



**TRUE ISSUES®**

**SPECIAL RESEARCH:  
NATIONAL DISABILITY  
INSURANCE SCHEME  
(NDIS)**

August 2024



J W S R E S E A R C H

# Sentiment towards the NDIS across the general population is very mixed, with significant concern about cost growth



The National Disability Insurance Scheme (NDIS) is seen as a top five issue by 7% of Australians and rated as a middling area of performance by the Federal Government with an index score of 41, making it comparable to aged care and the economy and finances as portfolio areas of government performance.

Almost six in ten Australians (57%) say they at least know a little about the NDIS but less than one in ten (9%) say they know a lot about the scheme. Sentiment towards the NDIS is mixed, with 36% favourable, 32% unfavourable and 26% of the population neutral.

Favourability does improve significantly among those who have someone in their family or care that are currently accessing the scheme, where favourability rises to 60%. Sentiment is also higher among those who at least know a little about the scheme (42% favourable compared to 36% overall).

Almost one in ten Australians (9%) have accessed the NDIS, with a majority of those having had a satisfactory experience (61%). Those accessing the scheme are more likely to have children in their home (13%) compared with the overall average of 7%.

Australians are a ratio of 2:1 more negative than positive about the projected budget cost growth of the NDIS when presented with the forecast cost growth of the scheme between now and the end of the decade.

Concern about the cost growth is higher than average among men, over 55s and among Australians who are currently not employed. Those from higher income households, LNP voters, non-Green minor party or independent voters and those with no children at home are all more likely to hold a more negative sentiment towards the scheme's cost growth to the budget.

A majority of Australians (56%) believe the scheme should be scaled down and restricted only to Australians with severe and permanent mental or physical disabilities. This support for a scale down is 7 points higher among men, 14 points higher for LNP voters and 11 points lower for the 18-34 aged group. 28% of the population believe the NDIS should not be scaled down with a final 17% saying they don't know or prefer not to say.

There is very high support in the community for addressing any fraudulent activity and overcharging by service providers working under the NDIS, with 78% regarding these efforts at very or extremely important. A significant two thirds (64%) say it's extremely important.

There is also very strong support for a mandatory register of service providers as a key change to the scheme with 81% support for this reform and 54% saying it should definitely happen.

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Australians are a ratio of 2:1 more negative than positive about the projected budget cost growth of the NDIS when presented with the forecast cost growth of the scheme between now and the mid-2030s.

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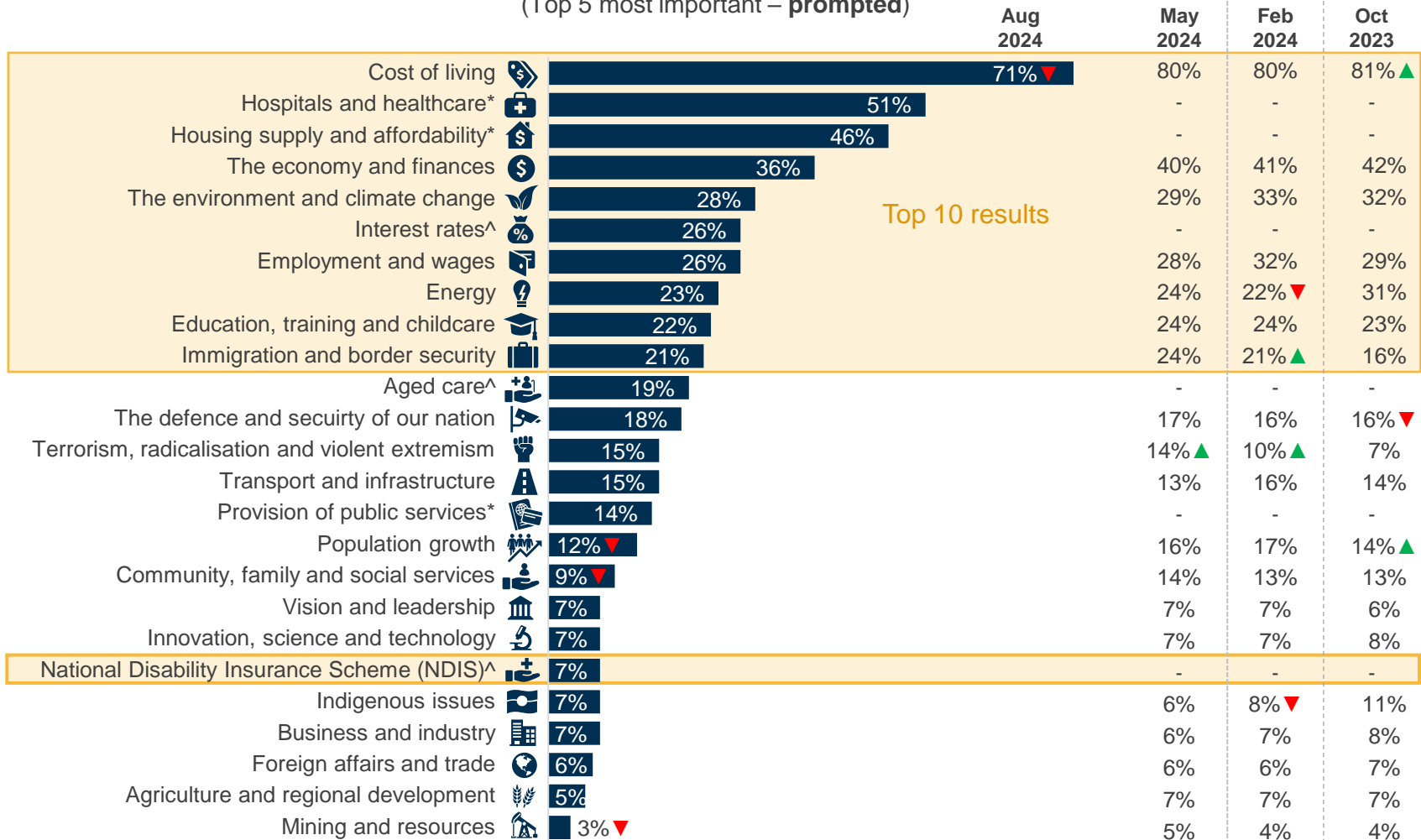
There is very strong appetite in the community for addressing fraudulent activity and overcharging by NDIS service providers, with 78% regarding these efforts at very or extremely important, including almost two thirds (64%) who say it's extremely important.

