

Audit report of the 2024–25
annual performance statements

National Disability Insurance Agency



INDEPENDENT AUDITOR'S REPORT on the 2024–25 Annual Performance Statements of the National Disability Insurance Agency

To the Minister for Finance

Qualified Conclusion

In my opinion, except for the effects of the matters described in the Bases for Qualified Conclusion section of my report, the 2024–25 Annual Performance Statements of the National Disability Insurance Agency (NDIA):

- present fairly the NDIA's performance in achieving its purpose for the year ended 30 June 2025; and
- are prepared, in all material respects, in accordance with the requirements of Division 3 of Part 2-3 of the *Public Governance, Performance and Accountability Act 2013* (the PGPA Act).

Audit criteria

To assess whether the NDIA's annual performance statements complied with Division 3 of Part 2-3 of the PGPA Act, I applied the following criteria:

- whether the entity's key activities, performance measures and specified targets are appropriate to measure and assess the entity's performance in achieving its purposes.
- whether the performance statements are prepared based upon appropriate records that properly record and explain the entity's performance.
- whether the annual performance statements present fairly the entity's performance in achieving the entity's purposes in the reporting period.

Basis for Qualified Conclusion

The performance statements are not complete – material omission of performance information

The performance statements of the NDIA do not include performance information relating to the following material aspect of its purposes and key activity 1 'Improve participant experience and outcomes with a financially sustainable Scheme':

- its management of fraud and non-compliance, a key element in delivering a financially sustainable NDIS, a function of the NDIA under the *National Disability Insurance Scheme Act 2013* (NDIS Act);

- the effectiveness of early intervention supports, a key element in improving independence, and the social and economic participation of eligible people with disability, a function of the NDIA under the NDIS Act.

As a result, the performance information reported against Key Activity 1 is incomplete and does not enable the user of the Annual Performance Statements to make an assessment of NDIA's performance in this Key Activity.

Emphasis of Matter – Revised performance targets for Measures 1.6 and 1.7

I draw attention to the NDIA's disclosure of changes to the targets that were originally set out in the NDIA's 2024–25 corporate plan under the heading *Publication of a revised corporate plan for 2024–25* in section 2.3 of the performance statements.

I further draw attention to the disclosures in the *How we measure this* section for performance measures 1.6 'Average payment per participant' and 1.7 'Annualised Scheme growth rate' that provides additional context for new targets.

My conclusion is not modified in respect of this matter.

Emphasis of Matter – Participant Service Guarantee Timeframes

I draw attention to the NDIA's disclosures for performance measure 2.3 'Participant Service Guarantee Timeframes met 95% of the time':

Due to limitations with the Agency's ICT systems, only 10 out of the 20 PSG measures are currently reported.

My conclusion is not modified in respect of this matter.

Accountable Authority's responsibilities

As the Accountable Authority of the NDIA, the NDIA Board is responsible under the PGPA Act for:

- the preparation of annual performance statements that accurately present the NDIA's performance in the reporting period and comply with the requirements of the PGPA Act and any requirements prescribed by the *Public Governance, Performance and Accountability Rule 2014* (the Rule);
- keeping records about the NDIA's performance as required by the PGPA Act; and
- establishing internal controls that the Accountable Authority determines are appropriate to enable the preparation of annual performance statements.

Auditor's responsibilities for the audit of the performance statements

My responsibility is to conduct a reasonable assurance engagement to express an independent opinion on the NDIA's annual performance statements.

I conducted my audit in accordance with the Australian National Audit Office Auditing Standards, which include the relevant Standard on Assurance Engagements (ASAE) 3000 *Assurance Engagements Other than Audits or Reviews of Historical Financial Information* issued by the Auditing and Assurance Standards Board.

Procedures were planned and performed to obtain reasonable assurance about whether the

annual performance statements of the entity present fairly the entity's performance in achieving its purposes and comply, in all material respects, with the PGPA Act and Rule.

The nature, timing and extent of audit procedures depend on my judgment, including the assessment of the risks of material misstatement, whether due to fraud or error, in the annual performance statements. In making these risk assessments, I obtain an understanding of internal controls relevant to the preparation of the annual performance statements in order to design procedures that are appropriate in the circumstances.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my qualified conclusion.

Independence and quality control

I have complied with the independence and other relevant ethical requirements relating to assurance engagements, and applied Auditing Standard ASQM 1 *Quality Management for Firms that Perform Audits or Reviews of Financial Reports and Other Financial Information, or Other Assurance or Related Services Engagements* in undertaking this assurance engagement.

