22 January 2019

Today, the National Disability Insurance Agency (NDIA) has officially launched a new National Disability Insurance Scheme (NDIS) website to improve users' experience online.

Minister for Families and Social Services, Paul Fletcher, said consultation and feedback from participants, families, carers, providers and sector representatives had been vital to the development and testing of the new website.

"The launch of the new NDIS website today is a direct result of community feedback," Mr Fletcher said.

"Participants and providers told us that they wanted a more accessible website, which is easier to navigate and user-friendly."

Assistant Minister for Social Services, Housing and Disability Services, Sarah Henderson, said the structure, design and functionality of the new website has been guided by users, with more than 300 pieces of community feedback considered.

"The new and improved NDIS website is the latest in a series of significant improvements to the participant and provider experience," Ms Henderson said.

"Information on the new NDIS website is presented in a simpler structure, making it easier for people to learn about and work with the Scheme.

"The NDIA is committed to continually improving the website and will continue to review information online to ensure content is clear and concise, with additional functionality expected to be released in the coming months."

Emma Bennison, CEO Blind Citizens Australia, whose members assisted the NDIA in the design and testing of the new website, said the NDIA had looked at how to better meet the needs of people who are blind or vision impaired.

"By listening to feedback, and consulting people with disability throughout the development phase, the NDIA has taken steps to ensure people who are blind or vision impaired have equal access to information," Emma said.

"As the agency with primary responsibility for delivering the NDIS, it is important that the NDIA demonstrates best practice when it comes to information access. The development of its new website is a positive step forward and we look forward to additional improvements in the near future."
The new website features:

- a simplified structure aligned to the new participant pathway
- a new and adaptable design making is easier to access the site on mobile devices

- improved search functionality, making it easier to find local information sessions, partner and NDIA office locations and roll out details
- new inbuilt accessibility features such as contrast and font resizing to ensure everyone can engage with the NDIS
- clearer layout of information to explain key NDIS information and processes.

Website users can continue to provide feedback on the new website, through a dedicated email address websitefeedback@ndis.gov.au.
A test version of the new website was released in December 2018 as part of a six week trial with the community asked to provide feedback on the new site.

The new website replaces the existing website and users can access the site by visiting www.ndis.gov.au

ENDS

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