



Corporate Plan 2026–27

Building a better NDIS

Easy Read version



ndis

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

How to use this document



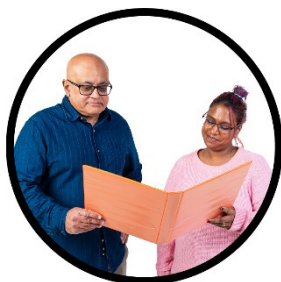
We are the National Disability Insurance Agency (NDIA).

We wrote this document.



We wrote some words in **bold**.

We explain what these words mean.



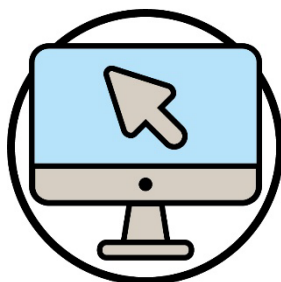
You can ask someone you trust to help you:

- read this document
- find more information.



This is an Easy Read summary of another document.

It only includes the most important ideas.



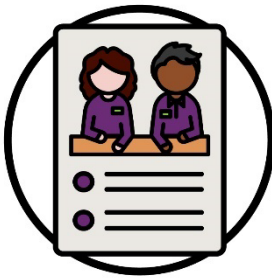
You can find the other document on our website.

[www.ndis.gov.au/about-us/publications/
corporate-plan](http://www.ndis.gov.au/about-us/publications/corporate-plan)

What's in this document?

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About our plan



Our Corporate Plan is about how we do our work.

We call it our plan.



Our plan explains what we will do over the next **4 years** to improve the **National Disability Insurance Scheme (NDIS)**.



The NDIS provides supports and services to people with disability.



People with disability who take part in the NDIS are called **participants**.

Changes to the NDIS



On **3 October 2024** we started changing some NDIS laws.

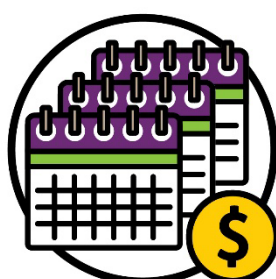
These changes:



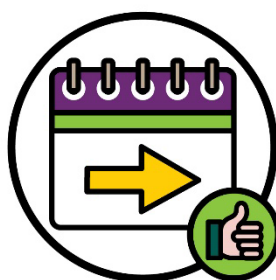
- stop people using NDIS money the wrong way



- explain what the NDIS can pay for



- help participants understand how long their money should last



- help to keep the NDIS strong for the future.



The Australian Government is also working on some new laws for the NDIS.

Changes to NDIS plans



An **NDIS plan** has information about:

- the participant and their goals
- what supports they need
- what the NDIS will pay for.



The NDIA will start making NDIS plans with the new **support needs assessment**.



Support needs assessments help us work out:

- how a person's disability affects their life
- what supports a person needs.



We should start using the new rules:

- in **April 2027**
- for participants **18 years or older**.



We will keep making NDIS plans the same way until we start using the new rules.

Changes to support for young children



Thriving Kids is a new program that will support children aged **8 years or younger**.



It is for children with **developmental delay**.

A developmental delay is when a child takes longer than usual to learn things like walking or talking.

It is also for children with **autism**.

Autism can affect how you:



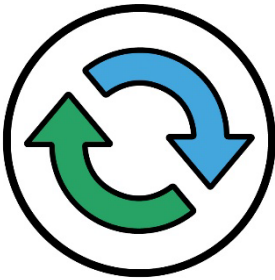
- think
- feel
- communicate
- connect and deal with others.



We are still working on the Thriving Kids program.

Some Thriving Kids services will start in
October 2026.

We will support participants to understand:



- what is changing



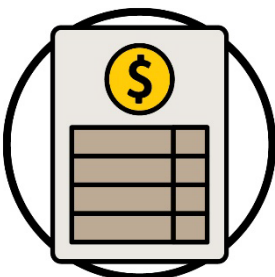
- what it means for them.

Changes to claims and payments



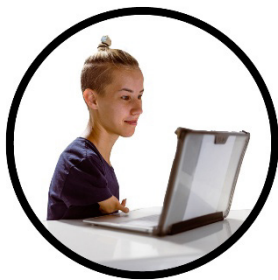
The Australian Government wants to make **claims**:

- safer
- easier to check.



