



Annual Report 2024 to 2025

Easy Read version



ndis

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

How to use this report



We are the National Disability Insurance Agency (NDIA).

We wrote this annual report.



We wrote some words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page [30](#).



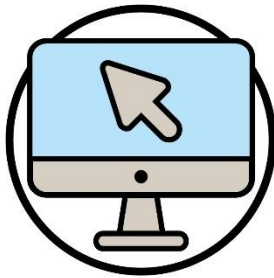
You can ask for help to read this annual report.

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



This is an Easy Read summary of our full annual report.

It only includes the most important ideas.



You can find the full annual report on our website.

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



This is a long document.



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

You can take your time.

What's in this annual report?

Acknowledgements	5
About our annual report	7
A message from our Chair	9
A message from our Chief Executive Officer	12
Changes to the NDIS law	15
A better NDIS for participants	17
Keeping the NDIS stronger for a long time	21
Our work to improve the NDIS	23
Thank you!	27
More information	28
Word list	30

Acknowledgements



First Nations people are the First Peoples of Australia.



They have always looked after Country.

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



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



And we respect their Elders from the past and now.



We recognise all people with disability.



We support an Australian community where everyone can take part.



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

We call it the UN Convention.



The UN Convention is an agreement between countries.

It explains how everyone should treat people with disability fairly.

About our annual report



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

We call it the NDIS.



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



We have been writing these reports for **12 years**.



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



This includes our **participants**.

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



This includes **providers**.

Providers support people with disability by delivering a service.

It also includes the:



- governments in Australia



- people who work for us.



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

A message from our Chair



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

We call it the NDIA Board.

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



Kurt Fearnley is a person with disability.

He uses a wheelchair.

He said the NDIA is helping more participants:



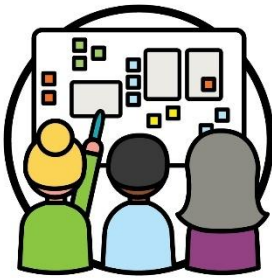
- live on their own



- take part in community and social activities.



Kurt said the NDIA is using **co-design** to make the NDIS better.



Co-design is when people work together on different ideas when they plan or create something new.

Co-design makes sure people who will use or be affected by something get to have their say.



We ran **more than 70** meetings **since October 2024** with:

- participants
- people in the community.



We talked about new laws and rules at these meetings.



Kurt said the NDIA is working hard to make sure the NDIS can last a long time.

He said we are working together to make the NDIS:



- stronger



- fairer



- more **inclusive**.



When something is inclusive, everyone:

- can take part
- feels like they belong.

A message from our Chief Executive Officer



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

This means she runs the NDIA.



But Rebecca has been away.



Scott McNaughton is working as the CEO while Rebecca is away.



Scott said the NDIA can now fix problems faster.

In **2025**, we:



- fixed most problems in **less than 3 weeks**



- answered calls faster.



Most callers were happy with the service.



Scott said it is easier for people who live far away from cities and towns to get support.



He said we are making the NDIS:

- fairer for First Nations people
- more **culturally safe**.



When something is culturally safe, people feel:

- respected and heard
- safe to be who they are.



Scott said the NDIA will keep making the NDIS better by listening to:

- people with disability
- the community.

Changes to the NDIS law



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

We call it the NDIS Act.



In **2023**, the Australian Government checked the NDIS to find what:

- worked well
- could be better.

They called it the **NDIS Review**.



The NDIS Review helped us change some laws to improve the NDIS.



These changes will help us:

- make the NDIS work better in the future
- create new and clearer rules.



We started making these changes on **3 October 2024**.

The changes will help us:



- explain what the NDIS can pay for



- explain to participants how long their money should last



- stop people using NDIS money the wrong way.

A better NDIS for participants



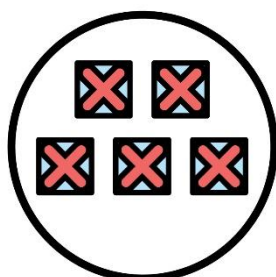
At the **end of June 2025**, we had **more than 739,000** participants in the NDIS.



From **2024 to 2025**, we had **12** goals we wanted to reach to better support participants.



We reached **7** of these goals.



We did not reach **5** of these goals.



We share some examples of these goals below.

Goals we reached



We reached our goal to have **96.5%** of participants with **mainstream supports**.



Mainstream supports are services that everyone in the community can use.

They help participants be more connected with their communities.



We reached our goal to make **99%** of payments to participants in **less than 3** business days.

This is almost all payments.

Goals we did not reach



Our goal was for **at least 76%** of participants to feel happy with their experience with the NDIS.



We did not reach this goal.

Instead, **62.2%** of participants felt happy with their experience with the NDIS.



Our goal was for **at least 70%** of participants to feel happy with how well the NDIS is helping them reach their goals.



