

Rollout of Improvements to the NDIS Participant Pathway

Introduction

The National Disability Insurance Scheme (NDIS) has announced they will be making changes to the NDIS. Many of the changes are things that people living with disability have been asking for.

These changes will be piloted soon which means they will test the changes with a small group of people first, and then introduce them to everyone else a bit later. The process for introducing the changes to all NDIS participants over time is called a rollout.

It is important that your peer network members feel they have the most up-to-date information about the NDIS, particularly as the NDIS pathway arrangements are likely to have further changes as more is learned about what works best for people.

Let's make it happen

It may help if your peer network has a regular conversation about the latest developments in the NDIS. One way to support this is to have one or two members volunteer to go to the NDIS website regularly to see if there are any changes. Try this link: <https://www.ndis.gov.au/news/events>

Then, at the next available peer network meeting, those members could let the others know what the changes are, and then the other members can say what they think. To help with this, this Quick Guide lists the changes that are happening in early 2019.

Changes in early 2019

The NDIS has announced that the new improvements to the NDIS pathway will mean:

- No more phone planning. All planning meetings will be held face to face if participants want this.
Your peer network members could talk about what they prefer and why; face to face or over the phone.
- Information about the NDIS will be simpler and more accessible. This will include more information available in Braille and plain English.
Your peer network could talk about what other ways the NDIS could be more accessible

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- NDIS LACs and Planners will have more training, information and tools to help people develop their plans. This means that they will have a better understanding of the different types of disabilities and the different supports people might need. Your peer network members could talk about what training they would like to see LACs and planners have.
- Provide participants with a “consistent point of contact” so that getting information and getting questions answered is easier. Your peer network members could talk about their experiences getting information from the NDIA and LACs, and what could make that easier.

The NDIS also realise that some groups of people might need some extra help in navigating the NDIS. The NDIS are establishing a new pathway to better suit the needs of these groups. This new pathway is called the Complex Needs Pathway.

These groups include:

- People living with psychosocial disability,
- People living with disability who are experiencing homelessness;
- People from Aboriginal and Torres Strait Islander communities,
- People from Culturally and Linguistically Diverse backgrounds, and
- People with more complex needs, including hearing impairment.

Your peer network could talk about what they think is important for these groups, and what the NDIS could do to be more helpful.

From all the above suggested conversations, your peer network could write down the main things it thinks the NDIA should know and do, and send these to the person in charge at their local NDIA office and ask that the NDIA implement the ideas. This is a good way to let the NDIA know your peer network has ideas about what could help people in the NDIS.

Where you can find more information

The NDIA website is updated with official announcements regarding changes to the participant pathway:

<https://www.ndis.gov.au/news/1215-ndis-pathway-reform>

For people living with psychosocial disability the Reimagine Today website has been especially designed to help people to understand all the stages. The information in this resource is divided into six sections or steps. This can help people to focus just on the step they are most interested in getting more information about or for people starting from the beginning they can move through the six stages in order:

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<http://reimagine.today/>

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