There is also very strong support for a mandatory register of service providers as a key change to the scheme, with 81% support for this reform and 54% saying it should definitely happen.

# Cost of living still holds a 20-point gap to next biggest prompted issue, NDIS relatively low as a top concern



## Most important issues the Australian Government should focus on (Top 5 most important – prompted)



^Added in August 2024. \* Previously 'Hospitals, healthcare and ageing', 'Housing and interest rates', 'Provision of public services (e.g. Centrelink, Medicare, NDIS, the ATO, passports and immigration, employment and other support services, etc.)'. Significantly ▲ higher / ▼ lower than previous True Issues wave at the 95% confidence interval.  
Q. From the following list, please select the five most important issues you think the Australian Government should focus on.  
Base: All respondents (approximately n=1,000 per wave, n=1,225 in June 2023).

# NDIS is seen as an area of middling government performance when separated out for testing



## Australian Government performance on issues (Performance index#)

		Aug 2024	May 2024	Feb 2024	Oct 2023
The defence and security of our nation		51	51	53	55
Mining and resources		51	52	52	51
Foreign affairs and trade		51	50	51	52
Innovation, science and technology		50	52	53	53
Business and industry		49	50	51	51
Terrorism, radicalisation and violent extremism		49	49	52	54
Provision of public services*		49	-	-	-
Education, training and childcare		48	47	47	48
Indigenous issues**		48	48	46	44
Community, family and social services		47	47	47	49
Agriculture and regional development		46	49	47	50
Transport and infrastructure		46	48	47	47
Employment and wages		45	45	44	45
The environment and climate change		44	46	45	45
Immigration and border security		44	42	46	49
Population growth		42	43	41	44
National Disability Insurance Scheme (NDIS)^		41	-	-	-
The economy and finances		41	41	40	42
Vision and leadership		41	42	41	43
Aged care^		41	-	-	-
Energy		40	41	40	39
Hospitals and healthcare*		39	-	-	-
Interest rates^		37	-	-	-
Housing supply and affordability*		29	-	-	-
Cost of living		28	26	25	27

Top results

# For an explanation of how index scores are calculated refer to the survey methodology section of this report

^Added in August 2024. \*Previously 'Hospitals, healthcare and ageing', 'Housing and interest rates', 'Provision of public services (incl. NDIS)'. \*\* 'including The Voice' added June-October 2023.

