The engagement framework is designed to guide, support and strengthen our engagement with the disability community to improve the NDIS and deliver better outcomes for NDIS participants.

We commit to learn by doing, to listen to, understand and respond to advice about how we can improve and adjust our processes to enable improvements.

This includes our commitment to co-design with the disability community.

The foundation of the framework is the belief that the people who are impacted by NDIS processes or decisions have a right to be involved in how those processes are designed and implemented, and how decisions are made.

In this way, the lived experience of participants and families is at the core of NDIS policy design and implementation.

The NDIA will work collaboratively with the disability community to design and implement processes that enable the NDIA to make better decisions. This will improve participant experiences and outcomes and maintain the sustainability of the NDIS.

We will build our co-design and engagement capability and processes to make sure we:

- capture a diverse range of experiences and perspectives
- understand decision-making processes, and
- enable the lived experience of participants and families to remain at the core of all our work.

This framework explains how we will engage with participants and stakeholders based on:

- the different ways we can engage (approach)
- attitudes which underpin our strengthened engagement (principles)
- what we consider when deciding how to engage (decisions)
- what you can expect us to do every time we engage (phases).

This framework is based upon the theories and structures of the:

- International Association for Public Participation (IAP2) and
- Australian Public Service (APS) Framework for Engagement and Participation.

A Co-design Advisory Group (Advisory Group) provides strategic advice to the NDIA on the implementation of co-design and engagement processes with the disability community.

Disability representative and carer organisations (DRCOs) and the NDIS Independent Advisory Council (Council) guide the Co-design Advisory Group.

Read the full Engagement framework here:

- NDIA Engagement Framework (DOCX 4.7MB)
- Easy read - NDIA Engagement Framework (PDF 3.9MB)
- Easy read (text only) - NDIA Engagement Framework (DOCX 67KB)

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