Inherent limitations

Because of the inherent limitations of an assurance engagement, it is possible that fraud, error or non-compliance may occur and not be detected. An assurance engagement is not designed to detect all instances of non-compliance of the annual performance statements with the PGPA Act and the Rule as it is not performed continuously throughout the period and the assurance procedures performed are undertaken on a test basis. The reasonable assurance conclusion expressed in this report has been formed on the above basis.

Australian National Audit Office

A handwritten signature in black ink, appearing to read 'CJago'.

Carla Jago

Group Executive Director

Delegate of the Auditor-General

Canberra

1 October 2025

Section 2

Annual performance statements

2.1	Statement of preparation	22
2.2	Performance framework	23
2.3	The NDIA annual performance statements	23

2.1 Statement of preparation

I, Kurt Fearnley, as the Chair of the National Disability Insurance Agency Board, the accountable authority of the National Disability Insurance Agency (NDIA), present the NDIA annual performance statements for the 2024–25 reporting period, as required under paragraph 39(1)(a) of the *Public Governance, Performance and Accountability Act 2013* (Cth) (PGPA Act).

In the opinion of the Board, these annual performance statements accurately present the performance of the NDIA in the reporting period and comply with subsection 39(2) of the PGPA Act and section 16F of the *Public Governance, Performance and Accountability Rule 2014*.



Kurt Fearnley AO
NDIA Board Chair

2.2 Performance framework

The NDIA conducts its performance planning and reporting in line with Commonwealth Performance Framework and NDIS Act requirements.

This involves developing the 3 key components of the Commonwealth Performance Framework:

- portfolio budget statements – which outline the funding for the NDIA
- corporate plan – which sets the strategic direction and key activities to achieve the NDIA’s purposes
- annual performance statements – which assess the extent to which the NDIA has achieved its purposes.

The Australian National Audit Office conducted an audit of NDIA’s annual performance statements for the 2024–25 financial year.

2.3 The NDIA annual performance statements

The annual performance statements follow the structure of the NDIA Corporate Plan 2024–25. The corporate plan describes our purpose and gives details on our outcome statement, functions, programs, key activities and performance measures. The annual performance statements measure our performance against 2 key activities that help achieve the NDIA’s purpose:

- Key activity 1 – Improve participant experience and outcomes with a financially sustainable Scheme.
- Key activity 2 – Develop a high performing NDIA for participants.

These activities are managed under 2 programs:

- Program 1.1 – Reasonable and necessary supports for participants.
- Program 1.2 – NDIA and general supports.

At the start of 2024–25 the NDIA was part of Social Services portfolio, operating under Outcome 3 Disability and Carers. Its objective was ‘Supporting the independence of, and economic participation by, people with disability and carers by providing targeted supports’.

The NDIA transferred to the Health, Disability and Ageing (DHDA) portfolio from 13 May 2025.

To assess our performance in achieving our purpose, our performance measures need to be considered as a set. The NDIA has several legislated functions, our most prominent being the delivery of the NDIS. See section 1.3, ‘NDIA functions’, in this report for more information. Our performance measures focus on these functions, as well as those functions that represented a significant or material proportion of our operations during in 2024–25.

Key changes for 2024–25

In 2024–25, as outlined in our corporate plan, the NDIA updated its strategic direction to reflect the successful implementation of the NDIS while ensuring it continues to align with NDIS Act objectives. As part of this update, we revised the outcomes statement and the objectives of the NDIA’s programs and reviewed our key activities and performance measures. These updates are reflected in our Corporate Plan 2024–25.

After the National Disability Insurance Scheme Amendment (Getting the NDIS Back on Track No. 1) Bill was passed, new laws for the NDIS came into effect from 3 October 2024. These laws included an updated function for NDIA ‘to prevent, detect, investigate and respond to misuse or abuse of, or criminal activity involving, the National Disability Insurance Scheme’. See section 6.3, ‘Ensuring the integrity of the NDIS’, in this report for more information about the NDIA’s activities to prevent fraud and support the integrity of the NDIS. These laws took effect after the NDIA Corporate Plan 2024–25 was published, so any updates that are

needed because of the changes have been published in the 2025–26 corporate plan. See section 1.4 of this report for details on additional changes to the NDIS Act.

Changes to performance measure reporting

The NDIA Corporate Plan 2024–25 outlined changes to the reporting of performance measures. In reviewing our performance measures, we considered the link to our functions, outcome statement and program objectives. Information about previous measures that are referenced in this annual report can be found in relevant sections of the report and in other NDIS publications.

