



Australian Government

Department of Health, Disability and Ageing

NDIS Supports lists

What we heard from the community

Easy Read version



Acknowledgement of Country



Aboriginal and Torres Strait Islander peoples are the First Peoples of Australia.

They have always looked after Country.

Country means the:



- land
- water
- sky
- everything within them.



We respect the important connection that Aboriginal and Torres Strait Islander peoples have with Country.



And we respect their Elders from the past and now.

How to use this report



Australian Government

Department of Health,
Disability and Ageing

We are the Australian Government Department of Health, Disability and Ageing.

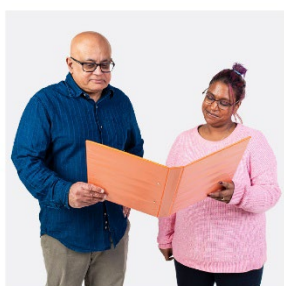
We wrote this report.



We wrote some words in **bold**.

We explain what these words mean.

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



You can ask someone you trust for support to:

- read this report
- find more information.



This is an Easy Read summary of another report.

It only includes the most important ideas.



You can find the other report on our website.

www.health.gov.au/topics/disability-and-carers/reforms-and-reviews/engagement-on-new-ndis-rules

What's in this report?

About the NDIS Support lists	5
How people shared their ideas	8
Who we heard from	9
What we found out	11
Word list	22
Contact us	24

About the NDIS Support lists



The Australian Government wants to make the National Disability Insurance Scheme better for everyone.

We also call it the NDIS.

In 2024, the Australian Government:



- changed some rules in the NDIS law

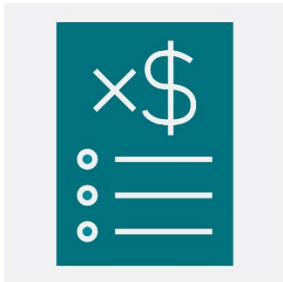


- worked with the community to create the NDIS Supports lists.

There are 3 NDIS Supports lists that explain:



- what supports the NDIS will pay for



- what supports the NDIS will not pay for



- **replacement supports.**



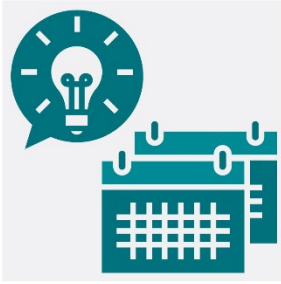
Replacement supports are supports that the NDIS does not usually pay for.



You can still ask for a replacement support.

The NDIS will decide if:

- you need it
- they will pay for it.



In June and July 2025, we asked the community to share their ideas about the NDIS Support lists.

We wanted to find out what people think:



- about the NDIS Supports lists



- we need to change.

How people shared their ideas

People shared their ideas by:



- filling out a survey



- taking part in a workshop.

People also shared their ideas by:



- sending an email



- sending a letter



- filling out an online form.

Who we heard from



We heard from a lot of people and organisations.

This included:



- people with disability

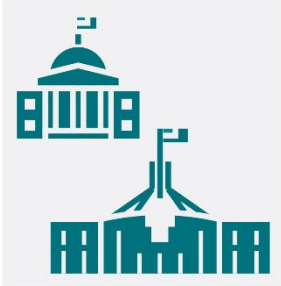


- families and carers



- organisations that support people with disability to have their say.

It also included:



- governments



- people who work on laws.

For example, **lawyers**.



A lawyer is someone who:

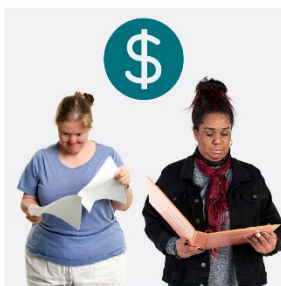
- understands the law
- helps other people understand the law
- can speak for someone in court.

What we found out

Many people know about the NDIS Supports lists

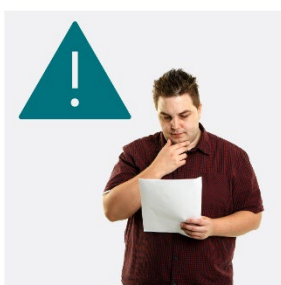


About 3 out of 4 people told us they know about the NDIS Supports lists.



Just over half of people with disability have used the NDIS Supports lists to find out what the NDIS will pay for.

