



New Framework Awareness Briefing

Frontline Services

[ndis.gov.au](https://www.ndis.gov.au) | November 2025
V1.0

Acknowledgement of Country

Before we begin, I would like to acknowledge the Traditional Owners and Custodians of the Country on which we meet today, and their continuing connection to land, sea, and community. I pay my respects to their Elders, past present and emerging.

I would like to extend that acknowledgement and respect to any Aboriginal and Torres Strait Islander peoples here today.

What to expect

We aim to build a shared understanding of New Framework Planning and set the foundation for future sessions.

What's included in this session and what's not.

What will we cover today?



What has already changed?



New Framework Service Model



What is changing?



Supporting through Transition



Next steps

What will be covered in future sessions?



What is changing specifically for my branch and my role?



What is the timeline for consultation and how will consultation sessions be conducted?



Process Changes



PACE Enhancements to support NFP



Staff support and training

What has already changed?

Some of the changes we've made

Since October 2024, the Agency has introduced:

**NDIS supports
Section 10**

**Impairment
information –
for new
participants**

**Funding
periods**

**Plan
Management
Rules**

**Plan Variation
and Plan
Reassessment
Rules**

Introducing New Framework Planning

A message from Aaron Verlin – Acting DCEO for Service Design and Improvement

New Framework Planning - Key Deliverables and Benefits

How It Works (Key Deliverables)



Better Participant Experience

More consistent funding, improved life outcomes, and reduced admin burden



Support Needs Assessment (SNA)

A new way to assess participant's support needs, replacing the reliance on multiple external reports

NDIS Reform

The NDIS has changed lives, but it is not working for everyone.



What happened?

- The NDIS Review made recommended improvements



The key changes?

- NDIS Act 2013 was amended in October 2024



Why it matters?

- Restoring the original intent of the NDIS
- To achieve better outcomes for Australians with permanent and significant disability



New Framework Service Model

Workforce changes

In the new pathway, there is one new role and three changing roles.



Support Officer

Collects information, triages participants, explains complex ideas clearly and empathetically.



*Support Needs Assessor (new role)

A new skilled and highly capable role. Reviews documentation, interviews participants, and implements the new SNA tool.



Plan Delegate

Redesigned Planner role. Provides quality assurance for assessments and budgets and helps determine final plan settings.



Partner (Navigator)

Plan implementation will continue to be delivered by NDIA Staff and Partners until the rollout of the navigator function.

Sourcing the future workforce

We expect to fill the majority of NFP roles via internal training and redeployment, with additional external recruitment rounds to supplement specific teams or capabilities.

Preparing for the support needs assessment



The NDIA will get in touch with the participant to help them get ready for the support needs assessment.



The NDIA:

- shares information and advice to help the participant get ready
- answers any questions about the new way of planning
- confirms the participant is ready to move to the new way of planning



The participant:

- checks what they need to do to be ready for the support needs assessment
- makes sure their information is up to date

Support needs assessment



Participants will attend their support needs assessment at a time and location of their preference, with their supporters if they need them.



The needs assessor:

- leads a guided semi-structured conversation
- collects all the support needs for a participant
- confirms they have understood the participant
- writes a support needs assessment report.



The participant:

- talks about their daily life, needs and preferences
- confirms what information the assessor has collected and understood.



Receiving a plan

The NDIA will talk to the participant to finalise their NDIS plan.



The NDIA:

- explains the participant's budget and its connection to the support needs assessment
- explains the plan
- explains what is next.



The participant:

- asks questions about their plan
- confirms preference for how the plan is set-up
- receives their plan and support needs assessment report.



Using the plan

If a participant chooses, they can connect to receive support to talk about how to use their NDIS plan.



The NDIA or Partner in the Community:



- provides information about how to locate providers and supports
- explains and educates about NDIS Supports and the plan



The participant:

- considers how to use their funding to pursue their goals
- connects with providers and establishes service agreements
- manages their budget.

What is changing?

Support Needs Assessments and the I-CAN

A message from Damian Poel – General Manager for Victoria / Tasmania Service Delivery and SES Leader for Support Needs Assessments/NOI.

s11C(1)(a) - Unsuitable for disclosure log - Personal information



Some of the changes we are implementing

We are progressing the following items in preparation for New Framework

The Support Needs Assessment:

- Uses the Instrument for the Classification and Assessment of Support Needs v6 (known as the **I-CAN**) as the Tool to collect information.
- Is a holistic supports needs assessment designed for people with disability
- Will be used in conjunction with the PECQ and targeted assessments to develop NDIS plans and total budget.

