



Australian Government  
Department of Social Services

# Getting the NDIS Back on Track – new NDIS Rules

## Engagement Strategy

DSS February 2025

# NDIS rules design and development

The *National Disability Insurance Scheme (NDIS) Amendment (Getting the NDIS Back on Track No. 1) Act 2024* commenced on 3 October 2024. The Act provides the framework for new rules for the NDIS.

This document describes the engagement strategy (the strategy) to develop these new rules. It shares how we will work with the disability community, state and territory governments and other stakeholders.

This strategy is supported by the Department of Social Services' (the department) Stakeholder Engagement Policy and Strategy documents.

We will share information about engagement activities alongside the strategy on the department's website.

## New NDIS rules

This strategy covers the new NDIS rules:

- Tranche 2.2: New planning framework (needs assessment and budget setting)
- Tranche 2.3: Access and eligibility reassessments
- Tranche 3: NDIS Supports and plan management decisions.

## Engagement

We are engaging with stakeholders so that everyone is aware of proposed NDIS reforms and understands them. We also need to engage with state and territory governments as they need to agree to new NDIS rules.

We will use 3 types of engagement:

Engagement type	Objective
<b>Inform</b>	Provide stakeholders with information to help them understand proposed reforms, how they will work and their timeframes.
<b>Consult</b>	Provide stakeholders with an opportunity to review information and provide feedback.
<b>Co-design</b>	Provide stakeholders with an opportunity to input into decision making processes.

## Approach

The strategy builds upon the NDIS Review's comprehensive engagement with NDIS participants, families, carers, the disability sector, and researchers. It makes sure the voices of people with disability and the community are central to NDIS reforms. We will also use the co-design work being done by the National Disability Insurance Agency (NDIA).

The department is working with key stakeholders to make sure the way we engage works for lots of different people. We will use different engagement activities to suit different audiences. However, all our engagement aims to:

- give stakeholders an opportunity to review information and provide feedback
- give clear information on government decisions
- demonstrate how these changes fit with broader NDIS reforms
- promote the benefits of the proposed reforms
- build support for careful long-term implementation of the new rules.

The department and the NDIA will engage with state and territory governments and the disability sector to shape the rules. From April to September, we plan to engage with the disability community on the detail of the rules and how they will work once they are created.

## Disability community

It is essential that people with disability continue to have a voice in how these reforms are designed and implemented. Across governments, we are committed to co-design with the disability community. We will continue to engage with NDIS participants, their families and carers, and representative organisations.

We know there are a lot of disability reforms happening at the same time. We understand that this puts pressure on people with disability and disability advocates to engage with us about the new NDIS rules.

## Communication products

Accessible communication will help people understand these reforms and help them provide feedback. It is also important that information is clear and timely.

To help stakeholders stay informed about reforms, our engagement will be:

- timely, clear and consistent
- inclusive and accessible
- respectful and trauma-informed
- distributed through multiple channels.

We will produce communication products with disability representative organisations, including:

- newsletters with updates and planned activities
- plain English summary documents
- Easy Read summary documents
- Frequently Asked Questions (FAQs)
- a stakeholder resources pack
- web content and NDIS participant stories.

We will share information about consultation opportunities and outcomes through sector communications channels.

## State and territory governments

The Commonwealth is working with state and territory governments on the details of the new rules. There is a new rule making process set out in Part 5 of the *National Disability Insurance Scheme Act 2013*. The process requires state and territory governments to agree to each new rule.

State and territory governments will engage with key groups in their state or territory. This will include advocacy organisations, individual advocates and networks, service providers and associations.

We will use existing channels and forums hosted by state and territory governments to engage with their key groups. If this is not possible, we will host online forums to make sure the voices of state and territory groups are heard as we develop the rules.

## Key risks and how we will address them

### Sector fatigue

Over the last year, the disability community has been asked for their feedback many times. This has included:

- the Disability Royal Commission
- the NDIS Review
- the National Autism Strategy
- Disability Employment Services
- the Senate inquiry into school refusal.

To address this, we will support the disability community to engage in the reforms by:

- sharing information about how the engagement will work
- giving people lots of notice before engagement activities
- only asking for people's feedback on significant changes
- making sure information is accessible and easy to understand.

We will continue to share the feedback we have received from the community and what we have done with that feedback.

### Misinformation

These reforms are complex, and misinformation may worry people in the disability community.

To address this, we will make sure the community can access accurate information. We will share this information in different ways, including Frequently Asked Questions and accessible materials.

### Engagement approach

The community has high expectations about consultation and co-design. However, co-design will not always be possible.

To address this, we will be clear with the community about what type of engagement is possible. We will set clear expectations about how community input will shape the final rules.

# Engagement approach

## Engagement topics

- Improving the access pathway
- Participant journey for new framework planning
- Spending flexibility (including Stated supports, Restrictions on flexibility and Requirements on spending)

## Engagement approach

### Feb – Mar 2025 Inform

- Prepare and test communication materials with groups in the disability community
- Publish information for participants, families and carers, and service providers about the proposed rules and engagement approach

