

How the NDIA is communicating change

The NDIA acknowledges the uncertainty this period of significant reform may create for some participants. Our absolute priority remains ensuring we deliver the best NDIS possible – and that our participants are supported through this period.

The Agency knows how important it is that we communicate effectively with our participants. We are fully committed to ensuring we reach every person – including those who may live in more rural and remote areas or have unique accessibility or language needs.

The NDIA has begun an extensive communications campaign designed to ensure our more than 660,000 participants, as well as their supporters, know what they need to about changes to the NDIS Act. The campaigns will align with key focus areas, including:

- Updates on timing and implementation of changes (waiting for royal assent to determine date).
- How changes may impact a participant’s NDIS plan (section 33)
- NDIS Supports (section 10 - noting the final transitional rule has not yet been made) and;
- Preparation for implementation

In addition to regular [updates on the NDIS website](#), the NDIA will run direct bulk communications campaigns (SMS/email) to keep participants, nominees, and providers informed with information, tailored to each group’s needs.

Our social media channels will feature boosted campaigns focusing on these key changes, while the Agency is also reaching out to the sector with expanded weekly emails to advocacy groups, and additional updates through Provider newsflashes and eNewsletters.

Targeted information will run across social media, First Nations channels, and Culturally and Linguistically Diverse (CALD) paid media channels to ensure broad and inclusive reach.

We know there will be lots of questions about what’s changing and when – and that can be daunting and not easy to understand. The National Contact Centre (NCC) also has a dedicated line to support participants with questions or concerns regarding legislation.

We are committed to working with and listening to the disability community on ways we can ensure we are communicating as effectively as possible.

The NDIA will continue to be clear on what is changing and when, so participants and their supporters can be assured that future changes will be supported with transparency and communication.

Accessible communication

We are committed to ensuring that all communications about the legislative changes are accessible to everyone. That's why we are working with the sector and our suppliers to test and produce materials in a range of accessible formats, including Easy Read documents and animations/videos and Auslan.

An important part of our website accessibility is that content can be easily accessed, including for those using screen readers.

We are working with the sector to develop and test messaging and agile approaches to producing accessible content. Key information will be translated into 17 languages, including Auslan, to reach as many people as possible.

Co-design work

It is absolutely essential people with disability continue to have a voice in how the detailed design is done and how these changes are implemented.

The NDIA has been working on reforms in partnership with people with disability and the disability community, over the past 2 years. The Agency has been continuing to listen and learn to strengthen its co-design work.

Throughout July and August this year, the Agency's Co-design Branch delivered 56 co-design activities, including consultation on the legislative changes to come into effect 28 days following the new Bill receiving Royal Assent.

In June 2024, the NDIA and disability organisations from across Australia shared a commitment to work together on reforms to the Scheme.

As part of this commitment, a number of new co-design working groups have been established. At 26 August 2024, co-design design working groups include:

- Workforce Capability and Culture
- Home and Living

- Navigator Functions
- Participant pathway experience including access and planning
- Assessments and budgeting
- Psychosocial Disability
- Participant Safety
- Integrity and Fraud Prevention

These groups build on groups which have been operating over the past year, and in their new form are being onboarded and with first meetings commencing from this week (w/c 2 September).

The Co-design Working groups will be supported by other co-design, engagement and consultation activities at different phases of the initiative. Examples of different activities may include:

- Expert roundtables
- Participant surveys
- Participant focus groups
- State-based roundtables
- Provider focus groups
- Disability Representative and Carer Organisations (DRCO) / Independent Advisory Committee (IAC) workshops
- Participant user testing Provider user testing

The Agency and DSS are also developing a Delivery Roadmap to guide the work, including the co-design work together.

There is much work to be done – and participants and the disability community will shape and guide how we change into action. And the Agency will use co-design to amplify the voices of people with disability – to ensure it gets these improvements right.