

# Children, Young People and Families Reference Group

Easy Read meeting bulletin

17 February 2025



## How to use this bulletin



We are the Independent Advisory Council (IAC).

We give advice about ways to make the NDIS better.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page [19](#).



We wrote this **bulletin**.

A bulletin is an important news item we share with the community.

It explains what we did in our meeting.



You can ask someone you trust for support to:

- read this bulletin
- find more information.



This is an Easy Read summary of another bulletin.  
It only includes the most important ideas.



You can find the other bulletin on our website.

[www.ndis-iac.com.au/meetings](http://www.ndis-iac.com.au/meetings)

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## About this Reference Group



A **Reference Group** is a group of people who give us advice about a certain topic.

This Reference Group is about:



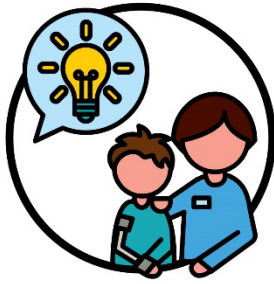
- children



- young people



- families.



The Reference Group shares their ideas with the IAC about how to support children and young people with disability.

This includes support to:



- do things for themselves



- take part in the community.



The IAC uses these ideas from the Reference Group when they write their advice for the National Disability Insurance Agency (NDIA) Board.

We just call them the **NDIA Board**.



The NDIA Board is a group of people who make decisions about all parts of the NDIA.

## Our reports



Reference Group members connected with the community to find out about issues that affect them.



This includes issues that affect **participants**.

Participants are people with disability who take part in the National Disability Insurance Scheme (NDIS).



Members shared reports about these issues with the NDIA.

## NDIS plans and assessments take too long



Members said it can also take a long time to get an early childhood **assessment** for NDIS plans.



Assessments help the NDIA work out:

- how someone's disability affects their life
- what supports they need.

## Issues with NDIS plans and supports



Reference Group members said some participants are confused about the supports in their NDIS plans.



Members said there are issues with some **NDIS planners** guessing how many hours of support a participant needs.



An NDIS planner is someone who:

- makes new NDIS plans
- changes NDIS plans.





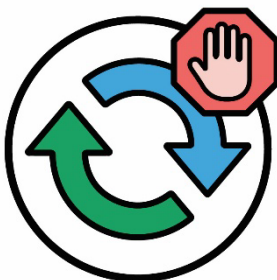
Some **plan managers** will just agree with what the NDIS planners say.



A plan manager is someone who helps participants manage money from the NDIS that pays for their support.



This means that some NDIS planners and plan managers aren't making sure the support hours in an NDIS plan are right.



It's also very hard to change the support hours in an NDIS plan after the plan manager agrees to them.



Members said some participants are getting less money in their NDIS plans than before.



But participants don't understand why they are getting less money.



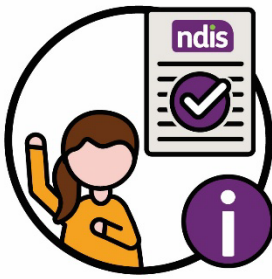
Members said young people should have more supports to choose from when they move to their own home.

## Information for participants



Reference Group members are worried that participants don't know the difference between some letters the NDIA sends them.

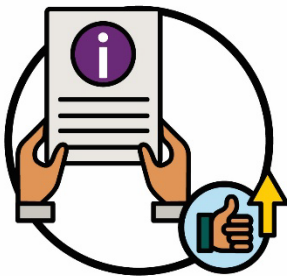
This includes the letters that explain:



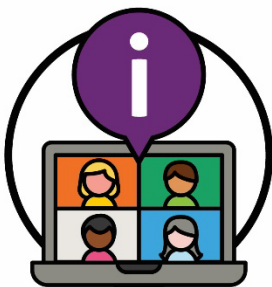
- why someone's disability means they can take part in the NDIS



- how the NDIA checks if the support needs of a participant have changed.



Members said they know the NDIA is working to share clearer information.



The NDIA is also running online information sessions for new participants in **February** and **March 2025**.

## What the NDIA said about our reports

The NDIA said they understand:



- a lot is changing



- participants are worried.

