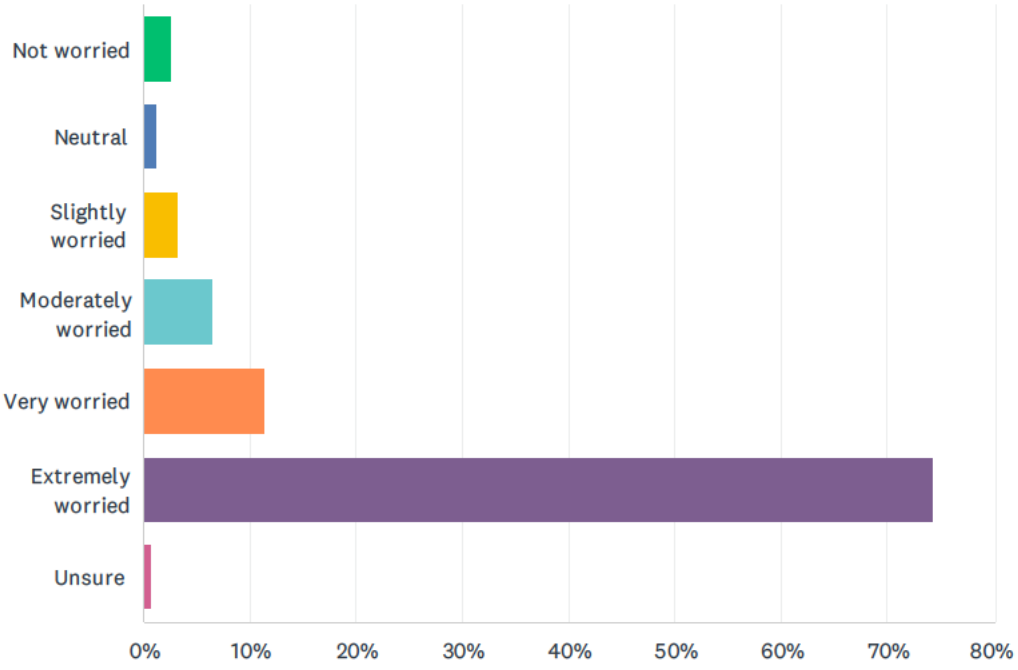
96	If my son loses his community supports and I can't work, we lose our home. How does a woman who has chronic illness and a medically induced spinal injury with the sun with profound intellectual, and physical disabilities survive homeless	5/18/2026 8:50 PM
97	All of the above except 'i am not worried about this	5/18/2026 8:50 PM
98	All of the above except the first "I'm not worried about this" answer!	5/18/2026 7:40 PM
99	Higher risk of carer fatigue and burnout	5/18/2026 6:44 PM
100	Disabled people are already struggling to make a life for themselves. I have felt that my future is in the hands of someone else. Losing further agency in our futures could see suicides increase.	5/18/2026 5:59 PM
101	More cuts to individual plans. Less individualised decision-making. People treated like numbers, not individuals. More confusing and inconsistent decisions. Fewer people with disability and family members able to be part of the workforce. Fewer jobs available for Australian workers.	5/18/2026 5:50 PM
102	This will hurt people with unusual presentations, complex needs and specialised care needs.	5/18/2026 4:21 PM
103	I have selected all of the above, however to repeat a previous point whoever said I'm not worried about this is completely insane. Equal to who and how?	5/18/2026 3:44 PM
104	Without support I nor my husband would be able to work. We would become entirely dependent on the government pension system.	5/18/2026 2:50 PM

Q24 The NDIA would be able to suspend a plan, and possibly cancel someone's NDIS status, if they cannot contact the person for a period of time, even if the person has not done anything wrong. How worried are you about this?

Answered: 1,066 Skipped: 321



ANSWER CHOICES	RESPONSES	
Not worried	2.63%	28
Neutral	1.22%	13
Slightly worried	3.19%	34
Moderately worried	6.57%	70
Very worried	11.44%	122
Extremely worried	74.20%	791
Unsure	0.75%	8
TOTAL		1,066

#	OPTIONAL COMMENT:	DATE
1	I don't answer calls from unknown numbers and to be honest right now I would be super scared to accept a call from the NDIA as they will likely be ringing to take money away from our plan (that is not at all adequate but better than nothing and is critically needed to fund some supports) or kick my son off completely and we would have no come back or ability to have this decision reviewed or be able to get reinstated. But what amazes me is that for the last 4 years we have been on the NDIS we have had zero contact from the NDIS and our plan has been automatically rolled over every year - it is like they were saying we can't be bothered to discuss your sons situation, so why all of a sudden are they saying they will cut us off if they can't reach us for 90days - just ludicrous	5/25/2026 10:30 PM
2	there needs to be more way to try and get intouch, examples like via the therapist the	5/25/2026 6:05 PM

	participant uses rather than automatic cuts incase there has been a bad accident etc	
3	Sounds like grounds for a court case!	5/25/2026 4:54 PM
4	My email address was spelt wrong on my contact details - I am the contact for my daughter, it's the same email address as on my daughters - it's extremely hard to have your details updated. So if they don't have things right and then they can't contact you - I don't know how long my email address has been wrong for!	5/25/2026 3:23 PM
5	There are situations in which participants may become non contactable, such as Hospital stays, loss of phone, financial, DV and homelessness for example. These are times participants need their funding the most. NDIS have either given me incorrect information many times thanks to the call centre, Stella I believe, or not contacted me, returned emails etc. many times, regarding my and my child's plan, it has had an extremely detrimental impact on my child's access an paying invoices. Consequently affecting access to providers. Effecting her supports.	5/25/2026 3:23 PM
6	The person could be in a coma or homeless for all they know	5/25/2026 2:06 PM
7	Getting in touch with NDIA staff/LACs etc can be difficult. As long as every effort has been made over the period of time, it's ok. For those who are trying to do the right thing and respond, who receive no call back/contact back, and have their plan cancelled - this is an ENORMOUS stress.	5/25/2026 1:53 PM
8	This is extremely concerning considering clients may move, change contact details or have a change of circumstances whether they are not able to be contacted for a period. This is significantly concerning also for low socio economic and culturally diverse background participants where they may have reduced capacity to engage and may have times whether they're not contactable. This should not be a circumstance where a plan is suspended or cancelled.	5/25/2026 1:44 PM
9	I have proof that NDIS deliberately calls and hangs up before a participant can answer. Actual proof. This is without this lack of choice from a participant. I have no doubt this new rule will only increase negligence in the scheme.	5/25/2026 12:19 PM
10	I find it difficult to communicate on the phone. I rarely use a phone. It's one of my impairments. I'm not the only person like this. Will they take this into account?	5/25/2026 11:37 AM
11	Some people find communication very hard especially over the phone and many people get spam calls regularly meaning we have learned not to pick up the phone when someone new calls. This seems like a system designed to drop people off the scheme because they cannot get this information and reply in time. This screams discrimination to me especially for those with communication needs due to their disability or those who do not have family or close contacts to support them in managing the bureaucratic systems around them-.	5/25/2026 10:31 AM
12	With scammers wanting to pass themselves off as Government bodies phones are left in fear of giving out information. Trying to ring ndis to follow up on a missed call is difficult at the best of times. There needs to be person of contact to speak with.	5/25/2026 9:25 AM
13	As a symptom of my disabilities, when I am overwhelmed I effectively 'shut down', dissociate, until I am in a position to be able to handle life again. This includes answering phone calls, opening letters in the mail, reading and replying to emails etc.	5/25/2026 3:43 AM
14	If a phone call is made & the recipient is unavailable for any reasonable reason eg. Plan nominees, there is no means for a message to be left from the NDIS caller & only a no caller ID so no direct number to return a call. This could be strategically be used against a participant	5/24/2026 10:35 PM
15	Absolutely ludicrous especially with families who cannot easily take or return calls. Lots of privilege assumed.	5/24/2026 10:20 PM
16	This is totally unfair and unreasonable.	5/24/2026 10:11 PM
17	they did not even respond to me when I asked for help	5/24/2026 10:01 PM
18	Absolutely reprehensible especially considering these are people with disabilities	5/24/2026 8:32 PM
19	My son cannot talk or answer the phone	5/24/2026 8:02 PM
20	Not all people with a disability are able to speak for themselves let alone know what the person on the other end of the phone are really talking about	5/24/2026 7:54 PM
21	I've been in the situation where a delegate has rang and spoken to myself on the phone, then called my support coordinator and then entered into the system that they were unable	5/24/2026 7:11 PM

	to make contact. What safeguards will be in place to make sure that this doesn't continue to happen to myself and others in the future?	
22	Currently NDIA has demonstrated they can't follow the participants listed form of communication and when NDIA calls it is a private number so participants don't know they missed a call.	5/24/2026 7:01 PM
23	Telstra and Optus are unrealisable in our area. Alot have no to little phone service. Most do not have access to a computer or a mail box.	5/24/2026 6:41 PM
24	This will place many people at significant risk	5/24/2026 6:14 PM
25	Depends how they are attempting to make contact	5/24/2026 5:41 PM
26	I have approx 25% of participants that won respond if not more due to their disability.	5/24/2026 5:24 PM
27	This is unreasonable due to the fact that you're dealing with people who have disabilities. Contact methods may not be up to date but the person is still receiving necessary services. Families work and are busy, and participants could have disabilities where they can't make decisions individually.	5/24/2026 4:36 PM
28	People will be removed when they are in hospital/a coma then? people that cant hear or see will unable to answer the phone. someone that is quad/paraplegic wont be able to answer their phones quickly? What happens to people that are at work or unwell. this isnt very well thoughtout	5/24/2026 4:31 PM
29	This is been an issue in other industries. We are talking about disabled individuals here. The cancellation of a plan that already takes months (to years) to develop is textbook discrimination. Equality is not Equity. Just because one individual can answer a phone call or email, does not mean the next one can.	5/24/2026 4:30 PM
30	This is going to cause intense fear and stress and anxiety to everyone because the NDIS contacts you at inconvenient times	5/24/2026 4:28 PM
31	Not everyone with a disability can respond to all types of communication. People in rural areas without internet access will be extremely affected	5/24/2026 4:26 PM
32	This is disgusting and discriminatory behaviour on the part of the government. This has occurred to a person I know who is autistic. They prefer email, texts. Then berated or talked down to for not answering the phone. I cannot believe this particular government would approve this disrespect ful behaviour	5/24/2026 3:44 PM
33	If the government are accountable then participants can be and vice versa.	5/24/2026 3:15 PM
34	The thing about being disabled is that things that are easy for others, like responding to an email or making a phone call, is extremely difficult for us. Instead of punishing us for not being able to meet these expectations, maybe question what supports aren't being fulfilled that creates this gap wherein the participant is unable to maintain communication	5/24/2026 3:10 PM
35	This would be unfair unless all avenues of contact (letter, email and phone) were tried without success. From my experience, I can not usually get to my phone to answer before it stops ringing and goes to voicemail (poor mobility) which is not used by the NDIS, and since the phone number is ‘private’, I can’t return the call.	5/24/2026 2:20 PM
36	Not everyone can answer a phone or Email	5/24/2026 1:25 PM
37	Most vulnerable will wear this.	5/24/2026 1:11 PM
38	I like many with ASD and other disabilities struggle with communication. I prefer text, email. face to face is a struggle but phone calls is the worst. Surely this is discrimination and ableism.	5/24/2026 1:09 PM
39	Is it reasonable and necessary to hold an individual to standards the NDIS do not perform to?	5/24/2026 12:46 PM
40	This proposed change is deeply ableistic, devoid of empathy and completely unacceptable.	5/24/2026 12:44 PM
41	As someone with selective mutism and social anxiety, I can't always answer the phone. The preferred communication method is crucial for being adhered to.	5/24/2026 12:35 PM
42	As a "neurotypical" person, I at times struggle with making calls and answering phone calls, especially if overwhelmed. I don't believe an agency should have the ability to cut the NDIS status of a person based on not answering a call.	5/24/2026 12:27 PM
43	Bro. We're disabled. We don't always have the capacity to anwer the goddamn phone. The result of this is that people who are experiencing drops in capacity will be punished by	5/24/2026 12:09 PM

	losing their support entirely.	
44	My son and my sister are not able to answer. Why should they be punished for this? And I'm very very busy- I stress every single day as a carer and nominee - this terrifies me! The NDIA aren't exactly renowned for effective communication skills!!!	5/24/2026 12:01 PM
45	The NDIA staff do not seem to recognise the individual communication methods that people with disability require for inclusive access to relevant information. As an example, a phone to a deaf/hearing impaired person would be inappropriate OR a printed letter to a vision impaired person would also be inappropriate.	5/24/2026 11:43 AM
46	I cannot do phone calls. My NDIS file states this and yet the NDIS doesn't respect this and continues to contact me via phone.	5/24/2026 11:37 AM
47	Do they even know the deomgraphic of this population? The NDIA system of communication is somethijg out of the 1950's!! I'd say this is rich given how poor the communication from the agency is now!!	5/24/2026 11:34 AM
48	NDIA already do not contact people in the ways they are required to according to that person's specified communication needs and abilities. They do not record conversations. They do not allow planned supported communication appropriate meetings with time to plan and allow all required parties to participate fully. They already use aggressive unreasonable and against their own guidelines approaches to try and not contact and cut disabled peoples funding.	5/24/2026 11:30 AM
49	I've recently had to select a nominee so I can stop getting triggered by the phonecall threats I was receiving from NDIS. We kept telling them to ONLY text me as I can't take phonecalls, they kept saying it's in my notes, I shouldn't be getting calls, the NDIA should be punished for triggering their participants every time they ignore such notes on our files.	5/24/2026 10:09 AM
50	This is just plain wrong and insulting to the participant!	5/24/2026 10:01 AM
51	This is ridiculous	5/24/2026 9:23 AM
52	Disabled people are already isolated and have enormous barriers with access and communication. This is an extremely ablest portion of the bill and risks impacts g those who already have the biggest barriers to access and advocacy.	5/24/2026 8:48 AM
53	Again, a lot of PWD cannot use a phone and a number of them get scared with private numbers and they have NO one to help them.	5/24/2026 8:26 AM
54	People with disabilities often struggle with communication - this is something that should be accommodated for and given specific support, not a disqualifying factor for support.	5/24/2026 6:57 AM
55	The only reason this would be OK is if they have left the country and not notified the NDIA.	5/24/2026 6:54 AM
56	Taken in step with departmental saving, in addition to the woeful whole of government implementation of contacts, this has risk written all over it.	5/24/2026 5:57 AM
57	Many valid reasons people cant answer the phone which NDIS preference above all else. We are talking about people with significant disability here. If you miss a phone call they cancel your enquiry and now it seems they want to cancel your plan.	5/24/2026 5:36 AM
58	This is highly concerning around communication accessibility but also around people with complex health needs. A very common example being what if they are in hospital? Or the burden and overwhelm and this can actually decrease the ability families traumatised and burnt out ability to respond. Then adding the demand of communicating outside of preferred methods.	5/23/2026 10:04 PM
59	There are so many reasons why people can not be contacted by a random no caller ID phone call, deaf, non verbal, trauma, homelessness, family violence etc	5/23/2026 9:46 PM
60	This is such an ableist approach, and will disproportionately affect people with the least capacity.	5/23/2026 7:32 PM
61	Many people with disability have sustained periods where they do not have the capacity to follow up emails or phone calls. The period needs to be longer than 90 days and list a large number of other avenues that NDIS is required to try prior to any option for suspending a plan. Reinstatement must be a simple and fast process. Cancellation must not be able to occur without contacting the participant first.	5/23/2026 6:52 PM
62	Every Australians are impacted by spam calls, spam emails and more. I kmow I am always suspicious of numbers i do not know, Private numbers, emails requesting information. Furthermore, someone being uncontactable does not mean they do not require support, they	5/23/2026 6:15 PM

	stopped being disabled, or their everyday life does not impact their capacity to answer the phone or email or text.	
63	There are so many reasons a person may not be able to communicate immediately back.	5/23/2026 3:23 PM
64	This is a terrible idea that will cause much harm.	5/23/2026 2:54 PM
65	There are many reasons a participant won't respond, including mental illness, disability, lack of carer support, hospitalisation, homelessness, or the fact that NDIA doesn't respect someone's preferred contact method eg random phone calls rather than emails or going through a participants nominated support person	5/23/2026 2:05 PM
66	their track record of contacting people now is terrible	5/23/2026 1:50 PM
67	Until recently I worked as a support coordinator. Many of my participants did not have the capacity to answer communications from the NDIA. Usually the NDIA will call once or twice and then stop trying. Also, when you try to call back you are put on hold for ages, and the person you end up speaking to is just a call center operator who often doesn't know how the systems work, and will often fail to lodge your call in the right way, so you can go to the effort of making that call and then it isn't even registered by the agency. Also, the NDIA is incredibly badly organised and often have old contact details on file, even when new contact details have been provided on multiple occassions.	5/23/2026 1:30 PM
68	If someone is unwell eg. mental illness - no response to contact can indicate an exacerbation of their illness.	5/23/2026 12:19 PM
69	Often people with complex psychosocial and physical disabilities have trouble keeping up with contact and in my experience the NDIA routinely uses incorrect or non preferred contact methods to reach people and do not try hard enough to accommodate communication preferences or difficulties - many people would lose funding and then need to go through the kafka-esque nightmare of getting reinstated, putting more stress on vulnerable individuals, which often leads to secondary mental health outcomes and hospitalisation	5/23/2026 10:58 AM
70	The NDIA has already been caught out ambushing participants, with unscheduled plan reviews, in an attempt to try and slash their plans. This would simply take that malfeasance to the next level.	5/23/2026 9:59 AM
71	Anyone depending on paid staff because of their disabilities (intellectual) .	5/23/2026 9:32 AM
72	They call from a private number, no way to return call and if you do they can't find the person. Not consistent ones they can call even on weekends	5/23/2026 9:00 AM
73	They currently try to call participants who have explicitly requested email only, and then have meetings without them if they don't answer the phone. This proposed amendment is a very obvious strategy to simply kick people off.	5/23/2026 8:45 AM
74	This does not consider the functional impact of individuals disabilities. It punishes them for it.	5/23/2026 8:41 AM
75	How hard do they actually try now??	5/23/2026 8:13 AM
76	Contact must be via the persons nominated preferred form of contact. Some people can't speak on a phone or are able to type or read.	5/23/2026 7:00 AM
77	Contact with the agency is one of the biggest issues. Calling the call centre provides you access to someone who does not know you, your circumstances or anything about what you need. There is one email address which I'm sure is difficult to monitor. People should have a direct contact who is familiar with them and their plan who they can contact if required. This would also greatly reduce error. There are too many reasons why people may be difficult to contact but knowing how hard it is to obtain a response from the agency, it is unfair to expect more of PWD.	5/23/2026 6:35 AM
78	What does a period of time mean? And how many times have they been contacted in this time? Also, can you clarify all forms of communication? E.g. what if the person is living alone and something has happened. I believe this should be a prompt to investigate further and determine if the family is ok rather than cutting off supports.	5/23/2026 5:16 AM
79	Dealing with children with disabilities is all consuming. Often i miss calls and emails. That would be horrible to be cut off because I wasn't contacted.	5/22/2026 10:30 PM
80	People always call at ridiculous times. This is a really bizarre thing to do.	5/22/2026 8:23 PM
81	Not everyone can or will talk on a phone. With all the spam calls around, why would you pick up an unknown number?	5/22/2026 7:33 PM

82	People with communication difficulties or mental health conditions are especially vulnerable on this count	5/22/2026 6:48 PM
83	A lot of disabled people have difficulty communicating or have to do so through specific channels. How many blind people are gonna get cut off because they couldn't read a letter? How many people with limited supports already are going to be cut to nothing because of beurocratic decision making that clearly either hasn't taken into account how disabled people actually live or blatantly doesn't care.	5/22/2026 6:48 PM
84	Have already experienced missed calls & no message was left nor ability to return said call. Also told they have been unable to contact, when absolutely no contact has been made at all… so this would be horrendous to be subjected to suspension on their word that they have tried contact when we have experienced the opposite.	5/22/2026 6:30 PM
85	This is already an issue. Ndis cold call people often. You get the text warning you they're about to call. If you can't answer, the phone tag goes on. You are not given a chance to prepare for the call. For families caring for others with disability, we don't have capacity to take a call like this unplanned.	5/22/2026 6:25 PM
86	Especially for remote subjects, or those without family supports.	5/22/2026 4:00 PM
87	The ndis people hand up on the 1 ring tone or the moment you answer stating we didnt answer They are pathetic and incompetent	5/22/2026 3:51 PM
88	There are very vulnerable families who need the most support to maintain connections with services. This decision will increase child safety risks and increase neglect and abuse of people with disability.	5/22/2026 3:07 PM
89	This is very worrisome due to some people will not receive any communication	5/22/2026 2:37 PM
90	Again, shall we remind the government of the shit-fight that ROBODEBT was? How many people died because of automation and no ability to speak to a human being. People have the right to access communication in the format that meets their individual needs. Communication is a basic human right.	5/22/2026 1:56 PM
91	How dare they police us like that? We are people, not prisoners!!	5/22/2026 1:24 PM
92	I have never received emails and you can't contact on private numberd	5/22/2026 12:46 PM
93	how many times does the NDIA not respond to participant emails and phone calls. How easy would it be for the NDIA to fake create evidence they tried to contact participants? It is already a problem that the NDIA does not contact participants by their preferred method of contact = how will those who cannot respond in the NDIA chosen way be able to receive and respond?	5/22/2026 12:27 PM
94	First they do not follow preferred communication methods calling me instead of email. Second, they already call from unlisted numbers and (due to KPI) will sometimes only ring once. If someone misses a call and its an unknown number they could be cancelled just for that, with no additional attempt to contact them	5/22/2026 12:07 PM
95	I have clients who absconded and or are in hospital for long periods of time and or are psychotic. Public guardians are overworked and not able to respond in a timely manner if there is one involved. This will happen to the most vulnerable participants. I also have clients that do not speak English and have few supports that do. It will impact them because of course the government doesn't consider people who have sensory impairment or poor English	5/22/2026 11:55 AM
96	I often don't respond to emails due to my disability that included problems with executive functioning.	5/22/2026 11:27 AM
97	This is insane. The level of extra work that would be involved in doing this, while cutting funds for NDIA, leaves you wondering if NDIA even intend to support disabled people at all anymore	5/22/2026 10:40 AM
98	Find ways of contacting them and leave a direct number to call back. Not the 1800 number.	5/22/2026 10:38 AM
99	Disabilities can make it hard to answer phone calls Preferences need to be respected	5/22/2026 10:09 AM
100	Some individuals may not have a reliable mobile phone plan and be uncontactable. Some individuals or their NDIS representatives may be admitted to hospital and be uncontactable. Some individuals may have cognitive impairments and be unable to have capacity to respond to the NDIS.	5/22/2026 10:01 AM
101	terrible and not considerate of the family	5/22/2026 9:11 AM

102	Autistic adults may have issues answering the phone to unknown numbers.	5/22/2026 9:05 AM
103	Autistic clients can't always answer phone calls. Why as for a preferred way of contact if it is not respected	5/22/2026 8:25 AM
104	I work night shift and am often sleeping during the day. I also find it challenging speaking on the phone. This is an ableist proposal	5/21/2026 9:31 PM
105	I live in a dead zone, so I often don't even receive the call, only a txt to say I missed a call. I've also often missed a call because I was in an appointment and unable to answer. It's not possible to return these calls, only to wait to be called again. This is unfair, and especially so on those who have barriers to participating meaningfully in phone calls. Participants should be able to communicate in a way that allows them to participate fully in the conversation. A phone call does not allow this for many folks.	5/21/2026 9:22 PM
106	Terrifying. If someone hasn't contacted for a long time is likely they are in Crisis or in a serious state of there health as to why they haven't communicated.	5/21/2026 9:14 PM
107	If this is implemented, it needs to be very clear what the criteria is. how many times do they need to try to contact, over how long, etc	5/21/2026 8:24 PM
108	The NDIS continues to PHONE a participant who has met access to the scheme for profound deafness..... the agency has this on record, on their system and in their files. Profound deafness is their primary disability. As Support Coordinators, we receive "attempted" calls daily from the agency, where the phone barely rings for one second - literally not even enough time to press the button to take the call. Making this change will put people at even more risk. There has at no time, been any reason for agency staff to be trusted with this much power over someone's life.	5/21/2026 7:24 PM
109	NDIS have never contacted me by my preferred method. The rules are in place now and work if they would only follow them.	5/21/2026 7:06 PM
110	What is the participant is unwell and not able to answer the phone? Or they have poor phone reception?	5/21/2026 6:44 PM
111	They do not update records in most cases now when advised and are always losing documents.	5/21/2026 5:34 PM
112	Maybe they should take note of preferred communication and actually book appointments not just cold call and expect people to answer adhoc.	5/21/2026 4:59 PM
113	My eldest is autistic and won't speak to strangers or answer number they don't know. I'm their point of contact but there have been instances thy have tried contacted them directly. Luckily their phone is redirected to mine if they don't answer. But if for some reason this stopped my child would be cut off.	5/21/2026 3:32 PM
114	The amount of times I've received a text message saying "someone from ndis will call within the next hour" and they never do. . You could literally cut people off the scheme without warning. Participants are going to live hypervigantly constantly	5/21/2026 3:18 PM
115	I have a phone, but unless I know who is calling and what it is about I do not answer, I live alone and been scammed multiple times.	5/21/2026 2:50 PM
116	This completely ignores the needs of all people who don't have a safe, stable life with a good support network. Imagine being homeless with no phone or no capacity to communicate. Or a person who has just lost their only informal support and no experience navigating the NDIS alone. Lack of contact should prompt an increase in support not remove it.	5/21/2026 12:33 PM
117	I wouldn't necessarily have an issue with this, except that the NDIA have a terrible track record of not contacting people using their designated method of communication. For this change to be reasonable, the NDIA should genuinely attempt to contact a participant in multiple ways over a fair period of time	5/21/2026 12:21 PM
118	NDIA/NDIS already are terrible at communication. People with disability including communication difficulty have incredible difficulty with NDIS/NDIA communication and planners do not take any note of the person's documented preferred mode of communication. Some people cannot communicate on the phone!!!!!!	5/21/2026 12:20 PM
119	As a support coordinator, I am aware that many of the customers I represent in the NDIA do not answer phone calls from private numbers or unlisted numbers This causes a lot of distress, especially when they receive information at a later date that has impacted them and their independence and safety	5/21/2026 12:11 PM
120	I am one of those autistic people who struggles with phone calls. I have requested that the	5/21/2026 12:10 PM

	NDIA uses text-based communication to contact me, yet they have ignored that numerous times to the point where I submitted a complaint. I am worried that someone could be automatically removed from the NDIS due to this issue.	
121	I have had a number of calls but no messages left so you do not know who has contacted you.When I have called NDIS they have given me dates that they tried to contact and said that it was my problem	5/21/2026 11:29 AM
122	What is that period of time?? What happens if a participant cant read or write or hear and is awaiting on a carer or support worker to help them??	5/21/2026 11:27 AM
123	We're all avoiding the NDIA for a reason! also some people can't hear or see or communicate.	5/21/2026 11:08 AM
124	This is RoboDebt on steroids.	5/21/2026 11:02 AM
125	They often don't even follow people's preferred contact method. This could end up being used wrong.	5/21/2026 10:59 AM
126	This is unfair.	5/21/2026 10:57 AM
127	I can't respond to phone calls and have no informal support who can respond on my behalf. Likewise with emails and snail mail. Huge assumptions being made about capacity of participants and assumed informal support	5/21/2026 10:46 AM
128	many participants do not have the cognitive capacity to understand the system - this should not disqualify them from receiving supports! Sometimes letters get stolen and not reach participants. Suspending someone's plan because of 'no answer' is wrong	5/21/2026 10:39 AM
129	This is particularly concerning. NDIA staff call on private numbers, don't respect communication needs, have emails go to spam, have participants who physically cannot access mail, have participants who sometimes require long stints in hospital and the list goes on.	5/21/2026 10:38 AM
130	We were overseas once and they decided to give us a new plan for our daughter out of the blue with no consultation . We were sent an email saying they tried to contact but no reply. They were trying the phone.	5/21/2026 10:37 AM
131	My friend is completely non verbal due to her disability and they still called her up and demanded she speak (which is physically impossible).	5/21/2026 10:35 AM
132	What if they are on holidays	5/21/2026 10:33 AM
133	I've already come across ndia trying to contact people in inappropriate ways according to their disability.	5/21/2026 10:29 AM
134	I won't allow anyone to call me on the phone. Everything has to go through my support team. If they introduce this I can guarantee you someone will ring my phone number which isn't even supposed to be on file just to get me kicked off	5/21/2026 10:28 AM
135	A lot of people have communication barriers that need to be considered.	5/21/2026 10:27 AM
136	I work with Deaf people who have limited literacy, and can't use the phone. How can the NDIS justify cancelling someone's NDIS status because they're ignoring the person's communication preferences? Bring back the old computer system which flashed a DO NOT CALL alert on someone's file if they were Deaf or cognitively impaired.	5/21/2026 10:25 AM
137	Some people have difficulty communicating and may not be able to use communication devices with out support. If support is cut, this sets participants up to fail.	5/21/2026 10:11 AM
138	The NDIA does not provide appropriate notification of a call. People do need to use the bathroom and have their phone on silent during appointments. Also, the NDIA ignores Deaf people's requests for Auslan translators and call even when a person cannot hear them. Not following procedural fairness guidelines.	5/21/2026 10:09 AM
139	Would have to see detail on this before commenting	5/21/2026 9:19 AM
140	Many people do not answer the private calls without warning or cannot due to disability (deaf). Letters take weeks to arrive. Sometimes people are overwhelmed and forget to call back or don't have time to sit on hold. They may not understand the implication. This will be a disaster.	5/21/2026 7:50 AM
141	With scams being so high and NDIA refusing to email/text beforehand, or leaving messages, or refusing to contact next of kin, or support coordinators, this just wrongly cuts off participants, due to bad policy	5/21/2026 7:21 AM

142	This has happened to me. They called me twice while I was at work from a private number. Next thing I got a letter saying my request for a change was cancelled because they couldn't reach me. They were meant to email me	5/21/2026 7:03 AM
143	What if NDIA have the wrong number. Government departments are not good at recording changes.	5/21/2026 6:59 AM
144	I know of participants who have had their preferred contact method ignored. Often the method used is inaccessible for them. This is discrimination. People with disabilities face problems with communication for so many different reasons. This proposal is grossly unfair. I also never answer “no caller ID” calls due to past family violence. To think my son’s plan could be ended because of this is horrifying.	5/21/2026 6:40 AM
145	The NDIA often send messages to say you will be getting a call and a call never comes. How will that be tracked?	5/21/2026 6:29 AM
146	Believe it or not but as people with family members with disabilities our hands are very full and we can’t always get the phone plus mental health struggles means a lot of us struggle to answer the phone as it is. Hence why many of us ask for alternative methods of communication which the ndis already ignores completely despite our own documented disabilities	5/21/2026 5:57 AM
147	This is blatant discrimination, ableism, and completely disregards people with communication and cognitive communication disabilities in particular. As well as those who are hearing and vision impaired, those who have social communication difficulties, such as fear of talking on the phone. There are so many reasons why participants cannot respond immediately to THE NDIA. There needs to be a fairer and more compassionate approach!!!! For goodness sake!!!!!!!	5/21/2026 5:44 AM
148	Given many are not neurotypical or able bodied, meeting deadlines can be very difficult or impossible	5/21/2026 3:20 AM
149	This is unlawful and a disgusting abuse of power. NDIA are obligated to provide reasonable adjustments and given the vast majority of staff do not comply with known and recorded communication preferences, it's likely to be used as a means to cut those participants who need it most!	5/21/2026 2:10 AM
150	This puts the most vulnerable people at risk of falling through the cracks in the systems. This removes an important social safety net	5/21/2026 1:34 AM
151	Participants should be contacted. They should not be	5/20/2026 11:59 PM
152	Clearly this could lead to immense harm. There has to be protections for Pwd rather than making arbitrary decisions that could harm people.	5/20/2026 10:47 PM
153	My preferred method of communication is never used. I’m always phoned, but as I work I miss the calls. There are also people who have anxiety having unsolicited calls from the agency. If the agency wants ad hoc communication with participants then it should be a choice to have a support coordinator to speak on the participant’s behalf.	5/20/2026 8:28 PM
154	What if the person has been hospitalised for an extended length of time in direct relation to their disability?	5/20/2026 8:22 PM
155	Many people with disability already face barriers with communication, paperwork, mental health, hospitalisations, cognitive impairment, unstable housing, carer breakdown, or simply navigating complex systems. Losing essential supports because someone missed contact attempts — despite doing nothing wrong — could place vulnerable people at serious risk. There should absolutely be safeguards and multiple ways to contact and support participants before suspending or cancelling someone’s NDIS access.	5/20/2026 7:20 PM
156	If you have publicly funded support it is reasonable to expect someone to be contactable in that amount of time.	5/20/2026 6:44 PM
157	I’m deaf/blind. They call me I can’t hear over a phone. They never send written communication in accessible format for me.	5/20/2026 5:54 PM
158	90 days is a long time to not be contactable	5/20/2026 5:42 PM
159	Access is not negotiable a def person can not use the phone!	5/20/2026 5:38 PM
160	Even with explicit requests on your preferred contact method, the NDIS refuses to contact you via that means. I’ve asked numerous times to be contacted via email only, just to be called by private numbers without leaving a message. To get a letter many weeks later to inform me that they have withdrawn my requests as they can’t contact me. Yet they never emailed me. The NDIS is an incompetent and unprofessional entity.	5/20/2026 5:33 PM

161	They already constantly ring people who are Deaf or have communication issues and then make decisions in their absence. This will decimate Deaf people's access to the NDIS.	5/20/2026 5:20 PM
162	Many NDIS participants find the paperwork part of the process onerous and difficult. If an NDIS participant is reliant on their carer or other person to help them with paperwork and that person for whatever reason loses capacity to do that (unpaid) labour, this could unfairly impact them.	5/20/2026 4:52 PM
163	if a person was is hospital or even if the NDIA had the wrong number, the participant could possibly loose their funding, WTF	5/20/2026 4:39 PM
164	My adult son never answers the phone. Even though I'm officially on file to contact, they often default to him and not me.	5/20/2026 3:51 PM
165	Many people struggle to receive emails or letters. I currently have participants who don't understand technology and become very confused	5/20/2026 3:22 PM
166	This puts vunerable people at risk	5/20/2026 2:39 PM
167	I work in Very Remote communities in the NT. Communication is challenging with minimal infrastructure, poor service, weather events and frequent phone and internet outages. This disadvantages the most vulnerable. Unhoused people, ATSI participants and people with psychosocial diagnoses.	5/20/2026 2:32 PM
168	There are so many reasons a person may not be able to be contacted. Can't answer phone at work, on toilet, in shower. Disability may prevent them using the phone, like people with hearing impairments, intellectual disability etc	5/20/2026 2:09 PM
169	This will be the worst for very vulnerable people with disabilities who don't have family or aged parents	5/20/2026 1:57 PM
170	They already ignore people's contact needs and preferences, including calling Deaf and nonspeaking people, sending letters to blind people, and refusing to fund means to make these methods accessible. They call people with cognitive disabilities from anonymous numbers without warning or support available. They also make a LOT of mistakes. This is yet another tool for them to endanger remove the hundreds of thousands they have already planned to remove without cause.	5/20/2026 12:56 PM
171	The risk is for people who struggle with communication. There are a million reasons why someone with a disability might be difficult to contact that's not their fault. Cutting someone's payment as punishment could put them at risk.	5/20/2026 12:45 PM
172	What if they can't afford internet or a phone? What if they can't make it to their letterbox? Where do blind people fit here?	5/20/2026 12:40 PM
173	I have a loved one who missed the initial onboarding call (due to narcolepsy, she was asleep) and has been unable to get her LAC to respond for literal months. Ridiculous.	5/20/2026 12:03 PM
174	A person was found dead for weeks with this rule. His name was David. They changed the non contact rule so why are they bringing it back.	5/20/2026 11:09 AM
175	People with disabilities and their carers are often unable to communicate on the phone and NDIS does not ensure that they are contacting families through multiple methods	5/20/2026 11:01 AM
176	This makes me feel scared	5/20/2026 11:00 AM
177	Very worried — because the people most likely to be hard to contact are often the people who are already most vulnerable. Many NDIS participants experience challenges that can directly affect communication and engagement with systems, including: * executive functioning difficulties * mental health challenges * cognitive disability * intellectual disability * homelessness or housing instability * hospitalisation * trauma * communication differences * family crisis * burnout * language barriers * fear or distrust of systems Sometimes people miss calls or letters not because they are disengaged, but because life has become overwhelming. As an OT, I'd especially worry about participants who: * live alone * do not have strong informal supports * rely on carers who are themselves overwhelmed * move frequently * have fluctuating capacity * avoid contact when distressed or dysregulated * struggle with paperwork, emails, or phone calls These are often the very people who need support the most. If plans can be suspended or cancelled simply because contact wasn't established, there's a real risk of creating a harmful cycle: * person becomes overwhelmed * communication breaks down * supports are suspended * functioning deteriorates further * engagement becomes even harder And once supports stop, rebuilding them can take months. I'd also worry about unintended consequences: * support workers suddenly stopping * therapy ending abruptly * assistive technology processes halting * increased risk to health and safety * carer burnout escalating * housing instability * people becoming more	5/20/2026 10:53 AM

	isolated from community For some people, their supports are the very thing helping them stay connected and stable. Removing supports because communication became difficult may actually worsen the underlying issue. I understand why the NDIA wants mechanisms to manage inactive plans or ensure public funds are being appropriately used. But there needs to be very strong safeguards before suspending or cancelling access. I think there should be: * multiple attempts across different communication methods * outreach through nominees, carers, providers, and support coordinators * consideration of disability-related communication barriers * welfare and safeguarding checks * pause-and-reconnect approaches rather than immediate cancellation * easy reinstatement pathways * protections for high-risk participants Because inability to engage consistently with bureaucracy can itself be part of disability. And if the system becomes too rigid around communication requirements, the people most likely to lose support may be the people least equipped to navigate the consequences.	
178	This doesn't allow for ppl being in hospital. Or not being able to afford a mobile. Or ppl who are not living in a permanent residence.	5/20/2026 10:51 AM
179	I don't know why this change has been introduced. It suggests that there may be participants who are deliberately uncontactable or possibly living overseas. I don't understand the basis for this new provision.	5/20/2026 10:23 AM
180	This needs nuance to consider people's capacity to respond, who they are attempting to contact, and what other steps are in place.	5/20/2026 10:12 AM
181	I have heard this issue from multiple clients - NDIS not contacting them by their preferred/most accessible method then complaining they didn't respond - these changes will only make this issue worse	5/20/2026 9:33 AM
182	Cognitive challenges could exclude people who may not have capacity to check for contact from agency	5/20/2026 8:52 AM
183	This is already happening and having detrimental consequences	5/20/2026 8:25 AM
184	This is incomprehensible, it breaches trust and confidentiality rules - you can't go changing someone's details without their consent	5/20/2026 6:25 AM
185	Many times a participant has never received a call but it has been noted they have. Also inconsistent note taking if a call has been done and a discussion held. Most times conversation is not logged.	5/20/2026 5:24 AM
186	Disabled people and their nominees daily experience systemic barriers that make responding in a timely manner extremely difficult for some of us. The lack of understanding of our needs, including making reasonable adjustments, is perplexing. This feels like punishment for not doing what they want when they want. With truly terrifying changes proposed, participants and nominees are highly likely to experience more overwhelm, shut down, brain fog, overload, depression, anxiety that will significantly their ability to make deadlines. I am not usually frightened often...but whenever I get a call from NDIS Iam too scared to say anything in case what I say is misrepresented and weaponised against my son. I live with the knowledge that I could inadvertently say something that results in my son losing opportunities for choice and control in his life, (we regularly use supported decision making best practice to facilitate this)	5/19/2026 11:55 PM
187	I have had my communication needs systemically ignored by the NDIA. They would cut me off very quickly using this rule, if they weren't already going to kick me off for "just" being autistic. (I have multiple severe and permanent disabilities beyond autism, which they don't recognise.)	5/19/2026 10:43 PM
188	They already use this as a tactic to reduce people's plans. It's disgusting. Not only that, but they sometimes give less than 24 hours notice for a review, which is atrocious given the people accessing the scheme have severe disabilities.	5/19/2026 10:17 PM
189	I have clients who need support to be able to make phone calls to the NDIA, despite having on their file to contact the Support Coordinator to facilitate, contact attempts being made to the participant are left unanswered. That's not being disability inclusive.	5/19/2026 9:02 PM
190	This is a very bad idea. This could disadvantage multiple cohorts of people, including DV victims and most anyone on the scheme. I've had planners call the wrong number, that would result in termination. Dv victims could be forced not to answer phone calls as is often the case. People could have died in their homes and not be found if this is allowed to happen. Phones get disconnected, they get stolen, ndis don't have a great track record of getting personal information updates correct. This is not a logical step to take under any circumstances	5/19/2026 9:01 PM
191	When the NDIA ring it is from a private phone number so I don't know who it is and don't	5/19/2026 8:42 PM

	answer as there are so many scammers. NDIS need to have the phone number visible as NDIS. Also sometimes when they ring I am in a doctors appointment and can't answer my phone.	
192	Given that I have experienced the NDIS calling me when my phone was in my hand but the call terminated before I could answer…	5/19/2026 7:49 PM
193	This does not account for any challenges (including financial, resource and skill based) experienced by individuals and targets those least likely to be able to advocate for themselves.	5/19/2026 7:43 PM
194	This is a deeply horrifying proposal. There are many reason that someone may not be contactable, including: technical issues (which may be on the NDIA's end); the person is too disabled to receive or respond to communication and has insufficient support to do so; the person has become homeless or lost access to their communication devices; and so on. In such a situation, losing access to the NDIS is one of the worst things that could happen to the participant.	5/19/2026 7:26 PM
195	My husband and i both work and cannot answer phone calls. They consistently refuse to email even though we request that. You are asking carers to lose their jobs to answer random, unknown spam numbers	5/19/2026 7:19 PM
196	As a nominee I manage 2 plans and don't always respond when intention is to respond.	5/19/2026 7:17 PM
197	If they didn't already continually do the wrong thing, we would have less cause to see this as the catastrophe it will be.	5/19/2026 7:12 PM
198	When they've said they tried to contact me and couldn't--more than once--my phone had been on and I had no missed calls. So i'm a bit worried about this one	5/19/2026 7:09 PM
199	I can understand this if it has been a long time and many attempts of several methods of contact have been made.	5/19/2026 7:01 PM
200	People have a huge amount of reasons to be uncontactable. Including homelessness, loss of mobile phone, etc. It is a terrifying consideration.	5/19/2026 6:55 PM
201	We will have no guarantee that they tried to contact us	5/19/2026 6:48 PM
202	It is just a way to cut spending. If you have someone with psychosocial or psychiatric disabilities they may not be capable of contacting the NDIS. For the NDIS answer take that away so they can die and go away.	5/19/2026 6:41 PM
203	The NDIS workers are lazy and generally uncontactable. I have not had a single participant in 10 years have the same NDIA contact for the duration of a 12 month plan. This is not fair.	5/19/2026 5:38 PM
204	This is exactly the kind of thing that led to Robodebt. We don't need another Robodebt. The power to suspend a plan is already a power trip, but to allow automation to dictate the fate of a disabled person's critical needs is both insulting and dangerous. The only thing worse would be to place the decision making in the hands of an artificial intelligence, known for making things up and acting on false data.	5/19/2026 5:37 PM
205	NOT appropriate, calling wrong people and calling people with hearing impairments who've requested email!!	5/19/2026 5:32 PM
206	I am deaf. They will cut me off	5/19/2026 5:32 PM
207	This is just like Centrelink - Services Australia - and that should be a red flag.	5/19/2026 4:44 PM
208	The NDIS has previously only sent letters to me, a blind person, and has consistently changed my preferred contact method from email	5/19/2026 4:17 PM
209	Personal experience of communication efforts by NDIA have been terrible and dishonest on occasion.	5/19/2026 4:07 PM
210	Where is natural justice here???	5/19/2026 3:43 PM
211	There needs to be a better system than simply withdrawing supports surely	5/19/2026 3:36 PM
212	There could be valid circumstances preventing a participant being contacted.	5/19/2026 2:53 PM
213	Robodebt all over again.	5/19/2026 2:49 PM
214	WTH??? That's messed up	5/19/2026 1:36 PM
215	This is incredibly ableist. The lives of Disabled people and their carers are incredibly complex. There are many valid reasons why a Disabled person cannot be contacted for significant periods of time or at certain times etc. Given that the NDIS consistently ignore	5/19/2026 1:17 PM

	even the most basic of requests for preferred communication this is horrific. The people most impacted by disability will be the people whose plans are suspended or cancelled.	
216	I have concerns about what they would consider an attempt to contact someone, especially as they have already demonstrated that they cannot get this information right. If anything this should trigger a welfare check on the person rather than cancelling a persons supports.	5/19/2026 1:06 PM
217	I have a "No cold calls" notification on my NDIS file but it's been ignored causing psychological crisis and suicide attempts. We SHOULD have every right to be communicated with according to OUR needs NOT the NDIS's convenience. It's a human rights abuse!	5/19/2026 12:01 PM
218	NDIA make mistakes and not update files all the time.	5/19/2026 11:58 AM
219	That's ridiculous. They call from an unidentified number, and don't leave a number. Some people cant answer eg if at work, or just arent on their phone 24/7.	5/19/2026 11:36 AM
220	Lack of contact should mean welfare visits not cancellation	5/19/2026 11:26 AM
221	This is horrifying. If you ignore a participants' preferred contact method it's unacceptable to then pause their plan if they haven't responded. Disabilities fluctuate and sometimes communicating isn't possible immediately. This is such a disgusting thing to be considering and makes me feel sick for the ongoing support of the NDIS.	5/19/2026 11:18 AM
222	Surely this cannot be the case!? There would need to be lots of evidence of effort to contact using ALL methods - including in person and at the very least using the methods given by the participant.	5/19/2026 11:13 AM
223	Totally unfair.	5/19/2026 10:56 AM
224	The NDIA already ignores preferred method of contact requests, and expects the disabled to do the impossible.	5/19/2026 10:08 AM
225	Im unable to use phone or any voice to text as my neurological impairment. I need time to read and understand what's involved. My informatal support is overwhelmed suffering depression and anxiety so SHUTS DOWN on anything NDIS related and he is my only advocate. I deserve to be independent and have communication as per my necssary fashion, (not preferred, necessary communication style). To do otherwise is discrimination. To expect the disabled to overcome barriers snd meet able bodied expectations is discrimination.	5/19/2026 9:57 AM
226	why get penalised for being very busy some are in survival mode every day	5/19/2026 9:41 AM
227	It doesn't considered AAC users and NDIA ignores our communication preferences. I need my therapists and support workers and support coordinator to help me respond to things, but if they get cut, what am I supposed to do. I don't have family or friends to support me.	5/19/2026 9:23 AM
228	The NDIS is already rubbish at contacting people appropriately. Their incompetence should not be weaponised against people with disability and families.	5/19/2026 9:04 AM
229	Thoughts of things like robo debt	5/19/2026 9:02 AM
230	This is horrendous. Some people with disabilities are unable to make or receive phone calls. Unable to return calls or understand or properly hear what is being said on the phone	5/19/2026 9:00 AM
231	This is unfair and wrong! Plus given they already lie about contacting people, say things and make promises during phone calls which they don't honour I really don't trust them to be ethical in their behaviour	5/19/2026 8:52 AM
232	Note the NDIA does not always respond within their stated times. I know this from personal experience.	5/19/2026 8:30 AM
233	We continuously get incorrect communication , phoning my autistic daughter from an unidentified number, she never answers the phone, i am her nominee	5/19/2026 7:55 AM
234	The ndia constantly ignore my nominated communication method. It's impossible for me to take unscheduled phone calls but they keep calling. They should be required to have tried multiple communication methods before doing this and also have consideration for the well being of the participant. They should also consider that some participants may be in hospital or going through a period of high need and be unable to respond at certain periods of time.	5/19/2026 7:49 AM
235	I have clients that don't answer their phones or open their mail and do not use the internet	5/19/2026 7:42 AM
236	They are not very approachable now. Don't run this like the ato does where they say they haven't made contact with tax agent or client when they haven't even tried. People change	5/19/2026 7:35 AM

	their numbers all the time. I disagree with this change. Mental health really needs to be addressed - just remove this one altogether.	
237	This directly discriminates against Disabled people like if people do not have the capacity or ability to communicate	5/19/2026 7:32 AM
238	People will end up being social admissions in hospital and mental health units	5/19/2026 7:31 AM
239	The NDIA is so poor already in relation to communicating with participants in the way the individual needs with their disability. I can see deaf people like my daughter cut off for not taking phone calls during her work hours- when she needs a planned call with the right technology and a quiet setting to be able to hear anything. It's again a change that is only about making things easy for the bureaucracy It doesn't do anything useful for people with disabilities and their families	5/19/2026 7:28 AM
240	Many participants will not answer a private number	5/19/2026 7:05 AM
241	They disregard people's chosen contact methods and insist on phoning, often from numbers that come up as spam. This is a difficulty that would be exacerbated, especially for people who don't like to be bombarded with phone calls.	5/19/2026 7:05 AM
242	Communication errors can occur and this shouldn't be a participant and family issue	5/19/2026 6:46 AM
243	NDIA ignores people's necessary & preferred communications methods & they tell lies about trying to contact people. Everything they do should be logged against a NDIA worker's name & recorded because the agency is recalcitrant	5/19/2026 6:05 AM
244	Will cause harm, even death	5/19/2026 5:56 AM
245	Not everyone has the capacity or capability to answer the phone? Intellectually disabled, non verbal, etc	5/19/2026 5:17 AM
246	I am deaf. My only communication listed is written communication. But they still ring. They ignore my needs . I am aligning blind and all my correspondence goes to support coordinator as my PTSD caused by an abuse from NDIS has came harm and their neglect nearly killed me. I won't a were. I can't answer phone calls because I am DEAF what don't they understand	5/19/2026 4:27 AM
247	Voice calls can be very intimidating, anxiety producing and actually traumatic.	5/19/2026 4:10 AM
248	It makes me nauseated to think too long about this	5/19/2026 4:08 AM
249	The idea that someone could lose access to essential disability supports simply because contact could not be made is deeply concerning, especially when those supports may be the very thing helping them stay safe and stable. I am also worried about the risk of vulnerable people "disappearing" from the system unintentionally. Once supports stop, people can quickly lose therapies, support workers, community access, daily living assistance, and routines that are critical to their wellbeing. Re-entering the system can then be extremely difficult and stressful.	5/19/2026 2:18 AM
250	The NDIA already abuse "contacting" participants - e.g. calling participants on the phone who are deaf DESPITE clear preferences stating that email contact is required. There is NOTHING that specifies that the NDIA needs to: - Use current contact details (not ones that were replaced 3 years prior, as has happened multiple times to multiple friends of mine) - Obey communication preferences (not calling people who cannot manage a phone call conversation due to their disability) - Try more than once - Try more than one channel (i.e. if phone fails, send an email, or a letter, or both) - Even try in the first place, instead of just ticking the box "couldn't reach them" and moving on (as happened to a friend for a plan review). - Actually contact the relevant person, instead of an old support provider (friend's new plan was sent to a support coordinator that they'd ceased services with more than 2 years prior, and the NDIA had been informed of the change at least 6 times between ceasing services and the plan being created. When the plan change was discovered later, the NDIA insisted that simply sending the plan at all counted as "informing the participant" regardless of the fact that the participant had not been associated with the person who it was sent to for at least 2 years). There's already been participants who died due to this policy in the past - e.g. David Harris - and this policy will result in the deaths of more participants due to loss of supports as a result of the NDIA not actually contacting the person properly. It's utterly ripe for the NDIA to abuse given their appallingly bad history of attempts to "contact" someone.	5/19/2026 1:52 AM
251	This particular part is utter bastardry. I have had letters from the NDIS stating that they have tried to contact me by phone on a certain day and there is absolutely no record of a missed call or SMS. People from CALD communities, psychosocial participants, Autistic participants with speech and language differences and learning disorders are going to be	5/18/2026 11:26 PM

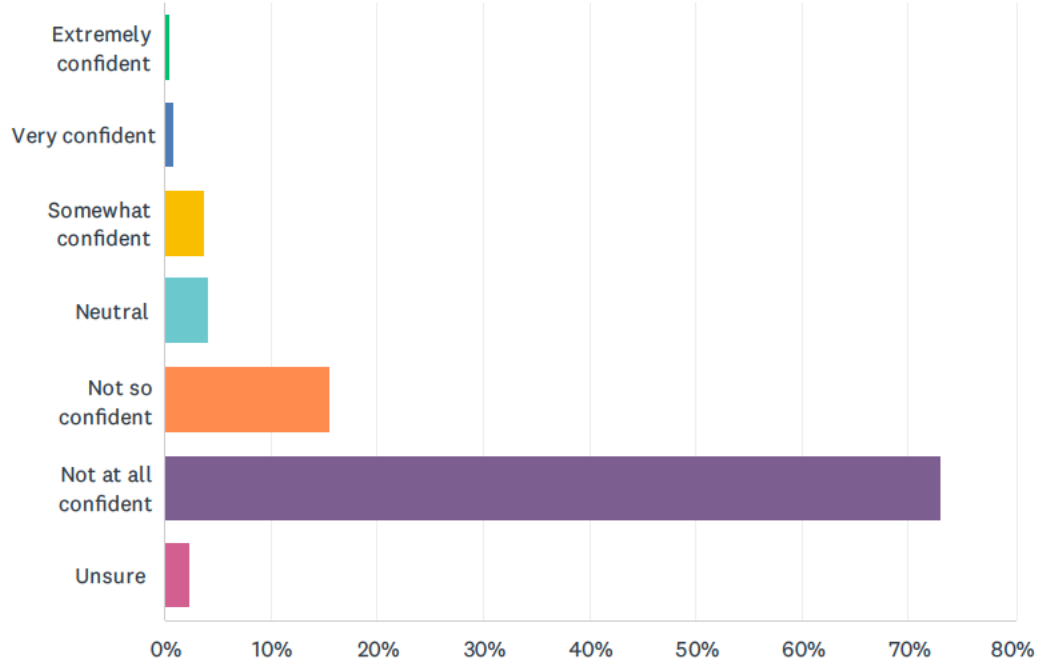
	punished for these disabilities by these proposed changes. Let alone the Deaf and Blind community, and the DeafBlind participants. This makes no sense and is just another cruel measure	
252	Dumb rules to save money. No compassion or empathy on the impact these rules will have on participants	5/18/2026 9:22 PM
253	The NDIS already has a pattern of contacting people in ways that they did not consent to, just to screw folks over. This just gives them free reign to do it and punish people that annoy them.	5/18/2026 9:19 PM
254	The NDIS persists in phoning me at 7am, 9 years after I joined the scheme despite it being written in my plan and multiple reminders that communication must come via email due to my disability needs.	5/18/2026 9:13 PM
255	A few times they've randomly phoned. We're regional so actually we often don't get calls.	5/18/2026 9:13 PM
256	I'm autistic and phone calls give me debilitating anxiety. I can take a month to return a call from my friend even when I *want* to talk to her. And one of my psychosocial disabilities comes with amnesia. I can do things and never know - like delete a call from my call history. And it's more likely to happen if I'm really anxious, e.g. if I know I'll be severely punished if I miss a call.	5/18/2026 9:07 PM
257	They don't understand how to use NRS and refuse to use it with participants	5/18/2026 8:56 PM
258	My daughters are non-verbal. Soon they will be adults - if you contact them and somehow we don't know about it they could lose funding through no fault of their own	5/18/2026 8:55 PM
259	I'm uncontactable by phone at times as phone on silence as brother with intellectual disability can phone me up to fifteen times a day	5/18/2026 8:54 PM
260	This is just purely discriminatory because it means that a person with a disability, particularly an intellectual cognitive disability may not be able to communicate and research already says this massive burden on parents and careers and so sometimes it's going to be likely that that communication is Missed. So not only are they expecting parents and careers to take the load but they're also gonna penalize them if they're not available on queue.	5/18/2026 8:51 PM
261	My people i support dont use their phone	5/18/2026 8:16 PM
262	As an Autistic person who has also not consistently had my contact preferences respected or requested accommodations taken into account, this is very concerning.	5/18/2026 8:02 PM
263	Especially worried because the explanatory memorandum attached to the Bill gave examples of how this might work operationally. There was an example of someone who was not responsive within the timeframe, and upon checking their plan and file, the Agency staff identified there had been nil claims from the person's NDIS plan for a few months. They determined that suspending the plan would not create a risk to the person's wellbeing and sent a notice advising of the suspension. Nowhere did it identify or indicate any systemic safeguarding to check correct contact details, contact emergency / next of kin contacts on file, request a welfare check or have any concern that this individual has not used services for a few months - disregard for the likelihood they were already isolated, in trouble, homeless, etc	5/18/2026 7:45 PM
264	This unfairly disadvantages people with no informal supports, communication impairments or general anxiety around speaking with the NDIS in general.	5/18/2026 7:42 PM
265	This is the consequence applied to people who have been convicted of a crime and sentenced to a suspended sentence or probation order. People with disability often have very reasonable explanations for not making contact. Don't treat them the same as criminals	5/18/2026 7:37 PM
266	My experience has taught me not to trust the NDIA's communication practices. They don't understand complex communication barriers and will just phone and phone even if we can't use the phone. I'm worried this will be used to penalise participants and kick them off the scheme.	5/18/2026 7:19 PM
267	If they were trying to contact my family member they would not get through as number would not be in saved contacts and therefore not answered	5/18/2026 6:57 PM
268	Twice I have had supports cut without notice, I was catatonic the first time	5/18/2026 6:33 PM
269	My situation this wouldn't effect. But there are many people who are homeless or no fixed address. This is a big issue.	5/18/2026 6:16 PM

270	NDIA is renowned for not contacting supports with preferred method. They can't even make the submission accessible for some.	5/18/2026 5:29 PM
271	This is unethical and should be illegal. It is not disability centric. It is not trauma informed. It does not take into account energy limiting disabilities where someone can be unable to communicate for months. It is horrific.	5/18/2026 4:56 PM
272	This will lead to the most vulnerable people losing support.	5/18/2026 4:22 PM
273	This is very unfair to deaf participants.	5/18/2026 3:59 PM
274	There are so many reasons a person might miss a communication or not be able to respond quickly. Very unfair	5/18/2026 3:54 PM
275	I often miss calls and it takes me a while to return them because i am very busy most days	5/18/2026 3:49 PM
276	The system right now can not be trusted and has openly show contempt towards too many.	5/18/2026 3:47 PM
277	Not everyone with disabilities are easy to contact or have their aids with them 24/7. How about we cancel ministers wage if their voters cant contact them	5/18/2026 3:39 PM
278	Letters often arrive to me a month after the date printed on them, with instruction to call back. I cannot call. I'm one of the few people they avoid calling and that's because i refuse to share any phone number with them. Before i removed my phone number from their system they would try to call me constantly regardless of correcting them over and over. So many people are in that position now. Any time someone is not reachable for 90 days- that indicates a crisis. The ndia should have a duty of care to follow up any incident where a participant is non responsive to communication. There is no happy story behind any non-comminicative participant. Removing them from the scheme or ending their plan funding in that instance is only cruelty. If the funding is not being spent then why is there harm in keeping it active until the person can be located, dead or alive???	5/18/2026 3:38 PM
279	Often ph people when this is not accessible.	5/18/2026 3:33 PM
280	Some people don't have informal supports that can support a participant in this scope, and if their plans are reduced, then they have less of a chance of supports being able to do this, and we already see what "attempted contact looks like" - calling from private numbers outside of regular business hours, hassling participants until they are too scared to answer their phone for fear of their funding being impacted, emails saying that the ndis attempted contact but that never happened.	5/18/2026 3:25 PM
281	My adult child cant read and we rarely have phone reception so we rely on our support coordinator to take care of that for us.	5/18/2026 3:23 PM
282	There are periods of time when I am incapable of communicating and need support in order to do so… this would be catastrophic if my plan was stopped when at my most vulnerable!	5/18/2026 3:13 PM
283	How does this consider those who cannot communicate by phone or email without a support worker available to assist them ? If you cannot get funding for a support person and you are supposed to understand and reply to email or phone calls in a undetermined timeframe doesn't seem fair for all participants these are people with disabilities not "bludgers" avoiding mandatory work place appointments etc.	5/18/2026 3:01 PM
284	NDIS do not recognize me and my son is illiterate and innumerate - how are they going to not suspend somebody like that?!	5/18/2026 2:46 PM
285	The NDIA do NOT even text you to say when they are calling you.	5/18/2026 2:45 PM
286	This will disproportionately affect Autistic or similarly disabled participants, as well as CaLD participants.	5/18/2026 2:34 PM
287	They are already doing similar things with complaints and planning meetings. If you don't immediately answer their unscheduled phone call (even if that's your unpreferred communication) they close your complaint and write you a new plans without input. This is punitive, lazy and inaccessible. It's disability discrimination.	5/18/2026 2:32 PM
288	This is really appalling. There are many reasons why a disabled person can't be contacted. Like for example, with Long Covid or ME/CFS someone could be in a severe PEM flare and unable to comprehend sentences or look at a computer screen.	5/18/2026 2:11 PM
289	No reference to various timelines across Australia No reference to an SMS alerting a call would be made giving day, time and date No reference to those who are deaf, blind or are unable to answer due to illness, hospitalisation, in Court etc	5/18/2026 2:01 PM
290	I work and cannot take calls or call back easily, this could lead to me being taken off the	5/18/2026 1:51 PM

	system. What about people who are sick or have communication difficulties?	
291	My daughter has an intellectual disability, if she is contacted directly she is likely to ignore	5/18/2026 1:49 PM
292	Ableism.	5/18/2026 1:43 PM
293	The NDIA consistently ignores participant's preferred contact method, and often changes it against the participant's preferences. Ejecting a participant for failing to respond because of NDIA's incompetence and errors is extremely unfair.	5/18/2026 1:02 PM
294	I have ADHD and the whole point is I miss things! There needs to be reasonable exceptions to this, especially carers who will prioritise their family member over a phone call!	5/18/2026 12:54 PM
295	So many disabled people can NOT speak for themselves. They rely on others. This is a cruel act	5/18/2026 12:51 PM
296	Remote for us means that there are massive black holes in our network coverage, that means you struggle to receive emails, have internet offline most of the time.	5/18/2026 11:41 AM

Q25 How confident are you that NDIA letters, emails, phone calls and online systems are currently accessible and reliable enough to avoid people being wrongly suspended?

