

Overview

The Australian Government has invested \$73.4 million in the NDIA to deliver better participant experiences through plan implementation and monitoring support to participants.

This initiative focuses on hiring new staff, producing information, and actively supporting participants use their plans.

This initiative is aiming to address issues related to under and over utilisation of NDIS plans, including:

- Helping participants to better understand their plans, track their budget and make sure their funds do not run out ahead of time.
- Addressing ongoing plan increases (current plan budgets are increasing at 12% to 15% on average each year) and making sure participants are getting the right outcomes and supports from their NDIS plans.

As part of our commitment to co-design reform a Better Planning Working Group has been established to explore problems and discuss possible solutions.

Working Group Members include; NDIS participants, Disability Representative and Carer Organisations (DRCO), Independent Advisory Council (IAC) and NDIA staff.

The Better Planning Working Group has held 7 working group sessions since July 2023, where a number of topics were discussed. A few of the key ones are listed below:

- Ways to improve communication with participants.
- Reviews of the plan implementation directory
- Better plan monitoring and support to manage budget funding
- Overview of the NDIS participant journey as rolled out across the country with PACE
- Redesigning the NDIS plan and approval letter.
- Considering the role of 'check in conversations' and how to make check-in conversations more person-centred.
- Understanding the Budget Management System.

To learn more about the Reform for Outcomes program and other program initiatives visit [have your say](#).

Latest news

[Media release: Getting the NDIS budget back on track – 9 May 2022](#)

Participate

If you are interested in getting involved in co-designing improvements to the NDIS, you can [sign up to Participant First](#).

Participants, family members and carers will be paid for participating in accordance with our [Participant Engagement Payment Policy](#).

Contact

For more information, please contact engagement@ndis.gov.au

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