

The participant journey for NDIS providers

How the NDIS will work with the introduction of a new computer system and improved ways of working.

We've been working on how we can improve the way we deliver the NDIS.

We've spent time talking to participants, our staff, NDIS partners, providers and the disability community about the ways we can improve the experience people have with the Scheme and deliver better outcomes for participants.

After a test in Tasmania, we are now introducing a new computer system and processes as part of our commitment to improve the way the Scheme is being delivered.

Later this year, people, carers and families across Australia:

- seeking disability supports
- applying to the NDIS
- approaching their plan reassessment
- asking for changes to their plan

will experience a new and improved NDIS experience.

What is the participant journey?

This booklet reflects the participant journey, and explains what's changed, as well as how providers will be supported by our new computer system, the my NDIS provider portal and the improvements we are making to our processes.

To help providers learn more about our improvements and what is changing, we have created the diagram on the next page to explain how the new NDIS participant and provider journeys are connected.

The diagram is an overview of what providers can expect when supporting participants. It highlights key improvements in the NDIS journey for participants and providers, as well as for people with disability, carers and families seeking supports.

Providers can check our website for more detailed process maps, which describe the system and process improvements different types of NDIS providers can expect. We also have a range of tools and resources on our website to support providers to use our new computer system and improved ways of working.

The NDIS participant journey

The below diagram shows the steps in the NDIS participant journey for people with disability aged 9 to 64 years.

1. Make connections
2. Apply to the NDIS
Existing participants – move to the new computer system
3. Create an NDIS plan
4. Use an NDIS plan
5. Check-ins
6. Changing an NDIS plan
Leaving the NDIS

The participant journey

1. Make connections

When people ask us about supports available under the NDIS, we will connect them with an NDIS partner.

If a person is in a remote or very remote area, have complex support needs, are a young person in residential aged care, or are in a hospital or justice setting, we will connect them with a person at the NDIA.

We call the NDIS partner or NDIA staff member who helps a participant their my NDIS contact.

My NDIS contacts can help connect people with disability, carers and families that have concerns about the development of their children, to community and mainstream services.

Providers can be ready to assist people with disability and families seeking supports by learning about our improvements to how we support people to make connections and apply to the NDIS.

2. Apply to the NDIS

My NDIS contacts will guide people with disability, carers and families on the information and evidence needed to apply to the Scheme, helping them submit their application.

Providers who already work with people with disability, carers and families applying to the NDIS, can assist them by providing evidence to support their application. If a person is eligible for the NDIS, we will use the information and evidence included in their application to help decide about the supports in their first plan.

Existing participants – move to the new computer system

Participants who have a plan reassessment or ask for a change to their plan may have their new plan created in the new computer system.

For a change to a plan, or a whole new plan, we may ask providers for evidence to help us make decisions.

Providers can start using the new my NDIS provider portal once a participant they work with has a plan in our new computer system.

Until then, providers should keep using the myplace portal.

Providers should keep using the existing myplace portal for all payment claims.

3. Create an NDIS plan

For new participants:

We will use the information and evidence participants provided in their NDIS application to develop their first plan.

For existing participants:

We will use a participant's current plan as the starting point to develop their new plan. Participants can also provide additional information and evidence.

Service bookings will not exist in the new computer system. Instead, when participants have Agency-managed funding, they will record the providers they choose to work with as 'my providers' in their plan.

Providers with existing service bookings will be recorded as my providers when the participant's new plan is developed.

For all participants:

Budgets will be allocated at the support category level giving participants more flexibility.

For participants with support coordination or psychosocial recovery coach services in their plan, requests for service will be sent via the my NDIS provider portal to their chosen provider.

4. Use an NDIS plan

For all participants:

If a participant has funding for support coordination and/or plan management services, their chosen provider will assist them to use their new NDIS plan and budget.

Participants and providers will discuss and agree what supports are to be delivered - aligned to their plan and service agreement.

Participants can give consent for providers to see their plan.

Providers can use the my NDIS provider portal to see plans. They will have access to the level of plan information a participant has chosen, relevant to their role.

Claims occur through a bulk upload (including for single claims).

Support coordinators and psychosocial recovery coaches who accept requests for service, can use the my NDIS provider portal to submit their reports.

For Agency-managed plans, participants choose a my provider to streamline payment processes.

Providers of supported disability accommodation, home and living and behaviour supports must be recorded against those categories and only those providers can claim these budgets.

5. Check-ins

NDIS participants will have a check-in every year. We will ask how they are going with working towards their goals and if their plan has the right supports for their everyday needs.

Sometimes, we might check-in with participants if we notice they are not spending their budget or are spending more than usual.

We check-in to understand if they have had a change in situation that might mean they need more, less or different supports.

If a participant's plan is approaching its reassessment date, or a participant asks for a change to their plan, we may ask providers for evidence to help us make decisions.

6. Changing an NDIS plan

If a participant needs more, less or different supports, they can ask for a change to their plan at any time. They don't need to wait for their check-in.

There are two ways an NDIS plan can be changed. We can make small adjustments without making a new plan - this is called a plan variation.

If a plan is due for reassessment, or if there has been a bigger change in a participant's situation, the participant's my NDIS contact will help them prepare for a plan reassessment.

Providers can work with participants to understand their situation, and help them by providing any additional evidence to support a change to their plan.

If a participant asks for a change to their plan outside of its reassessment date, we may transfer them to our new computer system.

The journey now returns to: Step 3 Create an NDIS plan

NDIS plans will be in place until they reach their reassessment date, or the participant asks for a change to their plan.

Leaving the NDIS

If a participant leaves the Scheme, their my NDIS contact will help them connect to mainstream and community supports, if they want them.

National Disability Insurance Agency

[ndis.gov.au](https://www.ndis.gov.au)

Participants phone 1800 800 110

Providers phone 1300 311 675

Webchat [ndis.gov.au](https://www.ndis.gov.au)

Follow us on our social channels

[Facebook](#), [Twitter](#), [Instagram](#), [YouTube](#), [LinkedIn](#)

For people who need help with English

TIS: 131 450

For people who are deaf or hard of hearing

TTY: 1800 555 677

Voice relay: 1800 555 727

National Relay Service: relayservice.gov.au