



JOINT STANDING COMMITTEE ON THE NATIONAL DISABILITY INSURANCE SCHEME

TABLING OF INTERIM REPORT FOR INQUIRY INTO THE CAPABILITY AND CULTURE OF THE NDIA

30 March 2023

The Joint Standing Committee on the National Disability Insurance Scheme (NDIS) today tabled an interim report for its inquiry into the Capability and Culture of the National Disability Insurance Agency (NDIA).

Committee Chair Libby Coker MP said, “Many Australians have described the scheme when it works well as life changing. However, in committee hearings we have heard the anxiety, frustration and exhaustion of participants, families, carers, and advocates. The evidence was not easy to hear.”

“The committee calls on the government and the NDIA to learn from these experiences and to take action to improve the NDIS for all participants, their families, and carers,” Ms Coker said.

The unanimous report makes recommendations to government to improve the capability and culture of the NDIA and provides an overview of the key issues about which submitters and witnesses have given evidence. The report covers issues such as the administrative burdens of engaging with the NDIS; the NDIA’s methods of communication with participants, carers and service providers; and the NDIA’s observance of model litigant rules.

The committee acknowledges the actions that have already been taken by the NDIA and the Australian Government to address the recommendations previously made by this committee. The committee also recognises there is a new federal government, which is currently undertaking a review of the NDIS including its operations.

The committee urges the government to consider and respond to the recommendations contained in the report.

The committee will closely monitor any ongoing work which addresses recommendations made by this committee and will remain interested in any forthcoming government responses.

“The committee will also continue to hold public hearings and investigate the issues raised throughout this inquiry, with a view to providing a final report with further recommendations later in the 47th Parliament.”

The committee thanks everyone who has contributed to this inquiry by making submissions, expressing views through correspondence, or providing testimony at public hearings. In particular, the committee thanks NDIS participants who shared their experiences. The testimony of people with lived experience is crucial to identifying issues with the NDIS, and to improving the operation of the scheme.

The report is available on the committee's [website](#).

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