Publication of a revised corporate plan for 2024–25

The NDIA released a revised corporate plan for 2024–25, effective from 1 April 2025. The revised plan contains changes to targets for 2 performance measures:

- Performance measure 1.6 – Average payment per participant
- Performance measure 1.7 – Annualised Scheme growth rate.

These target changes were made based on projections from the 2023–24 Annual Financial Sustainability Report and the Mid-Year Economic and Fiscal Outlook. For more details, see section 2.3, ‘Performance measure 1.6 – Average payment per participant and Performance measure 1.7 – Annualised Scheme growth rate’ in this report.

Overall performance toward our outcome

At 30 June 2025, the NDIS is supporting 739,414 participants.

Of the 12 performance measures in the NDIA Corporate Plan 2024–25, we achieved 7 targets. Among those achieved are key sustainability measures including the annualised Scheme growth rate and average payment per participant, which form part of the NDIA commitment to meeting the 8% growth target agreed by National Cabinet.

We have exceeded our target for the percentage of staff with disability – this shows our commitment to fostering an inclusive, supportive, and empowering workplace. Our result against this target is the result of a range of initiatives we have put in place to attract, retain, and uplift staff with disability and neurodivergent staff, and to ensure participants are well supported by staff with lived experience. We also achieved our target for connecting participants to community and/or mainstream supports.

We have met key operational measures, with payments being made within agreed

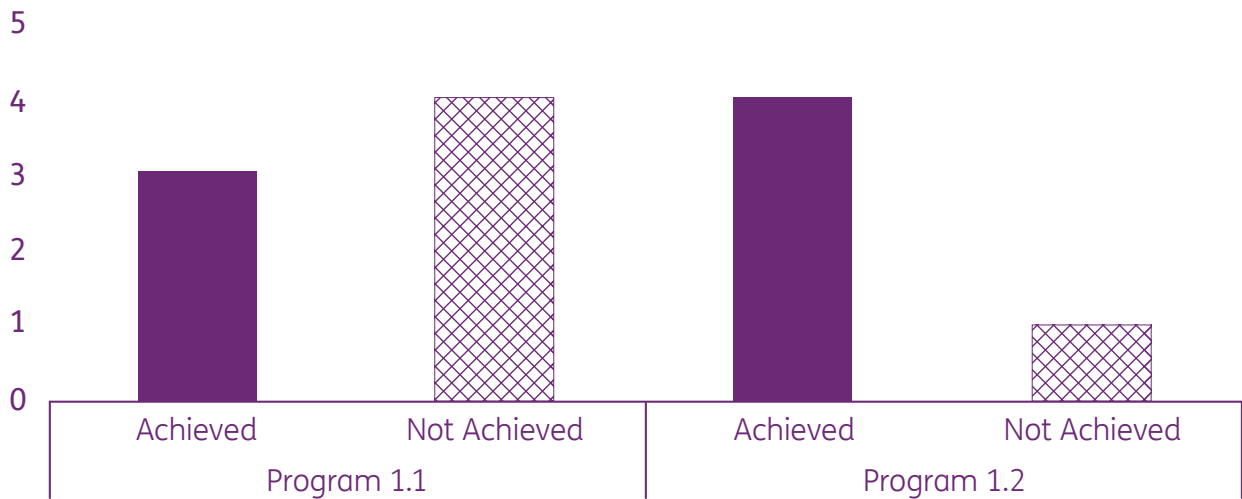
timeframes and participant issues being resolved on the first call to the National Call Centre (NCC).

The NDIA also continued to provide quality insights into the Scheme experience in our NDIS Quarterly Reports to Disability Ministers, which were delivered within prescribed timeframes.

The NDIA did not meet the target for 5 performance measures, including for participant employment, and participant social and community engagement rates. This includes the NDIA’s Participant Service Guarantee (PSG), where we continue to implement a remediation plan to address PSG timeframes and improve both the participant experience and PSG performance. For the participant satisfaction measure we improved staff guidance to enhance decision quality and timeliness.

We are focused on supporting participants to exercise choice and control over implementing their plan. Participants can exercise choice and control through selecting their goals and providers to ensure they get the supports they need. This also ensures participants can take reasonable risks managing their plan.

Figure 2: Performance measure target results by program



Program 1.1 performance statement

The objective of this program is to provide funding for reasonable and necessary supports, including early intervention supports, to eligible people with disability ensuring participants have flexibility, choice and control to pursue their goals for improved independence and social and economic participation.

Key activity 1

Improve participant experience and outcomes with a financially sustainable Scheme.