Answered: 1,066 Skipped: 321



ANSWER CHOICES	RESPONSES	
Extremely confident	0.47%	5
Very confident	0.94%	10
Somewhat confident	3.75%	40
Neutral	4.03%	43
Not so confident	15.48%	165
Not at all confident	72.98%	778
Unsure	2.35%	25
TOTAL		1,066

#	OPTIONAL COMMENT:	DATE
1	I have no faith it government correspondent especially because they already have a huge number of participants they have targeted to remove from the scheme, they don't care who they just want to make their quota	5/25/2026 10:30 PM
2	Of course people will be wrongly suspended	5/25/2026 4:54 PM
3	IT and tech systems are known for their unreliability. These are such small signals with huge impacts	5/25/2026 3:54 PM
4	See previous comment!	5/25/2026 3:23 PM
5	See previous comment, the communication is already inadequate and detrimentally impacting myself and my child's supports.	5/25/2026 3:23 PM

6	Administration in NDIS is shocking and negligent. They can't claim resourcing issues requiring more time to review cases and simultaneously say they have the resources to adequately cover all communication requirements to allow fair review and assessment.	5/25/2026 12:19 PM
7	I know high functioning, educated carers of participants who work full time get correspondence that is delayed, confusing and not to their primary preference that causes them overwhelm and concern. I can't imagine how those with disability can manage such correspondence effectively.	5/25/2026 10:31 AM
8	See above	5/25/2026 9:25 AM
9	My clients have hearing issues and are semi paralyzed. Also they have cognitive issues. They would have not idea they are trying to be contacted and with reduced support they would slip through the gaps.	5/25/2026 6:32 AM
10	Considering they won't leave a message, and I have been scammed in the past, and when we do provide written information, the planner doesn't read it before our meeting, I have no confidence in this.	5/24/2026 10:11 PM
11	I do think that all government departments should invest in the SMS system so when they are about to try and contact them that they can send a message to them before calling. I also think that when new participants have their first intake meeting, the LAC should assess the participant or their nominee as to what communication is best for them and if there might be any barriers that they may face in being contacted. If there are potential barriers, then the participant may need extra support in their NDIS Plan to accommodate these challenges.	5/24/2026 7:33 PM
12	I think all government departments should use the SMS service before calling a person as there are so many scam phone calls these days and it reassures the person that the call is actually coming from a government department. I think that at a participants' intake the officer needs to explore the appropriate communication channels with the participant so that barriers can be addressed and/or if the participant needs supports built into their plans to prevent this from occurring.	5/24/2026 5:01 PM
13	they ignore our preferences already. this will just make it even more difficult!	5/24/2026 4:31 PM
14	Technology makes mistakes all the time, and out lives should be worth more than to be held in the balance of a potential computer error.	5/24/2026 3:10 PM
15	From my experience, I can not usually get to my phone to answer before it stops ringing and goes to voicemail (poor mobility) which is not used by the NDIS, and since the phone number is 'private', I can't return the call. Hopefully a better system will show up in time.	5/24/2026 2:20 PM
16	It took over 2 weeks for a simple question to be answered by the NDIA. It was an incredibly frustrating experience. There was no number to call, the communication was via email, the people responding to my enquiry repeated information and misread my question. It took a lot of perserverance and effort on my part for what was a simple question.	5/24/2026 1:49 PM
17	They are not! Ive received mail notifications of an "upcoming review" months after a review took place, been unable to access online apps for weeks at a time. Didn't receive official copies of a plan at all via email or paper!	5/24/2026 1:16 PM
18	Accessing NDIS and NDIA information is a joke. There is no consistency between staff and people have no idea what they are talking about.	5/24/2026 12:47 PM
19	I fear that communication systems within the NDIS will be deliberately worsened or made lax specifically for the purpose of removing as many participants from the scheme as possible. Nothing about this is accessible, or accommodating to the communication needs of participants. In any other field of government this would be deemed unacceptable.	5/24/2026 12:30 PM
20	I don't believe that communication is always efficient or prompt from NDIA in any form, so there is absolutely not a chance it would avoid wrongful suspension.	5/24/2026 12:27 PM
21	Hilarious. It took me over a yera to get my last plan review processed and I had to go through advocates and my MP in the end.	5/24/2026 12:09 PM
22	They aren't accessible at all! And in rural and regional areas, phone and internet connections are either poor or non existent and at times there is no postal service- with reduced funding to access the community, how will people check their PO Box?	5/24/2026 12:01 PM
23	They aren't!! And they NEVER take responsibility	5/24/2026 11:34 AM
24	I never go the information I required when I applied in JUNE 2025 for through the PIA and freedom of information act to get my own information on why decisions were made for my	5/24/2026 11:30 AM

	initial plan within the legally required 90 days instead I got "technical difficulties " and still do not have the information I am legally allowed to have.	
25	Sometimes crises happen in peoples lives and they miss things or don't have the capacity to respond in the timeframes they are given.	5/24/2026 11:28 AM
26	I had to go into an NDIS office to find out what it was I was being threatened for. Because there was no message left on the phone as to what it was about, and nothing listed in my tasks in the portal. Stop threatening the participants. We have it hard enough as it is.	5/24/2026 10:09 AM
27	They constantly get the preferred contact method wrong	5/24/2026 9:23 AM
28	Oh the things we see wrong daily	5/24/2026 8:26 AM
29	Systems are regularly inaccessible and difficult for those with disabilities to access.	5/24/2026 6:57 AM
30	As you mentioned, people's communication preferences are being ignored. Mail gets lost. Emails can look like spam. There has to be a better way.	5/24/2026 6:54 AM
31	Not at all confident. They mess up so often. And dissemination of general NDIS changes information is also rubbish currently. these powers are too far reaching and impactful.	5/24/2026 5:36 AM
32	I am hearing impaired and they decided to call me instead of email/text as per usual for carrying over my plan	5/23/2026 9:55 PM
33	How the NDIA communicate with participants is completely inaccessible. I've had many panic attacks from the calls that I'm not wanted ablut far in advance and have never been able to answer. There's also no way to ring or contact that person back.	5/23/2026 2:05 PM
34	they ignore comms preference and ring the wrong person now!	5/23/2026 1:50 PM
35	The NDIA is a mess. Half the time they don't have any of the information on file, even when it is emailed directly to them on multiple occassions. Its incredibly hard to deal with them!	5/23/2026 1:30 PM
36	I have not been able to log in for months	5/23/2026 1:26 PM
37	Automated systems only work as well as those running them, and the NDIA couldn't run a piss-up during happy hour at a bar, attended by alcoholics.	5/23/2026 9:59 AM
38	Their system regularly looses important information and it is not publicly visible on their portal. If a person could see where attempted are made and by whom it would be fairer	5/23/2026 9:00 AM
39	Emails are sent with incorrect or contradicting information. Ive had participants advise that the Ndis rings once, they dont get to their phone in time. Voicemails are never left and they often call from private numbers so they never really know who is calling or how to contact them back.	5/23/2026 8:41 AM
40	They ring from private numbers, don't leave message and then email with a no-reply email so????	5/23/2026 8:13 AM
41	There are so many errors happening all the time which shakes any confidence I may have had.	5/23/2026 6:35 AM
42	I've had about six/seven different people in a couple of years as my case worker. Communication is poor and delayed at best	5/22/2026 8:23 PM
43	As long as multiple methods are attempted multiple times	5/22/2026 7:33 PM
44	See previous comment regarding this exact situation.	5/22/2026 6:30 PM
45	I've had this problem with Centrelink in the past. It is unfair and wrong.	5/22/2026 4:00 PM
46	We had our access application thrown under the table and not looked at We had to call on all the time and they stated they never received anything then had to put in multiple access applications	5/22/2026 3:51 PM
47	Already when you call they have no record of previous calls. I have experienced this for nearly 2 years as I called up due to issues with my NDIS participant number. Each time they would not even know about the issue or that I had called and reference numbers are useless because they do not apply to the call centre.	5/22/2026 12:07 PM
48	Have you tried using any of their online systems recently?!! there is your answer. Try being blind and or try having a brain injury and trying to access these online systems or understand their letters	5/22/2026 11:55 AM
49	Originally NDIS lost my paperwork for over a year when I first applied. Things have only got worse due to the staffing freeze.	5/22/2026 11:27 AM

50	Government agencies are only required to attempt one mode of communication, and there are all kinds of reasons that mode of communication might not be accessible. Letters might not be accessible if someone's address has suddenly changed, phone calls might not be accessible if someone has been forced to change their number, and both emails and online systems require access to the internet, which not everyone has	5/22/2026 10:40 AM
51	NDIA enforced system is horrible to navigate for providers	5/22/2026 4:15 AM
52	I often hear clients say they don't know what's happening as they haven't heard from NDIS	5/21/2026 8:24 PM
53	They aren't. We know that.	5/21/2026 7:06 PM
54	They have said to me a few times that they cannot contact me. I work in a classroom and. Annot answer phone obviously whilst teaching , i have told them this. Also they have lied about sending emails	5/21/2026 7:03 PM
55	They ignore your preference, call at all times, send and that they are calling but never do.	5/21/2026 4:59 PM
56	I recently transferred to PACE, I now can no longer screenshot, Print to PDF, or READ the portal (web as cant use app). In the old system I still couldnt READ (vision impaired) the portal but the workaround was to screenshot/Print to PDF. So many people will be caught out by this all because government(s) wouldn't know/understand accessibility if it bit them in the ass. Given they are notorious for claiming they have made contact when they couldnt have (eg rung me), (they dont have my phone no as I had to remove it as they ignored EMAIL ONLY flag on file). Its going to be so easy for NDIA to claim contact was made. Lets assume they make sending letters compulsory-PWD's are still going to get caught out, cant read, dont understand, print to small, got lost etc etc	5/21/2026 4:59 PM
57	This is extremely worrying as a person with extremely limited capacity to communicate (as in can't use my funding due to the communication demands of support workers). This survey is extremely hard. I can't meet deadlines.	5/21/2026 12:33 PM
58	NDIA/NDIS already are terrible at communication. People with disability including communication difficulty have incredible difficulty with NDIS/NDIA communication and planners do not take any note of the person's documented preferred mode of communication. Some people cannot communicate on the phone!!!!!!	5/21/2026 12:20 PM
59	People on the NDIA receive multiple letters and plans that are duplicates and letters that do not reflect an action that has been requested by the person Money is wasted every day by the NDIA with the amount of snail mail that is posted that is inaccurate and duplicated	5/21/2026 12:11 PM
60	It took over six weeks of repeated missed calls (my phone is silent when I'm working) and ignored emails from me (including direct replies to emails from my LAC's customer support people) just to make contact with someone to book a check-in! Communication preferences are a core part of any inclusive service. And of all government services, the NDIS should be setting the standard for inclusive engagement.	5/21/2026 11:38 AM
61	I have answered a call where i personally have been abused by an LAC stating i am not answering them when it was first ever phone call and then being bullied and harrassed into things i dont agree with all cos this other person says i was not answering them	5/21/2026 11:27 AM
62	As a parent recovery coach and counsellor I've had trouble with the system. Imagine how hard it is for people who have no one to represent them	5/21/2026 11:11 AM
63	I'm still waiting for replies from 2024	5/21/2026 11:09 AM
64	I have been lied to on the phone by a planner which led to my daughter with complex support needs having her plan dangerously slashed. I had to put in a complaint snd appeal. I do not trust phone calls.	5/21/2026 10:56 AM
65	I've not received letters and ebsuks befire that they say they've sent	5/21/2026 10:43 AM
66	As above, contacting / being contacted my the NDIA is already a nightmare.	5/21/2026 10:38 AM
67	Depending on the circumstance	5/21/2026 10:37 AM
68	This system is reminding me very much of old school Centrelink of which new school Centrelink is only enough better that it's the only option. Both systems are intentionally hard so that you give up that needs to change. We are people that need help and when we get help we become more productive	5/21/2026 10:28 AM
69	Despite asking numerous times for the NDIA to EMAIL or send a letter, the NDIA have CONTINUED to ring my Deaf clients. We've asked them to place contact alerts on file for our Deaf clients, but the alerts are ignored.	5/21/2026 10:25 AM

70	The system is not worthy of being called a system, it is so scattered and inefficient.	5/21/2026 10:09 AM
71	No letters received for review/rollover notification, calls at odd hours from over east with no warning, people with strong accents that are difficult to understand, insisting deaf people answer the phone.	5/21/2026 7:50 AM
72	I don't receive letters, or emails, or anything from online systems, I rarely receive phone calls and I would not be able to discern them from scams	5/21/2026 7:21 AM
73	People could die if this proposal is implemented.	5/21/2026 6:40 AM
74	No chance	5/21/2026 5:57 AM
75	See above. The NDIA does not understand. It reeks of ableism, discrimination, privilege.	5/21/2026 5:44 AM
76	Government correspondence isn't necessarily dependable. It's also subject to political interference	5/21/2026 3:20 AM
77	0% chance of this occuring!!	5/21/2026 2:10 AM
78	Because they don't always call people	5/20/2026 11:59 PM
79	I consistently get errors in correspondence, including text messages, emails and letters.	5/20/2026 8:28 PM
80	Many people already struggle with long wait times, missed calls, inaccessible communication, confusing letters, portal issues, outdated contact details, and difficulty navigating government systems. For people with cognitive issues, mental health conditions, fatigue, communication difficulties or fluctuating health, it would be very easy for important contact attempts to be missed unintentionally. I think there is a real risk of vulnerable people being wrongly suspended despite genuinely trying to engage with the system.	5/20/2026 7:20 PM
81	Multiple methods of communication should ensure that contact can be received in some way, but this does need to be monitored.	5/20/2026 6:44 PM
82	Not all have the luxury of reliable coverage. We are only 80km from Toowoomba Fir example and have no or minimal coverage at times.	5/20/2026 6:14 PM
83	Even the numerous emails I've sent over time, only several get automatic replies and only some get a response from a staff member.	5/20/2026 5:33 PM
84	For reasons stated above. NDIS paperwork is a huge ask of disabled people and their families and carers, considering intersectional disadvantages like educational attainment, English as a second language, intellectual disabilities, fatigue, fluctuating disability this kind of reasoning is added stress.	5/20/2026 4:52 PM
85	Again the most vulnerable are the most disadvantaged when it comes to accessing and communicating with systems.	5/20/2026 2:32 PM
86	Right now they can make a phone appointment with you. The day comes around and you don't receive a call. Then they call to say you didn't attend your appointment but I sat by my phone all day and no one called. They are already lousy at communication and meeting people's communication needs.	5/20/2026 2:09 PM
87	I have received text warnings I would receive a phone call from the NDIA /after/ they have called. There is no accessibility in the system. It would be difficult for non-disabled people to manage, yet alone disabled people.	5/20/2026 12:56 PM
88	Not very confident, honestly. I think a lot of people — including participants, families, and providers — already experience significant challenges with NDIA communication systems. And those challenges can have serious consequences even *before* adding powers like suspension or cancellation for non-contact. Common issues people already report include: * long wait times * inconsistent information between staff * missed callbacks * confusing letters * difficult-to-understand language * online portal issues * emails going to spam * communication being sent to outdated contact details * participants not understanding what action is required * delays between decisions and notifications For many participants, accessibility is not just about whether a letter technically exists. It's about whether the communication is: * understandable * timely * trauma-informed * cognitively accessible * available in multiple formats * actually received * supported with follow-up if needed As an OT, I'd especially worry about people with: * intellectual disability * autism * psychosocial disability * acquired brain injury * executive functioning difficulties * literacy challenges * communication differences * limited digital access * limited informal support A missed email or confusing letter can have very different consequences for different people. For example, some participants may: * not open unfamiliar emails * avoid phone calls due to anxiety * struggle navigating portals * misunderstand deadlines * become overwhelmed by paperwork * not recognise the seriousness of the communication * need support to interpret and	5/20/2026 10:53 AM

	respond And often, the people with the greatest support needs are also the people most likely to face barriers engaging with complex administrative systems. I'm also not very confident because even providers and clinicians — people who work in the system every day often report confusion around: * changing processes * inconsistent guidance * delayed responses * unclear responsibilities So expecting all participants to navigate it flawlessly feels unrealistic. If suspension powers are introduced, I think there would need to be extremely strong safeguards around: * accessibility * repeated outreach attempts * multiple communication methods * support person involvement * culturally safe communication * easy re-engagement pathways * human review before suspension occurs Because otherwise there is a real risk that people are not "non-responsive" in a meaningful sense — they are simply unable to successfully navigate an already complex system.	
89	Communicating with NDIS at the best of times is very hit and miss. I would like to see a system where a nominated contact officer became available to all participants. LACs do not perform this function.	5/20/2026 10:23 AM
90	see above	5/20/2026 9:33 AM
91	Several emails go to spam and don't get to the clients directly	5/20/2026 9:00 AM
92	Cognitive barriers to entry	5/20/2026 8:52 AM
93	Participants I support are not receiving much in the way of communication - eg. plans have been automatically renewed without notification and without acknowledgement of all the documentation submitted; participants have been left assuming they would receive a least an email formally notifying them but only by checking in the portal at my suggestion do they discover that the end date has been changed indicating that the renewed plan has been in place for some time. In the meantime they have been extremely stressed and put therapies on hold, thinking the delay means it has not been renewed. The lack of communication takes its toll and puts people at risk. It also impacts the providers because we have protracted periods where we have no idea whether the participant will continue receiving our service or not.	5/20/2026 8:16 AM
94	All people with disability, especially People at risk; living out of their cars, couch surfing, escaping DFV need a consistent reliable contact method without running the risk of losing their plan	5/20/2026 6:25 AM
95	Decisions are often made without the Participant being informed or told why	5/20/2026 12:55 AM
96	Terrified	5/19/2026 11:55 PM
97	No doubt the NDIA will do this on purpose to save their bottom line	5/19/2026 10:17 PM
98	What if your away on holidays ?	5/19/2026 9:40 PM
99	I have a client who is blind who is unable to access the portal and gets sent thumb drives with documents despite asking for emails to be sent	5/19/2026 9:02 PM
100	There is no be if it to introducing this requirement. This only ends with many people being harmed more than thet are already	5/19/2026 9:01 PM
101	They ignore the accommodations that Pwd require and just choose whatever way they want to contact you. Anyone would think that they know nothing about disability and are not the one agency who is there to support the disabled community!	5/19/2026 7:49 PM
102	We often get 8 copies of letters / the can't even get that right.	5/19/2026 7:19 PM
103	NDIS has claimed to have attempted contact in the past yet I have not received a call (mobile log) also no ability to return calls to same delegate, everytime we call we speak to a different person	5/19/2026 7:17 PM
104	If they didn't already continually do the wrong thing, we would have less cause to see this as the catastrophe it is.	5/19/2026 7:12 PM
105	The NDIA calls people on private numbers (which many don't pick up as they think it's a scam call), so if they miss the call, they can't return it. And the NDIA also frequently ignores preferred methods of contact (e.g. someone lists letters due to deafness yet the NDIA always phones them)	5/19/2026 7:09 PM
106	I'm sure we have all been told we tried to ring you, but there is no record of an incoming call on my phone	5/19/2026 6:39 PM
107	Currently I gave it explicitly stated in my file to only have email communication yet I still get calls.	5/19/2026 6:15 PM

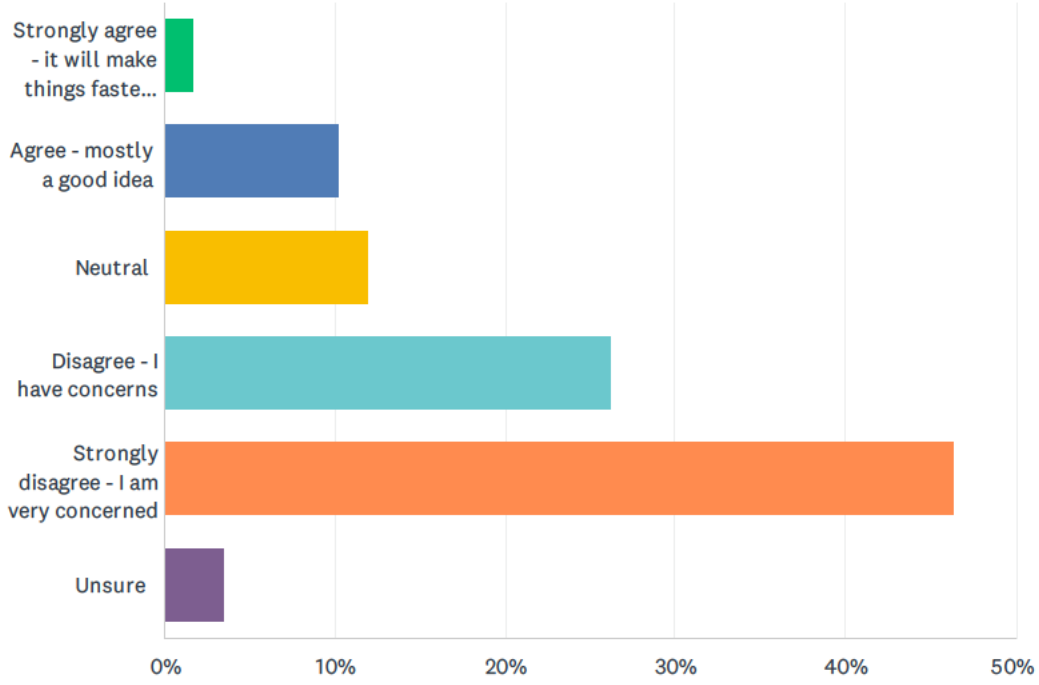
108	Its already difficult enough for some people to get in contact with NDIA staff. Adding risk of suspension to the mix will only create tension and problems.	5/19/2026 5:37 PM
109	my preference was email and I was receiving letters and calls	5/19/2026 4:50 PM
110	Emails are mostly ignored because they are likely to be spam. Accessing NDIS online is very glitchy. I'm tech literate and even I found it very cumbersome, with frequent random updates about two factor authentication or passkeys or complicated passwords etc that are not user friendly for anyone who may struggle even a little	5/19/2026 4:39 PM
111	The systems are hopeless and very unreliable. I can never contact the right person at the right time and have them action something. Never, ever!	5/19/2026 3:43 PM
112	All communication and any interaction I've ever had with the ndia for my whole family has been absolutely ineffective, caused absolute confusion, included variable information even within the agency itself. We can not trust the agency to communicate in any sort of reliable manner as it is	5/19/2026 3:36 PM
113	they haven't even been able to organise appropriate communication now to update participants on their plans or reassessment time frames	5/19/2026 1:36 PM
114	Disabled people should not be harmed due to NDIA incompetence ever.	5/19/2026 1:17 PM
115	I have had more past experience with Centrelink than with the NDIA. Centrelink was such a sustained mess it sent me spiraling into what I now know is autistic burnout. I ended up writing to an MP, including a diary of interactions with that agency over 2-3 months. It was a long list of incompetence, inconsistencies, outrageously wrong advice, inconceivable wait times (including being on hold on the phone), unnecessary appointments, lost letters (both from me to Centrelink and vice-versa), and inhumane treatment. Let me just say luckily I kept record of call reference numbers and letters I uploaded that Centrelink could not find on their computer - until I produced a hard copy. I have zero confidence that the NDIA will be better than Centrelink.	5/19/2026 1:16 PM
116	My husband was denied an opportunity to access the NDIS as they sent a request for further information to him (and only him) when they knew I was acting on his behalf.	5/19/2026 1:06 PM
117	The NDIS have NEVER had any workable communication system. It's a joke!	5/19/2026 12:01 PM
118	Had so many errors. Husband's plan said 50 years. They then sent us someone else's plan (all their details the lot). We have had wrong names, spelling errors. We have requested Husband removed from son's plan. Instead sent to him not me. I've been removed from son's plan instead of CoS added. Incorrect info in internal review letters and so on. They have also missed numerous deadlines with no correspondence.	5/19/2026 11:58 AM
119	They are constantly ignoring participants' preferred contact methods, I see and experience this constantly	5/19/2026 11:18 AM
120	Im still waiting on a mail or email copy of the 2023 reviewed plan, even when it's been requested twice. (I cannot access the portal or the guide price lists, for that matter). Without a SC or PM I'd not be able to access of my plan.	5/19/2026 9:57 AM
121	I can only comment on my own experience for this question.	5/19/2026 9:44 AM
122	They don't listen, the people on the chat are just from an agency and can't do anything. I use AAC and they don't wait for me to answer using it. They won't email as requested. They say ableist things. Every contact I have had with NDIA has been traumatic.	5/19/2026 9:23 AM
123	They already lie and deceive, this gives them more incentive	5/19/2026 8:52 AM
124	We have had consistently poor communication	5/19/2026 8:50 AM
125	First they keep phoning when I have told them I can't take unscheduled phone calls and have listed email as my preferred communication method. Second they send out confusing and misleading letters. For example I have one telling me they are continuing my plan and that because of that I do not need end of plan reports at that time. Two months after the continuation they do an unscheduled plan review with no notice, refuse time for us to submit the reports their own letter told us was not needed yet, and then use the lack of reports as an excuse to complete slash the plan. The planner even refused to accept a report that my support coordinator had to hand.	5/19/2026 7:49 AM
126	In the history of emails/texts and being in the industry that knows these going missing in the cloud all the time - don't do this!	5/19/2026 7:35 AM
127	I have a form from and "attempt to contact which had the dates that contact was attempted as blank.	5/19/2026 7:32 AM

128	They keep calling my profoundly deaf daughter unannounced when she is at work. She needs a planned call so she can have the technology she needs set up and is in a quiet place so she can hear anything. Doesn't matter how many times or ways you explain that to the NDIA they just keep on making unannounced calls Do appalling that the public service agency set up for disability support persists on being so bad at accessibility	5/19/2026 7:28 AM
129	They don't really use letters or emails.	5/19/2026 7:05 AM
130	The agency's procedures seem deliberately tripped to cause maximum damage to disabled people	5/19/2026 6:05 AM
131	See above comment	5/19/2026 4:27 AM
132	Need to use a phone call sms email and letter of otherwise someone will be suspended and what if the person is in hospital? Call the carer as well	5/19/2026 3:03 AM
133	I am not very confident that the current NDIA communication systems are accessible or reliable enough to safely support powers like this without a serious risk of people being wrongly suspended.	5/19/2026 2:18 AM
134	Absolutely inadequate - they can't even follow communication preferences now, which leads to things like the NDIA making phone calls to people who are deaf and counting these as "attempted contacts that were not answered" right now. Add the rule that they could suspend the plan after this, and people will frequently be wrongfully suspended.	5/19/2026 1:52 AM
135	They cant be trusted to keep documents that they requested, let alone respond to things in a timely matter.	5/18/2026 9:19 PM
136	They stuff this up constantly	5/18/2026 9:13 PM
137	We get three day a week delivery. Or less. We frequently get appointments three days after they were supposedly booked. We often get four sets of auto generated rubbish from ndis all arriving in one day. It's surreal.	5/18/2026 9:13 PM
138	I'm not actually sure whether they're making their systems as inaccessible and unreliable as possible, or if they're just that incompetent. At this point I'd believe either.	5/18/2026 9:07 PM
139	They panic also and dont pass them on they also dont understand and potentially wont	5/18/2026 8:16 PM
140	My accessibility requests and contact preferences haven't consistently been respected and followed, even after repeated requests for it to be documented, so I'm not confident at all.	5/18/2026 8:02 PM
141	I already have big issues with the NDIA and it's poor communication	5/18/2026 7:53 PM
142	As a support coordinator I can see that some online systems are not functioning, and that emails (even for simple tasks) can take one or 2 weeks for a human response and longer for resolution. In the past as a participant only, these waiting times were even longer. I have little confidence that these systems are effective enough to help a person who is already struggling with overwhelm due to their disability	5/18/2026 7:37 PM
143	Personal experience that they are ineffective	5/18/2026 6:57 PM
144	Already happened to me, 4 years at AAT/ ART	5/18/2026 6:33 PM
145	This is ok, for people that have phone, internet access and an address. No good for anyone else.	5/18/2026 6:16 PM
146	I've received text messages from the NDIS expecting it to be over something significant, only for it to be related to a benign clerical matter. My plan review is already 8 months overdue.	5/18/2026 6:02 PM
147	They can't keep house now. Robodebt ring a bell?	5/18/2026 5:59 PM
148	Not confident – I have concerns about the reliability of NDIA communication systems and the wider communication chain across LACs, plan managers and providers, which can lead to delays or missed information that may affect participants.	5/18/2026 5:36 PM
149	The webchat has become useless in the last few months. It's either been switched to AI or overseas and they have been unable to assist.	5/18/2026 4:12 PM
150	It is one of the least effective or useful systems I've encountered. Considering I lodged a payment request for $240.00 and was paid $2450.00.	5/18/2026 3:47 PM
151	As someone that is tech literature i find the whole system confusing and can see how fruad got so big from governmental miss stepts	5/18/2026 3:39 PM
152	I have had letters sent to me, dated on the 2nd of a month but only postmarked the 24th of	5/18/2026 3:38 PM

	the month. My emails are frequently ignored. The only accessible contact method i have is attending an ndis office in person and how would i know to do that if the attempted contact from them is missed or if they instruct me to contact them and i am stuck in a place where i cannot get out to attend an ndis local office?	
153	It does not allow for an actual assessment on a case by case basis and taking into account a person's circumstances	5/18/2026 3:13 PM
154	Contact method needs to be tailored to the participant. It's to easy for an inappropriate medium to be used.	5/18/2026 3:06 PM
155	I recently received a phone call to discuss a change of circumstances, I was supposed to refer to a letter they had sent which I didn't have which made it difficult to manage the request.2 days after the call I received 6 copies of the letter 3 telling me I would be receiving a call on the date 2 days earlier, 3 saying I would be receiving a call on the date the letter was sent out of the office. I receive plans in duplicate and triplicate often. I have received letters for OTHER PARTICIPANTS and I have received many calls asking to speak to a participant who was unavailable but denied help as the access forms had been removed from the system leaving them unable to have a support person speak on their behalf	5/18/2026 3:01 PM
156	The NDIS are past masters of inefficiency. I have received details of other peoples plans or their NDIS numbers on general letters that were sent to my sons address.	5/18/2026 2:48 PM
157	NDIS do not recognize me and my son is illiterate and innumerate - how are they going to not suspend somebody like that?!	5/18/2026 2:46 PM
158	Emails are released that you could consider scams	5/18/2026 2:45 PM
159	My letters arrive well out of date and inaccurate as it is.	5/18/2026 1:51 PM
160	My preference is written communication yet NDIA ring me and expect me to answer.	5/18/2026 12:48 PM

Q26 The Bill would allow more tasks (like processing claims and payments) to be done automatically by computer systems, with some safeguards. What is your view on more automation?

Answered: 1,062 Skipped: 325



ANSWER CHOICES	RESPONSES	
Strongly agree - it will make things faster and easier	1.69%	18
Agree - mostly a good idea	10.26%	109
Neutral	11.96%	127
Disagree - I have concerns	26.18%	278
Strongly disagree - I am very concerned	46.42%	493
Unsure	3.48%	37
TOTAL		1,062

#	OPTIONAL COMMENT:	DATE
1	If it is done properly and still overseen by human eyes then this could be beneficial, if it is just left to AI/computers then it will be a massive disaster	5/25/2026 10:30 PM
2	Automation allows for abuse	5/25/2026 3:54 PM
3	Unless the system configurations and logic is made public there is no way to prove that it is not inadequately set up without bias.	5/25/2026 12:19 PM
4	I think NDIS should get rid of self management. people rorting the system by choosing what to pay providers.	5/25/2026 11:37 AM
5	This MAY work as long as there truly are safeguards involved. We need to learn from past mistakes like those affecting Centrelink payments. The devil is also in the detail of what exactly automation will be used for and how.	5/25/2026 10:31 AM
6	Not every participant has access to internet or knows how to execute a transaction	5/25/2026 9:25 AM

	reimbursement if they haven't a plan manager and or a proactive Support coordinator they are stuck so good guidelines will help.	
7	Try talking to Centrelink and see how that works for you. It would be the same only worse.	5/25/2026 6:32 AM
8	This sounds like all plans will be agency managed giving very little choice & control!	5/24/2026 10:35 PM
9	The government can't be trusted in this, too easy for mistakes to happen.	5/24/2026 10:11 PM
10	I think that all decision-making needs human oversight and should not be solely dependent on computer programs.	5/24/2026 7:33 PM
11	It seems that there are already some things being done automatically, like invoices for agency managed participants being paid without ensuring the support was delivered in the first place. What are the safeguards? What transparency will be available on what is automated. What review rights or system override by a human will there be if the system gets it wrong? I've already been caught up in the centrelink automation fiasco. I couldn't cope if that was to happen again.	5/24/2026 7:11 PM
12	Reliance on computer systems alone to undertake these jobs without human oversight is incredibly reckless.	5/24/2026 5:01 PM
13	I think if payments only were done correctly using this it could be a net benefit. im against plans being written up or funding given based on this though!	5/24/2026 4:31 PM
14	Robodebt, AI fines and road cameras, persecutional and rude "donotreply" emails. what could go wrong? (Satire)	5/24/2026 4:30 PM
15	We have had large providers try claim fraudulently for services they never provided	5/24/2026 4:28 PM
16	Look at the mess in Aged Care	5/24/2026 4:26 PM
17	Automation is good but it needs to be implemented correctly and with human oversight. This sounds like robodebt 2.0	5/24/2026 3:44 PM
18	Automation when it comes to disabled communities should rarely be used. People first dealing with people.	5/24/2026 3:44 PM
19	As long as rejected claims are reviewed by a sand human.	5/24/2026 3:15 PM
20	People need help from people. Computers cannot understand the nuance of care and community.	5/24/2026 3:10 PM
21	I like automation mostly, since it's objective. Robotdebt was a disaster though, so hopefully it'll not be another Robodedt! I suspect the government will try and avoid another such awful debacle.	5/24/2026 2:20 PM
22	Automation could be good for simple manual tasks with low error risk. Decisioning should be reviewed by a human to avoid a robodebt situation.	5/24/2026 1:49 PM
23	These systems have so many flaws!	5/24/2026 1:16 PM
24	Automation means less people,less empathy. We saw what happens with robodebt	5/24/2026 1:09 PM
25	Robo debt proved that there are no safeguards	5/24/2026 12:46 PM
26	Automation is not wholly dangerous/concerning.. however to be increasingly relied on to administer support for this population of people is completely inappropriate.	5/24/2026 12:44 PM
27	Data breaches, robo debt, the shambolic state of AI company data safety. I cant think of a single reason this could go well. Please god no.	5/24/2026 12:30 PM
28	I think the automated claims and payments may have benefits, however as with anything done automatically with computer systems, it would depend on how complex it is made.	5/24/2026 12:27 PM
29	Claims will undoubtedly be inaccurately declined.	5/24/2026 12:09 PM
30	There needs to be human oversight	5/24/2026 12:01 PM
31	Human oversight/judgement is always required.	5/24/2026 11:43 AM
32	Intended to reject more claims and reduce choice and control for participates	5/24/2026 11:30 AM
33	I don't know the specifics on this. If it's helpful, I'm for it.	5/24/2026 11:28 AM
34	There are too many people taking advantage of the vulnerable people who would take advantage of this system.	5/24/2026 9:30 AM

35	Computers don't have nuance	5/24/2026 9:23 AM
36	What is in place for people with access difficulties to engage in these systems?	5/24/2026 8:48 AM
37	Again, the amount of non ethical people in this industry would just mean they will be charging even more for services that are not completed.	5/24/2026 8:26 AM
38	Automation with human oversight can help speed payments but certain safeguards need to be in place and need to be able to be brought up for human review and reversed easily. Systems also often do not work as intended and are too generalist for individual needs.	5/24/2026 6:57 AM
39	If the system has been built to high standards I am mostly OK with this. To be honest I already thought it was automated?	5/24/2026 6:54 AM
40	The government outcomes of robodebt is employee based review of impactful decisions, if a claim is denied by an automated process, who reviews it?	5/24/2026 5:57 AM
41	Just not PLANNING. Ever. But for payments easier and faster is good.	5/24/2026 5:36 AM
42	Historically we have also not seen evidence or transparency of the safeguards.	5/23/2026 10:04 PM
43	It sounds good. In theory, but people are not the same, and computer systems have proven again and again that they dont understand human nuances	5/23/2026 9:46 PM
44	Claims and payments should be checked more thoroughly to capture and prosecute persons that are doing excessive or corrupt claiming.	5/23/2026 8:23 PM
45	Automatic processing of payment claims seems like an excellent idea as long as the system has safeguard built in to stop fraud. But automated decision making in relation to what supports are funded is fraught with risk to participants.	5/23/2026 7:32 PM
46	Robodebt should have killed the idea of this kind of decision-making for all time	5/23/2026 5:58 PM
47	AI can't detect if claims are correct and meet NDIS guidelines this will take away jobs from ppl currently helping in this area which will raise unemployment in communities	5/23/2026 4:56 PM
48	Higher risk of fraud by providers	5/23/2026 3:25 PM
49	The systems they have now barely work, I can't see how introducing a new level of software automation can help at all.	5/23/2026 1:30 PM
50	Sounds like Robodebt 2.	5/23/2026 12:22 PM
51	Look at robodebt. Lets not do that again.	5/23/2026 10:38 AM
52	Robodebt 2.0 is still Robodebt.	5/23/2026 9:59 AM
53	If it allows the fraud to continue unchecked, I'm very worried. I self-manage my son's plan as his approved nominee and that system works well as I have to upload the invoice and receipt to be approved and paid. But I've heard that up to 90% of claims made by plan managers etc., the NDIS has no record of. There is definitely a problem with this that has allowed fraud to flourish and now our family members are being punished by way of these cuts.	5/23/2026 9:00 AM
54	As a plan manager and what we see some participants, providers and sc's do this is not good safeguarding of tax payer monies	5/23/2026 8:13 AM
55	Automation has notoriously led to some of the most awful outcomes like robodebt and the UK Post Master scandal and considering the risk, it should not be considered. The agency would never find risky equipment and neither should they rely on it for decision making.	5/23/2026 6:35 AM
56	AI doesn't always get it right and what if it is wrongly processed? How long will it take to rectify? This will cause more concerns for families and more of an expense in the long run.	5/23/2026 5:16 AM
57	As long as automaton is not used to determine funding or to settle disputes	5/22/2026 7:33 PM
58	Robodebt part 2. A lot of people will die. Again.	5/22/2026 6:48 PM
59	Computers cant show empathy or use human experiances when making decisions, the use of a computer dehumanise the disabled community	5/22/2026 4:37 PM
60	Concerned about misuse and future Robo Debt situation if full automation occurs. There needs to be a safety mechanism to clearly define appropriate limits to usage.	5/22/2026 4:31 PM
61	Some routine tasks ok, to save time. But any form of AI judgement without timely recourse to human intervention, as has been reported, is absolutely wrong, morally wrong.	5/22/2026 4:00 PM
62	The government and the providers have been misusing our funds Its was evident when we	5/22/2026 3:51 PM

	applied the FOI request	
63	Sounds like robodebt all over again	5/22/2026 2:37 PM
64	It depends. If the government could actually create something like the medicare system for processing payments (that actually works) great. But otherwise. Fuck no.	5/22/2026 1:56 PM
65	robodebt anyone?	5/22/2026 12:07 PM
66	Where has this actually worked well?? if they can show me one good example where this is worked well I might be convinced	5/22/2026 11:55 AM
67	Roboplanning could cost lives.	5/22/2026 11:27 AM
68	If the safeguards are strong	5/22/2026 10:44 AM
69	The government already tried this with disastrous results. If they are doing this again after the collosal failure of robodebt, we can only assume they do not care what happens to us	5/22/2026 10:40 AM
70	Only if the system is setup correctly, unlike PACE.	5/22/2026 10:38 AM
71	Disabilities are unique how can AI account for this	5/22/2026 10:09 AM
72	I wonder which politicians mates will get the contract for this.	5/22/2026 7:32 AM
73	depends how good the safeguards are. can they detect and prevent further fraudulent claims?	5/22/2026 7:17 AM
74	Individual specific reports from qualified specialist practitioners are required for decision making and should be assessed by qualified practitioners, not a computer program. We are dealing with people's lives, not a machine.	5/22/2026 6:56 AM
75	This is currently an instrument that allows fraud payments to go unchecked	5/22/2026 5:29 AM
76	Systems for providers are hard to navigate and payments dragged out.	5/22/2026 4:15 AM
77	Plan Management works	5/22/2026 3:18 AM
78	This is often nuance required in these tasks, which AI cannot provide. Participants will end up having to pay out-of-pocket for provided services and consumables that should be covered by their funding.	5/21/2026 9:22 PM
79	I would not trust this system, also it sounds like it's suggesting AI and I Am against that for many reasons when used for these kinds of purposes	5/21/2026 9:14 PM
80	Unsure what tasks will be automated. If it's purely payment and claims then as long as the system is done properly and actually easy to use. unlike Medicare where mistakes can take months to fix and lots of paperwork to complete.	5/21/2026 8:24 PM
81	Having human oversight to stop claims before they have been paid is a safeguard in and of itself. Automation will do one of two things - 1. it is likely to approve fraudulent claims and cost more money to recoup them, 2. delay payments for valid claims and place businesses and providers at risk of closure, which in turn impacts service availability for participants.	5/21/2026 7:24 PM
82	It's not just automation it's algorithms that will determine the dialled amount someone is funded based on what boxes are ticked on a functional assessment developed by the agency to meet their protocols.	5/21/2026 7:06 PM
83	It can't be worse than the idiots working there now.	5/21/2026 4:59 PM
84	I am not against automation in itself. However the Government(s) have shown time and time again that they cant get it right. AI and LLM (Large Language Model) are NOT smart enough to be across all nuances etc without constant human oversight.	5/21/2026 4:59 PM
85	Human oversight is always necessary	5/21/2026 3:32 PM
86	How does this prevent fraudulent claims? I don't have capacity to manage invoices and anyone can bill anything and it will be paid. This is a major issue and I can't meet only see auto payments making it worse.	5/21/2026 12:33 PM
87	Power shortages, computer glitches etc...	5/21/2026 12:29 PM
88	As long as there is human oversight and the ability to dispute automated actions	5/21/2026 12:21 PM
89	Robodebt 2.0 just wait	5/21/2026 12:20 PM
90	Why is the NDIA not modelling their invoice payments on what the Medicare system does successfully? Why are we relying on paying fine managers to manage invoices at their	5/21/2026 12:11 PM

	discretion? A receptionist doctor or specialist submit a claim on the end on the Medicare portal and this money is refunded and paid to a person and to the specialist or doctor within 24 to 48 hours Why does the NDIA need to rely on a system that has to pay $104.45 per month for invoices to get paid when you've got more than half 1 million people using Plan management to process invoices which is an excessive amount of money annually?	
91	I don't know enough about this point to comment.	5/21/2026 12:10 PM
92	Vulnerable humans	5/21/2026 11:39 AM
93	this is dehumanising & ai is proven to make many mistakes and operates based on biases.	5/21/2026 11:39 AM
94	Until we know the details, I have zero confidence or support in this.	5/21/2026 11:38 AM
95	Although I have concerns I am aware that due to poor staffing requirements the system isn't currently working efficiently	5/21/2026 11:29 AM
96	Computers are not a fail safe	5/21/2026 11:11 AM
97	Nothing has ever been good about fed gov trying to automate payments (remember RoboDebt)	5/21/2026 11:08 AM
98	Governments say they have learnt from RoboDebt for the 50th time. I would believe 100 used car salesman before o believed a politician.	5/21/2026 11:02 AM
99	Too much reliance on AI and automated services leads to errors which are difficult to fix.	5/21/2026 10:39 AM
100	Need much more information on this, some automation could be ok but it depends on specifically what they are referring to.	5/21/2026 10:38 AM
101	This already happens through the apps that I use to process the invoices. It gets sent to me. I look at the invoice and I approve or disapprove. If they're thinking of taking away the approval. Disapprove that's possible it would be one less frustrating thing to do, but I also think that that opens it up to way too much fraud. When you look at the whole ndir system, how much money is wasted to fraud? I don't think this will stop fraud. I think it will just add	5/21/2026 10:28 AM
102	AI is terrifying and is likely to cause huge issues down the track. It cannot be relied on or trusted	5/21/2026 10:27 AM
103	It's as if no one remembers Robodebt	5/21/2026 10:21 AM
104	They already have fraud issues and assume people can do the claims - older adults with no supports - who is going to do this?	5/21/2026 10:15 AM
105	Depends on the circumstances.	5/21/2026 10:11 AM
106	Processing payments should be automated and easy. Computers are tools, however, and need human supervision and there needs to be allowance for a human to override the computer.	5/21/2026 10:09 AM
107	I would like to know more about the role of AI in automated systems. What have we learnt from Robodebt and how will that impact the development of automation? Why do we need more automation?	5/21/2026 9:19 AM
108	I am extremely worried about the reliance on automated systems will lead to a Robotdebt style problem and that important information will be ignored in favour of cost savings.	5/21/2026 8:24 AM
109	We know this won't work. Why must we be subjected to this again?	5/21/2026 7:50 AM
110	They're trying to cut back on fraud, but this just seems like it would create more. It would also cut more jobs.	5/21/2026 7:21 AM
111	There just needs to be smart people on the phone when you call and say the automation got it wrong. It can't end up like calling centerlink where the staff know less than the website.	5/21/2026 6:59 AM
112	After the Centrelink robodebt problem I have no confidence this will work.	5/21/2026 6:40 AM
113	If it means I can enter and invoice and the invoice is paid from NDIS directly to the supplier that sounds ok.	5/21/2026 6:29 AM
114	Remember robodebt	5/21/2026 6:24 AM
115	Robodebt went so friggin well didn't it. Wanna kill more Australians? Can I sign up for the class action case now in advance?	5/21/2026 5:57 AM
116	Ummm...Robodebt anyone??	5/21/2026 5:44 AM
117	There may be nuances to claims.	5/21/2026 4:27 AM

118	I keep meticulous records and pay careful attention to where federal funds are spent. I do not trust automated systems to ve the same and I am not on board with AI based systems handling my personal duties	5/21/2026 3:20 AM
119	What have we learned from Robodebt about the impact and risks?	5/21/2026 1:34 AM
120	Automatically processing payments does not lead to better outcomes	5/20/2026 11:59 PM
121	There must be human oversight as the consequences for mistakes could be catastrophic.	5/20/2026 10:47 PM
122	If it allows for more consistency and oversight of what is being processed then that is good. I hear so many stories of inconsistencies in what one plan manager will approve and another will not.	5/20/2026 8:57 PM
123	The agency needs to view itself as a human services department and behave accordingly. There should always be humans making decisions.	5/20/2026 8:28 PM
124	Providers already defraud NDIS systems, this will just make it easier for them to do it	5/20/2026 8:27 PM
125	Automation can absolutely help speed up simple administrative tasks, but disability support decisions are often complex and deeply individual. My concern is that automated systems may miss important context, misunderstand fluctuating conditions, or make incorrect decisions that are difficult for vulnerable people to challenge or fix. I think technology should support human decision-making, not replace genuine individual assessment and accountability.	5/20/2026 7:20 PM
126	We are people, we need people, not computers.	5/20/2026 6:56 PM
127	As long as it works accurately, it could save money & make some processes easier.	5/20/2026 6:44 PM
128	Well a human still needs to select boxes and enter some information for the computer to get it right. And as most NDIS participants would agree, the NDIS staff ability to get anything correct, it like playing lotto.	5/20/2026 5:33 PM
129	I fear robodebt style punitive automation with cost cutting at the forefront rather than individualised care.	5/20/2026 4:52 PM
130	they would need to upgrade their systems to be able to do this as their currently systems would not cope	5/20/2026 4:39 PM
131	My consern would be that a person is not checking and computers do what fits in a box. We are talking about individual lves	5/20/2026 2:39 PM
132	I thibk there are efficiencies within the agency that can be made with regards to billing and managing budgets but I dont agree with complete automation and robodebt style systems.	5/20/2026 2:32 PM
133	Technology fails, AI fails. If they are worried about money, letting a computer decide which invoices to pay is going to cost them more, not less. A human being should be reviewing invoices to ensure they are billed correctly and relate to the plan.	5/20/2026 2:09 PM
134	We already did Robodebt, it was declared illegal, they're simply doing it again and targeting disabled people this time. AI is rubbish, it doesn't work, it makes mistakes.	5/20/2026 12:56 PM
135	The current system has so many bugs and barely works	5/20/2026 11:53 AM
136	The no appeal rights is the greatest concern	5/20/2026 11:09 AM
137	AI makes mistakes - it's Robodebt in the making	5/20/2026 11:01 AM
138	I support easier access by doing things online however how far does this automation go? If AI or the like is used to make decisions on plans then I am very concerned. Please adjust my answer to "I am very concerned" if this is correct	5/20/2026 11:00 AM
139	I think automation can be helpful for some administrative tasks, but I'd be very concerned if it starts replacing meaningful human judgement in a system as complex and high-impact as the NDIS. For straightforward processes, automation could potentially improve: * payment speed * claim processing * reducing repetitive admin * consistency in simple tasks * wait times for routine actions And many people would probably welcome less bureaucracy if it genuinely made things easier. But the concern is that disability support decisions are rarely simple or purely administrative. People's lives, risks, communication styles, and support needs are highly individual and contextual. I'd worry about automation being used in areas involving: * eligibility * plan reductions * compliance concerns * risk assessments * suspension decisions * interpreting functional capacity * identifying "inappropriate" spending because those decisions often require nuance and context that systems may not capture well. As an OT, one of the biggest concerns is that many disability-related challenges are	5/20/2026 10:53 AM

	not easily visible in data alone. For example: * fluctuating capacity * burnout * sensory overload * emotional regulation challenges * communication differences * trauma responses * informal support collapse * rural access barriers A computer system may interpret patterns as: * non-engagement * underspending * unusual spending * low need when in reality the person may be: * in crisis * unable to access providers * overwhelmed * hospitalised * struggling with executive functioning * avoiding systems due to distress There's also a major concern around errors scaling quickly. If an automated process is flawed, it can affect large numbers of people very rapidly. A lot of people still remember experiences like automated debt systems where incorrect decisions caused enormous stress before humans properly reviewed them. That history understandably affects trust. I think automation should support workers and participants — not replace accountability or human oversight. If automation increases, there should be: * strong human review processes * transparent decision-making * easy appeal pathways * accessible explanations * safeguards for vulnerable participants * regular auditing for bias/errors * ability to quickly escalate to a real person And importantly, participants should know: * when automation is being used * what decisions are automated * how to challenge errors Because efficiency is important, but in disability systems, mistakes can have very real impacts on people's safety, health, housing, participation, and dignity.	
140	Automatic payment systems, particularly in Agency managed plans have caused a lot of misuse in the past.	5/20/2026 10:23 AM
141	The processing claims and payments are used as examples of tasks to be done by computer systems, and there are concerns around the checks and balances for determining fraudulent claims, and making it incredibly difficult for participants to correct accidental errors.	5/20/2026 8:16 AM
142	As long as there is human oversight, processing of claims etc should work if set up properly. Unfortunately the government does not have a good track record of good management of these tools.	5/20/2026 6:20 AM
143	Dodgy providers and people can still directly claim and input information to override the safeguards of a tech system	5/20/2026 4:48 AM
144	It invites another robodebt situation	5/20/2026 12:55 AM
145	Robodebt...roboNDIS.??? The NDIS can't get right method to communicate with us, how can I trust them using frequent automated processes? The earlier the automated processes are used the greater the risk of them shutting out individual choice and control, cornerstones of the NDIS.	5/19/2026 11:55 PM
146	The NDIA juggernaut has already become so far removed from being person centred. What started as scheme where you could actually speak to someone directly on the phone regarding your plan to a central call centre that is essentially a glorified message bank with no ability to action any requests or address any concerns. It is an almost demoralising position for these individuals to be in. It is also infuriating as a consumer to use this service as it is ineffective. The scheme is confused - you are certainly not insuring the future for our most vulnerable individuals with these ridiculous changes But you are expecting to run this like an insurance company instead of delivering a social service - Start acting like it Serve your people	5/19/2026 11:21 PM
147	Their systems are incredibly unreliable, often being down for 7 hours or more a week. They routinely confuse records between participants. I have no trust in any automation they might use, accordingly!	5/19/2026 10:43 PM
148	Government safe guards don't have the best history of being reliable	5/19/2026 9:02 PM
149	Digital processes only work when the processes they are managing are straightforward with very little in the way of variation.	5/19/2026 9:01 PM
150	Automating basic admin functions with appropriate human oversight is acceptable if it frees up a trained workforce to do important things like properly conduct assessments and planning and engage with participants	5/19/2026 8:29 PM
151	Considering that they can't get plan creation correct, I am stocking up on popcorn!	5/19/2026 7:49 PM
152	Agree - as long as the automation is tested and there is a clear line of how complaints and issues would be managed in a timely manner. I do feel like introducing systems would reduce fraudulent provider behaviour.	5/19/2026 7:43 PM
153	Depend if it's automation or AI	5/19/2026 7:12 PM
154	The people in charge of that were involved with Robodebt. Why wouldn't I be concerned?	5/19/2026 7:09 PM

