National Disability Insurance Scheme

**Summary: Participant Survey on Self-Management**

August 2022 | Version 1.0 | **ndis.gov.au**

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## Introduction

The National Disability Insurance Agency (NDIA) has developed a [self-management policy](https://www.ndis.gov.au/participants/using-your-plan/self-management/self-management-policy). Through this policy, we want to promote a simple, effective and consistent approach to   
self-management that improves participant outcomes and experience.

To support the development of this policy, we completed:

1. A narrative review of the literature on the effectiveness of self-managed budgets as well as facilitators, barriers, and environmental elements that might influence success.
2. An environmental scan of prior research and evaluation, including work undertaken by the Independent Advisory Council and through Information Linkages and Capacity Building projects.
3. Analysis of NDIS data on self-management uptake patterns.
4. Disability sector consultation and engagement, including engagement with service providers and subject matter experts, focus groups and a survey with NDIS participants, their families, nominees or carers.

This report is a summary of feedback we received from the participant survey. You can find reports on the narrative review and focus group engagement on the [NDIS website](https://www.ndis.gov.au/community/research-and-evaluation/self-management-research).

We used feedback from the [Participant Survey on Self-Management](https://www.ndis.gov.au/community/have-your-say/participant-survey-self-management) to help us develop the self-management policy. We also worked directly with participants, their families and carers through focus groups, the NDIS Participant Reference Group, an external Self-management Reference Group, the [Independent Advisory Council](https://www.ndis.gov.au/about-us/governance/independent-advisory-council) and [Participant First.](https://www.ndis.gov.au/community/have-your-say/participant-first-help-improve-ndis)

Thank you to the NDIS participants, carers, and family members who participated and shared their experiences about self-management.

| What is self-management?  Self-management is when a participant, child representative or nominee manages the funding for supports under a participant’s plan rather than having the NDIA (Agency managed) or a registered Plan Management provider (Plan managed) manage the funding for supports on their behalf. They may self-manage all or part of their plan funding.  More information on self-management is available on the [NDIS website](https://www.ndis.gov.au/participants/using-your-plan/self-management). |
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## Participant Survey

Participants and nominees were asked to complete a short online survey to help us better understand the:

* benefits of self-management
* challenges for participants who self-manage
* supports and resources that would help participants self-manage their plans

The survey was available on the NDIS website from 10 February 2022 until Monday 14 March 2022. We promoted this survey through various stakeholder networks, including the [Disability Representative and Carer Organisations Forum](https://www.ndis.gov.au/community/community-participation#ceo), our newsletters, social media channels and Partners in the Community. Monash Health Human Research Ethics Committee approved the survey.

We received 806 unique online survey responses from participants (45 percent) and nominees (55 percent). Nominees answered the questions in relation to the person that they support. Almost half of the survey responses were from participants or nominees in New South Wales and Victoria (49 percent). Most of the participants were between 45-64 years of age (63 percent).

The most common disabilities represented in the people who completed the survey were Autism (18 percent), intellectual disability (16 percent), physical disability (16 percent) and neurological disability (14 percent). More than one disability type could be selected.

**Participant and nominee demographics**

| **Who responded** | **Number** | **Percentage of total** |
| --- | --- | --- |
| Participant nominees who are currently self-managing | 388 | 48% |
| Participants who are currently self-managing | 314 | 39% |
| Participant nominees who have previously self-managed | 13 | 2% |
| Participants who have previously self-managed | 11 | 1% |
| Participant nominees who have never self-managed | 37 | 5% |
| Participants who have never self-managed | 43 | 5% |

| **Age of the participant (years)** | **Number** | **Percentage of total** |
| --- | --- | --- |
| 15-18 | 4 | 1% |
| 19-24 | 12 | 1% |
| 25-34 | 30 | 4% |
| 35-44 | 128 | 16% |
| 45-54 | 246 | 30% |
| 55-64 | 267 | 33% |
| 65+ | 115 | 14% |
| Blank | 4 | 1% |

|  |  |  |
| --- | --- | --- |
| **Disability Type** | **Number** | **Percentage of total** |
| Acquired Brain Injury | 46 | 4% |
| Autism | 223 | 19% |
| Cerebral Palsy | 60 | 5% |
| Developmental delay | 48 | 4% |
| Hearing impairment | 44 | 4% |
| Intellectual disability | 191 | 16% |
| Psychosocial disability | 71 | 6% |
| Vision impairment | 59 | 5% |
| Other physical disability | 193 | 16% |
| Other sensory disability | 55 | 5% |
| Other neurological disability | 163 | 14% |
| Other | 51 | 4% |

