29 July 2018

The National Disability Insurance Scheme (NDIS) is in a unique period of growth. The Scheme began as trial in four locations in 2013, and moved to national transition to Full Scheme on 1 July 2016. The 2018 – 19 financial year will see the largest growth of the NDIS to date. This is a world-first Scheme, and the National Disability Insurance Agency (NDIA) continues to work to improve its rollout. The NDIA has listened to feedback from all stakeholders about how the Scheme and Agency can operate in the best interests of people with disability, and begun to implement a range of significant improvements aimed at making the NDIS a better experience for all.

As a result of this engagement and lessons learnt through trial, transition, and pathways reform work, the NDIA, as previously outlined in the CEO May 2018 sector update, is moving to a refreshed operating model. This model focuses on delivering a quality and consistent service to participants across the country, regardless of where they live.

In order to support an improved service delivery experience, there will be dedicated roles focused on supporting our Partners in the Community – both Local Area Coordinators and Early Childhood Early Intervention, and dedicated specialised areas, including support for people with more complex needs.

The NDIA will continue to have a senior local presence in all states and territories. There will be a dedicated local leader in all states and territories including the Northern Territory, Australian Capital Territory and Tasmania.

In addition to local leadership in each state and territory, there will be also be senior roles focused on:

- Aboriginal and Torres Strait Islander Access and Service Innovation; and
- Rural and Remote Service and Strategy.

The NDIA is confident these changes will lead to an improved service for people with disability, and support our purpose to ensure that people with disability have choice and control over their lives.

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