The NDIA said they are working to improve the way they check if the:



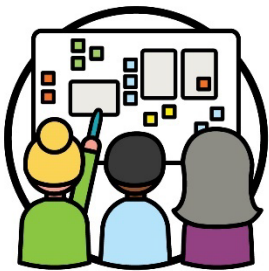
- supports in a participant's NDIS plan work well



- support needs for a participant have changed.



The NDIA is using **co-design** to make sure these checks work well.



Co-design is when people work together to plan or create something new.

Co-design makes sure everyone's ideas are included.



For example, participants used to have **28 days** to share information about their disability.



The NDIA has changed this so participants have **90 days** to collect this information.

## Update on the NDIA's Children's Taskforce



The NDIA gave an update about their work on their Children's Taskforce.



The Children's Taskforce focuses on children **up to 14 years old** who take part in the NDIS.

It supports these children during different stages of their life.



The Children's Taskforce wants to improve how children and families start taking part in the NDIS.



They are working on a new way for children to get support:

- as early as possible
- when they first get a disability.



The Children's Taskforce will use co-design to make sure the new way to get support works well.

## Better NDIS pathways



The NDIA gave an update about **NDIS pathways**.



NDIS pathways are the different ways people can:

- learn about the NDIS
- become a participant
- use the NDIS to improve their life.



The NDIA wants to make it easier for participants to:

- start using NDIS pathways
- understand how NDIS pathways work.

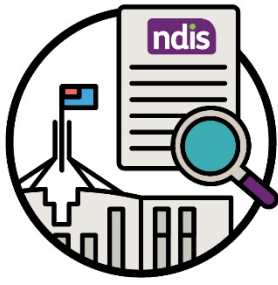


The NDIA said they're thinking about what's worked well for NDIS pathways in the past.



They're also using what they learned from the **NDIS Review**.

The Australian Government checked the NDIS to find out what:



- worked well
- could be better.

They called it the NDIS Review.



Reference Group members said some young people find it hard to get documents that prove who they are.

Members said the NDIA should share information for young people about:



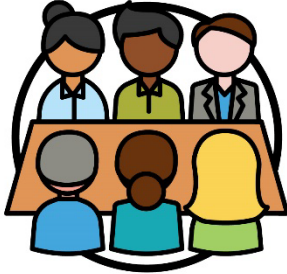
- how to get documents that prove who they are



- how to use the documents that prove who they are.



## Our next meeting



Our next meeting will be on  
**3 and 4 June 2025.**



You can find out more about our meetings  
and bulletins on our website.

[www.ndis-iac.com.au/meetings](http://www.ndis-iac.com.au/meetings)

## More information

For more information about this bulletin, please contact us.



You can visit our website.

[www.ndis-iac.com.au](http://www.ndis-iac.com.au)



You can send us an email.

[advisorycouncil@ndis.gov.au](mailto:advisorycouncil@ndis.gov.au)



You can visit the NDIS website.

[www.ndis.gov.au](http://www.ndis.gov.au)



You can call the NDIS.

**1800 800 110**

## Word list

This list explains what the **bold** words in this document mean.



### **Assessments**

Assessments help the NDIA work out:

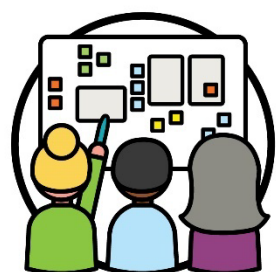
- how someone's disability affects their life
- what supports they need.



### **Bulletin**

A bulletin is an important news item we share with the community.

It explains what we did in our meeting.



### **Co-design**

Co-design is when people work together to plan or create something new.

Co-design makes sure everyone's ideas are included.



## NDIA Board

The NDIA Board is a group of people who make decisions about all parts of the NDIA.



## NDIS pathways

NDIS pathways are the different ways people can:

- learn about the NDIS
- become a participant
- use the NDIS to improve their life.



## NDIS planner

An NDIS planner is someone who:

- makes new NDIS plans
- changes NDIS plans.

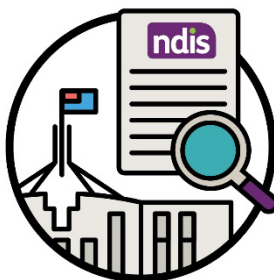
## NDIS plans



An NDIS plan is a document that has information about:

- a participant and their goals
- what supports you need.

## NDIS Review



The Australian Government checked the NDIS to find out what:

- worked well
- could be better.

