19 July 2017

The Board of the National Disability Insurance Agency is pleased to announce that Mr Rob De Luca has been appointed as Chief Executive Officer of the NDIA. Mr De Luca will commence his three year appointment on 28 August 2017.

He will succeed Mr David Bowen who in March announced his intention to retire after 5 years as the NDIA's inaugural CEO.

Mr De Luca has had a distinguished career, most recently as the Managing Director of Bankwest from 2012 to 2017. He has also been the Executive General Manager, Corporate Financial Services at Commonwealth Bank of Australia; and Chief Executive Officer of ASB Group Investment in New Zealand.

Mr De Luca has demonstrated his ability to lead large, high performing organisations; significantly and tangibly improved customer satisfaction; motivated staff using a values-led leadership approach; and utilised technology to improve the customer experience.

Welcoming Mr De Luca’s appointment, the Chairman of the NDIA, Dr Helen Nugent AO, said “the capabilities that Rob brings to the role of CEO at the NDIA are critical at this stage of the rollout of the National Disability Insurance Scheme. The Board has appointed a values-driven leader who deeply understands the importance of improving social and economic outcomes for participants in a way that delivers a quality participant experience. He has the skills to deliver on that objective; to inspire staff and partners; and to improve the processes and technology on which participants and providers rely. In addition, he has the experience to manage the risks in the rollout of the Scheme and to work to ensure that the Scheme remains financially sustainable and operates within the defined funding envelope. Most importantly, he is passionate about making a difference to the lives of people with disability.”

These views were reinforced by Mr David Bowen, the outgoing CEO. He said that “It has been an immense privilege to lead this Scheme from Trial through to a year of Transition. I am delighted that the Board has appointed a CEO of Mr De Luca’s undoubted ability to lead the next stage of the Scheme. I look forward to working with him as part of an orderly handover”.

Mr De Luca said “I am committed to making a difference to the lives of Australians with a significant and permanent disability.

Making the transition to full Scheme over the coming years will be challenging, but with the goodwill of participants, their families and carers as well as providers and the disability sector more broadly, the NDIA will deliver on the Scheme’s promise to improve the lives of people with disability in Australia. I look forward to working with the staff of the NDIA and with the sector more broadly to achieve this goal.”

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