Note: the total listed in this table exceeds the total number of survey responses, this is due to respondents selecting multiple disability types.

| **Participants that identify as belonging to the following communities** | **Number** | **Percentage of total** |
| --- | --- | --- |
| Aboriginal and Torres Strait Islander | 22 | 1% |
| Culturally and Linguistically Diverse (CALD) | 48 | 6% |
| LGBTQIA+ | 55 | 7% |

| **Location of the participants** | **Number** | **Percentage of total** | |
| --- | --- | --- | --- |
| South Australia | 72 | | 9% |
| New South Wales | 193 | | 24% |
| Western Australia | 89 | | 11% |
| Victoria | 201 | | 25% |
| Northern Territory | 8 | | 1% |
| Australian Capital Territory | 1 | | 0% |
| Tasmania | 16 | | 2% |
| Queensland | 146 | | 18% |
| Blank | 80 | | 10% |

## What we heard

The survey results show a correlation between having experience of self-management and a positive interpretation of the benefits of self-management. The most significant benefits for those with experience of self-management were being able to choose registered or unregistered providers and using funding flexibly to get better outcomes.

The results also showed that participants and nominees that had self-managed in the past identified that having the time to do administrative work was the most significant challenge. Those that had never self-managed identified that the most significant challenge was getting support to self-manage when they needed it.

Participants and nominees also provided feedback on the types of support and resources that would help them self-manage their plans. This included:

* Information sessions and training
* Video tutorials
* Access to mentors and expert organisations.

This feedback will be used to inform ongoing improvements to self-management resources and the implementation of the self-management policy.

### Benefits of self-management

We asked participants and their nominees about what they thought were the most important benefits of self-management.

We did this by asking them to rate the following benefits as providing ‘no benefit’, a ‘small benefit’ or a ‘big benefit’:

* Funding flexibility
* Understanding budget
* Controlling supports
* Choosing any provider
* Changing providers
* Employing their own staff

All groups of respondents rated these options as a significant benefit. However, participants and nominees with experience of self-management gave all of these identified benefits higher ratings than participants and nominees without self-management experience.

All groups of respondents reported being able to choose any provider to deliver supports was a significant benefit to self-management. However, this was the highest rated benefit by participants and nominees that were currently self-managing their funding (94 percent).

Participants and nominees who were currently self-managing their plans reported directly employing workers as the least beneficial part of self-management (with only 66 percent selecting this as a ‘big benefit’).

**Table 1: What are the most important benefits of self-managing?**

| **Answer** | **Currently self-managing** | **Previously self-managed** | **Never self-managed** |
| --- | --- | --- | --- |
| *Funding flexibility* |  |  |  |
| Big benefit | 90% | 88% | 49% |
| Small benefit | 6% | 13% | 31% |
| No benefit | 2% | 4% | 10% |
| *Understanding budget* |  |  |  |
| Big benefit | 86% | 50% | 36% |
| Small benefit | 9% | 38% | 24% |
| No benefit | 1% | 0% | 28% |
| *Control supports* |  |  |  |
| Big benefit | 85% | 67% | 25% |
| Small benefit | 10% | 4% | 28% |
| No benefit | 3% | 25% | 36% |
| *Any provider* |  |  |  |
| Big benefit | 94% | 83% | 60% |
| Small benefit | 4% | 8% | 19% |
| No benefit | 1% | 0% | 11% |
| *Change provider* |  |  |  |
| Big benefit | 86% | 71% | 49% |
| Small benefit | 8% | 13% | 23% |
| No benefit | 2% | 8% | 18% |
| *Employing own staff* |  |  |  |
| Big benefit | 66% | 71% | 36% |
| Small benefit | 11% | 13% | 25% |
| No benefit | 11% | 13% | 24% |

### Challenges for participants who self-manage

We asked participants and their nominees about what they thought were the biggest challenges of self-management. We asked them to rate the following challenges as being ‘no challenge’, a ‘small challenge’ or a ‘big challenge’:

* Rights and responsibilities
* Budget tracking
* Knowing what can be purchased
* Knowing what supports cost
* Finding and arranging supports
* Processing payments
* Keeping records
* Using the myplace portal or my NDIS app
* Support with self-management
* Time spent on administration

Overall, participants and nominees who had experience in self-management gave all these challenges lower ratings than participants and nominees who had never self-managed. For example, only 7 percent of participants and nominees who were currently self-managing rated making payments as a significant challenge, but that increased to 46 percent of those with some self-management experience in the past, and 64 percent of respondents who had never self-managed their funding. There were similar trends for how respondents rated the challenges of keeping records, using the mobile app and tracking their budgets.

