actuary – David Gifford.

Also reporting directly to the CEO are:

- General Manager, Children’s Taskforce
– Samantha Taylor
- Chief of Staff – David Stockman.



‘I've got a chair for indoors and an outdoor chair suitable for grass, which I can take into shopping centres. I've also got a 4-wheel-drive chair that goes anywhere, which I've taken to Tasmania to hike through the snow.’

Luke Ogden, NDIS participant

5.5 Partners in the community

Our partners in the community (PITC) are experienced and qualified organisations with strong local knowledge and understanding of the needs of people with disability.

They work with the NDIA to deliver early childhood and local area coordination services to Australians with disability and children younger than 6 with delays in their development.

Partners are often the first point of contact for participants, making them the face of the NDIS in many communities.

As at 30 June 2024 the partners in the community program had 24 partner organisations operating in all Australian states and territories, with the exception of remote areas, where the local NDIA team provides support.

5.5.1 Local area coordination partners

Partners delivering local area coordination services assist people aged 9 years and above to link to the NDIS and to mainstream and community supports in their local area.

Local area coordination partners play an important role in working directly with communities to improve accessibility and inclusion. They can identify supports available in the community for people with disability, even people who are not eligible for an NDIS plan.

Local area coordination partners help people to understand and access the NDIS, discuss goals and supports, gather and document information to support the planning process, and assist people to use their NDIS plan. They also undertake regular check-ins with participants to ensure that their plans are working for them and assist in preparing for plan reassessment.

5.5.2 Early childhood partners

Early childhood partners are local organisations funded by the NDIA to deliver our early childhood approach. The early childhood approach supports children younger than 6 with developmental delay or children younger than 9 with disability, and their families and carers, to develop the skills they need to participate in daily activities and achieve the best possible outcomes throughout their lives.

Early childhood partners focus on delivering family-centred supports using a best practice model and supporting connections to mainstream and community services for children and their families and carers.

Early childhood partners offer early connections and early support, and they support families to access the NDIS if their child is likely to be eligible. They continue their support through the planning process when the child becomes an NDIS participant.

5.6 Workforce management

To deliver the NDIS, the NDIA needs a capable and committed workforce that is reflective of the broader Australian society.

The mix of skills needed by the NDIA continues to evolve, reflecting the needs of participants, carers and their families. The NDIA continues to expand and strengthen its focus on disability and cohort awareness and on improving frontline capability and the quality of experience for participants.

As at 30 June 2024 the total NDIA workforce numbered 16,192. The NDIA had:

- 7,846 Australian Public Service (APS) employees (7,598 full-time equivalent and 6,402 average staffing level)
- 2,143 contractors, including 1,950 labour hire staff, 132 consultants and 61 contractors with system access only
- 6,203 outsourced workers, including 4,769 partners in the community staff, 1,420 National Contact Centre staff, and 14 other outsourced staff.

During 2023–24 the NDIA engaged 1,210 new APS employees. More than 55% of the new employees are in participant-facing roles in the Service Delivery Group. The NDIA's planner workforce increased by 8.4% in 2023–24 and represents 41.3% of our APS workforce.

5.6.1 Disability and diversity employment

The NDIA cares deeply about building a workplace where everyone is valued, connected and included, and recruiting and retaining staff who are representative of the community we serve. The NDIA Inclusion and Diversity Framework sets out how we will increase the NDIA's inclusion and diversity practices by creating a range of diversity group inclusion plans. The Office of Agency Accessibility and Inclusion was established in January 2024 to drive accessibility and inclusion in the NDIA through improved systems, processes and supports for staff.

The NDIA aspires to be a world-leading employer of choice for people with disability and a leading employer for access and inclusion. The NDIA Disability Action Plan will implement accessibility and inclusion improvements that are co-designed by staff with disability, leaders of staff with disability, subject matter experts and the NDIA's disability liaison officers.

In the 2024 APS Census, 22% of NDIA staff identified as having disability.

The NDIA maintains Disability Confident Recruiter accreditation from the Australian Disability Network. We regularly undertake recruitment using affirmative measures to increase the number of staff who identify as people with disability. The NDIA engages in the RecruitAbility scheme and offers roles and vacancies specifically for people with disabilities (or a specific type of disability).

In the 2024 APS Census, 3% of NDIA staff identified as First Nations people.

The NDIA's Innovate Reconciliation Action Plan (RAP) is being finalised for delivery in the next financial year. This will be the third RAP in the NDIA's reconciliation program and will build on actions implemented in the previous RAPs.

In the 2024 APS Census, 10% of NDIA staff identified as LGBTIQ+. The NDIA published its LGBTIQ+ Inclusion Plan in November 2021. All plan actions are complete. The NDIA is now focused on attaining bronze-level accreditation in Pride in Diversity's Australian Workplace Equality Index, an organisational benchmarking tool for LGBTIQ+ inclusion.

In the 2024 APS Census, 24% of NDIA staff identified as being from a culturally and linguistically diverse (CALD) background. In June 2024 the NDIA launched the NDIA Culturally and Linguistically Diverse Inclusion Plan 2024–27. The plan was developed collaboratively with staff from CALD backgrounds, who co-designed the actions. It includes actions across 4 key areas: cultural competence and leadership, inclusive culture, inclusive policy and practice, and career development and advancement.

In the 2024 APS Census, 69% of NDIA staff identified as female, 27% as male and 1% as non-binary. The NDIA Enterprise Agreement 2024–27 came into effect in April 2024. It contains enhanced conditions around consistent and secure flexible working arrangements and improved parental leave entitlements. The NDIA is now working to develop a Gender Equality Inclusion Plan.

Senior Executive Service (SES) inclusion and diversity champions and staff diversity networks support our inclusion and diversity objectives, plans and initiatives. The NDIA has SES site champions and staff networks for staff with disability, First Nations staff, LGBTIQ+ staff and CALD staff. The NDIA also has a First Nations allyship champion. Our staff diversity networks provide strong representation through the Employees with Disability Network, First Nations Employee Network, Pride@NDIA and HarmonyHub. These networks enable the NDIA to engage directly with specific diversity cohorts and receive advice and guidance on creating a more inclusive workplace culture.

The NDIA continues to hold membership of national not-for-profit organisations to support our inclusion initiatives. These include the Australian Disability Network, the Diversity Council of Australia and ACON Pride in Diversity.

The NDIA acknowledges and celebrates significant diversity awareness dates. In 2023–24 we continued to focus on promoting stories from staff who represent our wide diversity and intersectionality so that they can share their stories and lived experience. The NDIA also held successful virtual panel events to celebrate several significant dates, including International Day of People with Disability, International Women's Day and Global Day of Accessibility.

5.6.2 Performance management

The NDIA has embedded an approach to performance development that supports flexibility and agility in our workforce.

The NDIA Performance Framework assists staff to align their individual performance plans with our performance and values-based culture.

The NDIA continues to embed a focus on developing employee performance to ensure we are a high-performing organisation that delivers great outcomes for participants and stakeholders. No performance pay arrangements apply.

5.6.3 Ethics policies

The NDIA promotes ethical standards and behaviours relating to its workplaces and employment. All NDIA staff are required to comply with the APS Values, APS Employment Principles and APS Code of Conduct as set out in the *Public Service Act 1999*. The NDIA Values set out our organisational values and reflect our passion for and commitment to an empowered, inclusive and participant-centred culture.

Through the Safe and Respectful Workplace Framework, the NDIA is committed to creating and maintaining a positive and inclusive workplace where everyone is safe, treated fairly and respectfully, and supported to speak up. The NDIA has zero tolerance for unacceptable behaviour, including all forms of bullying, harassment, sexual harassment, discrimination, violence, aggression and victimisation at the workplace or in connection with work. The NDIA has measures in place to prevent, address, report and respond to unacceptable behaviour, and supports are available to all NDIA workers impacted by unacceptable behaviour.

All NDIA workers have an obligation to contribute to our safe and respectful culture. To help employees understand their obligations, the NDIA provides compulsory training programs, staff policies and guidelines. Possible breaches of the Code of Conduct are taken seriously, and appropriate action is taken when breaches occur. Managers and staff have access to a range of supports, including contact officers and Early Intervention and Safe and Respectful teams.

5.7 Staff engagement

The NDIA prioritises staff engagement to drive higher performance.

In the 2024 APS Census, 94% of staff gave a positive response to the question about whether they understand how their role contributes to outcomes for the Australian public. Additionally, 95% acknowledged that their work makes a difference for people with disability and their families, and carers. These results demonstrate NDIA staff are highly engaged with the NDIA's values and mission.

There was an 83% response rate in the Census, with 7,358 of the NDIA workforce (APS employees and labour hire workers, excluding partners in the community staff) participating:

- The NDIA Engagement Index, which measures staff job satisfaction and commitment to the organisation, remained steady from 2023 at 77% – 3% higher than the APS average.
- The Wellbeing Index measures staff perceptions of how much the NDIA and immediate supervisors care about staff health and wellbeing. This increased from 73% in 2023 to 75% in 2024 – 5% higher than the APS average.

