# **What we learnt from our test in Tasmania**

[Narrator]

We tested our new computer system and improved processes in Tasmania from November 2022 to March 2023.

We learnt a lot from our test to help us prepare to introduce our new computer system to the rest of Australia.

We have released a summary of what we heard and learnt from the Tasmania test.

To find out how well the Tasmania test worked, we talked to more than 1000 people, including participants, providers, NDIA staff, NDIS partners and the disability community about their experience in the test.

We tested four things in Tasmania.

We tested new participant and provider portals and a new participant app to work with our new computer system.

We tested new ways for NDIA staff and NDIS partners to work with people with disability and participants, like helping them to learn about community and mainstream supports and for participants meeting with their planner to talk about and approve their plan.

We tested the main features of our new computer system, which holds participant information, enquiries, plans and budgets.

It is the system our planners, NDIS partners and contact centre use every day when they speak to participants and providers.

We tested new processes for providers, like using our new provider portal to connect with participants and checking some claims with participants before they are paid.

We talked to as many people connected to the test as we could to find out what worked well and what could be improved.

We asked for feedback in different ways.

We asked people to complete surveys.

We asked people questions in groups and by themselves.

We asked some disability organisations in Tasmania to talk to the people with disability they help to find out about their experience in the test.

Many participants said they had a good experience in the Tasmania test, better than the last time they worked with the NDIA.

To help get ready for the change, participants told us they need more information in easy to understand language about:

* what has changed
* what stays the same
* what happens in the next step of their NDIS journey.

Participants also told us they want a way to learn about and practice with the new my NDIS participant portal before they need to use it.

Our staff, NDIS partners and providers told us they would like more information and training to learn the new ways of working so they can better help participants.

Doing the test and hearing about what we need to do next will help us prepare to introduce our new computer system and improve how we deliver the NDIS to the rest of Australia.

We're aiming to start using our new computer system across Australia before the end of 2023.

We think it will take up to 18 months for everyone to move to the new system.

Before we start using our new computer system, we’ll make sure everyone is ready for the change.

You can find out what we learned from the NDIS test in Tasmania and more information about the improvements we are making at www.improvements.ndis.gov.au

[End Transcript]