

NDIS Quality and Safeguards Commission



NDIS Quality
and Safeguards
Commission

APS Employee Census 2025-26 Action Plan

The NDIS Commission is committed to our purpose and future direction, positioning ourselves as a contemporary, purpose-driven regulator that has the rights of people with disability at the heart of our decisions.

Staff continue to demonstrate strong alignment with the NDIS Commission's mission and values, reflecting consistent levels of commitment observed in previous years.

Building on past insights, our action plan for 2025 will focus on leadership, staff wellbeing, change management and inclusion.

Themes emerging from the Census results, along with our 2025 Census Action Plan, will directly inform initiatives aimed at driving cultural improvement. These efforts are anchored in our Culture Roadmap—a cohesive Framework designed to support long-term, systemic transformation of our workplace culture.

2025-26 Focus Areas



Leadership

- Establish ten commitments agreed by each member of the Executive Management Group to take practical actions that will make a direct and meaningful improvement to our culture.
- Implement the APS SES Performance Leadership Framework including a structured SES Performance Development Agreement that measures behaviour, a 360-degree feedback review and development of a leadership expectations statement.



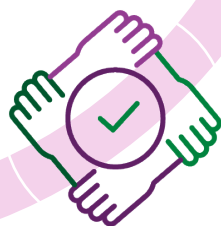
Wellbeing & Safety

- Implement Mental Health and Wellbeing Framework (including embedded staff counselling service)
- Deliver targeted support and specialised training for divisions that are at high risk of experiencing vicarious trauma.
- Procure an expert organisational psychologist to review psychosocial risks across the workforce.
- Boost our early intervention and injury management supports.



Communication, Culture & Change

- Establish new internal communications function.
- Establish divisional Culture Actions Plans that will set out our agreed initiatives and metrics for success.
- Launch a Culture Hub to host our Culture Roadmap Framework, share Action Plan updates, track progress, and gather feedback – enhanced by pulse surveys to capture real-time insights and drive meaningful action.
- Deliver an integrated and modernised IT system with the real-time data to make informed regulatory decisions (DART)



Diversity & Inclusion

- Implement the Disability Action Plan (DAP), including the rollout of our new Workplace Adjustments Policy and Passport and the National Office Design Standards project that will ensure our workspaces are designed to accommodate all.