Targeted Assessments:

- Participants may have additional disability support need areas which are not covered by the PECQ or I-CAN. This means a targeted assessment is also required.
- These assessments can be product-based. For example, Assistive technology, Vehicle modifications, and Home modifications.
- Other targeted assessments include Disability related health supports, High-level attendant care, and Compensation.

The Personal and Environmental Circumstances Questionnaire:

- Is a questionnaire developed by the NDIA to complement information collected through the I-CAN and inform a participant's budget.
- Will collect information from participants, families and carers about participants' lives including living arrangements, employment and training and availability of informal supports.

Impairment Information:

- Existing participants will receive their impairment information in the future.
- We are working with participants and the disability community to help us understand how impairment information can best be provided to existing participants.





Supporting you through transition

Supports through Transition

A message from Lisa Buckingham – General Manager for Scheme Transformation and Capability

Three stages of the frontline workforce engagement model



Ways We'll Stay Connected

FOI 25/26-1481

There are several ways and channels available to stay informed, get involved and receive support throughout this process.

Targeted Briefings / Sessions



Establish briefing sessions, including Q&A opportunities to offer face-to-face/virtual forums to discuss changes and answer questions

CEO / Dept CEO Emails

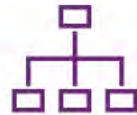


Direct and purposeful messages at key milestones to introduce key decisions and reinforce business value proposition

Senior Leader Showcases



Provide a showcase for leaders on program progress, system functionality and change management items



Leadership Cascade & Messaging Packs

Leader messaging packs & communications to help drive consistent, impactful messaging top-down



Transition Journeys

A document that provides an overarching, role-based view of the change journey including how they will be engaged, trained and supported during transition.



Intranet Presence

The purpose of the intranet presence is to centralise detail, pull together and refine existing content, and build on the design work, to inform staff, and begin to build the internal knowledge base.



Feedback Loops

A digital and face to face mechanism to capture and update communication and engagement, using channels for digital feedback, and change networks for sentiment.



Working Groups & Forums

Leverage existing forums and reference groups to socialise information, gather feedback and guide communications and engagement.



Regular New Framework Updates

Regular updates on program status, decisions made, key dates and reinforce training options

How We Will Build Capability

We are focusing on creating meaningful learning and reinforcement moments designed to build confidence and competence.

TRAINING PREP & DELIVERY



Train the Trainer

Nominated users will receive training focused both on specific training content and how to teach this training to other end users



Training Kick-off Session

This is a critical activity to kick-off training, ensuring users are aware, understand the need and are positively entering training



Bite Sized Learning

Breaking down the content into small, focused, manageable chunks will help to keep users engaged with content and make learning more effective



eLearning

Facilitating online eLearning will enable users to go at their own pace and provide flexible access to content



Workshops

Forming a group of SMEs to work towards and collaborate on a desired outcome



Videos (VODs)

Videos on Demand (VODs) can help to support users to access any reference materials when and where they need to



Facilitated Sessions

Establish briefing sessions, including Q&A opportunities to offer face-to-face/virtual forums to discuss changes and answer questions

HYPERCARE & SUPPORT



Reinforcement eLearning

Online eLearning will enable users to continue learning at their own pace and provide flexible access to content at anytime



Stand Ups / Briefing

Using existing and trusted briefing sessions, Q&A opportunities to discuss changes and answer questions.



Release Packs

Release packs will be used to equip staff with essential information, context and tools needed to navigate through this phase.

How We Will Support Your Wellbeing

We all experience change differently, we'll stay connected to what matters – your wellbeing, your experience and your voice.



Leadership Commitment

Leaders are here to support your wellbeing, by listening, checking in and supporting you through this change.



Peer Support Contacts

Our peer support contact officers play a key role in supporting our people across various areas.



Telus Change Focused Webinars

There are a range of change focused webinars and support documents available from Telus Health.



Access to EAP

You can access our Employee Assistance program for confidential support and resources.



Telus Health

Telus Health has a range of support lines and counselling services.



Before Blue by Beyond Blue

A free and confidential mental health coaching service developed by Beyond Blue, designed to help you with everyday life challenges.



The Next Important steps

Support Needs Assessor – Expression of Interest

To support a smooth rollout, we'll be inviting expressions of interest for our first group of APS6 Support Needs Assessors into non-ongoing roles via a merit-based EOI.

