

# NDIA implements Ombudsman's assistive technology recommendations

A Commonwealth Ombudsman's report has revealed that the National Disability Insurance Agency (NDIA) has implemented 12 recommendations from a 2020 report to improve their handling of assistive technology requests.

In 2018–19, 13% of NDIA complaints to the Ombudsman were about assistive technology including delays, poor communication and a lack of clarity regarding the process and decision timeframes. In 2020, as a result, the Ombudsman [investigated the NDIA's handling of assistive technology requests](#).

*'Assistive technology is essential to support people with disability to participate more fully, easily and safely in daily activities. It allows people to perform tasks they otherwise could not or increases the ease and safety of completing daily tasks,'* said Iain Anderson, Commonwealth Ombudsman.

Following the Ombudsman's investigation, 14 recommendations were made focussed on improving the NDIA's internal processes, guidance to participants and decision-makers, and overall agency responsiveness. The NDIA accepted 12 of the 14 recommendations.

Since the investigation, the report found that the NDIA has now implemented all 12 recommendations.

By implementing these recommendations, the NDIA has made the process for accessing assistive technologies easier to navigate, has streamlined its communication with participants and has improved its responsiveness by commissioning a new customer record management system.

*'Systemic improvement in public administration is a dynamic and ongoing process. As a matter of good practice, the NDIA should periodically review the effectiveness of these and future changes and make further improvements when needed,'* said Mr Anderson.

The full report is available on the [Commonwealth Ombudsman website](#).

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