

Media release – 10 September 2024



# Ombudsman releases report into action taken by the NDIA to improve access for NDIS participants in prison

The Commonwealth Ombudsman, Iain Anderson, today published Volume 4 of this Actions Speak series of reports. Actions Speak reports assess the action taken by agencies to implement Ombudsman recommendations.

This Actions Speak report assesses the action by the NDIA to implement the 5 recommendations made by the Ombudsman in the 2020 following an investigation into the systemic issues faced by people in prison accessing the National Disability Insurance Scheme (NDIS) – [Investigation into the actions of the NDIA in relation to Mr C.](#)

The Ombudsman found that 4 recommendations have been fully implemented and 1 partially implemented.

Mr Anderson said, 'I welcome the steps the NDIA has taken to improve access to the NDIS for participants in prison by implementing our recommendations. I encourage the NDIA to continually assess their processes to ensure they are effectively providing access to the NDIS for all participants, including those deprived of their liberty.'

The Ombudsman will continue to informally monitor the implementation of these recommendations through complaints from the public and regular engagement with the NDIA.

View the full report on our website: <https://bit.ly/3B8E155>