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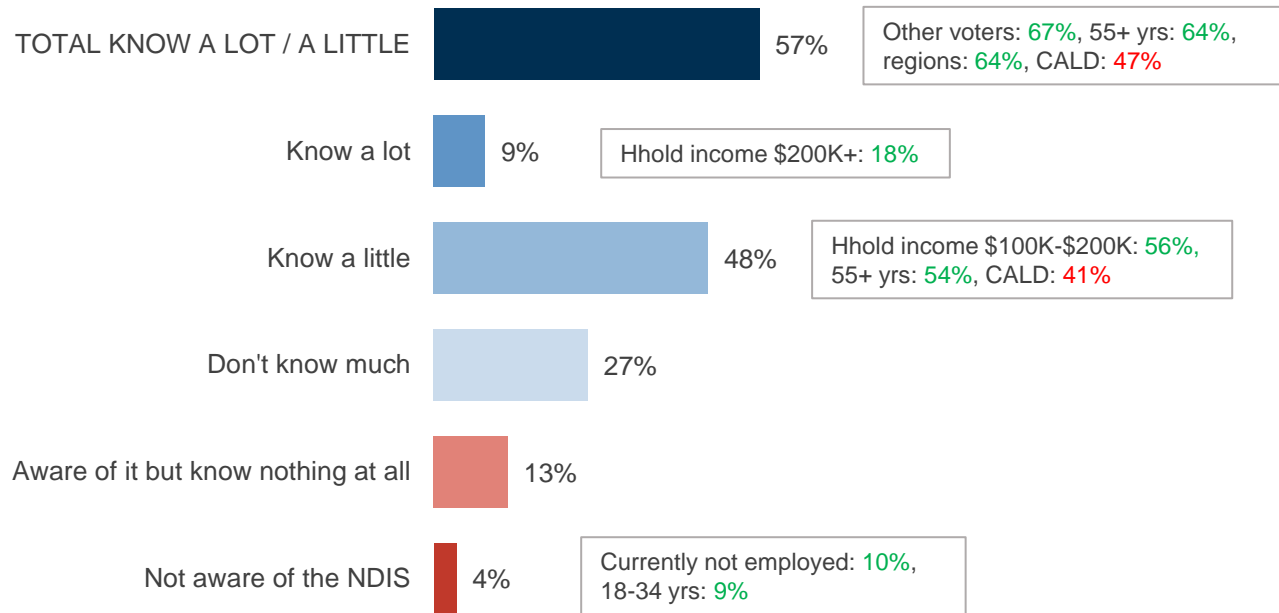
Q. How would you rate the performance of the Australian Government on each of the following issues?

Base: All respondents (approximately n=1,000 per wave, n=1,225 in June 2023).

# Almost six in ten know at least a little about the NDIS, though less than one in ten say they know a lot



## Knowledge of the NDIS



Significantly higher / lower than the national total at the 95% confidence interval.

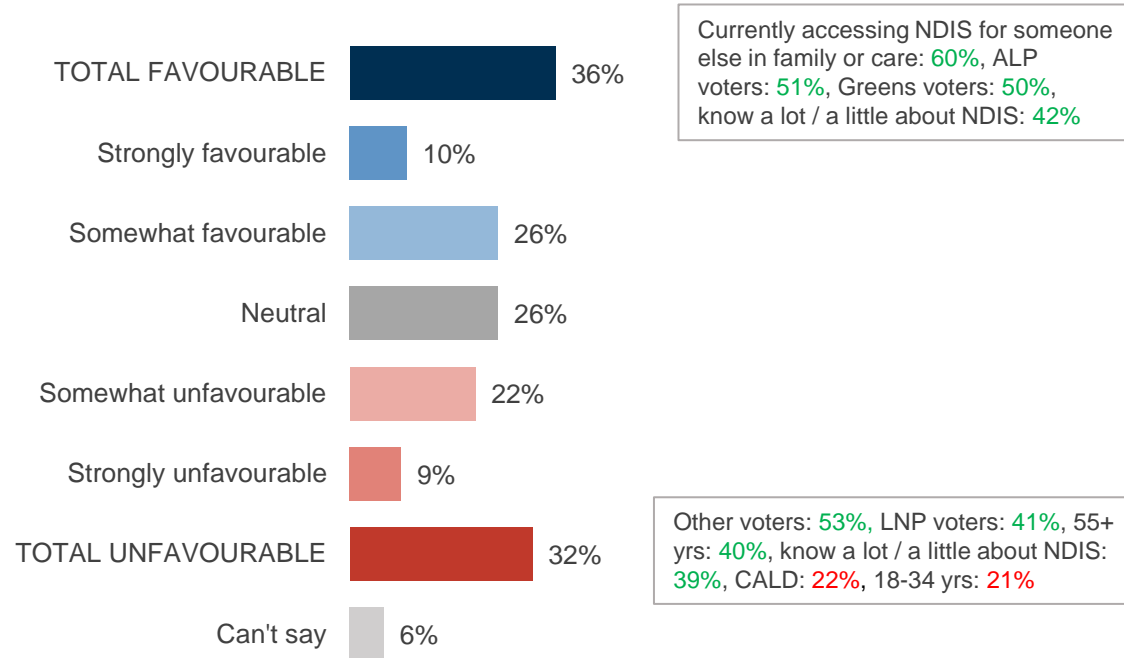
Q. The National Disability Insurance Scheme or NDIS provides taxpayer funding to eligible people with a disability to improve their quality of life. It connects over 500,000 Australians with disability to services in their community and provides information about what support is also provided by each state and territory. How much would you say you know about the NDIS?

Base: All respondents (n=1,000).

# Sentiment toward the NDIS is very mixed, with 1-in-3 favourable, 1-in-3 unfavourable and 1-in-4 neutral



## Favourability towards the NDIS



Significantly higher / lower than the national total at the 95% confidence interval.