They call it the NDIS Review.



## Participants

Participants are people with disability who take part in the NDIS.



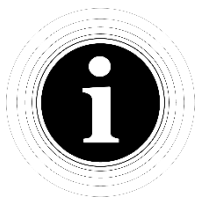
### Plan manager

A plan manager is someone who helps participants manage their **funding**.



### Reference Group

A Reference Group is a group of people who give us advice about a certain topic.



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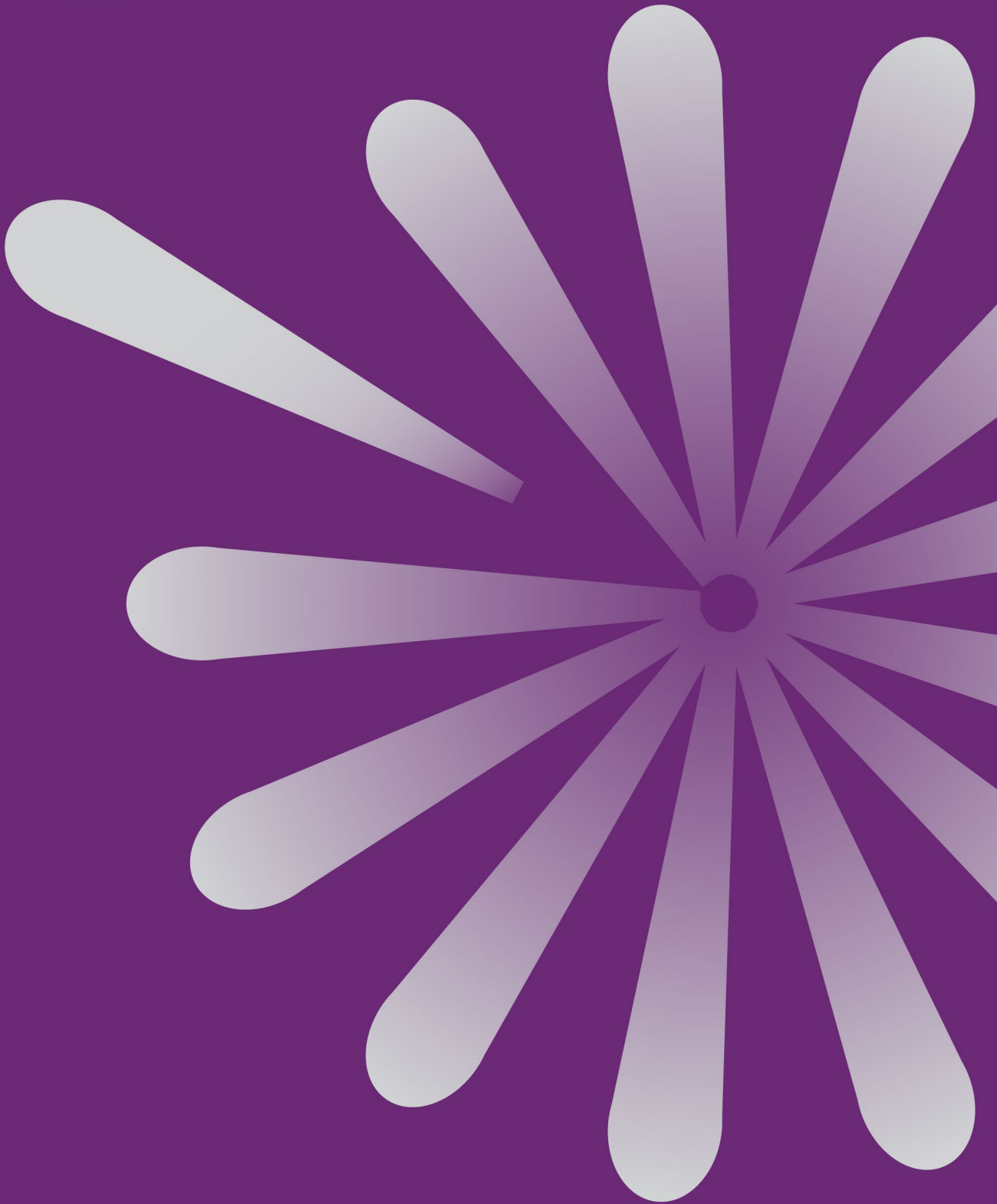
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