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We are pleased to introduce our refreshed Participant Service Improvement Plan (SIP) 2022-2023. After SIP 2020-21 came to a close in December 2021, we reviewed our SIP commitments to ensure they closely reflected improvements that participants want to see.

The refreshed SIP sets out what the Agency will do over the next two years to deliver a Scheme that meets participant expectations by making practical changes to how we work.

The NDIA and partners will work to deliver on 51 commitments across 9 improvement areas over the next two years. The refreshed SIP includes new and refined commitments representing our ongoing commitment to participants, their families and carers and the disability community.

The NDIA remains committed to making improvements that are important to participants.

As we have done for the previous SIP, we will continue to report how we're tracking against these commitments, sharing our progress in our Quarterly Reports and on the NDIS website.

## Participant Service Improvement Plan

- [Participant Service Improvement Plan \(PDF 620KB\)](#)
- [Participant Service Improvement Plan \(DOCX 89KB\)](#)
- [Easy Read \(text only\) - Participant Service Improvement Plan \(DOCX 4MB\)](#)
- [Easy Read - Participant Service Improvement Plan \(PDF 5MB\)](#)

The Participant Service Improvement Plan is current as at March 2024. We'll update the Plan as we make changes to improve the Scheme.

## Our progress

We are tracking our progress on the changes outlined in the Participant Service Improvement Plan (SIP) below. An update on our progress can be found in the [Quarterly Reports](#).

### Communicating with us

Participant Service Improvement Plan commitment	Progress as at March 2024
We will put the name of a real person on our letters to you	Complete
You will have a current contact name for all your interactions with us	Complete
The NCC will give the right information the first time where possible	Complete
You will be able to use online forms and services where you want to	Expected completion: April 2025
You will be able to track where your application or inquiry is up to online	Expected completion: April 2025
The website and portal will be clearer and easier to use	Expected completion: April 2025

## Getting information from us

Participant Service Improvement Plan commitment	Progress as at March 2024
You will be able to <a href="#">access your personal data and plan details</a> without having to ask through a Freedom of Information (FOI) request	Complete
Our documents will use consistent terms and definitions with less jargon	Complete
We will be clearer on what reasonable and necessary supports means, with case studies and examples	Complete
<a href="#">Our guidelines</a> will come with plain English descriptions and more examples	Complete
We will have better guidelines and procedures so there is consistency in how we make decisions; and we will make more of these public	Expected completion: June 2024
Our decision letters will have reasons for why we have decided something in plain English	Complete

<b>Participant Service Improvement Plan commitment</b>	<b>Progress as at March 2024</b>
We will improve access to information about how our processes work, what to expect and what participants need to do at any stage	Complete

**Gaining access to the NDIS**

<b>Participant Service Improvement Plan commitment</b>	<b>Progress as at March 2024</b>
You will be able to apply to the NDIS in the way you want, including using an online access request form	Expected completion: April 2025
We will make sure you are connected to other mainstream and community supports and services as well, even if you don't gain access to the NDIS	Complete

**Making your plan**

<b>Participant Service Improvement Plan commitment</b>	<b>Progress as at March 2024</b>
We will support more video-conference planning meetings	Expected completion: April 2025
If you want, you will be able to have a face-to-face meeting with the person who makes a decision about your plan supports and funding	Complete
We will support you, if you want, to build goals in your plan that are clearly defined, realistic and attainable	Expected completion: April 2025
We're working to build more do-it-yourself online plan tools	Complete

**Using your plan**

<b>Participant Service Improvement Plan commitment</b>	<b>Progress as at March 2024</b>
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Your plan will be <u>longer and ongoing</u> . It will be reviewed when you or we request it – for example, if your circumstances change or something significant happens in your life	Complete
There will be a simple and quick process when you need to make <u>minor changes to your plan</u> – it won’t require a full “review”	Complete
We will give you more support for using your plan, for finding both disability services and mainstream supports	Complete
We will check-in with you on how the plan is going, and whether an update or review is needed	Complete
You will be able to manage your plan more easily, using a new NDIS mobile app	Complete
We will be clearer about what support coordination services we fund, and how it should be separate from other service providers	Expected completion: June 2024
We will work with communities in remote and very remote areas, and other areas lacking services, to trial new ways of organising services so you can more easily use your support funding	Expected completion: June 2024
We will make it easier to self-manage your plan, with appropriate data sharing, support and controls in place; and to change easily between self managing and using a plan manager	Expected completion: September 2024

**Payments from your plan**

<b>Participant Service Improvement Plan commitment</b>	<b>Progress as at March 2024</b>
We will have new systems to make sure providers are paid promptly and accurately, so your support is not interrupted	Complete
Payments will be able to be made simply and directly for registered and non-registered providers of services – no more paying first from your own cash and claiming it back	Expected completion: December 2024

Participant Service Improvement Plan commitment	Progress as at March 2024
We will make it easier for you to understand how you make a successful claim from your plan	Expected completion: April 2025

## Parts of your plan

Participant Service Improvement Plan commitment	Progress as at March 2024
We will increase the flexibility in <a href="#">living options</a> if you are eligible for Specialist Disability Accommodation (SDA)	Complete
There will be a <a href="#">national SDA-matching website</a> showing all available properties	Complete
We will issue new easy-to-understand guidelines for <a href="#">complex home modifications</a>	Complete
There will be a <a href="#">standard form</a> (for all housing including SDA) and application process for SDA	Complete
We will <a href="#">process applications</a> for all supports associated with housing and accommodation issues together and more quickly.	Complete
You will be able to quickly access <a href="#">AT</a> and <a href="#">home modifications</a> with less red tape. This includes a simpler process for requesting complex and non-standard AT or home modifications.	Complete
We will focus on your plan and goals supporting you to gain employment if that is what you want	Complete
We will encourage Individualised Living Options as an alternative to traditional group homes	Complete

## Support for engaging with us

Participant Service Improvement Plan commitment	Progress as at March 2024
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We will fund specialist <a href="#">community connectors</a> (in remote, culturally and linguistically diverse, and Aboriginal and Torres Strait Islander communities) to deeply understand how you want to engage with us	Complete
Liaison Officers, for Health and Justice especially, will help participants interact with the NDIS in each State and Territory	Complete
There will be a NDIS carer connect network for aging parents of people with a disability	Complete
We will pro-actively check-in with you, especially if you may be in a vulnerable situation	Complete
Our front-line teams will have improved cultural and disability awareness	Complete
We want to support and promote children and young people’s voice in their own plans; while also working closely with parents and carers	Complete
We will fund early intervention supports for children more flexibly	Complete
We will improve our direct support for you if you have complex needs and require critical supports, or are otherwise potentially vulnerable	Complete
We will improve the way we provide you support for independent decision-making	Expected completion: June 2024
Where possible, your household will have the same NDIS contact	Expected completion: April 2025
We will support you if you are a Young Person in Residential Aged Care to live elsewhere	Expected completion: June 2024

**Participant Service Guarantee - time standards**

<b>Participant Service Improvement Plan commitment</b>	<b>Progress as at March 2024</b>
We will meet and try to exceed the <a href="#">time standard commitments</a>	Complete

<b>Participant Service Improvement Plan commitment</b>	<b>Progress as at March 2024</b>
We will ensure we adhere to the <a href="#">Participant Service Charter</a> engagement principles in our interactions with you	Expected completion: June 2024

## Feedback

We welcome your feedback as we make these changes. You can fill in the [online feedback form](#) or email us [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au).

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This page current as of  
19 May 2026