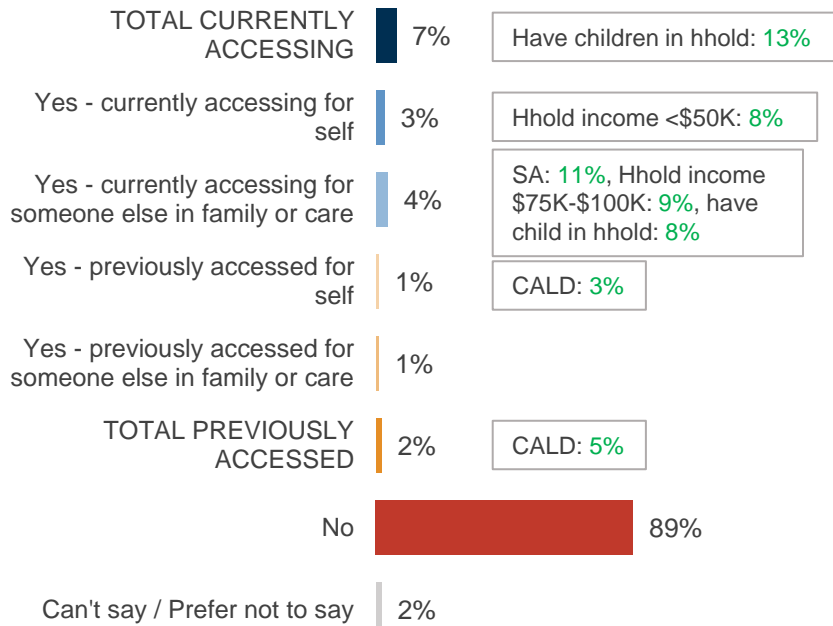
Q. Based on the description provided and what you may already know or have heard, do you have a favourable, neutral or unfavourable view of the National Disability Insurance Scheme?

Base: All respondents (n=1,000).

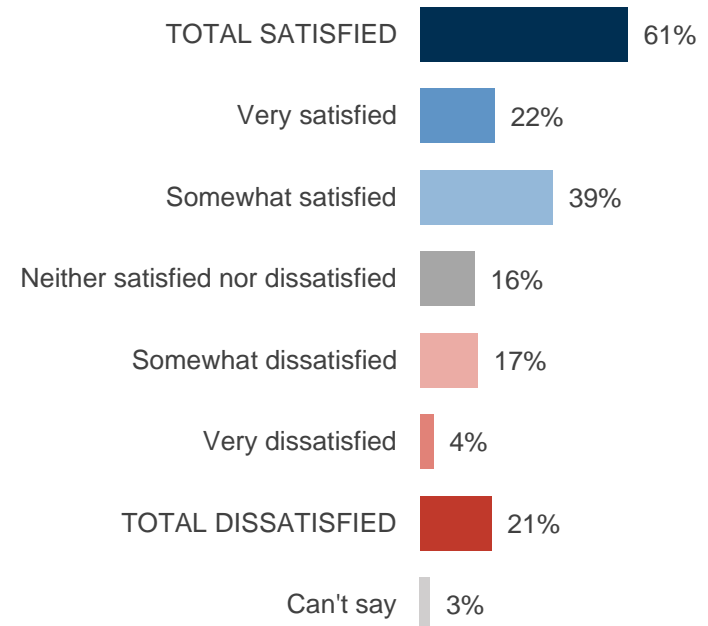
# One in ten Australians have accessed the NDIS, with a majority of those having had a satisfactory experience



## Access of NDIS



## Satisfaction of the NDIS (among those who have accessed the NDIS for self / someone else in family or care)



Significantly higher than the national total at the 95% confidence interval.

Q. Are you currently accessing, or have you previously accessed the NDIS, either for yourself or someone in your family or in your care?

Please select all that apply. / Q. Overall, how satisfied have you been with your experience of the NDIS?

