

---

To help us deliver better outcomes for participants today and into the future, we have built a new computer system and made improvements to the way we work.

We are continuing to prepare for the gradual roll out of our new computer system and improved processes across Australia from 30 October 2023, subject to a final assessment it is ready to go.

For more information you can visit [improvements.ndis.gov.au](https://improvements.ndis.gov.au)

There is nothing for participants and their families to do right now - we will provide you with further support as you prepare for your next plan reassessment.

We tested the improvements in Tasmania between November 2022 and March 2023. We wanted to hear from participants, providers, staff and partners involved in the test to make sure our improvements worked the way we expected before rolling them out nationally.

We will take a careful approach to introducing the new system to make sure everything goes smoothly. We expect it to take 18-months for all existing NDIS participants to move to our new computer system.

---

This page current as of  
4 October 2023