BCA Inform, 1st February 2022

Co-hosted by Blind Citizens Australia (BCA) and Vision 2020 Australia

NDIS Participant Portal and “My NDIS” Mobile App

This, our first BCA Inform for 2022, was a collaboration with Vision 2020 Australia. We aimed to bring to our members and guests an update from the NDIA about the Participant Portal, and the “My NDIS Mobile App”.

Approximately two percent of NDIS participants are blind or vision impaired, with around five percent self-managing their plans. We, however, represent the group that requires greater considerations regarding accessibility when it comes to devices, apps and programs.

Facilitated by Jane Britt, Policy and Advocacy Team Lead from BCA, this Inform session generated friendly conversation, exchange of ideas and even the beginnings of innovative ideas for the NDIA to explore.

Patricia Sparrow CEO, Vision 2020 Australia, provided the opening remarks to the session, and introduced Jonathan Craig, Policy and Advocacy Officer from Vision 2020 Australia. Jonathan highlighted the advocacy and consultancy work undertaken by Vision 2020 and BCA, with the NDIA to ensure that the participant portal is accessible, and in assisting with the development and user testing of the new “My NDIS Mobile App”, taking time to further cement great working relationship between the three bodies.

The floor was handed to Alex Stewart General Manager of Digital Design, Digital and Strategy NDIA, who spent some time discussing the history of the work undertaken by the NDIA team, in developing and the continuous improvement of the participant portal and the work being done with the new “My NDIS Mobile App.” Alex explained the concept, consultation, development and pilot process for the App, a three-year journey, leading to the app being released for widespread use in December 2021, recognising that the App is being used in “conjunction” with the portal, by most participants, rather than “instead of”. As a result of the partnership with the NDIA, the pilot of the app was built around user testing and ongoing feedback and input throughout the design process.

Brett Scarr, Digital Accessibility Specialist ICT Strategic Projects NDIA, Introduced and conducted a voiceover demonstration of the app, (time stamp 23.42). This demonstration was exceptionally well conducted. Brett having the wonderful ability of being able to describe the visual orientation of screens while simultaneously navigating and interpreting the voiceover as it played out. Brett took time to demonstrate the addition of a new claim with new provider details. While the demonstration is lengthy, it is certainly worth listening to in its entirety or revisiting as needed.

Further discussion around the revamp of the participant portal, which will become “My NDIS Participant Portal”, noting that while this project is underway, the current portal and the new one will be operational at the same time, to ensure transitioning is as smooth as possible. Members are encouraged to explore the app and the portal and log incidents and issues as well as provide feedback on accessibility and what is and is not working.

Alex expressed the importance of this feedback, and expressly invited members to self-nominate, if they are interested in being part of the feedback team.

Discussion was opened and there were some thought-provoking questions, and suggestions from the members present, with the NDIA team taking some of these back to the team to add to their feedback and explore in development. Please take the time to listen to the discussion segment of the recording.

We have included, below, two links provided by the NDIA team 1) Link to my NDIS app detail, this link contains two videos with voice-over details and Word doc transcript, for Android and iPhone users on how to download my NDIS mobile app, and 2) Link to details for the new portal and pilot project.

1) Link to My NDIS App detail [My NDIS mobile app | NDIS](https://www.ndis.gov.au/participants/using-your-plan/managing-your-plan/my-ndis-mobile-app)

2) Detail for new portal and pilot project [My NDIS participant portal | NDIS](https://www.ndis.gov.au/community/have-your-say/my-ndis-participant-portal#sign-up-to-the-pilot)

If, after listening to the discussion, or reviewing the links above, you have any further questions or comments, please reach out to Danielle Verhoeven via email at [danielle.verhoeven@bca.org.au](mailto:danielle.verhoeven@bca.org.au) or phone BCA on 1800 033 660 and ask to speak with Danielle, who will seek the most appropriate person to answer your question.

BCA wants to thank the following people for working with us to bring you this Inform Session.

* Patricia Sparrow CEO Vision 2020 Australia
* Jonathan Craig Policy and Advocacy Officer Vision 2020 Australia
* Alex Stewart General Manager of Digital Design, Digital and Strategy NDIA
* Victoria Tanner Senior Communications and Engagement Officer NDIA
* Oz Hussan Product Manger My NDIS Mobile App NDIA
* Brett Scarr Digital Accessibility Specialist ICT Strategic Projects NDIA
* Belinda Dow Digital Accessibility Specialist ICT Strategic Projects NDIA