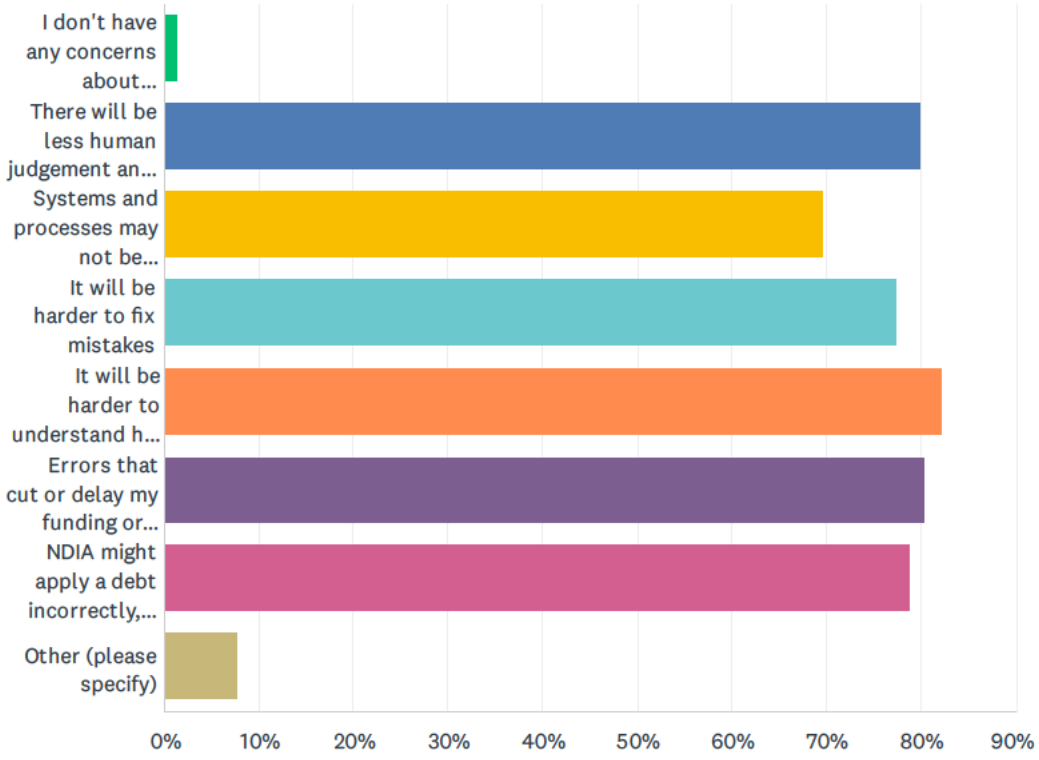
155	If they work!	5/19/2026 7:01 PM
156	I'm sure that most are done like this now.	5/19/2026 6:48 PM
157	Rite Aid was an algorithm automation what a disaster that was. What is wrong with the government trying to automate the NDIS. Why don't they take away negative gearing welfare for the rich, start taking more royalties from the billionaires that take our gas and natural minerals from our ground lastly text big business if they make money in this country they pay tax in this country. Billionaires are getting richer and people on disability pension can barely afford to live what's wrong with this picture	5/19/2026 6:41 PM
158	What is it every AI chatbot page says? "AI can make mistakes". So can other automation systems. Taking the human element out of critical care systems like the NDIS, in any sector of it, is a very bad idea.	5/19/2026 5:37 PM
159	Fraud will increase	5/19/2026 5:33 PM
160	I would be pro automation if it was built on a strong bedrock of good decisions to train the system. That is not the case.	5/19/2026 5:32 PM
161	Yes sounds good. A lot of triple I putting details currently for self-managed. Should be once we set up a provider it be as simple as a bookkeeping input and participant / carer / plan manager just ticks approved and it gets sent off if correct	5/19/2026 4:39 PM
162	Good IF the safeguards are robust, but I suspect they would be unfairly biased to rejecting claims.	5/19/2026 3:53 PM
163	Look at what happens when other systems were automated - robodebt etc - never works!	5/19/2026 3:36 PM
164	more safeguards would change my answer	5/19/2026 3:32 PM
165	We have already seen the issues with this when used by Centrelink	5/19/2026 3:04 PM
166	Robodebt literally caused vulnerable people to die. This could easily do the same.	5/19/2026 2:23 PM
167	need we be reminded of how amazing the robot debt computer system worked - not	5/19/2026 1:36 PM
168	On face value this could be more efficient, however based on past experience I have doubts about how easily errors could be identified and corrected.	5/19/2026 1:06 PM
169	Depends on what claims, I don't believe a computer should make decisions	5/19/2026 12:28 PM
170	Computer systems screw up. We are being set up to be harmed exactly like Robodebt did.	5/19/2026 12:01 PM
171	Would need to understand more. I don't mind automation if approved.	5/19/2026 11:58 AM
172	Look bills and payment's is fine to a point but nothing else. And with safeguards for an automated system making decisions based on an honest invoicing error	5/19/2026 11:26 AM
173	Without human eyes this is where mistakes happen	5/19/2026 11:18 AM
174	Have no idea how this could/would work? Seems to give power to providers who we already know are way more likely to be defrauding the system than any individual...	5/19/2026 11:13 AM
175	It could be very helpful, depending on what the constraints are. Onerous participant record keeping of 7years, means ndis is not building a "robust" system. I believe ATO only require 5yrs record keeping, so why is ndis an extra 2yrs?	5/19/2026 9:57 AM
176	Robodebt didn't work, why would this be any different?	5/19/2026 9:44 AM
177	Robodebt went well didn't it.	5/19/2026 9:32 AM
178	Whilst i understand AI does streamline and decrease costs for the government. AI has no understanding of the human factor. Whilst there are some processes AI could complete i dont feel handing over control without oversight is advisable	5/19/2026 9:32 AM
179	AI isn't good enough for this, too many errors and this is messing with people's lives - how would they feel if what they could do with their lives for the next 1-5 years was decided by a robot	5/19/2026 9:23 AM
180	Automation can help but with something like disability needs it doesn't pick up the nuances. Plus if it picks up a problem how easily can it be rectified if it should be paid... leaving participants is an even more vulnerable position. There is a lot of fear out there already that participants are out of pocket if something is denied that should be approved and given many of us are low income this is risky. Nobody currently trusts their decision making this will increase this distrust	5/19/2026 8:52 AM

181	would this result in claims being incorrectly rejected? is there more risk of people being harmed by poor decisions? what are the consequences for claims being incorrectly approved - will the participant be severely punished for the system's error on the assumption it was deliberate fraud?	5/19/2026 8:14 AM
182	I have concerns around them not implementing the system properly, and not putting adequate safeguards in place. I am also concerned they will use an automated system to put us all in the hands of large providers rather than being able to individualise our supports for the best value and benefit	5/19/2026 7:49 AM
183	Would be better if it went back to less than a week for the money to be refunded not three weeks. Weekly we pay over $700 for supports for our family and it takes three weeks to recover the costs.	5/19/2026 7:35 AM
184	I think automation can help improve efficiency and save administration costs but needs to only be used appropriately	5/19/2026 7:30 AM
185	Automation is not reliable. It just makes it easier for the bureaucracy but in the end there'll be so many stuff ups resulting from automation that the system will implode BUT they will be locked in to a huge contract with the company that developed it and in five years there'll be yet another useless review that says the same things	5/19/2026 7:28 AM
186	As long as support is available instantly for in person overview	5/19/2026 6:46 AM
187	Individuals should be assessed by humans not AI	5/19/2026 6:42 AM
188	If I could trust the government & the agency to create systems that weren't designed to exclude, reject, refuse & harm people, I'd be all for this. Unfortunately the agency is recalcitrant & the government overtly despises vulnerable people	5/19/2026 6:05 AM
189	We keep being told AI isn't reliant but they are willing to risk peoples lives by using it. It worries me a lot.	5/19/2026 5:43 AM
190	Ain't no safeguards if it's automatic	5/19/2026 4:08 AM
191	I think some automation within the NDIS could be helpful if it is used carefully and appropriately. For example, automating straightforward administrative tasks like simple payment processing or routine claims could potentially reduce delays and improve efficiency for participants and providers. However, I am very concerned about automation being expanded into areas that affect a person's supports, funding, eligibility, compliance, or access to essential services without strong human oversight. Disability is complex and individual. Many situations cannot be properly understood by automated systems, especially where communication barriers, fluctuating conditions, behavioural supports, psychosocial disability, or unusual circumstances are involved. Automated systems may miss context that a trained human decision-maker would recognise immediately.	5/19/2026 2:18 AM
192	I haven't seen this bit yet, so I'm unsure what the changes would entail. Some automation could potentially be useful, but there's a lot that could also go wrong, so how I feel would depend on the details of what they're proposing.	5/19/2026 1:52 AM
193	Processing claims? Sure? I guess. Participant interaction and plan processes? No. Hell no. Never. This would be extremely concerning.	5/18/2026 9:19 PM
194	I have already been caught in the robodebt saga. The NDIS MUST avoid ANY chance that this could happen again	5/18/2026 9:13 PM
195	Robodebt ???? AI it's really useless as everyone who tries to use it knows. Do not do this.	5/18/2026 9:13 PM
196	IF IT WORKS RELIABLY, automatic processing of things like payments and similar would be great. But given how everything else they have a hand in "works", I'd be very, very surprised if it does. More likely it won't work properly, they won't provide an alternative method, and people will end up being stuck with no way to do things they need to.	5/18/2026 9:07 PM
197	Safeguards have to involve humans	5/18/2026 8:55 PM
198	I like that i review my support outcomes as they show value for money reduce staff risk and retention	5/18/2026 8:16 PM
199	As long as it was administrative tasks only like claims processing and payments, not access decisions or planning decisions which require consultation and human judgement.	5/18/2026 8:02 PM
200	I can not think of an example where this has worked. It will be robo debt 2.0	5/18/2026 7:53 PM
201	Robodebt version 2!!!	5/18/2026 7:42 PM
202	You can't ask a computer why it incorrectly processed your claim as not reasonable and	5/18/2026 7:37 PM

	necessary	
203	Ai sucks	5/18/2026 7:12 PM
204	Needs random checking if automated, Better data on disability and better data on supports.	5/18/2026 6:33 PM
205	Robodebt?	5/18/2026 5:59 PM
206	Support with safeguards – Automation may improve efficiency, but there must be an easy human review process if decisions are incorrect or claims are declined, with access to manual review where needed.	5/18/2026 5:36 PM
207	Automation has not been proven to be disability literate. Automation carries the biases of those who programmed it - for example seeing disability needs as wants.	5/18/2026 4:56 PM
208	I am okay with some automation when it comes to plan management as long as humans can still step in.	5/18/2026 4:22 PM
209	I am worried that a robodebt type ofincident could arise from this though.	5/18/2026 3:49 PM
210	Computers are awesome, they do exactly what they are told. This is the same reason they suck. The people at the NDIA have shown they have no care for the disabled of Australia. They are equal in attitude, support and help as Aktion T4 was.	5/18/2026 3:47 PM
211	Payments are now mostly processed via computer system with participant or nominee submitting claim, proof of service, and amount.	5/18/2026 3:39 PM
212	There's been no word about how this impacts on direct employment- especially for disabled people who cannot drive, do not have the means to acquire a passport and therefore have neither the drivers licence or passport "strong" identity requirements to sign up for enrolment in these payment systems. I thought aussies detested a nanny state. Why cant we be trusted to make choices with our own funding without extreme levels of overkill surveillance?	5/18/2026 3:38 PM
213	The NDIS is complicated enough, automated systems would be to confusing	5/18/2026 3:23 PM
214	Does not consider each person and their individual circumstances	5/18/2026 3:13 PM
215	Automation needs to have human oversight. Used properly, automation, especially with the rise of AI, can dramatically increase efficiency and reduce costs and delays, but poorly implemented automation can lead to unfair outcomes.	5/18/2026 3:06 PM
216	As long as we can still check the invoices. and stop payment if needed	5/18/2026 2:49 PM
217	There needs to be more human decision making, not less. We need humans to spot fraud and problems, and to bring intelligence and care to decisions. Have we not learnt anything from RoboDebt?	5/18/2026 2:32 PM
218	Sounds like Robodebt.	5/18/2026 2:11 PM
219	We've seen this with the automation some of the larger plan manager currently use. It's not always accurate.	5/18/2026 2:03 PM
220	Robodebt is a great example of what happens when automation is used to make decisions that are complex andabout people's circumstances. Doing this with disabled people who may not be able to advocate for themselves is awful.	5/18/2026 1:05 PM
221	That's another place where people can get stuck without help!	5/18/2026 12:54 PM
222	Automated is NOT reality.	5/18/2026 12:51 PM
223	Look at aged care and how the elderly are being left without appropriate funding.	5/18/2026 12:48 PM
224	However a human ultimately is the final decision maker	5/18/2026 12:28 PM

Q27 What are your main concerns about more automated decisions in the NDIS?

Answered: 1,066 Skipped: 321



ANSWER CHOICES	RESPONSES	
I don't have any concerns about automation	1.41%	15
There will be less human judgement and less flexibility	80.11%	854
Systems and processes may not be accessible	69.70%	743
It will be harder to fix mistakes	77.49%	826
It will be harder to understand how decisions were made	82.27%	877
Errors that cut or delay my funding or someone else's funding	80.39%	857
NDIA might apply a debt incorrectly, and debts are not reviewable decisions	78.80%	840
Other (please specify)	7.60%	81
Total Respondents: 1,066		

#	OTHER (PLEASE SPECIFY)	DATE
1	All not including the first answer	5/25/2026 6:10 PM
2	An automated decision is not a decision.	5/25/2026 4:54 PM
3	One word, Robodebt. Obviously not learnt.	5/25/2026 3:23 PM
4	All of the above	5/25/2026 2:06 PM
5	I have no confidence that they or their consultants have the skills necessary to implement this correctly due to their failure to maintain manually managed cases. Successful	5/25/2026 12:19 PM

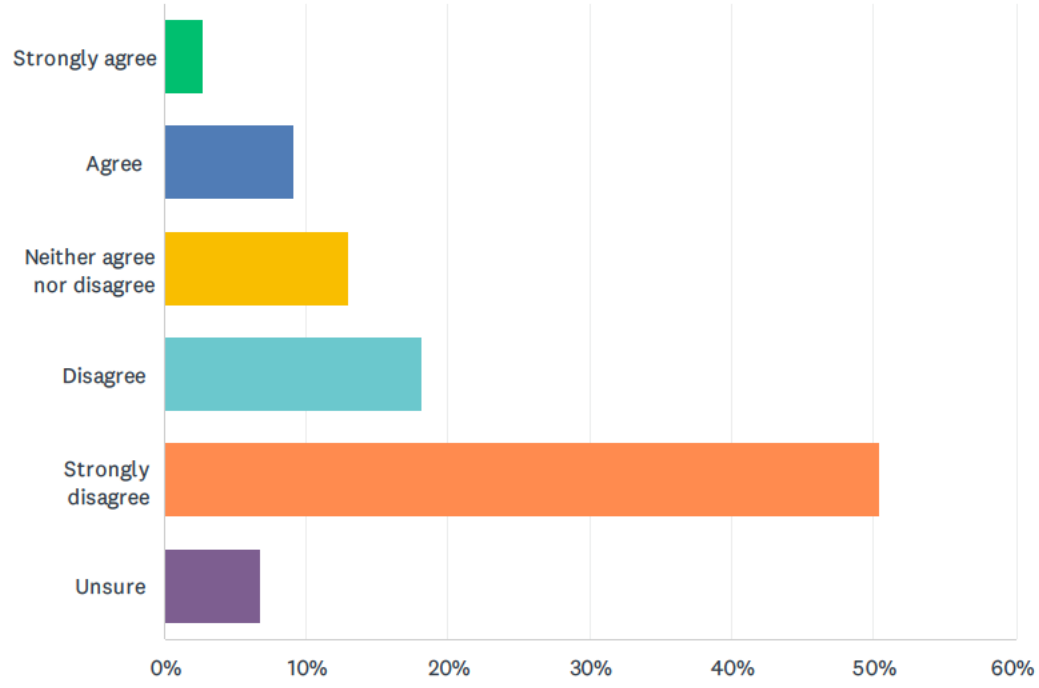
	automation requires robust, tested workflows. The NDIS has none. What is being automated is negligence.	
6	More accountability for accounts	5/25/2026 9:25 AM
7	So many errors now even when explained	5/24/2026 5:24 PM
8	Automated decision making without human oversight is reckless and will make judgements that are global and not individualised to the person and their necessary supports.	5/24/2026 5:01 PM
9	Every bit of wrong!	5/24/2026 4:26 PM
10	Think Robodebt!!! Real people died. No one from the government was held responsible	5/24/2026 3:44 PM
11	Decisions should not be made by automation. Data entry and low risk manual tasks only.	5/24/2026 1:49 PM
12	As seen in the robodebt scandal, automated systems are far more prone to being exploited by the organisation to rip off participants.	5/24/2026 12:30 PM
13	The government has already proven that these auto systems do NOT work!!!	5/24/2026 12:01 PM
14	RoboDebt 2.0	5/24/2026 11:45 AM
15	ROBODEBT should have taught everyone a lesson in how automation can go horribly wrong.	5/24/2026 11:43 AM
16	If decisions aren't made by humans will they no longer be reviewable??	5/24/2026 11:34 AM
17	Remove choice and control	5/24/2026 11:30 AM
18	Technical difficulties of any kind could be life threatening	5/24/2026 10:09 AM
19	We have found that human decision makers are not consistent between plan to plan. This has huge impacts each year. Hopefully a standardised system will actually help and save many unnecessary reviews and Art cases. In turn if the system creates an insufficient plan I assume this will be a nightmare trying to overcome	5/24/2026 6:56 AM
20	If we are just talking about payments, I think that's OK. Auto generated Plans on the other hand is a hard no.	5/24/2026 6:54 AM
21	There must be a right to challenge a decision easily by both participants and providers	5/23/2026 6:52 PM
22	Robodebt....	5/23/2026 6:15 PM
23	AI could crash what's the backup	5/23/2026 4:56 PM
24	Computer systems will never be advanced enough to properly assess a complex disability case accurately.	5/23/2026 2:54 PM
25	where is the oversight?	5/23/2026 1:50 PM
26	Automated decision making is the absolute opposite of person centered planning, which is what best practice involves	5/23/2026 1:30 PM
27	This will literally be Robodebt all over again - in fact this is literally going to be a repurposed version of Robodebt.	5/23/2026 9:59 AM
28	Automation should not even touch something as precarious as supporting disabled people	5/23/2026 8:45 AM
29	Automation cannot understand humanity and therefore should not make decisions on something unfamiliar.	5/23/2026 6:35 AM
30	That the ability to appeal those decisions will also be either removed or made difficult to access.	5/22/2026 6:48 PM
31	Its just robodept all over again	5/22/2026 4:37 PM
32	Labours version of robodebt	5/22/2026 2:37 PM
33	Another Robodebt scenario waiting to happen	5/22/2026 1:56 PM
34	If decisions are made automatically by an ai system, then there means there is no-one who can be h or accountable for any harm that may be cause by all the other changes in this scheme. This can only be deliberate	5/22/2026 10:40 AM
35	Participants consent to spending their funding only on approved things. If they spend accordingly and find that they have to pay out of pocket, this is an expense they did not consent to. That participant may have chosen not to obtain that service or product had they known they would have to pay. Consent matters.	5/21/2026 9:22 PM

36	Already had so much trouble in other context before automated systems, so many errors, this would be so distressing just by the concept little in the errors	5/21/2026 9:14 PM
37	The cost of recouping incorrect claims will increase the cost of the scheme, and understanding someone's spend frequency due to irregular circumstances are likely to be excluded from this process.	5/21/2026 7:24 PM
38	AI and LLM (Large Language Model) are NOT smart enough to be across all nuances etc without constant human oversight.	5/21/2026 4:59 PM
39	Depending on what gets instituted, this had the potential to be another Robodebt.	5/21/2026 12:10 PM
40	RoboNDIS. It's only disabled people who are rorters and fraudsters.	5/21/2026 11:02 AM
41	We don't want another Robodebt but this time leading to deaths of PWD	5/21/2026 10:29 AM
42	We already hear of stories where people aren't getting the funding that they need. The cost to them while they fight to get certain things of funding often means less ability to do things from that future on. We need prompt assistance to slow and in most cases stop the degradations of our health. The way the system is now already forces progression on our illnesses while we're trying to get help. It's just going to get worse	5/21/2026 10:28 AM
43	There are ALWAYS issues with large automated systems. Is there a particular model that designers are looking at?	5/21/2026 9:19 AM
44	Cuts jobs. More fraud.	5/21/2026 7:21 AM
45	People may die if this is implemented	5/21/2026 6:40 AM
46	Death by suicide, by follicle and neglect	5/21/2026 2:10 AM
47	All of the above, except 1	5/20/2026 9:02 PM
48	I'm especially concerned that automated systems may not properly account for fluctuating conditions, complex disabilities, communication barriers, or individual circumstances that don't fit neatly into predefined rules.	5/20/2026 7:20 PM
49	Following on from above, there will be errors due to human input. Just have to look at the robo debt incident.	5/20/2026 5:33 PM
50	Things being missed - they already are	5/20/2026 3:51 PM
51	N	5/20/2026 3:10 PM
52	People's lives will be at risk	5/20/2026 1:57 PM
53	robodebt 2.0	5/20/2026 1:38 PM
54	We did this before, this Robodebt but worse. Computers can't make decisions.	5/20/2026 12:56 PM
55	Biases (e.g. racism, sexism, etc) being replicated due to their presence in training data	5/20/2026 12:03 PM
56	I think the debt issue is especially concerning. If debts are applied incorrectly but are not reviewable decisions, that creates a major fairness and accountability problem. A person could potentially: receive an incorrect debt lose funding or supports experience financial stress spend months trying to challenge the issue struggle to even understand how the decision occurred without having clear review rights. That is particularly risky in a disability system where many participants: rely on supports for safety and daily functioning may not have capacity to advocate strongly for themselves may not fully understand complex administrative processes may avoid engaging due to anxiety or trauma around systems Automation can absolutely help with efficiency, but there needs to be strong safeguards when decisions affect people's funding, participation, stability, or legal obligations. I think there should always be: accessible human review pathways transparent explanations independent oversight easy correction processes review rights for debts and automated decisions safeguards before funding is reduced or interrupted Because when systems make mistakes in disability support, the impacts are not just administrative. They can affect someone's housing, therapy, safety, mental health, relationships, and ability to participate in everyday life.	5/20/2026 10:53 AM
57	This assumes an infallible system and initial paradigms in modelling.	5/20/2026 8:52 AM
58	My experience with Centrelink is one tiny error made will result in many hours trying to have it corrected and probably won't ever be corrected. And then there's robodebt...with some of the same people designing these changes to NDIS as were decision makers setting up	5/19/2026 11:55 PM

	robodebt it's very very hard not to have cause to worry. Worse: no reviewable decisions! C'mon we're not China are we?	
59	"A machine cannot be held accountable, therefore, a machine must not make (life or death) decisions."	5/19/2026 10:43 PM
60	This is going to result in more deaths than robodebt caused because the people impacted are highly vulnerable, many lack the ability to self advocate, and removing the review process is against all procedural fairness principles	5/19/2026 9:01 PM
61	If process are being automated, they need to be reviewable as errors can be made	5/19/2026 8:42 PM
62	It is too easy for an automated system to make critical mistakes.	5/19/2026 5:37 PM
63	AI cannot be held accountable for errors	5/19/2026 4:17 PM
64	i just don't believe the govt can use the systems justly and intelligently	5/19/2026 3:32 PM
65	People will be helpless, harmed and some will die.	5/19/2026 12:01 PM
66	Some task automation with comms and process payments are ok. But decisions are not	5/19/2026 11:58 AM
67	Too much like robodebt	5/19/2026 10:08 AM
68	Using automation for processing payments is very different from using AI to make decisions about eligibility and plans	5/19/2026 7:30 AM
69	This is a guaranteed fail idea. The degree of complexity and diversity of needs in the disability community	5/19/2026 7:28 AM
70	Look at robodebt.	5/19/2026 4:10 AM
71	The coroner will have to see me naked.	5/19/2026 4:08 AM
72	That people are going to die due to the algorithm making the wrong decisions.	5/18/2026 9:53 PM
73	We all saw what happened to Robodept and the mental and financial impact this had on innocent people	5/18/2026 9:22 PM
74	Nothing will be a reviewable decision then, because a human didnt make the decision.	5/18/2026 9:19 PM
75	Everything.	5/18/2026 9:13 PM
76	Become a number without a specialised plan	5/18/2026 8:54 PM
77	vagueness of person disability and supports will lead to errors	5/18/2026 6:33 PM
78	A one size fits all approach is severely flawed for making decisions about funding and plans for people with complex needs.	5/18/2026 5:16 PM
79	Algorithms designed by humans will always contain the same biases the human designers hold. Always contain the same oversights due to cases the human designers didn't think to capture and design around. This legislation shows so clearly the designers know next to nothing about the lived experience of navigating life with a significant disability and there is therefore no way for any designer to have catered for all the necessary complexities. Complexity falling through the gaps due to cookie cutter approaches is why we have the ndis in the first place: to address and stamp that out with an individualised approach, not standardisation. This is worse than a return to that standardisation because it's exceedingly more punitive and hostile	5/18/2026 3:38 PM
80	Automation can be useful. Our governments and public service systems do not have a good track record with this. Don't rely on the IT company you get to do it telling you it's easy and there won't be a problem. It also depends alot on the integrity of the NDIS current it systems and data.	5/18/2026 2:03 PM
81	People with cognitive or communication disabilities can not be catered for by a computer.	5/18/2026 1:05 PM

Q28 In general, do you support the Government's proposed changes (above)?

Answered: 1,022 Skipped: 365



ANSWER CHOICES	RESPONSES	
Strongly agree	2.64%	27
Agree	9.10%	93
Neither agree nor disagree	12.92%	132
Disagree	18.20%	186
Strongly disagree	50.39%	515
Unsure	6.75%	69
TOTAL		1,022

#	OPTIONAL COMMENT:	DATE
1	No,no,no,no never!!! It is the worst proposal / bill by any government and the fact that our parliamentary system allows this to happen makes me question what has happens to our county, no one party should ever have this level of power especially when they only won the majority on deals and preferences and not actual primary votes - horrifying!!!	5/25/2026 10:50 PM
2	Most NDIA preferred suppliers are online and requires to pay shipping (money wasted). if participants are able to purchase this at retailers, they do not need to spend extra funding for postage and not need to wait for the package to arrive	5/25/2026 6:06 PM
3	Gives risk of overreach and taking away choice and control for participants. I have been more taken "advantage off" by plan managers and ndis registered businesses than not. $18K was never returned to my first plan from SC and SW combined company Tendercare. The held over funds from the support agreement was either not returned to plan management company Plan Partners, or the funds were taken and not returned to my plan when I switched Plan Managers. Ndis did not follow that up, I had no support for months and suffered severely, lost 10kg because I could not do anything or feed myself, my	5/25/2026 4:01 PM

	children were also impacted. I had no support to find out what happened, or to recover those funds. My capacity is still diminished due to that situation, I have not recovered.	
4	There are many aspects to above section .. some I strongly agree with and others I do not agree with at all so it can't be swept up in one response	5/25/2026 3:14 PM
5	Parts of the processes above are acceptable in terms of - Requiring participants and providers to keep records for up to 7 years as this is a legal requirement for providers to keep medical records - It is also likely best practice for plan managers not to provide other supports as this can be considered a conflict of interest interest The stipulation that claims need to be made within 90 days is however not acceptable and risks both participants not being reimbursed if they are unable to process that claims within the time period but also provide providers to be left without invoice is paid unable to retrieve those costs The closing of small plan managers in favour of larger providers of plan management is also unacceptable as this will currently put current smaller plan management businesses out of business resulting in job loss and financial strain on business owners Furthermore, the ability of NDA processes to enter a business and seize property and records also seems like an unfair and unreasonable process processes such as these should only be enabled through the appropriate legal channels involving the police	5/25/2026 1:52 PM
6	Even Registered NDIS Providers commit fraudulent offences & the NDIS Commission is complicit in criminal activity imo. We had a Registerd Provider commit various acts of fraud & the NDIS Commission protected them in multiple circumstances with the neglect & abuse of my son. The are STILL a register Provider even though they are supervised by the NDIS Commission. Disgusting behaviour by a government department.	5/24/2026 10:50 PM
7	Needless bureaucracy.	5/24/2026 10:16 PM
8	I tried to tell them of incidents but they weren't interested	5/24/2026 10:04 PM
9	I agree only focussing on plan management but smaller providers should be able to do this too	5/24/2026 5:56 PM
10	We report obvious fraud and nothing is done	5/24/2026 5:30 PM
11	This just sounds like a way for businesses the monitise disability even more and take away choice and control	5/24/2026 4:28 PM
12	The government has been lying about the extent of fraud and blaming the wrong people	5/24/2026 4:26 PM
13	Cutting people out of employment	5/24/2026 4:10 PM
14	The onus being put onto the participant and their nominees who are often family is unfair and not realistic.	5/24/2026 3:51 PM
15	I'm not doing the wrong thing so this does not bother me.	5/24/2026 3:48 PM
16	Plan Managers with vertical integration are too often corrupt. This will not address collusion.	5/24/2026 3:21 PM
17	For providers - yes. Expectations are reasonable. For families and parents, these sorts of expectations will depend on complexity. Those with highly complex dependents should have support co or similar to help ensure they are meeting these expectations, and penalties should not be as severe.	5/24/2026 1:16 PM
18	I do not support mandatory registration of providers. My experience with registered providers has been disastrous, they were purely focused on money, and would rather me stay in bed for days than pay overtime for a support worker to assist me. The registered provider had to repay $16,000 after I reported them for overcharging to the NDIS Q&SC.	5/24/2026 12:53 PM
19	If I can get something cheaper, why is it not reasonable and necessary for it to be done that way?	5/24/2026 12:50 PM
20	This is impossible and willl result in people being penalised because of the government's stupidity	5/24/2026 12:01 PM
21	Tightening up the provider side of this mess is a good move	5/24/2026 11:51 AM
22	They seem to make sense but I don't know the specific impacts on these changes. In terms of timeframes for claiming funds, I believe 90 days isn't long enough. I feel that one year is more workable as not all participants and providers may be able to adhere to that timeframe.	5/24/2026 11:28 AM
23	Definately remove mainstream retailers and reduce fraud. For independent support workers, they should still be able to operate and keep their own records without so many hoops to	5/24/2026 9:32 AM

	jump through that make it harder for individuals to continue operating and providing much needed individualised support.	
24	The independent PM's need to stay. They do a great job, they check SA's and they push back. The organisations that are a 'one stop shop' need to go.	5/24/2026 8:32 AM
25	While some NDIA providers do absolutely need higher oversight, I have multiple concerns about the way they intend to do this. There is an issue with inflated prices and quality control, this does not seem to address those issues adequately and instead may make accessing support harder for those who need it.	5/24/2026 7:08 AM
26	Just enable the client records, claims and linked information to be saved with the client profile because fires happen, servers die, data is compromised	5/24/2026 6:03 AM
27	EThere is so much wrong about this! 90 days isn't enough time to go through civil claims if you've run out of funding and your provider needs to be paid. Privacy and confidentiality of this information. In what format are they requesting this proof. NDIS should be keeping the payment claim information, not us??!?!?!	5/24/2026 5:45 AM
28	Support greater measures to prevent fraud but have concerns around some of these measures around privacy for clients and also with these being introduced with automation and errors leading to potential robodebt type situations for participants and providers.	5/23/2026 10:14 PM
29	More testing and reporting of fraudulent activity but more protection is needed for genuine recipients.	5/23/2026 8:32 PM
30	Govt has control small businesses will close unemployment will increase	5/23/2026 5:01 PM
31	This will push out the small business providers and move everything to large corporate providers that do not benefit choice or control by the participants and their families	5/23/2026 3:31 PM
32	why??	5/23/2026 1:51 PM
33	Requiring participants to keep records of supports for 3 years is an unfair, and unworkable, burden on participants, parents and nominees. It is hard enough for participants, carers and nominees to navigate this complex and flawed system. The requirement to keep records on it all is ludicrous. How? Where? Will we be given access to secure servers to ensure that this data will collect can be securely stored? Will translation services be freely available to those who don't speak or write in English?	5/23/2026 1:43 PM
34	eg. Participants may be incapable of keeping the records.	5/23/2026 12:29 PM
35	Smaller plan manager should still be able to operate as they are more likely to have a more intimate knowledge of participants.	5/23/2026 10:04 AM
36	It all sounds reasonable on paper but I have zero trust in the scheme	5/23/2026 8:48 AM
37	Ridiculous…conflict of interest, good governance and auditing covers off providing more than one service!	5/23/2026 8:19 AM
38	They are ignoring dignity of risk and choice and control all while making the scheme more bureaucratic and expensive.	5/23/2026 6:42 AM
39	If someone did whats being proposed to their partner it would be classed as domestic violence, this bill is abuse of people with disabilities.	5/22/2026 4:41 PM
40	The level of burden already required to argue for reasonable and necessary supports equal a full time job, I don't need any further burden placed on me	5/22/2026 4:23 PM
41	The time for claim submission is very problematic. Again, where multiple specialists might need to be contacted in devising a plan, in our experience this can take up to a year or more! 90 days is unrealistically short. Closing down small plan management providers again removes choice for subjects, and removes many experienced practitioners from the system when they will be most needed.	5/22/2026 4:11 PM
42	The GOVERNMENT has no right to take away our CHOICE AND CONTROL AND REASONABLE AND NECESSARY AWAY FROM US THE GOVERNMENT ALDO DOESNT KNOW US LIKE OR SPECIALISTS AND TREATING DOCTORS THEY ARE THE PROFESSIONALS AND KNOW OUR CRITICAL OUR HEALTH IS .	5/22/2026 4:01 PM
43	they are cherry picking their 'friends' to provide kickbacks to each other. Being on the list gives more power to the NDIA as providers don't want to get kicked off the list and lose their business.	5/22/2026 12:31 PM
44	Agree that plan managers should not provide other services but do not agree that they should be large NGO's and small providers closed down.	5/22/2026 11:57 AM

45	No I don't support the Government's changes	5/22/2026 10:16 AM
46	Soom good (provider registration, tighter regulation on providers, record keeping rules), not sure on the tighter information gathering (eg the implementation of that might be diaboloical and cause further harm depending on participants capacity)	5/22/2026 7:52 AM
47	Registration means nothing.	5/22/2026 7:36 AM
48	However, mandatory registration needs to be affordable for part time workers. Throw the book at fraudulent providers. However the government has really inflated the funding issues - most of the blowout is not from fraud but their own government agencies which are not scrutinised. Why can't allied health professional bodies handle registration.	5/22/2026 4:19 AM
49	Small businesses are really important	5/22/2026 3:20 AM
50	These changes will mean the death and further disablement of many people, increased risk of suicide, the changes are inhumane	5/21/2026 9:22 PM
51	I think it's very important to remove the element of conflict of interests in all businesses - as long as gov/ ministers can declare their conflict of interests and that they are not related to the panel of plan management providers/ big providers etc. otherwise, the rules around record keeping, penalties for disclosing incorrect information etc keeps the integrity of NDIS. I don't think it'll be an issue for people who're doing the right thing.	5/21/2026 8:31 PM
52	I agree in part to some of the recommendations: 1. I support mandatory registration. As a registered provider, and despite the cost burden of registration and compliance, I still believe it is necessary. However, the cost factor should be considered and factored into the pricing. 2.I agree with civil penalties. We have often stepped in after fraudulent activity by another provider, and we have also reported fraud a number of times over the last 6 years, with no consequences for the provider who committed the crime. The cost impacts to us have been massive in the long run. 3. I agree with record-keeping requirements, this is already an expectation of registered providers. 4.Shorter timeframes may impact providers, particularly around funding periods. 5. Conflict of interest rule changes should be enforced. As an independent SC provider, we could have increased our scope of services a long time ago to diversify support provision and income streams, however, this is unethical, in my opinion. 6. I am deeply concerned about strict government commissioning panels. Having reviewed the commissioning frameworks, we would currently not meet the criteria to be included. This is very, very deeply concerning for a number of reasons.	5/21/2026 7:42 PM
53	The biggest fraudsters are inside jobs. They need to look at their own staff. It they had of had data matching with ATO from start we would not be in this shit!	5/21/2026 5:38 PM
54	Being forced to choose between a select few Plan Managers will cut my ability to communicate with them as they will expect me to ring them as the bigger the company the less accessible they tend to be. I'm Deaf/Blind-how exactly am I meant to do that?! (small companies can also be too but then I would have the choice to go to one that will communicate with me).	5/21/2026 5:13 PM
55	The payment system is a nightmare now. Invoices outstanding, plans with all different start and end dates, and now the funding release with different release dates and amounts. How can anyone run a business.	5/21/2026 5:04 PM
56	There's some I agree with and some I don't.	5/21/2026 12:46 PM
57	What happens when the Providers bill does not come in within the 90 day period ??	5/21/2026 12:43 PM
58	I support cracking down on any fraud among providers, however I'm worried about the potential for the government to have too much power over individuals.	5/21/2026 12:26 PM
59	I am faithful of the disregarding nature and comments made by the minister of the NDIA in cutting funding in social community participation as this is an ignorant and derogatory statement degrading the value of a person who has a permanent disability	5/21/2026 12:16 PM
60	I disagree with invasion of privacy and dignity except for validation of funding spent and purpose of a service (how it met NDIS goals and was an expense beyond what would be required without the disability/ies).	5/21/2026 11:31 AM
61	If it is undertaken correctly this might improve things.Unfortu based on the way the system has been delivered to date through for profit providers it will probably just set up a monopoly of selected providers narrowing individuals choice and control and cut out lower pricing of the unregistered providers which has been allowing more service provision for people.So probably a cut in service provision woll be the outcome of these changes.	5/21/2026 11:29 AM
62	Gov have developed propaganda, fraud isn't that much of a problem compared to what	5/21/2026 11:08 AM

	they're saying and all market models have risks, using sensible strategies is the usual way to do it e.g. banking, not this!	
63	In fact it will make us worried about using the funds for what they are designed for as we might be doing the wrong thing unaware	5/21/2026 10:43 AM
64	It creates barriers for snaklbbusiness and leads to corporation of sector and still strong one good shall business from wanting to be avne to do anything with the ndis.	5/21/2026 10:43 AM
65	This is absurd to impose these expectations on pwd	5/21/2026 10:41 AM
66	The wording of must be easily translated to English. That sounds extremely racist to me. Yes, things should be in English. But that wording is not necessary. You just have things in English. This doesn't sound like it solves anything anyway. Most of the records they're asking to be kept need to be kept for those amounts of times already when you're running a business. And because things are done electronically, there's already a record.	5/21/2026 10:34 AM
67	I've had plan managers for some reason not pay a claim, not tell me why despite lots of emails and so I don't get paid. This will make it worse	5/21/2026 10:29 AM
68	Every decision they are making is going agaibst people with disabilities. I thought the ndis was based on choice and control??	5/21/2026 10:27 AM
69	This at least targets fraud and shonky business practices.	5/21/2026 10:25 AM
70	How much will this punitive system cost? How much of that money could instead be used to fund the support that people genuinely require? Where do these punitive ideas come from? Where is the supporting evidence of the existence of a problem that needs to be solved by these measures?	5/21/2026 10:22 AM
71	Some good bits some not so good bits. I have dealt with both small and large plan managers. I prefer the smaller operators as they are responsive and easy to communicate with. They answer questions about funds as LACs are no longer available to ask. Or wait time to answer a funding question can blow out to 4 weeks.	5/21/2026 9:28 AM
72	We deserve choice and control over who provides support. LAC program is appalling. If I want a small, personalised plan manager who treats me as a person I should be able to use them.	5/21/2026 7:54 AM
73	If some of these changes catch and stop dodgy providers then I'm all for it. But I feel it's also going to have a huge impact on the honest providers as well.	5/21/2026 7:10 AM
74	Needs to be some tightening	5/21/2026 7:08 AM
75	Mainstream providers usually provide more value for money. The use of Disability providers will inflate the cost of disability supports.	5/21/2026 6:47 AM
76	You want to save money? Stop this stupid disability strictly items if it helps it doesn't matter if it's from Kmart ffs.	5/21/2026 5:59 AM
77	Yes, to tightening up compliance around a number of providers. No to the additional regulatory powers that potentially impact participants. This needs to be carefully balanced. The participants are not the problem here.	5/21/2026 5:48 AM
78	Shakes fist at NIB Thrive	5/21/2026 5:32 AM
79	I agree that something needs to be done about the rotting of the system. However, some of these points are over the top. The recordkeeping section is unreasonable.	5/21/2026 4:34 AM
80	Hell no! It's never worked before in other settings. Mark Butler needs to stop pretending this is about anything other then a means to legislate mass murder of disabled individuals and has ensured to scatter focus so that noone is held accountable.....it's sick and inhumane. We will not be silenced!	5/21/2026 3:37 AM
81	I have some misgivings about leaving retailers out. We should focus in the purchased aid, not where it's bought from if it's a legal business. I already keep records permanently and archive after seven years.	5/21/2026 3:28 AM
82	People are gonna get worse as a result of this	5/21/2026 12:03 AM
83	Very few parts of them, but definitely not 99% of it	5/20/2026 8:35 PM
84	Absolutely not. This is a human rights issue. You learn a whole lot about a government and society when you look at how they treat the marginalised. I didn't vote for Labor and this is why. They are undoing everything their own government created and blaming the NDIS and shaming all providers because of their wrongdoings. We are not their scapegoat. We do not	5/20/2026 8:29 PM

	deserve to be blamed and accused for their inadequacies and misinterpretations that they've fed the media and general public who have no idea about NDIS systems and policies.	
85	While I understand the importance of oversight and reducing conflicts of interest, I'm very concerned these changes could remove choice and flexibility for participants and push smaller, trusted providers out of the sector. Many people with disability rely on smaller plan managers because they offer personalised support, responsiveness and genuine relationships that larger providers often can't provide. Reducing provider diversity may leave participants with fewer options and less individualised support.	5/20/2026 7:30 PM
86	Participants and their families already feel violated with how much information is already shared about them, whether it's correct or not it gets shared and is beyond our grasp. This is disgusting	5/20/2026 7:01 PM
87	There needs to be more accountability, especially for mainstream retailers who aren't always honest. I think it is reasonable to expect people to maintain records on how public funding has been used but the NDIS system itself should be able to do a large part of that through cross referenced information etc. I have seen several participants run out of funding despite having a plan manager, as a therapist I can track funds easily and make therapy plans within a set budget, it beggars belief that people whose sole job is to do that still can't get it right.	5/20/2026 6:58 PM
88	What about the participants freedom of choice regarding their supports. And these proposals don't fix the main problem.	5/20/2026 5:39 PM
89	It has been disgraceful to have had unscrupulous operators exploiting disabled people. Disgusting. Services must be scrutinised and held accountable. Good services will manage rigorous oversight.	5/20/2026 4:59 PM
90	i understand things need to change but it still sucks	5/20/2026 4:41 PM
91	I somewhat agree - there must be oversight on billing because dodgy providers are taking precious funds from the care of our most vulnerable people. The scammers need to be caught, but without it costing participants and familes	5/20/2026 3:58 PM
92	It's unreasonable to expect disabled people to keep records after submitting them and having them approved. It's unreasonable to shorten times for reimbursement when the government can't meet its own deadlines. IT IS COMPLETELY UNREASONABLE TO TURN THE NDIA INTO A POLICE AGENCY TO CRIMINALISE DISABLED PEOPLE FOR THE CRIME OF BEING DISABLED. This will be disproportionately applied against Aboriginal and Torres Strait Islander peoples, Muslims, formerly criminalised people, people with intellectual disabilities, and other POC.	5/20/2026 1:02 PM
93	There are no guardrails for participants	5/20/2026 11:16 AM
94	No — not in their current form. I can understand the intention behind some of these changes. Protecting participants from abuse, fraud, exploitation, and poor-quality providers is important. Greater accountability and oversight in such a large public system is reasonable. There are parts that may make sense in principle, such as: * clarifying who is and is not considered an NDIS provider * improving safeguards for participants at risk * addressing fraudulent claims * reducing conflicts of interest in some situations * ensuring appropriate records are kept However, overall I am very concerned that many of these changes significantly increase: * surveillance * compliance burden * fear * complexity * administrative pressure while reducing: * flexibility * accessibility * participant choice and control * trust within the system One of my biggest concerns is that the reforms appear to treat large numbers of participants and providers as potential compliance risks first, rather than people trying to navigate a complex system. For participants, requiring long-term record keeping with the risk of debts for non-compliance is particularly concerning. Many participants have: * intellectual disability * executive functioning challenges * psychosocial disability * limited literacy * limited informal supports Some people already struggle managing appointments, emails, invoices, portals, and paperwork. Adding stricter compliance expectations and debt risks may disproportionately affect the very people the scheme is supposed to support. I'm also concerned about: * broad NDIA information-gathering powers * expanded enforcement powers * reduced transparency around decision-making * the possibility of participants feeling fearful engaging with the NDIA * errors leading to debts or funding interruptions The debt and record-keeping provisions especially worry me because administrative mistakes can happen very easily in disability systems — and the impacts of incorrect debts can be enormous. Regarding provider registration and plan management changes, I think there is a real risk of losing smaller, community-based, relationship-focused providers. Many participants intentionally choose: * small plan managers * independent therapists * local providers * culturally safe providers * neuroaffirming providers because those relationships matter enormously. If reforms	5/20/2026 10:56 AM

	unintentionally force smaller providers out of the sector, participants may experience: * reduced choice * reduced continuity * longer waitlists * less personalised support * more corporate consolidation * poorer regional access That could particularly impact rural and regional communities where provider options are already limited. I'm also worried about cumulative impact. When these changes are considered alongside: * stricter eligibility * reduced flexibility * increased automation * harder plan changes * shorter claim timeframes * increased compliance powers * reduced reviewability in some areas the overall direction starts to feel much more compliance-driven and restrictive. I absolutely think the NDIS should have safeguards against exploitation and misuse. But I think reforms need to carefully balance: * integrity * participant rights * accessibility * proportionality * procedural fairness * trauma-informed practice * genuine choice and control Because if the system becomes too punitive, complex, or fearful to navigate, the people most likely to be harmed are often the people with the least capacity to protect themselves within bureaucracy.	
95	Plan managers should never have been able to have concurrent roles as support coordinators or service providers. This change is long overdue.	5/20/2026 10:26 AM
96	As a provider, I sometimes question what right the Plan Manager has to withhold payment of the service fee, or why some of them take so long to process it. There needs to be better regulation of this sector.	5/20/2026 7:25 AM
97	How does any if this help people with disabilities?	5/20/2026 6:17 AM
98	I have been employed by one of the big organisations that is being considered for replacing smaller plan managers and they are tge worst at communicating and over billing	5/20/2026 5:30 AM
99	Never ever voting for Labour ever again.	5/20/2026 5:23 AM
100	It takes away choice and control by the participant and placed a huge burden on them and their unpaid supports - why use plan managers if we're to do all the work anyway (on top of everything we already do) It invites even more exploration of the system by big business cashing in on being those chosen to administer/oversee such arrangements	5/20/2026 1:01 AM
101	90 days to claim is going to be another way that NDIS saves money for no other reason than saving money. Providers make billing errors and take considerable time to fix, beyond control of participant or nominee. Choice is severely limited with plan management changes. I feel like the government via the NDIS is seeing just how far it can go to access our information and i am not confident about protections from security breaches. Participants already live in fear...geez, what next NDIS banging on our doors wanting documents and computer access there and then. Are we, participants and nominees, untrustworthy? We are remarkably compliant. We are overburdened by ever increasing compliance and documentation as it is. Scare the disabled. Some of us are already being scared to death, or close to it. Is this what the gov wants? P.s. Does Medicare have a 3 mo limit? I don't think so. Complex bureacratic systems tend to be inefficient.	5/20/2026 12:43 AM
102	The architects of Robodebt are now working for the NDIA. This framework will be abused	5/19/2026 10:59 PM
103	This appears to be a way for the government to (yet again) grease the palms of their buddies in large business. It is likely to break the privacy Act. The risk sounds high and will drive some providers out… but it sounds like that's what their underlying aim is in this whole reform.	5/19/2026 10:28 PM
104	Job losses, business closures, participant loss of providers who know them and offer support tailored to their needs, lack of choice and control will all be consequences of these changes. Nothing good comes from this for participants	5/19/2026 9:06 PM
105	No choice, no control	5/19/2026 7:54 PM
106	The government needs to focus on current systems and process, it's a shit show. To be referred to ART as an answer is appalling waste of taxpayers money. Currently second time at art process in 4 years. Lawyers are laughing!! So so wrong. Ministerial enquiry request, was mocked over the phone and told "I don't have access to that information" (Kaye, she was rude)	5/19/2026 7:22 PM
107	Small plan managers provide more individualised help. They are removing all the things that make the NDIS work for disabled people. They are removing disability access.	5/19/2026 7:18 PM
108	It's hard to say because it depends a lot on how they're rolled out. At the moment, there are big problems with procedural fairness at the NDIA because of systems not working. Therefore I think these changes are going to be as good or bad as they way they're rolled out.	5/19/2026 7:12 PM
109	What a shamozol the Government will stuff it up	5/19/2026 6:52 PM

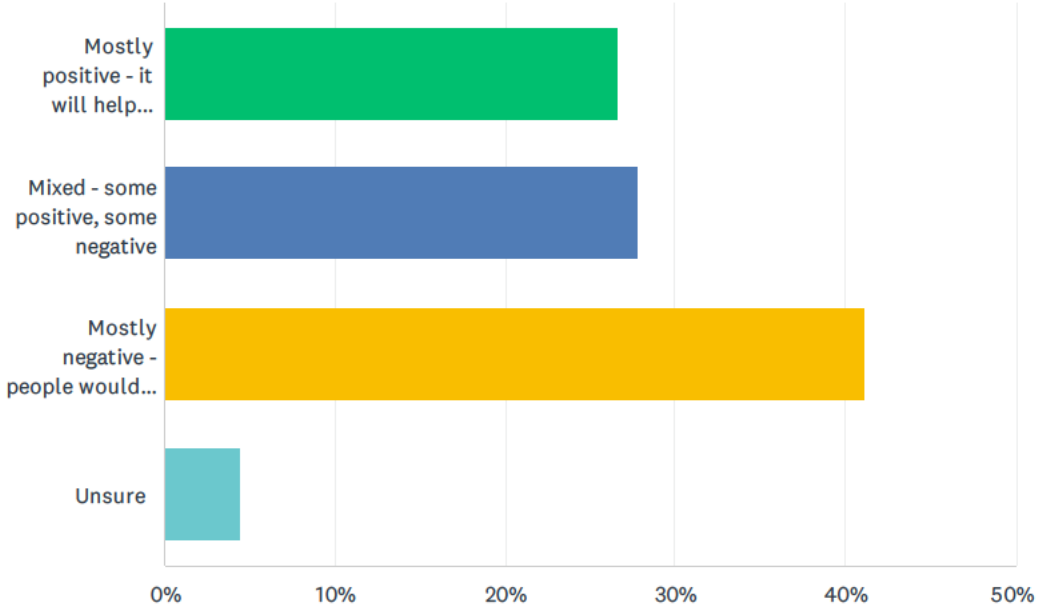
110	Agree with some components but not others	5/19/2026 6:42 PM
111	The current Labor government are Just in this for themselves and not for the people. Absolute idiots and why the fuck would anyone vote for them.	5/19/2026 5:39 PM
112	disability specicfic stores charge more for same equipment, waste of taxpayer money	5/19/2026 5:34 PM
113	Forcing most plan managers out of business due to onerous regulations will result in a shortage of plan managers. This will effectively force everyone onto plan mangament by the NDIA, giving them further power to restrict reasonable spending and give even less choice of how to spend participant's funds. It will also cost more as you prevent people from self-managing - there will need to be more government funded plan managers rather than people doing their own plan managing at no cost to the government.	5/19/2026 4:28 PM
114	I want the freedom and flexibility to either self manage or choose a Plan Manager	5/19/2026 3:46 PM
115	From 2yrs to 3 months for accepting claims? That's appalling. Small plan managers are what allow participants flexibility and personal choice. I am worried about the onus on me as an autistic person to keep detailed records and be liable if make a mistake. Seemingly without any support…	5/19/2026 3:42 PM
116	the small plan managers are the good ones	5/19/2026 3:35 PM
117	It's already an industry dominated by big useless companies with high staff turnover. The govt should be supporting smaller businesses to work in NDIS field, not making it harder.	5/19/2026 2:53 PM
118	That's just wonderful not. More small business' closing down. Tax the bloody rich and leave us alone.	5/19/2026 2:50 PM
119	regarding the new definition and registration of NDIS providers - when you can get a piece of equipment like a shower chair for half the price at bunnings rather than a medical store, this will only increase costs, not decrease them. Raising a debt against a participant that hasn't kept a 3yr old record! - didn't learn anything from robodebt. Don't entirely disagree with reducing the timeframe for making claims, but 90days is not enough. Would a participant be liable if a provider did not lodge a claim in the required timeframe?	5/19/2026 1:34 PM
120	I have plan management and think it should be available to participants who need it. I could not manage without it.	5/19/2026 12:05 PM
121	These are ways to increase costs not reduce them	5/19/2026 11:32 AM
122	We have spent years finding a Support co-ordinator that is skilled enough t work with our family. By making these changes you take away not only our right to choose but increase the risk of having someone who is not very good at their job. This will lead to increased stress and pressure on us. I can attest that many others feel this way. It's exclusionary and an overreach.	5/19/2026 10:39 AM
123	This will lead to a high rate of suicide amongst participants.	5/19/2026 10:18 AM
124	When govt depts are held to these standards then it's ok to exoect participant and providers to accept tge same rules,, Govt gives itself exemptions while placing unfair and onerous responsibility on us, Where's the penalty if ndus staff or agents make mistakes or the automated systems are set up is faulty? It's unfair that No Action can be taken against the errors (mistakes or deliberate) by the scheme, They are getting all the benefits while stripping participants naked.	5/19/2026 10:16 AM
125	Whilst it is important to regularly audit plan managers like any business. I don't feel it is right for the government to set up the 'boys club' of approved providers. We are supposed to be living in a democracy not Autocracy…	5/19/2026 9:45 AM
126	The government needs to focus on fraud committed by "apparent" providers and not the participants. There is far more fraud happening in Melbourne and Sydney by fake companies which it seems, the government is refusing to prosecute and instead, going after participant funds and plans.	5/19/2026 9:11 AM
127	Sadly it will affect some very good small businesses. While we have been totally ripped off by one of the big plan nanagers who double paid invoices and let our coordinator spend 75% percent of funds in 10% of time. No notice the participant of the unusual spend. So big is not better	5/19/2026 8:02 AM
128	I agree some of these changes are probably needed but very concerned about how they will be implemented. In particular I am worried about debt being raised on participants who have genuinely tried to do the right thing,and the ndia abusing its audit powers rather than using them where reasonably needed.	5/19/2026 7:57 AM

129	The powers to enter seize are policing powers and should not be given to bureaucrats. The Australian Federal Police can do that but there's no way bureaucrats should have this power particularly when the legislation as drafted has no protections for people with disabilities against misuse of such power. As it's written in the legislation a bureaucrat can decide to turn up unannounced at my severely intellectually disabled son's own private dwelling and enter without consent and without notifying his guardian to be there. Appalling dangerous proposal.	5/19/2026 7:45 AM
130	Tax office only require two years. This is overkill and are they going to pay participants for storage? No?? Then no!	5/19/2026 7:40 AM
131	Need further understanding of process	5/19/2026 7:34 AM
132	Better provider management- yes. Doing it like this - no.	5/19/2026 7:00 AM
133	This is all fluffy. The agency & Q&SC had heaps of power already. They've consistently chosen to ignore bade behaviour from providers, especially registered providers	5/19/2026 6:09 AM
134	Depends who they plan on targeting, if targeting plan nominees or participants it's is overkill	5/19/2026 6:01 AM
135	Don't really understand	5/19/2026 3:06 AM
136	I support stronger safeguards against fraud, exploitation, and misuse of NDIS funds, particularly where participants are vulnerable to abuse or poor-quality providers. Measures that improve accountability, transparency, and participant safety are important and necessary for maintaining trust in the scheme. However, I have serious concerns that many of the proposed changes go far beyond targeting fraud and may instead create an overly punitive, highly compliance-focused system that places significant pressure on participants, families, small providers, and support networks. My concerns include: * the expansion of NDIA investigative and enforcement powers, * increased surveillance and data-gathering, * large penalties for administrative mistakes, * heavy record-keeping obligations for participants and parents, * shorter claim timeframes, * and changes that may push small providers and plan managers out of the sector. For many families already managing disability, therapy appointments, school issues, behavioural challenges, medical care, and daily living demands, requiring years of detailed records under threat of debts or penalties may be unrealistic and overwhelming. I am also concerned about proportionality. There is a significant difference between deliberate fraud and ordinary participants or carers making administrative mistakes in a complex system. The legislation should clearly distinguish between intentional misconduct and genuine errors. The proposed powers for inspectors and investigators are particularly concerning because they are extremely broad. While there should absolutely be mechanisms to investigate serious wrongdoing, there must also be strong safeguards, oversight, transparency, and protections for participants' privacy and rights. I also worry that some of these changes could reduce participant choice and control. For example, restricting plan management arrangements and creating panel systems may disadvantage smaller providers and reduce the flexibility many participants rely on. Overall, I believe the Government should focus on: * targeting deliberate fraud and exploitation, * improving clarity and accessibility of the system, * supporting compliance through education first, * and maintaining participant rights and individual choice. At present, many of these proposed changes feel weighted more toward control, enforcement, and cost management than toward supporting people with disability to live safe, independent, and dignified lives.	5/19/2026 2:19 AM
137	Some of the changes look reasonable, some not. e.g. if someone is hospitalised/has a family emergency, they may not be able to put claims in within 90 days. I'm surprised to see that the audit timeline for participants would drop from 5 years to 3 years. My question on that is whether this timeframe/requirement is for ALL participants, or only for self-managed participants? Currently only SM participants need to keep records as this is done for them by the NDIA (for agency managed participants) or a plan manager (for plan managed participants).	5/19/2026 2:02 AM
138	Would need more information to comment	5/18/2026 9:26 PM
139	It is EASIER for an NDIS registered provider to defraud the system because they don't have to follow a clear pathway to prove a support was provided , whereas plan and self managed providers have to provide extensive proof. Forcing everyone who is plan managed to choose between a panel of government approved providers takes away choice and control and reduces participants ability to contact and connect with one person with ease. They will have to spend hours on the phone waiting to talk to someone, and likely will speak to someone different every time. That is a hindrance, not a help and will cause further job losses. The government should take the time and effort to weed out dodgy plan managers and identify clearly what they are allowed to do- not dump them	5/18/2026 9:25 PM
140	Frankly people ripping off disabled people should be accountable.	5/18/2026 9:25 PM

141	It is locking us in to price gouging. If I can buy the same wheelchair or showerstool or continence aid somewhere else cheaper.. I should be allowed to do it. Doing it this way will only inflate costs because there is no competition between providers of disability good.	5/18/2026 9:24 PM
142	Type of information gathered from participant depends on background knowledge and training of needs of participant. A reputable knowledgeable provider or support worker is needed to know what information should be collected.	5/18/2026 9:00 PM
143	Because that means itll be more ai and more room for error and less accountability on government when errors are made as they will say is a glitch	5/18/2026 8:22 PM
144	I believe a regulatory body with those types of investigative and enforcement powers should be an independent, impartial body. I believe the changes to Plan Managers are too broad to effectively address fraud and will disproportionately affect small Plan Managers. I am interested to see more proactive auditing, oversight and investigations into provider fraud, without primarily relying on vulnerable participants or their representatives to report it, after they've already been exploited.	5/18/2026 8:14 PM
145	Mostly agree in principle	5/18/2026 7:49 PM
146	It is likely that I will lose my newly won job, after actively searching for it for 8 years, as the boutique supports provider that I work for will likely close down.	5/18/2026 7:40 PM
147	I don't support taking money from the most vulnerable to hand over to the most vile.	5/18/2026 7:14 PM
148	They are all about controlling people. It is over the top and abuse of human rights. Too much control here.	5/18/2026 7:07 PM
149	Not all providers need to be registered, house deep cleaning is one that does not need registering	5/18/2026 6:36 PM
150	This will end in a witch hunt. They can't even get the job correctly done now, how on earth do they intend to handle it in the future!	5/18/2026 6:25 PM
151	I agree with some but not all.. 90 day claims are warranted for providers based on luck for them, however it's the providers that need that umbrella not participants.	5/18/2026 6:04 PM
152	This survey keeps changing and deleting my responses. I don't have capacity to read the detail now but can't save this to come back later	5/18/2026 6:04 PM
153	I like spending locally	5/18/2026 6:03 PM
154	Some elements are warranted but I'm confused if I upload an invoice to the portal isn't that a record?	5/18/2026 5:35 PM
155	You are asking people who are 4x more likely to be abused and 10x more likely to be sexually assaulted, abused, to put their trust in people. You are asking people whose needs right now are up for public debate and have no privacy, no dignity, to trust other people. Do you not see the problem?	5/18/2026 3:51 PM
156	Regulation further disadvantages rural participants.	5/18/2026 3:37 PM
157	There are services that do need weeding out but removing the ability to hire a day to day support worker with choice and control will be much harder if you cannot only hire registered workers	5/18/2026 3:10 PM
158	The system needs to change for sure. But I believe that they are attacking areas where they believe the fault is, however it is due to the processes above that are causing the constant review of plans, people not being contacted or unable to be contacted or not responding. It's the process that is broken and needs addressing not the participants. Companies like APM see the participants only as money - they get their wack, write up some rubbish no good useless plan and in 12mths it happens all over again.	5/18/2026 2:55 PM
159	Largely agree, except commissioning plan managers.	5/18/2026 2:11 PM
160	Keep everything in Australia No overseas sourced providers	5/18/2026 2:09 PM
161	Dictators!	5/18/2026 12:55 PM
162	A 90 day claim time does not seem to be adequate.	5/18/2026 12:17 PM
163	Important to regulate these providers. Many have been charging excessive amounts	5/18/2026 11:35 AM

Q29 The Government wants all claims for NDIS supports to be lodged within 90 days of the service being delivered (instead of up to 2 years). What impact do you think this will have overall?

