Overview

The Australian Government has invested $29.3 million in the NDIA to improve participant access to evidence-based supports that meet their individual needs.

This initiative focuses on how the NDIA can make it easier for participants to get the right support, at the right time, for the right price.

What we know so far:

- There is not enough information available for participants to help them choose a provider that will deliver quality, fairly priced supports to help them achieve their goals.
- Participants often do not know where to access information about providers, what the right prices to pay for supports are, or how to use funded supports to reach their goals.

As part of our commitment to co-design reform, an Evidence-Based Supports Working Group has been established to explore problems and discuss possible solutions.

Working Group Members include NDIS participants, Disability Representative and Carer Organisations (DRCO), Independent Advisory Council (IAC) and NDIA staff.

The Working Group is looking at ways we can:

- Help participants make informed decisions when choosing providers.
- Provide participants with more information and options when choosing providers, including better information on the NDIS website and in other community forums.
- Improve access to information about what supports and services help participants reach their goals and achieve better outcomes, based on evidence and best practice.
- Develop a better method for capturing and reporting on outcomes.
- Develop ways that participants can compare prices for services across different providers.

The Working Group has held seven sessions since July 2023.

They have discussed what standards are important to a participant when choosing a provider, as well as how the NDIA can support participant to compare providers, so they feel informed about their choices.

To learn more about the Reform for Outcomes program and other program initiatives visit have your say.

Latest news

Media release: Getting the NDIS budget back on track – 9 May 2022

Participate

If you are interested in getting involved in co-designing improvements to the NDIS, you can sign up to Participant First.

Participants, family members and carers will be paid for participating in accordance with our Participant Engagement Payment Policy.

Contact

For more information, please contact engagement@ndis.gov.au

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