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5 December 2023

## Consultation Update: Claims at the Point of Support (C-POS)

We've recently finished the first phase of consultation on the [Claims at the Point of Support \(C-POS\) project](#).

C-POS will give participants a new way to claim for National Disability Insurance Scheme (NDIS) supports.

It will make claiming for NDIS supports quicker, simpler and less work.

To help us design C-POS, we consulted with:

- participants
- unregistered and registered NDIS providers
- other people in the disability community.

We made sure to include a wide variety of people who are representative of the NDIS.

Over 4800 participants, authorised nominees, and providers had their say during consultation.

Thank you to everyone who took part and gave us valuable insight to consider.

Consultation was a great success. We received positive feedback about the consultation process from many people who were involved.

### Where to next?

We are collating the feedback we received and will share the findings in the new year.

These findings will inform the next phase of the project where we begin to design the C-POS product.

If you have any C-POS related questions, please email [DIGITALRESEARCH@ndis.gov.au](mailto:DIGITALRESEARCH@ndis.gov.au).

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