# Wor­king together to improve the NDIS

The Minister for the NDIS, the Hon Bill Shorten MP, National Disability Insurance Agency (NDIA), Department of Social Services (DSS), NDIS Quality and Safeguards Commission (Q&SC), Disability Representative and Carer Organisations (DRCOs), and the NDIS Independent Advisory Council (IAC), have agreed to work together to use a co-design approach for important NDIS reforms.

We all know the NDIS needs genuine change to make sure the Scheme works for all eligible people with disability.

Our agreed approach means the voices of people with disability will be at the centre of how the NDIA, DSS and Q&SC will design, implement and monitor NDIS reforms. We will listen to and work with the disability community, NDIS participants, their families and carers, and disability support providers. This includes targeted approaches to make sure we include the voices of people who are rarely heard.

Co-design means we make better, more informed decisions and that people have greater ownership of the decisions made. It makes sure solutions are fit for purpose and do not exclude or marginalize people.

We agreed to prioritise co-design consultation and engagement activities on these topics:

* Participant pathway experience including access and planning
* Assessments and budgeting
* Navigator Functions
* Participant Services
* Psychosocial Disability
* Home and Living
* Integrity and Fraud Prevention
* NDIA Workforce Capability and Culture
* Participant Safety
* Supporting Children and Young People in the NDIS

We will use a range of activities to include participants, families, carers, supporters, providers and the public in co-design. These activities include:

* Involving people from the disability community in projects to help define problems, find solutions, refine and implement them
* Co-design workshops on specific issues, processes or products.
* Focus groups, interviews and engagement with participants, families and carers.
* Engagement events with members of the public and stakeholders including webinars, information sessions and community updates.
* Surveys, discussion papers and submissions.
* Research and partnerships with disability organisations and experts.
* Targeted approaches to hear from under-represented participants and groups.

We will make sure everyone can have their say in an accessible, safe and inclusive way.

The NDIA will form groups to work on each topic. These groups will include participants, their families and carers, as well as people from DRCOs, IAC, NDIA, DSS and Q&SC staff and other experts.

The NDIA also has existing advisory groups that will support this work. The NDIA will establish new expert advisory groups on:

* Children and young people
* Neurodegenerative conditions
* Rural and remote
* Self-management

We will keep the community informed about the progress of our co-design and consultation work. We will also share information about opportunities to be part of co-design and consultation.

We will be clear about the changes we make as a result of co-design activities. We will also be clear about the impact of those changes on the NDIS and the disability community.

Co-design in the NDIS is where our employees work with participants, their family members and carers, their representative organisations, and other stakeholders as equal partners to make the NDIS work better for all Australians.

**We commit to working on co-design with the disability community using these agreed principles.**

## Transparent

* We will be honest about how we can work together.
* We will be clear if an activity is co-design, consultation, or engagement.
* We will explain what the activity will be and how it will improve the NDIS.
* We will be clear about timelines and honest about decisions already made.
* We will be honest and open about any constraints and outcomes.
* We will be accountable for delivering improvements to the NDIS and providing regular updates on progress.

## Ready to Listen and Learn

* We will centre our work around the feedback, advice, knowledge and experience of the disability community.
* We will listen to what the disability community has already told us and build on that advice.
* We will make sure we listen to First Nations communities and to culturally and linguistically diverse communities.
* We will be guided by what we hear from these communities.
* We will evaluate and learn from each co-design process.
* We will keep building NDIA staff knowledge about co-design and keep improving how we co-design.
* We will identify new topics for co-design.

## Timely

* We will talk to people early and make sure co-design is not rushed.
* We will make time for people to take part in a way that works for them.
* We will respect that timelines create different challenges for people.
* If we don’t have time for co-design, we will work with groups to find the best way to include the disability community.

## Inclusive

* We will make sure we include a diverse group of people with different lived experiences in our activities.
* We will work with people in a way that is accessible and inclusive.
* We will ask for advice on how to make sure we work with people in ways that are culturally safe and respectful.
* We will support participants in the co-design process to have the capacity and capability to participate.
* Co-design groups and participants will prioritise and organise their work.