See section 3 of the NDIA Corporate Plan 2024–25 for more detail about this key activity. Details are also included on the definition of NDIS financial sustainability. Risks, issues, and management recommendations are outlined in the NDIS Annual Financial Sustainability Report (AFSR), including a progress update on previous recommendations made by the Scheme Actuary and actions taken by the NDIA.

Performance measure 1.1 – Participant employment rate

Performance measure	2024–25 target	2024–25 result	2024–25 outcome	2023–24 result
Participant employment rate	26%	22.4%	Not achieved	22.6%

Why we measure this

This measures the effectiveness of the NDIS in supporting the independence, and social and economic participation, of people with disability.

How we measure this

The participant employment rate is calculated as the number of participants aged 15 to 64 (working age) who responded ‘Yes’ to the question ‘Do you have a paid job?’ at their latest plan reassessment divided by the number of respondents. Responses from participants who have been in the Scheme for more than 2 years are included in the result. Also, to enable longitudinal analysis, we only include participant responses received within 9 to 15 months of a previous reassessment and with a baseline result at Scheme entry. The source of the data is the NDIA’s Short Form Outcomes Framework questionnaires. For more details, see the [NDIS website: Outcomes and goals](#).

This year’s results only include responses to the Short Form Outcomes Framework questionnaire completed during 2024–25. In 2023–24 we included responses from the most recent Short Form Outcomes Framework questionnaire regardless of when they were completed. Therefore, we have updated the 2023–24 result to reflect our new approach. The result reported in the 2023–24 Annual Report was 22.9% using that year’s approach.

In 2024–25 there were 21,113 responses compared with 37,606 responses in 2023–24. There were 382,489 active participants aged 15 to 64 at 30 June 2025 (346,414 at 30 June 2024).

Analysis

The percentage of participants who have been in the NDIS for at least 2 years and who are in a paid job continued to be relatively stable. However, there are variations in the percentage of participants in a paid job differs depending on age group and time in the NDIS.

In survey data, participants often report that their main reason for not having a paid job has to do with their disability or overall health. Other reasons included lack of confidence, difficulties with communication/ language/comprehension, difficulties with the interview process, or living in a remote or low employment area. Participants are encouraged to look at the employment options available to them as their plan is developed and implemented. NDIA staff are trained to assist in these conversations. The participant employment rate is also affected by factors outside the control of the NDIA including the broader economic conditions in the employment market, prevailing business confidence, unemployment rates and the performance of disability employment providers.

If a participant has employment goals, NDIA staff will consider reasonable and necessary employment supports to help them achieve this. For example, participants leaving school are encouraged to consider School Leaver Employment Support where that is appropriate and aligns with their goals. Other supports available to participants include Employment Assistance and Employment Related Assessment and Counselling. The NDIA also provides a range of publicly available information on the NDIA website under [Our Guidelines](#) – for example, we have information on Work and Study support and Building skills and getting a job.

The NDIA has in place the [Participant Employment Strategy](#) 2024–26. This strategy focuses on quality planning, efficient employment supports, employer engagement for NDIS participants, and creating an integrated ecosystem.

Performance measure 1.2 – Participant social and community engagement rate

Performance measure	2024–25 target	2024–25 result	2024–25 outcome	2023–24 result
Participant social and community engagement rate	46%	38.6%	Not achieved	38.2%

Why we measure this

This measures the effectiveness of the NDIS in supporting the independence, and social and economic participation, of people with disability.

There were 24,513 responses this financial year compared to 41,869 responses from 2023–24. There were 421,597 active participants aged above 15 at 30 June 2025 (379,790 at 30 June 2024).

How we measure this

The participant social and community engagement rate is calculated as the number of participants who responded ‘Yes’ to the question ‘Have you been actively involved in a community, cultural or religious group in the last 12 months?’ at their latest plan reassessment divided by the number of respondents. Responses from participants who have been in the NDIS for more than 2 years are included in the result. In addition, and to enable longitudinal analysis, only participant responses received within 9 to 15 months of a previous reassessment and with a baseline result at entry to the NDIS were included. The source of the data is the NDIA’s Short Form Outcomes Framework questionnaire.

This approach is different from the one used last year. In 2023–24 responses from the most recent Short Form Outcomes Framework questionnaire were included regardless of when they were completed. The 2023–24 result has been updated to reflect this. The result reported in the 2023–24 Annual Report was 41.2% under the 2023–24 approach.

