

On this site you'll find information about what we consider when we make decisions under the National Disability Insurance Scheme (NDIS).

We call these 'Our Guidelines'. They are based on the NDIS Legislation and Rules. They explain what we need to consider and how we make decisions based on the legislation.

We are committed to making the NDIS more transparent and easier to understand. Read more about this in the [Service charter](#) .

As part of this, we are reviewing our guidelines to make the language clearer and easier to understand. The new guidelines are written in plain English and include more information about how we make decisions. We designed the new format and structure based on research with participants. It takes you through the process in a simple, logical way.

More guidelines will be added as they are developed and released. We welcome your feedback on the new style and format. In the meantime, you can still find all [of our current guidelines on the NDIS website](#) .

Get in touch

Your feedback helps us improve our guidelines. Get in touch via email to ogfeedback@ndis.gov.au or the 'Was this page useful' function on the bottom of each page.

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