



Annual Report 2022–23

Easy Read version



ndis

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

How to use this report



The National Disability Insurance Agency (NDIA) wrote this Annual Report.

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



We wrote this Annual Report in an easy to read way.

We use pictures to explain some ideas.

Bold
Not bold

We wrote some words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 30.



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



You can find the other Annual Report on our website.

www.ndis.gov.au



You can ask for help to read this Annual Report.

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

What's in this Annual Report?

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Acknowledgement



At the NDIA, we recognise all Australians with disability.



We support an Australian community where everyone can take part.



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

We call it the UN Convention.



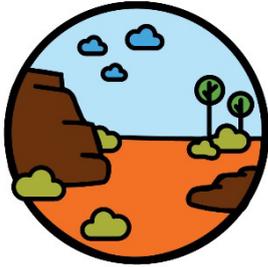
The UN Convention is an agreement between countries.

It explains how everyone should treat people with disability fairly.



We recognise First Nations peoples as the traditional owners of the land we live on – Australia.

First Nations peoples were the first to live on and use the:



- land



- rivers



- seas.



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

About our Annual Report



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

We call it the NDIS.



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



We have been writing these reports for 10 years.



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



This includes our **participants**.

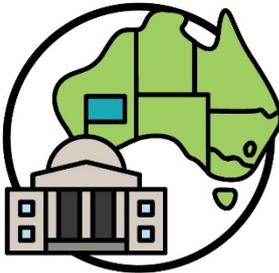
Participants are people with disability who take part in the NDIS.



This includes **providers**.

Providers support people with disability by delivering a service.

It also includes:



- the governments in Australia.



- the people who work for us.



This report also supports the important work the disability community do.

A message from our Chairman



Mr Kurt Fearnley AO is our Chairman.



He wrote an introduction to our Annual Report 2022–23.



He said that the NDIS is now 10 years old.



He said that the NDIS had more than **610,000** participants at the end of June 2023.



Many participants are getting disability support for the first time.



Kurt Fearnley said the NDIS is making life better for participants.

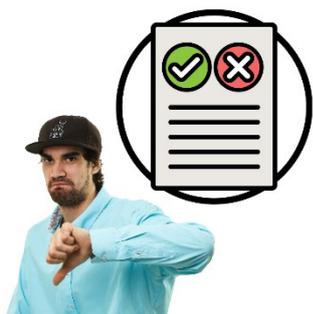
More participants are:



- taking part in community events



- working and earning money.



We are using a new way to help people who don't agree with decisions the NDIS makes.

This means:

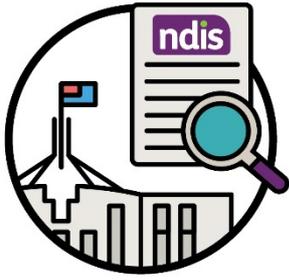


- people get help faster
- less people need help.



Kurt Fearnley also said **co-design** is important.

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



He said the Australian Government is checking the NDIS to find out what:

- works well
- could be better.

They call it the **NDIS Review**.



The Government will also get advice from the **Disability Royal Commission**.



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

It will help the Government find out what:

- went wrong
- the Government should fix.



We will use this advice to keep making the NDIS better for participants.



Together we are building an NDIS that gives people with disability what they need.

A message from our Chief Executive Officer



Ms Rebecca Falkingham is the Chief Executive Officer (CEO) of the NDIA.

This means she runs the NDIA.



She also wrote an introduction to our Annual Report 2022–23.



She said that there has been a lot of change in the NDIS this year.



The Australian Government gave us **\$720 million** to make sure the NDIS works well for participants.



We used co-design to make 2 new **policies**.

Policies are:

- plans for how we should do things
- where rules come from.

We made the:



- Supported Decision-Making policy



- Participant Safeguarding policy.



We will keep using co-design to make the NDIS better for participants.



We tested a new computer system in Tasmania.



The computer system will mean we will have more time to support participants.

Rebecca Falkingham said we will keep working closely with:



- participants



- families and carers



- our **partners** – people who help others find and use services.



Their support helps us to make the NDIS better.



Next year will be big.

We will have a lot of work to do.



People around Australia care about the NDIS doing well.



We are working together towards one goal.

Working together



We welcomed Ms Rebecca Falkingham as our new CEO.



We're pleased to say that **610,502** participants were taking part in the NDIS at the end of June 2023.

