# Testing a new computer system in Tasmania

What we found out

14 November 2022 – 31 March 2023

A text-only Easy Read report

## How to use this report

The National Disability Insurance Agency (NDIA) wrote this report. When you see the word ‘we’, it means the NDIA.

We wrote this report in an easy to read way.

We wrote some important words in **bold**.

This means the letters are thicker and darker.

We explain what these words mean.

There is a list of these words on page 17.

This is an Easy Read summary of another report.

This means it only includes the most important ideas.

You can find the other report on our website.

[www.ndis.gov.au/improvements](http://www.ndis.gov.au/improvements)

You can ask for help to read this report. A friend, family member or support person may be able to help you.

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## What is this report about?

We have been using our computer system since 2016.

It’s old and slow.

And it doesn’t help people work well together.

We are working with the community to help make sure **participants** have a better experience.

Participants are people with disability who take part in the NDIS.

As part of our work, we created a new computer system in 2021.

Participants helped us design the system.

Our new computer system is:

* modern
* easier to use.

It will give participants a better experience.

We wanted to test the new computer system to make sure it works well.

We started this test in November 2022.

We only did the test in Tasmania.

We asked everyone who took part in the test to share what they thought.

This included:

* people applying to join the NDIS
* participants.

It also included the disability community.

The test included **providers**.

Providers support people with disability by delivering a service.

And the test included our:

* staff
* **NDIS partners**.

NDIS partners are people who help others find and use services.

This report explains what we learned between:

* November 2022
* March 2023.

## What did we test?

We tested 4 things.

1. We tested some of the features of our new computer system.

For example, how well it keeps all of a participant’s information in one place.

This included information about:

* the participant
* their plan
* any questions they’ve asked us.

And using the computer system to pay for the services and supports in the participant’s plan.

2. We tested how well our new computer system works with the new:

* my NDIS portal
* my NDIS app.

The my NDIS portal and app are part of our website.

You can use them to:

* check your information
* pay providers.

3. We tested new ways for our staff and NDIS partners to work with people with disability.

This included how we support people to find and use:

* community services
* government services.

This also included how we support participants to:

* apply for the NDIS
* create an NDIS plan
* use their plan.

4. We tested new ways for providers to do things.

This included:

* a new provider portal
* updating support categories that providers use
* new ways for providers to share information with us.

## Who took part in the test?

More than 1,600 people took part in the test.

People with disability took part in the test if they:

* contacted the NDIS to find out about support
* applied to join the NDIS.

Participants took part in the test if:

* their plan was due to finish
* they wanted to change their plan.

The test included:

* more than 760 people aged 18 years old or younger
* almost 160 First Nations peoples
* more than 600 women.

The people who took part in the test also had different types of disability.

For example, more than 530 people had **autism**.

Autism is a disability that affects how you:

* think
* feel
* communicate
* connect and deal with others.

## How have we worked with the community?

We asked people who took part in the test to share what they thought.

We wanted to find out:

* what worked well
* what we could do better.

We also wanted to find out how we can help people around Australia get ready for the new computer system.

This includes everyone who connects with the NDIS.

We asked people to fill out surveys.

We also ran sessions to find out what the community thought.

More than 340 people came to the sessions, including:

* participants
* their families and carers.

We asked disability organisations to help us find out what participants thought.

They asked people to fill out our surveys.

And they ran 43 **focus groups**.

A focus group is a group of people who meet to talk about their:

* ideas
* opinions.

We also ran sessions for providers to share their ideas.

## What did the community tell us?

### What participants told us

Many participants told us they had a good experience with the test.

They shared that they liked working with NDIS partners.

NDIS partners helped them understand what services and supports they could get in their community.

In the test, participants met with the **NDIA planner** who agreed to their plan.

Participants told us they liked meeting their NDIA planner.

An NDIA planner is someone who:

* makes new plans
* agrees that a participant can start using their plan.

### What participants think we can do better

Participants told us that everyone who works with the new computer system needs to learn more about it.

This will help them explain what:

* has changed
* will stay the same
* will happen next.

Participants want us to share good information about the new computer system.

It should be easy to understand.

Participants also want more information about how to use the new:

* my NDIS portal
* my NDIS app.

### What providers told us

Providers told us that the information on our website is useful.

They also liked that we met with them throughout the test to:

* share information
* answer their questions.

### What providers think we can do better

Providers want us to help them get ready to work with the new computer system.

