



What happened when some NDIS laws changed

May 2025

Easy Read version



ndis

[ndis.gov.au](https://www.ndis.gov.au)

How to use this document



We are the National Disability Insurance Agency (NDIA).

We wrote this document.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page 22.



You can ask someone you trust for support to:

- read this document
- find more information.



This is an Easy Read summary of another document.

It only includes the most important ideas.



You can find the other document on our website.

www.ndis.gov.au

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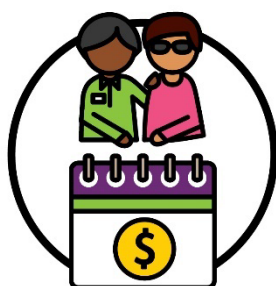
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What is this document about?



The Australian Government is making some of the National Disability Insurance Scheme (NDIS) laws better.



These laws are about:

- NDIS supports
- **funding periods.**



Funding is money from someone's NDIS plan that pays for the supports they need.



Funding periods tell someone:

- when part of a **participant's** funding can be used
- how long a participant's funding needs to last.

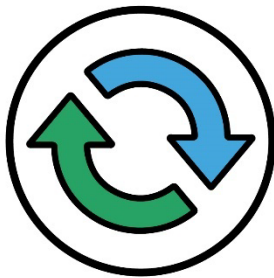


Participants are people with disability who take part in the NDIS.



The laws changed on **3 October 2024**.

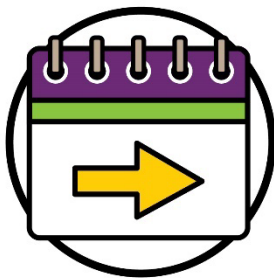
This document explains:



- what happened when the laws changed

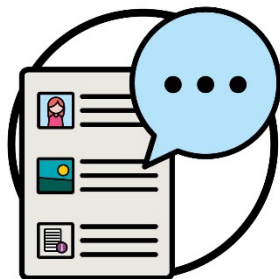


- what we learned



- what we will do next.

What happened when the laws changed?



We noticed some things when the laws changed.

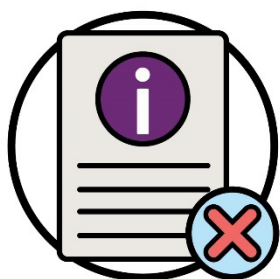
We explain these over the following pages.

1. Participants felt stressed about their NDIS supports



A lot of participants were confused about the changes to NDIS supports.

This was because:

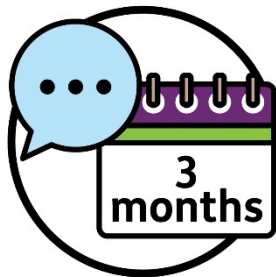


- there wasn't enough information about some NDIS supports
- other people were sharing information that wasn't always right.

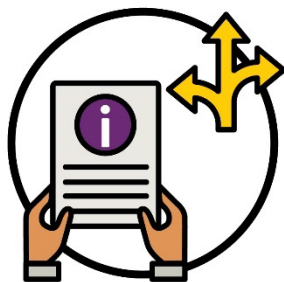
2. More participants and providers contacted us



Providers support people with disability by delivering a service.



A lot more participants and providers contacted us in the **3 months after** the laws changed.



We shared information in a lot of different ways to make sure participants and providers knew about the changes.

3. NDIA staff needed more training

In **June 2024** we started training our staff about:



- how the laws would change



- what an NDIS support would and wouldn't be.



We kept training our staff after laws changed.



Our staff said this helped them when the laws changed.

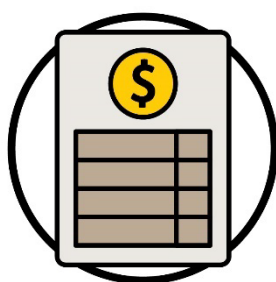


But our staff still needed more information after they finished the training.

4. Claims for supports that are not NDIS supports



When the laws changed some supports stopped being NDIS supports.



Some participants were still making **claims** for these supports.

When someone makes a claim, they ask the NDIS to pay for a support.



We only said no to a small number of claims.



We will keep checking this information in **2025**.

5. Not many participants asked for replacement supports at first



Participants can ask to use a support that is not on the list of NDIS supports.

We call these **replacement supports**.



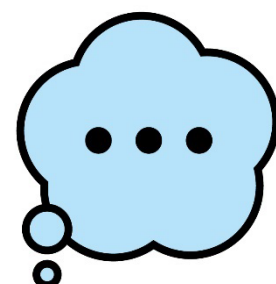
Not many participants asked for replacement supports when the laws first changed.



But by **January 2025**, people had asked for replacement supports **611** times.



We said yes to **111** replacement supports.



But we are still deciding on **380** replacement supports.

6. The community needed better information



A lot of people asked for more information about the changes to the laws.

This included:



- participants



- disability organisations.

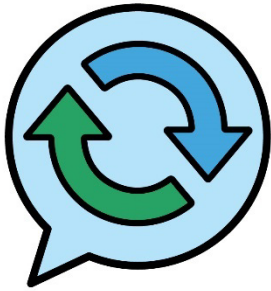


We had to update information about the changes many times.



Since the laws changed, we have shared around **50** documents about what has changed.