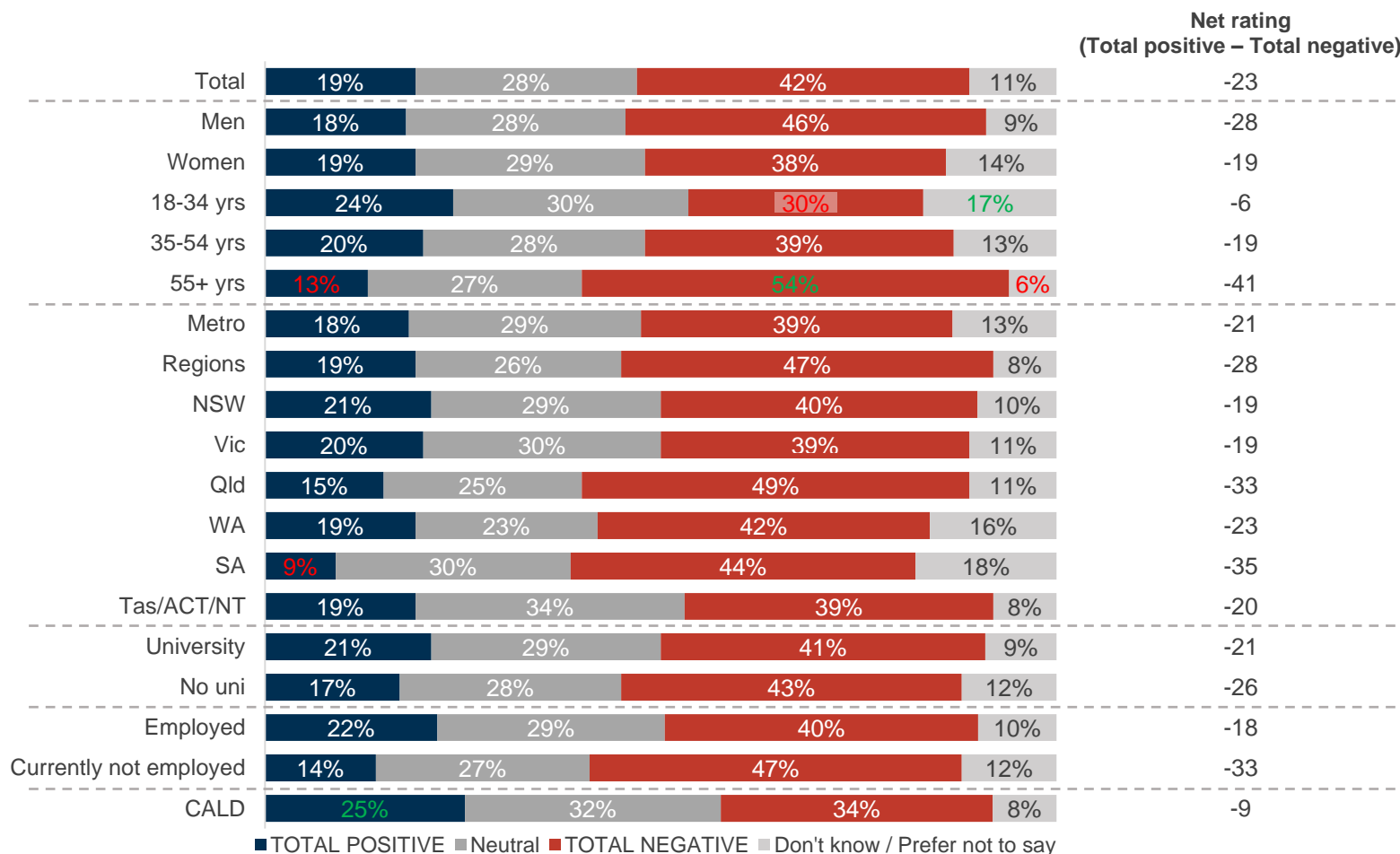
Base: All respondents (n=1,000); Accessed NDIS for self / someone else in family or care (n=84).



# Australians are 2:1 more negative than positive about the projected budget cost growth of the NDIS



Sentiment towards project growth in the cost to the taxpayer of the NDIS – by demographics



Significantly higher / lower than the national total at the 95% confidence interval.

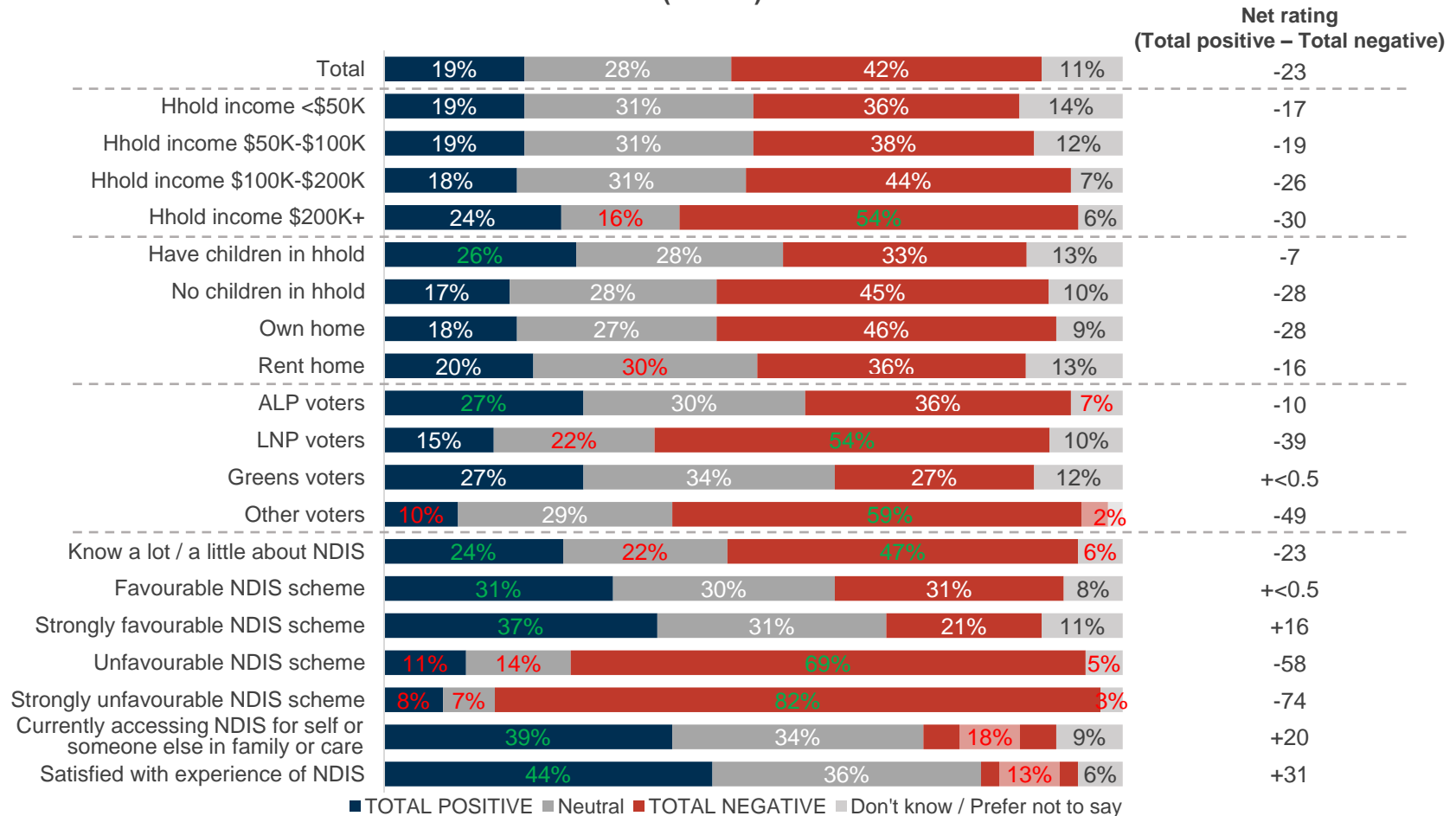
Q. This year, the cost of the National Disability Insurance Scheme is around \$42 billion. For comparison, this is about the same as the amount of taxpayer money allocated to defence spending and about \$17 billion less than what is spent on the aged pension. The NDIS today costs \$8 billion more than the aged care system and \$10 billion more than Medicare. If the Federal Government successfully meets their target to reduce the annual rate of NDIS cost growth from 20% down to 8% within the next few years, independent experts forecast the annual cost of the NDIS will reach around \$100 billion in the mid-2030s. How do you feel about this projected growth in the cost to the taxpayer of the NDIS?