The NDIA identified 11 initiatives in its 2023 Agency Action Plan, focused on improving the experience of NDIA employees, strengthening our workforce diversity and representing the community we serve to enhance our service to participants.

The Office of Agency Accessibility and Inclusion – an initiative arising from the Agency Action Plan – was established in January 2024. The office is responsible for driving improved accessibility and inclusion for all staff through our systems, processes and staff supports.

In 2023–24 the NDIA completed an independent safety and security review to make sure we have the right arrangements to keep our staff safe and secure at work. Our focus is now shifting to developing actions to deliver on the recommendations.

5.8 Risk management

The NDIA has a structured approach to identifying, managing, escalating and communicating key risks.

This is critical to the effective and efficient delivery of the NDIS. In February 2024 the Ministerial Council approved the NDIA's Risk Management Strategy. Our Risk Management Strategy and Risk Management Framework support us to meet our obligations under the NDIS Risk Management Rules 2013 and the PGPA Act. The NDIA's Fraud and Corruption Control Plan outlines how the NDIA is meeting its responsibilities under the PGPA Act and the Commonwealth Fraud Control Framework 2017. The NDIA is working towards implementing the new Commonwealth Fraud and Corruption Control Framework 2024, which took effect on 1 July 2024.

By proactively managing risks, the NDIA has been able to enhance business planning, maintain operational stability and achieve corporate goals. This evidence-based approach aligns with the Board's defined risk appetite. The Risk, Audit and Resilience Division assists the NDIA Board and the Strategic Leadership Team by providing objective risk reviews, oversight, monitoring and reporting.

The NDIA risk appetite and strategic risks, which are directly aligned to the NDIA's Corporate Plan, are reviewed annually. The NDIA identified 7 strategic risks for 2023–24 in the areas of participant experience and outcomes, partner and

provider performance, financial sustainability, people capability and capacity, NDIS integrity, and change delivery. The strategic risks are monitored against risk-aligned mitigation strategies and key risk indicators, and performance is reported quarterly.

Management of the strategic risks is supported by operational, fraud and corruption, regulatory and project risk assessments and controls, which are owned and managed at functional and/or NDIA levels.

The NDIA is committed to ensuring that critical business functions are maintained or quickly restored in the event of a significant outage, incident or crisis. We have an established and practically tested business continuity management framework to ensure the rapid response and resumption of our critical business functions to support the resumption of participant and provider services in emergency situations.

The NDIA's integrated risk management system provides a single platform for capturing and managing operational, strategic and regulatory risks, audit recommendations, incidents, and business continuity plans. The system gives accountable executives a consolidated view of the risks and controls in their business and the broader NDIA and underpins quarterly risk reporting.

5.8.1 NDIS integrity

We want all participants to have a positive experience in the NDIS. This includes protecting their safety and wellbeing. Our goal is to safeguard the NDIS and protect participant plans so the NDIS remains available to support participants when they need it.

The NDIA has a strong focus on removing problematic providers from the NDIS and ensuring that fraud is detected, prevented and responded to as soon as possible. Our integrity transformation programs are focused on uplifting NDIA system capability, making it easier to get it right and harder to get it wrong. To do this we have multiple layers of work which include the following projects.

Co-design

As part of the NDIA's commitment to NDIS reform, we established an Integrity Working Group in July 2023. Membership included NDIA representatives, participants, family members, disability representative and carer organisations, other disability sector representatives and IAC members.

During 2023–24 the Integrity Working Group held over 45 sessions of co-design, consultation and engagement about fraud and integrity with the disability community and providers. These sessions focused on understanding integrity, fraud and noncompliance and how we can better empower participants to protect themselves while also reinforcing provider roles and responsibilities ensuring they do the right thing.



Luke's story

Luke's wheelathon raises awareness and funds

Luke Ogden has ataxia-telangiectasia (A-T), a rare neurodegenerative disorder. In 2022 he started an annual fundraising event for research into A-T.

Now, every year Luke holds a 5 km wheelathon in Williamstown, starting from the Royal Yacht Club of Victoria.

'Everybody can get involved and register to walk or use one of the wheelchairs we provide. Or you can bring your own,' he said.

Using his NDIS funding, Luke has been able to have his home modified and get the equipment and supports he needs to live a full life.

Lee, Luke's mum, said, 'Luke has carers and support workers who take him into the city or away. It's been fantastic for him and great for his independence.'



Scan to read [Luke's full story](#) on our website.



Fraud Fusion Taskforce

The Fraud Fusion Taskforce (FFT) was established in November 2022. Its purpose is to improve payment integrity in government programs and payments by preventing or reducing fraud and criminal activity within and against government programs. The FFT is a multi-agency partnership involving 20 agencies working together, co-led by the NDIA and Services Australia.

The FFT has made significant progress, improving how government agencies work together to quickly detect, resolve and prevent fraud and serious organised crime as well as strengthening NDIS and other government systems to make it easier to do the right thing.

During 2023–24 the FFT expanded from 15 to 20 Australian Government agencies, increasing the powers available to member agencies to share data to detect, prevent and respond to fraud across government payment programs, including the NDIS.

Crack Down on Fraud

In February 2024 the Australian Government announced the Crack Down on Fraud program, which is ‘making it easier to get it right, harder to get it wrong’. The program is a multi-year program that aims to streamline the interactions of participants, nominees, providers, and their representatives with NDIS systems; and support the NDIA to detect and prevent fraud and noncompliance.

Delivering integrity results

The combination of these programs of work is delivering a series of results. During 2023–24 the NDIA rolled out integrity transformation initiatives including:

- reviewing 14,531 pre-payment and 66,759 post-payment claims resulting in \$57 million in payment cancellations due to noncompliance in 2023–24 (compared with \$49 million in 2022–23)
- an enhanced review process for claims received after a plan has expired and increased pre-payment checks on cash reimbursements – preventing noncompliance and contributing to Scheme sustainability
- identifying and stopping claims from participants who have been overseas for more than 6 weeks – resulting in more than 150 participants having their plan paused or their eligibility revoked
- implementing a new web-based form as part of a redesigned tip-off process. Tip-offs to the NDIA continue to increase in quality and quantity, with over 7,000 received in the 3 months to 30 June 2024 alone – a significant increase
- piloting the use of myGov in front of the NDIS app, creating a familiar, consistent and more secure experience for participants and nominees
- conducting post-payment reviews of School Leavers Employment payments and fixing integrity gaps in the way the payment is managed
- changing the claiming process for self-managed claims to require a description for every claim
- conducting integrity campaigns focused on thematic issues.

As at 30 June 2024 there were 72 fraud investigations underway, with an estimated value of \$34.5 million. Sixteen prosecutions were in progress involving 27 charged offenders.

5.8.2 Internal audit

The internal audit function supports effective risk management and operates as a key internal control. The Audit Branch provides independent assurance to management and the NDIA Board through the Board Audit and Risk Committee. The internal audit function partners with stakeholders to ensure they understand the NDIA's strategic direction and risk profile to deliver a fully aligned, risk-focused plan incorporating both assurance and advisory activity. As part of the audit process, findings are raised in consultation with relevant business areas to gain an understanding of the operating environment and relevant insights.

The outcomes of all audit activity are reported to the Board Audit and Risk Committee, and progress on action plans is monitored through an online tracking system. The status of these actions is reported to both management and the Board through the Board Audit and Risk Committee.

5.8.3 External audit

The NDIA works with the Australian National Audit Office (ANAO), which provides external auditing services on the annual financial statements, annual performance statements and performance audit services. Details of performance audits undertaken during the year that have an impact on the NDIA are provided in section 6.8.6 of this report. The ANAO audit report on annual financial statements is included in section 3. All management actions taken to address recommendations raised by the ANAO are tracked, with regular reporting on their status to both management and the Board Audit and Risk Committee.



‘My NDIS funding gives me the freedom to choose which support worker I want to work with. I chose Pla Gay. She is great and I really connect with her.’

Shee Lah Moo, NDIS participant

Section 6

Appendices

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6.1 Enabling legislation

The National Disability Insurance Agency (NDIA) is established under the *National Disability Insurance Scheme Act 2013* (Cth) (NDIS Act) to deliver the National Disability Insurance Scheme (NDIS).

Following the release of the NDIS Review report on 7 December 2023, the Government introduced the National Disability Insurance Scheme Amendment (Getting the NDIS Back on Track No. 1) Bill 2024 on 27 March 2024. The Bill proposed changes to various provisions in the NDIS Act aimed at implementing NDIS Review report recommendations and improving the participant experience. The Bill was passed by the Parliament on 22 August 2024 and will come into effect 28 days after it receives Royal Assent.

6.2 Audit and Risk Committee

The NDIA Board has established the Audit and Risk Committee to provide independent advice and assurance to the Board, as the NDIA's accountable authority, in accordance with the:

- PGPA Act
- *Public Governance, Performance and Accountability Rule 2014* (PGPA Rule)
- NDIS Act
- *National Disability Insurance Scheme – Risk Management Rules 2013*.