Analysis

The NDIA’s performance against this measure has remained stable compared to last year. NDIS staff, local area coordination partners and early childhood partners all play a role in supporting participants to meet their social and community engagement goals. The NDIA also engages with support coordinators to make sure they are supporting participants to use both their NDIS supports and their mainstream supports and activities. The inclusion of people with disability in the community is a whole-of-government responsibility, and all levels of government have a shared obligation to facilitate accessibility.

In early 2025 the NDIA updated staff guidance to address decision quality and timelessness. The revised approach included a broader definition of ‘performance’ that includes staff support, quality and productivity measures. These strategies were implemented with the aim of impacting decision making processes and participant experience, as well as supporting participants in their use of NDIS supports.

Performance measure 1.3 – Participant satisfaction

Performance measure	2024–25 target	2024–25 result	2024–25 outcome	2023–24 result
Participant satisfaction	76%	62.2%	Not achieved	68.5%

Why we measure this

This measures the output of the NDIA in supporting the independence, and social and economic participation, of people with disability.

How we measure this

The satisfaction survey is conducted every month by an independent provider, Australian Healthcare Associates. Satisfaction is measured by the percentage of ‘good’ and ‘very good’ responses to the question about a participant’s experience with the NDIS across the 4 stages (the Apply for NDIS process, the Plan Approval process, the Plan Implementation process, and the Plan Reassessment process). In 2024–25 there were 61,053 responses compared to 61,112 responses in 2023–24. Only responses from participants who have met access requirements are included in the measure.

Analysis

Satisfaction rates were highest for the plan reassessment process (67%) compared to applying to the NDIS (58%), plan approval (54%), and plan implementation (61%). See section 3 of the [NDIS Quarterly Reports to Disability Ministers](#) for previous years’ results. Participant satisfaction also improved over the year as internal workloads eased, and processes became more streamlined.

The NDIA is committed to ensuring participants have choice and control over their NDIS supports, and this is one factor likely to affect participant satisfaction. In 2024–25 the NDIA has continued its program of participant education and engagement – for example, it launched a new ‘Understanding the NDIS’ webinar series – to help participants understand key aspects of the NDIS and different ways to use their plans. Webinars are released every month and the series has included webinars on pathways to post school life, exploring ways participants can use their funding to get and keep a job after school, and funding periods. Events are advertised on the [NDIS website](#). In 2024–25, 62.2% of participants who completed the Short Form Outcomes Framework questionnaire responded positively when asked whether they had choice and control in selecting providers. Results are monitored and published in [Outcomes reports](#).

In October 2024, the NDIA announced legislation changes to give participants greater clarity and flexibility. For example, there is now a new definition of ‘NDIS supports’. From 3 October 2024 NDIS funds can only be spent on NDIS supports or approved replacements for NDIS supports.

Performance measure 1.4 – Participant satisfaction with progress toward their goals

Performance measure	2024–25 target	2024–25 result	2024–25 outcome	2023–24 result
Participant satisfaction with progress toward their goals	70%	62.8%	Not achieved	66.6%

Why we measure this

This measures the output (quality) of the NDIA in delivering the Scheme in supporting the independence, and social and economic participation, of people with disability.

How we measure this

The satisfaction survey is conducted every month by an independent provider, Australian Healthcare Associates. We measure satisfaction by taking the total number of ‘completely’ or ‘mostly’ responses to the survey question ‘To what extent is your NDIS plan helping you to meet your goals?’ and dividing that total by the total number of responses received. We only include responses from participants who have met access requirements to the NDIS. This approach is different to the one used in 2023–24, where the scaled average of the positive responses was used. We have updated the 2023–24 result using this new approach. The result reported in the 2023–24 Annual Report was 68.5% under the 2023–24 approach.

There were 31,432 responses this financial year compared to 18,541 responses from the previous year, noting only responses from December 2023 to June 2024 were included in the reported 2023–24 result.

Analysis

The NDIA places the participant at the centre of everything we do, and we ensure that participants’ personalised plans and budgets are in line with their goals and aspirations. During the planning process all participants are encouraged to consider their goals. NDIA delegates use the participants’ goals in making decisions about the participants’ reasonable and necessary supports. This is supported by publicly available documents on the NDIS website: [Our Guidelines](#) and [Reasonable and necessary supports](#).

Scheme reforms that have recently been introduced affect how participants can use their plans and what they can spend their funding on. As with general participant satisfaction, these changes may have affected this measure. The NDIA acknowledges that the implementation of the reforms has led to uncertainty for some participants, and it is likely this has contributed to the lower result for this performance measure.