Answered: 1,026 Skipped: 361



ANSWER CHOICES	RESPONSES	
Mostly positive - it will help people keep track of their budgets	26.61%	273
Mixed - some positive, some negative	27.78%	285
Mostly negative - people would miss out on NDIS payments if providers invoice after the 90 day deadline, or invoices are missed.	41.13%	422
Unsure	4.48%	46
TOTAL		1,026

#	OPTIONAL COMMENT:	DATE
1	Providers should be made to sign something that says they will provide an invoice for services rendered within 90days to the NDIA and if they don't they will not be paid - and there will be no comeback from the provider to cause the participant if they miss the deadline	5/25/2026 10:50 PM
2	Since I am still waiting to become my child's nominee, not notified that the forms had to be lodged after she turned 18, not before, (that's not good efficiency) Did the forms, was sent an email requiring id that was already sent, found out after she turned 18, we can't access her NDIS account, can't pay providers, and may loose services. I did want I was incorrectly advised to do, have since rang 3x and got 3 different information to the same question. Had to call LAC, 5-7 days from lodging the nominee form again and still no contact, no email, nothing on My Gov. Still providers are waiting since April 10th for payment. She may now loose those providers due to no fault of ours. The NDIA needs an administration overhaul, Not necessarily a funding and plan overhaul that puts participants at greater risk and lower quality of life.	5/25/2026 4:01 PM
3	Should be 120days	5/25/2026 3:14 PM
4	Please see comments above	5/25/2026 1:52 PM
5	90 days may not take into consideration bigger expenditure linked to home modifications.	5/24/2026 7:38 PM

6	We fight for payment now. The most un paid sector in Australia for us honest people	5/24/2026 5:30 PM
7	I think it will depend on the disability and type of supports required as there might need to be a longer period if home modifications were required.	5/24/2026 5:10 PM
8	Providers who do not submit do not get paid. They must be accountable. If participants do not submit, they too must be accountable.	5/24/2026 3:21 PM
9	I think providers should lodge directly with the NDIS to avoid time delays from support receivers and ensure invoices are timely and paid.	5/24/2026 1:52 PM
10	if this means the program can continue and continue to support the change to 90 days, whilst a confronting change, feels like an acceptable "price of admission"	5/24/2026 12:52 PM
11	I worry how any invoices sent beyond the 90 days wouldn't be eligible and then would have to be payed out of participants own money	5/24/2026 12:41 PM
12	I think this will be good for helping people track their budget however the onus must be on providers to invoice within the 90 day period and they should be the ones out of pocket if they don't do that	5/24/2026 11:53 AM
13	Due to moving house on top of managing daily life with disability & chronic health condition & family members with disability, our claims were a year late	5/24/2026 11:26 AM
14	I think that's reasonable	5/24/2026 9:32 AM
15	Providers that are not invoicing regularly shouldn't be in business. Not fair on the PWD.	5/24/2026 8:32 AM
16	Disability services do not always provide timely invoices and those with cognitive difficulties often struggle with the admin of invoice submission - while invoices should be submitted quickly there should be room for them to be submitted late due to the nature of disabilities.	5/24/2026 7:08 AM
17	90 days is a bit tight. 6 months would be OK	5/24/2026 7:00 AM
18	invoices missed easily, and plans run out. Providers then cant be paid that onus is transferred to civil court cases. None of this is good!	5/24/2026 5:45 AM
19	Driving efficiency of the system is a good idea, but needs to be mandated/enforced with providers.	5/23/2026 7:09 PM
20	Good so providers bill on time Bad if they dont and a plan review reduces funding because the ndia thinks funds weren't needed How easy will it be to get approval of you had to bill later than 90 days? Manual payments at the moment take upwards of 6 months	5/23/2026 6:22 PM
21	For many of us with mental impairments it takes a huge amount of time to acquire the proper formal receipts that the NDIS requires and to lodge them. I cannot do it all by myself it requires carer aid. I need more time to catch up on paperwork.	5/23/2026 2:59 PM
22	It shouldn't be on the participant to have to then pay out of pocket, the cost shall fall on the provider.	5/23/2026 2:07 PM
23	makes it easier to track budgets	5/23/2026 1:51 PM
24	Providers are already on the back foot. They are the ones providing the service with all of the outlays but are blindly trusting support coordinators and plan mangers are doing the right thing when approving budgets and this then leads down a very lengthy fight to get paid.	5/23/2026 9:03 AM
25	Increase the admin required to chase providers. The cut to the timeframes is too large... reduce by a smaller amount if necessary ie at most cut by a year.	5/22/2026 7:48 PM
26	Need to provision for review of exceptional consideration that may arise	5/22/2026 4:35 PM
27	participants are then responsible to pay the invoices and they do not have the funds to do so personally. They will then be penalised for slow provider invoicing.	5/22/2026 12:31 PM
28	I've had some providers ghost paying my service so this would be a problem.	5/22/2026 10:47 AM
29	Only if it is by the participant	5/22/2026 3:20 AM
30	Good for plan management but the ndis will encounter legal issues with provider s as they state their case for delayed payment which could see the legal fees increasing to remedy. Time frame up to 6 months is better.	5/22/2026 12:10 AM
31	This would be very stressful, some of my providers take a while to bill , I am currently self managed and if I'm having a bad span, I might not put my invoices in for months, what if I missed the email that it was sent, someone only just sent me an invoice in May for work	5/21/2026 9:22 PM

	they did in January, I had to follow up with them so many times. It would mean Plann managers and clients would have to do so much more labour. This is just a way to spend less money and punish participants for not being able to do things on a timeline like able person.	
32	It takes that long to get them to pay you. The system is a joke.	5/21/2026 5:04 PM
33	When my middle child was self harming it was so stressful and crazy some stuff wasn't lodged for 18 months	5/21/2026 3:38 PM
34	In mainstream business invoices are often outstanding after 90 days even when the terms are 30 days. People should be paid for their work. Full stop. Deadlines for invoices should be a guide, not a rule.	5/21/2026 12:46 PM
35	I think 90 days is too short a time frame.	5/21/2026 12:26 PM
36	I would need more information to comment - why would a provider take so long to invoice, longer than 90 days?	5/21/2026 12:24 PM
37	90 days from the date of invoice (or at least the LAST service on the invoice) would be more reasonable.	5/21/2026 11:31 AM
38	This means if you have poor acvount keeping in the providers which does happen,it will effect the participant.	5/21/2026 11:29 AM
39	I think it should uk d be within the plan period as people can get sick or have things that get in the way	5/21/2026 10:43 AM
40	I've known of providers my family uses who have "system errors" and have waited months for invoices despite chasing them up constantly.	5/21/2026 10:39 AM
41	There needs to be allowance for unusual circumstances.	5/21/2026 10:10 AM
42	Too many crap plan managers who leave invoices unprocessed without discussion for too long.	5/21/2026 7:54 AM
43	This would not affect me personally and I am unsure how it might affect others with different circumstances.	5/21/2026 6:47 AM
44	90 days is too short. Surely somewhere in the middle would be more reasonable???	5/21/2026 5:48 AM
45	It feels like there's no middle ground here. Why cut it down to 90 days? Why not one year instead of two?	5/21/2026 4:34 AM
46	This may not be as straightforward as assumed either. I had one provider's outsourced bookkeeping system miss an invoice and I had to wait almost three months to get that so I could pay it. Obvious issue.	5/21/2026 3:28 AM
47	In a self managed arrangement, what happens if the nominee is sick and unable to lodge claims?	5/21/2026 1:41 AM
48	It is hard to get into some services	5/21/2026 12:03 AM
49	One of my providers likes to do 6 monthly invoices, so I guess they will have to change their invoicing strategy.	5/20/2026 10:55 PM
50	For participants submitting claims, their capacity may not enable lodging claims within 90 days. Additionally, Medicare does not have this requirement so I don't believe there is sufficient justification to implement this change.	5/20/2026 8:35 PM
51	While I understand the intention behind improving budget tracking and reducing old claims, a strict 90-day deadline could unfairly impact participants when delays are outside their control. Providers can invoice late, paperwork can be missed, people can be hospitalised, carers overwhelmed, or participants may struggle with executive functioning, cognition or navigating systems. I worry this could lead to vulnerable people missing out on funding for legitimate supports simply because of administrative delays or errors.	5/20/2026 7:30 PM
52	It is a reasonable expectation as long as the systems are in place to make this process easier than it is currently. Again, the concern is that if someone hasn't managed to do this, the NDIS say they will consider exceptions, but in reality they probably won't because it saves money, and that's more important than people.	5/20/2026 6:58 PM
53	This could be a problem with long waiting lists that are over the 90 days.	5/20/2026 5:44 PM
54	Keeping revipts so long for a person with disability might be difficult	5/20/2026 2:46 PM
55	I believe 12 months is a fair and equitable time frame. 90 days will see service providers go	5/20/2026 2:35 PM

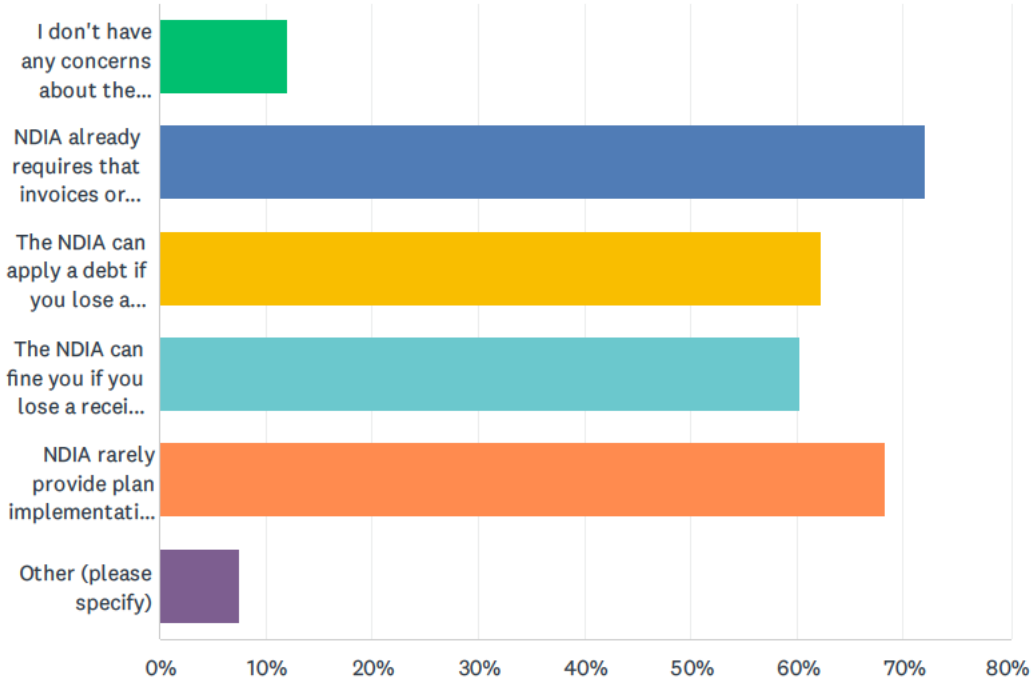
	unpaid for services rendered due to busy schedules and human error.	
56	If a plan is for a year then invoices can be paid in that time, some quarters have lots of bills like worker's compensation paid for a year as it costs less overall but upfront money to be given is very high, we need to be able to manage cash flow.	5/20/2026 2:05 PM
57	There are so many ways disabled people will be screwed because of other people's actions. This is not a reasonable deadline and does not take into account disabled people's needs.	5/20/2026 1:02 PM
58	I think reducing the claim timeframe to 90 days could create some benefits around faster reconciliation and reducing very old claims, but I'm concerned it will also create significant pressure and unintended consequences for participants and providers — especially smaller providers and people with complex lives. In straightforward situations, 90 days may seem reasonable. But in reality, delays happen for many legitimate reasons, including: * provider admin backlog * workforce shortages * participants needing time to review invoices * plan management delays * hospitalisations or crises * communication breakdowns * difficulties accessing documentation * disputes needing clarification * executive functioning challenges * rural service delivery complexities Many smaller providers already operate under significant administrative pressure. Tightening claim windows may disproportionately impact: * sole traders * small allied health providers * regional providers * independent support workers * culturally specific services I'd worry this could increase: * rushed invoicing * administrative burnout * providers becoming more risk-averse * providers refusing flexibility * more service discontinuation for vulnerable participants For participants, especially those who are self-managed or have cognitive/executive functioning challenges, it may create additional stress around: * tracking invoices * monitoring timelines * understanding claim requirements * managing records and paperwork And if claims are rejected after 90 days, there's a real possibility of: * providers not being paid * participants being pursued privately for payment * service relationships breaking down * providers withdrawing from the sector I'm also concerned about regional and complex support situations where delays are often outside people's control. At the same time, I do understand why the government may want shorter timeframes. Waiting years to process claims creates financial uncertainty and can make oversight harder. A two-year window is very long administratively. But I think if the timeframe is shortened, there need to be strong safeguards and flexibility, including: * genuinely accessible exceptional circumstance provisions * clear communication and reminders * easy extension pathways * recognition of disability-related barriers * protection where delays were caused by NDIA or system issues * support for smaller providers transitioning to new requirements Because otherwise, the pressure of compliance may further reduce provider availability and flexibility at a time when many participants already struggle to access supports consistently.	5/20/2026 10:56 AM
59	Disabilities cause executive function issues.	5/20/2026 9:05 AM
60	Businesses should be invoicing well within the timeframe ideally 7 days maximum of support delivery. Delayed is putting the participant at risk	5/20/2026 4:52 AM
61	I know people who've lost their housing over small debts. Disability is expensive. One provider to providing, a debt taken on to ensure continuity of support, one reimbursement not accepted by the NDIA - that's life changing, for the worse	5/19/2026 10:59 PM
62	I actually think this is reasonable	5/19/2026 10:28 PM
63	If there are issues with processing payments this could create a challenge otherwise I think it's a good idea	5/19/2026 9:06 PM
64	For me this has no effect. My concern is that providers will mess this up	5/19/2026 5:35 PM
65	Compromise and make it one year	5/19/2026 4:46 PM
66	It's an Unfair timeline reduction, less than have the original time frame?	5/19/2026 3:42 PM
67	regulate providers, not participants	5/19/2026 3:35 PM
68	This is punitive. It tightens expectations of participants while they are reducing expectations of NDIS	5/19/2026 11:32 AM
69	My concern is - Providers typically review accounts at tax time and if an error is detected they can easily have the invoice paid. But, if thid 90 days rule comes in, the first party to be requested to pay is the participant and "out of pocket", 2 yrs is appropriate to tidy up late claims, 90 days and participants live in fear of huge debt claims as they can't be sure ndis will accept the reasoning for delayed submission. I can't live under such risk and financial pressure as a pensioner, i cant risk losing my home over ndis supports. My husband would abandon me and declare me bankrupted. I don't deserve this. Where's the safe guards defending my personal situation as ndis staff abd agents are protected, Am I now expected	5/19/2026 10:16 AM

	to buy indemnity insurance - not thst this for of indemnity even exists but I can believe a new insurance industry would gladly step up to take premiums.	
70	The NDIA can't respond within 90 days currently	5/19/2026 8:57 AM
71	I don't see a reason for doing this for all participants.	5/19/2026 8:26 AM
72	although we have funding for a particular consumable in our child's NDIS plan and had purchased that item during the plan, we were unable to claim it for 10 months because we had to get an OT report confirming that the consumable was required before the claim could be submitted and we had difficulty finding an OT taking new patients - with this change we would likely not have been able to claim the expense despite the plan including funding specifically for that consumable	5/19/2026 8:26 AM
73	It should be 90 days from the later of invoiced date or service date to cover late invoicing and prepayments	5/19/2026 7:57 AM
74	Yet again this proposal makes participants bear negative consequences for the failing of others	5/19/2026 7:45 AM
75	A lot of service providers have processes that can hold up payments for them. You can't demand a 7 year requirement to hold documents to then reduce ability to claim on funding. Can't have your cake and eat it too.	5/19/2026 7:40 AM
76	This doesn't consider people's capacity.	5/19/2026 7:37 AM
77	Additional understanding of the reasons for delayed claims is required before making bold changes like this.	5/19/2026 7:00 AM
78	This is already the case so again, this is fluffy intended to distract	5/19/2026 6:09 AM
79	Don't disagree with a shorter time but 90 days is too short	5/19/2026 6:01 AM
80	A strict 90-day deadline risks: * participants missing reimbursements for legitimate supports, * providers not being paid on time, * increased disputes and debt issues, * and additional stress for families already overwhelmed by the system. Small providers may also struggle, particularly where there are delays with invoices, service agreements, portal issues, or disputes about funding categories. Some participants and carers may not even realise claims were not submitted until it is too late.	5/19/2026 2:19 AM
81	I have concerns regarding emergency situations that interfere with being able to submit claims for a period of time. For example, my husband died from stage 4 bowel cancer at the end of Oct last year. From July through to Oct we were in and out of hospital a LOT, and it can be difficult to keep up with everything during times like that.	5/19/2026 2:02 AM
82	We were in crisis last year, it was only this year that I had the capacity to make some claims, I'm worried that next time I won't get reimbursed like I did this time	5/18/2026 8:58 PM
83	They should not be claiming that long after and plan Managers should not let invoices sit there ans they dont follow up i had one over 90 days and still waiting for them to action	5/18/2026 8:22 PM
84	The shorter claim periods will be a barrier for those who are self managed and don't have informal supports or plan management in their plans. For those who are Plan Managed, if providers don't invoice promptly or Plan Managers don't chase invoices and claims timely, it will create debt for participants.	5/18/2026 8:14 PM
85	As long as the provider is not able to then raise a debt directly with the participant for their missed payments. Service agreement clauses will need to be closely monitored	5/18/2026 7:49 PM
86	While my claims have always been lodged within 60 days, some providers take more than 90 days to complete the service eg: AT repairs requiring parts that take a long time to order in	5/18/2026 7:40 PM
87	Discrimination against those with executive dysfunction, adhd, limited functional capacity	5/18/2026 6:04 PM
88	will make providers invoice within 90 days you would hope	5/18/2026 4:54 PM
89	Participant should not be penalised if the provider has not invoiced in the time frame. It should be the provider who is penalised.	5/18/2026 4:16 PM
90	Too many SC's and plan managers have already failed too many people. Not for lack of certification, for overwork, for not being truly supportive and involved with those supposedly under their care. This is simply shifting the blame.	5/18/2026 3:51 PM
91	It depends on how the system works in the real world. My personal experience is providers are invoicing within a week, so this is an ideal case.	5/18/2026 3:10 PM

92	If the onus is put on the provider and not the participant I don't know if a worker is submitting invoices late or not so I should have to foot the bill for unpaid invoices	5/18/2026 3:10 PM
93	It does make it harder for self-managed participants.	5/18/2026 2:39 PM
94	I'm concerned that participants will be left to personally pay the bill when Plan Managers have lost or refused to process invoices, or providers have been slow to submit invoices. This would be extremely unfair, especially given the lack of education provided to participants about their financial risk / duty in these situations. 90 days is a joke. Completely out of keeping with Medicare and Private Health Insurance which both allow 2 years.	5/18/2026 2:35 PM
95	Providers must tighten their invoice and follow up procedure. If claimed after 90days, onus should be on the provider to followup.	5/18/2026 2:11 PM
96	As an aging parent, life gets complicated occasionally, sometimes payments are missed. There must be a process for seeking assistance if you stuff up.	5/18/2026 1:54 PM

Q30 What concerns do you have about the record-keeping requirements and penalties? (Choose all that apply)

Answered: 1,016 Skipped: 371



ANSWER CHOICES	RESPONSES	
I don't have any concerns about the record-keeping requirements and penalties.	11.91%	121
NDIA already requires that invoices or receipts be uploaded with the claim. It's unreasonable to require that participants and nominees keep records as well.	72.05%	732
The NDIA can apply a debt if you lose a receipt, and that debt cannot be appealed.	62.20%	632
The NDIA can fine you if you lose a receipt or fail to keep records.	60.14%	611
NDIA rarely provide plan implementation support, so there is no one explaining to participants and nominees about these requirements and penalties.	68.21%	693
Other (please specify)	7.48%	76
Total Respondents: 1,016		

#	OTHER (PLEASE SPECIFY)	DATE
1	Will there be supports for participants to keep and organise these records? Many participants do not have the capacity to do so due to their disability. As I said before, NDIS did not find out where my missing funds went when I changed support company and plan manager in my first plan. My confidence in the efficiency and operational handling is already low.	5/25/2026 4:01 PM
2	What happens to people who lose their belongings in a fire or natural disaster? Or to those with cognitive or neurological disabilities who may not be able to keep records well?	5/25/2026 2:25 PM
3	They can automate the denial of claims but cannot automate the storage of receipts through an app or service?	5/24/2026 4:30 PM
4	For people with ADHD, this is extremely problematic	5/24/2026 4:28 PM
5	I usually keep all invoices in email but am getting in the habit of screen shotting and	5/24/2026 1:52 PM

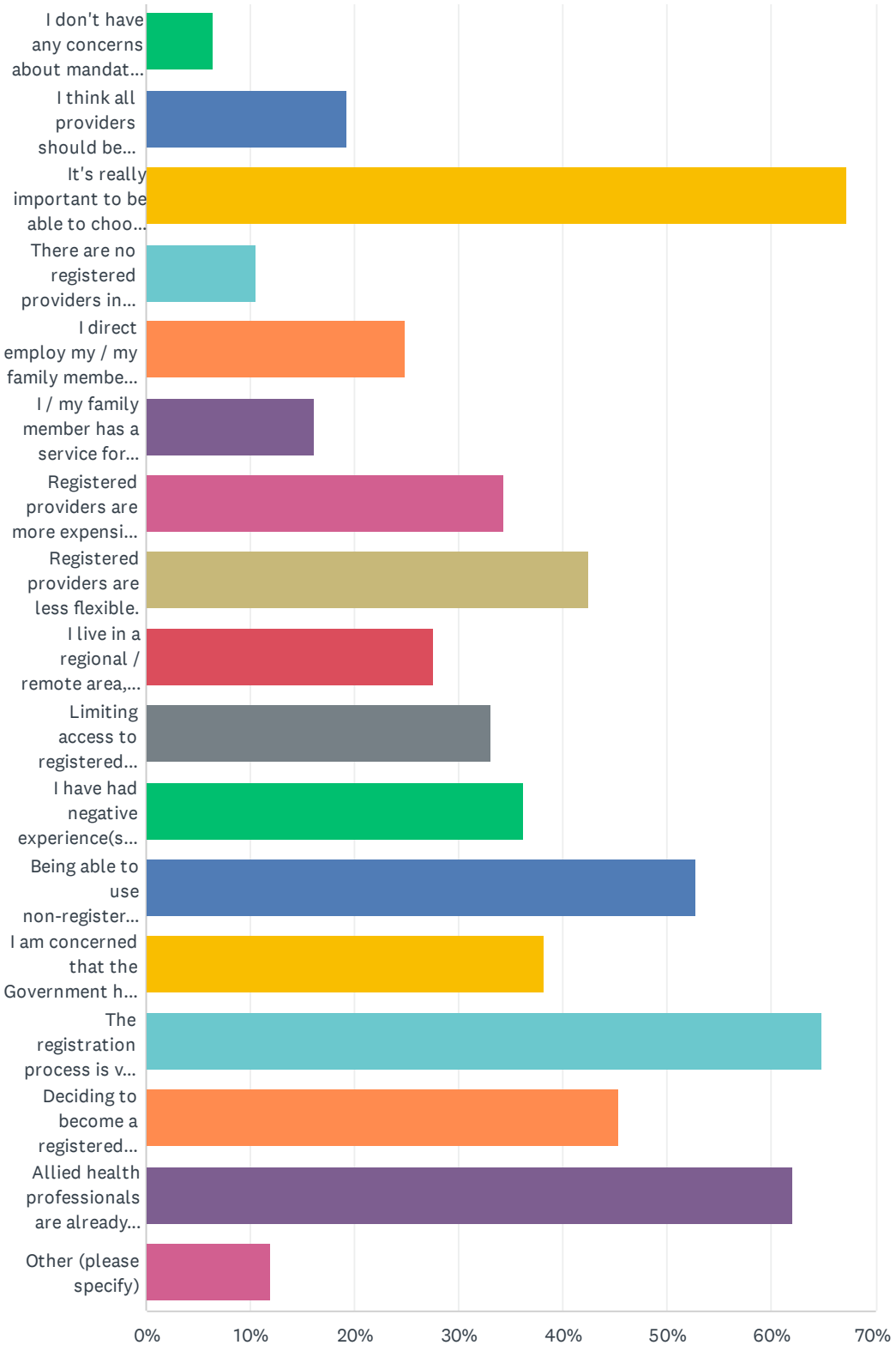
	uploading with my claims	
6	Most people would need extra support to keep up with this life admin and ndis would spend more	5/24/2026 1:29 PM
7	It is reasonable and necessary for the people who are statically on low incomes be able to keep paperwork better than the ndis	5/24/2026 12:50 PM
8	Invoices should be automatically logged by the NDIS when claims are processed. There is no need for this to be a participant responsibilty.	5/24/2026 12:13 PM
9	Robo debt all over again- more lives will be lost as a direct result. Is that what the government wants?	5/24/2026 12:01 PM
10	Uploading receipts or invoices should be mandatory	5/24/2026 11:58 AM
11	Where are the records for how the taxpayers money was wasted by the CEO of NDIA $800k salary or the millions wasted in a ART with NDIA fighting participants rights in order to try and deny people and kill them	5/24/2026 11:30 AM
12	How can you expect participants and nominees to keep track of stuff that's beyond their mental capacity? We're not accountants.	5/24/2026 10:21 AM
13	There is often vagueness and differences in NDIA representative opinion around supports/what will and will not be funded creating inconsistencies and an increased likelihood of participants receiving penalties despite being advised by an NDIS representative that they can use the funding in the way they did	5/24/2026 9:29 AM
14	No appeal process sounds a lot like government smoke and mirrors	5/24/2026 6:03 AM
15	They should be keeping the evidence we already have to provide. what if theres a fire at my house?!?!? what on earth!	5/24/2026 5:45 AM
16	If if plan implementation support was provided to participants and nominees, many do not have the capacity to do this work. We are not trained accountants! And this is in the context of increasing labour requirements of carers and parents, and reducing capacity building supports for participants!	5/23/2026 1:43 PM
17	non-capacity of participant to keep records due to their disability. Consider cognitive issues.	5/23/2026 12:29 PM
18	I already keep all records so should have no trouble	5/23/2026 9:08 AM
19	It is nonsensical to put more administrative pressure on disabled people while taking away things like support coordinators	5/23/2026 8:48 AM
20	This is an unnecessary burden as everything should already be on record.	5/23/2026 6:42 AM
21	If invoices are uploaded to NDIS systems they already have copies of all relevant information	5/22/2026 4:35 PM
22	What if the house burns down and records are lost? What if they are lost in a house move, or family break-up, or change of provider?	5/22/2026 4:11 PM
23	The ndis never keep records , everytime they claim its not recorded or not on the system NDIS IS IMCOMPETATNT DONT KNOW WHAT THEY ARE DOING	5/22/2026 4:01 PM
24	what about the NDIA that constantly loses participant records and reports? hmmmm double sided coin?	5/22/2026 12:31 PM
25	My disabilities lead to disorganisation.	5/22/2026 11:32 AM
26	If these policies are applied retroactively, than a lot of people will be penalized for not keeping records they weren't required to keep when the service actually took place	5/22/2026 10:47 AM
27	I think this may help with budgeting but they need to make this very very clear to participants on plan implementation especially people from CALD backgrounds	5/22/2026 6:01 AM
28	As long as communication to participant and provider is clear.	5/21/2026 8:31 PM
29	Without *individualised support coordination services, participants will not understand these complex obligations. Additionally, most disabled people are struggling to just survive. Keeping extra/additional receipts for participants without informal supports will be exceptionally difficult.	5/21/2026 7:42 PM
30	This is confusing, I have a plan manager, so do I have to keep the records as well? (I do already keep records but its very messy and rely on PM to be accurate)	5/21/2026 5:13 PM

31	The onus should be on the NDIA not participants. I have zero record keeping ability. The people writing these rules have no idea how hard just surviving can be. They should make a system that is not easy to rort if they want to save money.	5/21/2026 12:46 PM
32	It's not clear to me if plan managed participants would be required to keep records. If so, I don't think that should be the case. One of the benefits of having a plan manager is that they take care of the paperwork, which i struggle to do due to my executive functioning and fatigue issues.	5/21/2026 12:26 PM
33	Accountability is imperative to ensure that a sustainable and equality is available for All within the NDIA	5/21/2026 12:16 PM
34	Fines should not apply for records already supplied to the NDIS (i.e. with a claim). It wouldn't be fair to fine the individual for a record keeping standard that the NDIS is unable to meet. Also, where invoices are sent directly to the Plan Manager (not participant), then record keeping requirements and any resultant fines should apply to the Plan Manager and not the participant.	5/21/2026 11:31 AM
35	And service providers keep invoices and receipts. Plan managers submit the bills	5/21/2026 10:43 AM
36	it's easy to lose things when you're disabled & can't always access your own inaccessible home. Or if you're unwell due to disabilities & can't cognitively keep track. Support workers help with this but when you have 10+ support workers a week, they lose things easily.	5/21/2026 10:35 AM
37	This is just adding another layer of bureaucracy to make it difficult for the participants. This is not about helping anyone. This is about making it scary for everyone so that nobody applies	5/21/2026 10:34 AM
38	doubling up with keeping records. If the provider has the documentation and has lodged it, the burden should not be carried to the participants to also provide the same information	5/21/2026 9:28 AM
39	The fifth is huge: they offer no support at all here. We are expected to meet all this at federal standard without any IT or book keeping assistance. None at all.	5/21/2026 3:28 AM
40	This does not align with other government agencies and services. Eg Medicare	5/21/2026 1:41 AM
41	I worry about my life being scrutinised and my privacy being breached. The thought of having a debt raised against me is scary.	5/20/2026 10:55 PM
42	Many Carers are also participants so they don't always have the ability to do these things, and all Carers already have more on their shoulders than they can handle	5/20/2026 8:35 PM
43	For self managed participants, they and informal carers already carry a significant administrative burden. Until the agency cleans up its processes and demonstrates efficiencies, they shouldn't be penalising participants who are just doing their best …likely with their funding cut!	5/20/2026 8:35 PM
44	NDIA already requires invoices or receipts to be uploaded with claims, so expecting participants and nominees to separately maintain extensive records as well can be unreasonable. I'm concerned debts could be raised if records are lost, especially if those decisions are difficult or impossible to appeal. I'm concerned participants could face penalties for administrative mistakes rather than intentional misuse. NDIA often does not provide enough practical plan implementation support or education about complex requirements and penalties. I also worry these rules will disproportionately impact people with cognitive impairments, psychosocial disabilities, communication difficulties, older carers and families already under significant stress.	5/20/2026 7:30 PM
45	Again, yet there are no fines to the NDIA for loosing all the documents you are required to provide them. Why is that not included.	5/20/2026 5:39 PM
46	This would be very hard for people with disabilities to manage	5/20/2026 1:42 PM
47	As a health professional we are already keeping these records	5/20/2026 10:53 AM
48	This is completely beyond capacity for many of us.	5/20/2026 5:16 AM
49	Punish us...yeah. exhaust us.	5/20/2026 12:43 AM
50	We have no LAC and have only had 1 plan manager contact in 2 years, since commencement of new plan.	5/19/2026 7:22 PM
51	Unsure	5/19/2026 6:46 PM
52	Even when they do provide plan implementation support they just tell you the basics I have had nursing support for 10 hours in my budget for five years and nobody told me it was to	5/19/2026 6:46 PM

	get a pressure care wound care plan and I've had a plan implementation support delivered for every plan	
53	No natural justice to challenge.	5/19/2026 6:33 PM
54	This is confusing to me	5/19/2026 5:46 PM
55	I am terrified on being at fault for attempting to access my supports	5/19/2026 3:42 PM
56	This rule adversely affects providers for one off maintenance, and even the garden maintenance, who currently has no need to know the recipient is an NDIS participant, for example.	5/19/2026 9:58 AM
57	This is a ridiculous proposal particularly for participants with intellectual disabilities. Why is the government choosing a punitive approach to people with disabilities when other government areas don't such as business regulations that take an educative approach to regulation	5/19/2026 7:45 AM
58	I'm not able to keep records for myself, which is exactly why I need a support coordinator and plan manager	5/19/2026 7:07 AM
59	Provide a record keeping system to all participants and train them on how to use it. Don't punish people for not adhering to rules you won't support them to understand.	5/19/2026 7:00 AM
60	I have only just learnt that I need to keep for 5 years.	5/19/2026 4:13 AM
61	The NDIA don't bother to TELL participants that they need to be able to look up invoices by the NDIS Payment Request Number (Claim ID). This means that a lot of people are keeping records but are then not able to find the specific ones the NDIA need because they're indexed by date/provider name/etc.	5/19/2026 2:02 AM
62	A lot of receipts are digital now. These requirements therefore include a requirement for a certain level of tech competency and for many people, the money to pay for reliable offsite backup. There are a lot of people who wouldn't know how to even set that up, though. It seems unfair to expect PWDs to *all* have better tech competency than many non-disabled people. That said, these days I wouldn't trust the NDIA not to "lose" all the receipts and start a whole new robodebt fiasco over it. Maybe disability orgs should be helping people back up their important documents?	5/18/2026 9:42 PM
63	Receipts fade with time. Not all participants are able to manage these expectations. That is WHY a lot of us choose to be plan managed	5/18/2026 9:25 PM
64	We can be penalised for any mistake and punishments include removal from the scheme entirely.. how is that fair to a disabled person?	5/18/2026 9:24 PM
65	More compliance def needs to be implemented	5/18/2026 8:22 PM
66	I have been keeping good records since I entered the scheme because I had a good support coordinator who gave me the right directions	5/18/2026 7:40 PM
67	Bloody terrifying	5/18/2026 6:03 PM
68	How about the ndia look internally for their stuff ups	5/18/2026 4:54 PM
69	Unsure	5/18/2026 4:14 PM
70	The participants with dual roles: self directing their own supports as both participant and provider (employee): no clarity has been provided around if those records are expected to be kept for 3 or 7 years	5/18/2026 3:42 PM
71	Forcing participants to keep receipts can be less accessible for participants with executive functioning issues.	5/18/2026 3:10 PM
72	These are people with disabilities many have cognitive disabilities many don't know how to keep anything safe why would they be at risk of a fine	5/18/2026 3:10 PM
73	How can some participants keep receipts and records? Seriously this needs some common sense applied to it and somebody designated to look out for the participants who can not do this for themselves - and it needs to be NDIS to do this and not some external company.	5/18/2026 2:55 PM
74	We need clarity about who is responsible for keeping records when a Plan Manager manages the funding. This is currently unclear.	5/18/2026 2:35 PM
75	This will make things very difficult for people with cognitive impairments.	5/18/2026 2:16 PM
76	Unsure on this	5/18/2026 1:44 PM

Q31 What concerns do you have about the Government's plan to roll out mandatory provider registration? (Please choose all that apply)

Answered: 1,024 Skipped: 363



ANSWER CHOICES	RESPONSES	
I don't have any concerns about mandatory provider registration.	6.35%	65
I think all providers should be registered.	19.24%	197
It's really important to be able to choose the providers that are right for me, whether they are registered or not.	67.29%	689
There are no registered providers in my location, and never will be.	10.64%	109
I direct employ my / my family member's support workers. They are trusted, safe, and I need these supports to continue.	25.00%	256
I / my family member has a service for one. These supports are trusted, safe, and I need these supports to continue.	16.11%	165
Registered providers are more expensive. I prefer to be able to negotiate with non-registered providers.	34.38%	352
Registered providers are less flexible.	42.48%	435
I live in a regional / remote area, and must have access to non-registered providers to access any support.	27.54%	282
Limiting access to registered providers means that there will be either one or no providers in my community. I need to be able to choose a different provider if things go wrong.	33.11%	339
I have had negative experience(s) with registered providers	36.23%	371
Being able to use non-registered providers means that I can be more innovative, get better value for money and flexibility to suit my individual needs.	52.83%	541
I am concerned that the Government has still not accepted the recommendation for a Self Direction registration category	38.18%	391
The registration process is very expensive, time consuming, and doesn't make sure that providers are safe and high quality. This needs to be addressed.	64.94%	665
Deciding to become a registered provider is a business decision. Businesses will only register if most of their customers are NDIS participants. In small communities NDIS participants make up a tiny percentage of the business' customer base.	45.31%	464
Allied health professionals are already registered with AHPRA and other regulatory bodies.	62.11%	636
Other (please specify)	11.91%	122
Total Respondents: 1,024		

#	OTHER (PLEASE SPECIFY)	DATE
1	I feel there needs to be a compromise here, there is a need for fully registered providers for those in SIL or those managed under a trust (care of the state), I believe there should be a tiered approach for providers based on the size of the employees a company has, anyone who is being paid to provide a service or care for our lost vulnerable in the community should be made to hold a yellow card, undertake mandatory online training modules provided by the NDIA in infection control and hygiene, abuse and neglect, NDIA code of conduct and penalties that apply for deliberate misuse of funds / rorting, invoicing and payments of services under the NDIS, health and safety. Every workplace has mandatory training and these should be completed by anyone receiving payment of services via NDIS funding. There should also be an accreditation standard similar to what they have in aged care so everyone knows the expectation when working with or accepting a funding package from the NDIS.	5/25/2026 10:50 PM
2	Many of the deaths caused by abuse or negligence of providers have been caused by registered providers who are still registered. Registration doesn't keep us safe	5/25/2026 2:25 PM
3	This is for further driving small businesses out of the disability support and therapy service services sector as registration is extremely expensive and cost prohibitive to smaller businesses. This appears to be yet another way the government is driving small business businesses to close in favour of providing therapy and plan management services through larger providers who can put the bill for this registration and compliance process. Many of our clients already report preferring to deal with unregistered smaller providers where they can get value for money and a more tailored therapy support for their children as opposed to	5/25/2026 1:52 PM

	dealing with large companies with massive staff turnovers. Participants also report that the major majority of fraud that is actually going on in therapy services occur in large register registered companies	
4	My clients in regional victoria know and trust me as a support worker, especially for cooking, showering etc. They would freak out if strangers came to provide that support through a registered company. Also there isn't any in this area so WTF?	5/25/2026 6:37 AM
5	Registered doesn't mean better. Many people are banned from the sector still operating	5/24/2026 5:30 PM
6	I think concerns around the availability of registered services in regional areas is a real point of concern. I also support Allied Health to have a different registration process if they are already registered with a governing body.	5/24/2026 5:10 PM
7	I think that all businesses should be registered BUT i believe the way it needs to be done should be cheaper and easier. a sole trader support worker for instance shouldnt have the burden of providing the same proof as a 5-10-20 person organisation that will have multitudes more participants in their care	5/24/2026 4:31 PM
8	Independent providers treat clients like human beings because they have less clients and take the time to make individual support and person centred programs. Large organisations do the same thing with all participants and the staff turn over is huge and so it becomes a privacy issues for participants and their families too and they're less reliable and tend to focus more time on those with larger funding in their plans and try not to accept those with low funding	5/24/2026 4:28 PM
9	All providers must be registered BUT registration can't be another rort with companies gouging to get dodgy operators looking pretty for registration and then having no accountability.	5/24/2026 3:21 PM
10	Support organisations should be registered. More flexible businesses that support a variety of different people inc therapies and yard maintenance/cleaning services shouldn't have to be registered.	5/24/2026 3:20 PM
11	People AHPRA registered should be exempt from this	5/24/2026 1:29 PM
12	I respect this decisions. But there are many places where there are no registered providers. Mitigation of this needs to be firstly explored.	5/24/2026 1:16 PM
13	My experience has been that NDIS registered providers have been lower quality and higher cost, and spend more time meeting the many arduous conditions and paperwork requirements to keep registration than they do actually helping people.	5/24/2026 12:35 PM
14	This would make receiving support unfathomly unsafe for queer people in regional communites.	5/24/2026 12:13 PM
15	Not all allied health professionals are under AHPRA.	5/24/2026 11:54 AM
16	A staff member of a registered provider threw a pen at me from a distance which hit me in the top of my head because my head was lowered, if my head had been raised the pen would have hit me in the eye.	5/24/2026 11:43 AM
17	AHPRA os not enough!!! Registration needs to link to quality and ability to provide evidenced based supports that deliver outcomes with clinical governance expectations	5/24/2026 11:35 AM
18	The will go back to the old government tender system.	5/24/2026 11:30 AM
19	All support providers need to be registered the independent support workers are some of the worst providers I have seen in our area.They take advantage of the people they support for their own gain.	5/24/2026 9:34 AM
20	We are not registered, however can provide every document that is required for registration and we follow the legislation and all the acts etc. whereas there are sole traders that don't even have car insurance, business insurances let alone a service agreement in place. And this concerns me.	5/24/2026 8:32 AM
21	I'm not against registration for core supports and SIL,SDA etc. allied health are already registered with governing bodies. People need to be able to choose who they want to work with (eg. Private support arrangements). A registered organisation doesn't mean the workers are good, safe, educated.	5/24/2026 7:00 AM
22	I agree oversight of who is providing services is absolutely needed. Why can we not have a simpler and less costly mechanism for this like the enrolment being discussed. Back in the day the Better Start/Helping Children with Autism Program was far easier for providers to sign up too, go back to that!!!!	5/24/2026 5:45 AM

23	Make all providers register but improve the cost and process to become a registered provider.	5/23/2026 7:09 PM
24	Registered providers are top heavy choice n control is taken away. Fraud also happens with registered providers this is not beneficial to clients	5/23/2026 5:01 PM
25	they still charge the same amount which isn't right	5/23/2026 1:51 PM
26	A provider being registers is no deterent to them exploiting, neglecting or abusing those of us who are participants.	5/23/2026 10:04 AM
27	It will be concerning because then we will have a lack of supports available when needed because the businesses aren't registered.	5/23/2026 9:44 AM
28	Should be a tiered system	5/23/2026 8:19 AM
29	Before NDIS, there was no such thing as NDIS registration and services were provided cheaper. Registration has no real benefit for anyone except the auditors, people hire by big registered providers to fix non compliance and those who sell registered businesses for a profit.	5/23/2026 6:42 AM
30	I have used both in the past and funnily enough. The minute the word ndis is thrown in. We are charged more due to the cap you set as a government.	5/23/2026 4:22 AM
31	Registration costs and requirements need to be scaled and affordable. Very concerned I c will most choice of providers because it isn't worth the cost or paperwork to become registered	5/22/2026 7:48 PM
32	Allied health should not have to register, as they already are members of AHPRA and other regulatory bodies. It is very expensive, complicated and time consuming for sole traders and small businesses to participate in.	5/22/2026 2:02 PM
33	Registration is a tick and flick exercise. It promotes compliance but it does NOT guarantee quality of supports ans care.	5/22/2026 1:27 PM
34	A lot of money will just go to big business and sole traders won't be able to afford to register	5/22/2026 12:49 PM
35	If they were going to be enormous job losses in a male dominated industry there would be an uproar. Support Work and Adelaide Health are female dominated and so no one cares.	5/22/2026 11:57 AM
36	Disabled people should have the right to choose their own support providers, from any providers within their area	5/22/2026 10:47 AM
37	With a child participant I use registered providers. However I can see as an adult the advantage of flexible supports and how it can be challenging to find registered providers with availability	5/22/2026 10:15 AM
38	I don not believe that being NDIS registered necessarily ensures a good provider of services, some of the best and most life changing supports my daughter has received have all been by unregistered providers who are fully committed to providing the best care for her and others.	5/22/2026 6:01 AM
39	I cannot find any culturally appropriate Ndis registered support workers as it is. I need safe people, the unregistered people that I have would probably not be able to do the process, and I would lose them. When an experience support worker has moved interstate, I've been able to employ someone who might be skilled in the Help I need but doesn't have experience doing Support work, their rate is less and without them I would probably have no support instead. I am also able with one of my Support workers who is starting in the career that I used to have before I was this disabled, gives me a lower rate because of what they learn from me whilst supporting me, they would not be able to go through the process to register.	5/21/2026 9:22 PM
40	AHPRA registration is much stricter than NDIS guidelines. If allied health are already registered with AHPRA, then they should be a separate pathway to mandatory registration	5/21/2026 8:31 PM
41	Address the pricing disparity where u registered providers charge the maximum rate in the papl	5/21/2026 6:38 PM
42	I was refused service (last week) by a registered SC provider. Reason, compliance was more important (to them) than to make their SA accessible to me. Context I cant sign electronic forms as they are not readable to me (print too small)	5/21/2026 5:13 PM
43	All the providers I use are sole traders or small community based providers specifically for the queer community. I've had terrible experiences with registered providers that were	5/21/2026 3:38 PM

	supposedly rainbow accredited. Transphobia and homophobia complaints weren't even investigated and	
44	NDIA should be like Medicare. You need to register to bill to this service. Registration should be relatively easy, not like it is now. I think registration of supports is the key to stopping fraud.	5/21/2026 12:46 PM
45	I have concerns about being forced into using a government-approved plan manager. I need to trust my provider and feel like I'm getting personalised services. My plan manager is also knowledgeable about my local area, a small rural town. A big plan manager based elsewhere wouldn't have a clue. This was particularly important when I first got in the NDIS and had no idea where to start, especially since I didn't have support coordination funding and my LAC was not helpful.	5/21/2026 12:26 PM
46	The fact that most fraud happens in registered providers is conveniently overlooked.	5/21/2026 12:24 PM
47	Registration is important to ensure that all services are qualified and maintain their training at the highest level however registration should not be an expensive auditing process. There should be requirements for a different providers to ensure the choice is still available. If the regulations were introduced today I would lose my independent physio who have worked with for four years my Podiatrist who I worked with for five years and I would lose more than half my support workers	5/21/2026 12:16 PM
48	Therapy and support workers have access to intimate parts of our lives, so trust and quality relationships are vital. In my experience, the larger registered providers can change the person providing the service without consulting the participant. Particularly in Autistic supports, having providers that can connect to the participant through a special interest is the difference between the provider being of benefit or a burden that does more harm than good.	5/21/2026 11:31 AM
49	This will impact on choice and control and increase prices impacting on the amount of service provided.It will cut participants hours,interfere with participants established trust relationships with carers.Many unregistered providers don't have minimum set hours and therefore cost half as much for same service provifded this doesn't make financial sense for a government who is saying its all about saving money.	5/21/2026 11:29 AM
50	I want regulation but that isn't even being done well with registered providers currently. I worry that there just won't be enough support or choice for participants and carers as a result of this change.	5/21/2026 11:02 AM
51	Not sure	5/21/2026 10:43 AM
52	Allied health need to be excluded due to tight regulation already. Will stop good quality providers from wanting to be involved	5/21/2026 10:43 AM
53	I am not against mandatory registration but what is the point when the agency does not enforce standards and training	5/21/2026 10:41 AM
54	I really don't understand what registered versus unregistered means. Anything that is going to limit the amounts of choices that I have is just wrong. From my understanding of this, it's mostly big businesses that can afford to be registered. Leave it at that. Those are the ones that are committing fraud and make it a registration for businesses and not sole providers	5/21/2026 10:34 AM
55	This will not affect me, however it will impact people with complex needs who have built a team of non-registered providers. Registration needs to be affordable and easily applied for by individuals.	5/21/2026 10:10 AM
56	I do believe all providers should be required to register. However it's difficult to find suitable supports for complex needs remembering that people are not just an 'impairment'. Ther are some successes and some failures. Flexibility must be built into choosing supports	5/21/2026 9:28 AM
57	I feel strongly that certified practising allied health professionals should count as registered as long as they adhere to their codes of ethics, maintain professional standards etc as required by their membership to their professional bodies.	5/21/2026 8:32 AM
58	The use of registered providers does not reduce fraud or guarantee the quality of support. It reduces flexibility and the ability to keep costs low.	5/21/2026 6:47 AM
59	My concern around this is the inability to find registered providers, and the fact they can refuse service which results in unspent funds.	5/21/2026 3:28 AM
60	All allied health professionals should be registered through AHPRA (currently not all are) which would mean that additional registration with NDIS is not necessary	5/20/2026 9:02 PM
61	Allied health already covered by AHPRA should be excluded from mandatory registration. I	5/20/2026 8:35 PM

	also feel it is directing people to the big providers and the market will lose essential sole traders. Again, this will rank the economy and stamp out choice and control for participants.	
62	I also worry mandatory registration could unintentionally push good small providers and independent support workers out of the sector, reducing participant choice and making workforce shortages even worse.	5/20/2026 7:30 PM
63	Registration should be easier and cheaper for businesses but that will cost the government more to ensure quality	5/20/2026 5:44 PM
64	This is really tricky because I am torn both ways. I want NDIS participants to have full choice but I also want safeguards. I suggest a tier of registrations. If a service or person is mostly offering services to NDIS participants they should be held to higher standards than a person or organisation that has been approached for a specific niche activity by an individual	5/20/2026 4:59 PM
65	need to able to have options especially considering in regional areas	5/20/2026 4:41 PM
66	Like the travel industry, I think there should be two options. You can be a member of the ATIA or an accredited member - accredited does all the formal, in depth stuff. It would be good for the NDIS to have a register of people to keep tabs of them, and others can pay to be “accredited” if they wish. It’s usually the bigger businesses/agencies who can afford to do that.	5/20/2026 3:58 PM
67	I only work two days and cannot afford to be registered	5/20/2026 3:24 PM
68	Registration as such should be done differently, it needs to be easier , and less expensive! Training of support workers should be the main push instead, it should be done face to face workshops and certificates given out! Real hands on training is more important than any Registration that is a tick box assessment mostly!	5/20/2026 2:05 PM
69	Most abuse happens with registered providers. The government has no interest in preventing abuse or monitoring providers, registered or not. Many of the large registered providers were monopoly providers under the old system or operate sheltered workshops/modern slavery now, and disabled people know they should be avoided. Others have been reporting as killing or kidnapping disabled people. Forcing registration--as well as forcing disabled people to be Agency managed without cause--is simply a callous way to force public funds into the hands of large, wealthy corporations through disabled people. Additionally, I previously lived in a regional area where registered providers were not available.	5/20/2026 1:02 PM
70	The Registration taskforce report is an exemplary body of work and should be implemented in its entirety.	5/20/2026 11:16 AM
71	This is an insult to health professionals. We have degrees. We are members of our association. We already have Medicare numbers. What else do we need to do?!	5/20/2026 10:53 AM
72	a registration process for support workers to have more consistency could be implemented but needs to be realistic to achieve and not expensive	5/20/2026 9:37 AM
73	I think savings can be made when it comes to business models of coordinator type NDIS business providing a marketplace and convince of an all in one solution but charging so much more to the government because it's a good business opportunity for anyone who can get that biz model off the ground. It should be easy for NDIS participants to go directly to a government owned website and book in what they need without the middle men who are taking a massive cut of funding from the NDIS patients who need it the most.	5/20/2026 9:34 AM
74	Being a registered provider doesn’t mean they aren’t participating in fraud. Doesn’t mean they’re trustworthy or safe.	5/20/2026 9:05 AM
75	We should focus on qualifications for disability support workers like childcare workers.	5/20/2026 8:57 AM
76	AHPRA registration should be sufficient for NDIS as it is for Medicare etc	5/20/2026 8:44 AM
77	I am a provider and was registered. Then there was no need to be registered. Make up your minds. The cost both time and $ was enormous for registered providers. They need to do better.	5/20/2026 7:25 AM
78	Large percentage of providers found to be fraudulent are registered	5/20/2026 5:30 AM
79	The registration pathways need to be appropriate to the sector and support type - not blanket as they don’t accurately identify the safety and compliance of providers as they currently stand	5/20/2026 4:52 AM
80	Leave allied health professionals alone. We have employed and supervised our son's	5/20/2026 12:43 AM

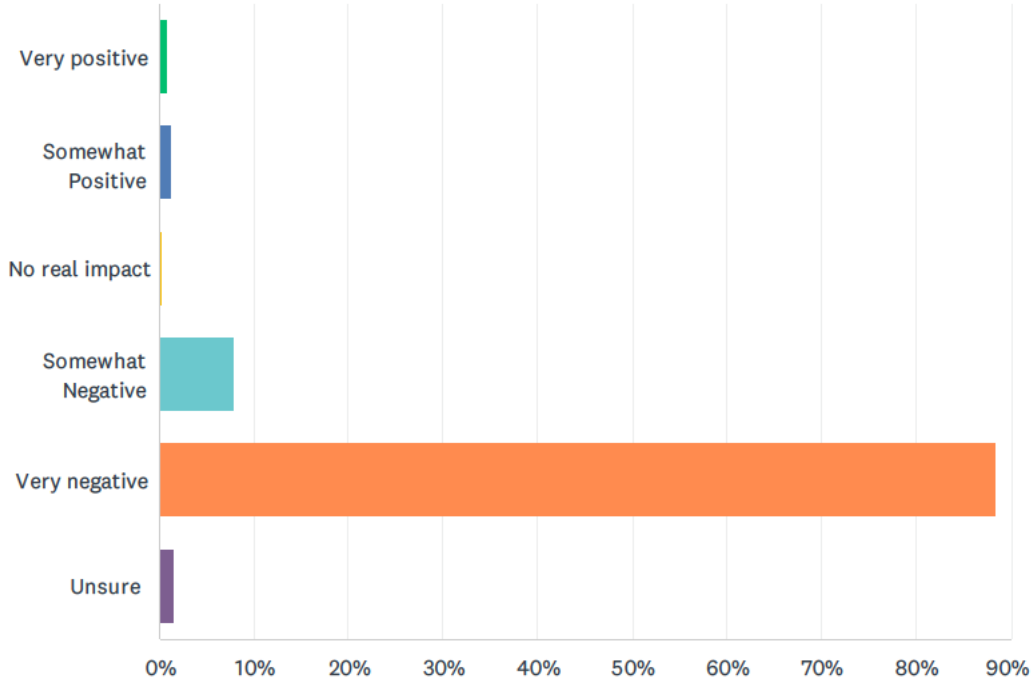
	support workers alongside him. They are far better supports in every way. On occasion we have reluctantly needed to employ relief agency staff. One asked us how many dollars were in our son's NDIS package. Another was found to be in another room (casually scrolling) from our son who is non verbal and needs someone to push his chair for over TWO HOURS (cctv in home). Another made suggestive comments to a co-worker. (The NDIS safeguards later advised that our complaint was finalised. Action: employee counselled to be "less friendly". No other action taken. Our employee almost quit she was so damaged by the encounter. And plenty more...the agency support workers who arrive 30 minutes or more late, or don't show at all. The agencies do NOT experience negative consequences because you can't stop using them: you need them because parents are already aging and burnt out, and you can't afford to burn out existing support workers or you are in a worse situation. We have used 3 different agencies and worked with them to improve quality of care, but still their workers are far less engaged with our son. Being registered does nothing meaningful on the ground for our son having quality supports. We build, support, upskill team members with values which align, use a comprehensive podio platform customised to meet our son's needs. Our support workers build connection with our son that helps him to feel safe. Some years back we also had 2 different disability agencies provide workers, supervise them etc, after a year with each neither could consistently provide high level care to our son. The latter of the two phoned and said, "We can't meet your son's needs. We will be ceasing supports in 2 weeks, " We were left high and dry scrambling to find and train workers. We felt abandoned. Our son's behaviours escalated, not surprisingly. A disability provider just dropped our son. They had previously assured us that they could meet his individual needs and offer him choice and control. Not only were they a registered provider, but they had previously been well regarded in the sector...and disappointingly are still well regarded in the sector. Prior to these experiences living in the community, our son lived in a group home for 4 years as we reluctantly couldn't meet his needs, especially in an unsuitable home. When he first arrived, i asked the provider could our son be taken to Church on Sundays and stay back after the service to socialise. The manager looked stunned. He said we can't expect staff to do that. Some are shy. ". This was but one example of his life having to fit the interests and capabilities of the workers. We didn't even get to the conversation about insufficient funding for him to have 1.5hrs one on one support to practise his Faith and an opportunity to make acquaintances, and potdntially friends, in his new community. Participants and their famikies will always behave to gain "value for money" and make funding dollars go further.	
81	All providers should be registered - Registration should not be cost prohibitive for sole traders and small businesses	5/19/2026 11:26 PM
82	Registration locks out smaller providers, due to high costs of "entry to market". This is anti-competative, and forces disabled people to use the big providers. Who (as the Disability Royal Commission showed) are not safe at all, despite being "registered".	5/19/2026 10:59 PM
83	often you can get the same branded things in chemists, supermarkets much cheaper than specific disability stores. The disability stores will only increase their prices if that is the only places we can purchase from. I want to be able to have choice of the provider especially Allied Health professions who I trust	5/19/2026 8:53 PM
84	If they want everyone registered then they need to reduce the cost, otherwise they are just squeezing out small businesses and individual providers in favour of their mates big corporations!	5/19/2026 7:54 PM
85	We can buy cheaper equipment (recitals high chair) at non disability stores for $600 rather than $20k on a disability high chair. We can buy soft play mats that prevent head bumps to go along walls from kmart, instead of $2,000 custom ones that still wouldn't be from a disability provider. It is reducing value for money and choice and control	5/19/2026 7:24 PM
86	I have complex care needs due to chemical sensitivity and immunocompromised. Supoort work agencies reject me regularly as I'm too difficult. How am I supposed to get support if all registered providers refuse to work with me?	5/19/2026 7:23 PM
87	I have chemical sensitivities and I have NEVER been able to get a support worker through an agency who was willing and able to be fragrance free, which I need. my workers are local FF people I found in my community. I would be in trouble if they require this	5/19/2026 7:12 PM
88	I don't live regionally, but I ticked it because it is a very important point	5/19/2026 7:11 PM
89	Note. We found no psychologists ndis registered when looking in our area.	5/19/2026 7:05 PM
90	I don't tell people that I am on the NDIS I would consider this to be discrimination	5/19/2026 6:52 PM
91	Registration doesn't make safe or quality providers and undermines choice and control	5/19/2026 5:34 PM
92	Regional areas require some flexibility to ensure suitable supports available.	5/19/2026 5:24 PM

93	I'd like further oversight to providers. Participants and carers are in a vulnerable position even with great providers, who may have a "boss" who instructs them to bill for unneeded reports etc. The participant can't easily question it when they need that provider. But there's a lot of low-level rorting that adds up. Almost every week one allied health provider tacks on a meeting / phone call / report / discussion / planning I never asked for or required. But it's awkward to question it, and I know it's not the physio's fault but their own managers doing it	5/19/2026 4:46 PM
94	registration does not equal safety or quality - our best support workers have always been independents. registered providers have actually been the ones that have exposed my daughter to harmful situations, they do not communicate adequately, send inappropriate & untrained staff and have invoiced for services not provided.	5/19/2026 1:34 PM
95	I'm sorry - I can't follow all the info in this section.	5/19/2026 1:19 PM
96	Registration does not protect participants	5/19/2026 12:01 PM
97	It appears registered providers more involved in waste than non registered. Make the process simple and easy so individuals can easily register and choice is maintained. Pushing big, registered providers means less choice, more cost and dehumanisation	5/19/2026 11:32 AM
98	The premise ignores the likes of garden maintenance and house cleaning. The options for hiring these services at reasonable rates narrows incredibly once registration becomes mandatory.	5/19/2026 9:58 AM
99	Whilst i understand the premise for registered providers currently the cost is out of reach for independent support workers.	5/19/2026 9:45 AM
100	I need neuroaffirming providers	5/19/2026 9:26 AM
101	Registration is no guarantee of quality or safety. What is more important to us is the right match for our son.	5/19/2026 9:08 AM
102	There is a huge amount of fraud from registered providers, this does nothing to reduce that and actually will cost more money not save it in my opinion	5/19/2026 8:58 AM
103	many supports already have demand exceeding supply - limiting participants to registered providers will further reduce supply making access to some supports even more difficult	5/19/2026 8:26 AM
104	Registration is an input which ultimately provides little protection or guarantee about outputs and outcomes	5/19/2026 7:46 AM
105	Mandatory registration will only serve the interests of the big old style providers that we wanted to get away from. Remember being safe on paper doesn't make participants safe in their care - read the Royal Commission report and stop falling for the spinoff the big providers lobby	5/19/2026 7:45 AM
106	This is only practical if the process is integrates and not cost prohibiting	5/19/2026 7:37 AM
107	Many disability support items are available cheaper 'off the shelf' from mainstream retailers	5/19/2026 7:07 AM
108	The worst, most dangerous experiences I've been subjected to under NDIS have been at the hands of registered providers. I'll kill myself if I have to engage with the only registered provider in my area	5/19/2026 6:09 AM
109	The Royal Commission proved conclusively that registration does not improve safety of supports provided in any manner.	5/19/2026 2:02 AM
110	I can not comment as I do not engage with providers to truely understand the limitations to participants	5/18/2026 9:26 PM
111	All thr fraud that I have experienced has been from a registered provider. The registered providers in my region are litigious and allow registered sex offenders to menance their victims, when these people are not supposed to be there	5/18/2026 9:24 PM
112	In my community I prefer to work with locals who are often sole traders or doing support work in addition to their regular jobs. It is important for me to support my community and these people are not able to afford registration nor the time it takes	5/18/2026 7:40 PM
113	It takes away privacy of participants because people have to know you're paying with NDIS funding so it stops true negotiation and is also not respecting the person with disabilities human rights their privacy and dignity.	5/18/2026 7:07 PM
114	depends on the support, eg house deep cleaners	5/18/2026 6:36 PM
115	Registration does not provide quality or safety. They often charge top $ and send I'll equiped staff, you don't get to chose who you have sometimes and it does not increase safety. The	5/18/2026 6:04 PM

	two experiences I've had with registered providers both PBSP who are Ndia mangaged took thousands of $ did nothing and when I reported the first nothing was done. My son and I as hs mum deserve choice.	
116	Registered providers in my experience change top rate yet still send staff who are not skilled. Using independents I get to chose who works best for my son. Some staff have been with us for 4 plus years, my son trusts them, I trust them I have never experienced that level of trust with a registered provider. Registration does not mean quality. My son's team would do any training/certification offered to them a sc could keep on top of this.	5/18/2026 5:35 PM
117	Based upon the costs for speech (ndis pays) and OT where we paid independantly, there are huge differences in costs and it needs to stop. Another example is my.cleaner charges $50 an hour but under ndis she can.charge $100 an hour for the same job. Its absolutely disgusting and criminal that providers can cahrge so much more because its NDIS funded.	5/18/2026 3:54 PM
118	I have been subject to abuse by multiple registered providers with no consequences given by Q&S when reported. Mandating registration creates risk instead of removing it	5/18/2026 3:42 PM
119	Supported by a registered provider does not ensure participants will be safe. In my experience the current commission that oversees registered providers is ineffective and only supports the provider. If mandatory providers are to be considered, far better safeguards need to be created that safely support participants and give firm direction to the providers to improve and have an effective service that is in line with each individuals aims.	5/18/2026 3:10 PM
120	I'm not on the NDIS but have heard from people who are that this is a bad idea because registered providers have mistreated them.	5/18/2026 2:16 PM
121	Registration for sole/independent providers shouldn't cost thousands of dollars.	5/18/2026 12:53 PM
122	My daughter was seriously assaulted by a staff member at a registered provider	5/18/2026 12:20 PM

Q32 Overall, what impact do you think these proposed NDIS changes will have on people with disability and families?

