

NDIS Quality and Safeguards Commission

2025 Stakeholder Survey

Insights Report

10 December 2025

Executive summary

The 2025 NDIS Commission Stakeholder Survey showed clearer communication, stronger visibility of regulatory activity and more consistent engagement could improve trust in the NDIS Commission.

Key insights

Six themes highlighted areas of positive sentiment and aspects that could be improved to support stronger quality and safety outcomes.

- **Theme 1: Awareness and Understanding** – Awareness of the NDIS Commission varied across stakeholder groups, with advocates and carers showing higher awareness than people with disability. Stakeholder understanding of what the Commission does is linked with greater awareness of rights and confidence in raising issues, particularly among people with disability.
- **Theme 2: Human Rights** – Awareness of rights of people with disability was high among registered providers and workers, but lower among unregistered providers, sole traders and some workers who are less connected to the NDIS Commission.
- **Theme 3: Quality and Safety** – NDIS Commission information and education resources are effective in raising understanding of quality and safety. Providers and workers who accessed both widely used *and* more targeted resources recorded higher understanding levels. This was more common among registered providers and workers than unregistered providers and workers.
- **Theme 4: Stakeholder Interactions** – Overall satisfaction with interactions with the NDIS Commission was moderate to low for most stakeholder groups. Respondents indicated that aspects of interactions related to staff service, such as treating them with respect, were positive, while process-related aspects, such as responding quickly and fully resolving issues, were less positive.
- **Theme 5: Strong Regulator** – Perceptions of the NDIS Commission as a strong regulator were influenced by awareness of the Commission’s regulatory actions, such as tackling fraud and resolving issues quickly and fairly. These perceptions supported trust in the NDIS Commission and whether it was considered to be doing a good job as a regulator.
- **Theme 6: Trusted Regulator** – Trust in the NDIS Commission is influenced by awareness and understanding of its role and exposure to positive or negative media coverage and word-of-mouth. The survey also found confusion between the role of the Commission, the NDIS and NDIA negatively impacted trust.

About the Survey

The NDIS Commission's annual stakeholder survey asks people with disability, their carers, disability support workers and service providers for feedback about what the Commission is doing well and where it can improve.

The **NDIS Quality and Safeguards Commission (NDIS Commission)** is an independent Australian Government entity that works to improve the quality and safety of supports provided under the **National Disability Insurance Scheme (NDIS)**.

The NDIS Commission works with **people with disability, their carers, disability support providers and workers**, and the wider community to deliver **nationally consistent, responsive, and effective regulation of NDIS providers**.

In **2025**, the NDIS Commission engaged ORIMA Research to conduct the **Stakeholder Sentiment Survey (the Survey)**.

The survey collected **feedback from a wide range of stakeholders**, including NDIS participants, NDIS providers, workers and a sample of the general public (including people with disability).

Findings and key insights from the 2025 survey are summarised in this report.

Survey methodology

Stakeholder feedback was collected through an **online survey**, with **telephone options for people with disability**. Only people aged 18 and over were invited to take part. An easy read version of the survey was available.

The survey asked:

- **How well stakeholders think the NDIS Commission is meeting the goals in its 2024-25 Corporate Plan.**
- **What stakeholders know, think and feel about the NDIS Commission and the disability sector.**

A total of **11,168 stakeholders** completed the 2025 survey. The survey was conducted between **14 May to 16 June 2025**.

Respondent profile

The profile of respondents who completed the 2025 survey is shown below.



11,168

respondents completed the survey



64%

of people with disability surveyed were **NDIS participants**

| Stakeholder group | Total |
|---------------------------------------|---------------|
| People with disability | 2,578 |
| Representatives (carers or advocates) | 1,793 |
| NDIS providers | 2,400 |
| General public | 3,190 |
| Workers | 1,207 |
| Total | 11,168 |

Types of disability – Top 10 (of person or person supported)

| | NDIS participant | Not NDIS participants | Carers | Advocates |
|----------------------------|------------------|-----------------------|--------|-----------|
| Autism | 24% | 14% | 45% | 48% |
| Intellectual disability | 10% | 4% | 34% | 42% |
| Psychosocial disability | 25% | 21% | 24% | 35% |
| Acquired brain injury | 8% | 4% | 15% | 27% |
| Developmental delay | 0% | 0% | 18% | 29% |
| Hearing impairment | 12% | 15% | 16% | 27% |
| Visual impairment | 8% | 10% | 15% | 24% |
| Cerebral palsy | 4% | 0% | 13% | 25% |
| Down syndrome | 1% | 0% | 9% | 22% |
| Global developmental delay | 0% | 0% | 13% | 19% |