Table 6 shows Audit and Risk Committee remuneration. For details of members' qualifications, knowledge, skills or experience, refer to section 5.2.1. For information on the number of meetings attended and the total number of meetings, refer to section 5.2.3.

6.2.1 Audit and Risk Committee Charter

The Audit and Risk Committee Charter details the committee's purpose – to review and provide advice to the Board on the appropriateness of the NDIA's:

- financial reporting
- performance reporting
- systems of risk oversight and management, including fraud, legal, safety and security risk
- systems of internal control.

The Audit and Risk Committee Charter is available to view at: [Board Audit Committee Charter 2024](#).

Table 6: Audit and Risk Committee remuneration

Member name	Total annual remuneration (\$ GST inc.)
Dr Graeme Innes AM	17,450
Ms Meredith Allan	8,730
Mr Asimakis (Mark) Darras	2,183
Ms Maryanne Diamond AO	8,730
Dr Denis Napthine AO	4,365
Ms Estelle Pearson*	5,238

* Indicates part-year Board members; refer to Table 10 for detail of tenure.

6.3 Work health and safety

The NDIA recognises its obligations under the *Work Health and Safety Act 2011* (Cth) (WHS Act) and the *Safety, Rehabilitation and Compensation Act 1988* (Cth), and proactively develops and promotes a positive and effective safety culture.

A key activity undertaken in the year was a major review of the NDIA's security and safety arrangements led by Graham Ashton, the former Chief Commissioner of Victoria Police. The NDIA is developing action plan to address the review's recommendations.

The NDIA continues to improve its consultation arrangements and its prevention and early intervention mechanisms to address any illness and injury, recognising that the safety of NDIA workers is a non-negotiable business priority. We continue to develop our work health and safety management system in line with evolving legislative requirements and contemporary health, safety and wellbeing practices.

The NDIA's safety culture continues to mature, with a continued focus on psychosocial safety. The NDIA is administering risk assessment tools to identify and manage both physical and psychosocial hazards with business areas and has supporting policies, procedures and guidelines.

The continued development of a psychosocially safe workplace and the implementation of wellbeing initiatives has been a highlight in 2024, achieved through the delivery of a range of improved wellbeing

supports. This plan included the delivery of enhanced employee assistance program services, with additional services including access to an on-call clinician in a crisis, instant counselling, and extension of the services to labour hire staff.

The NDIA continues to support workers to use flexible working arrangements and takes all reasonably practicable measures to protect its workers by providing a healthy and safe work environment, whether staff are working in the office or working from home.

To support workers impacted by bullying, harassment, discrimination, sexual harassment, violence, aggression and victimisation in the workplace, the NDIA launched the Safe and Respectful Workplace Framework and Safe and Respectful Team in June 2023. The team responds to and manages reports of unacceptable behaviours to ensure the NDIA is a safe and respectful workplace that is free from physical and psychosocial harm.

In 2023–24 the NDIA reported 3 incidents to Comcare, pursuant to section 38 of the WHS Act. All incidents were closed by Comcare without further action required of the NDIA. Table 7 shows the number of reported incidents.

Table 7: Summary of reported incidents pursuant to section 38 of the WHS Act (2023–24)

Action	Number
Serious injury or illness of a person that required notification to Comcare under section 35	2
Dangerous incident that required notification to Comcare under section 35	1



Shee Lah's story

Australia has given Shee Lah a lot and he's keen to give back

Shee Lah and his family arrived in Australia in 2007 after fleeing Myanmar's civil war.

'We are so grateful for all the support we've received since we have been in Australia,' he said.

Shee Lah, 18, was diagnosed with mild intellectual disability and DiGeorge syndrome before he started high school. A neighbour helped the family apply to the NDIS.

'With my NDIS funding I can choose my support worker. Pla Gay is great. I really connect with her. She helps me study and learn new skills,' Shee Lah said.

Pla Gay is helping Shee Lah get job-ready.

'After all the help and support I've had, I want to become a disability support worker too,' Shee Lah said.



Scan to read [Shee Lah's full story](#) on our website.



6.4 Workforce statistics

Table 8: All ongoing employees current reporting period (2023–24)

State or territory	Man/Male full time	Man/Male part time	Man/Male total	Woman/Female full time	Woman/Female part time	Woman/Female total	Non-binary full time	Non-binary part time	Non-binary total	Prefers not to answer full time	Prefers not to answer part time	Prefers not to answer total	Uses a different term full time	Uses a different term part time	Uses a different term total	Total
NSW	346	20	366	1,082	207	1,289	5	1	6	0	0	0	0	0	0	1,661
Qld	310	15	325	974	156	1,130	2	0	2	0	0	0	0	0	0	1,457
SA	169	6	175	394	105	499	2	0	2	0	0	0	0	0	0	676
Tas	34	5	39	82	20	102	1	0	1	0	0	0	0	0	0	142
Vic	706	38	744	1,519	300	1,819	13	0	13	0	0	0	0	0	0	2,576
WA	137	11	148	345	49	394	0	0	0	0	0	0	0	0	0	542
ACT	128	5	133	226	20	246	7	0	7	0	0	0	0	0	0	386
NT	16	0	16	78	9	87	1	0	1	0	0	0	0	0	0	104
External territories	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Overseas	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	1,846	100	1,946	4,700	866	5,566	31	1	32	0	0	0	0	0	0	7,544

Table 9: All non-ongoing employees current reporting period (2023–24)

State or territory	Man/Male full time	Man/Male part time	Man/Male total	Woman/Female full time	Woman/Female part time	Woman/Female total	Non-binary full time	Non-binary part time	Non-binary total	Prefers not to answer full time	Prefers not to answer part time	Prefers not to answer total	Uses a different term full time	Uses a different term part time	Uses a different term total	Total
NSW	13	0	13	32	4	36	0	0	0	0	0	0	0	0	0	49
Qld	12	2	14	46	4	50	0	0	0	0	0	0	0	0	0	64
SA	5	0	5	15	2	17	1	0	1	0	0	0	0	0	0	23
Tas	0	0	0	1	1	2	0	0	0	0	0	0	0	0	0	2
Vic	33	0	33	67	12	79	2	0	2	0	0	0	0	0	0	114
WA	5	0	5	15	1	16	0	0	0	0	0	0	0	0	0	21
ACT	3	0	3	15	1	16	0	0	0	0	0	0	0	0	0	19
NT	3	0	3	7	0	7	0	0	0	0	0	0	0	0	0	10
External territories	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Overseas	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	74	2	76	198	25	223	3	0	3	0	0	0	0	0	0	302

6.5 Executive remuneration policy

6.5.1 Executive remuneration

This section outlines the NDIA's remuneration practices, as well as the remuneration paid to the NDIA's key management personnel, senior executives and other highly paid staff for the year ended 30 June 2024, in accordance with the PGPA Rule.

6.5.2 Remuneration policies, practices and governance arrangements

The Chair and members of the Board are remunerated as per the Remuneration Tribunal (Remuneration and Allowances for Holders of Part-time Public Office) Determination (No. 2) 2023 made under subsections 7(3) and (4) of the *Remuneration Tribunal Act 1973* (Cth).

The CEO of the NDIA is remunerated as per the Remuneration Tribunal (Remuneration and Allowances for Holders of Full-time Public Office) Determination (No. 2) 2023 made under subsections 7(3) and (4) of the *Remuneration Tribunal Act 1973* (Cth).

Other highly paid staff within the NDIA, excluding SES employees, are remunerated in line with the NDIA Enterprise Agreement 2024–27. This may include payment of a higher duties allowance as a result of an employee performing higher duties or an individual flexibility arrangement.

Remuneration-related policies that underpin the NDIA Enterprise Agreement 2024–27 include the Remuneration Policy and the Allowances and Reimbursement Policy.

NDIA SES employees are offered a remuneration and employment conditions package through an individual determination under the *Public Service Act 1999* (Cth) (section 24.1). Packages follow the principles outlined in the NDIA's Remuneration Policy and comply with the requirements of the Executive Remuneration Management Policy issued by the Australian Public Service Commission, including specific approval by the Australian Public Service Commissioner if required.

For the purpose of executive remuneration reporting, the scope includes salary and superannuation, as well as any additional allowances, salary payments and/or other remuneration benefits for key management personnel and other highly paid staff.

6.6 Executive remuneration

6.6.1 Key management personnel

During the reporting period ended 30 June 2024, the NDIA had 21 Board members and executives who met the definition of key management personnel (KMP). Their names and lengths of term as KMP are provided in Table 10.

