# Participant Information Pack

# heading pageOverview of the Tasmanian test

**Information about the test in Tasmania for National Disability Insurance Scheme (NDIS) participants**

**November 2022**

**Introduction**

We are testing a better way to deliver the NDIS.

We’ve spent time talking to participants, our Agency staff, local area coordinators and early childhood partners and the disability community to work out the ways we can improve the experience people have with the Scheme.

Part of this work has been designing and building a new computer system to help us deliver a nationally consistent experience for participants. We are not changing the rules or the way the NDIS works. We’re testing ways to improve how we:

* Help people with disability and children and families where there are concerns about their development learn about and connect with community and mainstream services, including the NDIS
* Support people to apply for the NDIS
* Create an NDIS plan
* Support participants to make the most of their NDIS plan.

We have tested our new computer system and the way it works with our staff and local area coordinator and early childhood partners.

Participants have helped us design the system. It’s now time to test it with participants.

We decided to do the test in Tasmania with participants, providers and the wider disability community to make sure our systems and processes work as they should, and we deliver a quality experience for participants.

Testing in Tasmania means we can learn from the experience, collect feedback from participants, providers, Agency staff, local area coordinators and early childhood partners and the community. We can then make any changes or improvements we need to before we begin using our new computer system in the rest of Australia.

We created this information pack to help you prepare for the NDIS test in Tasmania.

You can see other information packs and learn more about the NDIS test in Tasmania at [www.ndis.gov.au](http://www.ndis.gov.au)/improvements

**What are we testing in Tasmania?**

We want to test a new computer system and processes with a small number of existing participants and people requesting access to the NDIS from November 2022.

We have developed a new computer system that we will use to record your information, your NDIS plan, any enquiries you have and to process your payments using your NDIS plan budget.

We’re also using the new computer system to test ways to improve the how we work.

We are not changing the rules or the way the NDIS works.

**Who will be part of the test?**

We expect to start the test in Tasmania on:

* 14 November 2022 for people with disability approaching the NDIS and new access requests, and
* 28 November 2022 for existing NDIS participants with their plan coming to an end in the next 3-6 months.

**Existing NDIS participants with a plan due to end in the next 3 - 6 months**

* If you are an NDIS participant in Tasmania and your plan is coming to an end we will be testing an improved plan reassessments process.
* If you are an existing participant and you need changes to your plan before the reassessment date, you will also be part of the test.
* You can contact us at any time to ask us about making changes to your plan.

**People with disability, including children, approaching the NDIS**

All people who are approaching the NDIS in Tasmania will be supported by partners to learn about and connect with community and mainstream supports, including the NDIS.

This includes:

* people with disability,
* children younger than 7 with disability, and
* children younger than 6 with developmental concern or developmental delay, and their families or carers.

**Who will not be part of the test?**

* Tasmanian participants with a scheduled plan reassessment after 30 June 2023.
* Participants with interstate nominees or guardian.

**What do I need to do?**

We will explain the process to you and support you to be part of the test if you are not an NDIS participant and are approaching the NDIS in Tasmania for support.

If you are an existing participant and are part of the test, you will be contacted by the Agency or your local area coordinator or early childhood partner to arrange a check-in meeting. At the check-in they will talk to you about preparing for a reassessment meeting and book this meeting with you. Your reassessment meeting will be with an Agency planner. They will explain the process to you and support you to be part of the test.

If you want to find out more about the test you can attend an information session or event to learn more about the test. We will have information sessions as well as events where you can ask questions and discuss the test.

Find out about upcoming Tasmanian information sessions and events on our Tasmanian test participant event [webpage](https://www.ndis.gov.au/improvements/attend-participant-event-find-out-more).

**Why are we changing our computer system and processes?**

Our new computer system is part of a project aimed at redesigning our system and processes to improve the participant experience.

The aim of this work is to:

* Make sure we have a system which can deliver on the outputs of co-design activities.
* Efficiently implement changes to the NDIS Act that came into effect from 1 July 2022.
* Deliver on the Participant Service Charter, the Participant Service Guarantee and the Participant Service Improvement Plan.
* Improve systems and internal processes, and the way the NDIA works.
* Respond to feedback from frontline Agency staff, partners and the wider disability community.
* Improve the participant experience with the NDIS and ensure the Agency has the systems, processes and controls in place.

**Your experience**

You can talk to us about your experience if you are part of the test in Tasmania. Options to contact us are available on our website: [Contact | NDIS](https://www.ndis.gov.au/contact).

You can also share your feedback at: [transition.engagement@ndis.gov.au](mailto:transition.engagement@ndis.gov.au)

Your feedback will help us learn more from our test in Tasmania and to make any changes or improvements we need to before we begin using our new computer system in the rest of Australia.

To help improve the process, we may contact you to ask you about your experience.