78% of providers surveyed were registered with the NDIS Commission

Provider organisation types – Top 5

| | Registered providers n = 1462 | Unregistered providers n = 403 |
|-----------------------------|----------------------------------|-----------------------------------|
| Company | 60% | 31% |
| Individual / sole trader | 21% | 71% |
| Not-for-profit / charitable | 23% | 4% |
| Community organisation | 6% | 2% |
| Disability led organisation | 5% | 3% |



Provider operation locations*

| | |
|------------------------------|-----|
| New South Wales | 35% |
| Victoria | 28% |
| Queensland | 27% |
| Western Australia | 13% |
| South Australia | 12% |
| Tasmania | 5% |
| Australian Capital Territory | 4% |
| Northern Territory | 3% |
| All jurisdictions | 5% |

* Providers could operate in more than one location.

Theme 1: Awareness and Understanding of the Commission

Awareness of the NDIS Commission and a clear understanding of its role is linked to how people with disability, their carers and advocates can **effectively engage with the Commission and to exercise their rights.**

Findings

Advocates and carers had the highest awareness of the NDIS Commission, while people with disability had lower awareness. **NDIS participants had higher awareness than people with disability who are not NDIS participants.**

Proportion who had heard of the NDIS Commission:



Understanding of the NDIS Commission's role and what it does was high among NDIS participants and carers.

Proportion who understood the NDIS Commission's role and functions:



NDIS participants with **higher awareness** of what the NDIS Commission does were more likely to:



Feel **confident to make an enquiry or complaint** about disability services



Be **aware of key rights** of people with disability



Be **satisfied with their contact** with the NDIS Commission



Have **more positive views of the NDIS Commission's role** in promoting the rights of people with disability and **focusing on the important issues**

Insights

The survey showed that advocates and carers had **strong awareness of the NDIS Commission**, while awareness was **lower among people with disability**. A clearer understanding of what the Commission does was linked to people with disability having **greater awareness of their rights** and more confidence to speak up if there is a problem with NDIS services.

Theme 2: Human Rights

The NDIS Commission's role is to **protect and promote the rights, health and safety of people with disability** who receive NDIS supports or services. When providers and workers **understand** these rights, they are better equipped to deliver services and support **aligned to the NDIS Code of Conduct**.

Findings

Rights awareness was high for registered providers, slightly lower for unregistered providers and lower for workers, particularly volunteers.

Proportion who were fully aware of 8 key rights of people with disability:



95% Registered providers



89% Non-volunteer workers



92% Unregistered providers



71% Volunteer workers

However, there were gaps in awareness of consumer and **human rights** among sole traders, unregistered providers and workers. **At least 10% reported partial or no awareness of certain rights** of people with disability.

Proportion who reported partial or no awareness of the following rights for people with disability:

Pay a fair price for supports

15% sole traders

25% workers

13% unregistered providers

Change or stop using a provider

10% sole traders

19% workers

7% unregistered providers

Choose who delivers their supports & how

11% sole traders

17% workers

10% unregistered providers

Be free from abuse, neglect and exploitation

11% workers (**21%** volunteer workers,
8% non-volunteer workers)

Insights

While rights awareness was high among registered workers and providers, there were **gaps among those less connected to the NDIS Commission**, such as sole traders, volunteer workers and unregistered providers. **Targeted education and capacity-building activities** could help address these gaps, reinforce minimum standards and support people with disability to exercise their rights.

Theme 3: Quality and Safety

Effective **education is a key proactive lever** to promote the quality and safety of NDIS services.

Findings

The survey found NDIS Commission information and education resources could be grouped into two broad types based on how commonly they were used by providers and workers:

Core resources

68% of providers and workers had used at least one of these resources

These include the NDIS **Code of Conduct** and NDIS **Practice Standards**.

Targeted resources

46% of providers and workers had used at least one of these resources

These include information on **incident management**, provider quality audits, **practice compliance** and enforcement.

95% of providers and workers that used **targeted NDIS Commission resources** indicated they were familiar with the rights of people with disability, compared with 87% of those that did not use these resources.

- 97% of those that used targeted resources also used core resources, suggesting it is the **combination of using both types of resources that improves understanding**.

A much higher proportion of **registered providers used NDIS Commission information and resources** (particularly targeted resources) than unregistered providers.

Proportion using any NDIS Commission resources:



Proportion using targeted NDIS Commission resources:



Insights

NDIS Commission **education resources contributed to improved understanding of quality and safety** among providers and workers, particularly **when both core and targeted resources were used** together.

Unregistered providers used these resources less often, indicating **scope for this group to improve their understanding** of quality and safe services through greater usage.