Table 10: Key management personnel

Name	Position	Term as KMP
Ms Meredith Allan	Board member	Full year
Mr John Dardaneliotis	Deputy CEO Integrity Transformation and Fraud Fusion Taskforce	Full year
Mr Asimakis (Mark) Darras	Board member	Part year – appointed 24 November 2023
Ms Maryanne Diamond AO	Board member	Full year
Ms Rebecca Falkingham PSM	Chief Executive Officer	Full year
Mr Kurt Fearnley AO	Chair	Full year
Dr Richard Fejo	Board member	Full year
Mr David Gifford	Scheme Actuary	Full year
Dr Graeme Innes AM	Board member	Full year
Ms Penelope McKay	Deputy CEO Partners, Providers and Home and Living	Full year
Mrs Joan McKenna Kerr	Board member	Full year
Ms Corri McKenzie	Deputy CEO Service Design and Improvement	Full year
Mr Scott McNaughton	Deputy CEO Service Delivery	Full year

Name	Position	Term as KMP
Ms Debbie Mitchell PSM	Deputy CEO Governance, Risk and Legal	Full year
Ms Janine Marie Mohamed	Deputy CEO First Nations	Part-year – appointed 8 April 2024
Dr Denis Naphine AO	Board member	Full year
Ms Estelle Pearson	Board member	Part-year – appointed 11 July 2023
Mr Samuel Porter	Deputy CEO Enabling Services/ Chief Operating Officer	Full year
Dr Peta Seaton AM	Board member	Full year
Mr Matthew Swainson	Acting Deputy CEO Governance, Risk and Legal	Part-year – appointed 2 April 2024
Ms Leah van Poppel	Board member	Full year

6.6.2 Information about remuneration of key management personnel

The remuneration received or due to be received for each of the NDIA's key management personnel for 2023–24 is shown in Table 11.

Table 11: Key management personnel remuneration

Name	Position title	Short-term benefits	Short-term benefits	Bonuses	Short-term benefits and allowances	Post-employment benefits	Supernannuation contributions	Other long-term benefits – long service leave	Other long-term benefits	Termination benefits	Total remuneration
Ms Meredith Allan	Board member	83,712	0	0	0	12,891	0	0	0	0	96,603
Mr John Dardaneliotis	Deputy CEO Integrity Transformation and Fraud Fusion Taskforce	441,250	0	0	2,643	76,112	10,878	0	0	0	530,883
Mr Asimakis (Mark) Darras	Board member	47,720	0	0	0	6,931	0	0	0	0	54,651
Ms Maryanne Diamond AO	Board member	83,664	0	0	0	12,840	0	0	0	0	96,504
Ms Rebecca Falkingham PSM	Chief Executive Officer	763,172	0	0	0	27,467	18,050	0	0	0	808,689
Mr Kurt Fearnley AO	Chair	149,765	0	0	621	24,105	0	0	0	0	174,491
Dr Richard Fejo	Board member	75,009	0	0	0	11,552	0	0	0	0	86,561

Name	Position title	Short-term benefits Base salary	Short-term benefits Bonuses	Short-term benefits and allowances	Post-employment benefits Superannuation contributions	Other long-term benefits – long service leave	Other long-term benefits	Termination benefits	Total remuneration
Mr David Gifford	Scheme Actuary	397,347	0	49,840	47,884	9,907	0	0	504,978
Dr Graeme Innes AM	Board member	92,173	0	0	14,557	0	0	0	106,730
Ms Penelope McKay	Deputy CEO Partners, Providers and Home and Living	448,699	0	0	81,554	11,436	0	0	541,689
Mrs Joan McKenna Kerr	Board member	75,009	0	0	11,552	0	0	0	86,561
Ms Corri McKenzie	Deputy CEO Service Design and Improvement	435,189	0	0	48,404	11,309	0	0	494,902
Mr Scott McNaughton	Deputy CEO Service Delivery	385,564	0	0	70,333	10,073	0	0	465,970
Ms Debbie Mitchell	Deputy CEO Governance, Risk and Legal	437,231	0	0	62,687	10,902	0	0	510,820
Dr Janine Marie Mohamed	Deputy CEO First Nations	77,911	0	0	14,936	1,859	0	0	94,706
Dr Denis Napthine AO	Board member	60,835	0	0	9,369	0	0	0	70,204

Name	Position title	Short-term benefits Base salary	Short-term benefits Bonuses	Short-term benefits Other benefits and allowances	Post-employment benefits Superannuation contributions	Other long-term benefits – long service leave	Other long-term benefits	Termination benefits	Total remuneration
Ms Estelle Pearson	Board member	95,138	0	0	15,012	0	0	0	110,150
Mr Samuel Porter	Deputy CEO Enabling Services / Chief Operating Officer	499,391	0	0	44,307	12,407	0	0	556,105
Dr Peta Seaton AM	Board member	58,572	0	492	9,020	0	0	0	68,084
Mr Matthew Swainson	Acting Deputy Chief Executive Officer Governance, Risk and Legal	96,019	0	0	11,801	2,494	0	0	110,314
Ms Leah van Poppel	Board member	161,291	0	2,245	25,184	0	0	0	188,720

Note: All data is calculated on an accrual basis.

6.6.3 Senior executives

The NDIA's senior executives include:

- any official classified as Senior Executive Band 1, Band 2 or Band 3 under the *Public Service Classification Rules 2000*
- any official with a position equivalent to Senior Executive Band 1, Band 2 or Band 3, including contractors and consultants prescribed as officials.

The average remuneration received or due to be received for each of the NDIA's senior executives who are not key management personnel for the year ended 30 June 2024 is shown in Table 12.

Table 12: Senior executive remuneration

Senior executive remuneration bands	Senior executive remuneration – number of senior executives	Short-term benefits – average base salary	Short-term benefits – average bonuses	Short-term benefits – average other benefits and allowances	Post-employment benefits – average superannuation contributions	Other long-term benefits – average long service leave	Other long-term benefits – average other long-term benefits	Termination benefits – average	Total remuneration – average total remuneration
\$0 to \$220,000	94	80,461	0	552	11,051	2,035	0	0	94,099
\$220,001 to \$245,000	9	199,767	0	746	26,695	5,243	0	0	232,451
\$245,001 to \$270,000	15	220,100	0	1,923	30,557	5,534	0	0	258,114
\$270,001 to \$295,000	11	242,493	0	4,719	33,829	6,109	0	0	287,150
\$295,001 to \$320,000	12	261,477	0	1,863	37,496	6,628	0	0	307,464
\$320,001 to \$345,000	7	279,103	0	4,906	38,489	7,132	0	0	329,630
\$345,001 to \$370,000	3	287,100	0	10,000	51,025	7,223	0	0	355,348

Senior executive remuneration bands	Senior executive remuneration – number of senior executives	Short-term benefits – average base salary	Short-term benefits – average bonuses	Short-term benefits – average other benefits and allowances	Post-employment benefits – average superannuation contributions	Other long-term benefits – average long service leave	Other long-term benefits – average other long-term benefits	Termination benefits – average	Total remuneration – average total remuneration
\$370,001 to \$395,000	2	232,315	0	308	27,412	5,854	0	116,120	382,009
\$395,001 to \$420,000	4	231,094	0	7,416	43,797	5,854	0	115,435	403,596
\$420,001 to \$445,000	2	139,346	0	13,493	18,100	3,379	0	264,865	439,183
\$445,001 to \$470,000	0	0	0	0	0	0	0	0	0
\$470,001 to \$495,000	0	0	0	0	0	0	0	0	0
\$495,001 and above	1	234,453	0	0	39,935	5,667	0	261,782	541,837

6.7 Reports by parliamentary committees

6.7.1 Joint Standing Committee on the National Disability Insurance Scheme

In 2023–24 the NDIA participated in 3 inquiries by the Joint Standing Committee on the NDIS:

- an inquiry into general issues around the implementation and performance of the NDIS
- an inquiry into capability and culture of the NDIA
- an inquiry into NDIS participant experience in rural, regional and remote Australia.

In 2023–24 the committee tabled one final report of the capability and culture inquiry and the *General Issues – Annual Report No. 1 of the 47th Parliament*.

Note: A Joint Standing Committee on the NDIS also operated under the previous parliament, from 2019 until the dissolution of the House of Representatives for the May 2022 federal election.

6.7.2 Senate Standing Committees on Community Affairs

In 2023–24 the NDIA appeared at 4 Senate estimates hearings before the Senate Community Affairs Legislation Committee for Budget, supplementary and additional estimates, including one spill-over hearing for additional estimates.

The committee inquired into the National Disability Insurance Scheme Amendment (Getting the NDIS Back on Track No. 1) Bill 2024 [Provisions]. The NDIA contributed to 2 Social Services portfolio submissions on the Bill, on 17 May 2024 and 6 June 2024, and appeared at 2 public hearings, on 22 May 2024 and 14 June 2024. The final report of the inquiry was tabled on 20 June 2024.

The committee also inquired into the Disability Services and Inclusion Bill 2023 [Provisions] and the Disability Services and Inclusion (Consequential Amendments and Transitional Provisions) Bill 2023 [Provisions]. The NDIA provided a submission to the inquiry on 17 October 2023. The final report was tabled on 9 November 2023.