They want us to give them more:

* tools to help them use the new system
* training.

Providers also want to know when a participant will move to our new computer system.

They want to know before this happens.

Providers worry that our new computer system doesn’t have service bookings.

But this gives participants more choice and control.

So we don’t plan on using service bookings in the new computer system.

### What NDIA staff told us

Our staff told us they liked that the test started with a small group of participants.

This helped them get used to the new computer system.

Staff also shared that they liked how we supported them throughout the test.

### What NDIA staff think we can do better

Our staff want more training about how to use the new computer system.

They would also like more time to practice using our new computer system.

They want to practice before they need to use it every day.

Our staff also want more information on what has changed.

This will help them explain everything to participants the right way.

### What NDIS partners told us

NDIS partners told us they think our new computer system will be better than the one we use now.

They also shared that they would like more time to:

* help people with disability connect to services and supports
* support participants to use their plan.

### What NDIS partners think we can do better

NDIS partners want us to explain what we expect from our:

* staff
* NDIS partners.

They also want us to explain how these roles will work together.

And whether anything about these roles will change.

NDIS partners also told us they want more training.

## How well did our new computer system work?

Our new computer system made some of our work easier and faster.

But we need to train our staff and NDIS partners so they feel confident to use it.

Our staff told us when things weren’t working properly during the test.

Some providers told us they weren’t paid as quickly as they thought they would be.

This is because our new computer system didn’t work well with our payment system at the start.

We were able to fix most of these problems between February and March 2023.

Providers told us they need more information to help participants with their problems.

We shared more information on our website to help:

* providers
* our staff
* NDIS partners.

## What will happen next?

We want to start using our new computer system around Australia before the end of 2023.

We’ll keep using it in Tasmania so we know which parts we need to make better first.

We’ll keep working with:

* disability organisations
* providers.

They will help us decide the best way for us to all work together.

And make sure we get it right before we use it across Australia.

We’ll keep asking participants to share what they think about the computer system.

This will help us make things better for other participants.

## What are our goals?

Our goals include making our new computer system easier for our staff and NDIS partners to use.

We will make it easier to move participants from the old computer system to our new one.

We will make our information easy to read and understand.

This includes explaining what:

* has changed
* will stay the same.

We will also make sure everything works well for participants that live far away from cities and towns.

This includes our:

* new computer system
* my NDIS portal.

Our goals include making it easier for providers to:

* use our new provider portal
* work with us.

We will make sure the provider portal tells a provider when they need to do something.

For example, an email or notification.

We will make it easier to understand how participants can add providers into their plan.

We will make sure providers have all the information they need to use our new computer system.

Our goals include helping everyone get ready for our new computer system.

We will keep meeting with the community.

They can help us decide the best way to share the new computer system with the rest of Australia.

We will make sure everyone has the right information about what:

* has changed
* will stay the same.

We will build a new website.

It will work with the website we already have.

The website will include information about each step of the NDIS journey.

We will make sure this information is easy to find and understand.

We will make sure our staff and NDIS partners get:

* better training
* good information.

This will help them to feel confident to use the new computer system.

This will also help them to feel confident to support participants.

## More information

For more information about this report, please contact us.

You can visit our website.

[www.ndis.gov.au/improvements](http://www.ndis.gov.au/improvements)

You can call us.

1800 800 110

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[www.facebook.com/NDISAus](https://www.facebook.com/NDISAus)

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### Support to talk to us

You can talk to us online using our webchat feature at the top of our website.

[www.ndis.gov.au](http://www.ndis.gov.au)

If you speak a language other than English, you can call:

Translating and Interpreting Service (TIS)

131 450

If you have a speech or hearing loss, you can call:

TTY

1800 555 677

Speak and Listen

1800 555 727

National Relay Service

133 677

[www.relayservice.gov.au](http://www.relayservice.gov.au)

## Word list

This list explains what the **bold** words in this document mean.

**Autism**

Autism is a disability that affects how you:

* think
* feel
* communicate
* connect and deal with others.

**Focus group**

A focus group is a group of people who meet to talk about their:

* ideas
* opinions.

**NDIS partner**

NDIS partners are people who help others find and use services.

**NDIA planner**

An NDIA planner is someone who:

* makes new plans
* agrees that a participant can start using their plan.

**Participant**

Participants are people with disability who take part in the NDIS.

**Provider**

Providers support people with disability by delivering a service.

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