**Disability Sector Update**

**Changes to the NDIS Act – Frequently Asked Questions**

We are regularly updating the [NDIS website](https://www.ndis.gov.au/changes-ndis-legislation) with further information about legislative changes. This includes adding information to the [frequently asked questions](https://www.ndis.gov.au/changes-ndis-legislation/frequently-asked-questions-about-legislation) section. Updates are based on questions we are receiving from participants, their families and carers through our contact centre, public information sessions and enquiries processes, as well as the questions you are sending to us directly.

Last week we published the following:

* [Eligibility Reassessments](https://www.ndis.gov.au/changes-ndis-legislation/frequently-asked-questions-about-legislation#eligibility)
* [Disability Specific Bicycles](https://www.ndis.gov.au/changes-ndis-legislation/frequently-asked-questions-about-legislation#supports)

**Conflict of Interest**

Last week we published the [NDIA Position Statement Conflicts of Interest in the NDIS Provider Market](https://www.ndis.gov.au/providers/provider-compliance/conflicts-interest-ndis-provider-market#resources).

This statement and resources are a direct result of your advocacy and have been produced through co-design with participants, their families, and carers. From May to July 2024, the NDIA met with participants, providers, and disability organisations to understand experiences people have had with conflicts of interest and what resources would help support them to manage the conflicts.

In line with the NDIS Code of Conduct and NDIS Practice Standards, the Agency position states that registered and unregistered providers are expected to:

* make all efforts to avoid conflicts of interest.
* declare all conflicts of interest and manage them to the highest standard.
* provide participants, their decision supporters, and representatives with full transparency of the nature of the conflict.
* discuss options with participants, their decision supporters, and representatives to manage the risks associated with the conflict of interest.
* document management strategies and monitor and regularly review circumstances.

The position statement explains how providers should align their current conflicts of interest policies and procedures with the [NDIA position statement](https://www.ndis.gov.au/providers/provider-compliance/conflicts-interest-ndis-provider-market#resources).

Where the conflict is unavoidable, it should be managed to the highest standard, transparently through good governance, processes, policies and information sharing. The new resources will help providers do this.

Visit the [Conflicts of interest](https://www.ndis.gov.au/providers/provider-compliance/conflicts-interest-ndis-provider-market)webpage for more information, factsheets with examples, forms and checklists.

**Quarterly Report**

The latest [Quarterly Report](https://www.ndis.gov.au/about-us/publications/quarterly-reports) (30 September 2024) was released last week.

The Report highlights how recent reforms continue to provide better outcomes for NDIS participants while continuing to stabilise Scheme cost growth.

Highlights this quarter relating to participant outcomes include:

* Of participants aged 15 years and older who have been in the NDIS for two years or more, 42% reported increased participation in community and social activities.
* Participation in work has more than doubled from 10% to 22% for participants aged 15 to 24 years who have been in the NDIS for two years or more.
* More than three quarters of all participants aged 15 years and older who have been in the NDIS for two years or more reported the NDIS has helped them to have greater choice and control in their lives.
* More than 500 staff have joined frontline service delivery teams, resulting in reduced waiting times – particularly for participants seeking changes to their NDIS plan.
* Further measures have been introduced to resolve the high number of requests we continue to receive from participants including:
  + 25,659 access decisions completed (up more than 50% from the June quarter)
  + 23,681 first plan approvals (up almost 80% from the June quarter)
  + 61,767 plan reassessments (up 10% from the June quarter).

**Expressions of interest open for NDIA Participant Reference Group**

The NDIA is seeking expressions of interest from people interested in becoming a member of the Participant Reference Group (PRG). Expressions of interest are now open and close on Friday 13 December 2024.

[Anyone interested in joining PRG can fill in an Expression of interest to join the Participant Reference Group by selecting this link.](https://myform.ndis.gov.au/?src=https://forms.apps.ndia.gov.au/jpgbthlbzknpuvv/participantreferencegroupexpressionofinterest&org=ndis&theme=ndis)

The PRG is made up of 24 participant and carer representatives from across Australia. The NDIA uses feedback from Participant Reference Group meetings to continue to improve the NDIS. They work on new and current policies, improving the systems we use, and how we deliver services. It is a key platform to make sure the participant voice

Membership of the Participant Reference Group will be for 2-years. Members of the Participant Reference Group are paid for their time.

This opportunity is open to NDIS participants, nominees, carers, child representatives or family members. Existing members can also apply to extend their membership.

All Participant reference group members must also be a member of the Participant First Engagement Initiative. If you have not already done so, you can complete a [Participant Information form (opens in new window)](https://myform.apps.ndia.gov.au/?src=https://forms.apps.ndia.gov.au/jpgbthlbzknpuvv/participantfirstinformationinfoform&org=ndis&theme=ndis).

People who complete an expression of interest for this opportunity, will be contacted by the end of January 2025.

**System Updates**

**Plan extensions in PACE**

Changes have been made to our new computer system, PACE, to ensure participant plans can be automatically extended. This ensures no plans expire and that participants have continuity of supports if they are unable to have their NDIS plan reassessed before the current plan ends. Participants will continue to be notified if their plans are extended.

**MyNDIS app log in changes**

From 4 November, all myNDIS app users will need to log on using their [myGov account](https://www.ndis.gov.au/news/10437-connect-your-my-ndis-app-mygov-4-november-2024" \o "https://www.ndis.gov.au/news/10437-connect-your-my-ndis-app-mygov-4-november-2024" \t "_blank). This change means that the myNDIS app aligns with whole of government authentication and accessibility requirements. Learn more about [how to sign into the my NDIS app](https://www.ndis.gov.au/participants/using-your-plan/managing-your-plan/my-ndis-mobile-app/signing-app).

If participants or nominees have any problems connecting to myGov or with the myNDIS app please call us on 1800 800 110 or [contact us](https://www.ndis.gov.au/contact) for help.

**New format plan and plan approval letter**

A [new format plan and plan approval letter](https://improvements.ndis.gov.au/participants/understand-your-plan/your-next-plan) were co-designed with participants earlier this year. These new versions are now being used. We have updated the portal this month to match the new plan format and language.

**Self-management claiming**

A reminder that information and guidance material for self-managed participants is available on our website [Making claims | NDIS](https://www.ndis.gov.au/participants/using-your-plan/managing-your-plan/my-ndis-mobile-app/making-claims). This includes details of what type of evidence is accepted and how to provide evidence for making claims.