24 November 2026

The NDIA reviewed how we support people with psychosocial disability to access the NDIS.

Our internal practice review found:

- Information about accessing the NDIS for people with psychosocial disability can be hard to find, difficult to understand, and often does not clearly explain who is eligible.
- Staff need better guidance and processes to help them understand and assess complex evidence about psychosocial disability.

What happens next

In response to the findings, we will focus on:

- simplifying public-facing guidance to help people with psychosocial disability know what information to give us when they apply
- supporting NDIA staff, skills and practice to enhance decision-making quality and consistency.

We will work with participants, staff and the disability community to make these improvements.

We will also work closely with the National Mental Health Sector Reference Group.

We will also take what we have learned and apply it to future changes to the access process that will begin in 2028.

Read the report summary

You can find out more and download a copy of the report summary .

Related articles

New NDIS recovery framework to improve experience for participants with psychosocial disability

Date
16 December 2021

Category

- Home and living demonstration projects - round 1

Psychosocial residential rehabilitation - Mind Australia

Date
27 November 2023

Improving the National Disability Insurance Scheme

Date
12 October 2020
Read more news