The NDIA is continuing to engage with plan managers and support coordinators to reinforce their understanding of how they can support participants to make the best use of their funding.

Performance measure 1.5 – Participants with community and/or mainstream supports in their plans

Performance measure	2024–25 target	2024–25 result	2024–25 outcome	2023–24 result
Participants with community and/or mainstream supports in their plans	>90%	96.5%	Achieved	N/A

Why we measure this

This measures the output (quality) of the NDIA’s work in delivering the NDIS to support the independence, and social and economic participation, of people with disability.

This measure assists the NDIA to ensure that participants are supported in connecting to community and mainstream supports and it can give advice to people with disability about accessing these supports. The measure supports the overall sustainability of the NDIS and ensures we are actively monitoring whether there are community and mainstream supports in place, and we are not limiting our pathway to funded supports.

How we measure this

We calculate our result by taking the number of active participants who have had a check-in, community connections or early supports case in 2024–25 and who have said they access mainstream and/or community supports (272,636), and dividing that figure by the number of active participants who have had a check-in, community connections or early supports case in 2024–25 (282,455).

Analysis

Community and mainstream supports are available to everyone and are provided outside

of the NDIS. Mainstream supports are provided by government services like health care, education, and transport. Community supports are provided by community organisations like clubs, charities, and religious groups.

The result is based on the number of participants who have been connected to community and mainstream supports and who have also had contact with the NDIA as part of an early supports case, community connections case or check-in case. It should be noted that it was not necessarily the NDIA who made the connection. We include contacts at all parts of the participant pathway where a participant has an opportunity to provide an update on their informal, community and mainstream supports.

All NDIA and partner staff are required to understand how to discuss informal, community and mainstream supports, and update these supports during a check-in. Partner organisations are monitored contractually under the Partner Performance Management Framework. This includes monitoring of connections, which tracks the percentage of participants and people with disability, developmental concerns and delays, requests that result in a successful connection to community and other government services in the last 12 months. The current target for this measure is 70%, with partners achieving a national average result of a 93.7% success rate.

Performance measure 1.6 – Average payment per participant and Performance measure 1.7 – Annualised Scheme growth rate

Performance measure	2024–25 target	2024–25 result	2024–25 outcome	2023–24 result
Average payment per participant	\$67,200	\$65,800	Achieved	\$64,400
Annualised Scheme growth rate	12.0%	10.8%	Achieved	18.9%

Why we measure this

The combination of participant outcome measures (participant employment rate, participant social and community engagement rate, participant satisfaction with progress toward their goals), Scheme growth rate and the average payment measure, allows us to measure the NDIA's efficiency in delivering and managing the NDIS and supporting the independence, and social and economic participation, of people with disability. When the NDIS is growing at a sustainable rate and meeting Government expectations, and participants are provided with adequate supports to meet their goals and outcomes, then the NDIS is being managed efficiently and will be sustainable over the long term.

How we measure this

Average payments per participant are based on Scheme expenses (on a cash basis) divided by the average participant exposure over the financial year. Participant exposure is the average number of participants who were active during the financial year. This figure takes account of when participants entered and left the NDIS over the year.

The annualised Scheme growth rate is calculated as the Scheme expenses in the current financial year divided by the Scheme expenses in the previous financial year minus 1. The Scheme expenses include total participant plan expenses for the year – that is, note 1.1G in the financial statements – reported on an accrual basis.

The targets for the above 2 measures are determined from the baseline projection in the 2023–24 AFSR. This projection provides a target cashflow projection that also acts as a benchmark for actual scheme performance. The baseline cashflow projection is the Scheme Actuary's best estimate on the evidence available of the long-term cost trajectory of the NDIS.

Since the publication of the NDIA Corporate Plan 2024–25 in August 2024, the targets for 2024–25 were updated for the above 2 measures to bring the targets in line with the projections in the 2023–24 AFSR. These projections are based on data and experience up to 30 June 2024 and use the most up-to-date assumptions on Scheme reforms at the start of the financial year.

Analysis

The NDIS must be managed efficiently in line with Government expectations and must be sustainable in the long term. To achieve this, the future growth of the NDIS must be controlled. The downwards cost growth trend in 2024–25 shows that the NDIA is on track to achieve National Cabinet's target of reducing annual cost growth to 8% by 1 July 2026. Both the Scheme growth rate and the average payments are within the targets set for 2024–25.

Payments to participants are affected by many factors, including:

- prices for disability supports
- rates of plan use
- the mix of participants in the NDIS
- Scheme reform and legislation changes
- integrity and anti-fraud activities
- provider behaviour
- availability of providers.

