



## JOINT STANDING COMMITTEE ON THE NATIONAL DISABILITY INSURANCE SCHEME

### Capability and Culture of the NDIA Inquiry

### Tabling of Final Report – 16 November 2023

The Joint Standing Committee on the National Disability Insurance Scheme (JSC NDIS) tabled its final report into the Capability and Culture of the National Disability Insurance Agency (NDIA) inquiry on Thursday, 16 November 2023. During the inquiry, the committee received over 200 submissions and held 13 public hearings across the country.

In the final report, the committee focuses on the operational processes and procedures of the agency, staff employment and workforce matters, and the impact of the NDIA's capability and culture on NDIS applicants and participants. It also makes 27 recommendations to improve the capability and culture of the NDIA, and to make the NDIS more accessible for participants, their families and carers.

The Chair of the JSC NDIS, Ms Libby Coker MP said of the committee's final report that:

The NDIS has made a positive, life-changing impact on the lives of many people with disability. For others, it has not yet lived up to its promises.

Through this inquiry, the committee has looked at the ways the capability and culture of the NDIA influences its interactions with participants and their families. The committee consistently heard stories from participants and their families of the difficulties, challenges and complexities involved in seeking, securing and maintaining NDIS supports and services.

The committee hopes that this report, combined with the recent report of the Disability Royal Commission and the upcoming report of the NDIS Review, will set out a path for government and the NDIA to build on the promises of the NDIS, for the benefit of people with disability.

On behalf of the committee, I thank everyone who has written or spoken to the committee during this inquiry. We appreciate the effort they have made in sharing what can often be deeply personal, frustrating and exhausting experiences. Please know that we see you, we hear you, and we are making recommendations to make the NDIA more responsive to you.

Further information on the committee's work can be found on the committee's [website](#).

**Media contact:** Julian Bingley, 0409 541 249, [Julian.Bingley@aph.gov.au](mailto:Julian.Bingley@aph.gov.au)

**For general inquiries:** Committee secretariat, 02 6277 3083, [NDIS.joint@aph.gov.au](mailto:NDIS.joint@aph.gov.au)