Theme 4: Stakeholder Interactions

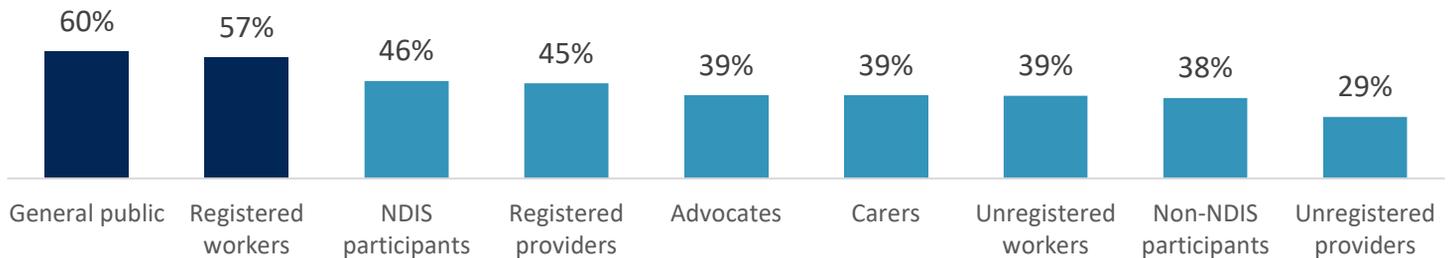
The NDIS Commission engages with people with disability, their representatives, providers and workers to ensure safe, high-quality and sustainable NDIS services.

Findings

Overall satisfaction with interactions with the NDIS Commission was moderate to low for most stakeholder groups.

- Apart from the general public, **satisfaction was higher for groups that were more closely connected to the Commission** (registered providers, workers in registered providers and NDIS participants) than those less closely connected (unregistered providers, workers in unregistered providers and non-NDIS participants).

Proportion who were satisfied or very satisfied with interaction:



The most **positively rated aspects of interactions** for people with disability and their representatives were **staff-service factors**, including the NDIS Commission:

- treating them with respect (**62% good**)
- treating them fairly (**55% good**)
- listening to them (**52% good**)



The **lowest rated** aspects of interactions with the NDIS Commission were **process-related** factors, including:

- responding in a timely manner (**37% poor**)
- helping resolve issues (**38% poor**)

Insights

Satisfaction with the quality of interactions with the NDIS Commission was generally higher for groups that were more closely connected with the Commission, which is likely to reflect higher awareness and understanding.

Respondents rated **the way NDIS Commission staff engaged with them** most positively, while aspects related to **processes and outcomes**, such as resolving issues and responding in a timely manner, had the most scope for improvement.

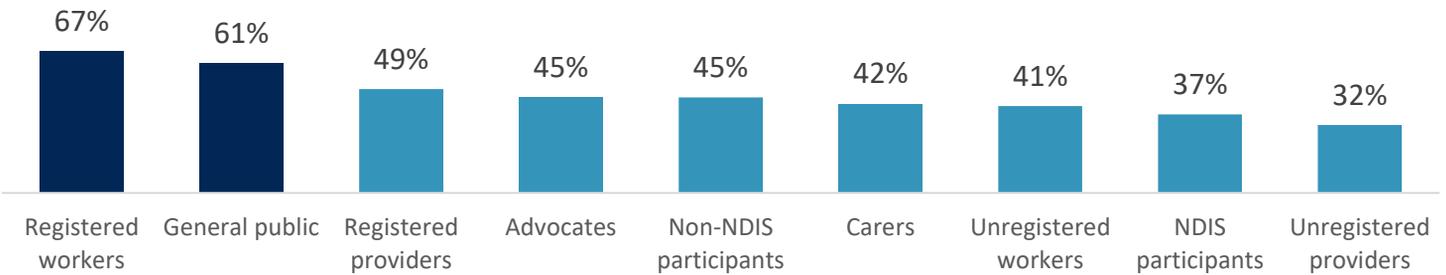
Theme 5: Strong Regulator

This theme is aligned with the NDIS Commission’s goal to be a **strong** and trusted regulator, using the full range of its powers to prevent harm, enforce standards and lift sector performance.

Findings

While most **workers from registered providers** and **general public** respondents agreed the NDIS Commission is a **strong regulator**, agreement was much lower amongst **NDIS participants and unregistered providers**.

Proportion who agreed or strongly agreed that the NDIS Commission is a strong regulator



Fraud was a concern raised in multiple comments across stakeholder groups, impacting their views of the NDIS Commission as a strong regulator.

“[Services] are fairly easy to exploit and thereby reduce the services available to people who genuinely need them.”