Participants and nominees who currently self-manage identified that finding the right supports and navigating what can and cannot be purchased as the most significant challenges.

Participants and nominees that had self-managed in the past identified that having the time to do all of the administrative work was the most significant challenge. Those that had never self-managed identified that the most significant challenge was getting support when they needed it.

**Table 2: What are the biggest challenges of self-managing?**

| **Answers** | **Currently self-managing** | **Previously self-managed** | **Never self-managed** |
| --- | --- | --- | --- |
| *Rights/responsibilities* |  |  |  |
| Big challenge | 18% | 50% | 53% |
| Small challenge | 47% | 25% | 31% |
| No challenge | 33% | 25% | 13% |
| *Budget tracking* |  |  |  |
| Big challenge | 9% | 46% | 60% |
| Small challenge | 35% | 29% | 31% |
| No challenge | 55% | 25% | 8% |
| *Knowing what can be purchased* |  |  |  |
| Big challenge | 27% | 54% | 60% |
| Small challenges | 53% | 29% | 33% |
| No challenge | 19% | 13% | 3% |
| *Knowing support costs* |  |  |  |
| Big challenge | 12% | 25% | 54% |
| Small challenge | 37% | 54% | 33% |
| No challenge | 49% | 21% | 11% |
| *Finding/arranging supports* |  |  |  |
| Big challenge | 32% | 50% | 60% |
| Small challenge | 41% | 29% | 23% |
| No challenge | 26% | 17% | 15% |
| *Payment processing* |  |  |  |
| Big challenge | 7% | 46% | 64% |
| Small challenge | 22% | 25% | 26% |
| No challenge | 71% | 25% | 9% |
| *Keeping records* |  |  |  |
| Big challenge | 7% | 50% | 61% |
| Small challenge | 32% | 29% | 26% |
| No challenge | 60% | 17% | 10% |
| *Portable app usage* |  |  |  |
| Big challenge | 6% | 21% | 44% |
| Small challenge | 25% | 42% | 33% |
| No challenge | 63% | 25% | 18% |
| *Support with self-management* |  |  |  |
| Big challenge | 22% | 58% | 69% |
| Small challenge | 34% | 25% | 18% |
| No challenge | 37% | 8% | 6% |
| *Administration time* |  |  |  |
| Big challenge | 21% | 71% | 68% |
| Small challenge | 40% | 21% | 21% |
| No challenge | 37% | 0% | 5% |

### Supports and resources to help participants self-manage their plans

Only 10 percent of those currently self-managing their plans reported getting help from support coordinators, and 13 percent of participants and nominees who had self-managed in the past reported getting help from plan managers.

Participants and nominees who were self-managing considered video tutorials, information sessions, and the NDIS website as the most useful resources in learning how to self-manage. This group reported that the least helpful strategies were self-managing part of their plan or self-managing for a shorter period.

Participants and nominees who didn’t have self-management experience reported regular check-ins, mentoring, and support to try self-management as the most helpful ways to learn how to successfully self-manage.

Participants and nominees that have self-managed in the past, or those that have not self-managed, found the majority of learning resources helpful.

All respondents reported that the least helpful resource is information on social media.

