24 August 2018

The National Disability Insurance Scheme (NDIS) will deliver a better experience to participants thanks to improvements being rolled out from October.

The National Disability Insurance Agency (NDIA) workforce improvements include:

- An additional 750 staff will be hired over the next 12 months and targeted training of 6,000 planners and frontline staff will take place to support the reform implementation;
- The NDIA's staffing cap will be increased to 3,138 in 2018-19 and 3,230 in 2019-20, with a further increase in 2021-21, bringing the new, ongoing cap to 3,400;
- The Government will introduce amendments to the NDIS Act that would allow the NDIS to increase the number of staff who can make access decisions and approve plans.

NDIS participants will progressively have face-to-face planning meetings that deliver easier to understand, accessible plans, supported by a consistent, single point of contact.

Significant improvements are occurring to ensure information is clear and easy to understand to assist people with disability, their families and carers navigate the NDIS.

Read the full media release (external) .

Related articles

New NDIS pathway released to improve participant and provider experience

Date
17 October 2017

Improved Supported Independent Living pack for providers

Date
25 September 2018

New participant booklets now available

Date
30 August 2018

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