We had to write more documents to:



- explain the changes



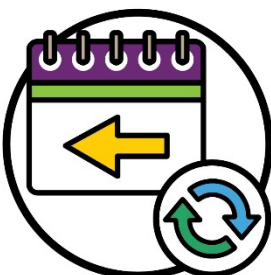
- help people with issues.

7. NDIA staff fixed some issues quickly



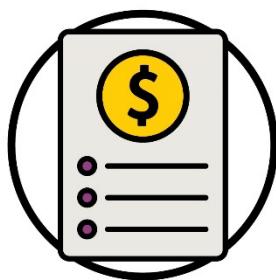
We were quick to:

- answer questions
- fix issues.



But sometimes we had to change things before we could explain it to our staff.

8. Parts of the NDIA were not ready when the laws changed



Part of the changes were new lists about what participants:

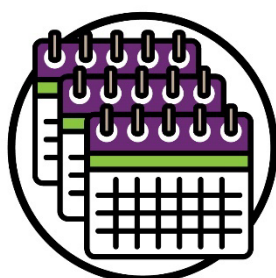
- can use NDIS funding for
- are not allowed to use NDIS funding for.



We finished these lists the day before we started using them.

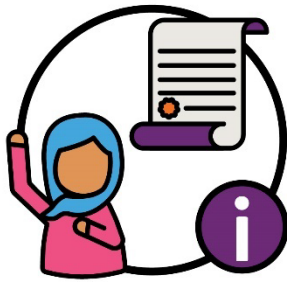


This meant we didn't have time to create all the information people needed before they started using the lists.



We will need more time to get ready next time the laws change.

9. Information about how participants are using supports



We need more information about how the new laws affect how participants use supports.



But it seems that some people stopped using certain supports.

This might be because they were not sure if these supports were still NDIS supports.

What did we learn?



We learned we need better plans for when the laws about the NDIS have to change quickly.



For example, we need to:

- get information ready about what is changing before it changes
- have a clear way to share what is changing.



We learned that we must make sure we keep a strong relationship with the disability community.

We learned that we need to better manage:



- how quickly we answer people

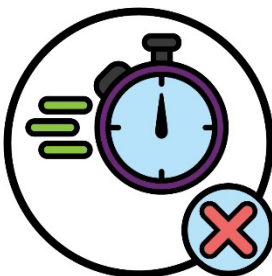
and



- how we make sure we communicate the right information people need.



This will help us make sure we don't upset or stress people.



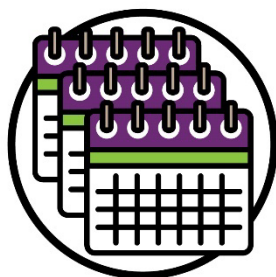
We learned that we might not be able to keep changing things this fast.

What we can do better next time we change the laws



There are things we can do better the next time the laws change.

We should make sure we:



- have enough time to get ready before the laws change

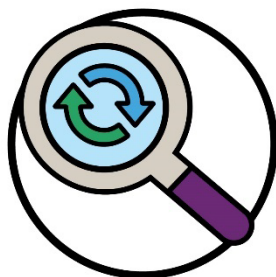


- communicate what is changing in the NDIS in a better way

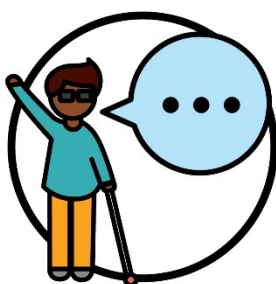


- work with participants before the laws change.

What will we do next?



We will keep checking how these changes affect participants.



This includes finding out about the experiences of participants.



We will ask for **feedback** from participants since the laws changed.



When you give feedback, you tell someone what they:

- are doing well
- can do better.

We will look at feedback about how:



- their supports have or haven't changed



- the laws have affected the way they use their funding.

We will keep working with:



- people outside of the NDIA



- organisations that speak up for people with disability.

We will share more reports in:



- June 2025
- September 2025
- December 2025.

More information

For more information about this document, please contact us.



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www.ndis.gov.au



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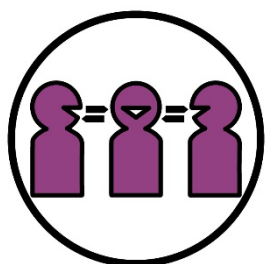
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www.ndis.gov.au

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Translating and Interpreting Service (TIS National)

131 450

If you have a speech or hearing impairment, you can call:



TTY

1800 555 677



Speak and Listen

1800 555 727



National Relay Service

133 677

www.accesshub.gov.au/about-the-nrs

Word list

This list explains what the **bold** words in this document mean.



Claim

When someone makes a claim, they ask the NDIS to pay for a support.



Feedback

When you give feedback, you tell someone what they:

- are doing well
- can do better.



Funding

Funding is money from someone's NDIS plan that pays for the supports they need.



Funding periods

Funding periods tell someone:

- when part of a **participant's** funding can be used
- how long a participant's funding needs to last.



Participants

Participants are people with disability who take part in the NDIS.



Providers

Providers support people with disability by delivering a service.



Replacement supports

Participants can ask to use a support that is not on the list of NDIS supports.

We call these replacement supports.



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