Base: All respondents (n=1,000).

# Those leaning towards the LNP and non-Green minor parties are significantly more negative about cost growth



Sentiment towards project growth in the cost to the taxpayer of the NDIS – by demographics (cont'd)



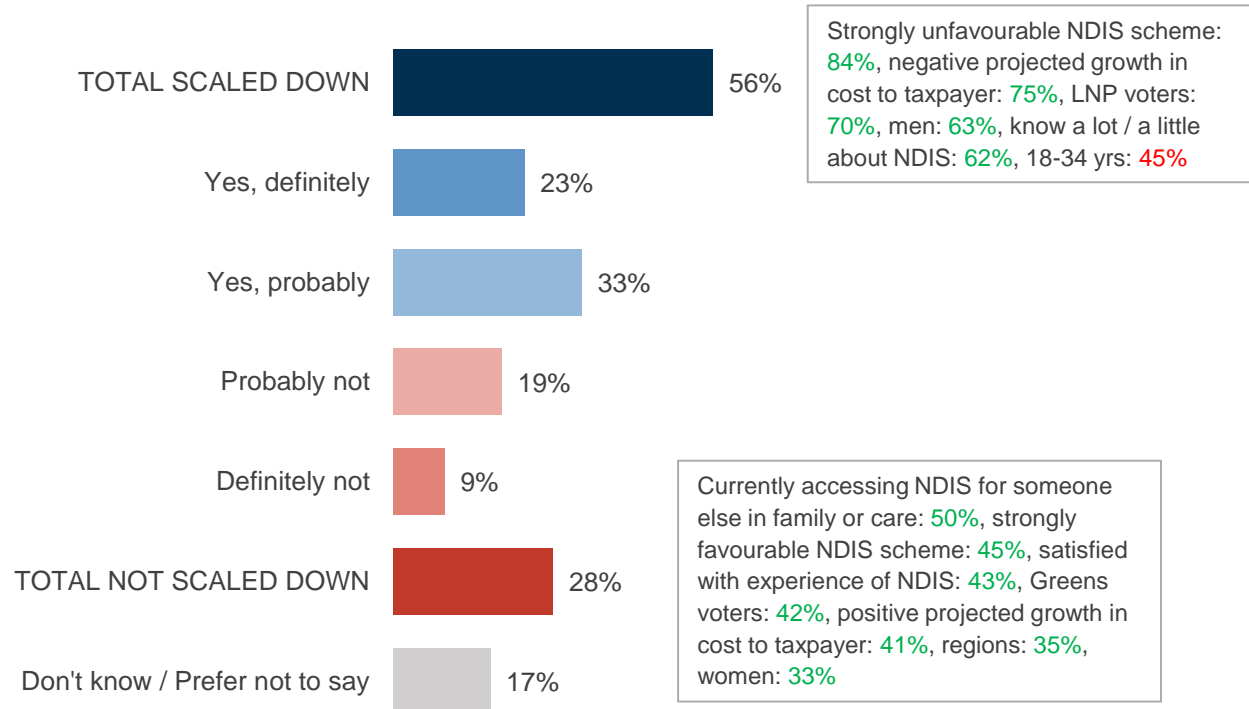
Significantly higher / lower than the national total at the 95% confidence interval.

