

Equity and Inclusion Reference Group

Easy Read meeting bulletin

5 August 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 [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.



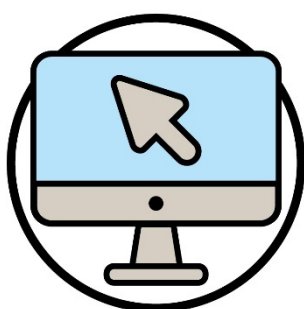
You can ask someone you trust for support to:

- 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

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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.

Changes to the NDIS



Reference Group members said people are worried about how the NDIS laws will change.



The community does not know how changing the law will affect some parts of the NDIS.



People are worried about changes to **funding**.



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



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 worried about getting less funding for certain supports.

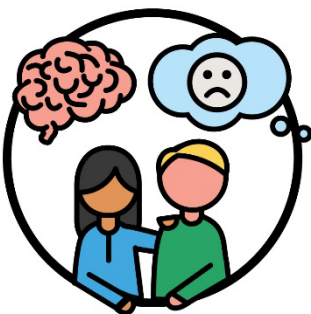


This includes funding for support to:

- build skills
- do daily tasks
- take part in the community.



Members said this might affect participants with **psychosocial disabilities**.



A psychosocial disability can affect how a person:

- thinks
- feels
- deals with other people.



The NDIA said they understand the changes make some people worry.



But the NDIA also said the Australian Government is still looking at these changes.



The NDIA said the government is still looking for ideas from the community.



They said participants and the community should have their say about these changes.



The NDIA also said it will start using a new way to make NDIS plans from **April 2027**.



At the moment the NDIA is testing this new way of making NDIS plans.

Phone calls and plan reassessments



Reference Group members said there are issues with **check-in** calls from the NDIA.



A check-in is when the NDIA talks with a participant about how their NDIS plan is going.



Members said the NDIA changes NDIS plans after a check-in call.



Participants do not realise these calls will:

- affect their funding
- cause a **plan reassessment**.



A plan reassessment is when the NDIA checks if the supports in an NDIS plan still work well for a participant.



Members said this can cause participants to:

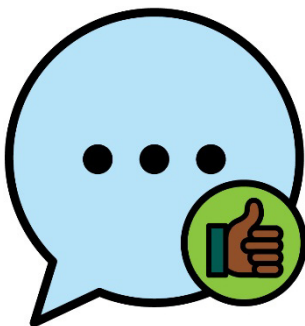
- feel confused
- lose trust in the NDIA.



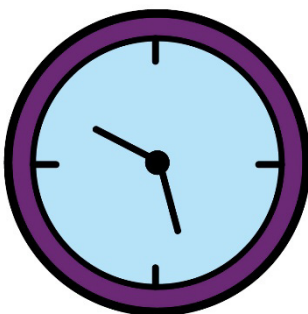
Some participants also might not answer phone calls from the NDIA.



Members said the NDIA should be more honest about why they are calling.



The NDIA should improve the way it communicates with participants.



The NDIS should also give participants more time to get ready for:

- check-in phone calls
- plan reassessments.

Local Area Coordinators (LACs)



Reference Group members said **Local Area Coordinators (LACs)** need better training.



An LAC is someone who helps people with disability find and use supports and services.



Members said sometimes LACs do not understand:

- the needs of participants
- the experiences and life of participants.



The NDIA said it is setting up a school to train people to do **assessments**.



Assessments can help work out:

- what you need
- how to support you.

The school will train:



- people who already have health skills

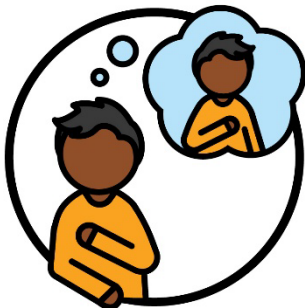


- people who make and change NDIS plans.

Information about participants



Reference Group members said the NDIA should collect information about a participant's **gender**.



Your gender is what you feel and understand about who you are as a person.

There are more genders than only men and women.

You can choose the words that are right for you.



The NDIA should also collect information about a participant's **sexuality**.



Your sexuality is about the genders you are attracted to.



Members said participants **older than 16 years** old should be able to answer these questions on their own.



The NDIA said they have been working on ways to better support participants.



This includes a plan for how it will support **LGBTIQA+** participants in the future.



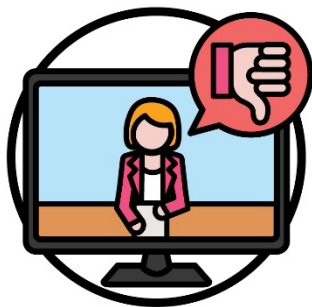
The letters LGBTIQA stand for lesbian, gay, bisexual, transgender, intersex, queer or questioning and asexual.

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



The community will find out more about these plans soon.

News reports on the NDIS



Reference Group members said the news talks about changes to the NDIS in a bad way.



This often affects participants and the disability community in a bad way.



Sometimes people will say bad things about participants that makes them feel:

- hurt
- upset.



Members want the news to talk about the good things the NDIS does.



For example, the ways it helps support participants to live good lives.

Update on the IAC's advice



The IAC gave Reference Group members an update on its advice.

This included the IAC's advice on:



- home and living



- the **justice system**.

The justice system makes sure everyone is treated fairly and follows the law.



The justice system includes:

- prisons
- courts
- police.

Update on support needs assessments



The NDIA gave Reference Group members an update on **support needs assessments**.



Support needs assessments help the NDIA work out:

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

This included an update on:



- how the NDIA is testing support needs assessments

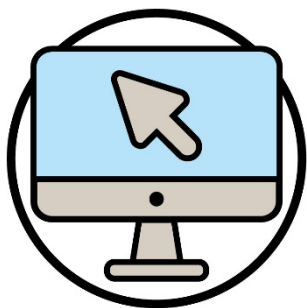


- what people are saying about the NDIA's testing.

Our next meeting



Our next meeting is on **21 October 2026**.

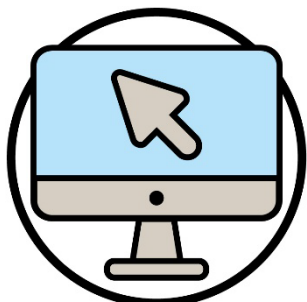


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www.ndis-iac.com.au/meetings

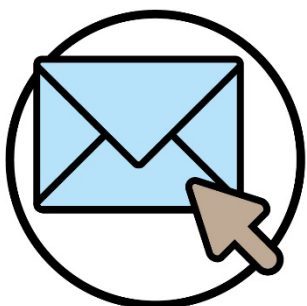
More information

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.



Assessment

Assessments can help work out:

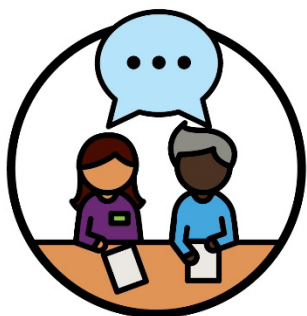
- what you need
- how to support you.



Bulletin

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Check-in

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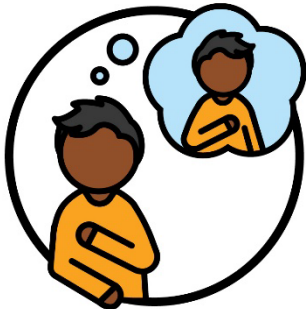
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Justice system

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



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