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## **MEDIA RELEASE**

### **Ombudsman Statement: Investigation into National Disability Insurance Scheme (NDIS) performance against the Participant Service Guarantee (PSG)**

Today the Commonwealth Ombudsman published his statement into the National Disability Insurance Agency's (NDIA) communication with participants about the PSG timeframes for access applications and planning processes under the NDIS.

The PSG was designed to respond to the most common complaints of NDIS participants: delays in decision-making and lack of information. The statement makes 5 suggestions aimed to ensuring the NDIA provides participants with accurate, clear and consistent information about access and planning timeframes.

The Commonwealth Ombudsman, Mr Iain Anderson, said "Our role in monitoring the NDIA's performance against the PSG is an important addition to the oversight role we already perform in relation to the NDIA. I am pleased the NDIA has accepted all 5 suggestions and acknowledge its commitment to implementing them throughout 2023 which will benefit all NDIS participants."

The Ombudsman acknowledged the NDIA is undergoing significant changes through development of a new customer service management system and a review of its website to improve participant and staff experience of the NDIS.

Mr Anderson observed, "there is further work required to ensure the NDIA provides participants with accurate, clear and consistent information about the access and planning PSG timeframes on its website, letters and telephone."

The full statement can be found on the [Commonwealth Ombudsman website](#) and an accompanying easy read version [here](#).