

The Australian Government has outlined reforms to the NDIS that will ensure a better experience for participants and make sure the Scheme is there for the future.

Reforms need to, and will be done, in a measured and considered way.

We will take the time needed to get changes right. We will transition to new arrangements in a careful and considered way over time.

Reforms will be guided by good plans for implementation – developed in partnership with people with disability and the disability community.

To achieve this the Minister for the NDIS, the Hon Bill Shorten MP, the National Disability Insurance Agency (NDIA), Department of Social Services (DSS) and the disability community, through [Disability Representative and Carer Organisations \(DRCOs\)](#) and the NDIS [Independent Advisory Council \(IAC\)](#), have agreed to work together on a co-design approach for important NDIS reforms.

The approach

The approach ensures that the voices of people with disability are at the centre of the way NDIS reforms are designed, implemented and monitored.

- [Co-design approach \(DOCX 112KB\)](#)
- [Co-design approach Easy read \(PDF 7MB\)](#)
- [Co-design approach Easy read \(DOCX 50KB\)](#)

Co-design topics

We are prioritising co-design, consultation and engagement activities on the following topics:

- participant pathway experience
- assessments and budgeting
- navigator functions
- participant services
- psychosocial disability
- home and living
- integrity and fraud prevention
- workforce capability and culture
- participant safety
- supporting children and young people in the NDIS.

Reform for Outcomes

In April 2023 the Australian Government and the Minister for NDIS outlined [a range of key reforms](#) to deliver better outcomes for people with disability and help secure the [ongoing sustainability of the Scheme](#).

Working closely with people with disability and representatives from the disability community, we developed 6 co-design initiatives to support these reforms and to build a stronger NDIS.

These initiatives are called Reform for Outcomes (RFO) and focus on:

- Addressing [workforce capability](#) to improve the consistency of access and planning decisions. This includes increasing the number of specialised planners.
- Processes to support participants around [better planning](#) to manage their funding.
- Implementing a lifetime planning approach so plans are more transparent and enable [flexibility](#) for life events.
- Improving the consistency of [supported independent living decisions](#).
- Helping participants understand and access [evidenced-based supports](#).
- Supporting staff to detect, respond to, and reduce provider [fraud](#) and non-compliance.

Co-design working groups were established to support these initiatives.

The co-chairs of each of the Reform for Outcomes co-design groups meet monthly as an Implementation Steering Committee to provide oversight across the program.

How we co-design

We use various co-design, consultation and engagement activities to reach participants, families, carers and supporters, as well as the public, including:

- focus groups, interviews and engagement with participants, families and carers.
- co-design workshops on specific issues, processes or products.
- engagement events with members of the public and stakeholders, including webinars, information sessions and community updates.
- surveys, discussion papers and submissions.
- research and partnerships with disability organisations and experts.
- targeted approaches to hear from under-represented participants and groups.

Advisory groups

We work closely with a number of [sector reference groups](#). We also have expert advisory groups to provide advice across all co-design topics.

These advisory groups offer expertise in areas such as:

- children and young people
- neurodegenerative conditions
- rural and remote
- self-management.

Our co-design principles

We are committed to working with the Australian disability community based on the following principles.

Being transparent

- This means we are honest about how we work together.
- We are clear if an activity is co-design, consultation, or engagement.
- We are clear about what the activity will be and how it will help improve the NDIS.
- We are clear about timelines and honest about decisions that have already been made.
- We are accountable for delivering improvements to the NDIS and providing regular updates on progress.

Being ready to listen and learn

- We actively listen to and are guided by the disability community, as well as culturally and linguistically diverse communities.
- We use feedback, advice, knowledge, and experience of the disability community. We are honest and open about any constraints and outcomes.
- We undertake co-design processes and don't jump to solutions.
- We complete evaluations, seek feedback, and learn from each co-design process.
- We continue to build the knowledge of NDIA staff about co-design and implement continuous improvement.

- We continue to identify new and emerging topics for co-design.

Being timely

- We talk to people early and ensure co-design is not rushed.
- We make time for people to take part in a way that works for them.

Being inclusive

- We ensure diversity by including people with different lived experiences.
- We make sure the way we work with people is accessible and inclusive.
- We ask for and use advice to ensure we work with people in ways that are culturally safe and respectful.
- We enable co-design groups and participants to make decisions, prioritise and organise their work.

Updates

The IAC and DRCOs also hold a joint meeting quarterly to discuss and report on the progress of co-design projects.

A summary of the meetings can be found below:

- [May 2024](#)
- [February 2024](#)
- [August 2023](#)
- [November 2023](#)

Help us improve the NDIS

You can help us make the NDIS stronger by joining Participant First. For more information or to join now, visit [Participant First](#).

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