6.7.3 Senate Select Committee into the Provision of and Access to Dental Services in Australia

The NDIA provided a submission to the committee on 18 September 2023 and attended a hearing on 20 October 2023. The final report of the inquiry was tabled on 30 November 2023.

6.7.4 Joint Committee of Public Accounts and Audit

In 2023–24 the Joint Committee of Public Accounts and Audit (JCPAA) inquired into Commonwealth Financial Statements 2022–23: Auditor-General Report No. 9 of 2023–24. On 5 April 2023 the NDIA provided a submission to the inquiry. On 15 November 2023 the JCPAA tabled *Report 501: Annual Report 2022–23*.

The JCPAA inquired into Commonwealth procurement, particularly matters dealt with or connected to Auditor-General reports Nos 6, 15, 30 and 42 of 2021–22 and No. 5 of 2022–23. The NDIA attended a hearing on 14 April 2023.

On 12 May 2023 the JCPAA adopted a separate inquiry to specifically consider procurement issues arising from the Independent Review of Services Australia and NDIA Procurement and Contracting. The NDIA provided a submission on 12 December 2023 and attended a hearing on 1 February 2024. The JCPAA tabled an interim report on 13 September 2023 and a final report on 26 June 2024.

6.7.5 Senate Standing Committee on Legal and Constitutional Affairs

In 2023–24 the Senate Legal and Constitutional Affairs Legislation Committee inquired into the Administrative Review Tribunal Bill 2023 [Provisions] and related bills. The NDIA provided a submission to the inquiry on 6 March 2024. The final report was tabled on 13 May 2024.

6.7.6 Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability

The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability undertook an expansive examination over 4½ years of matters affecting the lives and experiences of Australians with disability.

On 28 September 2023 the Royal Commission's final report was delivered to the Governor-General. The Australian Government tabled the final report in Parliament on 29 September 2023. The NDIA welcomed the Royal Commission's final report and gave thanks to the Royal Commission for its extensive work.

During the Royal Commission, the disability community contributed to 32 substantive public hearings, 1,785 private sessions, 7,944 submissions and more than 700 community engagements. The NDIA acknowledges and thanks the disability community for sharing their experiences, expertise and stories throughout this process.

The Royal Commission made 222 recommendations to improve laws, policies, structures and practices to ensure a more inclusive and just society. The recommendations aim to support the independence of people with disability and their rights to live free from violence, abuse, neglect and exploitation.

Of these recommendations, 19 directly or substantively involve the NDIA. These recommendations cover the areas of housing, employment, participants in the justice system, advocacy, support coordination, and First Nations participants.

The NDIA has started to address many of the Royal Commission’s recommendations in coordination with stakeholders. These responses include:

- introducing an improved hospital discharge process and boosting the number of hospital liaison officers to support safe and timely discharge from hospital
- releasing a new Supported Decision-Making Policy that empowers participants to make their own decisions about the supports that affect them
- introducing an updated Participant Employment Strategy to improve planning for employment and support employers engaging with NDIS participants
- conducting a 12-month Justice Liaison Project to identify ways to improve transition of participants from custody and forensic settings to the community
- launching the new Participant Safeguarding Policy to improve the safety of participants and minimise the risk of violence, abuse, neglect and exploitation.

The NDIA welcomes the continued collaboration across governments and stakeholders to progress the Royal Commission’s recommendations. We are committed to embedding an integrated system of supports for all people living with a disability.

This report reflects work to 30 June 2024 and does not capture the joint government response to the Royal Commission, which was published in July 2024. The NDIA’s continued progress on the recommendations will be reported on further in the annual report for 2024–25.

6.8 Judicial decisions and external reviews

The operations of the NDIA and decisions made in the delivery of the NDIS are subject to scrutiny by external entities.

6.8.1 Federal Court of Australia

The Federal Court handed down 2 substantive decisions involving the NDIA during 2023–24:

- Reasons for *Public Trustee of South Australia (as litigation representative for Isherwood) v National Disability Insurance Agency (No 2)* [2023] FCA 852 were published on 28 July 2023. The decision concerned a failure by the Administrative Appeals Tribunal (AAT) to provide procedural fairness to the parties where further evidence was produced after the substantive hearing. The Federal Court held that the AAT did not provide procedural fairness to the applicant, and the matter was remitted for further decision by the AAT.
- Reasons for *Warwick v National Disability Insurance Agency* [2024] FCA 616 were published on 12 June 2024. The decision concerned whether relocation costs constituted ‘day-to-day living costs’ under Rule 5.1(d) of the *National Disability Insurance Scheme (Support for Participants) Rules 2013*. The Federal Court held the AAT erred in its construction of Rule 5.1(d) and that the rule did not apply.

6.8.2 Administrative Appeals Tribunal reviews

The AAT is responsible for independently reviewing a range of decisions made under the NDIS Act, including decisions about whether a person meets the access criteria to become a participant in the NDIS, and decisions relating to supports provided under the NDIS. In 2023–24, 4,043 applications for external merits review were lodged by participants in the AAT. There were 3,981 cases finalised during 2023–24, 97.2% of which were finalised through alternative dispute resolution without requiring a substantive hearing. As at 30 June 2024, 2,973 matters were open. That is a 2.1% increase in open cases from the same time last year (as at 1 July 2023) and a 30% reduction in open cases from the year before (as at 1 July 2022). The AAT handed down 110 hearing decisions in 2023–24. It affirmed 55 decisions, varied 12 decisions and set aside 43 decisions. The NDIA remains focused on resolving AAT disputes by taking a participant-centric approach.

6.8.3 Australian Human Rights Commission

The Australian Human Rights Commission (AHRC) is an independent statutory body that investigates complaints about discrimination and human rights breaches. The AHRC has statutory responsibilities under the *Age Discrimination Act 2004*, *Australian Human Rights Commission Act 1986*, *Disability Discrimination Act 1992*, *Racial Discrimination Act 1975*, and *Sex Discrimination Act 1984*. In 2023–24 the NDIA received 8 complaints from the AHRC, of which 4 were open at the end of the financial year.

6.8.4 Fair Work Commission

The Fair Work Commission is Australia’s national workplace relations tribunal. It is responsible for setting minimum wages for Australia, helping with issues in the workplace and regulating registered organisations. In 2023–24 the NDIA received 8 applications to the Fair Work Commission, of which 2 were open at the end of the financial year.

6.8.5 Federal Circuit Court and Family Court of Australia

The Federal Circuit and Family Court of Australia (FCFCA) deals with family law, migration, and general federal law matters. In 2023–24 the NDIA received one application from the FCFCA, which was open at the end of the financial year.

6.8.6 Australian National Audit Office reports

The Australian National Audit Office (ANAO) conducts performance audits of the efficiency and effectiveness of the NDIA’s operations, and financial statements audits of NDIA financial statements. In 2023–24 the ANAO undertook 2 performance audits involving the NDIA. *Auditor-General Report No. 23 2023–24: Management of complaints by the National Disability Insurance Agency* was published on 22 April 2024. It made 2 recommendations, both of which were agreed to by the NDIA. *Auditor-General Report No. 33 2023–24: Compliance with corporate credit card requirements in the National Disability Insurance Agency* was published on 30 May 2024. It made 9 recommendations, all of which were agreed to by the NDIA.

All ANAO recommendations from its performance, performance statements and financial statements audits are actively monitored and addressed within the necessary timelines, with oversight from both the Strategic Leadership Team and the Board Audit and Risk Committee.

6.8.7 Freedom of Information

Under the *Freedom of Information Act 1982* (Cth) (FOI Act), a person may request access to information held by the NDIA.

The NDIA applies a participant lens to freedom of information (FOI) requests and will refer participants to the Participant Information Access scheme pathway where appropriate so that they can access their personal information more quickly and easily without needing to make or pursue a formal application under the FOI Act.

In 2023–24 the NDIA received 1,386 requests under the FOI Act, compared with 1,753 in 2022–23, and 31 requests for internal review of an access decision. The Office of the Australian Information Commissioner notified the NDIA that it had received 77 applications for a review of the NDIA's access decisions. One matter was subject to an application to and determination by the AAT.

6.8.8 Participant Information Access scheme

The Participant Information Access scheme allows current and prospective participants, as well as nominated representatives, to request access to personal information held by the NDIA. The NDIA implemented the scheme in 2021 to assist participants to access their personal information more quickly and easily without needing to make or pursue a formal application under the FOI Act. The scheme is well used by NDIS participants. The NDIA received 7,662 Participant Information Access requests in 2023–24 compared with 4,807 in 2022–23.

6.8.9 Commonwealth Ombudsman

Under the *Ombudsman Act 1976* (Cth), the Commonwealth Ombudsman may consider complaints from individuals, groups or organisations about administrative actions and decisions of Australian Government agencies, including the NDIA.

