

11 December 2025

Thursday 11 December 2025

Quote from attendee:

“The open, honest communication has been fantastic. Everyone’s values and opinions have been welcomed and respected.” – A working group member’s reflection.

## What we talked about

### Topic 1: Our journey so far

- A recap of the Navigator Co-design Working Group’s (working group) work plan since being established in October 2024 and how their insights have contributed to co-design and engagement activities to support the development of the proposed future navigator service design.

### Topic 2: The journey ahead

- Planning for the future.

### Topic 3: Working group reflections

- What worked well, what could be improved in how the working group operates.

### Topic 4: Member reports

- On the ground feedback from working group members.

## What we heard

### Our journey so far

We talked about what the National Disability Insurance Agency (NDIA) and the working group have done together since the working group started in October 2024.

- The working group’s expertise and insights have been important in guiding the NDIA’s recent navigator co-design and engagement activities.

- This guidance has included advice on the questions asked of stakeholders and identifying different groups to consider meeting with.
- The group ensured accountability for these engagements and validated the insights we shared with them.

## The journey ahead

- The working group supported planning for the next round of engagement on future navigator service design.
- Members wanted to meet early in the year to stay aligned with NDIS changes. The sector co-chair suggested an out-of-session meeting in January 2026, before the proposed meeting in March 2026. Members welcomed this suggestion.
- The next phase of NDIA engagement and consultation is likely to focus on market design.

## Working group reflections

- Members felt the group had been respectful, collaborative, committed, engaged and flexible in their contributions to the co-design and engagement process.
- Members felt the broad representation from Disability Representative and Carer Organisations, Independent Advisory Council and Reference Group members and participants enriched the working group.
- The working group acknowledged the support and leadership of the sector co-chair and the NDIA Co-design Branch.
- Members said areas to improve included using words and terms that are easy to understand and avoiding jargon and acronyms.
- Members asked for more frequent meetings and a consistent NDIA co-chair for the group, if possible.

## Member reports

Members were concerned about:

- Communication with participants about plan funding for support coordinators, and whether this is impacted by a potential future navigator service.
  - The NDIA confirmed there are currently no changes to how planners make decisions about support coordination funding and will look to communicate this again with service delivery staff.
- Support coordination providers exiting the market in Western Australia.
  - No decisions have been made yet by Government about the potential future model for the navigator service, as well as implementation or transition timelines.

## What we agreed on

- Members will share additional reflections about the working group to the Co-design Branch.
- The next working group meeting was suggested for March 2026. The Agency and Sector co-chair will discuss the possibility of an out-of-session meeting in January

## Next meeting

March 2026 with the specific date and time to be confirmed.

## Who we met with

The Navigator Co-design Working Group members (including Participants, Disability Representative and Carer Organisations, and Independent Advisory Council members).

---

## Related articles

Category

- News

## [Navigator co-design working group meeting 9 summary](#)

Date

16 October 2025

Category

- News

## [Navigator co-design working group meeting 8 summary](#)

Date

15 August 2025

Category

- 
- News

## [Navigator meeting co-design working group meeting 7 summary](#)

Date

14 July 2025

[Read more news](#)