A claim is when you ask the NDIS to pay
for a support or service.

Changes might include:



- sending claims online



- using more information to show claims follow the rules



- checking more things before paying a claim.

How we will make the NDIS better

Working together

We will keep working with:



- people with disability



- families and carers.



We will also keep working with governments and other organisations.



Together, we will:

- make new rules for the NDIS
- deliver services to people with disability
- check decisions about the NDIS.

How we support our staff

We will keep training our staff to:



- use the new support needs assessment



- make decisions using **evidence** – proof that something is true



- explain decisions clearly.



We also have a plan for our staff.

It is called the People Strategy.



The People Strategy will help us:

- keep our staff safe and well
- support our staff to learn.

How we work with First Nations people



We now have our First Nations Strategy 2025–2030.



The First Nations Strategy helps us make the NDIS:

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



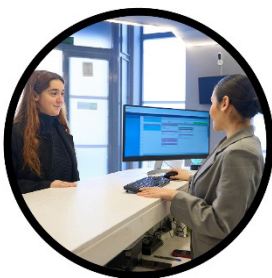
When something is culturally safe people feel:

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



We will keep working with First Nations people and communities.

How we use technology



We use technology to run the NDIS.

We will make sure our technology:



- is easy to use



- is safe for participants



- protects personal information.

How we make decisions

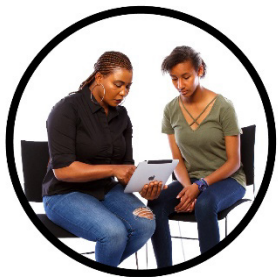


We will use rules the same way to make decisions each time.

We will always:



- check that we made decisions the right way



- explain decisions to participants



- listen to what people tell us.

How we manage risks



Risks are things that:

- might happen
- could cause harm or be unsafe.



We need to manage risks to:

- participants
- the NDIS
- us – the NDIA.



We follow rules when we manage risks.



For example, we follow the National Disability Insurance Scheme Act 2013.

This is a law that explains how the NDIS works.

Types of risks we manage



We manage **8** types of risks.



1. We manage risks to improve:

- participant experiences
- how participants can achieve their goals.



2. We manage risks to keep participants safe.



3. We manage risks to protect participants and the NDIS from:

- fraud
- cyber threats.



Fraud is when a person lies or hides the truth:

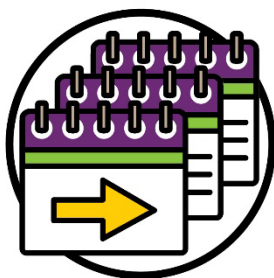
- on purpose
- to get money or help they should not have.

Fraud is a crime.



Cyber threats are ways people might use the internet to try and steal from:

- people – like participants
- organisations – like the NDIS.



4. We manage risks to make sure the NDIS lasts a long time.



5. We manage risks to make sure there are enough good **providers** and services.

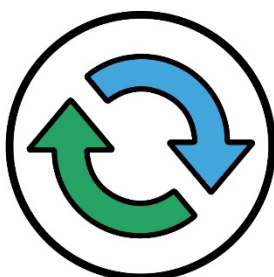
Providers support participants by delivering a service.

6. We manage risks to support our staff and **workplace culture**.



Workplace culture means:

- what is important to us at work
- how we work together and treat each other in the workplace
- the way we communicate at work.



7. We manage risks when we make big changes to the NDIS.

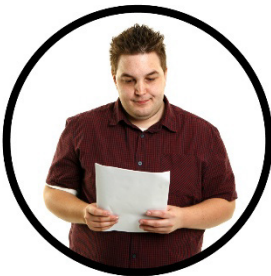


8. We manage risks to make the NDIS fair and culturally safe for First Nations people.

The goals in our plan

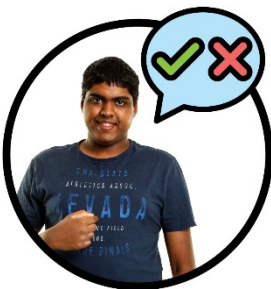


Our plan sets targets for each of our goals from **2026 to 2030**.