**Table 3: What would be helpful when learning how to self-manage?**

| **Answers** | **Currently self-managing** | **Previously self-managed** | **Never self-managed** |
| --- | --- | --- | --- |
| *NDIS website* |  |  |  |
| Very helpful | 36% | 50% | 24% |
| Helpful | 46% | 29% | 48% |
| Not helpful | 11% | 13% | 18% |
| *Information and training sessions* |  |  |  |
| Very helpful | 40% | 63% | 41% |
| Helpful | 40% | 25% | 29% |
| Not helpful | 12% | 8% | 14% |
| *Video tutorials* |  |  |  |
| Very helpful | 41% | 63% | 29% |
| Helpful | 40% | 29% | 38% |
| Not helpful | 9% | 8% | 11% |
| *Starting small* |  |  |  |
| Very helpful | 10% | 42% | 39% |
| Helpful | 25% | 33% | 30% |
| Not helpful | 48% | 21% | 14% |
| *Chance to try* |  |  |  |
| Very helpful | 11% | 38% | 43% |
| Helpful | 27% | 38% | 23% |
| Not helpful | 44% | 13% | 14% |
| *Regular check-ins* |  |  |  |
| Very helpful | 28% | 46% | 49% |
| Helpful | 39% | 21% | 26% |
| Not helpful | 23% | 33% | 9% |
| *Help from organisation* |  |  |  |
| Very helpful | 27% | 63% | 41% |
| Helpful | 32% | 21% | 29% |
| Not helpful | 28% | 13% | 10% |
| *Self-management mentor* |  |  |  |
| Very helpful | 37% | 58% | 45% |
| Helpful | 36% | 38% | 15% |
| Not helpful | 17% | 4% | 18% |

**Table 4: What would help you to self-manage?**

| **Answers** | **Currently self-managing** | **Previously self-managed** | **Never self-managed** |
| --- | --- | --- | --- |
| *NDIS website resources* |  |  |  |
| Very helpful | 31% | 25% | 25% |
| Helpful | 49% | 42% | 44% |
| Not helpful | 13% | 21% | 18% |
| *Live info sessions* |  |  |  |
| Very helpful | 26% | 38% | 33% |
| Helpful | 41% | 38% | 36% |
| Not helpful | 23% | 21% | 14% |
| *Online video or tutorials* |  |  |  |
| Very helpful | 33% | 50% | 34% |
| Helpful | 42% | 25% | 35% |
| Not helpful | 15% | 17% | 11% |
| *Self-management organisations* |  |  |  |
| Very helpful | 29% | 67% | 43% |
| Helpful | 38% | 25% | 25% |
| Not helpful | 21% | 4% | 13% |
| *Set up management budget* |  |  |  |
| Very helpful | 23% | 50% | 53% |
| Helpful | 39% | 42% | 30% |
| Not helpful | 30% | 8% | 6% |
| *Manage my bookkeeping* |  |  |  |
| Very helpful | 17% | 63% | 45% |
| Helpful | 38% | 29% | 33% |
| Not helpful | 35% | 8% | 11% |
| *Find and arrange supports* |  |  |  |
| Very helpful | 33% | 50% | 49% |
| Helpful | 39% | 33% | 26% |
| Not helpful | 21% | 13% | 11% |
| *Employee management* | 0% | 0% | 0% |
| Very helpful | 26% | 50% | 48% |
| Helpful | 32% | 42% | 19% |
| Not helpful | 28% | 8% | 13% |
| *Facebook, Instagram, and Twitter* |  |  |  |
| Very helpful | 13% | 17% | 6% |
| Helpful | 28% | 38% | 26% |
| Not helpful | 44% | 46% | 49% |
| *Budget tools or accounting programs* |  |  |  |
| Very helpful | 31% | 54% | 48% |
| Helpful | 34% | 33% | 25% |
| Not helpful | 24% | 8% | 9% |
| *Online chat or phone about SM* |  |  |  |
| Very helpful | 42% | 54% | 51% |
| Helpful | 36% | 38% | 23% |
| Not helpful | 12% | 8% | 9% |
| *My place portal or NDIS app* |  |  |  |
| Very helpful | 34% | 67% | 46% |
| Helpful | 32% | 25% | 21% |
| Not helpful | 16% | 4% | 6% |

Respondents were asked what could make paying for supports easier. Participants and nominees that are currently self-managing reported that the most beneficial improvement would be the ability to pay providers directly from their NDIS budget (49 percent of respondents said this would be very helpful). In this group, the least helpful was training in collecting and organising receipts and invoices, with only 12 percent rating this as very helpful.

Participants that previously self-managed reported that the most helpful improvement would be training in collecting and organising receipts and invoices, with all respondents in this group rating this option as very helpful. However, nominees in this group preferred the ability to link invoices and receipts to payment requests.

