

As part of our commitment to sharing what we learn from the Tasmania test, we checked what we heard reflects the experience of people:

- In Tasmania.
- Who were involved in the test of our new computer system.
- Who provided feedback on their experience in the test.

You can read the summaries of what we heard from participants and providers below.

The NDIS test in Tasmania: insights and our evaluation report is now available. Read more about the report at the [what we learnt](#) page.

We'll share a summary of everyone's experience in the Tasmania test in May 2023.

We'll keep talking to the disability community including providers about their experience in the Tasmania test and the important improvements we can make.

If you are in another part of Australia, there will be opportunities in the future to learn about our new computer system, and to prepare for or tell us about your experience.

NDIS participants told us

Almost three quarters of participants surveyed had a good or very good experience with our new computer system.

About half said their experience in the test was better, or a lot better than the last time they spoke to the NDIS.

Participants liked meeting the NDIA planner who approves their plan. They also thought having a check-in was useful.

Prospective participants liked working with NDIS partners to understand the kinds of community and mainstream services available to them, plus the additional support to apply to the NDIS. However, many people did tell us they we needed to provide more resources and training support to participants and partners for these activities to work properly.

Participants thought we could improve

How and when we talk about our new computer system

In our conversations with people involved in the test, we wanted NDIA staff and NDIS partners to talk explicitly about the new computer system and process. This was important to help people know their experience might change and we may need to do things differently. It was also important for us to evaluate if the persons experience was better compared to last time, we worked with them.

However, many participants said they didn't know a new computer system was being tested before they met with their NDIA planner, NDIS contact or partner, and it wasn't talked about at their meeting. Many people wanted more specific information on when and how they would move to the new computer system.

The kind of information we share with them about our new computer system

Participants want more easy read information and animations to help explain the new NDIS experience, including what to expect, and when to expect it, and to help with new activities like participant-endorsed providers. Sometimes participants received different information from different NDIS sources such as NDIA planners, Local Area Coordinators or National Contact Centre.

How we help participants learn about and use the new my NDIS portal and app

Participants liked the new my NDIS participant portal and app. Self-managed participants asked for more information about how to use it. Participants also said a portal testing environment as well as training support would be helpful.

NDIS providers told us

NDIS providers said they liked that NDIA representatives met with them regularly during the Tasmania test, sharing information and answering their questions. They thought the working group sessions and step-by-step guided training were helpful.

NDIS providers said the information on our website was useful.

NDIS providers thought we could improve

The kind of information we share with them about our new computer system

NDIS providers said they wanted technical and system information as well as more education resources and training.

NDIS providers would like a training environment and walk-throughs from the NDIA to help them through the change in computer systems.

NDIS providers would like more information about why we are introducing a new computer system and improving our processes. They would like more resources to help them talk to participants about what's changing and when, what to expect, and to explain new ideas like participant-endorsed providers.

How we assist providers to transition to the new computer system

NDIS providers would like resources to help them change the way they do their work and adjust their systems and processes. There should be separate resources for the kind of work they do, for example, plan managers, support coordinators and general providers.

NDIS providers would like notice of when the participants they work with move to our new computer system, to reduce any support or payment delays.

NDIS providers also think more support from the NDIA to help prepare their business to move to the new provider portal and processes, like requests for service and notifications would be helpful.

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