Q. This year, the cost of the National Disability Insurance Scheme is around \$42 billion. For comparison, this is about the same as the amount of taxpayer money allocated to defence spending and about \$17 billion less than what is spent on the aged pension. The NDIS today costs \$8 billion more than the aged care system and \$10 billion more than Medicare. If the Federal Government successfully meets their target to reduce the annual rate of NDIS cost growth from 20% down to 8% within the next few years, independent experts forecast the annual cost of the NDIS will reach around \$100 billion in the mid-2030s. How do you feel about this projected growth in the cost to the taxpayer of the NDIS?  
Base: All respondents (n=1,000).

# Majority believe the NDIS should be scaled down to be only for severe and permanent disabilities



Opinion on whether the NDIS should be scaled down and restricted only for Australians with severe and permanent mental or physical disabilities



Significantly higher / lower than the national total at the 95% confidence interval.

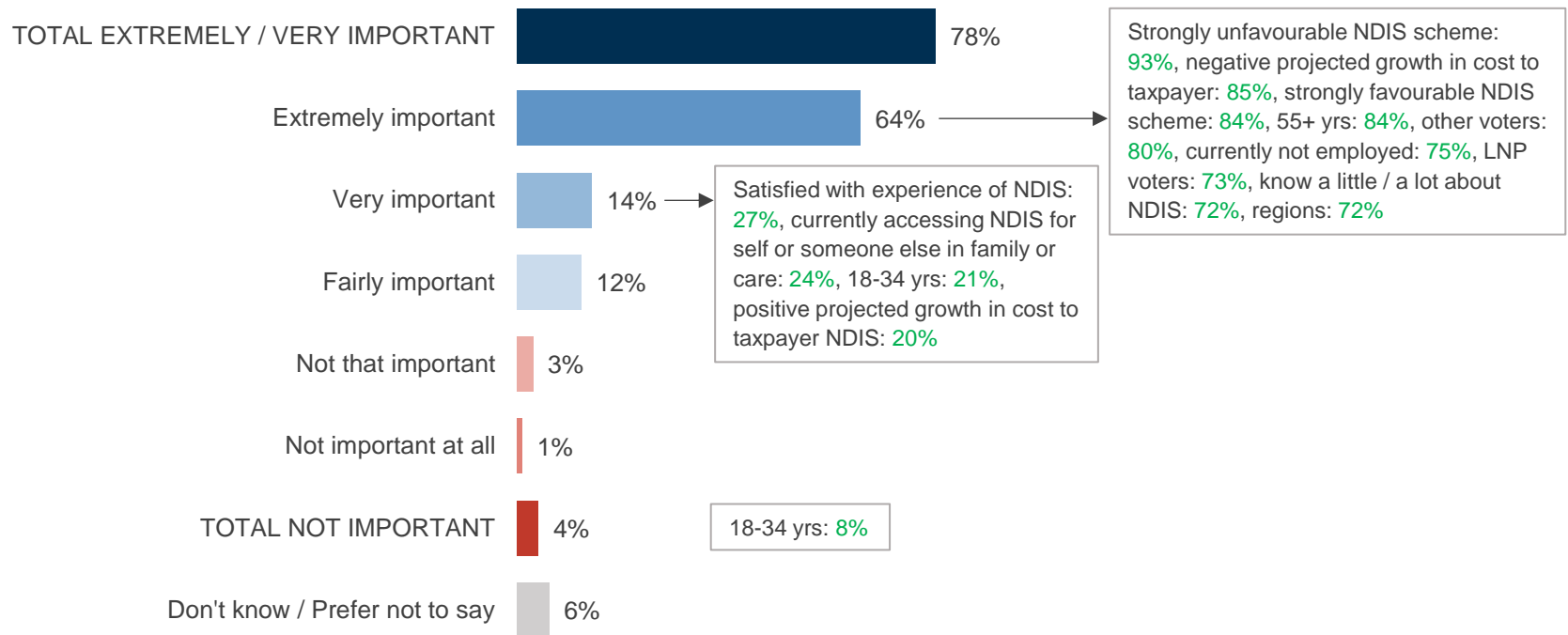
Q. In order to ensure the future sustainability of the system for taxpayers, should the National Disability Insurance Scheme be scaled down and restricted only for Australians with severe and permanent mental or physical disabilities?

Base: All respondents (n=1,000).

# Two thirds of Australians regard dealing with fraudulent activity in the NDIS system as extremely important



## Importance of addressing any fraudulent activity and overcharging by service providers working under the NDIS



Significantly higher than the national total at the 95% confidence interval.