Answered: 1,012 Skipped: 375



ANSWER CHOICES	RESPONSES	
Very positive	0.79%	8
Somewhat Positive	1.19%	12
No real impact	0.20%	2
Somewhat Negative	7.91%	80
Very negative	88.44%	895
Unsure	1.48%	15
TOTAL		1,012

#	OPTIONAL COMMENT:	DATE
1	Terrifying to see what will happen if these changes make it through	5/25/2026 10:55 PM
2	puts more strains to families if they are already struggling to begin with.	5/25/2026 6:06 PM
3	Taking what little supports, choice, control and dignity disabled people have doesn't solve the issues that have arisen from a poorly estimated, planned an initiated Disability Insurance scheme. This is not forward progession, feels now more like eugenics.	5/25/2026 4:25 PM
4	It's the participants that are already loosing who will have completely lost choice and control along with autonomy	5/25/2026 2:16 PM
5	I'm confident this has been mishandled and poorly planned. I'm confident people will die as a result and there will be legal ramifications for the government and NDIS.	5/25/2026 12:22 PM
6	I am very nervous, scared about the impacts for my 2 adult autistic sons and what the future brings for them. The NDIS has helped them achieve their SIL with the very best SIL house provider and supports. They are both Complex Needs Participants within the NDIS. I	5/24/2026 10:59 PM

	am terrified that now the government will not support them any longer and they already go through so much in their lives with both their multiple disabilities. PLEASE Australian Government have compassion for people who have improved quality of live because of the NDIS.	
7	Potentially very negative	5/24/2026 10:58 PM
8	It is important that my complex needs son has access to the right people to support him who are genuine in their care & concern for him, are willing to be part of a proactive & collaborative team who ate highly educated rather than just receiving a pay cheque. Those just working for a pay cheque in my experience have predominantly from agencies rather than directly engaged for their services.	5/24/2026 10:53 PM
9	These cuts and unnecessary changes are highly detrimental to disabled people, their families, providers and society. Disabled people must not bear the brunt of cost cutting. There is room for improvement in how the NDIS is run, but this is not the answer.	5/24/2026 10:29 PM
10	This bill will have life threatening implications on the most vulnerable people within society.	5/24/2026 7:31 PM
11	Its the wrong model	5/24/2026 5:35 PM
12	Appallingly wrong	5/24/2026 4:26 PM
13	I have a child (4yo) with global developmental delay, autism and chromosomal differences. She is going to be kicked off in the name of Thriving Kids with the expectation a Crisafulli LNP government will foot the bill for her. That's obviously not going to happen and she is absolutely going to fall through the cracks and lose any progress she has made. The same goes for the other GDD/autism families we know. She is delayed because of chromosomes that are never going to change but because she is considered autistic she this is apparently not an lifelong disability to the NDIS in this proposal.	5/24/2026 3:54 PM
14	They are a lot of ‘if’s’. The current arrangement of the NDIS suits me, but being able to customise my supports really suits me, and being able to communicate effectively, both written and speaking, has really helped me advocate for myself. I’m aware that this is not the experience for many people, and some of the proposals may not suit them.	5/24/2026 2:57 PM
15	People are going to fie because of this. Real people, that the government refuses to acknowledge.	5/24/2026 12:41 PM
16	Nothing in these changes indicates equity, fairness or the factual evidence of what is currently needed in the sector	5/24/2026 12:27 PM
17	I can’t go back! I just can’t! I can’t go back to not being able to work. I can’t go back to not having help from my local support coordinator. I can’t do it all by myself. We will die!	5/24/2026 12:01 PM
18	It is good to support our most venerable citizens and the majority of participants are genuinely in need of support but the system is riddled with providers wringing every cent they can get from the NDIS and I am pleased to see that side being cleaned up. I hope these proposed changes target the true problems.	5/24/2026 11:51 AM
19	If it is done right there shouldn’t be concern it’s been wrong for way too long so needs to be looked at	5/24/2026 11:33 AM
20	This will increase the number of people who die, reduce the richness of society by removing people with disabilities, fail to meet the UN requirements to which Australia has committed to as a nation	5/24/2026 11:30 AM
21	This will be deadly	5/24/2026 10:27 AM
22	Additional life admin burden but resources need to used responsibly & expenses need to be accounted	5/24/2026 10:15 AM
23	Unimaginable negative impact.	5/24/2026 10:12 AM
24	People deserve the right to choose who they work with regardless of registration. Registration is costly, it will mean less access to support for people with disabilities.	5/24/2026 9:35 AM
25	The terrible providers need to be held accountable as do some of the participants that are on the NDIS and shouldn't be because they 'know the system'	5/24/2026 8:34 AM
26	I am deeply concerned about the levels of stress this will cause those with disabilities - especially those with nervous system disorders and other disabilities worsened by stress. My supports have allowed me to access work and study for the first time due to the stability and reduced stress load and reduced overwhelm. I am deeply concerned these changes will complicate or remove those supports and create stress that worsens my nervous system	5/24/2026 7:15 AM

	conditions, and I will no longer be able to study or work or access the community. I am deeply concerned about access or ongoing access to supports for those most vulnerable who need it most. I am deeply concerned about the effects on business and the support industry.	
27	They aren't good at all. Most warrant being thrown in the bin.	5/24/2026 5:48 AM
28	Extremely negative.	5/23/2026 7:38 PM
29	People will lose critical supports a die thanks to a computer system. You cant automated disability It isn't aged care, every Australia has the porterage of ageing if their life isn't lost early. Whilst we will al experience ageing differently, biologically we all age. Disability is not ageing, just because there is a disabikity system if funding and an aged care system of funding, doesn't make them inclusive of eachother. Stop trying to bunch everything together. We know you are already putting aged people and disabled people back living together to save funding. Stop trying to save money by cutting access to daily life for disabled people. Perhaps the government underestimated the cost of care that was done behind closed doors before usually by women. Genuine people are not using the ndis to pay for their coffee, or their hair cuts, the chicken schnitzel, their gym membership, their travel insurance, they are using ndis funds to pay for the support to participate in daily life.	5/23/2026 6:37 PM
30	The system is already very strict. The changes make it incredibly hard and inflexible to access and use funding. Please don't try to cut off funding of existing participants. It only make participant and family feel more unsecured.	5/23/2026 5:12 PM
31	I m very scared for my daughters future. Im worried also about the impact this will have on the rest of the family when we will have to step up to fill the gaps	5/23/2026 3:29 PM
32	I am so worried about this I am struggling to sleep at night. People are going to die as a result of these changes. And many more people are going to experience a catastrophic loss is quality of life.	5/23/2026 1:49 PM
33	The providers and plan managers that fail to comply should be the	5/23/2026 12:48 PM
34	People who need the support will miss out or have less support than they need.	5/23/2026 10:44 AM
35	When the People with Disabilities community are widely talking about euthanasia as a viable alternative to them, you know this is shaping up to be genocide by stealth and a repeat of AKTION T4 in all but name.	5/23/2026 10:08 AM
36	Apart from fact in the media they are portraying that there is a lot of fraud around it. Portrays people with disabilities a negative way to the public.	5/23/2026 9:43 AM
37	They are not fixing the very fixable problems first. # Eliminate the fraud # Fix the price guide which is inflated # Remove children and offer the services they need as used to occur before NDIS. On becoming adult, if further support is needed, as with my son, then apply for NDIS	5/23/2026 9:19 AM
38	Maybe hard initially but for long term health of system, these changes although difficult are necessary	5/23/2026 6:55 AM
39	At a stretch, the only positive I can find is that with providers needing to claim within 90 days, the remaining budget will be more accurate. Overall, this has only negative impacts on PWD and their families and provides even more uncertainty than we already have.	5/23/2026 6:50 AM
40	Money over requirements will end very badly	5/22/2026 7:53 PM
41	A lot of people are going to die from these changes, it's already started, and the government is making it clear to a large portion of voters that our lives are less important than their wallets.	5/22/2026 6:53 PM
42	The system is broken from the GOVERNMENT AND DODGY PROVIDERS THE PARTICIPANTS HEALTH AND WELL BEING HAS DECLINED SUE TO THERE GREED	5/22/2026 4:08 PM
43	People will not be able to be supported the way that is best for them.	5/22/2026 1:52 PM
44	It's an absolute draconian, diabolical document. Make's me ashamed that the creator is that document could be Australian. This is the most UNAustralian process I've had the misfortune to scrutinise. A fair go??!! What a joke!	5/22/2026 1:31 PM
45	My son will not be able to continue having 1:1 support for his job, and I will have to reduce my hours of work to provide support to him or he will isolate in his room on tech. As the primary earner in my family this will impact us financially. Also I really like to work.	5/22/2026 12:50 PM
46	Discriminates against disabled people, the only thing they should concern themselves with	5/22/2026 12:25 PM

	is fraud.	
47	I'm concerned participants are going to be left without adequate supports and participants and their families will struggle. I worry about mental health. My child is very routine and has built strong relationships with his therapists to suddenly loose funding would result in him losing his routine and connection to therapists not to mention the loss of supports that are helping him develop the skills required to hopefully function as a capable adult in society	5/22/2026 10:19 AM
48	The more strict criteria to access NDIS, the increase in computer automated systems where care and human insight into clients' needs is required and the Ministerial powers to cut participants's funding will have a negative impact on participants and their families.	5/22/2026 10:08 AM
49	My main concern is automated decision-making and the carve out of participants who are receiving compensation.	5/22/2026 7:45 AM
50	I hope they use the 'money saved' to pay for the inevitable funerals that will result from this.	5/22/2026 7:38 AM
51	Changes to the NDIS are necessary and there are likely many on the scheme who would be better served outside by services like Thriving Kids and then if necessary they access the Scheme when older but the rampant slashing of plans in order to save money will be punishing genuine participants when the target should be effective strategies to stop fraud and misuse of funds.	5/22/2026 6:08 AM
52	People will suffer and people will die as a result of these changes	5/21/2026 9:40 PM
53	I'm already feeling the impacts of these proposed changes even though they're not yet in effect. NDIA staff members have been making decisions based on the proposed changes for a while now, not on the current rules. This is increasing the difficulty of adding new conditions to my plan that I urgently need support for.	5/21/2026 9:40 PM
54	People will be very impacted mentally and physically, it will lead to further disablement from lack of support, people will die. I would be dead without the support that I have, it is not enough as it is to not be mentally struggling and physically struggling a lot of the time.	5/21/2026 9:28 PM
55	There will be deaths and our economy brought to its knees. I personally am leaving the industry after 25 years.	5/21/2026 5:41 PM
56	Lots of PWD will die because of these changes	5/21/2026 5:18 PM
57	It needs an overhaul. But maybe the people working in ndia/ndis need more education on how people with disabilities live. So many stories of people getting cuts and others getting way more than they need. The fairness and equality is low. Maybe more people with disabilities need to be doing the reviews as they understand the emotional, mental, physical stress on families.	5/21/2026 1:36 PM
58	I cannot navigate the system as it currently is (been on the complex stream for 6 years with no improvements). The changes will only make it harder for me.	5/21/2026 12:52 PM
59	Increased stress and carer's burden. Higher cost when children are adults without the skills to support independence	5/21/2026 12:45 PM
60	Individual, necessary and reasonable supports that a participant can enthusiastically engage with improves outcomes and value for money.	5/21/2026 11:31 AM
61	Worst reform I've ever seen in Aus	5/21/2026 11:08 AM
62	I'm worried that my daughter with moderate issues will be deemed as not needing NDIS and that would mean a loss of independence and possibly a return to the family home. I am concerned that she would lose skills and not continue to grow them.	5/21/2026 10:48 AM
63	Adding huge stress amongst those who are really struggling already. Not fair or humane	5/21/2026 10:46 AM
64	life-threatening & life-ruining oppressive impacts on people with Disabilities & their families. I will not be surprised if Disabled people also commit suicide as these changes roll out, as they can no longer picture a liveable life for themselves with their supports being limited and ripped away.	5/21/2026 10:42 AM
65	I will probably need to suicide, I do not have the privilege of pulling out but this is all too traumatic, harmful, stressful, complex and high risk for me.	5/21/2026 10:42 AM
66	There is a marked increase in discussion of suicide, abuse and voluntary assisted dying because of the proposed legislation. That is a sickening measure of the concern the disability community has for if the legislation is passed.	5/21/2026 10:27 AM
67	People will die, public health services will be flooded, all this is doing is causing extreme stress and anxiety for all involved	5/21/2026 10:27 AM

68	I think I've provided enough comments in the survey. But Im tired. I never expected to be a career for both my sons with intellectual disabilities and autism so that they can have a good, meaningful life. A life they have a right to have. Families will bear the brunt. I don't know what the future holds for both my sons. It would be amazing to have the NDIS as a reliable partner in their life journey.	5/21/2026 9:38 AM
69	Nothing exists for the people who will be cut off.	5/21/2026 7:13 AM
70	I am deeply concerned that disabled people are being used as a financial scapegoat. And in a time of living expenses being unattainable for many working Australians, the disability community is being further marginalised and directed into poverty and inequality.	5/21/2026 6:40 AM
71	Absolutely disgusting and you should be made to walk in our shoes. You are going to kill people and your campaign has dragged the public opinion of the disabled back decades. I will literally never vote for labor again after this term for the rest of my life.	5/21/2026 6:04 AM
72	Families who struggle participant	5/21/2026 12:08 AM
73	I think it will be mixed but I think it will help get the funding to those people who it was actually intended for.	5/20/2026 9:09 PM
74	It will destroy disabled people and their entire families. It will be the cause of many taking their own lives, and/or their children's because they have no way to survive life anymore. Most are already on or over the edge, and they're most commonly the ones who will not meet the new requirements.	5/20/2026 8:43 PM
75	As I've mentioned, these changes are just not acceptable. I can't understand why the attorney general hasn't advised against these changes, particularly after the robodebt disaster and mess is aged care.the scheme is meant to support people with disability, not be a tokenisation scheme whereby the minister can remove funding supports on a whim.	5/20/2026 8:43 PM
76	While some of the proposed changes may be intended to improve consistency, reduce fraud or manage costs, overall I believe they risk making the NDIS harder to access, harder to navigate and less responsive to real-life disability needs. I'm particularly concerned about reduced flexibility, increased bureaucracy, more automated decision-making, funding cuts, and vulnerable people falling through gaps between systems. For many people with disability and their families, the NDIS is already exhausting to navigate. These changes feel more focused on cost control and restricting access than improving outcomes and quality of life for participants.	5/20/2026 7:41 PM
77	In the long term I hope it makes the NDIS more sustainable and more functional. Currently the changes are being implemented in a haphazard way, and communication between participants & the NDIS is breaking down. Supports needs are being ignored despite evidence, decisions aren't explainable. It's hard to see how the next series of changes will have a positive impact on families and individuals, particularly when another family of autistic children have just been murdered. How much worse does this so called support system need to get, people are literally killing themselves and/or their disabled children!	5/20/2026 7:15 PM
78	Everyone I know on the NDIS is stressed and rightfully afraid.	5/20/2026 5:29 PM
79	I think the states and local councils will be reluctant to accept that they need to reinstate services.	5/20/2026 5:02 PM
80	I'm fearful of the likely detrimental outcomes for families and people with disabilities if these changes are made.	5/20/2026 2:39 PM
81	Well over a hundred people are documented to have died being denied supports in Labor's first year (based on information provided in Senate estimates). If hundreds of thousands of people lose their supports at once, we can conservatively estimate tens of thousands of people will die, and many many more will have their quality of life very adversely affected.	5/20/2026 1:08 PM
82	I am scared for people's lives.	5/20/2026 11:04 AM
83	Overall, I think many people with disability and families will experience increased uncertainty, stress, and difficulty navigating the system. I understand that the government wants the NDIS to be sustainable, consistent, and protected from misuse. Those goals are important. But taken together, these reforms appear to shift the scheme toward: * tighter eligibility * reduced flexibility * increased compliance * greater automation * more surveillance and record keeping * stricter funding boundaries * stronger cost controls And many people are worried this will make the system harder to access, harder to navigate, and less responsive to real-life disability needs. The biggest impact I foresee is that people may have to spend far more energy proving, justifying, and managing their disability within bureaucracy. For participants and families, that may look like: * increased fear of losing	5/20/2026 10:59 AM

	supports * pressure to constantly demonstrate impairment * anxiety around reviews and reassessments * confusion about what is funded * more paperwork and administrative burden * difficulty getting plan changes when needs change * delays accessing supports * feeling less safe to show progress * more time spent fighting systems instead of living life I also think there is a real risk that the reforms disproportionately impact people who already face the greatest barriers, including: * autistic people who mask * people with psychosocial disability * people with intellectual disability * children with emerging support needs * rural and regional participants * people with limited informal supports * families experiencing burnout * people with communication or executive functioning challenges One of my biggest concerns is the cumulative effect of all the changes together. Any single reform may sound reasonable in isolation: * more consistency * stronger integrity measures * automation * clearer funding rules * tighter timelines But when combined, they risk creating a system that becomes: * more rigid * less person-centred * more adversarial * more difficult to navigate * less preventative * more crisis-driven As an OT, I think one of the hardest things is that many of the most meaningful disability outcomes are relational, preventative, and long-term: * staying connected to community * maintaining emotional regulation * supporting families before burnout * helping children participate in school * building independence gradually * preventing escalation and crisis Those outcomes are not always easy to measure quickly, but they matter enormously. I'm also very worried about pressure shifting onto: * families * unpaid carers * schools * hospitals * emergency departments * mental health systems * aged care * child protection because when disability support is reduced or harder to access, the need itself does not disappear. At the same time, I do think there are areas of the NDIS that needed improvement: * inconsistent decision-making * poor communication * fraud and exploitation * workforce pressures * administrative inefficiency But many people are concerned the current reforms are focusing more on containing costs and reducing access than strengthening supports and improving outcomes. Ultimately, I think the impact will depend on how these reforms are implemented, what safeguards exist, whether genuine co-design occurs, and whether the system still leaves room for human judgement, flexibility, and recognition of the whole person.	
84	I think this could place a lot of stress on families and we will go back to the dark ages of disability care.	5/20/2026 10:58 AM
85	I think these changes rather than refining the system are breaking the system - this was a world class first - yes it needed refining/honing but mostly around admin - not to make life harder and scarier for those with disability - and for those supporting them through NDIS funding to be without sustainable work - who is winning anything here? Changes are needed but they need to be co-consultative and be done over time to make sure there are reasonable and realistic changes and other support systems too	5/20/2026 9:42 AM
86	3 were murdered the other day, we are being killed.	5/20/2026 5:26 AM
87	This will place some participants lives at risk, i hope the govt is going to be held accountable for those deaths	5/20/2026 5:24 AM
88	DEVASTATING TERRIFYING SO SO SCARY IT WILL BE VERY HARD TO MANAGE MY MENTAL HEALTH...IT ALREADY IS WITH THESE ANNOUNCEMENTS, MAJOR GAPS IN INFORMATION, UNCERTAINY The fundamentals of the NDIS are being eroded. Choice and control used to mean something. The lists of what's allowable and what isn't takes dignity and individual needs away from participants. There are so many useful, good value products and services that are of particular benefit for our son, but because they are used by non disabled people they are on the No list. No matter context. No matter that he uses 10 times quantity that a non disabled person or a disabled person with different needs for an ordinary life. When he accesses the pool it is for therapeutic purposes: hydrotherapy to manage pain, contractures etc arising from his physical disabilities, and great value for money. But on the No list because ordinary people libing ordinary lives use a public swimming pool too. These are examples of a cost cutting measure that is ALREADY in place. Wouldn't it be helpful to remind the public of what the NDIS and participants contribute to Australia? Our son has employed a number of university students from various disciplines. As a result their are teachers, nurses, doctors, therapists, retail managers, librarians, botanists, pyschologists who have understandings and skills in complex communication needs and various AAC, who have enhanced understandings of human behaviour (resilience, courage, determination, sense of humour, empathy, joy and much more) that they bring to their workplaces, personal relationships, communities making them safer, more inclusive places for all. The wages he pays? Growth in the economy?	5/20/2026 1:23 AM
89	You are going to see tragedies occur because of these changes It will be on The Ministers head when a participant or a carer decides that they will end their and childrens liived because their supports are removed. Its very easy to make these changes from the comfort of a conference room but I would invite these individuals to come and spend a day in the life of sone of my clients and get and actual understanding of just what the hell they are	5/19/2026 11:57 PM

	actually doing. I agree that NDIS needs to be sustainable but you cannot isoltae and insulate this scheme and reduce it and them expect already broken systems and servives to pick up the slack if you are not going to reinvigorate them and work alongside them im equal partnership and being equally accountable. Lets face it the mental health system in Australia is broken	
90	These changes will cause massive harm to the disabled community. It will remove support from most disabled people, and prevent the newly disabled from getting care at all. Existing cuts have killed; these will kill more disabled people, even faster.	5/19/2026 11:11 PM
91	People will end up presenting to hospital due to inadequate support and overload that system further. People will likely die. A vast amount of people will lose jobs, which will lead to traumatic circumstances for them, their families and the wider community. Many skilled and experienced workers will leave the sector or stop working with ndis participants, leaving a skill shortage and people not receiving adequate care.	5/19/2026 10:52 PM
92	Simply cruel. Picking on vulnerable people that find it harder to advocate for themselves.	5/19/2026 9:34 PM
93	I know several people with disabilities including myself who will most likely loose all trusted services and be catastrophic to us. I am concerned my life will be in danger due to lack of appropriate supports if these changes are passed.	5/19/2026 9:24 PM
94	It is taking away our choice and control and taking away our ability to live an ordinary life like we were promised. It is taking away our will to live and making us feel we are not worthy of a life	5/19/2026 9:12 PM
95	These changes introduce inequity into our Australian community that has not been present for 10 years. Families will need to pay privately for services they previously received with positive lifetime outcomes. Many families will not be able to afford private servcies and Thriving Kids will not meet their needs if delivered only through the capacity of NGOs	5/19/2026 7:58 PM
96	Will increase “load” on already stretched hospital, mental health and carer supports	5/19/2026 7:28 PM
97	The changes are discriminatory and change the NDIS so that it’s not working with disabilities.	5/19/2026 7:21 PM
98	SUICIDE WILL HAPPEN	5/19/2026 7:14 PM
99	A variety of positive and negative depending on circumstances	5/19/2026 7:08 PM
100	I think most of these changes will lead to negative mental health and quality of life changes for people with disabilities	5/19/2026 7:04 PM
101	It will not do what it is supposed to do and will cause stress anxiety and hardship for our most vulnerable. I expect that the government doesn’t think that disabled people will be able to fight back.	5/19/2026 6:59 PM
102	Some parts are good, but not everything	5/19/2026 6:45 PM
103	Extreme neglect. Death	5/19/2026 6:38 PM
104	My daughter is almost 16 so has very important transitions ahead of her. She was given a 5 year plan for $14,000 a year that was increased marginally to $22,000 a year despite severe disabilities. Any more cuts or changes to her plan will just prove to me that the NDIS doesn't care about her.	5/19/2026 4:55 PM
105	I worry that the people who rort will keep finding a way, and the victims of this will be those who don’t know “how to work the system”. The honest ones will miss out, the ones who know how to play it will keep milking it. Put autistic people in charge of reviews. We have a low tolerance threshold for BS, we love following rules, we have a strong drive for justice and we can pattern-recognise to see where the problem rorters are	5/19/2026 4:55 PM
106	I believe there will only be negative impacts for people with disabilities from this decision	5/19/2026 4:27 PM
107	It will cost the country more in lost jobs and productivity as well as severe physical and mental health damage.	5/19/2026 4:12 PM
108	Before my son had his NDIS approved our family was in chaos. Because he has mental health issues, he was impossible to deal with. His plan has allowed us to breach and live again normally. I’d hate to see that change for us or anyone else. I wish there was more room her to elaborate. I have so much to say.	5/19/2026 2:59 PM
109	I think people will end up sicker and unsafe and unhoused.	5/19/2026 2:28 PM
110	They will be devastating and in some cases will result in the death of participants.	5/19/2026 1:44 PM

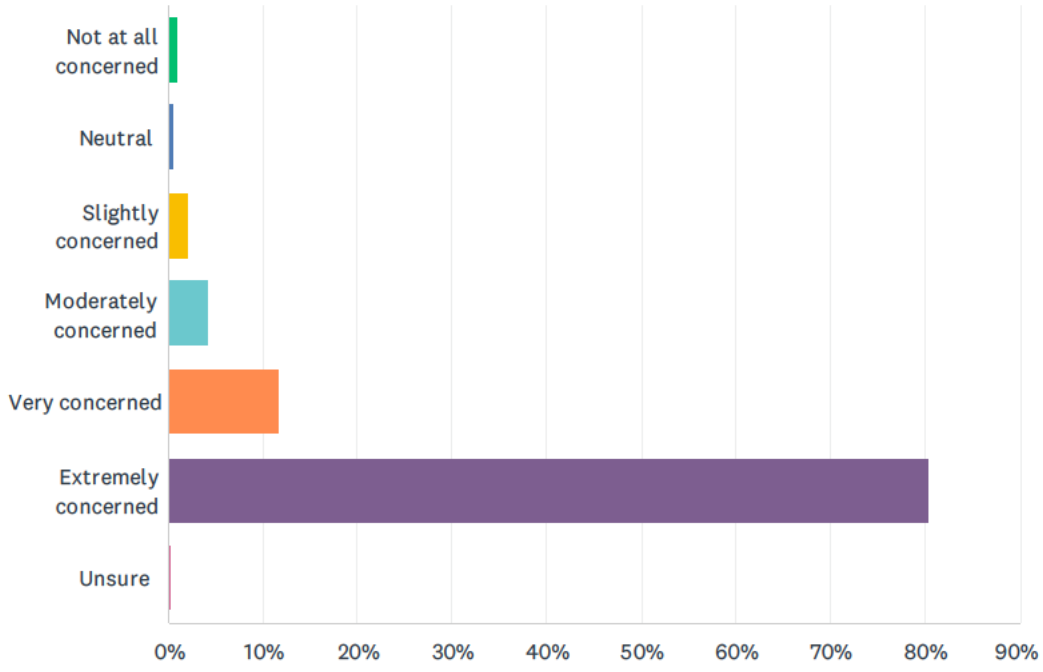
111	A lot of families rely on independent support workers, they are more flexible with hours, cost and frankly care more about each participant. Families won't get the support they need or the funding they need to take care of their family members with disabilities and there will be less people in the work force as they will have to care for those members themselves. There will be more mental health issues, more suicides and more suffering for those in need	5/19/2026 12:39 PM
112	It's already affecting me - my physical and mental health, my well-being, quality of life, happiness, confidence - all aspects of my life. I am extremely anxious about my future. Waiting to get clear information and listening to all the media and political commentary causes me great distress.	5/19/2026 12:16 PM
113	No one will be better off and for many (including unpaid carers) it could mean harm	5/19/2026 12:12 PM
114	99% of these changes are horrifying, disgusting and infuriating. The damage this is going to do is terrifying and they clearly couldn't care less.	5/19/2026 11:22 AM
115	Every part of the proposed changes is discriminatory and devolving the national scheme. Is is infantilising participants and families, removing choice and control over who we live with, who works for us, what services we need as individuals living independent lives to those with like-disabillty. Im not my neighbour or my disabled peer - I have my own wants and desires whivh fulfill my life and bring me joy. Im should not be limited to others choices and controlled as if institutionalised even though I live at my own home.	5/19/2026 11:15 AM
116	Need to rein in the costs but nor at the expense of genuine participants with a disability	5/19/2026 10:04 AM
117	Cutting communty access by 50% and capacity building by 10% will have a negative roll on effect to participants effecting their health, mental health and ability to function within society.	5/19/2026 9:53 AM
118	I am so scared	5/19/2026 9:29 AM
119	Dangerous, harmful, insulting and abusive	5/19/2026 9:01 AM
120	Forced use of registered providers is problematic and does not actually prevent harm. Some of these worst cases of neglect have been at the hands of registered providers	5/19/2026 8:08 AM
121	Death	5/19/2026 8:07 AM
122	I'm actually worried for my son's survival and they better not try the bs paternalistic line that we're just fearful of change. I'm so damn sick of the paternalistic old white men thinking they know best and by the time the negative consequences of their arrogance are clear then they have moved on to the next thing in their career and we are left to pick up the wreckage	5/19/2026 8:01 AM
123	Read my replies - this is detrimental to anyone on ndis, mental health, detrimental to anyone's health and wellbeing.	5/19/2026 7:45 AM
124	This is all money driven and not tking into account each individuals needs.	5/19/2026 7:36 AM
125	People will die from their support needs being cut. People have already died from their support being cut .	5/19/2026 7:15 AM
126	The changes are based on deceitful information about "fraud & rorts" & about the scheme's growth projections being out of control. These claims are false & there's ample evidence of this	5/19/2026 6:16 AM
127	It will kill people	5/19/2026 5:44 AM
128	Overall, I believe these proposed changes risk fundamentally shifting the NDIS away from a person-centred support scheme and toward a far more restrictive, compliance-focused, and cost-driven system. While I understand the need to address fraud, improve sustainability, and ensure accountability, many of these changes appear likely to increase stress, uncertainty, and administrative burden for people with disability and their families, especially those with complex needs. I believe the overall impacts are likely to include: * reduced access to supports, * increased fear and confusion about compliance, * greater pressure on families and unpaid carers, * more rigid and standardised decision-making, * and a loss of trust between participants and the NDIA. For many people with disability, the NDIS is not simply funding. It is what allows them to communicate, attend school, participate in the community, develop independence, regulate emotions, maintain routines, and avoid crisis situations. When supports become harder to access or maintain, the consequences can affect every area of life. I am particularly concerned about: * children missing critical early intervention, * people with complex or overlapping disabilities falling through gaps, * participants being penalised for administrative issues rather than wrongdoing, * and vulnerable people losing supports because they cannot keep up with increasingly complex systems. Families are also likely to experience increased burnout. Many parents and carers	5/19/2026 2:21 AM

	are already acting as full-time advocates, administrators, therapists, coordinators, and support workers on top of everyday caregiving. Additional compliance obligations, record-keeping, shorter deadlines, and fears around debts or suspensions may become overwhelming. I also worry these reforms may unintentionally create greater long-term social and economic costs. Cutting preventative supports and increasing barriers to access can lead to more hospitalisation, school breakdowns, mental health crises, homelessness, carer collapse, and higher future support needs. Most concerning is the broader cultural shift these changes seem to represent. The NDIS was originally designed around inclusion, dignity, individual needs, and improving quality of life. Many of these proposals instead feel focused on control, surveillance, risk management, and cost containment. People with disability deserve accountability and safeguards within the scheme, but they also deserve a system built on trust, fairness, accessibility, and recognition of their humanity, not one that makes them feel like a financial burden or a compliance risk.	
129	Honestly - I think the negative impact is intentional. They don't want disabled people visible in society, they don't want to acknowledge invisible disabilities at all, and they want a scapegoat for everything that goes wrong for them. After struggling for so long with a hostile system, a lot of us are too tired and traumatised to fight back and they're counting on that.	5/18/2026 9:49 PM
130	Devastatingly BAD effects on participants, their families and supports	5/18/2026 9:31 PM
131	Theyre going to kill people	5/18/2026 9:27 PM
132	It will have a devestating impact on pwd anc their families	5/18/2026 9:01 PM
133	Overwhelmingly, this a highly reactionary bill to address provider fraud and organised crime, that consequently places administrative burden, reporting, less customisable support for individual needs on participants, and reduces funding and supports for the most vulnerable in the community.	5/18/2026 8:25 PM
134	It will be devastating for our adult child and our family I will Have to reduce my hours at work so that my daughter can attend social events should she loose funding Our standard of living will Be affected along with my mental health	5/18/2026 7:59 PM
135	This is a disaster. The more reforms we can get canned the better. Hopefully we can get as many knocked out as possible. This is a ridiculous move and the government should be ashamed.	5/18/2026 7:12 PM
136	sledgehammer to mismanagement problem	5/18/2026 6:44 PM
137	I have cried non stop I am so fearful all the good things ndis has helped my son achieve will be gone. I'm concerned I will be unable to work, I'm concerned his already challenging behaviours will get worse and most of all I'm concerned I will have to relinquish care of my son as I can't do it without significant support.	5/18/2026 6:08 PM
138	The new legislation shows that the government hates disabled people.	5/18/2026 4:59 PM
139	some positive and some negative	5/18/2026 4:57 PM
140	It will put the lives of participants and their elderly parents at risk.	5/18/2026 4:18 PM
141	Here are some numbers, the people who's lives you're going to make worse. Avg life expectancy 53 Around 8% to 15% in full time stable employment, an additional 15% to 20% in any sort of employment. 4x more likely to face abuse, 10x more like to face sexual abuse 9x the national suicide rate 30% suicide rate by 25 40% suicide rate by 30 So why are you making it harder for them to get support and recognition? Tell me how it is that an agency spent something like 100x the cost of a mobility scooter appealing that decision? All the way to the Federal Court of Australia as they did in NDIA v Eastham, helps disabled people. Another case that had to be taken to the Federal Court being NDIA v Sutherland. Tell me how an agency that spent sixty million dollars on lawyers in a single year appealing decisions that do not meet the needs of the participants, helps disabled people. Tell me how an agency that couldn't even provide me a case officer before the ART hearing, helps people like me. The hearing was the 4th of August, 2025. The first time I hear of a case officer is the 29th of August. If the NDIA doesn't want to be easily compared to a Nazi eugenics program, then resisting any attempt to reduce the pain, discomfort and indignity of the many disabled people of Australia is not the way to win any support.	5/18/2026 3:59 PM
142	These changes pose a very real risk to already vulnerable populations trying to navigate a system that is already incredibly difficult to navigate for people living with a disability and barriers to accessing appropriate care and treatment	5/18/2026 3:53 PM
143	These changes have the potential to take PWD back to the past. Segregated models of living, exclusion along with an out of sight mentality from the current Government and Opposition along with other right-wing groups. The Government needs to revisit the	5/18/2026 3:10 PM

	productivity commissions report mentioned earlier in one of my responses. Families will again be placed back into the role of caring for their loved ones as they and their disabled sons and daughters age if these changes go ahead. I am 80 years old, and my son is 52 years old. I am terrified he may be forced out of his home and be placed back into congregate care where he will potentially die within weeks, within adequate supports.	
144	It is absolutely not, I believe addressing the problems	5/18/2026 3:00 PM
145	There's nothing good here for us.	5/18/2026 2:40 PM
146	Of course these changes will have a negative impact upon families.	5/18/2026 2:39 PM
147	These NDIS changes will kill many people if they go through.	5/18/2026 2:20 PM
148	Robo ID is a proven failure yet the current government chooses to use the cheapest AI option again, nothing learnt from the CENTRELINK debacle with suicides and gaoling of innocent welfare receipents.	5/18/2026 2:15 PM
149	Participants with less visible disabilities e.g. those with autism are at risk of being excluded or removed from NDIS as a cost cutting measure.	5/18/2026 12:28 PM
150	Free up funds for those most in need	5/18/2026 11:37 AM

Q33 How concerned are you about the proposed NDIS changes overall?

Answered: 1,014 Skipped: 373



ANSWER CHOICES	RESPONSES	
Not at all concerned	0.99%	10
Neutral	0.49%	5
Slightly concerned	2.17%	22
Moderately concerned	4.14%	42
Very concerned	11.74%	119
Extremely concerned	80.37%	815
Unsure	0.10%	1
TOTAL		1,014

#	OPTIONAL COMMENT:	DATE
1	Life is already stressful and being a carer to be able to afford to live / work and look after their loved ones that requires NDIA, it adds extra stress for the carer.	5/25/2026 6:06 PM
2	This Bill should absolutely be rejected in its entirety	5/25/2026 2:16 PM
3	Single (aging) parent of two who have life time challenges with ASD	5/25/2026 1:58 PM
4	My husband and I are terrified for the future of our 2 sons.	5/24/2026 10:59 PM
5	These proposed changes will have a devastating negative effect on my son, our whole family and the people who have become his support team.	5/24/2026 10:29 PM
6	I am a non registered support provider with impeccable records and my client is achieving set goals and working towards new goals all the time. We have the ability to change our daily plans to suit the client. There is a positive relationship with client, their family and myself all wanting the same happy independent outcome for my client every day. Their life has changed for the better. An amazing support worker will not be better simply because they are registered. Registration costs is huge considering I have only one client.	5/24/2026 5:08 PM

7	They are a lot of 'if's'. The current arrangement of the NDIS suits me, but being able to customise my supports really suits me, and being able to communicate effectively, both written and speaking, has really helped me advocate for myself. I'm aware that this is not the experience for many people, and some of the proposals may not suit them.	5/24/2026 2:57 PM
8	I'm very concerned about the functional assessment and the impact it might have on people living with autism. Preventative care might reduce functional capacity flags and mean they are removed from the NDIS, only to need support again after experiencing hardship and trauma of living with their condition unsupported. It feels like these changes are setting up our kids to fail so that they can check a box to get the help they need. Preventative care would see more kids develop into healthy adults that contribute to society.	5/24/2026 1:56 PM
9	Providers won't be able to keep their businesses going, participants won't be able to access care.	5/24/2026 12:43 PM
10	I am young, and working hard to secure my future, by engaging in advanced education and working part time. It is very difficult for me because of the complex needs of myself and my even more high needs family members. If these changes go through, we will lose the supports we have, and i will lose the future i have been fighting so hard to build. I don't know if it will even be worth keeping breathing after that.	5/24/2026 12:41 PM
11	I am concerned that the participants will suffer and the providers will continue to rort the system	5/24/2026 11:51 AM
12	I think its time for a huge change, the funding has become income for services and providers, and a baby sitting service for families	5/24/2026 9:42 AM
13	Losing sleep at night level of worried. For myself, my family member and for my AHP Clients.	5/24/2026 7:03 AM
14	This is going to cause chaos death and avoidable harm. It is disgusting that the government seek to control disabled people to this level and their lack of care for the informal carers is abhorrent.	5/24/2026 5:48 AM
15	I'm extremely concerned about the deaths that are a result of the changes. I'm extremely concerned about reinstitutiinalisation where these huge providers that already make millions will be the ones providing the care, the same providers where abuse, neglect, exploration and violence occurs. Enough with the patriarchal systems that keep the rich men richer. Look into all the big not for profits and charities and see how much they have made from the ndis and compare that with the outcomes of disabled people such as autonomy, independence, choice, skill building, connection, belonging- bet you they can't produce these outcomes.	5/23/2026 6:37 PM
16	The NDIS changes do not address the problem the Government claims to have. Greed, corruption and abuse of power are not solved by the changes pressured upon the disability community.	5/23/2026 12:48 PM
17	Having support workers to take a person out and to help them access community, can often be a life or death support. Isolation - especially in rural areas - can mean being totally housebound. The results of that, can be terrible.	5/23/2026 12:37 PM
18	I am worried I will die at the hands of these changes	5/23/2026 10:42 AM
19	This doesn't fix the massive systemic and cultural issues within the NDIA or the NDIS Quality and Safeguards Commission - it simply covers them up, whilst branding those of us "useless eaters" in all but name, like it's Nazi Germany, during the height of AKTION T4.	5/23/2026 10:08 AM
20	As above. They haven't fixed the real problems first	5/23/2026 9:19 AM
21	The changes do not improve the scheme, tackle fraud or waste or even assist PWD to understand their plans and access supports.	5/23/2026 6:50 AM
22	This is shaping up like robodebt all over again, or Centrelink at its worst - where a subject is a number, the underlying assumption in all decision-making is the subject is wasting money or scamming the system, getting much needed support is exhausting physically and emotionally. The subject doesn't fit the boxes on the form. I've just gone through all this trying to get carer payment for looking after my daughter, for the last year! Just last week I was crying in the Centrelink office trying to push through yet another submission. In the new NDIA it seems you cannot even keep putting in new submissions to get the right decision eventually! People are at risk here!	5/22/2026 4:21 PM
23	The system is broken from the GOVERNMENT AND DODGY PROVIDERS THE PARTICIPANTS HEALTH AND WELL BEING HAS DECLINED SUE TO THERE GREED	5/22/2026 4:08 PM

24	The proposed changes will cost lives.	5/22/2026 1:52 PM
25	It will be a dark day in our history if this bill pases	5/22/2026 1:31 PM
26	We need to talk about choice and control. Disabled people need the right to self determination.	5/22/2026 11:36 AM
27	Refer to my previous comments.	5/22/2026 10:08 AM
28	I'm very worried about the safety of my family	5/21/2026 9:40 PM
29	Extremely concerned. I have barely slept since the announcements, every disabled person I know is distressed.	5/21/2026 9:28 PM
30	I am devastated for the work I have put into being an above board provider to be tarred with the sane brush as crims because i was registered but now am not.	5/21/2026 5:41 PM
31	I think the ideas are good but worried they lack the capacity to execute them well	5/21/2026 3:41 PM
32	I am frightened. I was accepted onto NDIS in December 2023. I got my first plan about six months later, which was a typical first plan that focused on funding an FCA with a few other bits and pieces. I only just got a reasonable plan in October last year and have been slowly building it into something I can use as scaffolding to plan for the future. Now everything has collapsed into uncertainty once again. I don't even know if I'll have an NDIS plan in a couple of years, and strongly doubt that there will be alternative services available by that time. I am also appalled by the hatred towards disabled people that I've seen in parts of the community. I believe this has been stoked by sections of the media, certain politicians, and exaggerated talk of fraud and waste in the NDIS that the debate over its future has generated. I fear this has put back general understanding and acceptance of disabilities in society by many years. Regardless of whether this Bill passes or not, damage has already been done to the disability community.	5/21/2026 12:39 PM
33	There are economic and whole of community benefits in having disabled people more openly out and about in the community. Over time, this will normalise inclusion and reduce the need for some supports, because it will enable more disabled people to participate in more activities independently. This applies to equally to physical, neurodevelopmental, and psychosocial disabilities.	5/21/2026 11:31 AM
34	I'm extremely concerned about the services children will have access to. Replacing NDIS funded therapy supports with a 'pie in the sky Thriving Kids' is going to have significant flow on effects on the next generation. They will not receive the supports they need in a timely manner, putting greater strain on schools and other settings, which are already underfunded.	5/21/2026 10:46 AM
35	these changes will make people with Disabilities lives unliveable	5/21/2026 10:42 AM
36	As I said, I am making a plan to suicide - this is far too shocking and traumatic.	5/21/2026 10:42 AM
37	I am extremely concerned that I am going to lose my ndis right now with the current review	5/21/2026 10:38 AM
38	I'm disgusted. They may as well just close the whole thing down. This is discrimination against people with disabilities. Kicking participants off the scheme should be illegal.	5/21/2026 10:27 AM
39	I get the issue is financial and all these changes need to happen to make it more sustainable. Of course. But it's hard to take that seriously when spending is over the top in other portfolios. It sends s message that people with disability are not as important or worthy as everyone else. It diminishes all of us.	5/21/2026 9:38 AM
40	Change needs to happen it's just happening to the wrong place. The change should be with the fraud and the way support and plan managers work.	5/21/2026 7:13 AM
41	I wish these were not going to happen	5/21/2026 12:08 AM
42	I am terrified I will be kicked off the NDIS and will have my right to choice and control completed eviscerated, because I will be forced back into the old system that I found harmful.	5/20/2026 11:04 PM
43	I'm concerned these changes will make the NDIS more rigid, less individualised, harder to access and harder to navigate for the people who rely on it most. Many of the proposed changes seem focused on cost reduction and restricting flexibility rather than improving participant outcomes, safety and quality of life.	5/20/2026 7:41 PM
44	Very concerned. Not because I think the NDIS should never change or improve — it absolutely should — but because the overall direction of these reforms feels much more restrictive, compliance-focused, and cost-driven than person-centred. Individually, some changes sound reasonable on the surface: * improving consistency * reducing fraud *	5/20/2026 10:59 AM

	increasing accountability * clarifying boundaries between systems * making the scheme financially sustainable But when all the reforms are looked at together, the cumulative effect is what worries me most. Together, they seem to create a system with: * stricter eligibility * more reliance on standardised assessments * reduced flexibility * harder plan changes * more automation * stronger compliance and debt powers * tighter funding boundaries * increased administrative burden * broader surveillance and information-gathering powers * greater ability to reduce supports at scale And I think that will disproportionately affect the people who already have the least capacity to navigate bureaucracy. As an OT, one of my biggest concerns is that the reforms risk shifting the NDIS away from: * early intervention * prevention * participation * relationship-based supports * individualisation * holistic understanding and toward: * gatekeeping * proving eligibility repeatedly * rigid categorisation * crisis responses * administrative control I'm also very worried about the emotional impact on people with disability and families. Many people already feel: * exhausted * uncertain * hypervigilant about reviews * afraid of losing supports * overwhelmed by paperwork and systems These reforms may increase that fear and instability. And when people lose supports, the impact doesn't just stay within the NDIS. It flows into: * family burnout * schools * hospitals * mental health systems * homelessness services * emergency departments * the justice system I think another major concern is trust. The NDIS was originally built around concepts like: * choice and control * individualised support * participation * dignity * inclusion Many people are worried the reforms move the scheme further away from those principles and toward a model where people must constantly justify their existence within the system. I do think reform is needed. The current system has real problems: * inconsistent decisions * long delays * workforce shortages * exploitation and poor providers * confusing processes But I think reform should strengthen supports and accessibility — not primarily tighten access and reduce flexibility. So overall, yes, I'm very concerned about the direction and potential unintended consequences of the proposed changes, particularly for people with complex, fluctuating, invisible, or high support needs and for families already under enormous pressure.	
45	I'm not even worried about the impact on my business. I am very concerned about the families I work with. They have it hard enough already	5/20/2026 10:58 AM
46	This is profoundly disturbing - please take the time to reform not destroy the system - and to ensure the dignity, safety and choice of the disabled community	5/20/2026 9:42 AM
47	In DISBELIEF	5/20/2026 1:23 AM
48	I am literally losing sleep over this every night From a personal perspective as a person with Disability As a mother of two children on the scheme And as a support coordinator to some very complex individuals These changes are alarming And believe me, not from any angle of personal gain for me because these changes have reaffirmed my decision to stop working in this space My sleep is lost as I am thinking about all of these individuals and what is to become of them Under this type of regime This is insidious And the soeed at which it is being pushed through is also frightening which is also by design. 90 days to make an access decision but	5/19/2026 11:57 PM
49	This is intentional mass social murder. This is eugenics. This is Aktion T4 for the modern age - mass death by neglect.	5/19/2026 11:11 PM
50	Extremely concerned, but also pretty over it. Reform is only received well when small changes are made over a long period of time. As someone that has been an OT for NDIS participants since it was piloted, the past 2-3 years have been brutal on participants and allied health workers. These reforms continue on this trajectory, and I can see that life will get a lot worse for everyone - participants and providers.	5/19/2026 10:52 PM
51	This is going to result in many deaths, probably my own among them	5/19/2026 9:24 PM
52	my mental health has deteriorated already with these proposed changes. I had finally started to feel I was being accepted as a person and had a right to live but that feels like it is being taken away by this bill of changes. I was assessed as having a permanent and significant disability and given written notice I had NDIS support for life. But now that seems like it is being taken away - I don't see how that is legal - it's not but the government wants to change the legal status and gain more power without anyone being able to challenge them - not the democratic Australia I thought I had grown up in	5/19/2026 9:12 PM
53	I'm worried about the future for our adult children we are working hard at setting up for a life without us. How will they live/survive when we are dead??????????? Keeps me awake most nights	5/19/2026 7:28 PM
54	SUICIDAL AS A RESULT	5/19/2026 7:14 PM
55	I think these changes are being rushed through so the public doesn't have time to object to these overreaching and negative changes that take away rights from disabled people	5/19/2026 7:04 PM

56	It was very difficult to get onto the scheme. I get the feeling that the politicians and public servants think that we want to be disabled. Of anyone wants to swap places let me know.	5/19/2026 6:59 PM
57	Terrified my child will lose funding support for weekly physio. They need much more than that, but I've always said I need that for her at a minimum or she'll end up with much greater support needs ongoing. I'm trying everything to scaffold and support her so she can thrive, and without my efforts she will be in a wheelchair within 2 years, unable to stay at her mainstream school, and slide backwards. It has me panicked because the fact NDIS exists means providers charge more (as they can't charge less for private patients and more to NDIS). So I would need to have $500 extra a week to pay for it, let alone all the medical bills and other allied health like psychology, speech, OT, AND o have to work less to be her carer and take her to all these things. So hemorrhage money while lowering my earning capacity. It's not sustainable	5/19/2026 4:55 PM
58	I am losing sleep already and am terrified for the future of my child.	5/19/2026 4:12 PM
59	It will have very damaging impacts on both my son and my sister and therefore me and my extended family. This is very obvious already.	5/19/2026 3:48 PM
60	Just the possibility that these changes could happen has given me extreme anxiety and despair for what the future holds for my two daughters who are NDIS participants.	5/19/2026 1:44 PM
61	I feel like my life as I have known it with support from the NDIS is over. I feel threatened. I feel very distressed and depressed that the catastrophic effect these changes will have on people's lives is viewed by politicians as insignificant compared to the money they tell everyone they'll save.	5/19/2026 12:16 PM
62	These changes have the high potential to destroy people's lives and take away their independence.	5/19/2026 11:22 AM
63	If this legislation passes, NDIS scheme fails all Australians, not just those in the disabillty community. Lives lost both in death and as isolation and exclusion, Job losses, revenue losses - it will be a massive failing in economics of the country, It will be a massive failure in inclusion of disabillty to mainstream Australian life, and lifestyle. It will set disabillty back to the 1950's mentality where people wiyh disabillty are to be ashamed and ashamed of, be hidden and SILENCED. Families will disown and leave the person "on the closet" causing risk to future generations where genetic abd predisposition family health history not exposed. As a country, I do not believe these changes meet the Australian way - it's not a FAIR GO". What it is thiugh is clearly meant as a FU and PO!	5/19/2026 11:15 AM
64	The proposed changes have already had a massive negative impact on my health	5/19/2026 10:22 AM
65	Lack of understanding of the varying needs of people with a disability	5/19/2026 10:04 AM
66	I strongly feel targeting the participants to cut costs is wrong. There are other areas within and outside of the NDIS where the government could save money.	5/19/2026 9:53 AM
67	I am so scared	5/19/2026 9:29 AM
68	The stealth cuts have already resulted in deaths of disabled people. These changes will make things even worse, particularly for targeted groups like autistic people. Already struggling families will suffer further or just stop being able to cope leading to more tragedies like the one in Mosman park. Additionally the economy will suffer with disabled people being able to participate less and jobs being lost right across the disability sector. There will also be a flow on impact to hospitals, social supports related to unemployment, homelessness etc, and education when dealing with unsupported struggling kids with disabilities like autism	5/19/2026 8:08 AM
69	Partivipants will loose work, independence, phtsical functy ion and lives will be lost	5/19/2026 8:07 AM
70	It's not just a feeling of concern. It is a well considered warning of the reality that will follow if these ill conceived reckless changes happen	5/19/2026 8:01 AM
71	Wont be able to continue working in this area too much uncertainty and lack of funding for therapy and capacity building	5/19/2026 6:38 AM
72	I am a nervous wreck, suffering anxiety attacks, I am angry and despondent	5/19/2026 6:07 AM
73	Its already giving me acute anxiety and panic attacks	5/19/2026 5:22 AM
74	Partly was a trigger for my recent mental health hospital stay	5/19/2026 3:09 AM
75	am extremely concerned about the proposed NDIS changes overall because, taken together, they appear to significantly shift the balance of the scheme away from individual	5/19/2026 2:21 AM