Person with disability – not NDIS participant



Stakeholders’ level of agreement that the NDIS Commission was a **strong regulator was the most important factor influencing** whether they considered the **NDIS Commission was doing a good job** as a regulator.

Views of the NDIS Commission as a strong regulator were also closely linked to trust. Among those who had **little or no trust**, the **most common reasons were a perceived lack of outcomes, action or resolution** to hold providers and workers to account.

Insights

The survey showed that **seeing the NDIS Commission as a strong regulator** plays a major role in shaping whether people think the Commission is **doing a good job as a regulator**.

Increasing awareness of the NDIS Commission’s regulatory actions, such as tackling fraud and resolving issues quickly and fairly, can strengthen views of the Commission as strong regulator and grow stakeholder confidence.

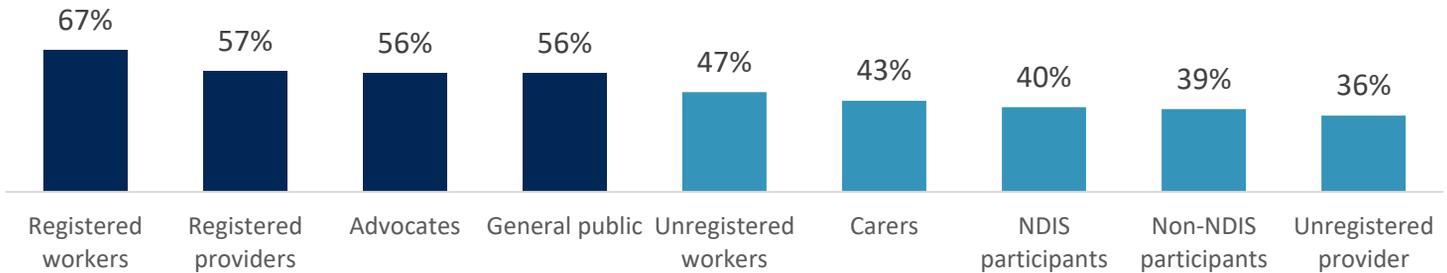
Theme 6: Trusted Regulator

Trust is also aligned with the NDIS Commission's goal to be a strong and **trusted** regulator, fully using its powers to prevent harm, enforce standards and lift sector performance.

Findings

Trust of the NDIS Commission is mixed. Most workers in registered providers, registered providers, advocates and the general public trusted the Commission as an organisation, while carers, people with disability, and unregistered providers reported lower trust.

Proportion who trusted or strongly trusted the NDIS Commission:*



Trust in the NDIS Commission to support people with disability and their representatives with NDIS service issues increases with higher awareness and understanding:

- **55%** of NDIS participants who **knew a lot about the Commission does** trusted it to support them with NDIS services issues, compared with
- **46%** of those who **only knew its name**.

The survey showed that trust in NDIS Commission is shaped by perceptions of the NDIS Commission as a strong and effective regulator and direct interactions but also **by external influences such as word of mouth and media coverage**.

Confusion between the NDIS Commission, the NDIS scheme and the NDIA also impact trust:

“I haven’t had any experience with [the NDIS Commission] but after dealing with NDIA I have low trust for any government disability service”

Person with disability – not NDIS participant

Insights

The survey showed that **trust in the NDIS Commission** was influenced by **awareness and understanding of its role**, as well as perceptions of being a strong regulator and external influences such as **word-of-mouth and media coverage**. **Confusion between the NDIS Commission, the NDIS Scheme and the NDIA** limits trust, with some negative feedback **misdirected towards the Commission**. This suggests that trust could be improved through **clear communication about the NDIS Commission’s distinct role and activities**.

* This question was included only in the plain language survey, so not all respondents answered it.

The 2026 NDIS Commission Stakeholder Survey is planned for the first half of 2026.

The NDIS Commission remains committed to using the survey to gather feedback about the views and experiences of its stakeholders, track its performance and support continuous improvement.



If you have any questions about the survey, please email NDISCommissionSurvey@orima.com.

Quality statement

This project was conducted in accordance with the international quality standard ISO 20252, the international information security standard ISO 27001 as well as the Australian Privacy Principles contained in the Privacy Act 1988 (Cth).

ORIMA Research also adheres to the Privacy (Market and Social Research) Code 2021 administered by the Australian Data and Insights Association (ADIA).

A decorative horizontal band featuring a traditional Aboriginal dot painting pattern in shades of blue, green, and white. The pattern consists of numerous small dots forming larger circular and geometric shapes.

ORIMA pays respect to First Nations peoples past and present, their cultures and traditions and acknowledges their continuing connection to Land, Sea and Community.