# NDIS engagement case studies

## Engagement case study: participant booklets

In 2018, the NDIA released a suite of three booklets providing practical information to participants, potential participants, their families, carers and the wider community about the NDIS.

The booklets were developed over 18 months, in consultation with participants, carers, providers, NDIA staff and partners, and advocates within the disability community.

This included:

* asking participants what they felt was important to include in the booklets
* presenting to the Participant Reference Group
* testing the booklets with NDIS participants, people with disability (not yet NDIS participants) and the general public, in different areas.

The final booklets explained the NDIS process, from applying for the Scheme, the planning stage, and using an NDIS plan for the greatest benefit to the participant.

The booklets included space for participants to take notes, write questions and prepare for important steps, such as their planning meeting or plan review.

Digital versions of the participant booklets were updated in June 2020, based on feedback.

We improved the booklets with:

* clearer explanations of key NDIS terms
* updated information about the NDIS policies and processes
* more space for participants to write notes and questions
* new participant stories.

The booklets are available on the [Booklets and factsheets page](https://www.ndis.gov.au/about-us/publications/booklets-and-factsheets) of the NDIS website.

The Participant Reference Group will review updates to the booklets to incorporate Scheme Reform changes in 2021.

## Engagement case study: operational guidelines refresh project

The NDIS operational guidelines are based on the NDIS Legislation and Rules. They explain what we need to consider and how we make decisions based on the NDIS Act (2013).

Participants and advocacy groups told us the guidelines weren’t meeting their needs. They said the guidelines were difficult to read and interpret.

In 2020, we launched a project to make our guidelines simple, clear and easy to use. These guidelines are our single source of truth about how we make decisions.

The project included:

* insights from 22 participants and eight advocacy groups
* user testing of new content
* Independent Advisory Council input.

### What we heard about the existing content

*“It’s all kind of buried and scattered if you don’t know where to look.”*

*“It’s my plan, I should know how they make the decisions.”*

 *“All anybody wants is what’s relevant to us. We don’t want to trawl through all this information."*

### What we heard when we tested the new content

*"I am really appreciative that the NDIA is making it more accessible for the general public and so that you don’t need a degree to access and read this information."*

*“I was impressed with it. I learnt stuff out of it that I’ve never known, and not for lack of trying.”*

*“I like that it's able to be read by participants and staff as well. I think that's good and should lead to uniform decision making.”*

The project improvements include:

* content written in easy to understand language
* clear links with the NDIS Act and rules
* more guidelines (the final number will be about 40), to cover most elements of how the Agency makes decisions
* an easy to navigate website called [Our guidelines](https://ourguidelines.ndis.gov.au/) for the rewritten guidelines
* an ongoing user testing process.

More guidelines will be added as they are developed through 2021.

Your feedback helps us improve our guidelines. Get in touch via email at ogfeedback@ndis.gov.au.