

Overview

The Australian Government has invested \$429.25 million in the NDIA to improve the consistency of access and planning decisions, to ensure all participants have an equal and fair chance to pursue their goals and achieve better outcomes.

This initiative focuses on recruiting more NDIA planners and providing training, tools and system improvements so NDIA staff and partners in the community have the right skills and experience to better support participants.

This initiative is working to address a number of key issues including:

- Inconsistency in the way people are assessed when trying to access the NDIS.
- Differences in the amount of funding participants with similar needs receive.
- Participants have told us that some NDIA staff and partners do not have enough knowledge about their disability and the supports and services they need.
- As part of our commitment to co-design reform a Workforce Capability Working Group has been established to explore problems and discuss possible solutions.

Working Group Members include; NDIS participants, Disability Representative and Carer Organisations (DRCO), Independent Advisory Council (IAC) and NDIA staff.

The Workforce Capability Working Group has held 8 working group sessions since July 2023.

- Identified areas where the NDIA should consider specialist planner roles.
- Reviewed training and support for planners and partners to improve the overall participant experience.
- Improved guidance material for our frontline staff to do their job.
- Developed and reviewed a frontline staff skills matrix.
- Reviewed the position descriptions for planners.
- Considered ways the NDIA can increase the number of people with disability employed in frontline roles.
- Discussed disability knowledge needed for staff at all levels in the NDIA.

The Working Group maintains a strong interest in collaborating and finding solutions to problems facing the NDIA workforce.

The group is also reviewing the Participant Satisfaction Survey, is looking at ways the NDIA can attract a lived experience frontline workforce and is reviewing where and how to advertise roles, the use of language and further criteria on position descriptions.

The Working Group is also preparing to include the NDIS Review and Disability Royal Commission recommendations into their work.

To learn more about the Reform for Outcomes program and other program initiatives visit [have your say](#).

Latest news

[Media release: Getting the NDIS budget back on track – 9 May 2022](#)

Participate

If you are interested in getting involved in co-designing improvements to the NDIS, you can [sign up to Participant First](#).

Participants, family members and carers will be paid for participating in accordance with our [Participant Engagement Payment Policy](#).

Contact

For more information, please contact engagement@ndis.gov.au

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