



NDIS Rules: Public consultation on new framework planning – summary

August 2026

Overview

We heard from the Independent Review into the NDIS (the Review) that the current planning process is inconsistent and inequitable, and that we need to improve. Recommendation 3 of the Review suggested the government provide a fairer and more consistent participant pathway that should include:

- clearer and more consistent processes for how needs assessments and planning are done
- more transparent decision-making, including how funding is worked out to support a participant's needs
- more flexibility so participants can use their funding for different supports.

In 2024, the Australian Parliament made changes to the *National Disability Insurance Scheme Act 2013* (NDIS Act). These changes allow a new way of planning under the NDIS, called new framework planning. New framework planning will make the NDIS fairer, more person-centred, transparent and sustainable.

Who we are working with

To support these changes, the Department of Health, Disability and Ageing (the department) is working with:

- the National Disability Insurance Agency (NDIA)
- state and territory governments
- people with disability and the wider disability community.

Together, we are developing new NDIS rules for new framework planning.

Working with you and listening to feedback matters to us. We use feedback to shape the new rules and make changes where needed. As we learn what works best for people, the rules may be updated. We will keep sharing information and listening to your feedback as the work progresses.

What the new rules will be about

The new rules will explain how:

- a person's disability support needs are assessed
- reasonable and necessary budgets are developed
- participants can use their NDIS plans.

About this report

This report shares the main messages we heard during a recent public consultation.

Who we heard from

The public consultation explained how some of the rules for new framework planning will work. We asked for feedback to support development of the rules. The consultation opened on 23 January 2026 and closed on 6 March 2026.

During this time:

- 1,518 people and organisations shared feedback
- 460 people and organisations made formal submissions
- people and organisations responded through surveys, written submissions, audio submissions and email.

People who took part were from:

- every state and territory
- many backgrounds and communities.

Many people also had lived experience of disability.

What we heard

Communication and information

Many people:

- supported the changes but wanted more detail
- said information needs to be written more simply
- want information that is easier to find and understand.

People also want reassurance that:

- the change will happen smoothly
- current plans will continue until new plans start.

Assessments and evidence

People told us:

- assessments should be done by appropriately qualified people
- assessors need to understand disability and daily life
- reports should show real needs, including hard days and changes over time.

Some people were concerned that:

- standard assessment tools might replace all advice and evidence from health professionals
- lived experience may not be carefully considered.

People also called for:

- culturally safe assessments
- flexible and person-centred approaches.

Transparency and decision-making

People want:

- clear explanations of each planning step

- clearer information about timing and when they will get information
- to understand how assessments link to funding decisions.

People asked whether automated decision-making would happen without human judgement.

People want to:

- see assessment reports
- have fair reassessment processes
- avoid sudden or unexpected funding cuts.

Budgets and supports

People said it is important that informal supports do not replace funded NDIS supports.

Other concerns include:

- lack of services in regional and remote areas
- budgets not reflecting real service availability.

People want:

- clearer information about budgets
- more flexibility in how they use their funding on NDIS supports and services
- clearer explanations of the types of supports they have been assessed as needing.

Safety, carers and ongoing support

People strongly supported:

- participant safety
- access to interpreters and support people.

Many people highlighted:

- the important role of carers and the need to support them properly
- the need to avoid replacing professional supports with unpaid care.

People also want:

- simple, fair and fast review and appeal processes
- plain-language guides to help understand plans
- practical help after plans are approved.

Operational and administrative feedback

Many people asked questions about how the changes will work in practice.

Key points included:

- the need for clear and accessible information
- safe and trauma-informed assessments
- flexible assessment options, including choice in assessors and support people
- clear communication from the NDIA about timeframes, reviews and co-design.

Not all of this feedback will be included in the rules, but we have shared these insights with the NDIA to help shape its operational and administrative processes and communication products.

More information

A longer consultation report is available on the department's Consultation Hub. It includes more detail on what we heard and how this feedback will be used to develop the rules.

Next steps

Following consultation with people with disability, their families, carers and advocates, the government has decided to delay the rollout of new framework planning until 1 April 2027. This will allow more time to listen to feedback, test proposed processes and share more detailed information about transition.

The department will hold a further public consultation during August to October 2026 to share more information about the support needs assessment, how budgets are developed, NDIS supports and variations.