Team members in these roles will be expected to:

- Complete training and gain accreditation in the I-CAN Support Needs Assessment Tool (Centre for Disability Studies)
- Build regional readiness and capability for future roll-out
- Deliver the first round of assessments from mid-2026
- Mentor future assessors
- Provide insights to improve participant and workforce outcomes
- Support business-as-usual activities as required

Our Ideal Candidate:

We welcome applications from individuals who bring:

- Allied Health qualifications are highly desirable, due to current ICAN accreditation requirements. Note: We are developing a pathway for non-allied health staff, who will be supported by this first group of assessors
- Demonstrated experience with assessment platforms and tools

Our whole-of-agency EOI opens on 17 November and closes 30 November – stay tuned for your chance to get involved!

Workforce Mobility

Internal workforce mobility will be key to a smooth transition for staff into New Framework Planning (NFP).

We look forward to talking to you soon about having career conversations that work for you!

Mobility Goals



Assess current workforce capabilities and readiness.



Identify areas to upskill against NFP role requirements.



Create tailored training and career pathways to support growth.



Mobilise staff through phased deployment and recruitment.



Provide assurance, wellbeing support and opportunities for staff to thrive through change.

Further information

We know you will want to know more about how NFP is progressing. You can find information in the following ways:

INFORMATION



Team Leader Led Information Sessions

Dedicated time with your leaders to discuss updates and an opportunity to provide your feedback



Intranet Support

SharePoint and Intranet pages dedicated to keeping you informed of changes, enhancements and milestones as we transition.

FEEDBACK



Feedback Reports

When you tell us what you think, we will make sure we close the loop with you. Leaders and Staff will be informed of feedback data and how your feedback is being considered.



Multimodal Feedback Tools

We will seek your feedback at multiple points in the transition, and we will use a variety of ways to ask. This will ensure we consider the diverse and important voices of our staff



New Framework Awareness Briefing

The contents of this document are OFFICIAL.

For verbal distribution only. Document not for cascade or external distribution.

Document is **not** a list of approved media lines.

Run sheet | How to use this information

This run sheet is designed to support leaders with presenting the New Framework Focus Forum information. Use this to:

- understand key information about New Framework Planning and recruitment of the first group of Support Needs Assessors
- provide key messages to engage staff and raise awareness of the Support Needs Assessor roles and next steps
- Reminder that roll out of NFP doesn't begin until mid-2026
- It will take several years to complete the transition of all participants to this new way of planning
- We expect staff will progressively transfer into these newer roles.

Setting up for success

- There are three short videos linked throughout the PowerPoint document. When first sharing the presentation, make sure to **share it including sound**.
- **In most instances read from the slides first** (it will be indicated when not to) and use the additional commentary in this document to complement the information.
- To keep this document length shorter, these Talking Points only include additional commentary. All other information is on the slides.

Table 1: Setting up for success

The following table maps out the steps to set up the meeting invite and during the Focus Forum.

Description	When	Link	Notes
Email meeting invite to your staff	Before meeting	Not applicable	Make sure to include a Teams link
Q&A functionality	Before meeting	Not applicable	Set up Q&A functionality
Presenting in meeting	At start of meeting	Not applicable	Share with sound (must be toggled on when starting to share content)
Collating Q&A and attendance numbers	During meeting	NFP Attendance MasterSheet.xlsx	

How to share with sound in Teams

- **Open** the New Framework Awareness Briefing PowerPoint presentation.
- **Join the Teams session** via the link provided in the invitation.
- To share documents with sound on, click on the **Share button**.
- The **Share content menu** will appear.
- Click on the **toggle** next to 'Include sound' to change this to yes.
- In the Screen section, select the **New Framework Awareness Briefing PowerPoint presentation**.



Image caption: How to toggle sound on when sharing screens in Teams.

- A **Security Alert** pop up window may appear when first sharing or when playing the video
- Select the option '**Enable external content for this session**'. A screenshot example is on the next page