NDIS Supports lists should be easy to use

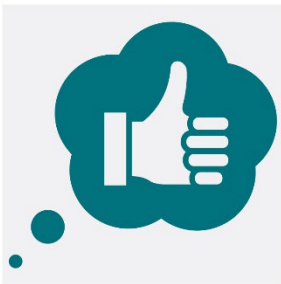


About 3 out of 4 people who used the NDIS Supports list told us it is hard to understand what the NDIS will pay for.

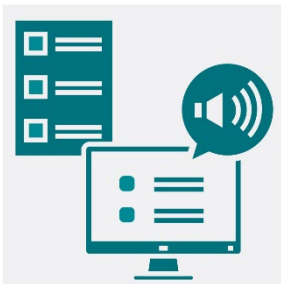
People said the NDIS Supports lists need to be:



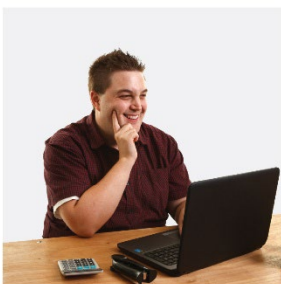
- clearer



- easier to understand

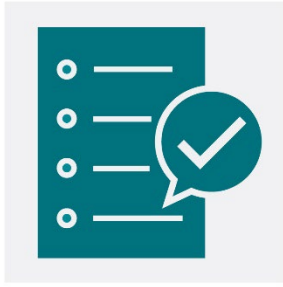


- shared in more **accessible** ways.



When information is accessible, it is easy to:

- find and use
- understand.



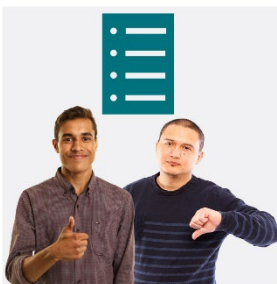
People also said the lists need to:

- be more specific about what supports the NDIS will pay for
- include examples.

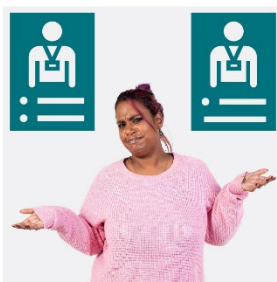


This would help people get different types of support they need.

NDIS Supports lists should be clear about what supports they include



People said the NDIS Supports lists are not always being used in the same way.



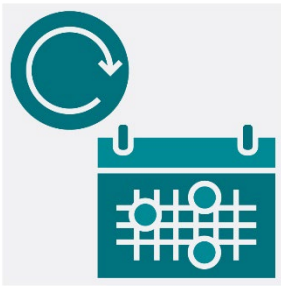
About 3 out of 4 people told us they heard about times when people had different ideas about what supports are part of each list.



Some people said the NDIS Supports lists seem to be used in different ways for different people.

Keep making the NDIS Supports lists better

Most people said the NDIS Supports lists need to be:



- updated often

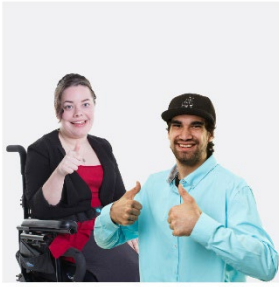


- more **flexible**.

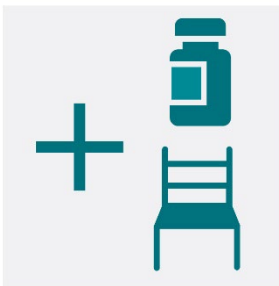


When something is flexible, it means you can:

- change it easily
- use it in different ways.



People said this would make sure people with disability get the supports they need now and in the future.



Just over half the people said there should be more products on the NDIS Supports lists.



Just less than half the people said there should be more services on the NDIS Supports lists.

Replacement supports should be simple



People said that using a replacement support should not take away money from another support.

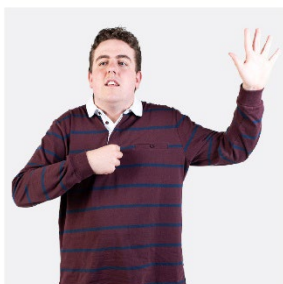


For example, using money they need for a support worker to pay for a product they also need.

We heard that people with disability should get supports that:



- professionals and experts say they need

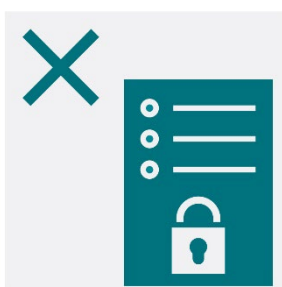


- they need to live a full life on their own.