Reforms enabled by the Australian Government's 2024 Getting the NDIS Back on Track legislation came into effect on 3 October 2024. The reforms are helping to moderate Scheme growth, backed by significant Government investment in the Agency's capabilities and workforce and to ensure the Scheme meets its original intent of providing effective support to participants. Investment in Scheme integrity and anti-fraud activities also increasingly contribute to the Scheme's performance and sustainability, and ensure NDIS funding is redirected to high-quality providers.

Program 1.2 performance statement

The objective of Program 1.2 is to fulfill the functions of the NDIA delivering a financially sustainable NDIS to Australians in line with the NDIS Act.

Key activity 2

Develop a high performing NDIA for participants.

See section 3 of the Corporate Plan 2024–25 for more detail about this key activity.

Performance measure 2.1 – Staff with disability

Performance measure	2024–25 target	2024–25 result	2024–25 outcome	2023–24 result
Staff with disability	20%	23.4%	Achieved	21.6%

Why we measure this

This measures the effectiveness of management actions in improving inclusion and diversity and supports the effectiveness of NDIA interactions with participants. The lived experience that our staff with disability bring to the NDIA is vital in helping us to connect, understand, empathise, communicate with, and provide quality services to participants, their families and carers.

How we measure this

This data comes from the annual Australian Public Service Employee Census. The result is the percentage of survey respondents that are NDIA staff (both Australian Public Service (APS) employees and labour hire workers) who identify as having a disability. The 2023–24 result has been updated using the new calculation method (includes labour hire workers). For comparison, the 2023–24 result published in the NDIA Annual Report 2023–24 was 23.2%, compared to 21.6% on the new basis. Both versions of the result achieved and surpassed the 2023–24 target of 19%.

Analysis

The NDIA is committed to fostering an inclusive, supportive and empowering workplace. We achieve this through initiatives that are designed to attract, retain and uplift staff with disability and neurodivergent staff.

Key initiatives from the 2024–25 period include the Hidden Disability Sunflower Program, which promotes awareness of non-visible disability, and enhanced processes to promote inclusive and accessible recruitment.

Through their lived experience, staff with disability have first-hand knowledge of the barriers participants face and their unique needs. Many of our staff with disability are participants in the Scheme themselves. Representation drives better policy and service design through a person-centred approach and decisions that reflect real life challenges.

Performance measure 2.2 – Payments made within agreed timeframes

Performance measure	2024–25 target	2024–25 result	2024–25 outcome	2023–24 result
Payments made within agreed timeframes	>90%	99.0%	Achieved	99.5%

Why we measure this

This measures the output of payable NDIS claims paid from the NDIA to participants, nominees and providers within the agreed timeframes of 3 business days.

Analysis

The NDIA successfully exceeded its target by ensuring 99% of payments were made within the agreed timeframe of 3 business days.

How we measure this

The result is the percentage of payable claims that are paid within 3 business days, in line with our payment terms.

Performance measure 2.3 – Participant Service Guarantee timeframes met 95% of the time

Performance measure	2024–25 target	2024–25 result	2024–25 outcome	2023–24 result
Participant Service Guarantee timeframes met 95% of the time (%)	80%	10.0%	Not achieved	32.9%

Why we measure this

This measures the NDIA’s output (timeliness and quality) to meet legislated PSG timeframes and the implementation of the Participant Service Improvement Plan.

How we measure this

An individual PSG measure is considered to have been met overall if 95% or more of the tasks being measured meet the PSG timeframe as specified in legislation or the commitment. PSG metrics and their respective service level agreement targets are defined on the [NDIS website](#). Performance against PSG measures is also reported in the Quarterly Report to Disability Ministers.

The measure is then calculated as the proportion of reportable PSGs where 95% or more of the tasks being measured met the service guarantee timeframe. A PSG timeframe is available for reporting if it meets operational thresholds for data viability. There were 10 reportable PSGs in 2024–25.

Due to limitations with the Agency’s ICT systems, only 10 out of the 20 PSG measures are currently reported. Work is underway to report against all 20 measures. Once completed, the Agency expects the overall performance result to improve considerably.