We did not reach this goal.

Instead, **62.8%** of participants felt happy with how well the NDIS is helping them reach their own goals.

How we will keep working to reach our goals



We want to reach all our goals.



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



We want to support more participants to:

- reach their goals
- get the support they need.



We will:

- listen to participants
- support them in the ways they need.

Keeping the NDIS stronger for a long time



We want to manage NDIS money well.



This will make sure the NDIS can:

- reach its goals
- last a long time.



In **2024 to 2025**, we looked at **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.

This includes now and in the future.



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

The report is called the Annual Financial Sustainability Report.



You can read the report on the NDIS website.

There is also an Easy Read version of the report.

[www.ndis.gov.au/publications/
annual-financial-sustainability-reports](http://www.ndis.gov.au/publications/annual-financial-sustainability-reports)



In **2024 to 2025**, we found out that the cost of the NDIS grew by **10.8%**.



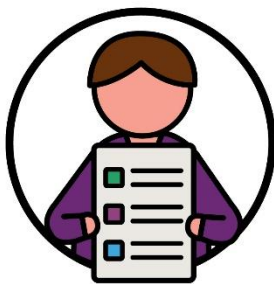
We think we will spend around **\$225 billion** on the NDIS in the next **4 years**.

Our work to improve the NDIS

The NDIA is improving:



- how people join the NDIS



- how we make **NDIS plans**.

An NDIS plan has information about:



- a participant and their goals
- what supports a participant needs
- what the NDIS will pay for.



We want this to be:

- fair for everyone
- easy to do.



We will keep working with the disability community to improve the NDIS.

In **2024 to 2025**, we hired more staff to:



- make sure NDIS payments were right



- stop **fraud**.



Fraud is when someone does something with money that is not honest.

Fraud is a crime.



In **2024 to 2025**, we hired more staff with disability.



Around **23%** of our staff told us they have a disability.



Having staff with experience of disability helps make sure participants get the support they need.



We want to create a workplace that is safe and welcoming for people with disability.

This will support them to be able to do their jobs well.



Our Disability Action Plan explains how our workplaces can be:

- inclusive
- **accessible.**



When a workplace is accessible, it's easy to:

- find and use services
- move around.

Thank you!



Thank you for reading our Annual Report.



And thank you for being part of our community.



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



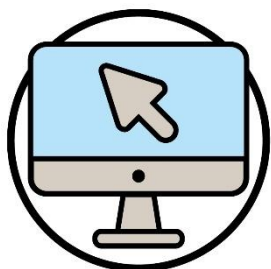
You are always welcome to:

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

More information



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



You can visit our website.

www.ndis.gov.au



You can call us.

1800 800 110



Follow us on Facebook.

www.facebook.com/NDISAus



Follow us on Instagram.

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



Follow us on LinkedIn.

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

Support to talk to us



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

www.ndis.gov.au



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

Translating and Interpreting Service (TIS National)

131 450



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

TTY

1800 555 677



Speak and Listen

1800 555 727



National Relay Service

133 677

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

Word list

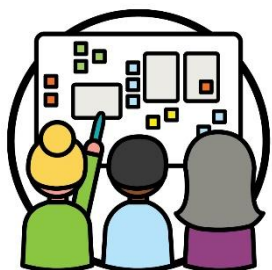
This list explains what the **bold** words in this document mean.



Accessible

When a workplace is accessible, it's easy to:

- find and use services
- move around.



Co-design

Co-design is when people work together on different ideas when they plan or create something new.

Co-design makes sure people who will use or be affected by something get to have their say.



Culturally safe

When something is culturally safe, people feel:

- respected and heard
- safe to be who they are.



Data

When we talk about data, we mean:

- facts
- information
- records.



Fraud

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

Fraud is a crime.



Inclusive

When something is inclusive, everyone:

- can take part
- feels like they belong.



Mainstream supports

Mainstream supports are services that everyone in the community can use.

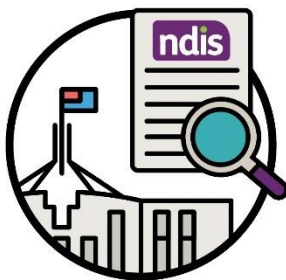
They help participants be more connected with their communities.



NDIS plan

An NDIS plan has information about:

- a participant and their goals
- what supports a participant needs
- what the NDIS will pay for.



NDIS Review

The Australian Government checked the NDIS to find out what:

- works well
- could be better.

They called it the NDIS Review.



Participants

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



Providers

Providers support people with disability by delivering a service.



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.



The Information Access Group created this Easy Read document using stock photography and custom images.

The images may not be reused without permission.

For any enquiries about the images, please visit

www.informationaccessgroup.com.

Quote job number 6451.

ndis

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