28 September 2026

We’re testing the new way of planning before it rolls out in April 2027.

The NDIS Review recommended changes to make planning clearer, fairer and more consistent. Testing helps us understand what needs to improve as we prepare for the new way of planning.

Thousands of people have now taken part in testing . Every testing session gives us a chance to hear directly from participants. After their session, we ask people to tell us about their experience.

This feedback helps us understand what’s working well and find issues before the new way of planning starts.

What we’re hearing from early testing

Many participants have told us they felt listened to, respected and safe to speak openly.

We’ve heard feedback like:

“I felt heard and respected. The assessor asked questions in a gentle, non-threatening way.”

“The assessor was very thorough and showed empathy and understanding of my complex disabilities. She was also a good reflective listener and asked open-ended questions.”

Participants have also told us where we can improve.

Some participants want clearer information before their assessment and a better understanding of what happens next.

Others want more time to talk about their support needs, or more support and adjustments to help them take part.

Participants told us things like:

“What would have helped me feel even more prepared is receiving a simple outline of the assessment beforehand, including the topics covered and the types of questions asked.”

“I would have liked more time to explain how my conditions fluctuate day-to-day.”

Using what we learn

We’re using this feedback to improve future testing and the information we give participants.

For example, we've developed a one-page visual storyboard that shows what happens during a testing session. We've also added more information and guidance about testing on NDIS Engage , including answers to common questions and information about what to expect.

We're also looking at ways to help people prepare, explain what happens next more clearly and provide better support during testing.

Testing happens in stages, and we'll keep listening and learning as it continues. What we learn at each stage helps us improve future testing and better understand what works for participants.

Thank you to everyone who has taken part and shared their experience. Your feedback matters and is helping shape the new way of planning. Find out more about testing the new way of planning and apply to take part .

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