16 October 2025

Monday 16 October 2025

What we talked about

Topic 1: Co-design updates

- Update on NDIA reform initiatives and co-design working groups.

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

- NDIA staff movements
- Interface between navigators and broader service ecosystems.

Topic 3: Insights from Quarter 1 (Q1) engagement

- Early insights from July – September 2025 engagement activities.

Topic 4: Engagement approach from October 2025 to March 2026

- Update on engagement approach for October 2025 – March 2026.
- Feedback on proposed engagement activities.

Topic 5: Recap of proposed navigator service working model

- Feedback on proposed navigator service model.

What we heard

Co-design updates

Some of the things discussed in this update include:

- the rollout of Support Needs Assessments (SNA) being moved in response to sector feedback about rushed timelines. This change will allow more time for preparation and

feedback.
- the I-CAN tool, which is an evidence-based holistic tool designed for people with disability aged 16 years and above. It is strengths-based and person centered tool researched and developed in Australia and already used successfully in Australian context.
- the Design Hub to support the new way of planning.
- questions on the first rollout group of SNA, particularly around the need for clear, early communication to reduce anxiety.

Co-chair updates

- Agency co-chair updates – Sarah Code, NDIS Navigator Design Branch
    - Transition to detailed design – engagement with more groups on specific topics and alignment with Department of Health, Disability and Ageing
    - Team changes – Team movements to align work program with detailed navigator design activity
- Sector co-chair updates – Bronwyn Morkham, Young People in Nursing Homes
    - It is important to design navigator roles that integrate with systems and services beyond the disability sector
    - Recognised the navigator design will evolve over time
    - Shared there is strong interest in ensuring the navigator function supports collaboration across sectors to avoid duplication of existing roles

Insights from Quarter 1 (Q1) engagement

- Engagement for Quarter 1: July – September has been completed. Key themes included service design, workforce development, participant experience, transition processes, and cultural safety.
- Participants expressed strong interest in choice, control, and flexibility in navigator services. They valued navigators with lived experience, empathy and cultural competence.
- Concerns were raised about workforce readiness and continuity of relationships with current supports.
- There were suggestions for the NDIA to run pilot programs before rolling out navigators to test the service design.
- Stakeholders shared a desire for clear outcomes and impact measures for the service.

Engagement approach from October 2025 to March 2026

- There is an emphasis on reducing consultation fatigue through meaningful engagement, and identifying and focusing on information gaps.

- There is interest in engaging and learning from organisations delivering navigator-like services and a focus on supported decision-making, capacity building, and advocacy in the coming months.
- Working group members emphasised the importance of targeted engagement with diverse communities and service providers. Suggestions included engaging with people with a psychosocial disability, First Nations, and culturally and linguistically diverse communities.
- Members requested updates on how engagement feedback is being applied in the design work.

Topic 5 - Recap of proposed navigator service working model

- There was acknowledgement the model has been shared with advisory groups and discussed in previous meetings.
- Working group members expressed interest in ongoing, deeper discussions of the model.

What we agreed on

- Circulate the Quarter 1 insights presentation with working group members.
- Finalise and share the Quarter 1 insights report with working group members.
- Review and provide updates on actions at the start of working group meetings.

Who we met with

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

Actions table

Request for action	Action taken / agreed	Status
August meeting: Schedule chat between Emma (MHA) and participant experience team that conducted sessions with psychosocial disability cohort	Fritzie, Emma and Rhiannon (Codesign lead for Participant Pathway Experience) met on 15/10 to discuss these sessions and agreed to catch up / share information where required	Closed

Request for action	Action taken / agreed	Status
August meeting: Mary (Inclusion Australia) referenced her recent experience with Department of Health, Disability and Ageing (DHDA) interviews and advised that if the Agency is going to do something and use consultants in engagement sessions, that consultants need to be better prepared, informed and have some content knowledge so they can do engage / facilitate more meaningfully.	Claire to share feedback with DHDA	Closed
August meeting: Jane (IAC) would like a more visual resource to show where we are in the consultation process. For example, what we've done, where we are currently and what's coming up.	Engagement journey slide shared 25/11	Closed
August meeting. Request to re-share the current navigator working model (from various working group members)	From August to September, the Navigator team presented the working model to various reference and advisory groups, including the face to face QRF session on 19/8 where the team took questions and were provided feedback on the model. Navigator working group members who are DRCOs and IACs were in this session. On top of all these, we re-shared the working group model in the October working group meeting. The group agreed that if they have any further questions, to email secretariat.	Closed
August meeting: Emma (MHA) suggested to reach out to 2 mental health peaks to get views around psychosocial recovery coach	Navigator will include 2 peaks in future engagement	Closed

Request for action	Action taken / agreed	Status
October meeting: Circulate the Quarter 1 insights presentation with working group members	Presentation on Q1 insights (slide deck and accessible Word version) will be emailed along with this meeting summary	Closed
October meeting: Review and provide updates on actions at the start of working group meetings.	This meeting summary now includes an actions table. Shall include recap of actions at the start of future meetings	Closed

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