



# Changes to the NDIS

**Our report about NDIS support lists  
and funding periods**

Easy Read version



**ndis**

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

## How to use this report



We are the National Disability Insurance Agency (NDIA).

We wrote this report.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page 24.



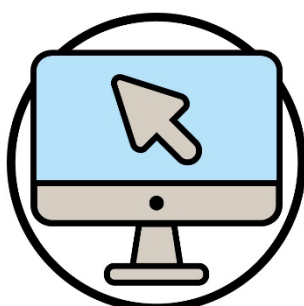
You can ask someone you trust for support to:

- read this report
- find more information.



This is an Easy Read summary of a report.

It only includes the most important ideas.



You can find the other report on our website.

<https://dataresearch.ndis.gov.au/research-and-evaluation/evidence-helps-us-improve-ndis/ndis-reform-evaluation>

## What's in this report?

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## About the NDIS law changes



The Australian Government changed parts of the National Disability Insurance Scheme (NDIS) laws.



These changes will make the NDIS better for **participants**.

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



Changes to the NDIS law are about:

- the NDIS supports list
- **funding periods.**



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



Funding periods tell a participant:

- when they can use part of their funding
- how long their funding needs to last.



The NDIS law started to change on  
**3 October 2024.**



This report is about what happened from:

- **3 October 2024**
- to
- **31 October 2025.**



We also used **data** from the NDIS.

Data includes information and facts we collect  
to help us learn about something.

## Who we heard from

We heard from:



- participants



- **providers** – someone who supports people with disability by delivering a service



- **NDIA planners** – someone who makes and changes NDIS plans



- **NDIS partners** – someone who helps people find and use services.

We also heard from:



- organisations that speak up for people who support people with disability



- other parts of the government.

## What the report focuses on

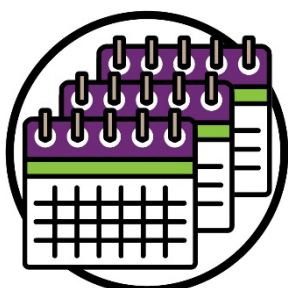
This report focuses on **4 areas** about the changes to the NDIS:



1. What participants know about NDIS supports



2. Improving how the NDIS works



3. Helping the NDIS last a long time



4. How participants manage their NDIS plans



We explain what we found out about each of these areas over the following pages.

# 1. What participants know about NDIS supports



The new NDIS support lists has helped some people understand:

- what can be an NDIS support
- what cannot be an NDIS support.

For example, the NDIS supports list helped:



- NDIA planners



- NDIS partners



- providers.



Some participants still need help to understand the NDIS support lists.

In October 2025:



- **44% of participants** knew what an NDIS support could be



- **46% of participants** knew what could not be an NDIS support.



Some participants found it harder to understand the NDIS support lists.



For example, Autistic participants.

**Autism** can affect how you:



- think
- feel
- communicate
- connect and deal with others.



Some people still do not know if some supports can be NDIS supports.

The NDIS support list has shown us that some participants used funding for supports that:



- should come from other organisations



- should not be an NDIS support.



Some participants told us they now have to use NDIS supports that cost more money.



Not all participants know they can ask for a **replacement support**.



A replacement support:

- isn't on the list of NDIS supports
- replaces one of your other NDIS supports.

## 2. Improving how the NDIS works



The NDIS support lists have improved how the NDIS works.



Participants and other people better understand what the NDIS can pay for.



NDIA planners are clearer about what:

- is an NDIS support
- is not an NDIS support.

This means we are treating more participants the same way.

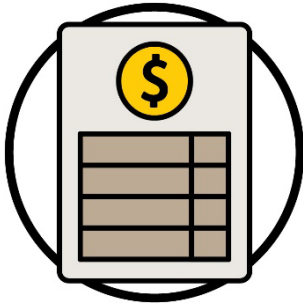


There are more guidelines about:

- what can be an NDIS support
- what cannot be an NDIS support.



Between **October 2024 and October 2025**, we got a lot of **claims** we could not pay.



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



We couldn't pay **5,559 claims** from participants who manage their own NDIS plans.

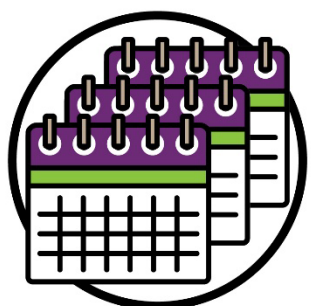


This is because these claims were for supports that are not on the NDIS supports lists.

### 3. Helping the NDIS last a long time



Funding periods might be helping participants not spend their funding too quickly.



