Hi, I'm Stephen Broadfoot. I am the NDIA’s lead for provider engagement. My role involves sharing information with NDIS providers about how the NDIA works. Any changes we're planning and what these changes mean for providers.

For some time now we've been talking to providers and their representative organizations about a range of changes we're introducing to improve the experience participants and providers have with the NDIS.

These improvements include a new computer system for our staff and partners, new participant and provider portals to work with our new computer system and improvements to the way we work to deliver better outcomes for participants

Through the design and build of the new computer system and portals.

We have made it a priority to minimize impacts to providers. If we didn't need to change something, we haven't.

We've tested our new computer system portals and ways of working in Tasmania. During the test we spoke to hundreds of providers to learn from their experience.

We spoke to providers about what worked, what we needed to improve and how we could support providers to adjust their business practices and get ready for the change.

We have used these lessons to guide our approach to introducing our new computer system across Australia so the rollout is a positive experience for participants and providers.

One of the ways we will do this is to ensure NDIS plans for existing participants will gradually transition to our new computer system. It won't be everyone all at once.

This means current participants with plans expiring between November 2023 and February 2024 will transfer to our new computer system when they need a new plan that is different to their current plan or request a change to their plan that means they need a plan reassessment

Participants with plans that meet their needs and include the right supports may be offered the option to continue their existing plan in our existing computer system.

From the end of February 2024, all expiring NDIS plans will progressively transition to our new computer system.

We expect it will take up to 18 months for all existing NDIS plans to transition to our new computer system. Once we start using our new system nationally, all applications and first plans for new participants will be in our new computer system.

Providers will start to use the new My NDIS provider portal once a participant they work with has a plan in our new computer system.

Providers who access the current My place provider portal will be able to access the My NDIS provider portal using their PRODA account.

All providers should continue to use the current myplace provider portal for the payment claims and inquiries regardless of which system a participant's plan is in.

As we work with participants on new plans, we will be letting them know which computer system their plan is in. We are encouraging participants to share this detail with their providers. We have a dedicated website for providers to find the information they need about our new computer system.

Information on our website, like our frequently asked questions, will assist providers to know if a participant they support has their plan on our new computer system.

Other resources on the website include information packs, guides to help providers prepare for their day one, checklists, technical documents, and process maps.

We have also built an online learning environment. We walk through tutorials to help providers learn the new system and processes. There is some really important information available at improvements.ndis.gov.au/providers.

I strongly encourage you to visit our dedicated website to learn more about a new computer system and understand what the changes mean for you.

Using the tools and resources available. Providers across Australia can start preparing for their first experience with the new My NDIS provider portal and ways of working at any time.

Importantly, our improved systems and processes do not change the rules or the way the NDIS works.

They will help us deliver a consistent NDIS experience for participants across Australia. Our improvements will also assist participants to work with the people in their life who support them to achieve their goals, like their providers.

Providers can stay up to date by visiting our dedicated website to learn more and accessing the provider. Learning environment. Subscribing to our daily newsletters for system and transition updates. Registering to attend provider information sessions to learn more.