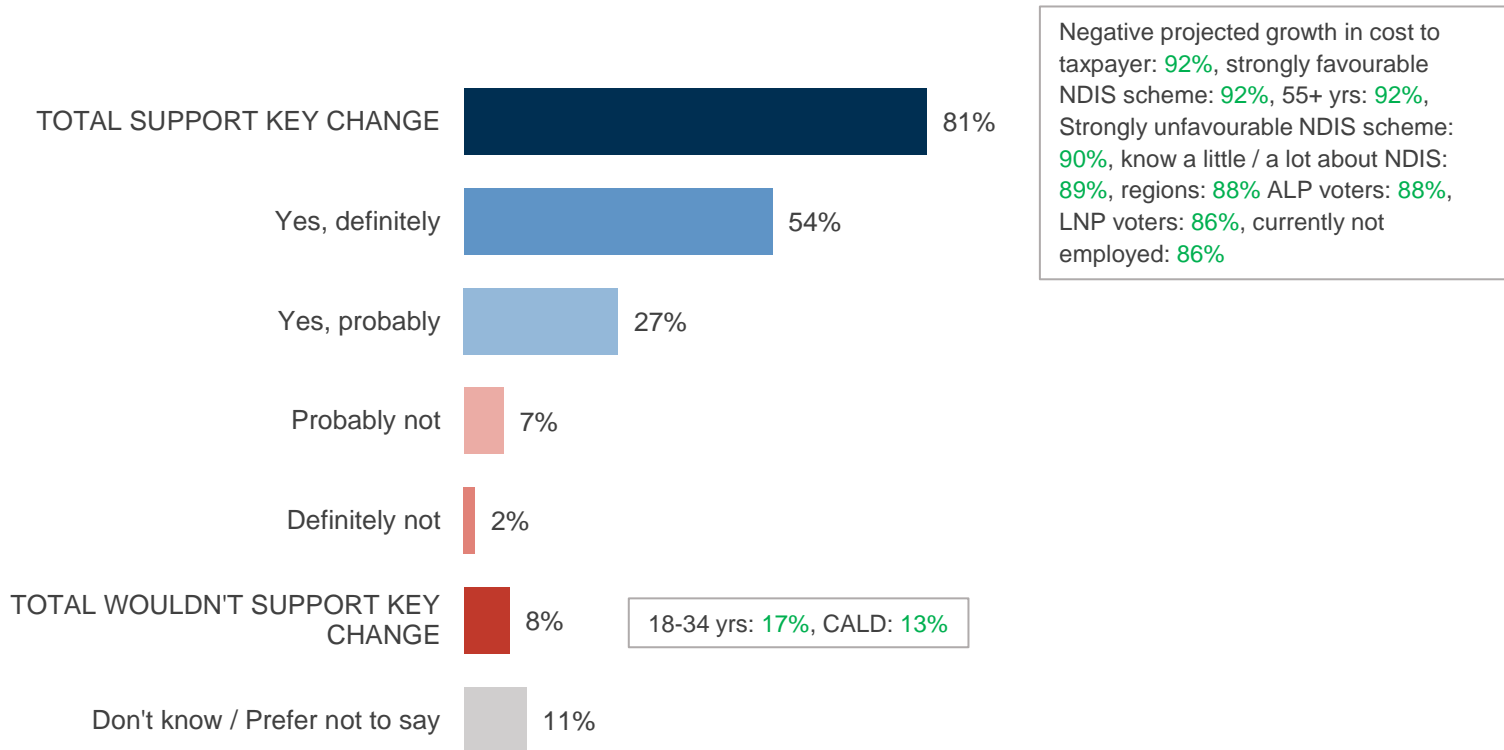
Q. How important is it to address any fraudulent activity and overcharging by service providers working under the National Disability Insurance Scheme?

Base: All respondents (n=1,000).

# Eight in ten support a mandatory register of NDIS service providers as a key reform



## Support for a mandatory register of service providers to be a key change within the NDIS



Significantly higher / lower than the national total at the 95% confidence interval.

Q. Carers, aides and support services under the National Disability Insurance Scheme come through many different types of service providers. Currently some of these service providers are formally registered under the scheme but the overwhelming majority are not and can be of varied quality, cost and reliability. Would you support a mandatory register of service providers to be a key change within the NDIS?

Base: All respondents (n=1,000).



## Survey methodology

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### National Online Survey

#### n=1,000 Australian adults

- Conducted Friday 9<sup>th</sup> – Monday 12<sup>th</sup> August 2024.
- Sample quotas on age, gender and location, with post-survey weighting to actual age / gender / location proportions from Census data.
- Maximum margin of error on n=1,000 is +/-3.1% at the 95% confidence level.
- Differences of +/-1% for net scores are due to rounding.

**THERE ARE  
OVER  
27 MILLION  
PEOPLE  
IN AUSTRALIA...**

**FIND OUT  
WHAT THEY'RE  
THINKING.**



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*Issued: 29<sup>th</sup> August 2024*



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