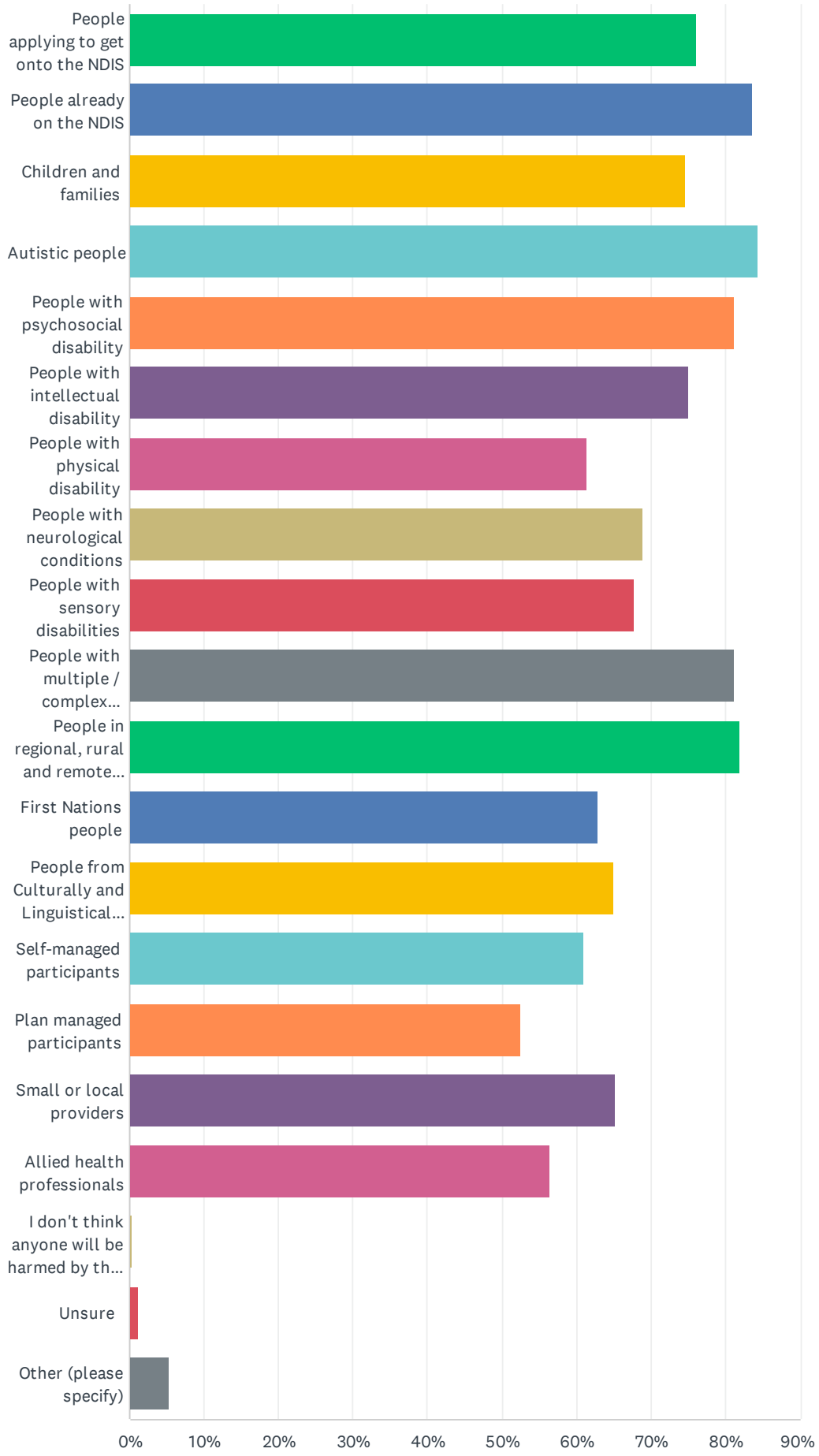
	support and toward cost control, compliance, and administrative enforcement. While I support efforts to improve sustainability and address genuine fraud or exploitation, many of these proposals seem likely to disproportionately impact ordinary participants and families rather than the small number of people deliberately misusing the system. What concerns me most is the cumulative effect of the changes. Individually, some measures may appear reasonable on paper. But together they create a system where: * supports may be reduced more easily, * participants may need to constantly prove their needs, * people with complex disabilities risk falling through gaps, * administrative mistakes could lead to debts or penalties, * and vulnerable participants may lose supports simply because they struggle to navigate increasingly complex processes. I am especially worried about the impact on: * children requiring early intervention, * people with severe or multiple disabilities, * autistic people with complex support needs, * people with psychosocial disability, * and families already experiencing exhaustion and financial stress. The changes also risk undermining core principles the NDIS was originally built on, including: * individualised support, * choice and control, * early intervention, * inclusion, * and supporting functional capacity rather than narrowly focusing on diagnosis or cost. There is a real danger that participants will begin avoiding supports, self-management, or legitimate claims because they fear audits, penalties, debts, or being viewed suspiciously. I also worry that many of these reforms assume people with disability and families have the time, literacy, organisational capacity, emotional energy, and technological access to manage highly complex compliance systems. In reality, many are already overwhelmed simply trying to meet daily care needs. Overall, my concern is not just about any one provision, but about the broader direction these changes represent. The NDIS should remain a support system grounded in dignity, accessibility, fairness, and human rights, not evolve into a system where financial control and compliance overshadow the needs and wellbeing of people with disability.	
76	I am scared witless about what this will mean for me	5/18/2026 9:31 PM
77	People will die from this.	5/18/2026 9:27 PM
78	I'm worried about losing my choice and control as a participant, and my work as a support coordinator. I'm losing sleep over it!	5/18/2026 7:44 PM
79	subjective legislation always concerns me	5/18/2026 6:44 PM
80	See above.	5/18/2026 6:08 PM
81	As someone who can't get any support from any level of government, I feel like I am going to be abandoned for my entire life.	5/18/2026 4:59 PM
82	See comment, question 32	5/18/2026 3:59 PM
83	These changes will impact people with disabilities many companies will close or stop serving ndis participants	5/18/2026 3:21 PM
84	They are completely breaking the NDIS. I don't think there's any going back or forward. I despair at where to from here. I think that in about 5 years time, there will be a Royal Commission into the NDIS, and the government is going to need to design a disability support system from the beginning. In the meantime, it's going to be very rough for disabled people and their families.	5/18/2026 2:40 PM
85	These proposed changes are already having an affect on my mental health and that of others in my community. The stress of not knowing is overwhelming and the potential for supports that we rely upon to be taken is too much to consider.	5/18/2026 1:55 PM
86	This is causing me a lot of background stress and anxiety. I am already struggling as a carer balancing my daughters supports and therapies around my own, and with ongoing family medical appointments	5/18/2026 12:04 PM

Q34 Which groups do you think are most likely to be harmed by these changes? (Choose all that apply)

Answered: 1,013 Skipped: 374

399

NDIS Changes: Have Your Say



ANSWER CHOICES	RESPONSES	
People applying to get onto the NDIS	76.21%	772
People already on the NDIS	83.61%	847
Children and families	74.63%	756
Autistic people	84.40%	855
People with psychosocial disability	81.24%	823
People with intellectual disability	75.02%	760
People with physical disability	61.50%	623
People with neurological conditions	68.90%	698
People with sensory disabilities	67.82%	687
People with multiple / complex conditions	81.24%	823
People in regional, rural and remote areas	82.03%	831
First Nations people	62.98%	638
People from Culturally and Linguistically Diverse (CaLD) backgrounds	65.05%	659
Self-managed participants	61.01%	618
Plan managed participants	52.62%	533
Small or local providers	65.25%	661
Allied health professionals	56.47%	572
I don't think anyone will be harmed by these changes	0.30%	3
Unsure	1.18%	12
Other (please specify)	5.33%	54
Total Respondents: 1,013		

#	OTHER (PLEASE SPECIFY)	DATE
1	Unpaid, exhausted informal supports.	5/25/2026 4:25 PM
2	All of the above	5/25/2026 2:16 PM
3	all of the above	5/25/2026 1:58 PM
4	Everyone	5/24/2026 8:07 PM
5	The only ones that will benefit are the large providers.	5/24/2026 7:31 PM
6	All of the above.	5/24/2026 4:31 PM
7	Again, everyone but those who write the rules.	5/24/2026 4:30 PM
8	Carers will be affected because they will be pushed beyond capacity	5/24/2026 4:28 PM
9	People who are sorting the system or at least that's what i hope.	5/24/2026 3:25 PM
10	Everyone	5/24/2026 12:53 PM
11	This will significantly harm the economy when it is already vulnerable. This will harm everyone. Dont do this.	5/24/2026 12:41 PM
12	I think the NDIA needs to look closer at service providers and plan managers who pay when invoices are sent as well	5/24/2026 11:33 AM
13	Women and non binary people	5/24/2026 11:30 AM

NDIS Changes: Have Your Say

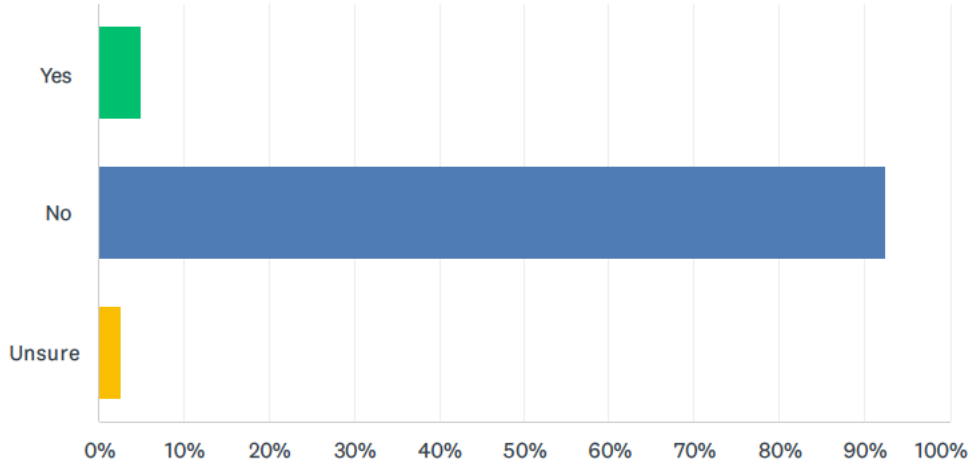
401

14	Everyone will be affected	5/24/2026 10:27 AM
15	I think the people who really need the support won't be affected	5/24/2026 9:42 AM
16	Small businesses and self-employed folk everywhere. Females. females females females. Apparently we aren't worthy.	5/24/2026 5:48 AM
17	People with rare conditions as people doing assessments will have no idea of the impact of that conndition	5/23/2026 3:29 PM
18	Many people. Everyone is worried	5/23/2026 9:19 AM
19	Everyone. Everything. Informal supports. The economy. The medical system. Hospitals.	5/23/2026 8:50 AM
20	Plan managers start the NDIA what bookkeepers are to to the accountants	5/23/2026 8:25 AM
21	Informal carers	5/23/2026 6:50 AM
22	it will hit everyone associated with the NDIA negatively, the only winners = the NDIA - yet not really as they will do themselves out of a job.	5/22/2026 12:34 PM
23	Those with fluctuating or invisible conditions	5/21/2026 9:40 PM
24	They've stuffed up big time.	5/21/2026 5:41 PM
25	Carers, romantic partners and friends will either pick up the slack or start to distance themselves from the disabled person/people in their lives because they don't have capacity to fill the gap in care. This will further alienate and isolate disabled people. It is the opposite of building an inclusive community.	5/21/2026 11:31 AM
26	Everyone has the potential to be harmed by this (even people who may acquire a disability and don't even know it right now.)	5/21/2026 11:07 AM
27	Everyone.	5/21/2026 7:42 AM
28	Family and Informal caregivers	5/21/2026 1:45 AM
29	I hope that no one is harmed but more people may need to pay for services if their needs are less complex and having less functional impact than those intended for the NDIS	5/20/2026 9:09 PM
30	Disabled unpaid Carers whose only support is NDIS	5/20/2026 8:43 PM
31	The financial viability of allied health businesses is a massive concern. Many of these businesses would like to diversify their income streams, but it doesn't look like therapy providers who specialise in early childhood intervention will be able to provide services through Thriving Kids. I really hope the government is doing economic modelling on how these changes will impact therapy providers.	5/20/2026 7:15 PM
32	Muslims, formerly incarcerated people, people without informal supports, people in institutional settings	5/20/2026 1:08 PM
33	Everyone will be affected	5/20/2026 5:26 AM
34	Just about everyone!	5/20/2026 1:23 AM
35	This harms the economy, as the NDIS returns $2.25 for each dollar spent in increased productivity. Cutting this economic multiplier as a recession looms is incredibly foolhardy. Especially given these cuts are being justified by the economics!	5/19/2026 11:11 PM
36	I don’t think anyone will be spared harm by these changes	5/19/2026 9:24 PM
37	Most!	5/19/2026 7:08 PM
38	This is far reaching and high impact with little thought given to consequences	5/19/2026 11:35 AM
39	EVERYONE	5/19/2026 11:21 AM
40	Once the competition is reduced by making it impossible for small local bespoke innovative providers to exist then we will have nothing left but the big old style providers that existed before the NDIS and were the reason the system was broken and needed the NDIS. We are being served up on a platter to those big old providers that we fought desperately to escape	5/19/2026 8:01 AM
41	Literally everyone. Disability and the people who provide support contribute to the economy and our society in ways that impact everyone. These changes are short sighted and aimed at looking tough, not at fixing what needs to be fixed.	5/19/2026 7:04 AM
42	Everyone with a disability in Australia is at risk	5/19/2026 6:16 AM

43	All of the above except last 2	5/19/2026 6:07 AM
44	I am particularly concerned about children because delays or reductions in supports during critical developmental years can have lifelong consequences. Early intervention, therapy, communication supports, behavioural supports, and community participation are often what help children build independence and reduce future support needs. People with psychosocial disability may also be heavily affected because periods of disengagement, crisis, overwhelm, or difficulty responding to communication could place them at greater risk of suspension, loss of funding, or compliance issues despite genuine need. Participants with complex or overlapping conditions are another major concern because the proposed focus on linking supports to a single impairment risks ignoring how disabilities interact in real life. These participants are more likely to fall through gaps between systems. I also worry about self managed participants and unpaid carers. Many families already spend enormous amounts of unpaid time managing supports, invoices, therapies, reports, school issues, and appointments. Increased record-keeping obligations, shorter claim deadlines, and fear of penalties may become overwhelming. Small providers, independent therapists, and smaller plan management businesses may also struggle under increased compliance requirements and panel arrangements, which could reduce participant choice and worsen service shortages — especially in regional areas. Overall, I think the people most likely to be harmed are those who are already vulnerable, already exhausted, and already dependent on stable supports to safely participate in everyday life. These changes risk placing the heaviest burden on the people least equipped to absorb it.	5/19/2026 2:21 AM
45	Everyone is likely to be affected negatively as a result.	5/18/2026 10:29 PM
46	All	5/18/2026 9:28 PM
47	Everyone! These cuts harm everyone.	5/18/2026 7:21 PM
48	Carers	5/18/2026 6:53 PM
49	All as it is subjective legislation, you cannot predict a decision	5/18/2026 6:44 PM
50	All of the above	5/18/2026 3:58 PM
51	Everyone will be worse off thanks to these changes	5/18/2026 3:09 PM
52	Fraudulent participants	5/18/2026 2:50 PM
53	People with ME/CFS, Long Covid and Fibromyalgia will be among the hardest hit because it is already extremely difficult for us to get on the NDIS. Many people will lose all hope.	5/18/2026 2:20 PM
54	People accessing funding for low needs- these are best managed outside of NDIS with school and community support and parent education & support	5/18/2026 11:37 AM

Q35 The Government has set a short time frame of 2 weeks to give feedback on these changes. Do you think this timeframe is fair?

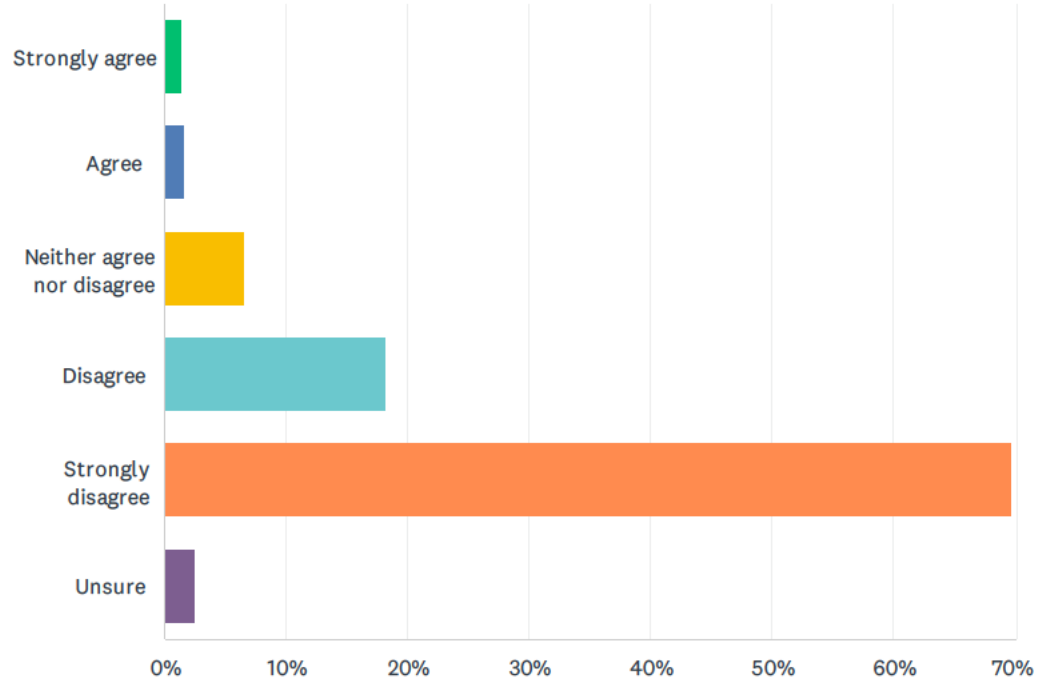
Answered: 1,011 Skipped: 376



ANSWER CHOICES	RESPONSES	
Yes	4.95%	50
No	92.48%	935
Unsure	2.57%	26
TOTAL		1,011

Q36 The Government has said that these changes will "bring the NDIS back to its original intent". Do you agree?

Answered: 1,012 Skipped: 375



ANSWER CHOICES	RESPONSES	
Strongly agree	1.28%	13
Agree	1.68%	17
Neither agree nor disagree	6.62%	67
Disagree	18.18%	184
Strongly disagree	69.66%	705
Unsure	2.57%	26
TOTAL		1,012

#	OPTIONAL COMMENT:	DATE
1	I	5/25/2026 10:55 PM
2	Do we like it's original intent? What I like is effective systems that address complex needs, I don't care if they're delivered in a different way than when they were introduced. Ie I'm an interpretivist not a literalist (RGB not Scalia)	5/25/2026 4:59 PM
3	It's original intent has never been implemented properly, you can't bring back something that was never there in the 1st place	5/25/2026 2:16 PM
4	Is the original intent still the best one?	5/25/2026 1:58 PM
5	It restricts access and funding based on unclear or incorrect processes. That was not what NDIS was originally designed to be.	5/25/2026 12:22 PM
6	The original intent is to SUPPORT those with significant and lifelong disabilities. I agree this got lost along the way and that and better safeguards against fraud are required. However these changes go too far and are not about bringing NDIS back to its original intent, they are	5/25/2026 10:37 AM

	about saving money, short changing those with disability and redistributing funds to defence.	
7	It goes against the premise of what the NDIS was originally supposed to be about. In particular around participant choice & control!	5/24/2026 10:53 PM
8	The NDIS was hailed as the answer for disabled people, and now the government wants to turf us out. They made it so we had to migrate from thr state disability support system to the NDIS, gave us the reasonable and necessary supports we needed, and now the current government wants to chop us off, shame minister, shame	5/24/2026 10:29 PM
9	I disagree with this as the federal government didn't do its full due diligence when creating the NDIS. The "original intent" did not take into consideration the numbers of people living with a disability in Australia which in turn overwhelmed the system. This is not a fault of people with disabilities but rather a drastic system oversight on behalf of the federal government. However, now the federal government are intent on punishing people with disabilities by finding anyway to remove them from living with dignity.	5/24/2026 7:47 PM
10	It is removing choice and control. Will stop treating each participant as an individual with different needs to every other participant. There will be less social and economic participation. Supports provided will no longer be reasonable and necessary for the individual. Many of the changes are the opposite of what is required by the United nations rights of people with disabilities.	5/24/2026 7:31 PM
11	Rubbish 🗑️	5/24/2026 5:35 PM
12	They avoid all responsibility by just cutting participants instead of ACTUALLY fixing the scheme. it kicks the can down the road unnecessarily filling up hospitals and allied/mental health professionals that already dont accept NDIS clients/ Closed their books	5/24/2026 4:31 PM
13	Same energy as "it's always been that way. Why change it?" Are we not a progressive society?	5/24/2026 4:30 PM
14	This is about taking funding away from the vulnerable to pay for other things instead of taxing the rich.	5/24/2026 4:28 PM
15	What happened to the pledge that politicians agreed to?	5/24/2026 4:12 PM
16	No person with a disability left behind. That's what was said previously. Whilst those with higher needs should be protected and cared for without question shaming everyone else and treating those in the autistic community negatively particularly are appalling. I do not support thriving kids nor any ABA treatment which encourages masking.	5/24/2026 3:59 PM
17	The horse has bolted. The only way to bring this back to the original intent is to bring back DADHC. Too much private and criminal corruption to reinforce it in now.	5/24/2026 3:25 PM
18	They are a lot of 'if's'. The current arrangement of the NDIS suits me, but being able to customise my supports really suits me, and being able to communicate effectively, both written and speaking, has really helped me advocate for myself. I'm aware that this is not the experience for many people, and some of the proposals may not suit them.	5/24/2026 2:57 PM
19	We shouldn't have to pay now because the government spent too long funding Burleigh beach wagons/holidays in the beginning	5/24/2026 1:34 PM
20	It makes a mockery the original intention of the NDIS and puts people with disability in a worse position than pre-NDIS, when state and block funding (foundational supports) actually existed.	5/24/2026 1:19 PM
21	I attended many an information session when it first started. I wish I could show the rose coloured glass of what would be happening	5/24/2026 12:53 PM
22	These changes completely flip the original intent of the NDIS. It's ALL about cost cutting and nothing else.	5/24/2026 12:51 PM
23	I agree there needs to be reform but start with the waste and inefficiency in the agency first!!! Look at the amount of money being wasted by expensive lawyers defending indefensible decisions by agency staff where 70% of outcomes are made in favour of the participants who are often largely unrepresented. There is waste, inefficiency at every level of the NDIA but still our gvt takes direct supporta from PWD before cleaning up their own house!!!	5/24/2026 11:35 AM
24	Hope so	5/24/2026 11:33 AM
25	The National Disability Insurance Scheme (NDIS) was specifically designed as a way for Australia to meet its international obligations under the United Nations Convention on the	5/24/2026 11:30 AM

	Rights of Persons with Disabilities (UNCRPD). This will only do the opposite at an accelerated pace.	
26	There intent was for severe visible disability only (moderate to severe & less visible disability has no support as too complex for public health & GPs)	5/24/2026 10:15 AM
27	These changes are not benefiting the person with a disability, they are money-focused only - plain and simple. Trying to convince anyone otherwise is insulting.	5/24/2026 10:12 AM
28	Yes, funding was meant to support people who have life long disabilities that impact their everyday lives. It was meant to skill people up so they could live normal lives not be supported for the rest of their lives. Compensation covers support for people and these people should not be entitled to funding as well, its double dipping	5/24/2026 9:42 AM
29	Wasn't the original intent to support people with disabilities?	5/24/2026 9:35 AM
30	Not where they should be looking.	5/24/2026 8:34 AM
31	No way. They are dismantling the pillars of the ndis. Choice & control. Support to live an ordinary life.	5/24/2026 7:03 AM
32	I hope so	5/24/2026 7:00 AM
33	Nothing about us without us??? wheres the consultation for this Marky Mark???	5/24/2026 5:48 AM
34	It's not about - it's not about individuals goals when social and capacity building is being cut - it's not about social participation when these are being stripped through reduce support work but also therapies that enhance skills to participate and grow more in these activities - it's not about reasonable and necessary when cuts run the risk of people being stripped of necessary supports that keep them safe and living their life. - it's not about increasing economic participation when people have less support hours to go out in the community or therapies to build capacity - it's not clinically effective when being striped of individualised needs and holistic considerations of the person and their circumstances - it is not cost effective when these cuts are just going to shift to other services like hospitals, mental health, child safety, public guardianship and increase rates of unemployment. It doesn't feel like it's about people with disabilities but cost. And cost saving should never come at the cost of human lives.	5/23/2026 10:24 PM
35	It is now so far from the original intent of helping people with a disability to live a good, ordinary life, to be able pursue their own goals, and to have choice and control over their life and the supports they use.	5/23/2026 7:38 PM
36	It restricts choice and control	5/23/2026 7:00 PM
37	These changes contradict and breach the intention of the scheme	5/23/2026 6:37 PM
38	will have to wait and see	5/23/2026 5:23 PM
39	What does it mean these changes will "bring the NDIS back to its original intent"? What is NDIS original intent? Does NDIS created to fund the needs of people with disabilities? Why it needs to change to hurt the people with disabilities, who are disadvantaged people in our society?	5/23/2026 5:12 PM
40	They are using the NDIS to fix there own mismanagement of funds the NDIS has a large number of staff currently employed by the govt that have no experience lived nor worked with people that need the NDIS supports	5/23/2026 5:04 PM
41	I think these changes are only designed to benefit the budget, not support people with disabilities. None of the recommendations from inquests and disability lobby/advocacy groups have been listened to.	5/23/2026 3:02 PM
42	completely at odds with original intent	5/23/2026 1:53 PM
43	The original intention of the NDIS was to support the human rights, social, community and economic participation of people with disability. The NDIS was developed to attempt to implement the UN Convention on the Rights of People with Disability. These changes are taking us back to the days of institutionalisation, oppression of people with disability and women. Abuse, neglect, suffering, pain and isolation will result from these changes.	5/23/2026 1:49 PM
44	I understand what they mean as I do believe that state services have dropped off since NDIS started and it was never intended to provide those services, but the reality is that the states aren't going to magically restart those services - so it's the people with a disability that suffer while the cth and states argue over who should pay for what. It's not fair to put the burden of navigating our frankly insane medical, mental health and disability support services on to people who are already struggling! A simpler process might be: access the	5/23/2026 11:06 AM

	person, what do they need, then have it be a government agency that has to source those services for the person - whether by doing so directly itself or researching and linking the person to appropriate services within their means.	
45	The only thing this will bring us back to, are the dark ages of block funding and brutalising those of us with disabilities in institutions.	5/23/2026 10:08 AM
46	They're not starting in the correct place	5/23/2026 9:19 AM
47	That is actually laughable.	5/23/2026 8:50 AM
48	These changes are about cutting a large cohort from the scheme and giving the minister to cut what and when he wants and that is not the purpose of the scheme.	5/23/2026 6:50 AM
49	I feel they are targeting the wrong people and this is a huge safety concern	5/22/2026 6:59 PM
50	Nothing about us without us.	5/22/2026 6:53 PM
51	Review is needed but should not be rushed and allow for broader input and planning from all people who wish to provide input. Careful consideration and providing thorough explanation also phased implementation rather than solely addressing government desire to reduce spending by disrespect and bullying to people with disability	5/22/2026 4:43 PM
52	I think more harm will be done	5/22/2026 4:25 PM
53	Those who worked on the original have spoken up that these changes do NOT reflect that intent! That is just about a lie.	5/22/2026 4:21 PM
54	Unless the PROVIDERS AND THE GOVERNMENT RETURN THE STOLEN FUNDING NDIS WILL NEVER BE FIXED STOP TAKING FROM THE POOR VERY SICK AND VULNERABLE PEOPLE WHO ARE PUT ON THE SCHEME FOR A REASON	5/22/2026 4:08 PM
55	Choice and control, and supporting people holistically was always the intent of the NDIS, even without a diagnosis.	5/22/2026 3:13 PM
56	If you look at the budget breakdown then the government has given most of the money breakdown to programs that are government based (like safeguarding) which haven't done shit previously.	5/22/2026 3:03 PM
57	This is not the intent of the ndis. The intent was to provide early intervention to invest in this to have positive community outcomes in the future. The changes being implemented are around money and very horizon one thinking.	5/22/2026 2:42 PM
58	The original intent of the NDIS was to provide individuals with disability choice and control in how they accessed the supports that they needed, and to be able to live a life, not just survive. The changes to the Bill are an attempt by the government to "put disabled people back in their box" and to be "out of sight, out of mind." I agree that changes need to be made to the NDIS, NDIA and current processes to save money. This Bill is not the way to do it.	5/22/2026 2:06 PM
59	A crock of shit!	5/22/2026 1:31 PM
60	its just a way to cut funding.	5/22/2026 12:25 PM
61	That is purely political spin they are using to try and justify this	5/22/2026 11:59 AM
62	The original intent was for person centred planning and choice and control.	5/22/2026 11:36 AM
63	This is the complete opposite of NDIA's original intent	5/22/2026 10:49 AM
64	I think the changes will overall reduce the support that individuals with disabilities and their families need.	5/22/2026 10:08 AM
65	By removing so many young participants, it will impact their ability to participate and contribute to society and so they will always rely on support for the rest of their lives	5/22/2026 8:38 AM
66	They have to address the budget issue - but there will obviously be losers as a result	5/22/2026 7:45 AM
67	That will remain to be seen, the intent is good but it's hard to squeeze toothpaste back into a tube and fix a problem of this magnitude.	5/22/2026 6:08 AM
68	Always rushing changes and never giving families or providers time to respond or adjust. The recent change to travel costs was handled so badly for providers. They were given no time to respond. Shame on them!!	5/22/2026 4:22 AM
69	They are missing the I in NDIS, an insurance scheme	5/22/2026 3:22 AM

70	Unless the NDIS can improve their internal processes and set definitive guidelines little change can be expected	5/22/2026 12:15 AM
71	Unless the original intent was to give minimal support to those with extremely high and stereotypical needs, the NDIS will just be leaving everyone else with no support, reducing quality of life, increasing the burden on hospitals and waiting lists for both disabled and non-disabled folks, and sending families into debt, drastic emergency situations, and the loss of life.	5/21/2026 9:40 PM
72	This statement means nothing, it is trust marketing to convince good intentions when I do not believe the government has the interest of disabled people in mind - only to save money	5/21/2026 9:28 PM
73	It's cost cutting more than anything. However, they've not shared actual data/ pie chart of how NDIS funding has been spent thus far - e.g., legal fees/ administrative staff or CEO/ independent living/ support worker/ allied health supports etc. I think it's really important to break things down and give people the actual data.	5/21/2026 8:34 PM
74	It was never set up properly so how could they believe this.	5/21/2026 5:41 PM
75	Cut the price gouging. Drop the stupid prices.	5/21/2026 5:05 PM
76	This is the opposite of person-centred support with choice and control. ChatGPT would probably do a better job than this government.	5/21/2026 12:52 PM
77	The original intent is not what the government is claiming now. They should read the legislation.	5/21/2026 12:25 PM
78	Does anyone really know what the original intent was ?.	5/21/2026 11:57 AM
79	The original intent of the NDIS was to provide equal opportunity for disabled people to participate in life. It guaranteed supports based on the participant's individual needs and NOT limited by a specific diagnosis or standard formula applied to people with the same boxes ticked on a functional capacity assessment (FCA). I can understand trying to limit a total funding amount based on a person's FCA, but the NDIS was supposed to give participants choice over their goals and priorities on what to spend that support to improve their quality of life and participation in community and the workforce.	5/21/2026 11:31 AM
80	There is still nothing to improve transparency and accountability.	5/21/2026 11:09 AM
81	Original intent was choice and control and nobody being worse off	5/21/2026 11:08 AM
82	Labor couldn't tell the truth if their life depended on it. Communist trash they are.	5/21/2026 11:02 AM
83	The Disability Discrimination Commissioner says "The original intent of the NDIS was that people wirh disability could be participating members of the community on an equal basis wirh others unemployment, education, housing and social participation. This cannot be lost."	5/21/2026 10:57 AM
84	We have been on NDIS since its inception so was it intended for us or not ?	5/21/2026 10:48 AM
85	Goals - gone Health check on carers - gone	5/21/2026 10:46 AM
86	Current legislation is the original intent. Just enforce those rules	5/21/2026 10:43 AM
87	The original intent of the ndis, was to help people on disability. The ndis has gone out of control with fraud from the major companies, not from the participants. The fraud will continue because the companies are still allowed to trade at their own inflated prices. The participants are being punished for the governments breach of duty of care	5/21/2026 10:38 AM
88	It is a return to block funding approaches.	5/21/2026 10:38 AM
89	It is cost cutting and affects social cohesion. Disabled folk already struggle for basic recognition. These changes treat disabled people like criminals.	5/21/2026 10:30 AM
90	It was meant to provide support for people with disabilities, not discriminate and cause panic	5/21/2026 10:27 AM
91	Changes are needed and I get that but with no other programs and supports and allied health not at the centre it's hard to see how it will apply	5/21/2026 10:15 AM
92	This is shattering the original intent	5/21/2026 10:10 AM
93	Its original intent was to allow greater participation of people with disabilities in all areas of society including employment. Where are the incentives in ALL sectors to employ people with disabilities? So they don't have to rely so much on the NDIS because they have money to be independent and fund their own needs. It's not rocket science. It takes good policy	5/21/2026 9:38 AM

	work at all levels of government- where is that work? Why should participants be punished for sloppy administration?	
94	It is removing it's initial intent.	5/21/2026 7:42 AM
95	These changes will reduce the flexibility that was designed to make the plan customisable to the individual's unique requirements and aspirations. I'm concerned quality of life for PWD will be reduced and the only supports deemed acceptable will be those that sustain life. PWD deserve better.	5/21/2026 6:55 AM
96	Where is the biopsychosocial model that promoted the NDIS in the first place? Where is the right to autonomy that the NDIS championed? These changes are not fair, just, or compatible with modern understanding of disability. They are regressive and will impact the lives and participation of disabled people in Australia. Pretending disabled people aren't 1 in 5 Australians by making services harder to access does not reduce the burden of disability in a society. It makes suffering invisible.	5/21/2026 6:40 AM
97	Anyone who has read the legislation or been involved since the beginning knows KNOWS that's absolute rubbish. And you should be ashamed.	5/21/2026 6:04 AM
98	More like....'Bring the costume wearer's onto the stage, the government's real NDIS intentions are being unmasked onto the open stage...All pretenders stand up, it's time to take their false character masks away....."	5/21/2026 4:10 AM
99	Because that wasn't the original intent fully	5/21/2026 12:08 AM
100	This is just propaganda to justify cuts. Shame Labor Shame.	5/20/2026 11:04 PM
101	It couldn't possibly be any farther from the original intent. It's just blatant capitalism at its worst	5/20/2026 8:43 PM
102	Early intervention and capacity building to work towards an independent life was a core component, and was reaffirmed with the 2024 legislation changes. The proposed legislation undoes this work.	5/20/2026 8:43 PM
103	The original intent of the NDIS was to provide individualised, flexible support that helps people with disability live with dignity, independence and genuine choice and control. Many of these proposed changes feel more focused on restricting access, reducing flexibility and controlling costs than strengthening participant outcomes. I understand the need for the NDIS to be sustainable, but sustainability should not come at the expense of fairness, safety, independence and quality of life for people with disability and their families.	5/20/2026 7:41 PM
104	Re-aligning the NDIS is essential, the problem is that there's still no other support for people who are in the gaps and this is causing significant stress on people who already have a lot going on. There needs to be more focus put on the state governments who are dragging their feet with re-establishing some of the supports they provided before the NDIS.	5/20/2026 7:15 PM
105	It's literally cutting the NDIS. It won't longer be the NDIS	5/20/2026 6:01 PM
106	Not if its intent was to either support disabled people or reduce the economic cost of disability to Australia. It will only push more disabled people out of the workforce and out of public life, reduce their access and increase the cost of care over the long term.	5/20/2026 5:49 PM
107	Far from it. In fact it's doing a complete 360 and going down a complete and utter indestructible direction.	5/20/2026 5:42 PM
108	The original intent of the NDIS disabled people advocated for originally is not recognisable in the current or proposed NDIS.	5/20/2026 5:29 PM
109	No the government just doesn't want to support people who need it to save money	5/20/2026 4:50 PM
110	System efficiencies inside the agency and review of salaries within the NDIA would bring the costs down. There is also the point that for every $1 spent on the NDIS over $2 is returned to the economy.	5/20/2026 2:39 PM
111	The original intent was absolutely not institutionalisation, nor did it involve kicking off 80% of disabled people on the Scheme. It also included early intervention.	5/20/2026 1:08 PM
112	These cuts are being done to people with life-long disabilities (which is what NDIS was intended for!)	5/20/2026 12:55 PM
113	The direction is opposite to tghe original intent. The original intent was lost before NDIS implementation started ... and th NDIS Board never understood it.	5/20/2026 12:19 PM
114	No codesign and ableist at it's core	5/20/2026 11:04 AM

115	No — I don't fully agree with that framing. I think some parts of the reforms are trying to address real issues that were probably never intended in the original scheme, such as: * inconsistent decision-making * poor oversight * fraud and exploitation * blurred boundaries with mainstream systems * rapid cost growth * administrative inefficiency So in that sense, I can understand the argument that the government wants to refocus the NDIS. But I think many people feel the reforms move the scheme *away* from some of the original principles that made the NDIS so important in the first place. The original vision of the NDIS was not just about funding basic care needs. It was about: * choice and control * individualised supports * participation in everyday life * early intervention * inclusion * building capacity * recognising disability as a social and human rights issue, not just a medical one A lot of the current reforms appear much more focused on: * cost containment * gatekeeping * compliance * standardisation * tighter eligibility * reducing flexibility * defining limits and exclusions And many people worry that this changes the culture of the scheme. As an OT, one of the biggest shifts I notice is the move away from holistic and preventative thinking. Originally, the NDIS recognised that supporting people earlier and more flexibly could: * improve long-term outcomes * increase independence * reduce crisis * support family sustainability * improve participation and quality of life Whereas many of the proposed changes seem more reactive and restrictive: * proving impairment more narrowly * harder access and reviews * reduced responsiveness when needs change * limiting support categories * tighter control over spending and claims I also think the phrase "back to original intent" can mean different things depending on perspective. For some people, it means: * ensuring the NDIS only funds disability-specific supports * reducing unsustainable growth * tightening accountability For others, the "original intent" was a transformational system built around dignity, participation, flexibility, and genuine choice and control. I think many people with disability, families, and clinicians are worried that the reforms preserve the *structure* of the NDIS while narrowing its practical accessibility and responsiveness. So while I understand why the government uses that language, I don't think many people feel these reforms fully reflect the original spirit of individualised, person centred support that the NDIS was founded on.	5/20/2026 10:59 AM
116	Ndis is about helping ppl to live ordinary lives. That is what we are doing	5/20/2026 10:58 AM
117	Is the original intent still relevant?	5/20/2026 10:16 AM
118	these changes are destroying a worldclass system not reforming it - it is too uninformed and too rapid	5/20/2026 9:42 AM
119	It is hard to bring it back to something that was never in place and now affects so many professionals and participants.	5/20/2026 7:28 AM
120	People shouldn't choose disability and get rewarded. Ie if you have severe disabilities and know that any child would also have severe disabilities or if you have a child and then find out they have disabilities and any subsequent children would have significant disabilities , if you choose to go-ahead and have a child/children there should be no NDIS and taxpayers shouldn't be paying for that life choice. I know a family that has 8 children and knew their children would be seriously disabled and still continue to have children. That is absolutely irresponsible and child abuse. Taxpayers should not be paying for that. Same as if you are a drug user and fry your brain, you should not have access to NDIS. Same if you drive drunk and have a wreck, should be no NDIS for that. There needs to.be accountability for choices and the taxpayer shouldn't have to pay for them.	5/20/2026 4:11 AM
121	Absolute Bullshit. The opposite. How can people be supported in their decision making when they are denied, without opportunity to appeal, well before they receive their plan, and any time later. LIES What's worse is they know what they are doing. It is deliberate, planned, now looking to execute. We were promised certainty..ha ha..i guess defence and the gas giants have the certainty they want. I guess when disabled people die from abuse, neglect, poor services, mental health (inspired by vitriol and unprecedented legitimate fear from gov) that will also SAVE MONEY. Australia should be so very proud of the good that has come from the NDIS, despite challenges. Disabled people, for the first time, have directed their own lives, and society is much enriched by this. We have been WORLD LEADERS in disability supports, DON'T DESTROY THE NDIS. Our son experiences daily pain that together we manage as best we can, and daily frustrations and inconveniences. Many of us do. However, i challenge you to find a person who loves life more. He's worth it. Every human is worth it. Hey remember, disabled people are people too!	5/20/2026 1:23 AM
122	The removes all connection to the rights-based approach that the NDIS was sold to the public as being. These changes will violate the UN Convention on the Rights of People with Disabilities, which Australia is a signatory to, and which the NDIS Act is supposed to implement. It is a deliberate attack on the human rights of over 600,000 disabled people, and puts the lives of everyone at risk. As anyone is but a minute away from disability, at any time. Every Australian needs the safety net of the NDIS, of public healthcare.	5/19/2026 11:11 PM

123	The original intent was to enable people with severe disabilities live an ordinary life, similar to those without disability, by funding individual support, capacity building and environmental modifications as required. These reforms are now essentially saying 'we will pay for the basic daily activities so that you survive but we no longer care if you are able to improve or participate in the community in the same ways that others can. It's sounding like the old block funding models from 20 years ago.	5/19/2026 10:52 PM
124	The original intent was to support people either significant and permanent disability to live their individual life based on their choice and control. These changes take away the entire core values of the ndis and leave it ndis in name only.	5/19/2026 9:24 PM
125	A lot of this bill is taking away "Choice & Control of participants", "the intent of giving participants support to participate in their community social and economically" and to allow people with a disability to live an ordinary life by having support to participate in life. This bill will restrict people with a disability being able to interact within the whole community subjecting them to being locked back up in disability homes and being isolated.	5/19/2026 9:12 PM
126	The NDIS was built to provide support to people with disabilities and where possible provide funding to build capacity and life skills to reduce reliance on government supports. The current model is flawed in that there is no opportunity to scaffold supports to build capacity for most people because of how funding has been provided.	5/19/2026 9:09 PM
127	No, they are taking the pyramid and slashing the bottom 2/3 without having anything in place to support them. If they weren't being dodgy as fuck and actually meant it they would establish state based services and then undertake the changes. The reason these people are on the NDIS is because there are no services or supports! The government's under funding of the health system and the privatisation of the disability system destroyed it!	5/19/2026 8:01 PM
128	It will bring th eNDIS back into inequity on our Australian Commuity. It will collapse the private allied health businesses and workfoce with hugh redundancies, business foreclosures and unemployment with no government transition support for the decimation of an entire sector of the workforce. Autistic children will not receive the intervention they need at the right intensity.	5/19/2026 7:58 PM
129	"Original intent" is no longer relevant as we are now well past that, we need a contemporary and flexible service with strong systems and transparent policies and procedures with a clear line to review/negotiate disagreements	5/19/2026 7:28 PM
130	It's clearly the opposite. The intent of the original legislation is now being removed legally, not just by the incorrect practices of the NDIA.	5/19/2026 7:21 PM
131	Regardless of whether the NDIS has grown too big or not (it hasn't. Most disabled people, including myself aren't on it or can't access it), these changes are just going back to pre-NDIS.	5/19/2026 7:13 PM
132	Wasn't ndis set up with intent to start?	5/19/2026 7:08 PM
133	If they wanted to bring the NDIS back to its original intent, they would take into account feedback from the actual disabled people on the NDIS and not just budgetary and financial concerns that are largely overblown to begin with	5/19/2026 7:04 PM
134	Two weeks consultation is a joke. I mean we have a royal commission which takes years over the Sydney Beach attack but people with disabilities get two weeks WTF	5/19/2026 6:51 PM
135	It is nothing like the original intent. The government has totally gutted the NDIS	5/19/2026 6:38 PM
136	The original intent was to help people who need it. These changes will not achieve that, but instead put more people at risk.	5/19/2026 5:44 PM
137	Target the rorters. Start there	5/19/2026 4:55 PM
138	what was their intent? To save money?	5/19/2026 4:48 PM
139	These changes go directly against the NDIS original intent as is explained by the original law	5/19/2026 4:27 PM
140	Goes against implementation documents / intention outlined when scheme set up.	5/19/2026 4:12 PM
141	The legislation seeks to change the whole intention of the scheme.	5/19/2026 2:59 PM
142	Someone said that the NDIS is like when a telescope was invented there were way more stars than anyone realised. Well there are way more people with disabilities than the original prediction.	5/19/2026 2:59 PM
143	The original intent was giving people with disability choice and control and self	5/19/2026 2:32 PM

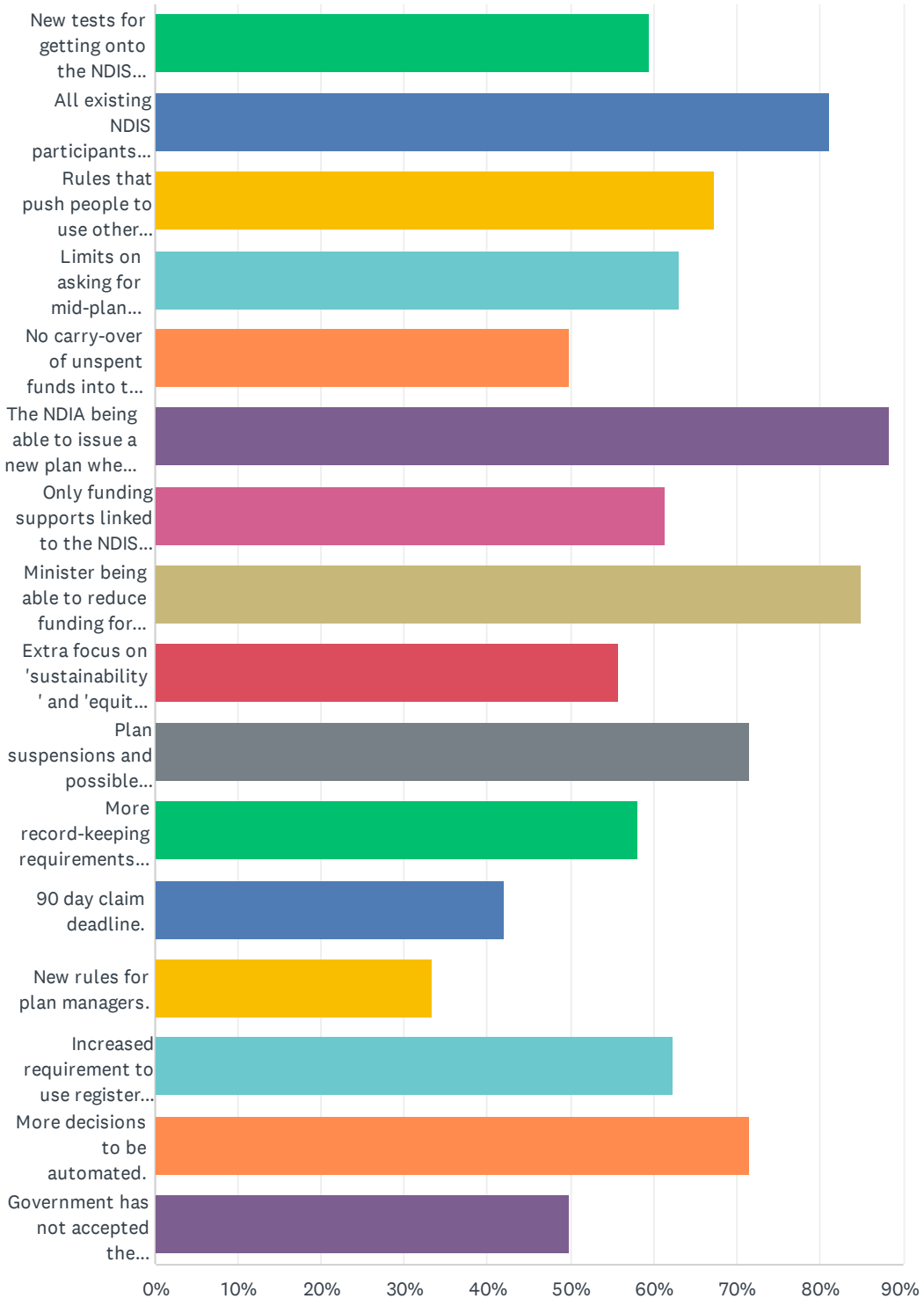
	determination. This is eroding that.	
144	I am an autistic person who seems neurotypical on the outside, as do so any women with female-type autism. My life changed in such a major and positive way since I was accepted onto the NDIS (and for which I remain absolutely grateful). As one example, I often experienced suicide ideation before, largely due to being unable to just live, let alone thrive, in this neurotypical world. I can't express how upsetting it is to contemplate losing my supports. That these decisions have been made by public servants without consultation with the disability community, and, presumably by people living without disability, is about as ableist as a government decision can be. How can neurotypical politicians do this when they haven't the slightest clue about the challenges a neurodivergent person experiences? It's like a reverse racism; a racist looks at someone and thinks 'You don't look like me.' It seems Mark Butler looks at an autistic person and thinks 'You look like me, and I'm not disabled, therefore you aren't either.' Women with female-type autism will possibly form a significant portion of participants who will be disadvantaged or kicked off the NDIS. This is a good example of the sheer ignorance surrounding autism vis-a-vis these changes - and if it isn't ignorance, if it is willful, then it is misogyny.	5/19/2026 2:00 PM
145	These changes will destroy the NDIS	5/19/2026 1:44 PM
146	It'd be amazing if the NDIS was spoken about outside of the context of negativity for a change. We only ever hear about it from politicians and the media when they think someone is wrong - rather than how much it helps.	5/19/2026 1:32 PM
147	It's all about the government saving money so they can spend it on other unimportant projects	5/19/2026 12:39 PM
148	They've completely list the plot! The NDIS is a human rights abuse right now.	5/19/2026 12:16 PM
149	The original intent was equity to live a normal life. This is a budget grab that will create harm	5/19/2026 12:12 PM
150	The original intent was "whole of person". One impairment under a single category meant all other disability impairments and related medical services was funded. How can this proposal be said to be "the same" when it's shortening the original intention of the Act. Gas-lighting.	5/19/2026 11:15 AM
151	This is not the original intent objectively and it goes against the UNCRPD	5/19/2026 9:29 AM
152	What rubbish! The changes will take away people's choice and control and certainty for the future.	5/19/2026 9:11 AM
153	Originally it was to support people with disability to live a reasonable life providing necessary supports	5/19/2026 9:01 AM
154	They obviously don't understand the original intent!	5/19/2026 9:01 AM
155	while some aspects (e.g. eligibility based on functional capacity impairment) are in keeping with the original intent, the method of implementation is not, nor are the other proposed changes which are solely designed to cut costs without any consideration of participants' needs	5/19/2026 8:33 AM
156	Excluding groups of disabled people based on purely financial grounds at the whim of the government of the day was never the original intent of the system. This is driving people back to pre ndis conditions that were appalling for so many. All of us have already had to prove significant and permanent disability and should not be at risk of being removed from the scheme. All the government is doing is causing stress and trauma to already struggling groups of people	5/19/2026 8:08 AM
157	It is dismantling the fundamentals of the NDIS and turning it into just another welfare program where people with disabilities are told what they can have, how they can live and to be grateful and submissive or else	5/19/2026 8:01 AM
158	Two weeks for feedback from people with disabilities- if that isn't a smack in the face of disrespect then I don't know what is!	5/19/2026 7:45 AM
159	This is fabricating history.	5/19/2026 7:39 AM
160	The original intent was quality and dignity inline with uncrpd Charter of which Australia is a signatory	5/19/2026 7:37 AM
161	The proposals don't bring NDIS back to its original intent at all. They reframe the intent & erase anything that came before it	5/19/2026 6:16 AM
162	PWD with profound and complex disabilities will be dune to the same cuts and negative impacts as everyone else	5/19/2026 6:07 AM

163	The NDIS was mean to give us choice and control and “an ordinary life” not for government to become dictators and control us. The proposed ndis takes all the power away from us, I will no longer have a say in my life	5/19/2026 5:44 AM
164	Its just a cost cutting exercise	5/19/2026 5:22 AM
165	The original intent of the NDIS was to create an individualised, rights-based system that gave people with disability greater choice, control, independence, and inclusion in everyday life. It was designed to move away from crisis-based and institutional approaches and instead provide supports based on functional need and long-term participation in society. Some parts of the proposed changes, such as improving safeguards, addressing exploitation, and increasing accountability for providers, could arguably align with the original intent of protecting participants and ensuring the scheme remains sustainable. However, many other proposed changes appear to move away from the core principles the NDIS was built on. For example: * broader powers to reduce funding, * stronger focus on cost-saving, * more restrictive definitions of supports, * increased compliance and surveillance, * automated decision-making, * tighter claim deadlines, * and greater administrative burdens on participants and families all suggest a shift toward controlling spending and managing risk rather than empowering people with disability. The original intent of the NDIS was not simply to provide the minimum possible support at the lowest cost. It was to recognise that people with disability should have the same opportunity as everyone else to participate in education, work, family life, and the community with dignity and appropriate support. I am particularly concerned that the proposed reforms place less emphasis on early intervention, capacity building, and individual circumstances, and more emphasis on standardisation, compliance, and budget control. In practice, the original intent of the NDIS was about improving lives and increasing inclusion. If reforms make it harder for people to access supports, maintain stability, build independence, or participate in society, then I do not believe they reflect the spirit in which the scheme was originally created.	5/19/2026 2:21 AM
166	The changes remove many of the human rights from the UN CRPD that the NDIS was supposed to be enabling/enshrining. It absolutely destroys any semblance of the original intent of the NDIS.	5/19/2026 2:09 AM
167	It meets the governments needs, not the participants they are meant to be supporting!	5/18/2026 10:29 PM
168	Wadis was better. We could go to the hospital snd OT or physio could arrange trials of equipment. LACs helped arrange our needs and support workers were locally available. Please can we have some rationality and compassion	5/18/2026 9:32 PM
169	This was not the original intent. Comparing this to the original intent is like comparing shakespeare to the 5 minute skit that a 3yr old came up with. The governments changes are about as well thought out as giving a toddler sugar.	5/18/2026 9:27 PM
170	The original intent included ‘reasonable anc necessary’ supports, individualised supports,	5/18/2026 9:01 PM
171	I always thought the original intent was to help individuals and families dealing with disability access the supports and opportunities available to other Australians. To allow every Australian to live with dignity.	5/18/2026 9:01 PM
172	If the original core pillar of the NDIS was to provide people with disabilities the opportunity for inclusion with choice agency and autonomy, and they are removing that then they are not bringing the NDIS back to what it was intended they are dismantling the NDIS disregarding the findings of the royal commission and pushing Disability services back and pushing people with disabilities behind, closed doors and excluding them from society	5/18/2026 8:56 PM
173	I thought the original intent was to design a disability scheme that moved people with permanent disabilities and chronically illnesses away from mainstream services to alleviate the burden on the public health system, and fund customised, suitable supports for disabled individuals to improve their quality of life, participation in community and workforce, and improve their well-being and life outcomes. I would categorically say the proposed changes do the opposite. It can only end in suffering, human rights violations and ultimately deaths.	5/18/2026 8:25 PM
174	The original intent, a collaboration with the disability community, was to take the burden and unknown future from people with disabilities, and offer choice and control. This bill seems set to pigeon hole people, disqualify those who don't fit, and take true control from those who do.	5/18/2026 7:44 PM
175	not aimed at that, disability pathways would but that is not what this legislation is about	5/18/2026 6:44 PM
176	The ndis was meant to give disabled people a chance to live an ordinary life this will be stripped away if this bill is passed	5/18/2026 6:08 PM

177	The intent has always been honoured	5/18/2026 6:07 PM
178	Destroys its original intent	5/18/2026 6:05 PM
179	It is not the responsibility of the citizens that the government underestimated how many people needed the NDIS.	5/18/2026 4:59 PM
180	Early intervention was always a key part of the legislation. And to remove certain disabillities from being accepted onto the NDIS is discriminatory.	5/18/2026 4:54 PM
181	It needs to get back to its original intent, but this is putting the very people the NDIS was made for lives at risk.	5/18/2026 4:18 PM
182	See comment question 32	5/18/2026 3:59 PM
183	Stopping non citizens from accessing it will be a good start and actually investigating fraud is another.	5/18/2026 3:58 PM
184	Its original intent was to provide support to everyone with a plan for the person not a plan for what a person knows what to ask for. The proposed changes means participants will only get adequate funding if they have a support system able to advocate for them and fight to support them	5/18/2026 3:21 PM
185	It is important to get the NDIS back to its original. Intent. The Governments current way of addressing this it seems is to vilify the very people it was established for in the first instance. The changes as they are currently will not bring it back to its original intent. It will be a passage back to the past for many of the folk who require support. Rorts and other negative areas of the NDIS operations are the areas that need to be addressed. It is the NDIA itself who is culpable in not addressing its charter effectively. Imposing restrictions on participants who need reasonable and necessary supports (as per the Act) by requesting numerous reports, then ignoring them and forcing them to ART is evil and horrible. In many of these cases the money spent on high-cost lawyers would have paid thrice over for the additional supports requested in the first place.	5/18/2026 3:10 PM
186	They are not addressing the problems so it will not bring it to the original intent. They are not going back to their original blue print but off on a tangent to reduce spending.	5/18/2026 3:00 PM
187	The focus for “fraud” should be on dodgy providers claiming maximum price for services they have not rendered or inadequate care. No cuts to the NDIS for people with disabilities. It should be EASIER for people with disabilities to claim. Disabled people deserve to be part of our communities. People with complex and multiple conditions deserve support with all of their difficulties not just some of them. Cutting support for people who don’t answer random calls is ridiculous and inaccessible- people have different communication needs or abilities to keep records.	5/18/2026 2:51 PM
188	This shows that they don't understand the NDIS.	5/18/2026 2:40 PM
189	Almost sounds like the opposite actually.	5/18/2026 2:39 PM
190	Unless the original intent of the NDIS was to kill thousands of disabled people, this can't possibly be true.	5/18/2026 2:20 PM
191	The NDIS is there to give a “fair go” to people with disabilities and their families. The planned changes dismantle that.	5/18/2026 1:10 PM
192	This is not reform. These are cruel, brutal cuts. The Government is punching down on people with disability and our families to avoid taxing gas exports and billionaires.	5/18/2026 1:06 PM
193	It depends on the definition of “original intent”. Was the NDIS established to help all people with disability or only a narrow ban on people with disability e.g. those with a visible disability like blind people or those with physical impairment?	5/18/2026 12:28 PM
194	We had no issues with our Disability of WA services provided before NDIS, then they decided that it would be in the best interest for all to be one and it was going to benefit all Now we are having all this upsetting stuff happening. We should have left it as is!	5/18/2026 11:48 AM
195	The NDIS removed each states ability to service people with disabilities, so now after bullying the states and all the old supports and frameworks have disappeared the federal government is holding people with disabilities to ransom with no where else to turn to	5/18/2026 11:47 AM
196	Now so many low need pts it is overwhelming budget	5/18/2026 11:37 AM

Q37 Which of these proposed changes are you MOST worried about? (Choose all that apply)

Answered: 1,008 Skipped: 379



NDIS Changes: Have Your Say

ANSWER CHOICES	RESPONSES	
New tests for getting onto the NDIS (functional capacity, permanence).	59.42%	599
All existing NDIS participants being forced to undergo an eligibility test.	81.15%	818
Rules that push people to use other systems instead of the NDIS.	67.26%	678
Limits on asking for mid-plan reviews.	63.19%	637
No carry-over of unspent funds into the next NDIS plan.	49.90%	503
The NDIA being able to issue a new plan when your current plan ends, with funding reduced - and without speaking with you.	88.49%	892
Only funding supports linked to the NDIS registered disability/ies.	61.41%	619
Minister being able to reduce funding for groups of supports (eg. social and community participation, capacity building supports).	84.92%	856
Extra focus on 'sustainability' and 'equity' when deciding supports.	55.85%	563
Plan suspensions and possible cancellation if the NDIA cannot contact you.	71.53%	721
More record-keeping requirements, including possible debts and fines.	58.13%	586
90 day claim deadline.	41.96%	423
New rules for plan managers.	33.33%	336
Increased requirement to use registered providers.	62.30%	628
More decisions to be automated.	71.53%	721
Government has not accepted the recommendation to introduce a Self Direction category.	49.80%	502
Total Respondents: 1,008		

