The National Disability Insurance Agency (the Agency) has released its 2022-26 Corporate Plan.

15 August 2022

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The Corporate Plan continues our work along the strategic roadmap that was introduced in the Corporate Plan 2020-24. It states our aspirations guiding our initiatives and service delivery for the next 4 years to achieve our purpose.

We will measure our performance to achieving our purpose against our five aspirations:

1. A quality experience and improved outcomes for participants
2. A competitive market with innovative supports
3. A genuinely connected and engaged stakeholder sector
4. A high-performing NDIA
5. A financially sustainable NDIS.

Our priorities and activities outlined in the 2022-26 Corporate Plan have been guided by:

- A newly elected Federal government.
- The implementation of the NDIS Amendment (Participant Service Guarantee and Other Measures) Bill 2021 including the legislating of the Participant Service Guarantee performance metrics from 1 July 2022.
- The establishment of an Engagement Framework to ensure the views and experiences of people with disability are included in the decisions we make.
- Designing and building a new ICT business system to improve the end-to-end participant journey.
- The ongoing impact of COVID-19 on participants, providers, and the Agency.
- Our commitment to strengthening fraud and compliance controls to safeguard participant funding.
- Scheme sustainability and financial pressures.
- To successfully achieve our purpose and improve the Scheme, we need the input, expertise and advice of participants, their families and carers, providers, the disability sector and community.

Learn more about our plans to deliver a better NDIS:

- NDIS Corporate Plan 2022-26
- Participant Service Charter
- Participant Service Guarantee
- NDIS Service Improvement Plan.

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