This helps the NDIS last a long time.



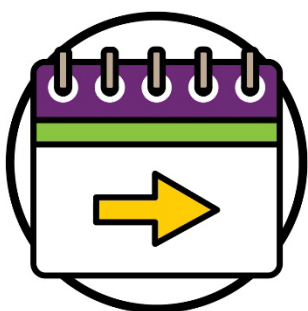
More participants without funding periods run out of money before the end of their plan.



It looks like less participants with funding periods will run out of money before the end of their plan.



It is too early to say funding periods have helped participants not run out of money before the end of their plans yet.



This is because their plans have not ended yet.



The cost of some NDIS plans goes up when their funding periods first start.



But this happens at the start of all NDIS plans.

## 4. How participants manage their NDIS plans

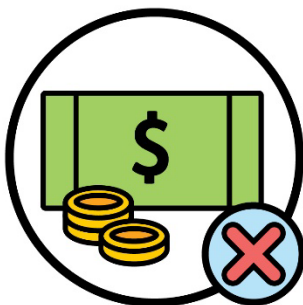


Changes to the NDIS are helping participants better manage their NDIS plans.

For example, less participants are:



- spending too much funding



- running out of funding.



Some participants might still find it hard to manage their NDIS plans.

Some of these participants told us this is because:



- some participants get different advice about what is and is not an NDIS support



- some participants do not get the funding they need at the start of their NDIS plan



- shorter funding periods make it harder when a participant's life changes suddenly



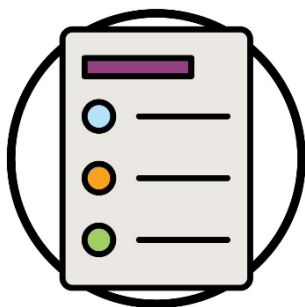
- one month funding periods can make it hard for participants to pay for the supports they need.

## What we need to improve



We found out about some things we can do to improve how we make changes to the NDIS.

This includes things we can do to improve how we start using:



- NDIS support lists



- funding periods.



We need to better explain changes to people:

- once the rules are final
- before the changes start.



We need to keep improving how we use our rules to make sure participants have good experiences.



We also need to improve the way we share information about only claiming supports that are NDIS supports.

We need to:



- make NDIS support lists easy to find and use on our website



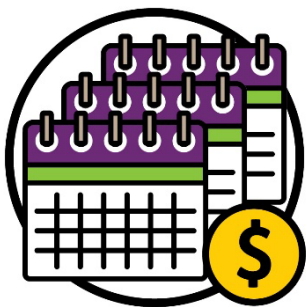
- think about issues with NDIS support lists when we make new lists.



We also need to keep checking to make sure changes to the NDIS work well.

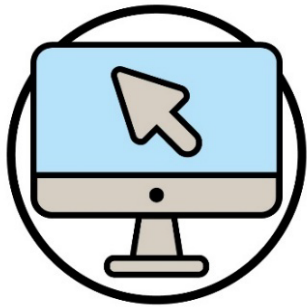


It will be helpful to check how shorter funding periods affect people.



We should wait until we have had funding periods for **12 to 18 months**.

## Contact us



You can visit our website.

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



You can call us.

1800 800 110



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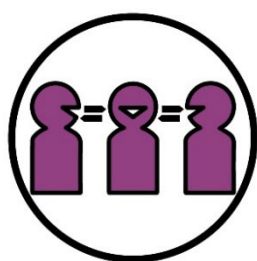
## Support to talk to us



You can talk to us online using our webchat feature at the top of our website.

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

If you speak a language other than English, you can call:



Translating and Interpreting Service (TIS National)

131 450

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



TTY (Speak and Read)

1800 555 677



Speak and Listen

1800 555 727



National Relay Service

133 677

[www.accesshub.gov.au/about-the-nrs](http://www.accesshub.gov.au/about-the-nrs)

## Word list

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



### Autism

Autism can affect how you:

- think
- feel
- communicate
- connect and deal with others.



### Claim

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



### Data

Data includes information and facts we collect to help us learn about something.



## Funding

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



## Funding periods

Funding periods tell a participant:

- when they can use part of their funding
- how long their funding needs to last.



## NDIA planner

An NDIA planner is someone who makes and changes NDIS plans.



## NDIS partners

An NDIS partner is someone who helps people find and use services.



### Participants

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



### Provider

A provider is someone who supports participants by delivering a service.



### Replacement support

A replacement support:

- isn't on the list of NDIS supports
- replaces one of your other NDIS supports.



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