**Table 5: What would make paying for your supports easier?**

| **Respondent** | **Participants** |  | **Participant nominees** |  |
| --- | --- | --- | --- | --- |
| **Answer** | **Currently self-managing** | **Previously self-managed** | **Currently self-managing** | **Previously self-managed** |
| *Notification: Payment Request processed/money is paid into nominated account* |  |  |  |  |
| Very helpful | 28% | 64% | 28% | 54% |
| Helpful | 36% | 27% | 35% | 46% |
| Not helpful | 26% | 9% | 27% | 0% |
| *Making payment directly to providers from their budget* |  |  |  |  |
| Very helpful | 49% | 73% | 51% | 54% |
| Helpful | 22% | 9% | 24% | 38% |
| Not helpful | 16% | 9% | 13% | 8% |
| *Linking invoices and receipts to Payment Requests* |  |  |  |  |
| Very helpful | 37% | 64% | 43% | 62% |
| Helpful | 27% | 18% | 29% | 31% |
| Not helpful | 20% | 9% | 15% | 0% |
| *Training: collecting and organising receipts and invoices* |  |  |  |  |
| Very helpful | 12% | 100% | 13% | 31% |
| Helpful | 32% | 18% | 34% | 54% |
| Not helpful | 44% | 9% | 42% | 8% |

Respondents were asked what would help when deciding what to buy and how much to pay. Participants and nominees that are currently self-managing reported that information about the NDIS Pricing Arrangements and Price Limits as the most helpful option, with 81 percent rating this as very helpful or helpful.

Participants and nominees who have self-managed in the past, or those that have not self-managed, found the majority of options helpful.

**Table 6: What would help you when deciding what to buy and how much to pay?**

| **Answers** | **Currently**  **self-managing** | **Previously self-managed** | **Never self-managed** |
| --- | --- | --- | --- |
| *Information and guidance from the NDIS* |  |  |  |
| Very helpful | 32% | 42% | 35% |
| Helpful | 49% | 46% | 45% |
| Not helpful | 12% | 13% | 9% |
| *Online networks where I can find, compare and review providers* |  |  |  |
| Very helpful | 36% | 33% | 53% |
| Helpful | 43% | 63% | 28% |
| Not helpful | 13% | 4% | 9% |
| *Talking to other participants to find what works for them* |  |  |  |
| Very helpful | 31% | 50% | 38% |
| Helpful | 42% | 42% | 43% |
| Not helpful | 17% | 8% | 10% |
| *The ability to try out supports/change them if they are not right for me* |  |  |  |
| Very helpful | 49% | 67% | 61% |
| Helpful | 38% | 25% | 23% |
| Not helpful | 8% | 8% | 6% |
| *Information on Facebook, Instagram and Twitter* |  |  |  |
| Very helpful | 13% | 17% | 8% |
| Helpful | 29% | 33% | 24% |
| Not helpful | 41% | 46% | 54% |
| *Information about the NDIS Pricing Arrangements and Price Limits* |  |  |  |
| Very helpful | 44% | 63% | 49% |
| Helpful | 43% | 29% | 36% |
| Not helpful | 9% | 8% | 9% |
| *A Support Coordinator or Plan Manager* |  |  |  |
| Very helpful | 26% | 71% | 63% |
| Helpful | 26% | 17% | 25% |
| Not helpful | 36% | 8% | 8% |
| *A NDIS Planner or Local Area Coordinator* |  |  |  |
| Very helpful | 20% | 46% | 40% |
| Helpful | 38% | 25% | 29% |
| Not helpful | 29% | 29% | 16% |
| *An online chat or phone service for self-managers* |  |  |  |
| Very helpful | 37% | 50% | 41% |
| Helpful | 40% | 29% | 33% |
| Not helpful | 13% | 17% | 15% |
| *Other organisations that offer support to self-managers* |  |  |  |
| Very helpful | 24% | 50% | 34% |
| Helpful | 32% | 33% | 31% |
| Not helpful | 25% | 8% | 18% |

Participants and nominees that have experience with self-management have a greater awareness of the NDIS Code of Conduct and the NDIS Quality and Safeguards Commission compared to other NDIS safeguards, such as guidance on NDIS worker screening checks, NDIS Restrictive Practices and Behaviour Support.