Reportable PSGs in 2024–25

PSG	Service type	Description of the service being guaranteed	Service guarantee	2024–25 Quarter 1	2024–25 Quarter 2	2024–25 Quarter 3	2024–25 Quarter 4
2	Access	Make an access decision, or request for more information, after an access request has been received	21 days	19.4%	14.6%	9.4%	47.2%
4	Access	Make an access decision, or request for additional information, after more information has been provided	14 days	26.0%	25.8%	13.3%	45.9%
6	Planning	Approve a participant's plan, after an access decision has been made (excludes those ECEI that have received initial supports)	56 days	48.9%	80.8%	86.1%	93.9%
7	Planning	Approve a plan for ECEI participants, after an access decision has been made	56 days	98.2%	99.5%	99.5%	99.5%
8	Implementation	Offer to hold a plan implementation meeting, after the plan is approved	7 days	82.8%	82.8%	83.5%	83.1%
11	Plan reassessment	Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date	56 days	59.5%	50.6%	64.4%	62.4%
12	Plan reassessment	Decide whether to undertake a Participant Requested Plan Reassessment, after the request is received	21 days	29.3%	23.3%	22.1%	26.3%
13	Plan reassessment	Complete a Participant Requested Reassessment, after the decision to accept the request was made	28 days	89.2%	90.0%	83.9%	81.1%
14	Plan variations	Amend a plan, after the receipt of information that triggers the plan amendment process	28 days	51.7%	43.2%	39.0%	44.7%
17	Reviewable decisions	Complete an internal Review of a Reviewable Decision, after a request is received	60 days	58.6%	65.8%	48.7%	72.5%

Analysis

During 2024–25 there was a significant increase in the number of requests for changes to participant plans from service providers, particularly support coordinators. This meant we had an increased volume of plan change requests. A significant number of these requests were made without appropriate evidence to support a change to the plan.

In response, the NDIA conducted an external communications campaign to remind service providers of their obligations when making these requests – for example, they must provide supporting evidence and ensure the requests are being made with the full knowledge and consent of the participant.

PSG results for 2024–25 reflect the NDIA's focus on completing the most important work for participants – making access decisions, approving first plans and processing plan change request for participants with changes to their circumstances.

As work to resolve backlogs continues and wait times reduce, the Agency is confident performance against key PSG measures will continue to improve.

Performance measure 2.4 – Resolution on first call to National Contact Centre

Performance measure	2024–25 target	2024–25 result	2024–25 outcome	2023–24 result
Resolution on first call to National Contact Centre	80%	84.8%	Achieved	N/A

Why we measure this

This measures the output (quality) of the NDIA’s interaction with participants. The Participant Service Charter says we will respond to each person’s needs and situation.

How we measure this

This measure is based on post-call survey results from people who phone the NCC. It calculates the number of respondents who answered ‘Yes’ to the question ‘Did the person you speak to complete your enquiry today?’ then divides this figure by the number of total completed surveys. The measurement excludes partially completed surveys and callers terminating their call mid-survey.

Analysis

In 2024–25 the NCC exceeded its target, and answered 1,521,843 calls and received 90,584 completed surveys (6% response rate). In the surveys, 84.8% said their enquiry was resolved.

The results reflect the NCC’s ongoing work to expand its First Contact Resolution program. The program aims to increase the proportion of enquiries resolved at the first point of contact and reduce referrals to other areas of the NDIA.

Performance measure 2.5 – Disclosure of NDIS Quarterly Reports to Disability Ministers within prescribed timeframes

Performance measure	2024–25 target	2024–25 result	2024–25 outcome	2023–24 result
Disclosure of NDIS Quarterly Reports to Disability Ministers within prescribed timeframes	All quarterly reports provided to the Ministerial Council within legislative timeframes	4 of 4 reports delivered on time	Achieved	4 of 4

Why we measure this

This measures the output (timeliness and quality) of activities related to the NDIA managing, advising and reporting on, the operations and the financial sustainability of the NDIS. Section 174 of the NDIS Act requires Board members to prepare a report on the operations of the NDIA for each period of 3 months starting on 1 July, 1 October, 1 January and 1 April. The reports are given to the Ministerial Council within 42 days after the end of the period to which the report relates. The reports are produced to provide transparency on the information (including statistics) and analysis that relates to participants and funding or provision of supports by the NDIA, as well as information about matters prescribed under NDIS rules (section 174(3) of the NDIS Act).

How we measure this

We achieve this performance measure if quarterly reports are provided to the Ministerial Council within the legislated timeframe. The measure includes NDIA activity that falls within the financial year 1 July to 30 June.

Analysis

The 2024–25 result includes the delivery of quarterly reports for quarter 4 of 2023–24, quarter 1 of 2024–25, quarter 2 of 2024–25 and quarter 3 of 2024–25. All 4 reports were delivered within the legislated timeframe under section 36(2) of the *Acts Interpretation Act 1901* and are published on the [NDIS website](#).