# **Transcript – The my NDIS app**

[Finn] I first heard about the my NDIS app pilot through an email from the NDIS and I signed up because I was interested to try it out.

[Kerrie] My experience with the pilot was very positive. The NDIS team were very willing to listen to my feedback and would contact me regularly.

[Finn] The app's been really helpful for me because I’ve just found it much faster and easier to use. After using the portal for about a year, it was a refreshing change to be able to do things directly from my phone.

[Kerrie] It's easy, it's convenient and being mobile, I can use it wherever I am.

[Finn] I think it's really good to give Participants on the NDIS a choice in how they want to engage, in terms of processing claims. So for some people, you know, they may prefer using a computer but for other people, they might find it easier to use a touch interface on their phone.

[Kerrie] Once I started using the app I would send an email with my weekly feedback and then I know that they would listen to that feedback because there would be regular upgrades.

[Finn] I was actually the first Participant in the pilot scheme that had an apostrophe in my name and that initially caused me some problems to sign up to the app, so they resolved that problem. So I like to think that yeah, I was a pioneer with an apostrophe.

[Kerrie] I think it's very important for users to be involved in the development of things like the app.

[Finn] I think it's really important for people with disabilities to be involved in developing and having their say about the way that the NDIS works in general, to make sure that there's options available for everyone, that meets people's diverse needs.

[End Transcript]