15 August 2025

Friday 15 August 2025

What we talked about

Topic 1: Co-design updates

- Update on co-design working groups and engagement panels.

Topic 2: Co-chair updates – NDIA and sector led

- Recap of working group’s purpose
- Update on Navigator project
- Sector engagement

Topic 3: Engagement updates

- Update on engagement and consultation activities across July to September

Topic 4: Engagement plan feedback

- Update on Quarter 1 engagement plan (July to September)
- Feedback on the activities and content of the proposed Quarter 2 engagement plan (October – December 2025)

What we heard

Co-design updates

- The Children’s Pathway group have been discussing foundational supports and are interested in the role of Navigators in supporting children under 9.
- The Department of Health, Disability and Aging is consulting on NDIS support rules (Section 10) and have done some targeted consultation with NDIA working groups and advisory councils.
- The NDIA is also consulting on some legislative changes, including eligibility reassessments.

Co-chair updates

- The Navigator working group has a focus on co-design and engagement activities for future Navigator design. The group provides advice on who the NDIA should engage with, and advice on feedback and insights received from co-design and engagement activities.
- There are many reforms happening at the same time across the NDIA.
    - The Agency is mapping the links between Navigator reforms and other NDIA projects to help understand their impact on timing and implementation.
    - Further updates will be provided in future meetings.
- The NDIA clarified while there are a range of external organisations running pilots that are often called ‘Navigator pilots’, these are not formally linked to the Navigator reforms and are not being delivered by the NDIA. The NDIA is still considering its approach to Navigator pilots.
- There are organisations who already provide navigation-like services.
    - These organisations are eager to share their experiences to inform the NDIA’s design process.
    - A suggestion was also made to design Navigator roles for people with complex needs first. This could inform broader implementation

Engagement updates

- There are 7 Participant First focus groups planned over the next 2 months.
- The first focus group discussed choice and control in Navigator selection and feedback mechanisms.
    - Participants highlighted the importance and value of Navigators having lived experience, relevant skills and being flexible.
    - There also needs to be a clear and easy to follow process to change Navigators.
- The Agency met with the Self-management Advisory Group and the Neurodegenerative, Palliative Care and Rare Diseases Advisory Group.
- Key themes – processes need to be simple, engage with people who are not participants, need to understand self-management and self-management as a right not a privilege.

Engagement plan feedback

Working group members suggested a range of improvements to the Agency’s proposed Navigator co-design and engagement plan for October to December this year.

- Add discussion questions on:
    - supported decision-making
    - workforce quality

    - transition arrangements (including transitioning from psychosocial recovery coaches)
    - addressing fragile ecosystems in local areas
    - defining ‘local’ in Navigator service delivery
    - quality and safeguarding
    - relationship-building, practice and participant outcomes.
- Include the following groups:
    - more specific cohorts (e.g. autistic community, people who are not participants)
    - communities and participants when talking about thin markets (not just providers)
    - local and state government.
- Think about:
    - strength-based practice in the navigator design
    - how to keep effective support coordinators during transition
    - how navigators may work with legal guardians and need an awareness of legal structures across states and territories.

What we agreed to do

- Recirculate the draft Navigator model to working group members. This model is still in development and will continue to be updated as we get feedback from co-design and engagement activities.
- Update the Quarter 2 engagement plan with feedback from the working group and share the new plan with members.

Who we met with

Participants, Disability Representative and Carer Organisations, Independent Advisory Council and Reference Group members, and NDIA staff.

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