# Equity and Inclusion Reference Group

## Easy Read meeting bulletin

**21 October 2026**

Independent Advisory Council to the ndis

# 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 24.



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.

## Phone calls to participants

Reference Group members said the NDIA calls participants:



- without telling them first



- to do **plan reassessments**.




A plan reassessment is when the NDIA check if the supports in an **NDIS plan** still work well for someone.




An NDIS plan has information about:

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



Members said participants:

- are not ready for these phone calls
- do not have time to get the support they need.

Members said the NDIA should communicate in a way that:



- supports disability



- supports people who have experienced **trauma**.

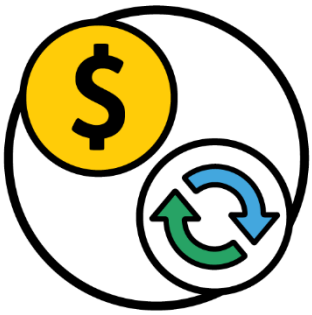


Trauma is the way you feel about something bad that happened to you.

For example, you might feel scared or stressed.

Trauma can affect you for a long time.

## Changes to funding



Reference Group members talked about the new changes to **funding**.



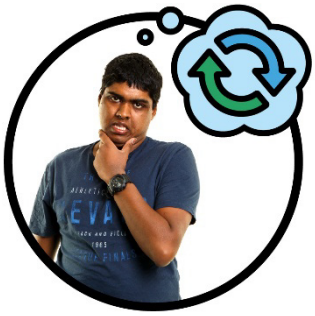

Funding is the money from a participant's NDIS plan that pays for the supports they need.



Members said participants are getting less funding for some supports.



This makes it harder for participants to get the support they need.



Members said participants are also confused by these changes to funding.



For example, some plan reassessments say a participant needs their funding.




But then they get less funding in their NDIS plan.



Members asked the NDIA to think about the issues people have with these funding changes.



They also want the NDIA to think about how these changes could cause safety issues.

## Concerns about parents



Reference Group members talked about an issue parents and **providers** shared.



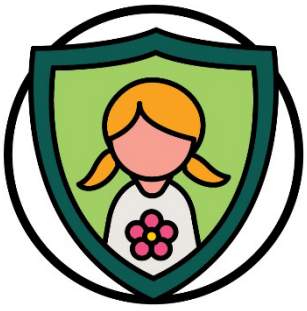
Providers support people who take part in the NDIS by delivering a service.



Parents and providers are worried about the way the NDIA checks that parents are doing a good job.



They said the NDIA contacts **child protection services** after plan meetings more often.



Child protection services help children stay safe.

They can decide if a child:

- is not safe in their home
- must live with someone else.



Some people said the NDIA does not focus on the strengths of parents.

This includes parents with disability.

Members heard about this issue from:



- parents who do not earn a lot of money



- First Nations parents



- single mum families.

## Money that participants earn



Reference Group members talked about participants who earn small amounts of money in different ways.



The NDIA often think of these as hobbies.

It does not think about it as work.



Members said this makes it harder for participants to:

- learn more skills
- find and keep work
- take part in the community.

# Supported independent living (SIL) and group homes



Reference Group members talked about participants who use **supported independent living (SIL).**



SIL is when people with disability live in their own home but get support to do daily tasks.

For example, cooking and cleaning.

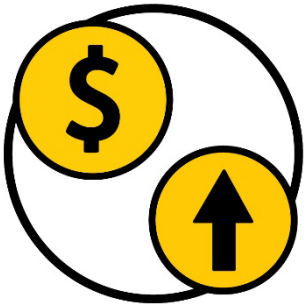


Members also talked about participants living in **group homes**.



Group homes are places where people with disability:

- live together
- get support.



Members talked about the participants who get the most funding.



Only **7% of participants** use their funding for:

- SIL
- group homes.



Members asked the NDIA to think about spending less funding on group homes.

They asked the NDIA to use this funding on:



- different housing options



- different ways participants can take part in the community.

## Care for participants




Reference Group members talked about the **NDIS Quality and Safeguards Commission**.

In this bulletin we call them the NDIS Commission.



The NDIS Commission makes sure people with disability who take part in the NDIS:

- are safe
- get good services.



Members asked that the NDIS Commission and NDIA make rules for when new people take over a provider.



Members said providers should make sure there is a plan for each participant's care before the new people take over.



They said providers should agree on this plan with:

- the participant

  and

- the NDIA.



Members also said the NDIA should have a way to make sure a participant always gets the care they need.



For example, if there is a problem with the new people who run their provider.

# Update about participant safety risks



The NDIA gave an update about how they manage risks to participant safety.



The NDIA said it uses the National Contact Centre to support participants.



It helps make sure participants are safe.



This includes making sure the NDIA can support participants with an **emergency**.



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

# Update on the IAC's advice



Reference Group members talked about the IAC's advice on trauma.




The IAC agreed with how their ideas were written in the advice.



And the NDIA have started to write a response for this advice.



Members also talked about the IAC's advice on support in an emergency.



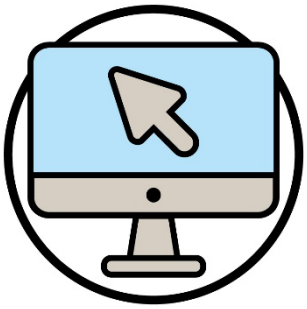
This advice looks at what the NDIA should do:

- before an emergency
- during an emergency
- after an emergency.

## Our next meeting



Our next meeting will be in **2027.**



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

www.ndis-iac.com.au/meetings

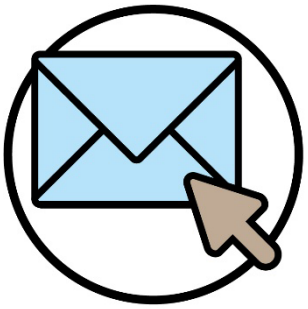
# More information

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

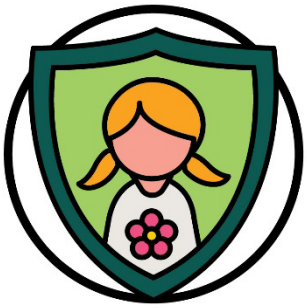
This list explains what the **bold** words in this bulletin mean.



### Bulletin

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It explains what we did in our last meeting.



### Child protection

Child protection services help children stay safe.

They can decide if a child:

- is not safe in their home
- must live with someone else.



### Diversity

Diversity is what makes people different from each other.



## Emergency

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




## Funding

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

## Group homes



Group homes are places where people with disability:

- live together
- get support.



## Inclusive

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




## NDIA Board

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

## NDIS plan




An NDIS plan has information about:

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

## NDIS Quality and Safeguards Commission (NDIS Commission)



The NDIS Commission makes sure people with disability who take part in the NDIS:

- are safe
- get good services.



## Participants

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




## Plan reassessment

A plan reassessment is when the NDIA check if the supports in an NDIS plan sill work well for someone.



## Providers

Providers support people who take part in the NDIS by delivering a service.



## Reference Group

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



## Supported independent living (SIL)

SIL is when people with disability live in their own home but get support to do daily tasks.

For example, cooking and cleaning.



## Trauma

Trauma is the way you feel about something bad that happened to you.

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