We use co-design to make sure:



- people in the disability community can have their say



- the NDIS can provide participants the support they need.

We have focused our co-design on:



- support for decision-making



- home and living.

We also used co-design to support participants in:



- First Nations communities



- **culturally and linguistically diverse (CALD)** communities.



CALD people:

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

Our people

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



- have the right skills



- come from all parts of the Australian community.



This includes making sure our **workplace** supports and values our staff with disability.



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

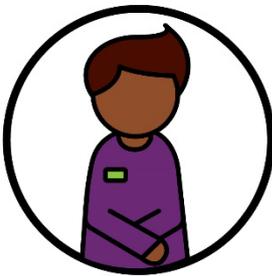
- an office
- at home.



In June 2023, there were **13,960** people working for the NDIA.



19% of our staff had a disability.



3% of our staff were First Nations people.



9% of our staff were from the **LGBTIQA+** community.



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



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



We want to make sure the NDIA is **inclusive** for these groups.

When something is inclusive, everyone:

- can take part
- feels like they belong.

Over this past year we followed our:



- Disability Inclusion Plan 2022–25



- First Nations Employment and Inclusion Plan 2022–25



- LGBTIQ+ Inclusion Plan 2021–23.

Improving the NDIS



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

We call it the NDIS Act.



We are always working to make the NDIS better.



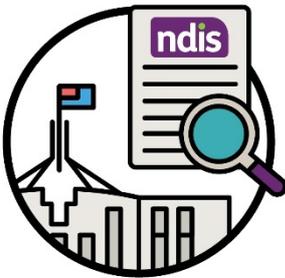
That is why the Government started the NDIS Review.



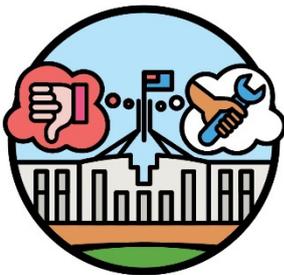
We will also think about what the Disability Royal Commission **recommends**.

When you recommend something, you share an idea about how to make things better.

We will listen to the ideas from the:



- NDIS Review



- Disability Royal Commission.



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



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

We want to support participants to:



- reach their goals



- get the support they need.

Stopping fraud



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



A lot of people in the community told us fraud is a big problem.



We want to stop fraud in the NDIA.



We have a group who work hard to stop fraud.



They looked at more than **12,100** issues about fraud over the past year.



This is nearly twice as many as the year before.

Making sure the NDIS lasts a long time



In 2023, we found out some helpful information from the Annual Financial Sustainability Report.

We call it the AFSR.



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

When we talk about data, we mean:



- facts
- information
- records.



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

Thank you!



Thank you for reading our Annual Report.



And thank you for being part of our community.



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



You are always welcome to:

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

More information

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



www.ndis.gov.au



1800 800 110



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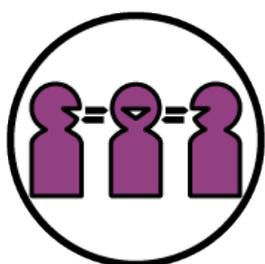
[@NDIS](https://twitter.com/NDIS)

Support to talk to us



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

www.ndis.gov.au



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

Translating and Interpreting Service (TIS)

131 450



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

TTY

1800 555 677



Speak and Listen

1800 555 727



National Relay Service

133 677

www.relayservice.gov.au

Word list

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



Co-design

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



Culturally and linguistically diverse (CALD)

CALD people:

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



Data

When we talk about data, we mean:

- facts
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Disability Royal Commission



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

It will help the Government find out what:

- went wrong
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Inclusive

When something is inclusive, everyone:

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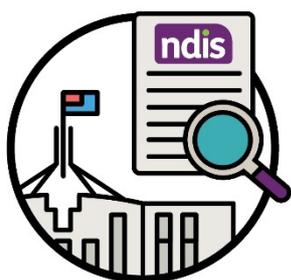


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- could be better.

They call it the NDIS Review.



Participants

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



Partners

Partners are people who help others find and use services.



Policies

Policies are:

- plans for how we should do things
- where rules come from.



Providers

Providers support people with disability by delivering a service.



Recommend

When you recommend something, you share an idea about how to make things better.



UN Convention on the Rights of Persons with Disabilities

The UN Convention is an agreement between countries.

It explains how everyone should treat people with disability fairly.



Workplace

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

- an office
- at home.



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