

16 May 2023

We've been working on an exciting new project called Claims at the Point of Support (C-POS).

## What is C-POS?

C-POS will be a new way for you to pay for your NDIS supports.

There are currently two ways you can pay:

- via the participant portal
- via the my NDIS app.

## Why will C-POS be different from other payment options?

C-POS will use modern payment technology so you can pay providers straight from your NDIS plan.

- We hope C-POS will give you:
- a fast, easy and secure way to make claims that reduces the time and workload of claiming
- a way to pay for supports directly to providers without using your own money and claiming it back later
- increased choice over how NDIS plan funding is claimed and payments are made.

## How will C-POS work?

We haven't finalised exactly how C-POS will work in a day-to-day setting.

We want to consult with participants, their authorised nominees, and providers to find out how C-POS would work best before we build it.

The information you give us will inform the development of C-POS.

This is why we are not able to give you a lot more detail around C-POS yet. We need your help.

## Will I have to use C-POS?

You will be able to choose if you want to use it.

You will still be able to make a claim using the participant portal or the my NDIS app if you prefer.

## **Why are we investing in C-POS?**

The bottom line is that C-POS will mean you have more choice.

If you want to, you can choose to use C-POS, which will be a modern payments tool, much like ones you enjoy in other aspects of your life when buying goods or services.

The long-term plan for all our payment channels is to continually improve them. We want to make our systems as easy to use as possible.

These improvements will always be driven by the needs and preferences of participants.

## **The next step: consultation**

We know what we want C-POS to do for participants.

However, we have not yet confirmed what C-POS will look like in detail.

We want to consult with you; the participants, authorised nominees, providers and others in the disability sector who will use C-POS.

We want you to give feedback and help finalise what C-POS will become.

## **How are we going to consult with participants?**

We are inviting a group of participants, or their authorised nominees, who are diverse in age, location, and disability to consult with us about C-POS.

We will ask these people to complete a survey, and some will be invited to take part in small focus groups or an interview (if they wish to).

If you receive an email from “NDIA - Claims at Point of Support [No-Reply@communications.ndis.gov.au](mailto:No-Reply@communications.ndis.gov.au)”, we want to assure you this is a genuine request from the NDIA to be involved.

## I received an email to register my interest in participating in C-POS consultation. What next?

It is important for you to click on the link to register your interest and submit it if you would like to be involved.

If you have registered your interest correctly, we will send you a survey.

By filling out the survey, you will tell us more about how you currently claim. This will help to inform the C-POS project.

We will then contact some of the people who let us know they are interested in speaking further with us about C-POS, to come back for a more detailed discussion.

You will need to ensure you have selected the “Yes, I am happy to provide more feedback” option in the expression of interest form.

This discussion will take about an hour and will require access to the internet (Microsoft Teams) or a phone.

## Privacy statement

If you choose to participate in the C-POS consultation, you will be invited to provide feedback to the NDIA on the C-POS project via a survey and, in some cases, a follow-up discussion (if you wish to).

We need to know who participates in the survey to ensure:

- only people who are involved with the NDIS complete the survey
- we have a broad range of participation in the survey
- the integrity and reliability of the survey.

Any personal information and sensitive information the NDIA collects about you will only be used for the purposes of improving the C-POS process.

Information about the collection, use, disclosure and storage of personal information by the NDIA is available in our [Privacy Policy](#).

The NDIA's Privacy Policy also contains information about how you can access and seek correction of personal information and the NDIA's privacy complaints procedure.

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