12 November 2025

The Australian Government has today announced Mr Graeme Head AO as the new Chief Executive Officer (CEO) of the NDIA.

The NDIA Board, headed by Chair Kurt Fearnley AO, appointed Mr Head for a 3 year term following an extensive, national recruitment process.

Mr Head brings decades of experience in public administration and social policy to the role. He previously served as the inaugural National Disability Insurance Scheme (NDIS) Quality and Safeguards Commissioner from 2018 to 2021.

In his current role as Secretary of the New South Wales Department of Customer Service, Mr Head has championed the needs of consumers, working to streamline service delivery.

As CEO of the NDIA, he will be responsible for overseeing the daily operations of the Agency, including administration of the NDIS. He will also work closely with the NDIA Board to ensure the Scheme can continue to deliver for people with disability and their families.

Mr Head has been appointed following the conclusion of the current CEO’s term. Rebecca Falkingham PSM has held the position since October 2022.

He will commence the role on 24 November 2025.

Quotes attributable to Minister Butler:

“I’m pleased to welcome Mr Head as CEO of the NDIA. His leadership will be crucial as we deliver the reforms needed to strengthen the NDIS and ensure it continues to improve the lives of Australians with disability.”

“I also thank Ms Falkingham for her significant contribution during a period of major transformation and wish her every success in the future.”

Quotes attributable to NDIS Minister Jenny McAllister:

“Graham Head will provide the strong and experienced leadership of the NDIA that NDIS participants expect. His distinguished career speaks for itself and his expertise will be invaluable as we continue to reform the scheme.”

Quotes attributable to Mr Graeme Head:

“I am very excited to be given the opportunity to play this significant role in the NDIA as key reforms to the Scheme are being shaped and rolled out.”

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