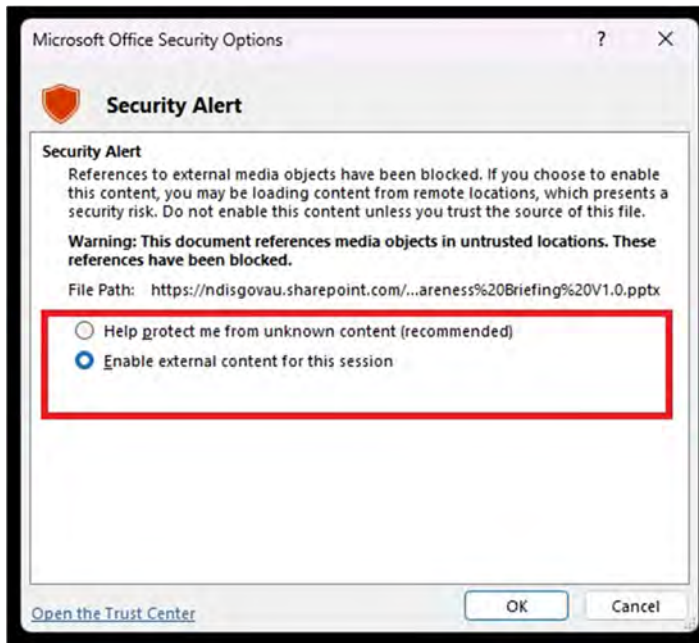


Image caption: A screenshot of the Security Alert pop up window, demonstrating to select the option 'Enable external content for this session'.

Troubleshooting when sound is shared but staff cannot hear the video

Some staff members may not be able to hear the sound. To fix this, those impacted should double check their sound has not been muted. If sound is not muted, leaving the meeting and returning should fix the audio issue.

Slide 1 – Title slide

Other commentary:

Hi everyone, my name is and I am the BM/GM/EL2 of xxxx.

Welcome to the first New Framework Forum. This Forum is an information and introduction session to New Framework Planning and the recruitment of our first group of Support Needs Assessors.

Slide 2 – Acknowledgement of Country

I would like to Acknowledge...

Slide 3 – What to expect

Today, we aim to build a shared understanding of New Framework Planning and set the foundation for future sessions.

Read this first:

- We don't expect you to know everything by the end of this session and you may still have more questions. Information will continue to flow through when available.
- A lot of New Framework Planning processes are still in design and development, so we may not be able to answer all your questions today, but please note we will collect them and get back to you when we can.
- Please use the Q&A functionality for asking questions.
- Going forward, we will be asking you what you want to know about New Framework Planning prior to these sessions so we can address any gaps in knowledge and better support you.

Read from slide – read from left 'What will we cover today' first, then right 'What will be covered in future sessions?'.

Slide 4 – Section Header: What has already changed?

Before we talk to you about the changes ahead of us, let's quickly recap the changes we have made to date.

Slide 5 – Some of the changes we've made

Introduce slide:

The Agency has been introducing changes through Scheme Reform for over 12 months. We have started to embed these changes in our day-to-day work. Some of the changes include:

Read from slide.

Slide 6 – A message from Aaron Verlin

Before video:

Now that we've recapped the changes we've introduced, let's hear from Aaron Verlin, Deputy CEO of Service Design and Improvement, about why the Scheme is changing and what New Framework Planning is.

Play video – link provided in Presentation

Slide 7 – NDIS Reform

Introduction to slide:

As Aaron mentions, the NDIA is working with the Australian Government and the Department of Health, Disability and Ageing to improve participant outcomes and experience. To recap...

Read from slide.

Slide 8 – Section header: New Framework Service Model

Introduction to section:

To give you some more information about the detail of New Framework Planning let's talk about the New Framework Service Model.

But before we do, I need to reiterate that role design is currently underway. This means we **won't** be talking through the mapping of current roles to future roles in this session.

Formal consultation will commence early next year, which is when we will be able to talk more about information specific to roles, teams and branches.

Slide 9 – Workforce changes

Read the Blue box first – It is important to note that we expect to fill.....

Read the roles from the left side of the slide.

Other commentary:

- It's worth noting at this stage that we are planning to start rolling out NFP from mid-2026.
- It will take several years to complete the transition of all participants to this new way of planning.
- We expect that not all staff will transition into these newer roles straight away.

There are **four main steps** to the new way of planning, which we will discuss over the next slides. We will focus on what will happen for Agency staff and what participants can expect.

Slide 10 – Preparing for the support needs assessment

Introduction to slide:

The **first step** in this new way of planning is preparing for the Support Needs Assessment.

We are committed to helping participants transition to the new way of planning by providing information and advice BEFORE the support needs assessment takes place.

This conversation might happen in different ways such as over the phone, via email or through live chat.

Read from slide.

Other commentary:

When we contact a participant, we'll explain the purpose of the discussion and:

- **What** the support needs assessment is
- **How** it is completed
- **Why** participants need to complete it
- **Who will** do the assessment
- **What to expect** on the day
- **And How participants can prepare**

Participants can ask questions at any time and get clarification.