The NDIA assists the Commonwealth Ombudsman to address complaints by accepting complaint transfers and providing information and documents in response to Ombudsman inquiries, requests and formal notices.

In 2023–24 the Commonwealth Ombudsman contacted the NDIA regarding 131 complaints, compared to 113 in 2022–23.

6.8.10 NDIS Quality and Safeguards Commission

The NDIS Quality and Safeguards Commission (NDIS Commission) is an independent agency established to improve the quality and safety of NDIS supports and services, regulate NDIS providers, provide national consistency, promote safety and quality services, resolve problems and identify areas for improvement.

The NDIA works with the NDIS Commission to resolve matters within each organisation's respective areas of responsibility under the NDIS Act. The NDIA and the NDIS Commission have operational protocols to guide their interaction on these matters.

6.8.11 NSW Ageing and Disability Commission

The NSW Ageing and Disability Commission is an independent agency of the New South Wales Government, established to protect older people and adults with disability from abuse, neglect and exploitation in their family, home and community. The NDIA shares information with the NSW Ageing and Disability Commission when requested to ensure the safety of NDIS participants.

6.8.12 Merit Protection Commission

The Merit Protection Commission (MPC) is an independent statutory office providing employment services to the APS and the Parliamentary Service. The MPC reviews certain APS engagement and promotion decisions as well as a range of workplace decisions that may impact an APS employee, such as leave requests, misconduct outcomes and performance management. It also provides recruitment and inquiry services to agencies.

In 2023–24 the NDIA had one open or ongoing application from the previous

financial year, and 8 new applications submitted to the MPC relating to workplace decisions. As of 30 June 2024, 2 of the NDIA's original decisions in these matters were upheld, one decision was set aside and substituted, one application was not reviewable as the employee resigned, and 5 matters were ongoing or under review with the MPC.

In 2023–24 the NDIA had 8 applications submitted to the MPC relating to engagement and promotion decisions. On review, 4 of the NDIA's original decisions were upheld, 3 were deemed invalid and closed, and one was withdrawn by the applicant.



Chelsea's story

Chelsea is learning skills to achieve a career in cabinet making

Chelsea Firth Ulverstone, who has autism, attends woodwork classes at a local woodcraft hub with the support of Tania, a youth employment coach.

'I really enjoy it,' Chelsea said. 'I've made some chairs, little boxes to put things in and a toolbox for myself.'

Chelsea is also learning other important workplace tasks.

'Once a month I'm rostered on to open up the hub,' she said. 'I turn everything on, count the float, greet customers and help with purchases.'

Tania said Chelsea's confidence and work and life skills have really improved.

'She checks her work, she's very precise and her work is high quality. She's just blossoming. I know she'll continue to work hard to achieve her goal,' Tania said.



Scan to read [Chelsea's full story on our website](#).



6.9 Other PGPA Act reportable items

6.9.1 Ministerial directions and government policy orders

The NDIA did not receive any government policy orders or ministerial directions from the Minister for the NDIS in 2023–24.

6.9.2 Location of major activities or facilities

As at 30 June 2024 the NDIA had staff at over 152 locations across Australia. Approximately 70% of these sites are shared with other agencies to efficiently deliver Australian Government services. We continue to work with other agencies to consolidate into shared sites, where appropriate.

6.9.3 Indemnities and insurance premiums

The NDIA purchased directors' and officers' liability cover from Comcover (the Commonwealth's self-insurance fund). The premium paid in 2023–24 for this cover was \$879,765.94 (GST inclusive).

6.9.4 Related entity transactions

Related entity transactions are addressed in the NDIA Financial Statements.

6.9.5 Obtaining information from subsidiaries

The NDIA has no subsidiaries.

6.9.6 Significant noncompliance with finance law

No instances of significant noncompliance with finance law were reported to the responsible minister under section 19(1)(e) of the PGPA Act in 2023–24.

6.10 Advertising and market research

The following information is provided in accordance with section 311A of the *Commonwealth Electoral Act 1918* (Cth) and discloses payments above \$16,300.00 (including GST), as specified by the Australian Electoral Commission, to advertising, market research, polling, direct mail and media advertising organisations.

Tables 14 to 18 show details of payments to advertising organisations, market research organisations, polling organisations, direct mail organisations and media advertising organisations.

Table 14: Payments to advertising organisations in 2023–24

Organisation	Service provided	Amount paid \$ (including GST)
Universal McCann	Recruitment advertising	\$348,952.89
	Total:	\$348,952.89

Table 15: Payments to market research organisations in 2023–24

Organisation	Service provided	Amount paid \$ (including GST)
Hall and Partners Pty Ltd	Community sentiment insights	\$324,500.00
	Total:	\$324,500.00

Table 16: Payments to polling organisations in 2023–24

Organisation	Service provided	Amount paid \$ (including GST)
Nil		

Table 17: Payments to direct mail organisations in 2022–23

Organisation	Service provided	Amount paid \$ (including GST)
National Mailing and Marketing Pty Ltd	Warehousing and distribution	\$190,284.73
	Total:	\$190,284.73

Table 18: Payments to media advertising organisations in 2023–24

Organisation	Service provided	Amount paid \$ (including GST)
LinkedIn Singapore Pte Ltd	LinkedIn Learning annual subscription	\$80,712.32
	Total:	\$80,712.32

The grand total of all payments to advertising, market research, polling, direct mail, and media advertising organisations in 2023–24 is \$944,449.94.

6.11 Ecologically sustainable development and environmental performance

Fleet and fuel usage

During 2023–24 the NDIA increased its green vehicle fleet by replacing hybrid and internal combustion engine vehicles with greener options, such as plug-in hybrid electric vehicles, battery electric vehicles and lower carbon dioxide (CO₂) emitting internal combustion engine vehicles.

In 2023–24 the NDIA maintained a fleet portfolio of 98 vehicles; 71 vehicles were based in metro and regional areas and 27 vehicles were based in remote locations. Seventy-two per cent of the NDIA fleet consists of low-emission vehicles, including 7 battery electric vehicles and 64 plug-in hybrid vehicles.

Air travel

The NDIA has continued to heavily leverage technology such as videoconferencing to minimise the need for travel between locations.

Property

The NDIA is committed to sustainable development and environmental performance. Through our property activities, we seek a minimum 5 Star Green Star Design and 4.5 Star NABERS Energy Base Building Office rating, wherever possible.

6.11.1 APS Net Zero 2030 annual reporting requirements

Carbon emissions

The NDIA's greenhouse gas emissions reporting has been developed using methodology consistent with the APS Net Zero 2030 policy. Tables 19 and 20 show our greenhouse gas emissions by location-based approach and market-based approach.

Table 19: Greenhouse gas emissions inventory – location-based method

Emission source	Scope 1 t CO ₂ -e	Scope 2 t CO ₂ -e	Scope 3 t CO ₂ -e	Total t CO ₂ -e
Electricity (location-based approach)	N/A	2,131.428	215.158	2,346.586
Natural gas	15.116	N/A	3.757	18.873
Solid waste**†	N/A	N/A	7.041	7.041
Refrigerants**††	0.000	N/A	N/A	0.000
Fleet and other vehicles	91.398	N/A	22.929	114.327
Domestic commercial flights*	N/A	N/A	906.545	906.545
Domestic hire car*	N/A	N/A	15.116	15.116
Domestic travel accommodation*	N/A	N/A	406.824	406.824
Other energy	0.000	N/A	0.000	0.000
Total t CO₂-e	106.514	2,131.428	1,577.369	3,815.311

Notes:

t CO₂-e = tonne carbon dioxide equivalent

Not all data for flights, hire car, and accommodation was available at the time of the report and amendments to data may be required in future reports. Emissions from hire cars for 2023–24 have been sourced from third party providers and may be incomplete. Travel emissions reported may contain some reservations that were cancelled.

Emissions from electricity consumed by electric and plug-in hybrid vehicles has only been reported for electricity directly purchased by NDIA. Emissions associated with electricity consumption from public charging stations has not been reported for 2023–24.

* Indicates emission sources collected for the first time in 2023–24. The quality of data is expected to improve over time as emissions reporting matures.

† Not all solid waste data was available at the time of the report and amendments to data may be required in future reports.

†† Indicates optional emission source for 2023–24 remissions reporting.

Table 20: Greenhouse gas emissions inventory – market-based method

Emission source	Scope 1 t CO ₂ -e	Scope 2 t CO ₂ -e	Scope 3 t CO ₂ -e	Percentage of electricity used
Electricity (location-based approach)	2,131.428	215.158	2,346.586	100.00%
Market-based electricity emissions	1,810.831	223.559	2,034.391	71.70%
Total renewable electricity	N/A	N/A	N/A	28.30%
Mandatory renewables ^a	N/A	N/A	N/A	18.72%
Voluntary renewables ^b	N/A	N/A	N/A	9.58%

Notes:

t CO₂-e = tonne carbon dioxide equivalent

^a Mandatory renewables are the portion of electricity consumed from the grid that is generated by renewable sources. This includes the renewable power percentage.

