

Equity and Inclusion Reference Group

Easy Read meeting bulletin

11 March 2026



How to use this bulletin



We are the Independent Advisory Council (IAC).

We give advice about ways to make the National Disability Insurance Scheme (NDIS) better.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page [23](#).



We wrote this **bulletin**.

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

It explains what we did in our meeting.



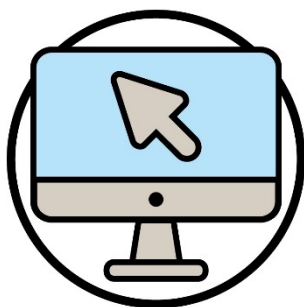
You can ask someone you trust for support to:

- 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

What's in this bulletin?

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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 gives advice to the IAC about how the NDIS can:

- be fair
- give **participants** the same chances.



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



This includes making sure the NDIS is **inclusive**.

When something is inclusive, it means everyone can take part.



It also includes making sure the NDIS thinks about **diversity**.

Diversity is what makes people different from each other.

People can:



- come from different places



- speak different languages



- have different abilities



- live their lives in different ways.



The IAC use these ideas 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.

What issues did the community share?



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



This includes issues that affect participants.



Members shared reports about these issues with the NDIA.



People from the NDIA also shared their response to some of these issues.

NDIS plans and supports

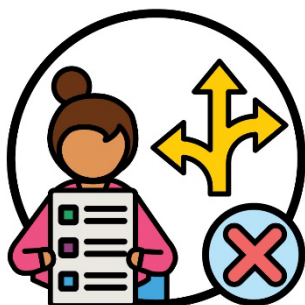


Reference Group members said people are annoyed about how they have to use **NDIS plans**.



An NDIS plan has information about:

- a participant and their goals
- what supports a participant needs
- what the NDIS will pay for.

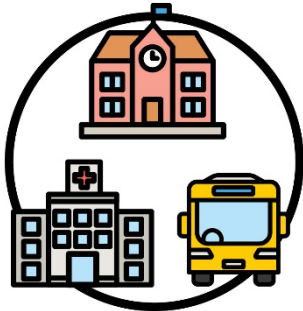


They are annoyed that participants can't use their NDIS plan in different ways.



Members said participants find it hard to use **mainstream services**.

Mainstream services are services that everyone in the community can use.



For example:

- schools
- hospitals
- public transport.

Participants have also said some plan managers suggest supports:



- that cost too much money



- only people with disability can use.

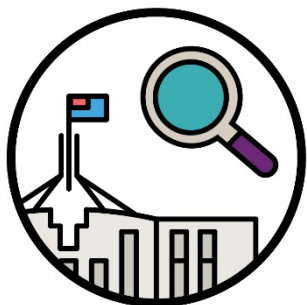
This has made some participants feel like they:



- can't take part in mainstream supports



- don't belong in their community.



The NDIA said the Australian Government is looking into the NDIS supports lists.

Support needs assessment

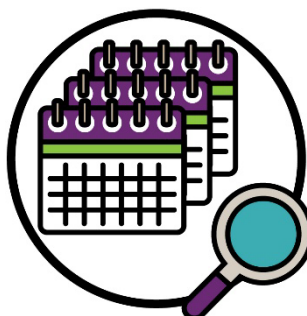


Reference Group members said there isn't enough information about the new **support needs assessment**.



Support needs assessments help the NDIA work out:

- how a person's disability affects their life
- what supports a person needs.



Members said they understand that support needs assessments will happen over time.



But members want the NDIA to share more information in places very far away from larger cities and towns.



Members also said more information about these assessments need to be in languages other than English.



This is because not all **interpreter** services know enough about the NDIS to understand support needs assessments.



An interpreter is someone who:

- uses your language
- helps you understand what someone is saying.

Worries about NDIS planners



Reference Group members asked the NDIA to explain some things **NDIS planners** are doing.



An NDIS planner is someone who:

- makes new NDIS plans
- changes NDIS plans.



Some NDIS planners are not using proof to make decisions about supports in NDIS plans.



The NDIA said this is because of the new support needs assessment.



The support needs assessment means that participants might not need to show proof for a support.



The NDIA said the support needs assessment makes it easier to make decisions about **funding**.



Funding is money from a participant's NDIS plan that pays for the supports they need.

Support for transgender people with disability



Reference Group members are worried about the support **transgender** people get.



Transgender is when a person's gender is different from the one they were given when they were born.



They're worried because some countries no longer support young transgender people with disability.



The NDIA told members it hasn't changed the way it supports **LGBTQIA+** communities.



The letters LGBTQIA stand for lesbian, gay, bisexual, transgender, intersex, queer or questioning and asexual.



The '+' is for people who are part of the LGBTQIA+ community but don't talk about themselves using a word from this list.

Issues using the NDIS portal



Reference Group members said some people find it hard to use the NDIS portal.



People are finding it hard to log into the NDIS portal through MyGov.



This is because there is a lot of security they have to go through to log on through MyGov.



The NDIA said security is important.

But making sure logging on is easy for everyone is important too.

Update on improving emergency responses

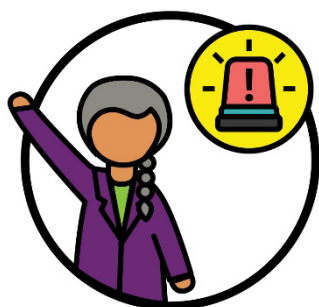


The NDIA gave an update on their plan to deal with **emergencies** better.



An emergency is a dangerous situation where people need help straight away to stay safe.

This includes an update about how the NDIA:



- responds to an emergency



- works when there is an emergency.

Update on the IAC's advice



Reference Group members talked about the IAC's current advice.

This includes the IAC's advice about:



- home and living supports

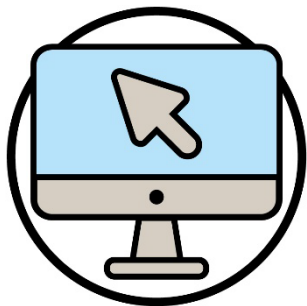


- emergency supports.

Our next meeting



Our next meeting is on **1 May 2026**.

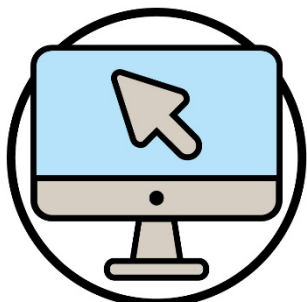


You can find out more about our meetings and bulletins on our website.

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



You can send us an email.

advisorycouncil@ndis.gov.au



You can learn more about the NDIS on their website.

www.ndis.gov.au



You can call the NDIS.

1800 800 110

Word list

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



Bulletin

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Diversity

Diversity is what makes people different from each other.



Emergency

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Funding

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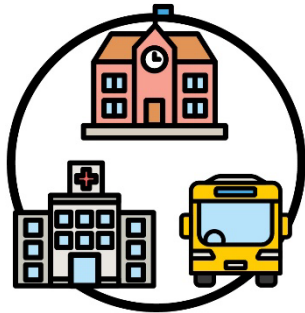
LGBTIQA+

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**Independent
Advisory
Council**
to the **ndis**



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