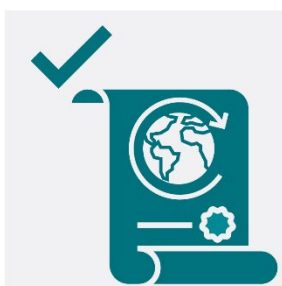
Choice and control for people with disability



People said the NDIS Supports lists do not give people with disability choice and control.



Some people said the NDIS Supports lists should not be so strict.



Some people said the NDIS Supports lists should use NDIS **principles** to decide what to spend money on.



Principles are ideas the NDIS:

- believes in
- thinks are important.



For example, making sure people with disability have choice and control.

More support to understand NDIS Supports lists



People said there needs to be more support to understand the NDIS Supports lists.

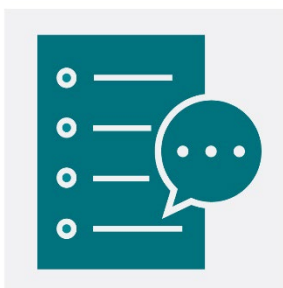
This includes explaining the different:



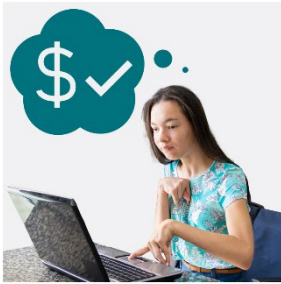
- types of NDIS supports



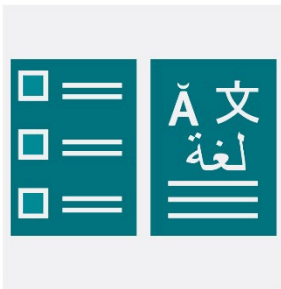
- items for each type of NDIS support.



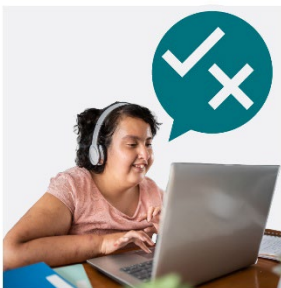
People also said it would be helpful to have examples in the NDIS Supports lists.



People want more accessible information to help them understand what the NDIS will pay for.



For example, information in Easy Read and different languages.



People said accessible information will help them choose what supports to get.

Improve how services work together



People said the NDIS Supports lists do not work well with other areas of support that people with disability use.

For example:



- health

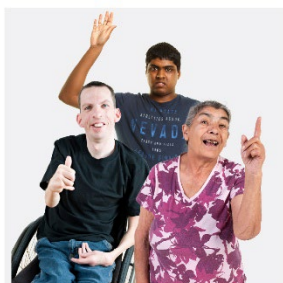


- education

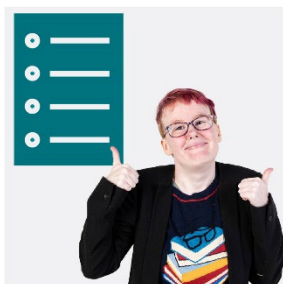


- housing.

Work with people with disability



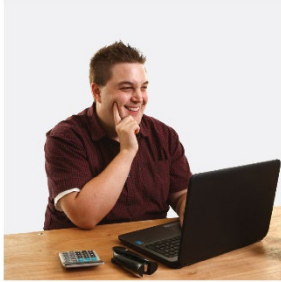
We heard that people with disability need to have a say on how the NDIS Supports lists change.



Working with people with disability on these changes will make sure the NDIS Supports lists work well.

Word list

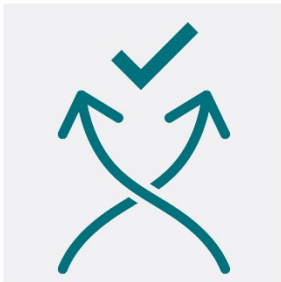
This list explains what the **bold** words in this report mean.



Accessible

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Flexible

When something is flexible, it means you can:

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Lawyer

A lawyer is someone who:

- understands the law
- helps other people understand the law
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Principles

Principles are ideas the NDIS:

- believes in
- thinks are important.



Replacement supports

Replacement supports are supports that the NDIS does not usually pay for.

Contact us



You can send us an email.

NDISConsultations@health.gov.au



You can visit our website.

www.health.gov.au/topics/disability-and-carers/reforms-and-reviews/ndis-act-changes



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