^b Voluntary renewables reflect the eligible carbon credit units surrendered by the entity. This may include purchased large-scale generation certificates, power purchasing agreements, GreenPower and the jurisdictional renewable power percentage (ACT only).

The table above presents emissions related to electricity usage using both the location-based and the market-based accounting methods.

6.12 Compliance with Carer Recognition Act

Through the *Carer Recognition Act 2010* (Cth), the Australian Government recognises the exceptional contribution made by unpaid carers. The Act stipulates that carers should have the same rights, choices and opportunities as other Australians.

The NDIA strives to be an inclusive organisation that supports staff who have caring responsibilities. The NDIA implements initiatives to align with celebrations of Carers Week. The NDIA provides a range of resources for staff who are carers, including information about flexible working arrangements and wellbeing supports.

The NDIA consults with carer organisations to develop support mechanisms and implement reforms. Consultation ensures programs and services continue to consider the needs of carers in addition to those of people with disability and meet the requirements of the Act.

Awareness and understanding

Subsection 7(1) – each public service agency is to take all practicable measures to ensure that its employees and agents have an awareness and understanding of the Statement for Australia’s Carers.

The NDIA promotes staff awareness and understanding of the principles contained within the *Carer Recognition Act 2010* and the Statement for Australia’s Carers through online tools and resources, including guides on the support available to employees with caring responsibilities and also those who support people with caring responsibilities.

Workplace support for carers

Subsection 7(2) – each public service agency’s internal human resources policies, so far as they may significantly affect an employee’s caring role, are to be developed having due regard to the Statement for Australia’s Carers.

The NDIA complies with its obligations under the *Carer Recognition Act 2010* and adheres to the principles of the Statement for Australia’s Carers. The NDIA’s Enterprise Agreement 2024–27 and human resources policies are also developed having regard to the Statement for Australia’s Carers.

The NDIA supports carers in the workplace through its employment policies, including flexible working arrangements and access to carers leave.

Recognition of the role of carers

Subsection 8(1) – each public service care agency is to take all practicable measures to ensure that it, and its employees and agents, take action to reflect the principles of the Statement for Australia’s Carers in developing, implementing, providing or evaluating care supports.

The NDIA recognises the essential role carers play in supporting people with

disability to pursue their goals. NDIA staff are encouraged to listen to carers and support them in their role.

The NDIA includes information in each participant's plan about the support they receive from their carers. When developing the participant's plan, the NDIA focuses on capacity building and social and economic inclusion for participants. This includes support to build the participant's independence, daily life supports and short breaks or respite. These supports are important in helping carers to sustain their caring role.

The NDIA recognises that increasing the capacity of the community to help people with disability and increasing community and workforce participation of people with disability improves the situation of carers. The NDIA encourages feedback from carers to inform improvements to the way the NDIS supports their needs.

The NDIA also engages with participant and carer stakeholder groups to co-design tools and resources which the NDIS publishes on its website to support them to understand the valuable role carers play in helping participants to increase their community and workforce participation.

Consultation with carers

Subsection 8(2) – each public service care agency is to consult carers, or bodies that represent carers, when developing or evaluating care supports.

Carer representative organisations have significantly contributed to the NDIA's

co-design response to the Australian Government's 2023 reforms. These reforms ensure a better experience for participants and carers and position the NDIS well for the future.

Carers Australia is a member of the NDIA's Reform for Outcomes Program Plan Flexibility Co-design Working Group. The purpose of the group is to implement a lifetime planning approach by building more flexible and responsive plans that support participants to pursue their goals. The group held 9 sessions between July 2023 and June 2024.

The National Mental Health Consumer and Carer Forum participated as a member of the Evidence-based Supports Co-design Working Group. The group's focus was on how the NDIA can make it easier for participants to get the right support, at the right time, for the right price. The group held 8 sessions between July 2023 and June 2024.

In addition, both carer organisations were consulted on current risks to the integrity of the NDIS and on the actions planned by the NDIA to better protect participants and uphold the NDIS's integrity.

The NDIA continues to consult and engage with both Carers Australia and the National Mental Health Consumer and Carer Forum each quarter, as valued members of the NDIA's Disability Representative and Carer Organisation Forum. Carers Australia also meets monthly with the NDIA via the Stakeholder Engagement Model to discuss areas of particular concern and interest to its members.

6.13 Information on other specific statutory provisions

The following information addresses other reportable items required by specific statutory provisions.

6.13.1 National Disability Insurance Scheme Act 2013

No directions or ministerial statements were given to the NDIA under sections 121 and 125 of the NDIS Act, and no legislative instruments were made during 2023–24.

6.13.2 Privacy Act 1988

The NDIA complies with its privacy obligations as required under both the *Privacy Act 1988* (Cth) and the NDIS Act.

Compliance includes the NDIA ensuring its practices and procedures are consistent with requirements under the Australian Privacy Principles, the Notifiable Data Breaches Scheme, and the Australian Government Agencies Privacy Code, such as having an established privacy policy and privacy management plan and maintaining privacy incident and privacy impact assessment registers.

The NDIA actively promotes privacy awareness through the appointment of a privacy champion and privacy officers, and through the ongoing development of training materials for NDIA staff. The NDIA also provides advice to staff regarding our privacy obligations under law, particularly in relation to promoting one of the general principles guiding actions under the NDIS Act: to ensure that people with disability have their privacy and dignity respected.

As at 1 July 2023 the NDIA had 6 privacy complaints open from the Office of the Australian Information Commissioner. During 2023–24 an additional 4 complaints were received. Five complaints were resolved during that period.

6.14 Correction of material errors in NDIA Annual Report 2022–23

Our Annual Report 2022–23 contained the following errors:

- On page 31, under the heading ‘Analysis of performance’, it was incorrectly reported that the NDIA had designed a new CALD Strategy for 2023–27. This should have been referenced as a new CALD Strategy for 2024–28.
- On page 98, in section 5.2.3 Board and committee attendance, there was an error in Table 5.2.3A: Number of meetings attended by Board members in 2022–23:
 - Mr Glenn Keys was listed as being eligible to attend 3 Audit Committee meetings, 4 Sustainability Committee meetings and 2 Risk Committee meetings. These should all have been left blank, as Mr Keys was not a member of those committees and was therefore ineligible to attend.
 - Mrs Joan McKenna Kerr was listed as attending 2 Board meetings but should have been listed as attending one meeting.
- On page 129, in section 6.6.2 Information about remuneration of key management personnel, there was an error in Table 6.6.2A: Key management personnel remuneration:
 - The base salary figure for Hamish Aikman should have been \$317,037, with other benefits and allowances \$0, superannuation \$17,608 and long service leave \$8,013. Total remuneration should have been \$342,658.

6.15 Glossary

6.15.1 Definitions

Term	Definition
Administrative Appeals Tribunal (AAT)	An independent body that conducts reviews of administrative decisions made under Commonwealth laws.
Disability sector	Refers to organisations and sole traders who deliver disability support services and the peak bodies that represent them.
Early childhood approach	The early childhood approach supports children younger than 6 with developmental delay or children younger than 9 with disability, and their families and carers, to develop the skills they need to participate in daily activities and achieve the best possible outcomes throughout their life.
Local area coordination partners	Local organisations working in partnership with the NDIA, to help participants, their families and carers access the NDIS.
Partners in the community (PITC)	Experienced and qualified organisations with strong local knowledge and understanding of the needs of people with disability. PITCs work with the NDIA to deliver early childhood and local area coordination services to Australians with disability and children younger than 6 with delays in their development.
Plan	A written agreement worked out with the participant, stating their goals and needs, and the reasonable and necessary supports the NDIS will fund for them. Each participant has their own individual plan.
Supported independent living	One type of help or supervision with daily tasks to help participants live as independently as possible, while building their skills.

6.15.2 Acronyms

Term	Definition
AAT	Administrative Appeals Tribunal
ABS	Australian Bureau of Statistics
AFSR	Annual financial sustainability report
AHRC	Australian Human Rights Commission
AIHW	Australian Institute of Health and Welfare
AM	Member of the Order of Australia
ANAO	Australian National Audit Office
AO	Order of Australia, Officer in the General Division
APS	Australian Public Service
CALD	Culturally and linguistically diverse
CEO	Chief Executive Officer
Cth	Commonwealth
DSS	Department of Social Services
FCFCA	Federal Circuit and Family Court of Australia
FFT	Fraud Fusion Taskforce
FOI Act	<i>Freedom of Information Act 1982 (Cth)</i>
GST	Goods and Services Tax
IAC	Independent Advisory Council
IEO	Index of Education and Occupation
JCPAA	Joint Committee of Public Accounts and Audit
KMP	Key management personnel
Ministerial Council	Disability Reform Ministerial Council
MPC	Merit Protection Commission
NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Scheme

Term	Definition
NDIS Act	<i>National Disability Insurance Scheme Act 2013 (Cth)</i>
NDIS Commission	NDIS Quality and Safeguards Commission
PGPA Act	<i>Public Governance, Performance and Accountability Act 2013 (Cth)</i>
PGPA Rule	<i>Public Governance, Performance and Accountability Rule 2014 (Cth)</i>
PITC	Partners in the community
PSG	Participant Service Guarantee
PSIP	Participant Service Improvement Plan 2022–23
RAP	Reconciliation Action Plan
SES	Senior Executive Service
the Scheme	National Disability Insurance Scheme
WHS Act	<i>Work Health and Safety Act 2011 (Cth)</i>
YPIRAC	Younger people in residential aged care



‘I love working at the school. Everyone is nice. I have a staff uniform and a name badge. I like doing different jobs, like organising books. It makes me happy.’

