

5 June 2025

## What we talked about

### Topic 1: co-design and ways of working

The group discussed the time, resources, and information needed to co-design.

### Topic 2: participant experience of new assessments

The NDIA shared an overview of the participant journey. It focussed on preparing for a support needs assessment and the new assessment process.

The group discussed key stages in the participant journey and gave feedback on details that need to be considered.

## What we heard

- How we co-design
  - Playing back what we heard is important. The NDIA should show what has changed and give stakeholders a chance to validate insights.
- Communicating about the new participant journey
  - The NDIA should explain why participants need to go through the assessment process.
  - The NDIA needs to use realistic examples in communications, rather than showing the “happy path”. Acknowledge the complexity for participants and talk about what happens when something goes wrong.
- Who participants work with in the new planning process
  - The different roles and people a participant will work with need clarifying. Participants don't want to have to talk to lots of new people about the same thing.
  - There are risks around participants and staff having different priorities. Staff need to be appropriately recruited and trained, and the process needs to be trauma informed.
  - Clear understanding of what information a participant will be asked for at every step is important.
  - A trusted health professional may be better to give information about a participant. Participants know who knows them best and who they trust to share information about their disability and support needs.
  - Concern about needing to engage with an unknown allied health professional for an assessment.
- The participant experience

- It is unclear how the support needs assessment is linked to other parts of the participant journey, e.g. access and using their plan.
- There are opportunities to understand participants more holistically, including how other health conditions and circumstances change the support they might need.
- Understanding the support needs assessment, when it starts, what is involved, and making sure there is informed consent is essential.
- Each participant will have a unique experience. Each of the steps in the process needs to be customisable to suit each participant.
- Participants should be able to see and validate the information the NDIA is collecting.
- The time needed to complete an assessment and receive a budget may result in a negative experience for some participants.

## What we agreed to do

- Finalise terms of reference with clear information on the role of the group.
- Give the group clear updates on actions.
- Review how much information can be shared to enable deeper discussions.
- Continue work on the new participant pathway and experience based on the group's advice, input and feedback.

## Who we met with

Participants, Disability Representative and Carer Organisations, Independent Advisory Council and Reference Group members, subject matter experts and NDIA staff.

## Related articles

Category

- News

## [Assessments and Budgeting co-design working group meeting July 2025](#)

Date

1 July 2025

Category

- News

## Assessments and Budgeting co-design working group meeting 29 July 2025

Date

29 July 2025

Category

- News

## Assessments and Budgeting co-design working group meeting September 2025

Date

18 September 2025

[Read more news](#)