We explain our goals and targets on the following pages.

Improve the NDIS for participants



We have goals about helping participants to:

- make decisions about what they need
- do more for themselves.

Find a job



We want the NDIS to help participants:

- find a job
- earn money.



We want at least **25%** of participants aged **15 to 64 years** to have a job by **2030**.

This goal is for participants who have taken part in the NDIS for at least **18 months**.

Take part in their community



We want to help participants to:

- take part in their community
- feel equal with other people
- feel respected.



We want at least **43%** of participants to be taking part in their community.

Have a good experience with the NDIS



We want participants to have a good experience with the NDIS.



We want at least **76%** of participants to be happy with their experience.

Work towards their goals



We want participants to feel like the NDIS is helping them achieve the goals in their NDIS plan.



We want at least **70%** of participants to be happy with how well the NDIS is helping them achieve their goals.

Use mainstream and community supports

We want participants to have more:



- community supports – like sports clubs and youth groups



- **mainstream supports.**

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

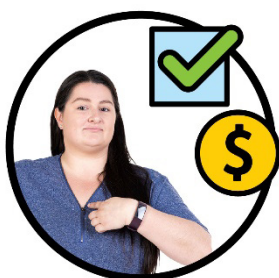
For example, hospitals and schools.



We want **more than 90%** of participants to have:

- community supports
- mainstream supports.

Be able to use the money in their NDIS plan



We want participants to be able to use their NDIS money to achieve the goals in their NDIS plans.



We share information about money for participants in a report each year.

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

An NDIA that works well



We have goals to make sure the NDIA works well.

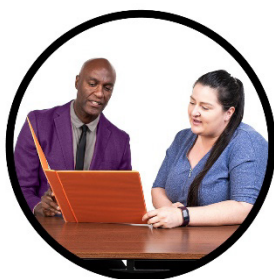
Focusing on what matters most to participants



We are focusing on decisions that matter most to participants.

We are making sure we make the right decisions at the right time.

This includes decisions about:



- when people can take part in the NDIS



- approving NDIS plans



- checking our decisions.



We will look at each of these decisions one at a time.



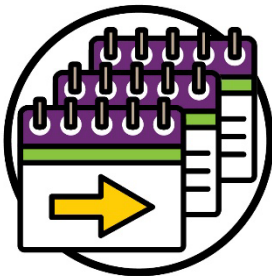
This will help us share clearer information about:

- how well we are working
- how services work for participants.

Make sure the NDIS is growing in a good way



We need to slow down how fast the NDIS is growing.



This will help us make sure it works well for a long time.



We measure how fast the NDIS is growing by looking at how much money we spent on the NDIS:

- this year
- last year.

This helps us understand:

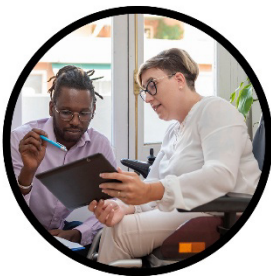


- how much we are spending on the NDIS



- how well we are delivering services to participants.

Have more staff with disability



We want NDIA staff to include more people with disability than other workplaces in Australia.

Our target is to have **5% more**.

Pay claims for supports on time



We want to pay claims for supports within **3 days after** they are approved.



We want to achieve this for **more than 90%** of approved claims.

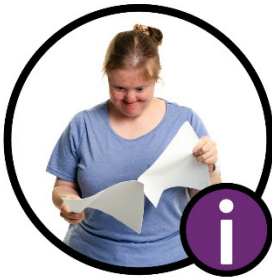
Answer questions faster



We want to answer questions straight away when someone contacts our National Contact Centre.

We want to do this at least **80%** of the time.

Share information



We want to share information on time about how the NDIS is going.

We will share this information with:



- governments



- the community.

Check claims for NDIS supports



When someone makes a claim, we check to make sure they can use the money in their NDIS plan to pay for the service or support.



This makes sure people don't use this money to pay for services that are not included in their NDIS plan.



We want to check at least **215,000** claims each year.

