



# The participant journey

How the NDIS will work with the introduction of a new computer system and improved ways of working.



## **We've been working on how we can improve the way we deliver the NDIS.**

We've spent time talking to participants, our staff, NDIS partners, providers and the disability community to work out the ways we can improve the experience people have with the Scheme and deliver better outcomes for participants.

After a test in Tasmania, we are now introducing a new computer system and processes as part of our commitment to improve the way the Scheme is being delivered.

Later this year, people, carers and families across Australia:

- seeking disability supports
- applying to the NDIS
- approaching their plan reassessment
- asking for changes to their plan

will experience a new and improved NDIS experience.



# What is the participant journey?

The participant journey outlines the different steps that people will experience when applying for the NDIS and once they have joined the NDIS.

## Journey for new participants

We have created the diagram on the next page to help people with disability, carers and families applying for the NDIS to understand upcoming changes, and how you will be supported through them.

The diagram outlines the journey for people with disability, carers and families across Australia seeking disability supports or applying to the NDIS.

## Journey for existing participants moving to the new computer system

Existing participants will see some change to how they work with the NDIS as we introduce our new computer system and improved ways of working.

Our aim is to move a participant's plan to the new computer system when it's close to its reassessment date, or when they ask for a change to their plan because they need more, less or different supports.

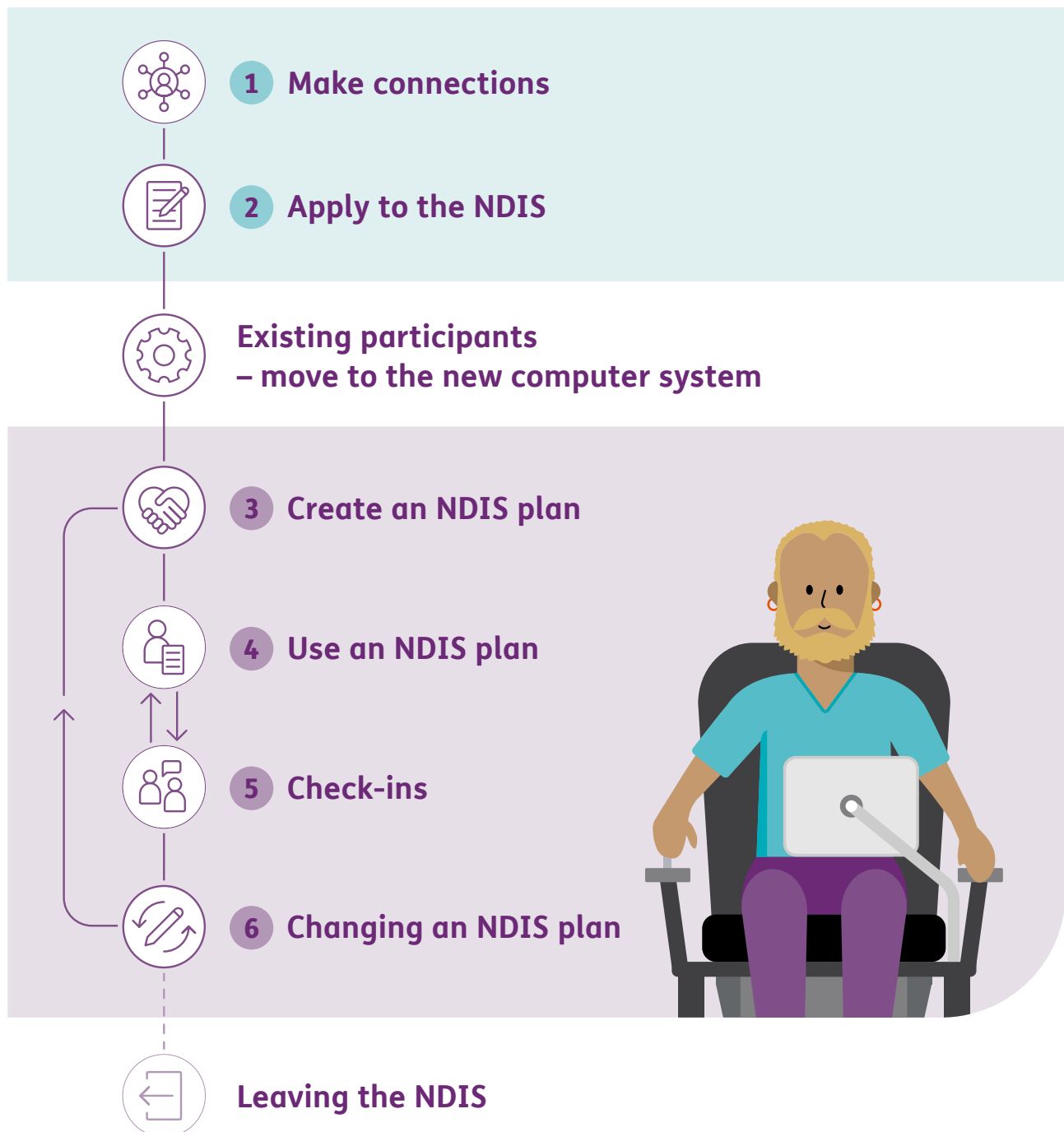
We will work with participants to develop a new plan.



# The participant journey

The below diagram shows the steps in the NDIS participant journey for people with disability aged 9 to 64 years.

Each step of the improved journey is detailed below in this document. You can find more information about the improved journey, and the journey for children younger than 9, on our website [improvements.ndis.gov.au](https://improvements.ndis.gov.au).



# The participant journey



## 1 Make connections

When people ask us about supports available under the NDIS, we will connect them with an NDIS partner.

