30 May 2025

Quote from attendee:

We would love the transparency of what to expect and knowing where things are at… so that we can get on with our lives looking after and supporting our children.

What we talked about

Topic 1: Update of where we are in the co-design process and shift to future state

The NDIA is six months into a two-year process to codesign the new NDIS early intervention pathway for children younger than 9, starting with listening to parents and carers.

Insights gathered have guided internal research, and the development of design principles. Upcoming workshops will focus on shaping the future pathway, with continued input from families guiding the design.

Topic 2: Gather input on the ideal experience for the Support Needs Assessment design concept

In small breakout groups, parents and carers discussed how to improve the Support Needs Assessment experience for parents, carers, and children. They discussed each stage of the process - preparation, the assessment meeting, setting goals, and understanding the outcome - and shared questions, ideas, and suggestions to make each step clearer and more supportive for families.

What we heard

- Parents and carers want simple, clear information about the Support Needs Assessment -what it is, how it works, who will do it, what the results will be used for, and they want this information before any preparation begins.
- They need flexible options for when and how to prepare, and to know who the assessor will be. It’s also important to have a simple summary of what was discussed and what will happen next.
- They also want to know if the assessor is qualified and understands their child’s needs, including their disability, development, family situation and location.
- Parents and carers want enough time to get ready for the assessment. Where it makes sense, they would like the option for their child to be part of the meeting.

- Goals should include both achievable and aspirational aims, recognise smaller steps toward progress, and where appropriate, allow children to be part of the goal-setting process.
- Parents and carers want a copy of the Support Needs Assessment Report to check that the information has been recorded accurately, and to have the chance to correct any errors before it is used for planning and budgeting.
- They also want a direct way to contact the assessor to ask questions and resolve any issues.

What we agreed on

- The ideas and feedback will be added to insights from other co-design sessions focused on the Support Needs Assessment.
- These insights will be shared with the broader team of service designers to inform their work.
- Relevant comments will also be passed on to other teams working on NDIS scheme reform to support consistent and informed improvements.

Next meeting

The next Children’s Pathway Parent and Carer Engagement Group meeting is on 20 June 2025.

Who we met with

Twenty parent and carers with a child in the scheme under the age of 9.

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Children’s Pathway Parent and Carer Engagement Group Meeting #6

Date
20 June 2025

Children’s Pathway Parent and Carer Engagement Group – Meeting #8

Date

1 August 2025

Children’s Pathway Parent and Carer Engagement Group – Meeting #7

Date
12 July 2025
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