Keep the cost of running the NDIS low



We check how much it costs for the NDIA to run the NDIS.



We want these costs to be **less than 7%** of the total amount the NDIS spends.

Good supports and services



We have goals to make sure NDIS services:

- work well
- are fair.

Make supports and services better



We want to help people with disability choose the right supports for them.



We can help by making sure there are enough providers.



We can help by planning how to fix problems where services are missing.



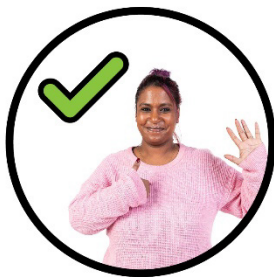
We can also help create new and better ways to support people with disability.

Share information about what services cost



We want to share information about how much NDIS supports can cost.

This helps people with disability choose supports that:



- work well for them



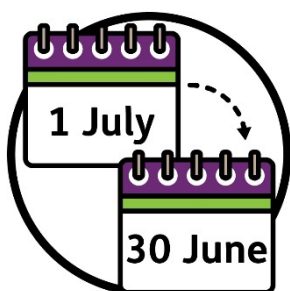
- they can pay for.

Our budget for NDIS supports and services



A **budget** is an amount of money we will:

- get in one year
- spend in one year.



We have a budget for the NDIS for each **financial year**.

A financial year goes from **1 July to 30 June**.

In **2026–2027**, the NDIS will spend **\$53.7 billion** on supports and services that are:



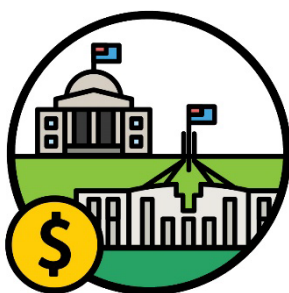
- **reasonable** – fair and sensible



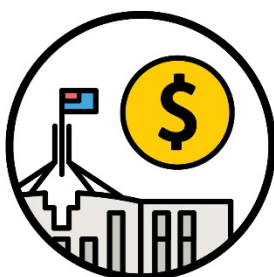
- **necessary** – something we need.



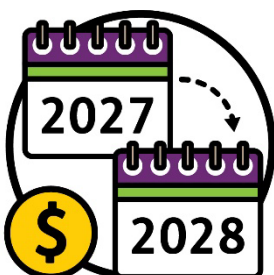
In **2027–2028**, we think the NDIS will spend **\$53.8 billion** on supports that are reasonable and necessary.



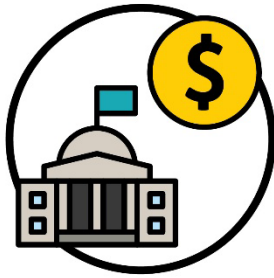
We also get money from governments to help pay for NDIS supports and services.



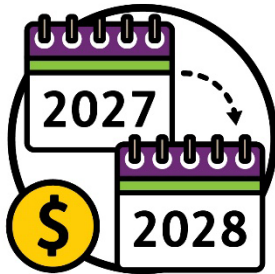
In **2026–2027**, the NDIS got **\$40.1 billion** from the Australian Government.



In **2027–2028**, we think the NDIS will get about **\$39.6 billion** from the Australian Government.



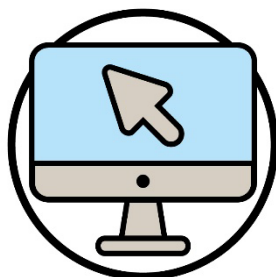
In **2026–2027**, the NDIS got **\$13.6 billion** from state and territory governments.



In **2027–2028**, we think the NDIS will get **\$14.2 billion** from state and territory governments.

More information about our plan

You can contact us for more information about our plan.



You can visit our website.

www.ndis.gov.au



You can call us.

1800 800 110



You can follow us on Facebook.

www.facebook.com/NDISAus



You can follow us on X.

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

X used to be called Twitter.

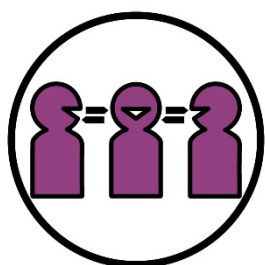
Support to talk to us



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



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