#	OTHER (PLEASE SPECIFY)	DATE
1	Kicking people off the scheme is not actually going to solve the problem.	5/26/2026 7:33 AM
2	I always thought support funds were only for the linked ndis registered disability you got access for. Plan management does need an overhaul, what exactly do they do because they have only ever caused me confusion and stress. My SC is my lifeline.	5/25/2026 4:25 PM
3	we need to protect the role of qualified therapists to deliver 1:1 tailored support. Thriving kids does not exist... how can they move kids there. It's ridiculous.	5/25/2026 7:29 AM
4	My state is not set up to provide necessary support for children and families no longer able to access the ndis.	5/24/2026 8:00 PM
5	Once off funding lost if support delayed eg. Home mods	5/24/2026 5:35 PM
6	None	5/24/2026 4:34 PM
7	I believe that Equity is positive. It has been weaponised in contemporary society and used against the progressive side of politics. I believe that every should be able to live a comfortable and happy life and get to do everything they want, push the boundaries and grow without limitation. Social equity is not a bad thing. Capitalistic Equity (oxymoron) is a scourge.	5/24/2026 4:30 PM
8	Two things really concern me: 'The NDIA being able to issue a new plan when your current plan ends, with funding reduced - and without speaking with you' and 'Government has not accepted the recommendation to introduce a Self Direction category' are new and frightening details! There can never a good reason for reducing funding without speaking to the sufferer, their specialist clinician and their allied health supports. It's actually really always unlikely that a sufferer doesn't need their current funding, and usually needs an increase in funding as their aging means their symptoms negatively affect their quality of life. And a 'self directing' catagory would suit sufferers like me, with effective communication skills and intact cognition (MS, MS-like, CP, amputees, etc)	5/24/2026 2:57 PM

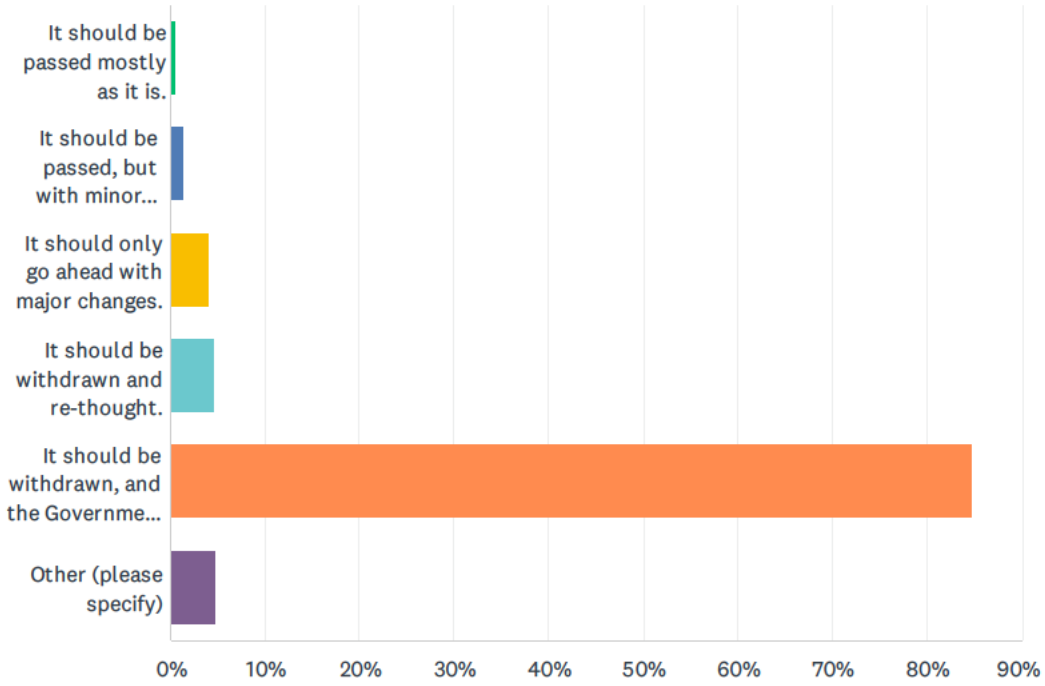
9	Increase in voluntary assisted dying	5/24/2026 1:34 PM
10	My son is an adult and has been through so many tests and assessments. The outcome is always the same - he still has his disabilities and he suffers significantly from all of these tests and assessments. He should be able to just live his life with the support he needs without having to prove it over and over	5/24/2026 12:01 PM
11	I don't know what the self direction category is so I can't comment	5/24/2026 11:28 AM
12	It ALL concerns me. Not one bit of these changes will help the people who most need the help.	5/24/2026 10:27 AM
13	Probably the fact that funding will be automatically given even when not needed	5/24/2026 9:42 AM
14	Exhaust all treatment directive.	5/24/2026 5:48 AM
15	plan managers are like bookkeepers and integral to compliance	5/23/2026 1:53 PM
16	That if they push autistic children/people into a different program that that program will be woefully inadquate to deal with the problems that autistic people face and mental health challenges will contiunue not to be funded (as they aren't under the current NDIS).	5/23/2026 10:24 AM
17	The government provides conflicting services just as plenty of private businesses do so to say that plan managers can't is like saying an accountant can't provide bookkeeping services and financial advice also.	5/23/2026 8:25 AM
18	The uncertainty of the scheme and the constant changes, especially considering many people have stable support needs however, for those with fluctuating needs and degenerative conditions, these changes cannot account for their needs at all, especially when using automation.	5/23/2026 6:50 AM
19	Less flexibility and losing the wonderful supports we currently have in place	5/22/2026 7:53 PM
20	Most people working in this sector or those being supported by it, have been very vocal about the problems in the planned changes. These are most affected by it, know most about it as it is their lived experience, and the govt. should listen to them, of course!	5/22/2026 4:21 PM
21	that the government seems to not care at all and treating disabled people, their carers and their clinicians as disposable.	5/22/2026 12:34 PM
22	I am scared the I-CAN will be administered by people who don't know me and who are not qualified Allied Health Professionals.	5/22/2026 11:36 AM
23	The new legislation contradicts many of the recommendations outlined in the Disability Royal Commission	5/22/2026 10:59 AM
24	There are currently gaps where participants can be left without appropriate supports, eg their case may not fall easily into existing systems. Also, private providers charge big dollars and which do not fall under current government rebate assistance schemes, but their services are essential for the complex needs of the disabled.	5/22/2026 10:27 AM
25	A massive concern of mine is the lack of any personal or face to face decision making. When the NDIS was first implemented it was all face to face. They cannot treat participants and their families like numbers.	5/22/2026 6:08 AM
26	Our government should be ashamed of themselves. Yes we needed change and fraud is rife but this is not the way.	5/21/2026 5:41 PM
27	The government should pursue other cost saving measures (like fraud and cost gouging from the larger providers, which NDIS Registration has so far failed to prevent) and revenue generation (like a fair tax on gas exports). The cost saving measures proposed in this bill will have a minimal net impact on dollars saved for the Australian Government and the chaos it creates in the economy, esp. for smaller and independent providers, family/carers, and the government services that need to fill the gap, will have long-term ramifications that will likely cost more in the long run.	5/21/2026 11:31 AM
28	That it won't get thrown in the trash where it belongs	5/21/2026 4:10 AM
29	The funding cuts with put more pressure onto parents and families who are already burnout and struggling. Isolation for participants due to cuts to funding for community access.	5/20/2026 9:54 PM
30	If a new plan is being created then there needs to be communication with the client	5/20/2026 9:09 PM
31	So many aspects of the bill beggar belief. I hope the coalition see there are humans behind these cuts and work with the greens/independents to make the scheme the best it can be and eliminate fraud while protecting supports.	5/20/2026 8:43 PM

32	Overall, I'm most worried about the NDIS becoming less individualised, less flexible and harder to navigate for the very people it was designed to support.	5/20/2026 7:41 PM
33	Don't have an issue with mandatory registration if they review the registration process or accept our APHRA or professional registration.	5/20/2026 7:36 PM
34	The other systems aren't there!	5/20/2026 7:15 PM
35	Don't know what the self direction thing is but doesn't sound great	5/20/2026 4:02 PM
36	The NDIA becoming a carceral agency with the authority to enact search and seizure, interrogate, and impose fines and criminal sentences for refusal.	5/20/2026 1:08 PM
37	Push people to use other systems. Thriving Kids... Parent education session. That is not another system that is a youtube video. The parents are already doing this. This is not another system but a cut all services and bandaide.	5/20/2026 7:28 AM
38	Sounds very much like fascism.	5/20/2026 5:26 AM
39	The removal of appeal rights, and the automation of debt raising. The lack of community consultation. The enabling of social murder via neglect at scale. How the PR campaign around these changes uses Nazi-like "fraud" and "not value for money" framings to encourage the public to belief that disabled people's lives aren't worthy of support. That these budget cuts have clearly been made to buy weapons for a war we didn't start and shouldn't be a part of.	5/19/2026 11:11 PM
40	10% reduction for capacity building supports by therapists and allied health professionals. Only NGO able to provide Thriving Kids Targetted supports.	5/19/2026 7:58 PM
41	The government did a survey and found out that the only reason people would reduce the NDIS was because of fraud then all of a sudden there was fraud everywhere in the NDIS. Now instead of cutting welfare for the rich negative gearing instead of Taxi major companies Amazon Google etc if you earn money in this country you pay tax in this country instead of royalties to the billionaires that are taking the minerals and gas out of our ground no this government to reduce the spending on the NDIS.	5/19/2026 6:51 PM
42	All. SNA's. Debt collection	5/19/2026 6:38 PM
43	The unsuitability of alternative options. My child's physiotherapist and allied health team can't be replaced with a generic allied health person. We had to go through so many to find one who could best support my child, it's not a simple "anyone will do" thing	5/19/2026 4:55 PM
44	Mark Butler's repeated mention of the autistic community as one group who will be particularly disadvantaged by the proposed changes.	5/19/2026 2:00 PM
45	My greatest worry is actually not mentioned above & that is the reduced ability to appeal decisions.	5/19/2026 1:44 PM
46	There are no other Systems they were closed when the NDIS started Inclusive communities have become unaccepting of people with disability due to politicians, negativity and the media	5/19/2026 11:28 AM
47	How they gas light and misconstrue what feedback they recieve and recommendations from commissioned reports. NDIS culture of employees and agents is very unhealthy. Bias, discrimination, illegal actions abound. This proposal increases the harm and capacity for greater levels of each.	5/19/2026 11:15 AM
48	Disabled people are not always able to do this, and many do not have anything who can do it for them. This will lead to a large number of deaths.	5/19/2026 10:22 AM
49	The way this bill puts the onus of reducing NDIS costs onto the participants instead of genuinely cutting admin waste and targeting scammers. Also the Bill's total rejection of participant need having any priority compared to the government 's whims of the day.	5/19/2026 9:40 AM
50	lack of consultation with disabled people - in particular, "consultation" on behalf of the autistic community appears to have only happened with allistic-led organisations who are expected to profit from these changes - autistic voices have been kept out of the conversation and ignored	5/19/2026 8:33 AM
51	This new draft bill - is just screwing over disabled people, you can not give and then take it away!	5/19/2026 7:45 AM
52	I'm a person that had disability supports in place via community services, prior to being forced onto NDIS. I didn't want to go onto NDIS at all - I had no choice. I was told I wouldn't be worse off & I can assure you, I'm absolutely destroyed by 7 years of dealing with NDIA &	5/19/2026 6:16 AM

	sharp-practicing registered providers. Any goals I had 7 years ago, are smashed & gone. I'm just trying not to kill myself from day-to-day. Anyone that had supports prior to NDIS should be absolutely left alone!	
53	Refusal to pay for accommodation for regional participants that are undergoing NDIS funded appointments five hours away. Come on. Postcode variation of the Act.	5/18/2026 9:32 PM
54	They are proposing to go back to the early days when the NDIS only recognised ONE disability per participant, ignoring people with complex and multiple disabilities and their needs. There are NO OTHER SYSTEMS except the NDIS!!!	5/18/2026 9:31 PM
55	Violations of human rights and the UNCRPD	5/18/2026 9:01 PM
56	I'm afraid of losing the vital Capacity Building supports that I have, without which I would cease to function at a level which enables me to work, have strong relationships, and a normal, full life. Without them, I would be bed bound within a few years.	5/18/2026 7:44 PM
57	Rules that push participant to use other system is currently about assumption and subjective decisions	5/18/2026 6:44 PM
58	Existing NDIS participants having to go through eligibility testing is a major concern for me. From what I understand there are already significant delays in people being able to go through the NDIS process. Requiring everyone to be reasses will put unneeded strain on the process. Including ANY automation in the process is very scary. There are new AI horror stories every day, and many still dealing with trauma from robodebt. The Australian Government is not equipped to be able to implement automation affectively, especially in a field that affects already vulnerable people. The focus of any Bill should be on people getting the support they need. Not about cutting costs at the expense of people. There are other ways the cost of the NDIS can be reduced (by reducing red tape not increasing it)	5/18/2026 5:18 PM
59	The support coordination changes	5/18/2026 3:44 PM
60	Participants with autism will be excluded or removed from NDIS as a cost cutting measure.	5/18/2026 12:28 PM

Q38 What do you think should happen with this Bill?

Answered: 1,010 Skipped: 377



ANSWER CHOICES	RESPONSES	
It should be passed mostly as it is.	0.59%	6
It should be passed, but with minor changes.	1.39%	14
It should only go ahead with major changes.	3.96%	40
It should be withdrawn and re-thought.	4.55%	46
It should be withdrawn, and the Government should consult widely with the disability community before making any further changes to the NDIS law.	84.75%	856
Other (please specify)	4.75%	48
TOTAL		1,010

#	OTHER (PLEASE SPECIFY)	DATE
1	Consultation of the consumers, the disability community, that have lived experiences and mass combined knowledge, what a novel idea. I am mostly disabled due to disadvantage early on in life and falling through the very wide cracks, same thing for my children, there was no early intervention no matter how hard I tried and advocated in the available systems. There are no systems other than NDIS now, we need to make it work for all stakeholders, cares, participants, providers and economic growth. If I had the support I had needed when I got my first plan I would not have such diminished capacity now and would be running my business, contributing to society and the economy in a considerably positive way, instead of flat on my back most days wishing my life was different and.stressing about a future on a disability pension heading into old age, with no super, no savings, no security etc..	5/25/2026 4:25 PM
2	Not enough or very little consultation with disabled community and their families and carers. Making decisions currently to reduce funding for ndis participants already is happening. The stress to the autistic community particularly caused by minister butler and Labor - I actually believe a class action for psychological damage is on the cards.	5/24/2026 3:59 PM
3	Completely shake up the system to avoid it becoming more of rort. Disability support	5/24/2026 3:25 PM

	companies are getting rich on government money that is not going to participant needs. Gouging is rife and it has been infiltrated by criminals.	
4	It appears to me that the frauding and rorting of big companies running group homes (assisted living homes) needs to be stopped, and would save the NDIS a significant amount of money. I honestly thought my plan quite generous at $50k annually, but have read that some participants in group homes are granted $1million annually, but this could be saved with in-home care that could only cost $400k. Mind-blowing!	5/24/2026 2:57 PM
5	My issue is agencies that literally hire people who could not keep a job at McDonalds, no experience, no qualifications… agency charges top dollar and employs morons they can pay minimum wage to.	5/24/2026 1:34 PM
6	Please hold the new bill to the same standard we are holding disabled people to	5/24/2026 12:53 PM
7	I want the clean up of the provider requirements to go ahead but the changes that will hurt the vulnerable disabled community should be rethought.	5/24/2026 11:51 AM
8	All positive recommendations from previous commissions/ reviews should be implemented to ensure the integrity of the NDIS and its original purpose to support people with significant and permanent disability to live an ordinary life.	5/24/2026 11:43 AM
9	Go to the people on the ground. They know how to cut costs.	5/24/2026 8:34 AM
10	Co-design with all levels of the disability community, not just pro- NDIS reform organisations that stand to benefit from lucrative government contracts.	5/23/2026 7:34 PM
11	Please respect that we live in democracy society. Any changes must be considered the needs of the disadvantaged people in the society. Thank you for reconsidering the changes. Think about existing participants. Don't put them through the harsh changes that they don't wish to go through. Treat people with disabilities, especially children with disabilities with RESPECT and DIGNITY. They deserve to be treated better. Don't put them through functional capacity test. They underwent the test previously in order to be qualified to access to NDIS. Why it needs to be done again? It costs the government's money, time, resources.	5/23/2026 5:12 PM
12	NOTHING ABOUT US WITHOUT US	5/22/2026 6:53 PM
13	Unless the PROVIDERS AND THE GOVERNMENT RETURN THE STOLEN FUNDING NDIS WILL NEVER BE FIXED STOP TAKING FROM THE POOR VERY SICK AND VULNERABLE PEOPLE WHO ARE PUT ON THE SCHEME FOR A REASON	5/22/2026 4:08 PM
14	Please speak to those affected and who will be impacted by these changes. It is their lives and children's lives. They aren't just numbers in a budget	5/22/2026 8:38 AM
15	It is clear the Government does not have adequate understanding of the needs of the disabled community.	5/22/2026 12:41 AM
16	Please do not pass this bill. The proposed changes are harmful to the disabled community and their carers and families. We are already extremely isolated, traumatized, judged, discriminated against, financially crippled-please don't make this worse.	5/21/2026 9:40 PM
17	Talk to families to know what is needed. Reduce rates that the government set, have a tiered rate for SW. Stop requesting over priced reports - then it will save millions!	5/21/2026 11:11 AM
18	Unfortunately I think it's going to be passed as is as Labor and liberals in senate will make it impossible not to pass	5/21/2026 10:48 AM
19	This isn't a bill that should even be proposed. The government is only using this bill to divide Australians and to distract from the fact that they have taken us to war. The government has long used people on disability as a way to divide and distract Australian people	5/21/2026 10:38 AM
20	The government needs to use the existing definitions of words, not play semantics and change them. Codesign. Choice. Flexibility.	5/21/2026 10:10 AM
21	Consultation sessions please - where? When?	5/21/2026 9:38 AM
22	This supposed consultation is going through the motions only. I don't believe the government will actually listen to feedback. They have successfully swung public opinion against people with disabilities such that improvements in ableism have been significantly set back. The general public now seem to think the only justifiable supports are those that keep someone alive. Leaving the house or having any quality of life seems to be considered unnecessary, too expensive and frivolous. This has a real impact on PWD and their families and therefore wider society.	5/21/2026 6:55 AM

23	The Disability Community has tried for years to work with this Labor government to make improvements. It feels like we've been thrown under a bus and not listened too. Punching down on People with Disability is not okay, it is sickening and causing immense distress in our community. Labor should be displaying empathy and care towards People with Disability, instead we've been labelled as unworthy of deserving support and that is despicable. Shame Labor Shame.	5/20/2026 11:04 PM
24	Nothing about us, without us. These people don't have the experience, education or qualifications to tell us what we need or what we're capable of. Especially whilst deciding we're responsible for things we may not be capable of	5/20/2026 8:43 PM
25	It should be withdrawn, and the Government should consult widely with the disability community before making any further changes to the NDIS law. These proposed changes are too significant to rush through without genuine consultation with people with disability, families, carers, providers, allied health professionals and advocacy groups. The people most affected by these changes need to be properly heard, and there needs to be far more transparency about the real-world impacts before major legislative changes are made.	5/20/2026 7:41 PM
26	We need to focus more on the states setting up the support systems for people who aren't able to access / stat on the NDIS. The NDIS needs to be sustainable, they aren't going to roll back these changes, the problem is with the lack of alternatives & that responsibility falls on the states.	5/20/2026 7:15 PM
27	How dare they say they have already included pwd ? Appalled they MISUSE/APPROPRIATE Nothing about us, without us. Not only are they heartless, weak, lacking in transparency, they are ignorant and short sighted. Thank God eternally for Senator Jordon!!!	5/20/2026 1:23 AM
28	I really question what type of people with Disability are involved in the consultation process with government for bills and these type of decisions Because I'm pretty sure that they would not be the type of people that would have experienced anywhere near the type of life or trauma or challenges that my clients have experienced I couldn't possibly imagine anyone thinking that any of these changes would be reasonable. And one of them would be to reduce staff numbers -	5/19/2026 11:57 PM
29	The government should ask the disability community to work out how to fix the ndis and how to save money. There are much easier ways to save billions than destroying the ndis and participants lives. Reduce the price guide cost for abn independent support workers without other staff employed in the business to $55hr weekday rate (this covers all business costs and gives a small profit) and this saves the scheme approximately $4 billion a year and reduces plan change requests in one. Require all invoices to be approved by participants before payment reduces the over billing by approximately $2 billion a year. Reduce mistakes and poor plan development and administrative errors could save $1.5 billion. There are so many ways to save money without endangering a single disabled person. Government are supposed to be for the people. Nothing about us without us.	5/19/2026 9:24 PM
30	I'm very concerned personally. Without my full support from the ndis, I don't know where I'd be. I doubt I'd be alive today. It's taken years to get as far as I am in my journey. The government doesn't understand disability so why are they making decisions for us? They don't live our lives. We have people making decisions for us. It's degrading enough needing the help that we do. I'm on ndis for psychological disability. I never wanted the help to begin with because I never wanted to live. With the support from my support workers and my psychologist over a lot of years, I'm finally accepting help and allowing the help and don't attempt anymore. I have real diagnosis and understanding of why I was feeling the way I did. We have a right to live. The government get paid big money for their jobs, some say too much! Does anyone take their money away because people think they get too much? Why take it away from people who live with disabilities out of their control? Who just want to try and get through life the best way they can. Try and live in our shoes for a month with our lack of money and lack of resources out there. It's hard. It's hard to fight to keep living each day. The government should be helping us not punishing us for our disabilities. I can honestly say with the help of the NDIS over the years, I'm still here and I'm still alive and my four daughters still have a mum and a better relationship with her!!!! That's what the ndis has done for me!!! Stop trying to take their money away from the people who need it. Give the government a pay cut!!!	5/19/2026 8:48 PM
31	The laws of the commonwealth state that all bills require a minimum of 30 days consultation! If they weren't being dodgy then they would be giving the required consultation time and not rushing it through! It's not like all these disabilities are going to disappear!	5/19/2026 8:01 PM
32	The disability community must be meaningfully consulted in the development of any legislative reform because they are the people living with the real-world consequences of these decisions every single day. Policy created without genuine lived experience risks	5/19/2026 7:31 PM

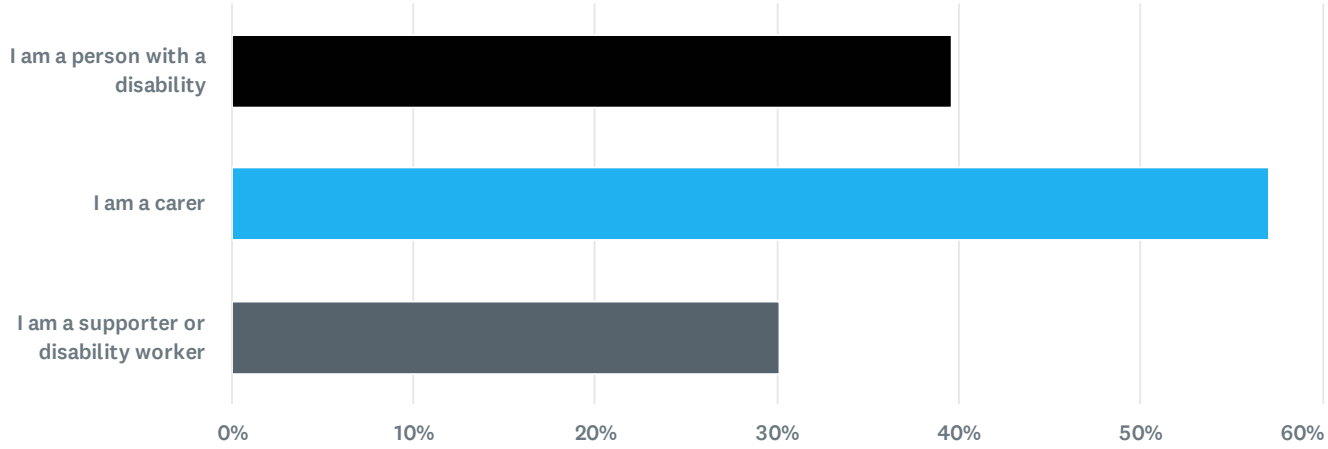
	becoming disconnected from reality and causing unintended harm. People living with disability understand the practical impacts of support gaps, unsafe supervision arrangements, inaccessible systems, carer burnout, behavioural crisis, communication barriers, and systemic failures in ways that cannot be fully understood through financial modelling or administrative theory alone. Excluding the disability community from shaping reform creates legislation that risks increasing crisis, isolation, hospitalisation, institutionalisation, and preventable harm. A system designed for disabled people should never be created without disabled people being centrally involved in its design, safeguards, and decision-making processes.	
33	Goes without saying, nothing about us without us	5/19/2026 7:28 PM
34	I'm really not sure	5/19/2026 7:14 PM
35	Wow imagine the government consulting with stakeholders that are impacted. No votes in disability obviously	5/19/2026 6:59 PM
36	There are SO many other ways the ndis could save money and result in better outcomes...just ask us!!!!	5/19/2026 6:44 PM
37	Withdrawn. Binned. Previous legislation passed should also be binned	5/19/2026 6:38 PM
38	Nothing about us without us	5/19/2026 4:12 PM
39	I have a great idea as to what should happen with this Bill, but I don't think I can write it here. It isn't a Bill; it is a gutting. However, that this Bill has been proposed without consulting the disability community shows a severe lack of respect toward a minority group, let alone anything that suggests an iota of awareness of what disabled people experience every day. And while I'm here - has Mark Butler or any Labor politician considered what they'll do with all the support workers who will suddenly lose employment hours if not their jobs?	5/19/2026 2:00 PM
40	The NDIA should be run mostly by people that have disabilities and know what the need is for individuals. The way the NDIS is currently managed is just about power and control. How does Mark Butler or anyone else know what these participants need. Not one person has considered how these changes are really going to impact the disability community directly. Services that they are use to having could potentially be taken away is going to impact them mentally, socially and physically in every way. Sending them spiralling backwards after making progress the way their plan currently is implemented	5/19/2026 8:45 AM
41	They should literally burn it and hang their heads in shame. Then apologise, and start again.	5/19/2026 8:28 AM
42	Consult us - we are asking you to consult and take our voice to make another draft for us to discuss again	5/19/2026 7:45 AM
43	Nothing about us, without us.	5/19/2026 7:38 AM
44	It should be withdrawn and the government should be ordered to apologise for their mistreatment of ndis participants, including an apology for the negative public rhetoric towards us that has caused hatred and harm towards participants	5/19/2026 5:44 AM
45	I believe this Bill should be significantly reconsidered, amended, and properly co-designed with people with disability, families, carers, advocates, and frontline providers before it proceeds further. There are parts of the Bill that may be reasonable and necessary, particularly measures aimed at addressing deliberate fraud, improving provider accountability, and strengthening safeguards for participants at risk of abuse or exploitation. The NDIS does need to remain sustainable and trusted by the public. However, many of the proposed changes go far beyond targeting fraud or improving efficiency. Taken together, they risk fundamentally changing the nature of the NDIS into a system that is more restrictive, compliance-focused, and cost-driven, while placing increasing pressure on participants and families. I believe the Bill should not proceed in its current form because there are serious concerns about: reduced participant rights and choice, blanket funding reductions, overreliance on automation, excessive compliance burdens, broad investigative powers, risks to privacy and accessibility, and the impact on people with complex or multiple disabilities. At minimum, the Bill should be amended to include: stronger safeguards and independent oversight, clearer limits on ministerial powers, protections against automated or unfair decisions, flexible and accessible compliance requirements, genuine consideration of the "whole person" and functional impact, and guarantees that participants will not lose supports simply due to communication difficulties or administrative barriers. I also believe there needs to be far more genuine consultation with the disability community. People with disability and their families are the ones who will live with the consequences of these reforms every day, and their experiences should be central to shaping any changes. The NDIS absolutely should be improved where needed, but reforms	5/19/2026 2:21 AM

	should strengthen the scheme's original goals of inclusion, dignity, independence, and individualised support, not weaken them.	
46	It should be withdrawn. There is nothing wrong with the foundations of the NDIS. The problem is the way the government has managed it. They should target big providers and leave participants alone.	5/18/2026 7:12 PM
47	More thought and ideas need to go into this type of planning	5/18/2026 7:06 PM
48	If people who live in the disability sector could express the challenges to the minister they could consider the impact on them and not just on the wallet they could see the changes that could be made without causing difficulty on the entire system schools having an influx of children disregulated as their supports are removed, medical systems over whelmed with patients unable to utilised supports for tasks that are deemed medical care not disability support, mental health services that are already overloaded would have influxes of patients no longer able to access supports for tasks that are needed to provide care in debilitating circumstances.	5/18/2026 3:21 PM

Appendix Two: Easy Read Full Survey Report

Q1 63 responses

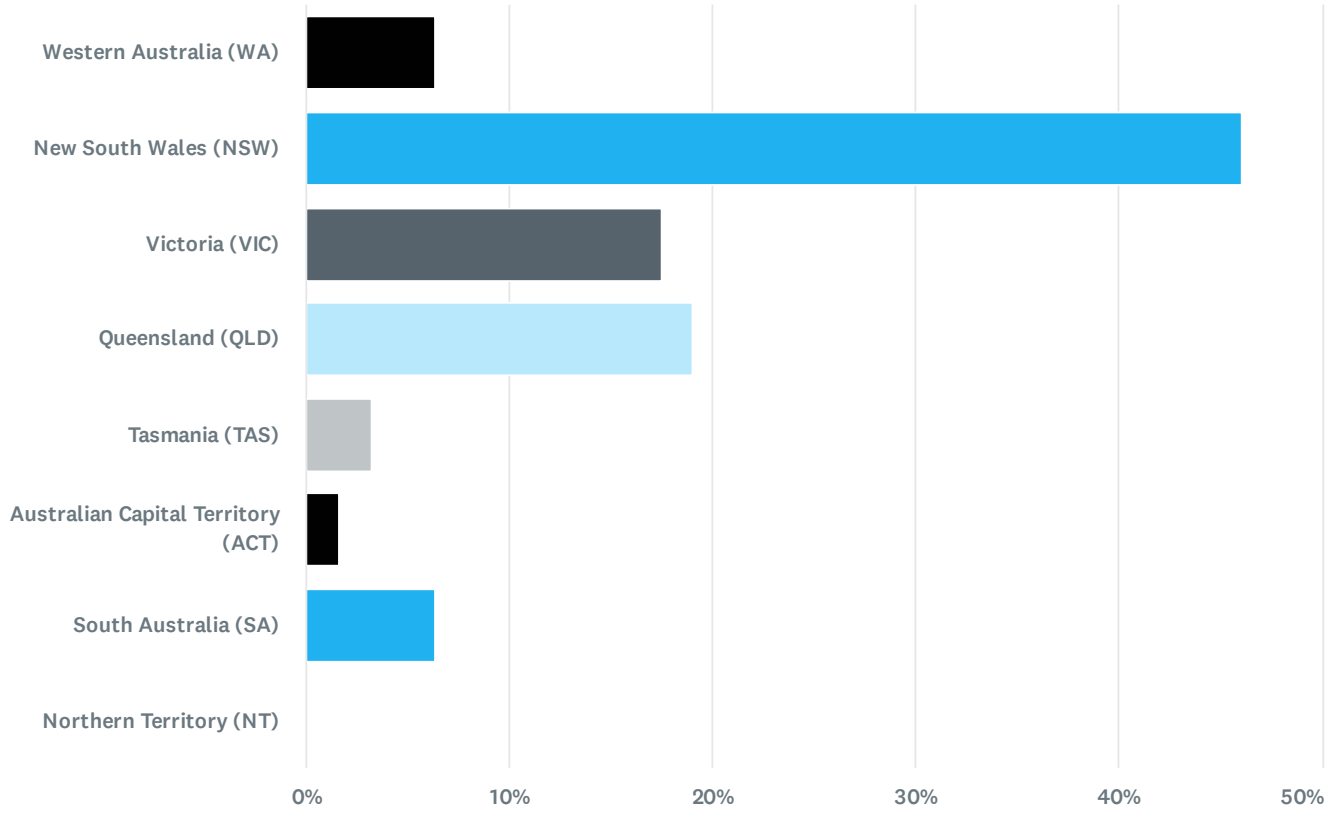
About YouWe would like to know more about who you are.Tick all the things that apply to you.



#	IS THERE ANYTHING ELSE YOU WOULD LIKE TO TELL US ABOUT THIS?	DATE
1	I am a person with ASD caring full time for 2 other people with complex and high needs.	5/27/2026 8:43 AM
2	I am a parent on disability with a child on disability. We both have autism adhd ocd axiety mental health issues	5/26/2026 1:43 PM
3	Progressive disability	5/22/2026 4:46 PM
4	I am an advocate/friend for an adult with a disability	5/22/2026 10:37 AM
5	daughter of a person with a disability but also a provider	5/21/2026 8:05 PM
6	I am a grandparent raising my grandson for 18 years with all his disabilities and I'm not getting any younger. My concerns are what will happen to him and many other people with disabilities who need support in life when all they have is family and support network	5/21/2026 7:45 PM
7	Life long	5/21/2026 3:54 PM
8	I have a degenerative disease called CMT	5/20/2026 8:42 PM
9	I am a medically retired fellowed GP (medical practitioner)	5/20/2026 5:13 PM
10	Parent of 2 autistic children level 2	5/20/2026 3:48 PM
11	Mother to deaf teenager	5/20/2026 6:38 AM
12	Parent of Autistic 8yo. Already a Thriving Kid thanks	5/20/2026 12:42 AM

Q2 63 responses

Where do you live?



Q3 Tell us about your disability in the box below.

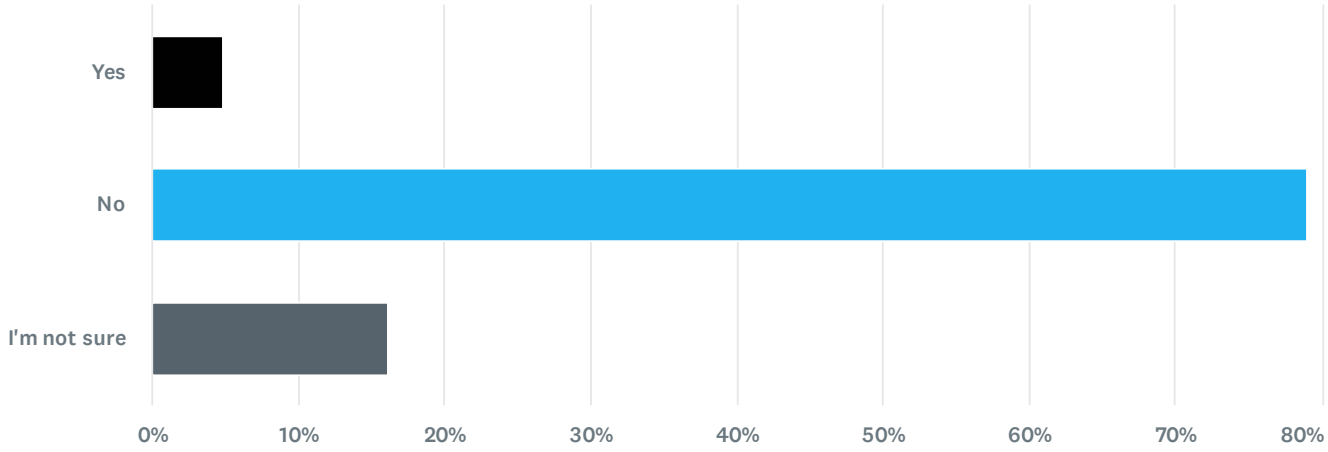
Answered: 54 Skipped: 9

#	RESPONSES	DATE
1	I have Autism Spectrum Disorder (ASD), which affects my communication, social interaction, emotional regulation, sensory processing, executive functioning, and ability to manage daily activities independently. I experience sensory sensitivities, anxiety, difficulties with change and unexpected situations, and challenges with planning, organisation, decision-making, and completing tasks. These difficulties impact my ability to participate in education, community activities, relationships, and everyday life without support. My disability is permanent and requires ongoing assistance, accommodations, and supports to help me function safely, regulate emotions, build independence, and participate meaningfully in my community.	5/27/2026 8:43 AM
2	As above	5/26/2026 1:43 PM
3	Blindness	5/26/2026 11:44 AM
4	Hydrocephalus - a precursor to Autism (level 2) and ADHD,	5/24/2026 11:04 PM
5	Autistic	5/24/2026 1:50 PM
6	I have 4 children all Neurodiverse on ndis. Asd level 2. Asd level 3, moderate intellectual disability.	5/24/2026 5:48 AM
7	My daughter is autistic and I work in the disability sector	5/23/2026 4:35 PM
8	ASD 2, ADHD, hEDS, POTS	5/22/2026 5:48 PM
9	Rare Disease	5/22/2026 4:46 PM
10	I have physical conditions. -fibromyalgia, poliarthralgia, thermoregulatory dysfunction, carpal tunnel syndrome, osteoarthritis, lymphoedema, hypertension, IBS, GOR, dysphagia, asthma, eczema, type 2 diabetes, obstructive sleep apnoea. I also have mental health issues. - autism, ADHD, CPTSD, alexithymia, Major depression, low OCD, panic attacks, anxiety,	5/22/2026 2:54 PM
11	Autism, CPTSD	5/22/2026 11:19 AM
12	Autism 2 Complex PTSD Depression and anxiety	5/22/2026 10:37 AM
13	I'm a carer.	5/22/2026 6:19 AM
14	I support people with many varied disabilities	5/22/2026 4:39 AM
15	Lower limb issues Asd , torticollis, deaf	5/21/2026 8:46 PM
16	Permanent wheelchair user thanks to botched hip replacement surgery and serious life threatening complications causing life changing, irreversible loss of hip and femur, chronic rheumatoid and osteoarthritis, lupus and all associated autoimmune disorders like raynauds, sjogrens, kidney disease, ulcerative colitis, diabetes, pagets disease	5/21/2026 8:02 PM
17	Grandson has intellectual disability, autism 2, ARFID, ADHD, reactive disorder disability and cognitive age he is about 10 years old instead of 18	5/21/2026 7:45 PM
18	I have intellectual disability called fragile x and it affects my learning and emotions and I struggle to understand things	5/21/2026 7:39 PM
19	ASD, PDA, ADHD, Anxiety	5/21/2026 7:16 PM
20	Intellectual disability, autism, global developmental delay	5/21/2026 7:08 PM
21	Autism, learning disability, adhd, anxiety, epilepsy	5/21/2026 6:40 PM
22	Legally blind ptsd chronic reg pain syndrome anxiety depression disnimerology	5/21/2026 3:54 PM
23	EDS , POTS, MCAS , CIPD, long covid , bed bound , chronic pain , occipital neuralgia , cervical neuralgia	5/21/2026 5:48 AM
24	I have a degenerative disease, I'm 51 yrs old and have been on the NDIS since 2022. Before the NDIS supported me, I could hardly walk some days or look after my young	5/20/2026 8:42 PM

	children.	
25	Multi systemic , difficult, time consuming and expensive to diagnose, and mostly not accepted or recognised by NDIS, and other programs will not help because I am in the NDIS.	5/20/2026 8:03 PM
26	My son has a bilateral high frequency hearing disability due to cancer treatment.	5/20/2026 7:45 PM
27	Acquired brain injury Anxiety Depression	5/20/2026 6:21 PM
28	Transgender	5/20/2026 6:20 PM
29	Intellectual disability, autism, epilepsy	5/20/2026 5:47 PM
30	MY mobility is significantly impaired. I have Ehlers Danlos syndrome with many unstable joints including my neck, movement is hard. It also affects my vascular system so I have numerous vascular compressions and I had surgery last year. I have severe POTS meaning I can barely stay upright/stay standing/stand in queues etc.	5/20/2026 5:42 PM
31	Severe Myalgic Encephalomyelitis/Chronic Fatigue Syndrome (ME/CFS), Postural Orthostatic Tachycardia Syndrome (POTS), Fibromyalgia, and likely Mast Cell Activation Syndrome (MCAS) all triggered by a presumed viral infection (pre covid)	5/20/2026 5:13 PM
32	ASD level 2	5/20/2026 3:48 PM
33	I struggle with CPTSD, depression and anxiety and currently with suicidal ideation. My husband has Smart syndrome, Fahrs disease (presents like dimentia , he just turned 60 years old) and had a stroke	5/20/2026 1:51 PM
34	Hearing loss & eye impairment	5/20/2026 8:55 AM
35	Hearing loss	5/20/2026 7:24 AM
36	Autism, POTS, ADHD and mood disorders, PTSD	5/20/2026 7:23 AM
37	Permanent moderate to severe bilateral hearing loss	5/20/2026 6:38 AM
38	Son Autism Level 2, ADHD	5/20/2026 5:11 AM
39	Hearing loss fir two children that both need hearing aids	5/20/2026 4:32 AM
40	Autism ADHD PDA	5/20/2026 12:42 AM
41	My adolescent child has Autism	5/19/2026 9:59 PM
42	Autism	5/19/2026 9:33 PM
43	Hearing loss	5/19/2026 9:26 PM
44	I have Autism	5/19/2026 8:55 PM
45	Autism, ADHD, OCD, anxiety	5/19/2026 8:07 PM
46	My daughter is intellectually disabled. Unable to read or write	5/19/2026 7:49 PM
47	ASD level 2, Fibromyalgia, ADHD Combined,. Social and Generalised Anxiety Disorder	5/19/2026 7:20 PM
48	Autism Level 2 with intertwined ADHD	5/19/2026 7:18 PM
49	ME/CFS.	5/19/2026 7:11 PM
50	My son has Childhood Apraxia of Speech, a lifelong neurological speech disorder	5/19/2026 6:17 PM
51	AuDHD	5/19/2026 5:19 PM
52	Post Polio	5/19/2026 5:13 PM
53	My daughter has cerebral palsy adhd and asd 2 with pda	5/19/2026 5:06 PM
54	Autism, ADHD, Intellectual Disability, Anxiety	5/19/2026 5:02 PM

Q4 62 responses

Do you think these are good ideas?



#	WOULD YOU LIKE TO TELL US ANYTHING ELSE ABOUT THIS?	DATE
1	You could write: No. In my experience, it is already extremely difficult to access disability supports. Families are often required to spend thousands of dollars on specialist assessments and reports to demonstrate needs that are already well documented by professionals. Despite this, reports can be disregarded, supports can be refused, and families are often told that disability-related needs are a parental responsibility or should be met through community services that do not have the capacity or expertise to provide the required support. Additional assessments, testing and requirements to access other systems will create further barriers for people with disability and their carers. Many families are already overwhelmed, exhausted and navigating complex health, education and disability systems simultaneously. Requiring people to repeatedly prove their disability places an unnecessary burden on individuals and carers who are already under significant strain. I am a full-time carer for both my mother, who has young-onset Alzheimer's disease, and my son, who has complex disability support needs. Between caring responsibilities, appointments, advocacy, administration and daily support, I have very little time or capacity to attend to my own disability-related needs. Introducing more assessments and processes would make support less accessible, not more accessible, for people who genuinely need it. The focus should be on reducing barriers, respecting professional evidence, and ensuring people can access appropriate supports in a timely and dignified manner.	5/27/2026 8:43 AM
2	I have had this since birth and have done enough tests already. I've had 2 brain surgeries this year so far and am in recovery. The last thing I need is more testing	5/24/2026 11:04 PM
3	Autism is a fluctuating disability and needs more support than the skills of parents. We need a team around us to help us achieve our full potential and the life we want to live.	5/24/2026 1:50 PM
4	The people doing these tests probably have no idea what a person with disabilities need	5/24/2026 5:48 AM
5	Other healthcare services are not necessarily disability trained. Also one tool cannot determine disability functioning for everyone. I am also concerned with the background and qualifications of those who will be administering the tools.	5/23/2026 4:35 PM
6	The current tool is very subjective so potentially a new tool, if created well and rolled out correctly a new tool could be a good thing. However, knowing the government they'll spend millions on a mew tool that is a piece of shit and makes the system worse.	5/22/2026 5:48 PM
7	It's extremely stressful and causes medical issues	5/22/2026 4:46 PM
8	Taking people off a system, where there is a right for them to get help from, and dumping them back into the public system, where there is very little or no help for their disabilities, is wrong. There is no infrastructure out in the community for people taken off NDIS. All that infrastructure has been closed down or taken over by the public who couldn't get help before.	5/22/2026 2:54 PM
9	As a person with significant disability I cannot work and livee off a very small pension; Due	5/22/2026 11:19 AM

	to the incredibly small amount I receive I cannot afford any out of pocket costs for healthcare or disability needs. If my funding is cut I will suffer significantly and face potentially ending my life.	
10	Who is conducting the test? If a psychologist or psychiatrist has already diagnosed why put someone through the distress of further testing?	5/22/2026 10:37 AM
11	Too many people rorting the system. I see clients everyday over funded, abusing the funding. I also see companies charging full fee for unskilled undertrained workers.	5/22/2026 6:19 AM
12	If the changes provide better support, that's great. But all the government plans is to reduce costs, not look at the impact on people. People are already being taken off the scheme, will nothing in place to support them.	5/22/2026 4:39 AM
13	Absolutely you should supply supporting documents, but not every 12 months report are a waste of money	5/21/2026 8:46 PM
14	Systems are already hard for people with disabilities to manage its just putting more stress on families and the person with the disability to manage.	5/21/2026 8:05 PM
15	The healthcare system is already b pushed to breaking, unaffordable and hard to access	5/21/2026 8:02 PM
16	It needs to be human to human and pass all ot tests etc	5/21/2026 3:54 PM
17	All i know is i needed NDIS three years ago , you have destroyed my family and now you will have to pay more money than before . give lost my partner because you couldn't provide the support i needed and now my mother is sick trying to look after my kids . Shame on this government, i nursed so hard for you through the pandemic , took your stupid vaccines which did nothing , got sick on the job and now i'm fully disabled from the medical trauma you have put me through .	5/21/2026 5:48 AM
18	I used to pay for my own physiotherapy, but I could only afford a few sessions a year which was not nearly enough, I could not walk far, needed to rest during the day, sometimes as early as school drop off was done, I couldn't clean my house, I'd be in bed earlier than my kids. The NDIS has allowed my to look after my kids, continue working, be able to go to the community events (only for short periods) and walk through Westfield without breaking down in front of my kids. If I didn't have these supports, I'd be back further than I was 4 years ago as I'm now also 4 years older. A degenerative neurological disease is awful. Once upon a time, you could do what your peers can do (to a degree), but as we get older our nerves stop working and this puts us at risk. Therapy and support is key to managing life. I didn't choose to have a genetic disease, but I've had it since birth so I live with it. I don't ever want to have the chronic pain and inability to move easily again. I worry that I won't be supported if these changes come in.	5/20/2026 8:42 PM
19	The health system does not provide the necessary support. Some of the changes are theoretically ok, but I have no confidence the replacement programs will exist. We will be thrown out with no support. I got a robodebt letter, I have zero faith left.	5/20/2026 8:03 PM
20	The current system works. Why would the government need to test people already on the NDIS, this is unfair. As a carer we utilise the services needed for my son, we provide proof of the services used.	5/20/2026 7:45 PM
21	Already enough people aren't able to access NDIS support. Let's not increase the number.	5/20/2026 6:21 PM
22	Government is looking in the wrong places for cost savings. Their own processes and wasteful practices should be the 2nd issue addressed behind the enormous level of fraud. You could achieve massive savings just there without huge adverse impacts on the wellbeing of disabled people and their families.	5/20/2026 5:47 PM
23	1. The I-CAN tool is not validated for those <16yrs old. 2. A single tool for all disabilities is ludicrous as one size does not fit all when it comes to disability. It does not capture disability (esp cognitive) related to energy limiting illnesses very well NOR dynamic disabilities (esp something like ME/CFS that involves post-exertional malaise where a specific exertion/task may be possible but the disproportionate & prolonged resultant functional decline afterwards then means that same task is impossible for hrs/days/wks/mos + repeated over-exertion often leads to longterm increased disability so is not medically recommended) NOR sensory disabilities...all meaning that people with these kinds of disabilities will be provided with inadequate supports = decreased QoL, wellbeing, potentially decreased physical & mental health, increased informal carer burnout, reduced participant AND carer participation in the workplace/society/economy, increased suicide risk, increased risk of preventable deaths, increased risk of exploitation & abuse etc. 3. A tool is only as useful as the quality of the implementation is. NDIS staff are NOT qualified to administer such a tool properly, interpret answers properly, and therefore cannot accurately draw conclusions and create plans from it. This makes its use unethical and	5/20/2026 5:13 PM

	clinically inappropriate. 4. Disabilities are individual and nuanced, so reducing assessment to a single basic scoring tool is completely inadequate and WILL lead to harms.	
24	I have already spent a significant amount of personal funds to have my children diagnosed. I accessed this funding through my superannuation fund under financial hardship rules. Functional Capacity Assessments provided by appropriately qualified and experienced Allied Health Professionals should be determining eligibility for the NDIS based on functional needs. The medicare rebates available for psychology, OT, and speech pathology are severely inadequate. Most average families cannot afford the gap payments for these services and for those who can afford these payments 5 sessions per year under the chronic condition management program or 20 per lifetime under the other relevant Medicare programs is also extremely inadequate to make any lasting changes in capacity of the children, young people and families who are in desperate need of these supports.	5/20/2026 3:48 PM
25	I find communication with people I do not know very difficult. I could not sit through a 3 hour assessment. Nor could my husband. My husband's condition presents like dimentia. Despite his considerable physical and cognitive challenges, if someone asked him how he was going...he would reply "good". Although it is clear watching his difficulty with mobility, unless someone stayed with him for a day (like OT) it would be impossible to understand the full extent of his challenges. He still surprise me with the things he does. Like blocking our toilet with paper. Trying to pick out chunks of meat from a month old mouldy casserole and insisting it was fine to eat. How are these things going to show up in an assessment? If he was asked if he could cook, he would reply that he could. But he would not tell them that after stirring a bowl of fresh mince meat, he used the same wooden spoon to mix the salad....yes...there was raw mince meat in the salad. I could write pages of the things he does, many of them are unsafe...like getting out on our roof, when he has trouble staying upright on solid ground.	5/20/2026 1:51 PM
26	Long term needs can’t be serviced and shouldn’t be serviced by the health services, outpatient services are capped, long wait lists, basic education and home programs and it’s not helpful. Many friends can’t leave the house to even attend mainstream services. I’ve been knocked back by public health groups - falls risk so I’m Left without services	5/20/2026 4:16 AM
27	My daughter is not a government lab rat.	5/20/2026 12:42 AM
28	I dont think this will work well, I am scared of these changes. My disabilty i had since birth and I will have all my life. Why do they need to re test when I have been tested all my life	5/19/2026 9:33 PM
29	I believe the cuts already made and the changes to come are going to cause significant harm to people with disabilities and their families.	5/19/2026 7:20 PM
30	It was a huge undertaking to get onto the ndis in the first place. We have spent thousands in assessments to get the right supports in place. To reassess with a measure that has not been designed for use with this population is cruel and unjust	5/19/2026 7:18 PM
31	There is nothing in the medical system to support the disability that my illness causes. There are no lower level, ongoing supports available through local government. Ppl already on the NDIS should not be subjected to life altering, stressful changes. They should be "grandfathered" and left alone.	5/19/2026 7:11 PM
32	This is already being done by clinicians.	5/19/2026 6:55 PM
33	I have worked fot the Health department and they do not have the capacity. The efficiency and effectiveness of private practice is tenfold	5/19/2026 6:17 PM
34	Accessing health care like Medicare means very long wait lists or if I pay out of pocket it takes too much of our budget.	5/19/2026 5:19 PM
35	This is not the way to reduce costs. This tool needs to be individualised and used by trained professionals. Not pencil pushers ticking boxes	5/19/2026 5:06 PM
36	I need NDIS. It makes me frustrated if it might be taken away.	5/19/2026 5:02 PM

Q5 What do you think will happen if people cannot change their plans?

Answered: 52 Skipped: 11

#	RESPONSES	DATE
1	You could say: It is already extremely difficult to have an NDIS plan reviewed or increased when supports are inadequate. If people can only change their plans when a major crisis occurs, many participants will be left without the supports they need for extended periods of time. My experience is that plans can already be significantly underfunded despite clear evidence of need. Both my sons and my mother's plans have not reflected their actual support requirements. In my mother's case, even the planning assessor expressed concern about how little funding had been provided given her diagnosis of young-onset Alzheimer's disease and her high daily support needs. Disabilities and support needs do not only change because of catastrophic events such as a house fire or the loss of a carer. People's needs can gradually increase, therapies may become necessary, equipment may need replacing, behaviours can escalate, health conditions can deteriorate, or existing supports may prove insufficient. If participants cannot seek timely plan changes in these situations, their wellbeing, safety and independence may be negatively affected. Restricting plan changes risks leaving people without adequate support until they reach crisis point. The NDIS should be flexible enough to respond to genuine changes in circumstances before families and participants become overwhelmed.	5/27/2026 8:43 AM
2	Suicide, breakdown, sickness social and economic impact, more pressure on hospitals, job loss, loss of future	5/26/2026 1:43 PM
3	Won't get the help that is deserved	5/26/2026 11:44 AM
4	The thought of this stresses me out so much. It's not healthy to treat people with disabilities this way.	5/24/2026 11:04 PM
5	Disabilities are often fluctuating and needs change at different times. It is in appropriate to make someone want for a plan to expire before they are able to request additional. Imagine if an amputee needs a new AFO earlier than expected - are you going to make them wait 2 years just because that's when the plan expires??	5/24/2026 1:50 PM
6	Small changes can really affect those with disabilities	5/24/2026 5:48 AM
7	They will not have access to the appropriate support relevant for their current life circumstances. Families are likely to experience burnout and engage in unsafe and risky behaviours as a result.	5/23/2026 4:35 PM
8	Disabled people will stop getting the care & support they need, which over time will see disabled people going to ED as they are not able to live at home. This will overload an already overloaded public hospital system and cost the government more money and worsen public health care staff burnout and medical trauma to disabled people.	5/22/2026 5:48 PM
9	Progressive degenerative will surpass plan and need	5/22/2026 4:46 PM
10	Life does not follow a plan, written a year ago by a support co-ordinator, OT, etc. Within a month, your health can completely change. Saying that you cannot add to or change a plan because you need, for example, a new piece of machinery is ridiculous.	5/22/2026 2:54 PM
11	People change, so plans need to stay up to date. There are reasons why money may not be spent - change of circumstances, unable to find a support worker who matches needs etc	5/22/2026 10:37 AM
12	They can change, check your facts.	5/22/2026 6:19 AM
13	Many many issues and people with support or equipment that is vital for the health and safety.	5/22/2026 4:39 AM
14	They won't be supported	5/21/2026 8:46 PM
15	Its already difficult to change a plan as it is and more hoops to just through to get basic needs.	5/21/2026 8:05 PM
16	They will face undud hardship and risk of being hospitalised if conditions deteriorate, if equipment breaks, becomes unusable or not fit for purpose and cannot be replaced or changed it will likely result in severe hardship, isolation and loss of adequate supports	5/21/2026 8:02 PM

17	a lot of families and individuals on the ndis who need it will struggle so much and not be able to access the support they need	5/21/2026 7:39 PM
18	Less care if more support is needed, strain on families, increased hospital admissions on an already stretched system	5/21/2026 7:16 PM
19	They wil lose funding and families wont be able to cope	5/21/2026 7:08 PM
20	People will fall through the cracks, the health system is already under so much pressure now, without people who are unable to access supports that are currently covered via NDIS. Suicide/mental health problems with increase and so will DV murders-a bit like the 3x murder in Syd last weekend	5/21/2026 6:40 PM
21	Taking choice and control away unalienable themselves feel useless	5/21/2026 3:54 PM
22	More strain on the hospitals more money spent at by the hospital because you can't keep people at home and safe .	5/21/2026 5:48 AM
23	I have a degenerative disease, my needs change when I'm not stable. It worries me that I may not be able to ask for more supports if I need them.	5/20/2026 8:42 PM
24	My plan is terrible, because the planner was really harsh and rejected almost everything my OT doctor and psychologist recommended, sometimes on crazy grounds, but I had no energy to appeal.	5/20/2026 8:03 PM
25	If people cannot change their plans, this can be a detriment to the disabled person. Things change especially with children's needs. Over time they may need different services, the change may be small but warranted.	5/20/2026 7:45 PM
26	Unless an advocate is available then it will be harder to use or change.	5/20/2026 6:21 PM
27	Who cares	5/20/2026 6:20 PM
28	Disabled people will not get the supports they need to live and carers will burn out. Parents are desperate, sadly some are taking drastic steps to end their families struggle . Governments will have blood on their hands. I am 31 years in and still caring for my adult child. I'm exhausted and see no respite in the near future.	5/20/2026 5:47 PM
29	People get stuck!!	5/20/2026 5:42 PM
30	Inadequate support = decreased QoL, wellbeing, potentially decreased physical & mental health, increased informal carer burnout, reduced participant AND carer participation in the workplace/society/economy, increased suicide risk, increased risk of preventable deaths, increased risk of exploitation & abuse etc. Even allowing it for big unexpected events is ridiculous given how poor the responsiveness & communication from the NDIS is. The delayed responsiveness to serious changes will be incredibly dangerous.	5/20/2026 5:13 PM
31	I think that this is fair	5/20/2026 3:48 PM
32	My husband's condition is degenerative. He ran out of funding before it was due for renewal because I had to arrange extra support workers while I was in hospital. The NDIA planner did not appear to have read/did not acknowledge his comprehensive OT FCA. She made a mistake and based his 'new' plan on his stroke. (Which caused the least of his difficulties) Not his Smart syndrome or Fahrs disease. This is before removing oversight/ability to review decisions or tightening of the scheme. The NDIS is already getting it wrong. They force participants to constantly prove a permanent condition is still permanent. They force people to go to ART to fight for basic care needs. They plan to remove the ability to review incompetent decisions that have been made. They are proposing to make it even worse. If they actually took ANY notice of the professional documents that they FORCE participants to constantly waste plan money providing, and made ACCURATE, informed, correct decisions in the first place they would save time, money and resources. The government does not appear to want to save money. They just want disabled people (as well as elderly people) to DIE...then they could waste more taxpayers money of billions more $$$ on submarines!	5/20/2026 1:51 PM
33	less flexibility, and may be very inconvenienct for people who are already suffering from disability.	5/20/2026 8:55 AM
34	They'll lose supports. They'll lose their ability to live life. Many will either die or be one much, much worse. Social isolation, depression and suicides will start occurring and I suspect the stats around them will be suppressed.	5/20/2026 7:23 AM
35	I think flexibility for life transition and circumstance changes should be built into plans	5/20/2026 6:38 AM
36	Sometimes my son needs more than other times but we won't have the flexibility	5/20/2026 5:11 AM

37	Don’t mind if funds don’t roll over - use it or loose it	5/20/2026 4:16 AM
38	Needs will be unmet. The cost will go elsewhere. It may economic. It may be social. But the needs won’t disappear because a politician turned people’s lives into a numbers game	5/20/2026 12:42 AM
39	They won’t be able to use them as they won’t be suitable to address our goals and needs. Sometimes we get the first plan and it is wrong and not even aligned to what we advocated and had evidence for around our needs	5/19/2026 9:59 PM
40	More people will die	5/19/2026 9:33 PM
41	Inadequate care for disabled persons	5/19/2026 9:26 PM
42	We will suffer and will unable to be functional and contributing members of society, leading to more strain on the government systems.	5/19/2026 8:55 PM
43	They will not adapt and meet needs.	5/19/2026 8:07 PM
44	They maybe severely disadvantage through no fault of their own what has happened to the wholistic approach. We have many things going on that make us unique	5/19/2026 7:49 PM
45	People will not receive support fit for their needs and this will cause harm.	5/19/2026 7:20 PM
46	People with genuine needs and fluctuation in their capacity, circumstance or supports will be left without crucial care	5/19/2026 7:18 PM
47	Im not sure but it doesn't sound like the idea of the NDIS - choice and control	5/19/2026 7:11 PM
48	People will be restricted and may not be able to access vital supports at times of need. Changes in life happens all the time and people need flexibility.	5/19/2026 6:55 PM
49	Unmet needs	5/19/2026 6:17 PM
50	Autism is a dynamic disability. There will be no room to be flexible to changing needs or situations	5/19/2026 5:19 PM
51	They will not get the help they need, they won’t be able to replace or repair equipment, if their needs increase their budget won’t allow for additional support	5/19/2026 5:06 PM
52	Don't get supported. Miss out. I'm scared.	5/19/2026 5:02 PM

Q6 What do you think about this?