### Mar – May 2025 Consult and co-design

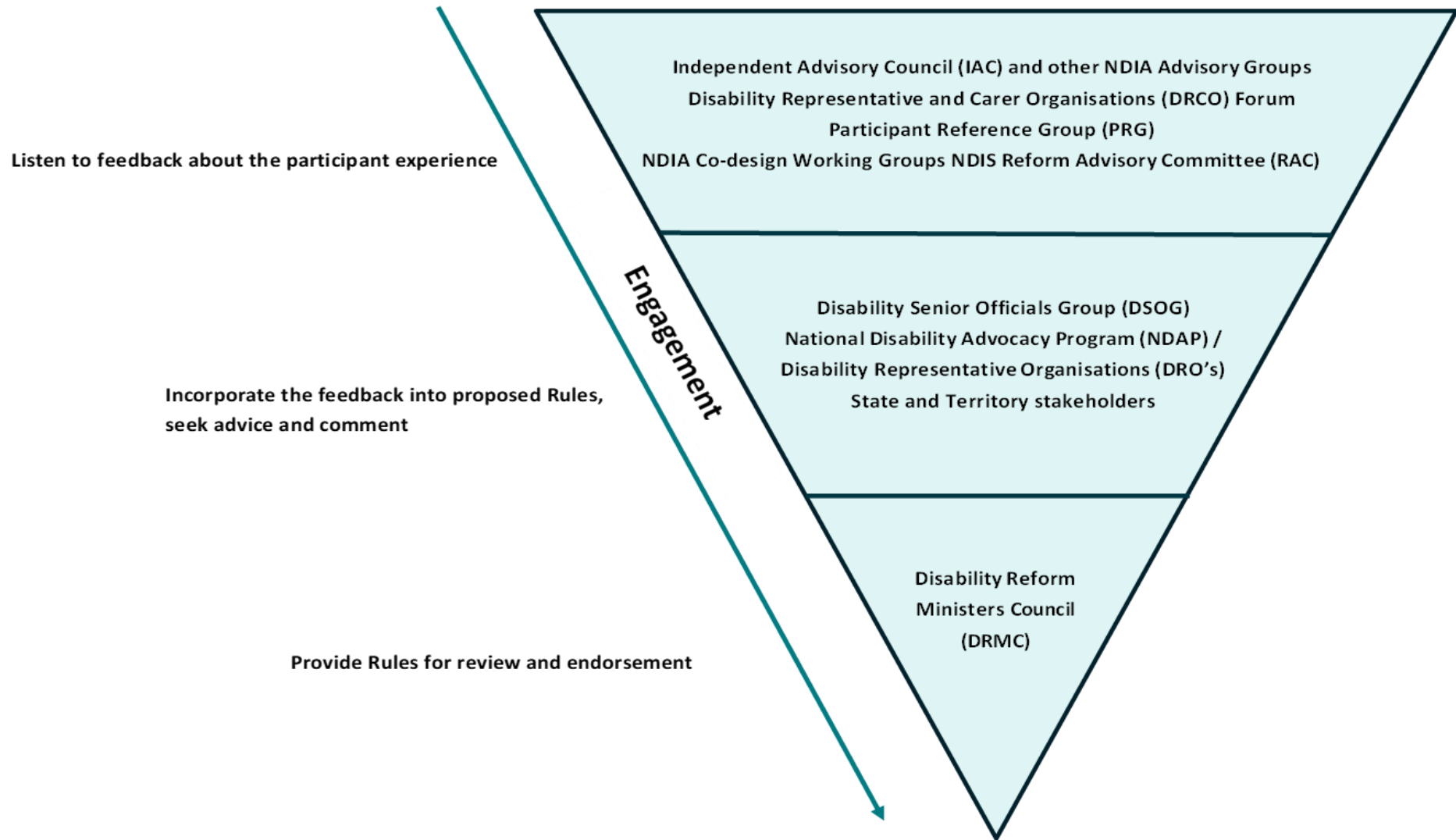
- Consultation and co-design activities led by the NDIA
- Consultation activities at Disability Representative Organisations, Disability Representative and Carer Organisations and other key stakeholder forums
- Work with state and territory governments to consult with their disability stakeholders and communities on new rules
- Design engagement activities for other key groups from the disability community (i.e., industry/providers)
- Design public consultations and webinars to listen to the disability community
- Regularly update information and Frequently Asked Questions on NDIS Reforms section of the DSS website

### May – Sept 2025 Inform and consult

- Continue consultation
- Continue to listen to feedback from the disability community on the new rules
- Understand and share with the NDIA how the feedback may change the way the rules work
- Regularly update information and Frequently Asked Questions on NDIS Reforms section of the DSS website
- NDIA led engagement and education activities, including communication to participants and providers about how the rules will work through emails, online information sessions, website updates, newsletter and social media.

## Governance groups and engagement

This diagram shows the existing groups and channels we will use to engage with the disability community.



# Evaluation approach

We will review this engagement strategy to understand how well it has worked. We will use a 4-step evaluation framework to do this review.

## Evaluation framework

- Step 1: Plan and design
- Step 2: Action
- Step 3: Analyse
- Step 4: Communicate.

### Step 1: Plan and design

We will create a plan for the evaluation. This plan will include:

- our goals for the engagement
- the questions we want the evaluation to answer
- how we will measure if we have reached our goals.

Our goals for the engagement strategy are that we:

- share clear and accessible information with the disability community that helps them engage with us about the new NDIS rules
- provide different ways for people to share their feedback which allows more people to share their thoughts
- collect the feedback and use it to develop the new NDIS rules.

We will use these goals in our evaluation to judge whether our engagement has been successful. We will create an evaluation plan for each engagement activity and use different data collection tools depending on the activity we are reviewing.

### Step 2: Action

We will evaluate each engagement activity. If an activity changes during the engagement, we may need to change the way we evaluate it.

### Step 3: Analyse

We will review the data to measure whether the activity achieved our engagement goal. We will use this information to improve how we engage in the future.

### Step 4: Communicate

We will share what we learnt from the evaluation to key internal and external stakeholders.