Slide 11 – Support needs assessment

Introduction to slide:

The **second step** in this new way of planning is the Support Needs Assessment.

Read from slide.

Other commentary:

- As mentioned on the slide, participants will be able to attend their assessment at a time and place that works best for them. And importantly, they can bring along anyone they want family, friends, support workers, who help them feel comfortable and supported.
- The assessment will be strengths-based and will focus on a participant's support needs rather than their functional capacity.
- We will deliver support needs assessments at no cost to the participant. This will mean participants won't have to gather as much of their own evidence and reports as part of the planning process.

Slide 12 – Receiving a plan

Introduction to slide:

The **third step** in New Framework Planning is Receiving a plan.

Read from slide.

Other commentary:

- The biggest differences that delegates in the Agency will experience are that;
- Planners won't need to read pages of functional assessments and reports to navigate what should and should not be funded.
- Planners won't need to build participant plans from the bottom up using complex calculation tools.
- However, delegates will still play a critical role in setting up plans including funding periods, plan management type, plan duration and approving the participant's plan.

Slide 13 – Using the plan

Introduction to slide:

The **fourth and final step** in this new way of planning is Using the plan.

Read from slide.

Other commentary:

- **Once a participant has their NDIS plan**, the next step is putting it into action or using their plan. This is different for everyone as it is today.

Slide 14 – Section header: What is changing

This is a good time to introduce our SES leader for Support Needs Assessments, Damian Poel. Let's have a listen to Damian explain more about the I-CAN version 6 and the Support Needs Assessment.

Slide 15 – A message from Damian Poel

Play video

Slide 16 – Some of the changes we are implementing

Introduction to slide:

It's important that you also know some of the changes associated with Support Needs Assessment process so that you can make an informed decision about whether you are interested in thinking about this as a career path.

Read from slide, following the order of:

1. Support Needs Assessment
2. Personal Environmental Circumstances Questionnaire
3. Impairment Information
4. Targeted Assessments.

Slide 17 – Section header, Supporting you through transition

We are committed to keeping you in the loop when it comes to the transition to New Framework Planning.

Next we'll hear from Lisa Buckingham, the General Manager for Scheme Transformation and Capability. Lisa will share with you how we're going to support staff through the transition to New Framework Planning.

Slide 18 – A message from Lisa Buckingham

Play video

Slide 19 – Ways we'll stay connected

Introduction to slide

We've heard from Lisa about support being provided, now let's discuss what the support will include.

Other commentary:

We want to make sure you get the right information, in the right way, at the right time.

Read from slide, starting from top left to bottom right. Alternately, choose some items to **call out specifically**.

Slide 20 – How We Will Build Capability

Introduction to slide

- We've listened to feedback from previous Scheme Reforms.
- You told us that different modalities of training suited you best.
- This means information and learning delivered in a mixture of written content – including eLearn modules, group sessions, and pre-recorded modes.

Read from slide, starting from top left to bottom right. Alternately, choose some items to call out specifically.

Other commentary:

- Training and support will continue to be provided and refined over the transition period to New Framework Planning

Slide 21 – How we will support your Wellbeing

Introduction to slide:

We understand that there are many unknowns at this stage, and it's completely natural to have questions about what this change means for you and the participants you support. Your well-being during the transition to New Framework Planning is important to us.

Read from slide, starting from top left to bottom right.

Slide 22 – Section header, The Next Important Steps

Now we are ready for the next exciting phase: onboarding the **first group of Support Needs Assessors**.

Slide 23 – Support Needs Assessor – Expression of Interest

Read from slide.

Other commentary:

Key details of the first Support Needs Assessor roles

- Open to internal NDIA staff only.
- Selection will be an EOI merit-based process for non-ongoing roles.

Place the link to the SNA recruitment Frequently Asked Questions in the chat.

Slide 24 – Workforce Mobility

Introduction to slide:

Early next year, we will focus on mobilising Plan delegates and other key roles, so we can approach the end-to-end testing holistically and comprehensively. You'll hear from us again closer to that date.

Read from slide.

Slide 25 – Further information

Read from slide.

That's the end of our engagement session. Thank you for your time.

Links to share:

More information is available on the NFP Mini Hub: (link to be provided COB Thursday)

If you have anonymous questions you can put them here: [New Framework Planning Focus Forums survey](#)

Place the link to the [New Framework Planning Focus Forums survey](#) in the chat.

End of presentation.