Justin Tala, NDIS participant

Section 7

Indexes

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7.1 Compliance indexes

7.1.1 Public Governance, Performance and Accountability Rule 2014

Below is the table set out in Schedule 2A of the PGPA Rule. Section 17BE(u) requires that this table be included in entities' annual reports.

PGPA Rule reference	Part of report	Description	Requirement
17BE		Contents of annual report	
17BE(a)	6.1	Details of the legislation establishing the body	Mandatory
17BE(b)(i)	6.1	A summary of the objects and functions of the entity as set out in legislation	Mandatory
17BE(b)(ii)	1.4 1.5 1.6	The purposes of the entity as included in the entity's corporate plan for the reporting period	Mandatory
17BE(c)	5.1.1	The names of the persons holding the position of responsible Minister or responsible Ministers during the reporting period, and the titles of those responsible Ministers	Mandatory
17BE(d)	6.9.1	Directions given to the entity by the Minister under an Act or instrument during the reporting period	If applicable, mandatory
17BE(e)	6.9.1	Any government policy order that applied in relation to the entity during the reporting period under section 22 of the Act	If applicable, mandatory

PGPA Rule reference	Part of report	Description	Requirement
17BE(f)	6.9.1	Particulars of non-compliance with: (a) a direction given to the entity by the Minister under an Act or instrument during the reporting period; or (b) a government policy order that applied in relation to the entity during the reporting period under section 22 of the Act	If applicable, mandatory
17BE(g)	2	Annual performance statements in accordance with paragraph 39(1)(b) of the Act and section 16F of the rule	Mandatory
17BE(h), 17BE(i)	6.9.6	A statement of significant issues reported to the Minister under paragraph 19(1)(e) of the Act that relates to non-compliance with finance law and action taken to remedy non-compliance	If applicable, mandatory
17BE(j)	5.2	Information on the accountable authority, or each member of the accountable authority, of the entity during the reporting period	Mandatory
17BE(k)	5.4.1	Outline of the organisational structure of the entity (including any subsidiaries of the entity)	Mandatory
17BE(ka)	6.4	Statistics on the entity's employees on an ongoing and non-ongoing basis, including the following: (a) statistics on full-time employees; (b) statistics on part-time employees; (c) statistics on gender; (d) statistics on staff location	Mandatory
17BE(l)	6.9.2	Outline of the location (whether or not in Australia) of major activities or facilities of the entity	Mandatory

PGPA Rule reference	Part of report	Description	Requirement
17BE(m)	5.1 5.2 5.6 5.8	Information relating to the main corporate governance practices used by the entity during the reporting period	Mandatory
17BE(n), 17BE(o)	3.2	For transactions with a related Commonwealth entity or related company where the value of the transaction, or if there is more than one transaction, the aggregate of those transactions, is more than \$10,000 (inclusive of GST): (a) the decision-making process undertaken by the accountable authority to approve the entity paying for a good or service from, or providing a grant to, the related Commonwealth entity or related company; and (b) the value of the transaction, or if there is more than one transaction, the number of transactions and the aggregate of value of the transactions	If applicable, mandatory
17BE(p)	3.2 5.2.4 5.4.1 6.1	Any significant activities and changes that affected the operation or structure of the entity during the reporting period	If applicable, mandatory
17BE(q)	6.8	Particulars of judicial decisions or decisions of administrative tribunals that may have a significant effect on the operations of the entity	If applicable, mandatory

PGPA Rule reference	Part of report	Description	Requirement
17BE(r)	6.7 6.8	Particulars of any reports on the entity given by: (a) the Auditor-General (other than a report under section 43 of the Act); or (b) a Parliamentary Committee; or (c) the Commonwealth Ombudsman; or (d) the Office of the Australian Information Commissioner	If applicable, mandatory
17BE(s)	Not applicable	An explanation of information not obtained from a subsidiary of the entity and the effect of not having the information on the annual report	If applicable, mandatory
17BE(t)	6.9.3	Details of any indemnity that applied during the reporting period to the accountable authority, any member of the accountable authority or officer of the entity against a liability (including premiums paid, or agreed to be paid, for insurance against the authority, member or officer's liability for legal costs)	If applicable, mandatory
17BE(taa)	5.2.1 5.2.2A 5.2.3A 6.2A 6.2.1	The following information about the audit committee for the entity: (a) a direct electronic address of the charter determining the functions of the audit committee; (b) the name of each member of the audit committee; (c) the qualifications, knowledge, skills or experience of each member of the audit committee; (d) information about each member's attendance at meetings of the audit committee; (e) the remuneration of each member of the audit committee	Mandatory

PGPA Rule reference	Part of report	Description	Requirement
17BE(ta)	6.6	Information about executive remuneration	Mandatory
17BF		Disclosure requirements for government business enterprises	
17BF(1)(a)(i)	3.2	An assessment of significant changes in the entity's overall financial structure and financial conditions	If applicable, mandatory
17BF(1)(a)(ii)	3.2	An assessment of any events or risks that could cause financial information that is reported not to be indicative of future operations or financial conditions	If applicable, mandatory
17BF(1)(b)	3.2	Information on dividends paid or recommended	If applicable, mandatory
17BF(1)(c)	3.2	Details of any community service obligations the government business enterprise has including: (a) an outline of actions taken to fulfil those obligations; and (b) an assessment of the cost of fulfilling those obligations	If applicable, mandatory
17BF(2)	3.2	A statement regarding the exclusion of information on the grounds that the information is commercially sensitive and would be likely to result in unreasonable commercial prejudice to the government business enterprise	If applicable, mandatory

7.1.2 The NDIS Act

NDIS Act Chapter 6, Part 5, subsection 172	Part of report	Description	Requirement
2)(a)	6.13.1	Details of any directions given under section 121 in the period	Mandatory
(2)(b)	6.13.1	Details of any statements given under section 125 in the period	Mandatory
(2)(c)	4	Information (including statistics) and analysis that relates to either or both of the following in the period: (i) participants; (ii) funding or provision of supports by the Agency	Mandatory
(3)	6.13.1	The Minister may, by legislative instrument, prescribe particular information, or analysis, described in paragraph (2)(c) that must be included in the annual report.	Mandatory (if applicable)
(4)(a)	4	The summary, that was prepared under section 180B when the annual report was being prepared, of the annual financial sustainability report prepared then	Mandatory
(4)(b)	4.4	The report of the reviewing actuary's review under subsection 180E(2) of the summary mentioned in paragraph (4)(a)	Mandatory

7.1.3 Information provided in compliance with other statutory provisions

Act	Part of report	Description	Requirement
<i>Work Health and Safety Act 2011 Schedule 2</i>	6.3	4(1) – Work Health and Safety 4(2) – Summary of incidents pursuant to section 38 of the WHS Act	Mandatory
<i>Commonwealth Electoral Act 1918</i>	6.10	311A – Advertising and Market Research	Mandatory
<i>Environment Protection and Biodiversity Conservation Act 1999</i>	6.11	516A – Ecologically sustainable development and environmental performance	Mandatory
<i>Carer Recognition Act 2010</i>	6.12	4 – Statement of compliance with Carer Recognition Act	Mandatory
<i>Privacy Act 1988</i>	6.13.2	Statement of Compliance	Mandatory

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Justin's story

Justin's job gives him a strong sense of purpose

Justin Tala loves his job at Glenwood Public School.

The 24-year-old has a moderate intellectual disability and autism, but principal Jay McInney said, 'I don't think the kids or staff see Justin as a person with a disability.

'They see him as someone who does important jobs around the school; who always says hello. He lifts people's spirits and he's an important part of our school community.'

Justin's NDIS employment assistance funding helped him secure his ongoing position at Glenwood. He also has support workers and funding to get to and from work.

Justin's mother, Carmen, said her son's job gives him a strong sense of purpose.

'Working makes Justin feel he's doing something good, which makes him very happy'.



Scan to read [Justin's full story](#) on our website.



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‘Having support to attend the woodcraft hub has really spurred me on to secure a career in cabinet making. It’s helping to build my skills and confidence. Then I’ll be able to look at doing a TAFE pre-apprenticeship course in cabinet making or start to apply for cabinet-making apprenticeships.’

Chelsea Firth Ulverstone, NDIS participant



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