

Supporting Aboriginal families through NDIS reform.

A referral partner guide for community organisations, health, education, justice and support services.



NDIS reform is creating uncertainty for many families.

Windaan is supporting Aboriginal people with disability, families and carers to understand the proposed changes, ask questions early and stay connected to culturally safe support.

This resource is for services and stakeholders who work with Aboriginal families and may need to refer people for support.



What is changing?

The Australian Government has announced proposed reforms to the NDIS.

The reforms are focused on four main areas:

- ✔ **Fighting fraud and stopping rorts**
- ✔ **Slowing rapid cost increases**
- ✔ **Clearer eligibility requirements**
- ✔ **Delivering quality services and support to participants**

The proposed changes may affect how people access the scheme, how support needs are assessed, how plans are reviewed and what providers are required to do.

The government has also said access to the NDIS will be based on a significant reduction in a person's functional capacity that affects their day-to-day life. Diagnosis lists are proposed to be removed as the means of entry to the NDIS.



Why this matters for Aboriginal families

More than 63,000 First Nations people currently access the NDIS, representing 8.3% of participants nationally.

For many families, the NDIS is an important pathway to support. However, Aboriginal people with disability, families and carers may already experience barriers when navigating systems, accessing culturally safe services and understanding available supports.

During periods of reform, these barriers can increase.

Families may:

- Feel unsure about what the changes mean
- Worry about plans, funding or eligibility
- Delay asking questions
- Disengage from the ndis
- Assume they are no longer eligible
- Miss opportunities to access support that may still be available

Early, culturally safe guidance can help reduce confusion and keep families connected.



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First Nations people
access the NDIS.



That's **8.3%**
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nationally



Key risks to watch for

Stakeholders may notice families becoming confused, overwhelmed or disconnected from support.

Key risks include:

- ✘ **Disengagement from the NDIS**
Families may stop engaging because the system feels too complex or uncertain.
- ✘ **Delayed questions or action**
Families may wait until a review, funding issue or service gap becomes urgent.
- ✘ **Assumptions about eligibility**
Some people may assume they are no longer eligible when support may still be available.
- ✘ **Increased pressure on other systems**
If people lose access to support or disengage early, this may create pressure on families, carers, community services, health, education, housing, justice and child protection systems.
- ✘ **Difficulty finding culturally safe support**
Families may need extra help finding services that understand culture, community, connection and disability.

When to refer to Windaan

Consider referring a person or family to Windaan if they:

- ✔ Are aboriginal or torres strait islander and need culturally safe disability support
- ✔ Are worried about their ndis plan, funding or eligibility
- ✔ Are unsure what the proposed reforms may mean for them
- ✔ Need help asking questions or understanding their options
- ✔ Are at risk of disengaging from the ndis
- ✔ Are finding it hard to navigate services or systems
- ✔ Need support connected to disability, family, community or cultural needs
- ✔ Would benefit from advocacy, navigation or practical support

You do not need to wait until a family is in crisis. Early referral is encouraged.





How Windaan can support families

Windaan provides culturally safe support for Aboriginal people with disability, families and carers.

We can help families:

Understand what's changing

Plain-English guidance about the proposed NDIS reforms and what they may mean.

Navigate plans and supports

Support to think through plans, funding, services, eligibility and upcoming reviews.

Ask questions with confidence

Help preparing questions and understanding options before decisions need to be made.

Stay connected to community

Culturally safe support that helps families remain linked to trusted services, community and care. Windaan works alongside families with respect, cultural understanding and practical support.

Why provider choice matters



The proposed reforms also focus on provider quality, registration and safeguards.



The government has announced changes to improve provider oversight, strengthen controls and expand provider registration for some supports.



Windaan is a registered NDIS provider and meets NDIS quality and safeguarding requirements.



Windaan is part of a small group meeting these standards, with only around 6% of active providers currently registered.



For referral partners, this means Windaan can offer a culturally safe referral option backed by NDIS registration requirements and a strong understanding of community needs.



Suggested language for stakeholders

You could say:

The NDIS is changing, and it is understandable if you are feeling unsure. Windaan may be able to help you ask questions, understand your options and stay connected to culturally safe support. You do not have to work through this alone.

Or:

If you are worried about your plan, funding, eligibility or supports, it may be helpful to speak with Windaan early. They can help you understand what the proposed changes may mean for you and your family.





Referral pathway

How to refer:

Talk with the person or family

Explain that Windaan can provide culturally safe guidance and support.

Share the landing page or family resource

Encourage the family to read the information or contact Windaan directly.



Make a referral or warm introduction

With consent, connect the person or family with Windaan.

Encourage early contact

Families do not need to wait until they are in crisis.

Referral details

-  1800 946 322
-  info@windaan.org.au
-  windaan.org.au



Official information



For official information about the proposed NDIS reforms, visit:



NDIS: Securing the NDIS for future generations
<https://www.ndis.gov.au/news/11496-securing-ndis-future-generations>



Australian Government Department of Health,
Disability and Ageing: Securing the NDIS for future
generations
[https://www.health.gov.au/resources/
publications/securing-the-ndis-for-future-
generations?language=en](https://www.health.gov.au/resources/publications/securing-the-ndis-for-future-generations?language=en)