Answered: 55 Skipped: 8

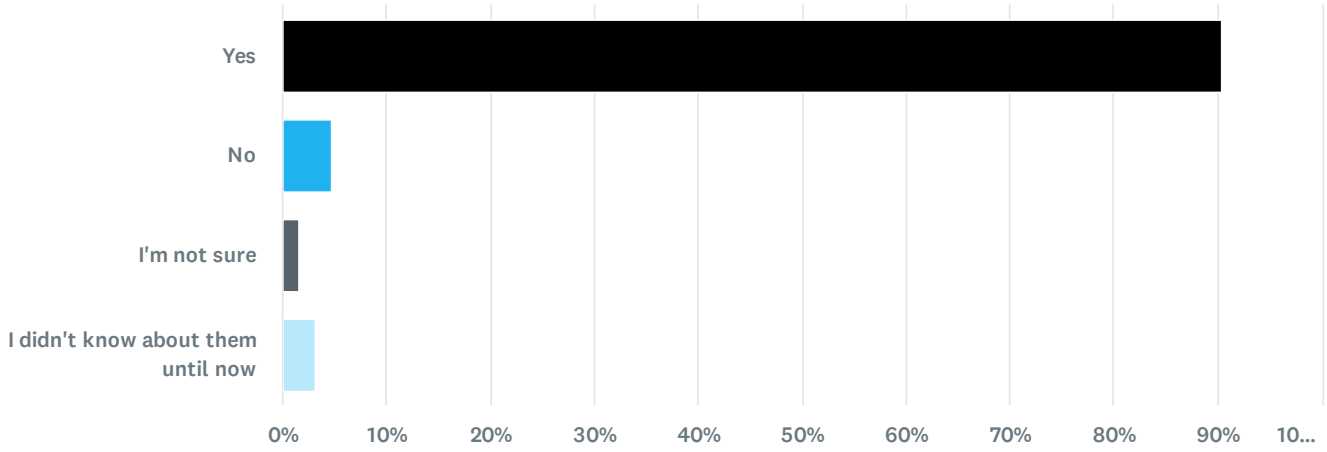
#	RESPONSES	DATE
1	You could write: I do not agree with this approach. Disability does not exist in isolation and cannot be properly understood by looking at a single diagnosis alone. A person's ability to function and participate in daily life is influenced by many factors, including their health, living situation, available supports, assistive technology, family circumstances and other conditions they may have. Ignoring these factors risks creating assessments that do not reflect a person's real-life needs. Two people with the same diagnosis can have vastly different levels of support available to them and therefore very different support requirements. I am particularly concerned about the assumption that family support can simply fill any gaps. Family members are not an unlimited resource. Many carers are already providing extensive unpaid care while managing their own health, work, financial and family responsibilities. In my situation, I am the primary carer for my mother with young-onset Alzheimer's disease and my son with significant disability support needs. The level of care I provide every day directly affects my own wellbeing and ability to meet my own disability-related needs. Effective disability support requires looking at the whole person and their actual circumstances. If assessments fail to consider the broader context of a person's life, there is a significant risk that support needs will be underestimated and participants will be left without the assistance they require to live safely and participate in their communities.	5/27/2026 8:43 AM
2	This is ridiculous and offensive	5/26/2026 1:43 PM
3	This would discouraging for people with disabilities to get any assistance	5/26/2026 11:44 AM
4	It is shocking and shows no insight into disabled people. Have they even heard the term spectrum? It is because there are so many individual situations that we experience. I have ASD and ADHD as a result of my Hydrocephalus and they all contribute significantly to my condition. The idea is shortsighted and lacks forethought.	5/24/2026 11:04 PM
5	This is terrible. Looking at the whole person Is imperative	5/24/2026 1:50 PM
6	Very disturbing. Some have advantages already. Some have disadvantages. Looking at the whole picture helps level out inclusiveness.	5/24/2026 5:48 AM
7	Not everyone has access to the same level of informal and formal support.	5/23/2026 4:35 PM
8	It's stupid. The best care happens when the whole person is considered. No one disabled person is the same, so why should they recieve the same level of supports? Another money waster. If the government looks at the person as a whole they can allocate funds appropriately and stop wasting money.	5/22/2026 5:48 PM
9	Not acceptable	5/22/2026 4:46 PM
10	I have multiple major things wrong with me. They are mostly connected, with similar symptoms. Treating only part of the problem won't help me in the long run and will instead cost the government and me more.	5/22/2026 2:54 PM
11	Terrible.	5/22/2026 11:19 AM
12	This is not how a fair system works. No one is just their disability. Where they live, who they live with affects every person.	5/22/2026 10:37 AM
13	Great work, too many overfunded participants.	5/22/2026 6:19 AM
14	It's never going to work! People will be in crisis with these changes.	5/22/2026 4:39 AM
15	No good at all	5/21/2026 8:46 PM
16	Absolutely ridiculous	5/21/2026 8:05 PM
17	As someone with multiple, complex disabilities this will be a life-changing concern for me	5/21/2026 8:02 PM
18	People will go without service	5/21/2026 7:45 PM
19	It's not right at all they are making our lives worse	5/21/2026 7:39 PM

20	Its crap	5/21/2026 7:08 PM
21	It’s ridiculous. My son’s main disability is autism. Austin’s is one aspect. His learning disability means he sits in the bottom 1% of children his age. He is in yr 5 and is unable to read and write. He’s case is complicated as he has anaphylaxis to many foods, but as he is unable to read and write and communicate effectively, how will he ever be able to go to the shops, read a menu, explain his allergies like a normal tween would. His food allergies will kill him within minutes!!! The school system is unable to catch him up. But the new changes mean he would severely be cut from the system	5/21/2026 6:40 PM
22	Not a great idea is live on my own no family supports or friends	5/21/2026 3:54 PM
23	This is disgusting , healing and helping people needs to have a multi disciplinary approach for people to have some quality of life . Australians are sicker than ever .	5/21/2026 5:48 AM
24	CMT is the whole person. I understood that the getting back on track legislation was meant to look at the person as a whole person and not just the main disability. Many people have more than one main disability and everyone should be treated as a whole person.	5/20/2026 8:42 PM
25	The NDIS *already* ignores anything that is not the so-called 'main disability'. They even want to only cover impairments caused by the main disability but not by other disabilities. This is a total fiction, because life doesn't work like that. Nobody can isolate the impairment from Rheumatoid arthritis versus that from Osteo Arthritis, and it is alien to reason for them to demand this.	5/20/2026 8:03 PM
26	Disabilities affect the whole person and their family. Its ridiculous to purely focus on the disability and not the person. The disability affects the person and this needs to be considered and allowed for.	5/20/2026 7:45 PM
27	Functionally the whole person can be affected and such support is unlikely to be available to all except those in the know or those with money.	5/20/2026 6:21 PM
28	Great	5/20/2026 6:20 PM
29	Very overwhelming and worrying.	5/20/2026 5:47 PM
30	They absolutely need to look at the whole person and the entire scenario	5/20/2026 5:42 PM
31	Assessing based on the ability level without any external supports is good, because that is the true lebel of disability that person has. But, if by only assessing the main disability you mean any accepted secondary disabilities will no longer be supported, that is hugely problematic. Some conditions/disabilities are interlinked/have overlapping symptoms so cannot be separated (e.g. my severe orthostatic intolerance stems from BOTH my severe ME/CFS and my severe POTS). It also means by definition supports will be reduced and for the most part supports are already inadequate for many people. People and their disabilities stem from multiple factors oftentimes, so if the NDIA wants to ignore that and instead try to fit people into a narrrowed ignorant simple box that is convenient to them and/or allows their unqualified staff to do the required work (who otherwise lack the expertise to deal with complexity & nuance) and/or saves them money, that is at odds with reality. Completely illogical unless you don't actually care about adequately supporting sig disabled people. They are telling on themselves in my opinion.	5/20/2026 5:13 PM
32	I think that the whole person needs to be treated as other conditions can exacerbate the symptoms of the main disability.	5/20/2026 3:48 PM
33	I am my husbands carer. But I struggle with my own disability. We do not have anyone to help us. No family we can rely on. My eldest daughter died by suicide. My middle daughter has autism and ADHD. My youngest daughter lives in another state. We are already isolated. The NDIS has been life changing. If they continue with the planned changes to the scheme it will significantly negatively impact both our lives. Do I think the government cares? No!	5/20/2026 1:51 PM
34	It's quite unfair. Disabled people may be affected by their disablities in various ways, which may result in other needs related with it.	5/20/2026 8:55 AM
35	They need to consider the whole situation	5/20/2026 7:24 AM
36	I think this is an egregious wrong. This denies that a person is embedded in an environment and inal yes but their social cues. It denies what we know to be true of humans, that their living space and ecology impacts them in so many ways. That disability impacts so many things. And that there are incredibly difficult commorbidities that come with disability which actually increase disability symptoms; and that the healthcare system is so thoroughly ill equipped to deal with these concerns. It tells me the people running this are either naive or don’t truly care.	5/20/2026 7:23 AM

37	Holistic approach needed as comorbid conditions often accompany disability	5/20/2026 6:38 AM
38	Coexisting conditions are very common and impact each other. My son is a whole person, not part	5/20/2026 5:11 AM
39	Silly. If this were the best outcome it would have been done already. The proposed changes are simply to save money without actually looking at the full picture and what the children of our future need. The more we pump into them now the less support they'll need later	5/20/2026 4:32 AM
40	Unsure, probably help with others that over rely on the service	5/20/2026 4:16 AM
41	This ignores the interplay between disability and environment, and the whole social model of disability endorsed by the UN. This is regressive policy which will disproportionately affect neurodivergent people. And children. You are basically telling people they don't have a right to live a life outside of a very narrow functional existence.	5/20/2026 12:42 AM
42	Would they like to be tested on how well they can cut food when they can't use their arms without considering they are also blind. Family or others need to earn an income and hospital systems are not equipped to support people with a disability, not neuroaffirming, not inclusive of all forms of communication	5/19/2026 9:59 PM
43	I think we are whole people not pieces of people.	5/19/2026 9:33 PM
44	I don't feel the level of personalised care is adequate, particularly given the complexities of the disabilities involved. I'm also not comfortable with what's being proposed.	5/19/2026 9:26 PM
45	This is unfair and I am stressed about not being able to get the help that I need	5/19/2026 8:55 PM
46	Disability is much more complex and nuanced than this. If paediatricians and psychiatrists require multidisciplinary allied health teams to accurately diagnose Autism and determine whether characteristics are consistent with one of multiple diagnoses, how is a tool supposed to determine what needs align with which diagnostic term. This feels very specialised and beyond the scope of a government funded scheme.	5/19/2026 8:07 PM
47	So many people will have to stay home and not be seen in public	5/19/2026 7:49 PM
48	A person's whole self impacts on their quality of life and disability.	5/19/2026 7:20 PM
49	A person is not just one element, we are complex individuals with intersecting needs and experiencing, separating things out into neat little boxes is way too over simplified and dangerous.	5/19/2026 7:18 PM
50	My informal support currently helps me have some quality of life. Without that support I would be housebound. If this means the evaluation means my informal support can have a break, good. Im a bit unclear what this still implies.	5/19/2026 7:11 PM
51	I feel that this is going against everything we have learnt and what evidence and research is suggesting to do.	5/19/2026 6:55 PM
52	A person is not their disability. They are a whole person and their disability may impact them in different ways	5/19/2026 6:17 PM
53	How can we tell where one disability stops and another one starts??	5/19/2026 5:19 PM
54	You can't test one disability. The person is a whole being. My daughter's CP is not her only problem. The problems coexist and make each other worse. She requires support for all her diagnoses	5/19/2026 5:06 PM
55	I am a whole person, not just my disability. I need supports that work.	5/19/2026 5:02 PM

Q7 63 responses

Are you worried about these cuts?



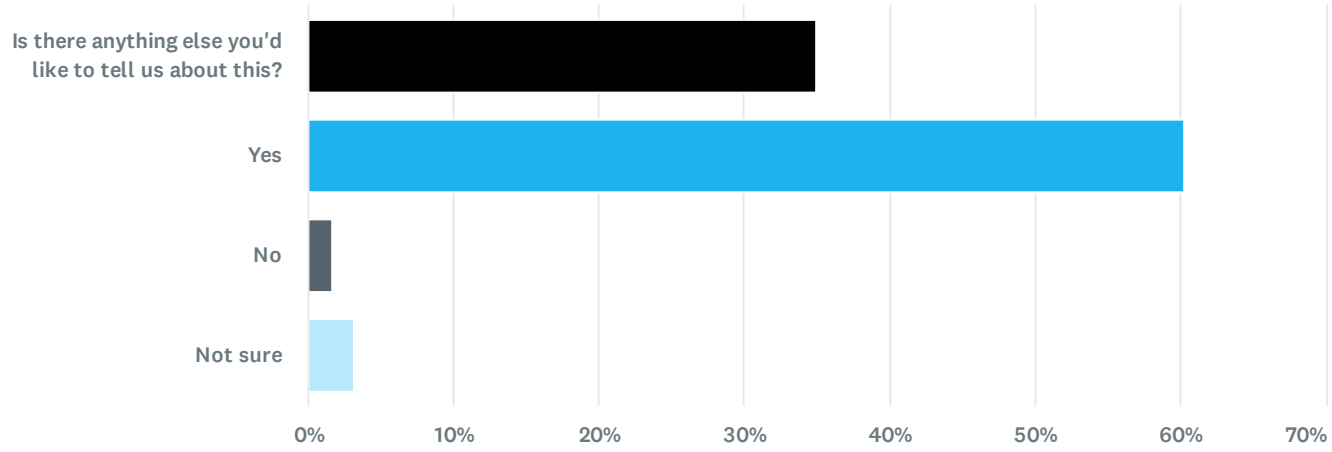
#	IS THERE ANYTHING ELSE YOU'D LIKE TO TELL US ABOUT THIS?	DATE
1	You could write: I strongly oppose these cuts. Social participation, community access, skill development and support to engage in everyday activities are not optional extras. They are essential supports that help people with disability maintain independence, wellbeing, confidence and connection to their communities. Social isolation is already a significant issue for households like ours. Community participation for the people I care for relies almost entirely on me, yet I am already beyond capacity providing full-time care for family members with highly complex support needs. I cannot personally provide all of the social and community access they require because there are simply not enough hours in the day and my own capacity is limited. Currently, the NDIS-funded community access available is only around 90 minutes per week. Most service providers require a minimum booking of two hours, meaning we are already forced to skip some weeks to accumulate enough funding for a support session. Reducing funding further would result in even greater isolation and fewer opportunities to participate in the community. Independent mentors who have reviewed the current NDIS plan have advised that a minimum of six hours of support per week would be appropriate based on the evidence provided. The current funding is already insufficient to meet identified needs. Further cuts would move people further away from meaningful participation, skill development and community inclusion, increasing reliance on unpaid carers and reducing quality of life for people with disability.	5/27/2026 8:43 AM
2	I'm worried for Australia's future. This not only affects the participants, families loved ones friends people providing support it will effect most people in some way in their lifetime and Australian society	5/26/2026 1:43 PM
3	Just like Covid lockdown but just for disabled	5/26/2026 11:44 AM
4	I haven't been able to utilise supports for social engagements because I haven't felt ready to go out into the world since my last surgeries but this is a bad thing. It has affected me a lot and my only interaction with anyone outside my living arrangements is through my support worker. If I didn't have her to help the odd chore and insist on me walking to the park every now and then, I'd never see anyone, That is a really bad thing.	5/24/2026 11:04 PM
5	Its not fair, if you have a disability you should have access to go shopping, to social events and to work! Some people really need that support	5/24/2026 5:48 AM
6	This limits any form of capacity building and essentially leaves the disabled person vulnerable and reliant on their informal supports (if they have any at all). It also results in limiting the person's ability and access to creating and maintaining meaningful relationships.	5/23/2026 4:35 PM
7	This will devastate and keep disabled people from participating in society, worsening their chronic health conditions, physical health, mental health and place more people in the public health system, overloading an already struggling & under resourced system.	5/22/2026 5:48 PM
8	Social and community participation is extremely important. When able bodied friends gave up on me. My new disabled friends have filled my life and presented opportunities to grow	5/22/2026 4:46 PM

9	How are we supposed to feel like human beings if we are locked away in our houses?	5/22/2026 2:54 PM
10	I only recieve 3 hours a week woth my current plan so I will potentially go weeks without supports. This would also mean people who require supports to attend employment could lose their jobs and this could result in an uptick of centrelink reliance.	5/22/2026 11:19 AM
11	This is cutting the legs out from under people who already have issues accessing the community.	5/22/2026 10:37 AM
12	Half as often? Are you just scare mongering?	5/22/2026 6:19 AM
13	The government can afford the NDIS. They can also afford to provide better supports outside the NDIS for people with disability… they are choosing not to. Fix the fraud, fix the systems and savings will happen. Then people with disability can then still receive the support they need to live and thrive.	5/22/2026 4:39 AM
14	People with disabilities have a right to go out aswell and feeling safe and supported	5/21/2026 8:05 PM
15	I live alone, im 100% wheelchair reliant, I cannot drive, I do not own a WAV, I have no informal supports, if my plan changes to reduce my community participation i will not be able to access therapies, I won't be able to do the only exercise possible - hydrotherapy, I cant shop alone, i cant get out to family events and occasions alone, it will leave me housebound and without essential community contact and therapies, ive already lost my life as an sble-bodied person, if I lose my CP funding i will have a life barely worth living	5/21/2026 8:02 PM
16	People will go backwards not getting out causes agoraphobia	5/21/2026 3:54 PM
17	Isolation has lead me down the road of severe mental health issues because i can’t get out and be independent so i rely on others to get me outside . This is what helps people not more drugs .	5/21/2026 5:48 AM
18	I don’t need the supports, but others do and taking them away or putting them onto the community that does not have those supports available Will ostracized these people.	5/20/2026 8:42 PM
19	I would add that I am *already* largely unable to use this budget item because they forbid me from using transport, even though I can often barely walk at all. They are not required to tell me the reason for this decision, but since I live below the poverty line, it means the provision of a budget is useless because I can't afford to travel to the hypothetical 'community participation'	5/20/2026 8:03 PM
20	Community is important for people with disability especially community and social groups, obtaining new skills and assistance with shopping.	5/20/2026 7:45 PM
21	This is an area that allows for participation for all. Without this then people will become more isolated and less included in society thereby affecting self esteem and potentially greater mental health concerns.	5/20/2026 6:21 PM
22	Disabled don't just have a right to not die, they have a human right to actually live their lives and find joy and meaning. If we as a country/society believe disabled people are only deserving of the bare minimum - existence - that is a terrible reflection and one that we should all be ashamed of. It is discriminatory, in some cases a true violation of human rights, and in some cases committing disabled people to poorer health outcomes to deny connection (NB loneliness is one of the biggest risk factors for our physical and mental health - many people [perhaps our gov also, though I'm cynical] are unaware of this), learning/novelty, social participation, prevent employment etc.	5/20/2026 5:13 PM
23	Without social and community group funding my children now young people, would not have built the skills to catch public transport independently to go to work or outings with friends. Families no longer help one another and even within families both parents need to work to pay for the basic living needs of the family. If we solely relied on parental responsibility, disabled young people would not be able to build their skills to live and work independently, which will cause further drain on social security systems as they will need to be paid disability payment and live in communal housing or at home for the rest of their lives to keep a roof over their heads. Most people with a disability want to contribute in a meaningful way to society,	5/20/2026 3:48 PM
24	We are already isolated. We already barely leave the house. This will mean the little we do engage in community will be negatively impacted.	5/20/2026 1:51 PM
25	Isolation is one of the most terrible of troubles I see in my clients. One of the best ways to improve symptoms is to improve access and freedom, agency and the ability to go out and do things any other person can do. This change will destroy that and make people’s lives much worse.	5/20/2026 7:23 AM

26	Our support workers help kiddo get to school. They are wonderful. No more going to school for kiddo. I wonder what the cost of that will be in 10 years time.	5/20/2026 12:42 AM
27	Im scared that all im allowed to do is to be stuck at home waiting to die. This is not life	5/19/2026 9:33 PM
28	This doesn't affect my child immediately as she's still young. I assume this will impact more in the future.	5/19/2026 8:07 PM
29	How can people with a disability expect to do shopping banking and leave a normal life if they can’t have a support worker to help them.	5/19/2026 7:49 PM
30	It risks isolating people, preventing people from being able to get basic necessities.	5/19/2026 7:20 PM
31	Learning new skills means over time we are more independent and less reliant on supports. Cutting funding for this is counter productive and will ultimately place more stress on health and education and have reduced outcomes for not just individuals but the whole economy.	5/19/2026 7:18 PM
32	How ridiculous. Having a disability should not mean being confined to the home. Support should help with economic and social participation, not limit it.	5/19/2026 7:11 PM
33	It means too many people will stay home on devices	5/19/2026 5:19 PM
34	These are things my daughter will need support with as she gets older	5/19/2026 5:06 PM
35	I will be very angry and frustrated if I can't get out when I want to. I like going out. I volunteer. I go to shops. I use public transport. I need help.	5/19/2026 5:02 PM

Q8 63 responses

Are you worried about missing letters or phone calls?

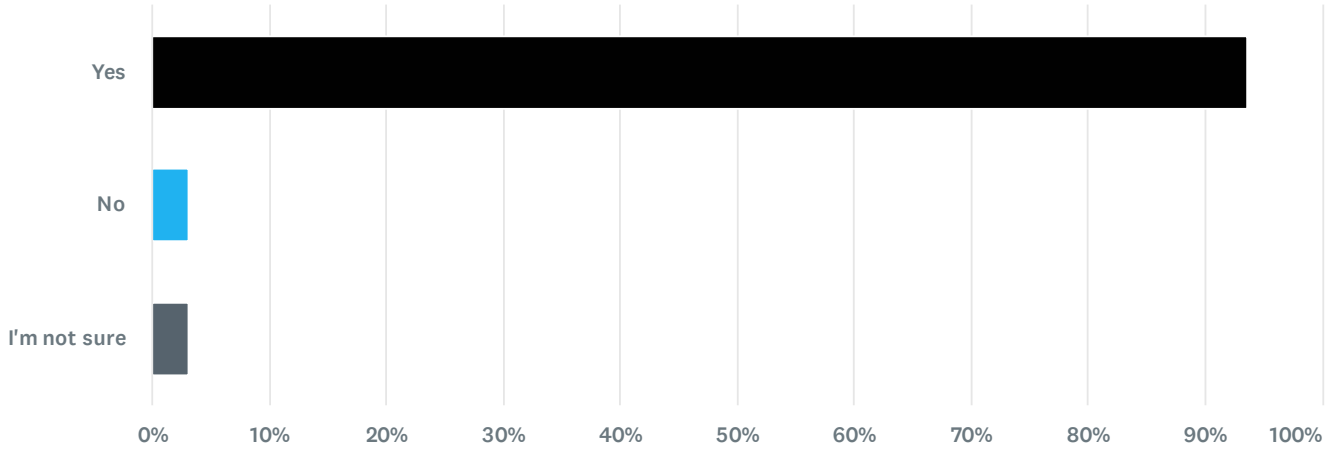


#	IS THERE ANYTHING ELSE YOU'D LIKE TO TELL US ABOUT THIS?	DATE
1	What if the participant is non speaking or minimally speaking? Afraid to answer the phone to an ynknown number. The government are thinking in such an ableist way	5/24/2026 1:50 PM
2	As a neurodivergant person I am unable to answer phonecalls, I always have to wait for them to leave a message then I respond via email. Disabled people are not always able to answer the phone, this really just highlights that the government doesn't care to understand disabled peoples needs.	5/22/2026 5:48 PM
3	I have telephobia.	5/22/2026 2:54 PM
4	As a person with multiple mental health conditons + nuerodivergent I do not answer my phone and I also due to my autism have a very difficult time verbalising and conversing this could put me and others at serious risk.	5/22/2026 11:19 AM
5	How can you constantly miss both?	5/22/2026 6:19 AM
6	But yet they can’t respond to emails or return phone call from there own provider	5/21/2026 8:46 PM
7	No all people have skills to answer a phone or letters without support	5/21/2026 8:05 PM
8	No computers they will bundle everyone into one box everyone is individual	5/21/2026 3:54 PM
9	If we are disabled how are we suppose to maintain this , your just creating more stress	5/21/2026 5:48 AM
10	I already have trouble with phone calls.	5/20/2026 8:03 PM
11	We are human.	5/20/2026 6:21 PM
12	I do not pick up calls DUE to my cognitive disability. Emails don't always get read in a timely manner DUE to my cog disability. Letters can go missing and that is not my fault.	5/20/2026 5:13 PM
13	Many people don't answer private numbers as there are so many scammers and sales people calling. Additionally, people with psychosocial disabilities may have anxiety speaking on the phone or not have the communication skills to communicate their needs effectively and need a support person or advocate to assist them answer the questions appropriately.	5/20/2026 3:48 PM
14	I didn’t hear about this. Is this a prank! Feels like a prank.	5/20/2026 12:42 AM
15	They don’t tell you or consider you when calling it is just now or tough luck. It feels like coercion and control	5/19/2026 9:59 PM
16	I dont answer private numbers	5/19/2026 9:33 PM
17	The ndis is impossible to contact. They call from private numbers, people leave and they don’t provide alternative contacts for plans and the lazy workers make mistakes with plans and lose information all the time.	5/19/2026 8:55 PM

18	I get severe anxiety in verbal conversations, what happens to people who can't cope with verbal communication	5/19/2026 7:20 PM
19	This further discriminates against the disabled.	5/19/2026 7:18 PM
20	Has the government learnt nothing from robo debt? Also....some disabilities mean answering the phone is difficult or impossible sometimes or all of the time.	5/19/2026 7:11 PM
21	In regional areas we miss calls and messages all the time	5/19/2026 5:19 PM
22	I don’t have access to my phone at work and their message saying a call is coming normally comes through after the call	5/19/2026 5:06 PM

Q9 63 responses

Do you think computers can make mistakes?

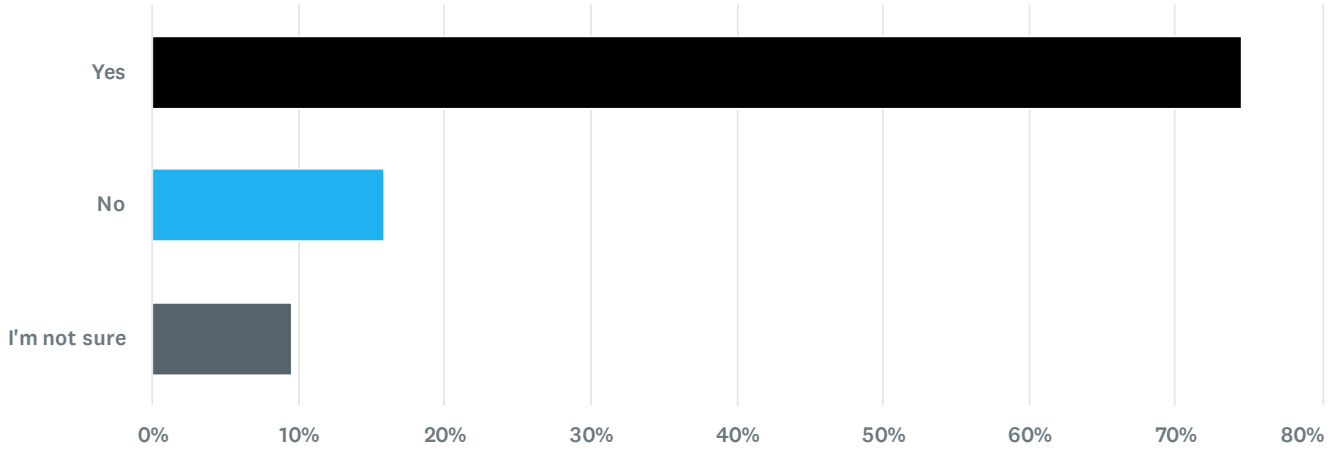


#	IS THERE ANYTHING ELSE YOU'D LIKE TO TELL US ABOUT THIS?	DATE
1	Computers don't understand each and every individual and disabled people are swept under the carpet	5/26/2026 11:44 AM
2	AI is human made & evolves by responding to mistakes. So it will make alot of mistakes as it improves.	5/22/2026 5:48 PM
3	Cognitivley this is impossible living in a regional area with limited mobile access would be vulnerable to claims that I don't answer the phone and like centrelink cancel claims without human to human conversations	5/22/2026 4:46 PM
4	Computers can always make mistakes. It depends on who writes the work. Also, they are talking about using AI. AI does not work at all if people bother to check what it has been doing.	5/22/2026 2:54 PM
5	Data input can be wrong.	5/22/2026 6:19 AM
6	computers show no emotion and understand	5/21/2026 8:05 PM
7	No machine can be 100% relied on to be accurate 100% of the time	5/21/2026 8:02 PM
8	Please no computers	5/21/2026 3:54 PM
9	What you're doing is criminal , give people what they need . Do real life assessments . Sit with the families here there stored and suffering and give them what they need . People don't want to be disabled !!!! I've worked so hard my whole life and done everything to keep myself healthy i didn't deserve this and neither does my family . You have even broken my kids mentally watching her mother suffer like this , crying and screaming everyday in severe pain. Suicidal . No my kids are suicidal . Well done !!!!	5/21/2026 5:48 AM
10	We know that AI makes mistakes all the time. Human oversight is essential.	5/20/2026 8:42 PM
11	People who design these systems are responsible. Robodebt lessons are still not learned.	5/20/2026 8:03 PM
12	It seems the government intends on automating the process however, a computer can make mistakes, phone calls can be missed.	5/20/2026 7:45 PM
13	Computers cannot understand the whole person.	5/20/2026 6:21 PM
14	Please keep humans in jobs	5/20/2026 5:42 PM
15	The use of AI in NDIS processes is extremely concerning to me as a medical practitioner. AI makes mistakes, has hallucinations, makes its own (often incorrect) extrapolations etc etc. Humans entering data into a computer also make entry errors which can have huge consequences for a person's whole life (inc their family's also). Computer programs glitch and have problems all the time too.	5/20/2026 5:13 PM

16	I think that this will be a big mistake as there is no room for any grey. For example: Can your child dress themselves? Yes, but they put clothes on that aren't suitable for the weather, that may be dirty or put on the wrong way round or not have the fly or buttons done up properly.	5/20/2026 3:48 PM
17	I am appalled that the government would even consider automating a service with such a vulnerable group of people. No system designed to help people should be automated. The risk of harm far outweighs any possible benefit.	5/20/2026 1:51 PM
18	I've seen computer assessments make so many mistakes. This is especially true for Complex cases.	5/20/2026 7:23 AM
19	Robodebt.	5/20/2026 12:42 AM
20	Mistakes happen all the time more mistakes will happen if no one looks at what is happening. More people will die	5/19/2026 9:33 PM
21	There are many reasons I may miss a call about my daughter's disability. I assume that the policy makers also miss calls at times. This doesn't feel very human affirming or aware at all. I also definitely think computers and AI can and will make errors.	5/19/2026 8:07 PM
22	Remember Robodebt?!	5/19/2026 8:04 PM
23	A computer doesn't see the whole picture it goes on what is put init	5/19/2026 7:49 PM
24	I think this is already happening and making unjustified cuts already that are starting to hurt people.	5/19/2026 7:20 PM
25	Algorithms a taking out the human element don't simply things- it means that human elements are missed and people suffer.	5/19/2026 7:18 PM
26	People with clinical knowledge should be making decisions, not computers who can't apply context.	5/19/2026 7:11 PM
27	Computers cannot assess a clients ability to function, engage and participate in the world around them	5/19/2026 6:17 PM
28	Robodebt told us how bad this is	5/19/2026 5:19 PM
29	Computers aren't capable of rational thought and understanding human complexity	5/19/2026 5:06 PM
30	I don't trust AI. I want a person to make decisions about me.	5/19/2026 5:02 PM

Q10 63 responses

Are you worried about these changes in looking after money?

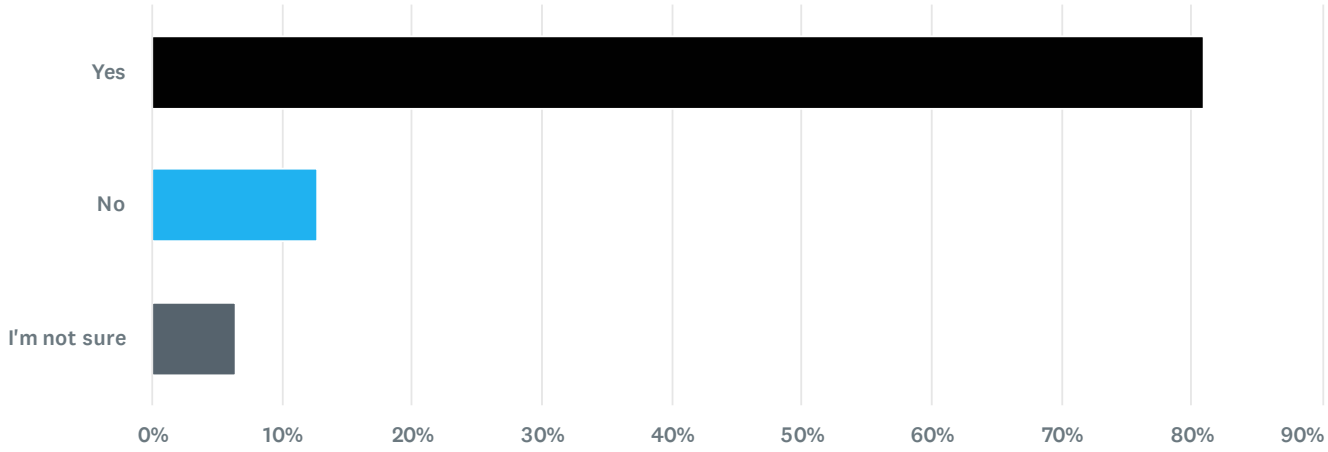


#	IS THERE ANYTHING ELSE YOU'D LIKE TO TELL US ABOUT THIS?	DATE
1	How the hell is someone who is eligible for NDIS be expected to do this? What about the providers? Surely that is the obvious choice!	5/26/2026 1:43 PM
2	Often participants are needing help with this exact skill, yet you are expecting them to be organised and know how to do all this.	5/24/2026 1:50 PM
3	This is beyond the capabilities of alot of disabled people.	5/22/2026 5:48 PM
4	Disability does not mean ability to handling accounting	5/22/2026 4:46 PM
5	What happens when the NDIS want the receipts, the originals? Not everyone has a printer, scanner and computer to be able to copy them if they want copies. Your house burns down. Oh, sorry, now you need to pay us 1000's of $ because your receipts got burnt.	5/22/2026 2:54 PM
6	If you have nothing to hide there is no issue.	5/22/2026 6:19 AM
7	I'm not but this will add load to families at their capacity. It should be a centralized payment system. Everyone accessing NDIS should be registered in some form, and use the same system to take the burden off families and risk off providers.	5/22/2026 4:39 AM
8	Have them all plan managed and or in a section you can log into like an accountant app	5/21/2026 8:46 PM
9	I have a wonderful, honest, diligent plan manager and mostly use a registered, very reputable, honest company for my supports	5/21/2026 8:02 PM
10	Executive dysfunction makes it difficult to organise and remember to complete tasks, systems can be confusing	5/21/2026 7:16 PM
11	I am not good with money	5/21/2026 3:54 PM
12	I have a neurological injury can hardly look after myself	5/21/2026 5:48 AM
13	Everything is in soft copy now, so very easy to keep on the cloud should it be required. We also have to upload or receipts with claims so therefore the NDIS have copies of all receipts.	5/20/2026 8:42 PM
14	Illness can prevent a person making claims within 90 days etc	5/20/2026 7:45 PM
15	People like me with cognitive disability may not be able to get to all their admin tasks in time, things can get missed and then if 90 days has passed I'm financially affected. That is discriminatory. Ironic when relating to disability insurance scheme operations. Keeping 3yrs of receipts is also a huge burden and unreasonable in my opinion. We are on tbe NDIS because we are sig disabled, so the NDIS shouldn't be creating work for us! 1yr is reasonable.	5/20/2026 5:13 PM
16	This is a huge responsibility for people and families who are already under a significant	5/20/2026 3:48 PM

	amount of stress and pressure. Why can't the providers deal with the NDIS direct for reimbursement.	
17	Life is already super complex and difficult when you are a person with a disability looking after another person with a disability. They should be trying to alleviate distress, not cause more.	5/20/2026 1:51 PM
18	These don’t allow for executive dysfunction, memory issues and the overwhelm of disability and how that impacts administrative duties. It’s a terrible misunderstanding of people.	5/20/2026 7:23 AM
19	Should be able to claim anytime within 12month period	5/20/2026 6:38 AM
20	If I've uploaded, do I need to keep a paper copy?	5/20/2026 5:11 AM
21	I am because collecting invoices for two children seems like an extra job when I’m already rushed off my feet juggling 3 kids in my household. Surely there is a better system for example when putting a claim in the NDIS app or plan manager app they can store the invoice for 3 years to save the double handling	5/20/2026 4:32 AM
22	I have ADHD myself. It takes me 90 days to find mu shoes in the morning. I’m starting to feel you are just being cruel now. Also would the ACCC stand for this if JB Hifi tried this kind of shenanigans?	5/20/2026 12:42 AM
23	Sometimes innocent mistakes happen like a lost receipt. Government can make mistakes why cant i?	5/19/2026 9:33 PM
24	If I upload my receipts to the portal to claim every invoice anyway, isn't the data already there? Why would I need to keep another copy for 3 years. The government NDIS system must be sophisticated enough for this level of data storage.	5/19/2026 8:07 PM
25	I understand this but it's not very disability friendly. There should at least be a less punitive approach.	5/19/2026 7:11 PM
26	I need a plan manager	5/19/2026 5:19 PM
27	I am plan managed (small registered australian business) and I want to keep that in place. Supporting small Australian businesses is always a good thing. Large companies have 1300 numbers. Don't return calls, and don't help with any questions. If they do eventually answer your calls, it is by random call centre people who never seem to know what you are asking or who you are. You have to call several times before you get any answers.	5/19/2026 5:13 PM
28	I’m a burnt out carer. Receipt keeping is not one of my top priorities	5/19/2026 5:06 PM
29	Maybe I'll forget about an bill. I'm not a criminal.	5/19/2026 5:02 PM

Q11 63 responses

Does this worry you?



#	WOULD YOU LIKE TO TELL US MORE ABOUT THIS?	DATE
1	You could write: Yes, this worries me. Consistent and trusted support workers are critical for many people with disability. The relationship between a participant and their support worker is often built over months or years and cannot simply be replaced by assigning a new worker from a provider. For my son with Autism Spectrum Disorder, familiarity, trust and predictability are extremely important. He can become highly distressed when routines change and may refuse support from unfamiliar workers. Being forced to change workers could result in increased anxiety, reduced participation and difficulty accessing supports that are intended to help him. For my mother with young-onset Alzheimer's disease, familiar faces and consistent routines are equally important. She experiences confusion and anxiety and responds best to people she knows and trusts. Frequent changes of staff can increase distress, reduce cooperation with care and negatively impact her wellbeing. Limiting participants to registered providers may reduce choice and control, particularly in areas where there are already workforce shortages. People should be able to continue using trusted workers who understand their individual needs, communication styles and support requirements. For many participants, the relationship with the support worker is a key factor in whether support is successful at all.	5/27/2026 8:43 AM
2	Maybe it's a space that needs further structures or different structures? I've heard registration is too much work for no real value. Maybe they need something similar to the private health system …. That is also audited…	5/26/2026 1:43 PM
3	I am very suspicious and cautious of people and my support worker is the only person I trust to come to my house and take me around. It is making me incredibly anxious thinking about this stuff and it seems like the government has been focusing on the NDIS continually for quite a while now. It's just awful.	5/24/2026 11:04 PM
4	I think it is important for services providing vulnerable supports to require registration	5/24/2026 1:50 PM
5	Some of the best providers cant afford to jump through all the loop holes to become ndis registered!	5/24/2026 5:48 AM
6	This opens up disabled people to more abuse than what they already recieve. Disabled people still have autonomy and this should extend to their care team.	5/22/2026 5:48 PM
7	Freedom and control not dictation	5/22/2026 4:46 PM
8	What happens when there are not enough registered people or companies, especially in out-of-city areas? Then you get no help.	5/22/2026 2:54 PM
9	This is a must to clean up the industry.	5/22/2026 6:19 AM
10	I believe all people should be registered, but make registration easy and free (and scales depending on their role/supports they provide). Then people can still have choice!	5/22/2026 4:39 AM
11	I think all providers should be registered and checked regularly and loose. Registration if	5/21/2026 8:46 PM

	they do the eying thing	
12	Just because you are a registered provider doesn't mean you know how to care for people. Sometimes it comes down to just having money to get registered and most small businesses just cant with business costs already stretching money thin	5/21/2026 8:05 PM
13	The registered company i currently use always gives me full control over who I have as my SW, they send people to meet me, I have buddy shifts anf decide if the SW is a good fit, they never employ anyone without ALL relevant checks, they have constant training available, RN on staff and pay according to schadds award	5/21/2026 8:02 PM
14	Unable to select best fit for the role, no choice between male or female	5/21/2026 7:16 PM
15	It takes a long time to find good trustworthy carers i can trust	5/21/2026 3:54 PM
16	We were not all born exactly the same with exactly the same genetic make up . Hence the vaccine damage ! Some people need different therapy’s if they can’t take medications due to severe side effects .	5/21/2026 5:48 AM
17	I have domestic assistance because I cannot do all meal prep or clean my house however I don’t yet require self-care support. If I did, I would be very concerned as it is a human right to be clean and dressed in fresh clothes every day.	5/20/2026 8:42 PM
18	We use a specific provider who relates to my son, someone he has rapport with and understands his needs. He needs a specialised provider for this. To be told who you can use is extremely concerning.	5/20/2026 7:45 PM
19	Compatibility and relationships are key to success.	5/20/2026 6:21 PM
20	What happened to choice and control.	5/20/2026 5:47 PM
21	In my experience, those working for registered companies have a POORER standard of performance and professionalism and ethics etc than those I personally select from platforms such as Mable and Hire Up. They are also often less flexible which is ironically not disability friendly or realistic given we're all unique individuals. In my opinion, choosing individual workers who answer to you as the employer (not a company) will always err towards better service than choosing companies/organisations, because once one step removed the accountability and communications etc can falter + capitalism means cos/orgs are driven by profit which inherently means getting the most money for the least amount of delivery. Some people's disability needs don't align with co/org policies either. So what do we do? E.g. many cos/orgs don't require up to date vaccinations, don't allow their workers to do certain tasks, the list goes on. This is another way in which Labor's new plans will negatively impact disabled people. We deserve autonomy and choice and control over our own lives, inc who enters our house and helps us with personal tasks.	5/20/2026 5:13 PM
22	All of my providers are sole traders, they are qualified in their professional areas and meet NDIS requirements. I don't believe that being a registered provider makes a better therapist or carer. My experience with larger, registered providers is that they have treated my children like a number, lack personalised care and are more likely to over charge as they have higher overheads.	5/20/2026 3:48 PM
23	It has taken me YEARS to finally find appropriate, trustworthy support workers. They are all independent. We are the only client of two Sws. The third support worker has two other clients. The current registration process is prohibitive and does not guarantee compliance. We would be devastated to lose the support workers we currently have. It took a full year to stop my husband cancelling his support workers. Having someone come in to our home on a regular basis is already a difficult thing. I want to be able to decide who helps us. We deserve choice and dignity.	5/20/2026 1:51 PM
24	It’s stupid. There are people that have been severely traumatised and abused by registered providers and are only safe because they can currently choose their support workers. This change will cause untold harm to people. The government has clearly demonstrates it cannot oversee people like this - we currently have extensive financial and abuse problems because of this. The government didn’t manage any of this well and it’s part of the reason for the reforms. If we look at other regulated industries such as child care and aged care - look at the extensive abuses in those industries in the media this last 12 months. Horrible stories and they are supposedly regulated by the government. The government cannot create good regulation and cannot make things like this work.	5/20/2026 7:23 AM
25	Chosen providers easier to access & better match for participant	5/20/2026 6:38 AM
26	I've lived in a rural area and there are barely any registered providers	5/20/2026 5:11 AM
27	94% of providers are non registered, they are subject to the same laws as registered	5/20/2026 12:42 AM

	providers, albeit with less compliance. Many of them are small and can't afford the process. Most of them follow the law. The ones I have dealt with provide good quality care. Because they are smaller and have less red tape they are able to be responsive and flexible in their care delivery. So why do you want to send them under again?	
28	I want to choose who supports me	5/19/2026 9:33 PM
29	Rural and regional areas simply do not have the registered providers you speak of. This means choice and control in diminished and country people are disadvantaged.	5/19/2026 8:07 PM
30	Not every body gets along with others. Some people hit it off and others don't. Why should people put up with others that they don't feel respect from	5/19/2026 7:49 PM
31	You should be able to choose the person who is going to provide you. With the most appropriate care and whom you are comfortable with.	5/19/2026 7:20 PM
32	Registered provider does not guarantee quality. Often those no registered have provided better, safer and more cost effective supports.	5/19/2026 7:18 PM
33	What happened to choice and control. Also...isn't the government worries about costs? This sort of thing increases costs. I agree there needs to be some sort of safeguarding but I don't think being a registered guv provider provides this....or...ppl should be allowed to sign a waiver.	5/19/2026 7:11 PM
34	Participants are meant to have choice in their providers and where they access services. Allied Health services are registered with their professional bodies, why is that not enough? Other providers do need some governance	5/19/2026 6:17 PM
35	There are few registered providers in our regional area	5/19/2026 5:19 PM
36	Big providers are very money orientated, not individual care and mostly very impersonal. Send random barely trained support workers, do not fulfill shifts, do NOT stick to your preferences on days or times, give very short notice of unavailability of worker sometimes only giving 1 - 2 hours of cancellation of shift. I have to give THEM 48hrs notice. Registered does not = honest, individual, reliable good service.	5/19/2026 5:13 PM
37	I only want my daughter to be supported by known, chosen and trusted people	5/19/2026 5:06 PM
38	I like to choose who helps me. I use a few unregistered providers. I want flexibility.	5/19/2026 5:02 PM

Q12 Is there anything else you would like to tell us?

Answered: 40 Skipped: 23

#	RESPONSES	DATE
1	Here's a stronger version that remains respectful and suitable for a government consultation: These changes will hurt many of the people they are supposed to help. The overwhelming message throughout these proposals is that people with disability, their families, carers, treating professionals and support teams are not trusted. Participants are being asked to repeatedly prove disabilities that are permanent. Families are being expected to fill gaps that already exist despite many carers being exhausted, overwhelmed and providing extraordinary amounts of unpaid care every day. I am the primary carer for my mother with young-onset Alzheimer's disease and my son with significant disability support needs. My days are consumed by caregiving, advocacy, appointments, paperwork, behavioural support, emotional regulation, medication management and ensuring basic daily needs are met. Like many carers, I am already operating beyond capacity. The assumption that families can simply do more when supports are reduced demonstrates a fundamental misunderstanding of the reality many households are living. What concerns me most is that these changes appear focused on reducing access and reducing costs rather than improving outcomes for people with disability. Supports such as community participation, skill development, support workers and plan flexibility are often described as discretionary expenses, yet these are the very supports that prevent isolation, crisis, family breakdown, hospital admissions and more costly interventions later. People with disability are not line items in a budget. They are children, adults, parents, siblings, friends and community members who deserve the opportunity to live meaningful lives with dignity and inclusion. The NDIS was created because society recognised that disability support should not depend on how much a family can sacrifice or how loudly a person can fight for help. The government should not proceed with these changes until it has genuinely listened to participants, carers, disability advocates and the professionals who work alongside them every day. Those living with disability and providing care understand the consequences of these decisions far better than any assessment tool ever could. If the goal is a fair and sustainable NDIS, the answer is not to create more barriers, more reassessments and more reasons to say no. The answer is to build a system that listens, responds to evidence, values carers and provides people with disability the supports they genuinely need to participate in society.	5/27/2026 8:43 AM
2	Hurt. No it should not pass. They should stop and do a proper job. They haven't listened to anyone so far. It reeks of USA style. They need to be stopped and forced to do the job they are paid to do. What is right for every person and Australian society!	5/26/2026 1:43 PM
3	Talk to disabled people and the carers about the hurdles they already face . Day in day out	5/26/2026 11:44 AM
4	These changes are appalling and I feel duped by this political party. Having voted Labour all my life, I will never forget this. It is abusive.	5/24/2026 11:04 PM
5	They need to speak and listen to the disability community and members from multiple types	5/24/2026 1:50 PM
6	What they are doing is disgusting. They need to hear from people with disabilities and take on board what is being said. So many are going to be badly affected by their decision	5/24/2026 5:48 AM
7	These changes are scary for both the vulnerable people who are reliant on accessing NDIS as well as those who have dedicated years of training, upskilling, relationships, and living through the experiences of ND individuals.	5/23/2026 4:35 PM
8	Hurt. Why can't the government focus on Medicare fraud, Centrelink Fraud, NDIS fraud, not taxing big businesses enough. They are literally looking for a platform to look good. Fucking ridiculous & totally pathetic, the whole government pushing this should be ashamed of themselves.	5/22/2026 5:48 PM
9	Stop immediately and understand the pressure on participants.	5/22/2026 4:46 PM
10	They don't stop to talk to people first. They will do what is in their best interests. Trying to show the public that not as much money is being spent. Then, more money has to be spent on fixing the major deficits that this causes in the health of the people.	5/22/2026 2:54 PM
11	I am very afraid. I am worried I will end my life.	5/22/2026 11:19 AM
12	This is a very weighted survey, you obviously have an agenda, stop being so biased.	5/22/2026 6:19 AM

13	It has alot of people stressed and unsure. They definitely dont feel supported by our government which is going to hurt alot of people and put more strain on our hospitals and facilities that already cant manage.	5/21/2026 8:05 PM
14	Some of these changes will severely impact certain people for various reasons, my particular concerns are around the cuts to CP funding as this is essential for me to be able live my life as a functioning member of my community, maintain contact with family and friends and to travel to essential therapies	5/21/2026 8:02 PM
15	Stop picking on people with disability, punish the rorters	5/21/2026 7:08 PM
16	These changrd will Hurt people a lot i would not cope and would go backwards as a lot would we just want dignity humanity and choices	5/21/2026 3:54 PM
17	Do your job get out there and actually see what's happening . Stop sitting behind a computer , save yourself money buy getting more accurate assessments and reviews in person . What you're doing is criminal ! I'm ashamed to be an Australian .	5/21/2026 5:48 AM
18	It would be nice if the government stopped the fraud which we know is impossible, but then there would be more money available to support the people who need it rather than the people who clearly don't need it and have a lot of fraud and a happy for that fraud to occur. The level of fraud is extremely disappointing, not only as a participant, but also as someone who works in the industry.	5/20/2026 8:42 PM
19	The NDIS was badly designed from the beginning. Now we are being punished for that, and scapegoated for that. The promises made have been shamefully broken and it is unforgivable the way they have rushed this through. They want to prioritise their participation in global mass murder sprees and big handouts to the rich and super-ruch.	5/20/2026 8:03 PM
20	As a carer of a child who has undergone cancer and has a hearing disability as a result, I am extremely concerned about how these changes will negatively impact people with disabilities and their families. The government needs to speak to the people and their carers to fully understand the impact these changes will have and the detriment to peoples livelihoods.	5/20/2026 7:45 PM
21	Yes! Yes! Yes!!!	5/20/2026 6:21 PM
22	Pass the laws asap. NDIS is a rort.	5/20/2026 6:20 PM
23	No	5/20/2026 5:47 PM
24	Their new plan will hurt hundreds of thousands of already vulnerable people and families. It will not help a single person in my opinion. The only thing it helps is their budget, but there are so many other ways they could make some money (stop fossil fuel subsidies which are growing FASTER than the NDIS, charge for our gas, gas export tax, change tax laws so large corporations all oay tax unlike the 1 in 3 who currently pay ZERO). They should not enact their current plan. They should consult more with disability experts, disabled people, and drastically improve it first.	5/20/2026 5:13 PM
25	Automatically removing level 1 and 2 autistic children from the NDIS is a massive mistake and will cost the government more in education, health and social welfare in the short and long term future. It is harmful to these families who already cannot afford to work at capacity due to the higher than usual caring needs their children require, so they definitely will not be able to afford the therapies their children need and the individualized support they need to parent their differently abled children to ensure they meet their potential and become active members of our society. What has been posited in terms of foundational supports through Thriving Kids is wildly inadequate to meet the needs of many of these children and young families.	5/20/2026 3:48 PM
26	The government rhetoric around disabled people is disgusting. They have shifted the blame for designing a scheme that was not fit for purpose, onto people with a disability and providers who are supporting them. By blaming "rorts" they have created the perfect scapegoat. They talk about making the scheme "sustainable". Yet NONE of the changes they are proposing , will address the bureaucratic waste inherent in the NDIS. There is plenty of waste because of the way the scheme was set up. You cannot decide that there are too many disabled people needing help. It is inhumane to prevent people with a disability from accessing the support they need. The 160000+ people the government is going to evict from the scheme will not magically cease requiring assistance. These people were forced, often repeatedly, to prove their permanent and significant disability. The government is not going to save money with their proposed cuts. They will just cause a decline in quality of life, death or force people to seek help in other already stretched/under resourced services. It will impact already burnt out carers. The government should be ashamed.	5/20/2026 1:51 PM

27	NDIS should help the disabled by considering their needs as a whole person, instead of just their main disablity.	5/20/2026 8:55 AM
28	People will be harmed. People will become suicidal. People will give up and die. People will be further abused by a system that doesn't care. The government should absolutely not pass this new law. The government should absolutely stop. And it should absolutely talk to people. And it should listen and change what it is saying and doing. It should reform the medical industry and the mental health industry. It should focus its efforts there. And it should reform the educational industries. People will be hurt. People will become more ill and their disabilities will be worse off. The government has not addressed this issue using any decent evidence based literature that talks about the human in context and this will destroy people's lives.	5/20/2026 7:23 AM
29	I agree too many people with mental health issues on NDIS. Govt should improve and provide alternative mental health care support available to all Australians. NDIS should be the reserve of people with permanent lifelong disabilities and holistic support should be provided to these people under the scheme.	5/20/2026 6:38 AM
30	They will hurt at least 160,000 people. Multiply that by the families and carers around them. These are people with disabilities. Diagnosed. By doctors not a computer. These disabilities are permanent, and no amount of slippery language you sneak into legislation is going to change that. Yes you need to talk to people about why these changes are putting their lives at risk before you become liable for the consequences. And you will be liable. Mark my words if my daughter becomes another statistic due to losing her supports I know who I will be seeing in court. Maybe it's better to talk to us now to avoid the future legal bills.	5/20/2026 12:42 AM
31	These changes will hurt people, lots of people. People that need the help the most.	5/19/2026 9:33 PM
32	Each person with a disability has unique and individual needs that require personalised support. These proposed changes fail to recognise those differences and instead take a broad, generalised approach that assumes people with disabilities require the same services and level of support. This does not adequately account for the complexity and individuality of each person's circumstances.	5/19/2026 9:26 PM
33	There needs to be detail about what is available beyond NDIS and functioning services outside the NDIS before removing anyone from their supports. There needs to be significant consultation with parents and carers and participants. If this is not possible, at the very least, the government needs to be listening to allied health providers who were in the system before NDIS and pivoted to NDIS. Many knew the issues that would arise last time, but not listening again seems like a significant oversight. Pushing pressure to hospitals and schools, whilst dealing with teacher and nursing shortages and burn out seems very short-sighted.	5/19/2026 8:07 PM
34	The government needs to talk to a cross section of people who have a disability. They need to look at the top of the chain and get rid of the dead wood there first	5/19/2026 7:49 PM
35	I think there is going to be great harm to people, and it seems it won't be until their is serious harm that the government will listen. They would do better to stamp out fraud instead of punishing people with a disability.	5/19/2026 7:20 PM
36	These changes are cost cutting measures that are false economy. We now early intervention is key and that the benefits of the ndis have not yet been fully felt- cost cutting now cuts away at the the amazing ground work- it won't preserve the NDIS for the future it will bring it to its knees and leave people without supports.	5/19/2026 7:18 PM
37	Stop and talk and listen. Cost blowouts from dodgy providers, the government spending silly amounts on lawyers and scrapping lowered level support services outside the NDIS are all contributing to cost blowouts. Stop blaming ppl with a disability for trying to have equity of access to quality of life and control over their lives.	5/19/2026 7:11 PM
38	Kids and families are going to suffer. People will die.	5/19/2026 5:19 PM
39	These changes will hurt people the government should NOT pass these new laws. They should not only stop and talk to people they should listen.	5/19/2026 5:13 PM
40	Changes do need to be made to support ndis in the long run. But these are admin changes. Not killing people changes. If they're so worried about money they should actually support smartly. My daughter frequently uses speech, physio, play and equine therapy. Generally these can take an hour travel for us each way. As a 'normal' parent I pay for a dance/movement class that is local to us and I can take her to without losing hours of paid employment. This was also recommended by her physio as an ideal activity for her specifically. I can't afford these classes anymore and they're not something I would have chosen to do for a 'normal' child. I asked if the ndis could cover at least some of these	5/19/2026 5:06 PM

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class fees. Not the costumes, not the concerts, only the actual class fee. They refused because a ‘normal’ parent would do it. This would have cost at most $40 a week over 40 weeks of the year. Their solution was to instead fund a support worker to take her out of kinder/school, drive 2-3 hours and sit through a gym class operated by her physio with children not at her level. Plus the cost of said class. Twice a week. This would cost well over $500 each week. This is not only a massive financial cost but also exclusion from school, reduction of ‘family time’ to participate in an activity not even recommended by her physio. My friend was refused a thermomix to help with her goal of independent living, instead they offered a support worker to come and write shopping lists and cook for her daily. The ndis won’t allow you to purchase second hand items which would save a lot of money, or try to combine orders for people to save hundreds in postage. They throw money at so many things without looking at cheaper longer term solutions that could maybe reduce that participants reliance on the scheme in the future. Not to mention all the money wasted on FCA’s that won’t be used to prove that ndis is needed, all the hours of report writing from every therapist, reassessments needing to be done just to try and get enough funding to cover essential therapy