NDIS partners are community-based organisations the NDIA funds and works with to help deliver the Scheme in some parts of Australia.

NDIS partners can help connect people with disability, carers and families that have concerns about the development of their children, to community and mainstream services.

- Early childhood partners can help children younger than 9 with early connections.
- Local area coordinators can help people with disability aged 9-64 with a Community Connections plan, if they want one.
- NDIS partners can also help people who think they may be eligible for the NDIS to learn more about applying to the NDIS.

If a person is in a remote or very remote area, has complex support needs, is a young person in residential aged care, or is in a hospital or justice setting, we will connect them with a person at the NDIA.

We call the NDIS partner or NDIA staff member who helps a participant their my NDIS contact.



Continue to Step 2  
Apply to the NDIS



## 2 Apply to the NDIS

If a person thinks they might be eligible for the NDIS, their my NDIS contact can help them apply.

Their my NDIS contact will help them to gather information and evidence for their NDIS application.

Once the my NDIS contact has the person's information and evidence, the my NDIS contact will complete their application.

Once we have all of the information and evidence we need to decide if the person is eligible for the NDIS, we will make a decision and will tell them within 21 days.

If they're eligible to be an NDIS participant, we will use the information and evidence they gave us in their application to create their NDIS plan and invite them to a plan meeting.



## Existing participants – move to the new computer system

Participants who have a plan reassessment or ask for a change to their plan may have their new plans created in the new computer system.

We will contact participants before their reassessment so they can begin preparing information. Participants can also contact the NDIS if they need changes made to their existing plan.

Continue to Step 3  
Create your plan



### 3 Create an NDIS plan

#### **For new participants:**

An NDIA planner will consider the information and evidence given to us in the person's application to develop their first plan. NDIA planners decide what funding will be included in a participant's plan based on the information and evidence provided in their application.

#### **For existing participants:**

- We will use the participant's existing plan and budget as a starting point for the conversation.
- Planners will also consider any information and evidence that has been provided to support a participant's next plan.
- Participants can speak directly with the planner who approves their NDIS plan to make sure what is included is right for them.
- Participants can also speak with the planner about how they want to continue managing their plan.

#### **For all participants:**

- Participants will meet with the NDIA planner who approves their plan. We call this a plan meeting. The planner will talk with the participant about their living situation, goals and day-to-day supports.
- Planners will check if they have a good understanding of the participant's situation to make sure the supports in the plan fit together and explain the decisions they've made.
- If a plan needs changes, planners will work with participants on the best way to do this.
- NDIS plans will remain in place until a participant's situation or support needs change.
- An NDIS plan may be longer, up to 3 years, except for children younger than 9. NDIS plans for young children are usually around 1 year long.

Continue to Step 4  
Use your plan



## 4 Use an NDIS plan

### For all participants:

A my NDIS contact will help participants to make the most of their plans to pursue their goals and achieve outcomes.

After a participant's plan is approved, the participant will be offered a plan implementation meeting with their my NDIS contact.

The plan implementation meeting is an opportunity to learn how to make the most of an NDIS plan. At the meeting, or at any other time, participants can talk to us about:

- Adding the providers they would like to work with to their plan (called my providers).
- Giving consent for providers to see their plan.
- Managing their plan (self, plan or agency-managed).
- Creating a request for service to find a support coordinator or recovery coach (if included in the plan).
- Learning how to use the new participant portal to make claims and update their details.
- Learning how to budget and implement their plan.
- Making service agreements.



Continue to Step 5  
Check-ins





## 5 Check-ins

We will schedule a check-in with participants every year to ask how they are going with their plan.

A check-in can take place face-to-face, by phone or online. Participants can bring a carer, family member, supporter, or someone who helps them with their plan to their check-in, if they want to.

- At a check-in, we will ask the participant how they are going with working towards their goals and if their plan has the right supports for their everyday needs.
- Having a check-in doesn't mean a participant's plan needs to change. This is a good outcome. It means the participant has the right supports in place.
- If a participant's situation changes and they need more, less or different supports, they can tell us at anytime. Participants don't have to wait for their next check-in to ask for a change to their plan.



## 6 Changing an NDIS plan

There are two ways a participant's plan can be changed – a plan variation or a plan reassessment. Plan reassessment is the new term replacing plan review.

- If a participant requires a simple change to their plan, we can make small adjustments without making a new plan, this is called a plan variation.
- If a plan is due for reassessment, or if there has been a bigger change in a participant's situation, the participant's my NDIS contact will help them prepare for a plan reassessment.

Participants can ask for a change to their plan at any time by talking to their my NDIS contact or by calling the National Contact Centre on 1800 800 110.



## The participant journey now returns to: **Step 3 Create an NDIS plan**

A participant's NDIS plan will be in place until it reaches its reassessment date, or they ask for a change to their plan. Each time, we will work with the participant to develop their next plan. A participant's my NDIS contact will talk to the participant about what to expect from the plan reassessment process, supporting them to gather the information and evidence needed for a change to their plan.



## Leaving the NDIS

If a participant is leaving the NDIS, their my NDIS contact can help them leave the scheme. The my NDIS contact can connect the person leaving the Scheme with mainstream and community supports, if they want them.



[improvements.ndis.gov.au](https://improvements.ndis.gov.au)

**National Disability Insurance Agency**



Telephone 1800 800 110



Webchat [ndis.gov.au](https://ndis.gov.au)

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TIS: 131 450

**For people who are deaf or hard of hearing**



TTY: 1800 555 677



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National Relay Service: [relayservice.gov.au](https://relayservice.gov.au)