



PARLIAMENTARY JOINT STANDING COMMITTEE ON THE NATIONAL DISABILITY INSURANCE SCHEME
ANSWER TO QUESTION ON NOTICE

Reference No: SQ17-000171

PORTAL FUNCTIONALITY

Question

The committee heard concerns regarding portal functionality; that it does not meet the needs of providers, is unnecessarily complex, has insufficient accessibility, and that claiming and payment issues continue.

Answer:

Since the launch of the *MyPlace* Portal on 1 July 2016, the National Disability Insurance Agency (NDIA) has been committed to delivering enhancements to the National Disability Insurance Scheme's (NDIS) Business System and the *MyPlace* Portal in response to participant and provider experiences.

To date, the NDIA has implemented a number of initiatives to assist users to successfully access and use the *MyPlace* Portal, including comprehensive user guides, FAQs, improved staff training, targeted communication and email and 1800 contact centre support line channels.

While the NDIA will continue to deliver incremental enhancements, the NDIA acknowledges that participants and providers continue to have some challenges with the system.

To this end, the NDIA is committed to the implementation of a holistic end-to-end transformation of the participant and provider pathways, informed by extensive consultation and co-design with participants and providers, and specific user research.

The participant and provider pathway transformation plan will include specific projects to enhance functionality of the Participant and Provider *MyPlace* Portals and user experience.

The NDIA values user feedback on the *MyPlace* Portal and, due to this feedback, now has a deep understanding of participant and provider needs in regard to issues management and change. The NDIA has applied this understanding to improve staff training, enhance user support materials and better target communication to support users.