**Table 7: Are you aware of the following?**

| **Answer** | **Currently self-managing** | **Previously self-managed** |
| --- | --- | --- |
| *NDIS Code of Conduct* |  |  |
| Yes | 83% | 88% |
| No | 17% | 13% |
| *NDIS Quality and Safeguards Commission* |  |  |
| Yes | 76% | 88% |
| No | 23% | 13% |
| *NDIS Worker Screening* |  |  |
| Yes | 63% | 79% |
| No | 35% | 21% |
| *NDIS Restrictive Practices and Behavior Support* |  |  |
| Yes | 61% | 71% |
| No | 38% | 29% |
| *NDIS Provider Registration and Practice Standards* |  |  |
| Yes | 69% | 63% |
| No | 29% | 29% |

All participants and nominees, including those that have never self-managed, advised that if they were unhappy with a support they purchased, their most common strategy would be to address the providers directly. One of the least common approaches would be to do ‘nothing’.

**Table 8: What would you do if you were unhappy with a support you purchased?**

| **Answers** | **Currently self-managing** | **Previously self-managed** | **Never self-managed** |
| --- | --- | --- | --- |
| *Nothing* |  |  |  |
| Always | 1% | 0% | 6% |
| Often | 4% | 13% | 6% |
| Sometimes | 24% | 42% | 26% |
| Never | 54% | 38% | 43% |
| *Talk to the provider* |  |  |  |
| Always | 55% | 33% | 39% |
| Often | 24% | 46% | 26% |
| Sometimes | 18% | 21% | 25% |
| Never | 1% | 0% | 4% |
| *Make a complaint* |  |  |  |
| Always | 17% | 4% | 18% |
| Often | 14% | 33% | 15% |
| Sometimes | 53% | 63% | 45% |
| Never | 6% | 0% | 10% |
| *Talk to a Support Coordination or PM* |  |  |  |
| Always | 14% | 33% | 30% |
| Often | 11% | 25% | 30% |
| Sometimes | 22% | 25% | 24% |
| Never | 39% | 13% | 5% |
| *Talk to my Planner/LAC* |  |  |  |
| Always | 10% | 13% | 15% |
| Often | 8% | 8% | 16% |
| Sometimes | 31% | 25% | 30% |
| Never | 41% | 50% | 24% |
| *Talk to family/friend* |  |  |  |
| Always | 27% | 33% | 33% |
| Often | 25% | 17% | 20% |
| Sometimes | 30% | 38% | 26% |
| Never | 13% | 13% | 14% |
| *Cancel the support or go somewhere else* |  |  |  |
| Always | 27% | 13% | 19% |
| Often | 32% | 38% | 25% |
| Sometimes | 33% | 46% | 41% |
| Never | 2% | 0% | 4% |
| *Contact the NDIS Quality and Safeguards Commission* |  |  |  |
| Always | 7% | 4% | 11% |
| Often | 4% | 8% | 4% |
| Sometimes | 35% | 63% | 29% |
| Never | 22% | 17% | 21% |

## Outcomes and next steps

We are committed to making it easier for participants, child representatives and nominees to self-manage with the right support and controls in place, including being able to easily change between plan and self-managed.

The new NDIS Self-Management Policy is one way we are working to address the challenges identified by participants and their nominees in this survey.

Overall, the most significant challenges related to finding the right supports, navigating what can and cannot be purchased, finding the time for administration responsibilities, and getting support to self-manage. The new [self-management policy](https://www.ndis.gov.au/participants/using-your-plan/self-management/self-management-policy) helps address these challenges by more clearly explaining the responsibilities participants, child representative and nominees have in self-managing their plan and how we can support and offer guidance to assist in them to meet these requirements.

As we continue to implement the policy, we are focused on improving resources for participants, their families, carers and nominees to help support them to self-manage their funding. This will include:

* Updating the NDIS website to include clear and accessible information on fund management options.
* Updating the existing self-management guide to include more practical advice on how to self-manage NDIS funding.
* Develop training for Agency and Partner staff to provide better support to participants and nominees.

We are also planning to continue working with participants, nominees and representatives from the disability community to:

* Develop a new participant guide about plan management options.
* Develop orientation and training resources for participants interested in self-management.
* Update our internal systems and processes so that the right support and controls are in place for those that are wanting to try self-management.
* Develop targeted approaches to make self-management easier to understand and access for identified cohorts of people who are under-represented amongst self-managers.

To be notified of opportunities to be involved in this work or future consultations, you can [join Participant First.](https://www.ndis.gov.au/community/have-your-say/participant-first-help-improve-ndis)