

# Independent Advisory Council

An Easy Read meeting bulletin

7 November 2024



## 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 explain the words in **bold**.

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

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## What happened at the meeting?



Ms Leah van Poppel ran the meeting.

She is the IAC's Principal Member.

She's also a member of 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.



We held the meeting on **7 November 2024**.

At the meeting, IAC Members talked about:



- the work the IAC is doing



- what they have heard in their communities



- some updates about the NDIA's work.

Leah welcomed people from the NDIA Board,  
including:



- Mr Kurt Fearnley AO



- Dr Graeme Innes AM



- Ms Maryanne Diamond AO.



Leah also welcomed a person who helps run  
the NDIA.

## Our reports



IAC Members connected with the community to find out about issues that affect them.



IAC Members shared these issues with the NDIA.



## What did the reports talk about?



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



IAC Members explained that participants need more ways to use their **NDIS plans**.



An NDIS plan is a document that includes information about:

- you and your goals
- what support you receive from the NDIS.



People in the community also want the NDIA to improve how they:

- communicate
- guide people.



IAC Members shared that changes to the laws about the NDIS confuse some people.



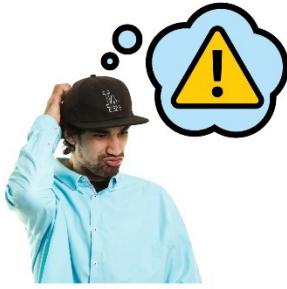
The community need more clear information about what people can use their NDIS plan for.



IAC Members explained that the NDIS call centre is not giving everyone the same advice about what is changing.



This has made people unhappy about how the NDIS is handling the changes.



IAC Members shared that reporting **fraud** can be an issue for some participants.



Fraud is when someone does something that is not honest on purpose.

Fraud is a crime.



Participants said that the form to report fraud is not **accessible**.



When information is accessible, it is easy to:

- find and use
- understand.



IAC Members asked the NDIA for information about fraud by people who manage their own NDIS plans.



IAC Members shared that it can be hard for people to get money for **circles of support**.

Circles of support are groups of people who:



- know and understand the person they support
- can help the person make their own decisions.



IAC Members explained that it is hard for some participants to use health services.

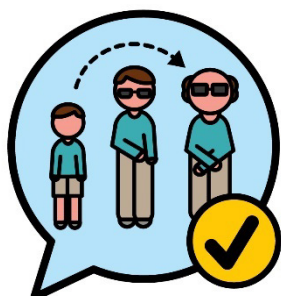
For example, health services at hospitals.



This is because these services can't support them the way they need.

# What important updates were in the meeting?

## The IAC's advice and principles



The IAC finished their advice about participants who are getting older.



The NDIA will now start working on their response to this advice.



The IAC Members talked about the **principles** that guide how the IAC works.

Principles are important ideas that we should always think about.

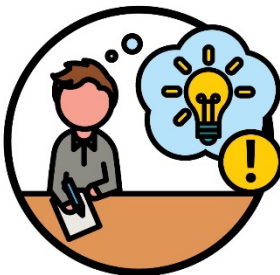


They think the IAC principles should focus on what participants can do.

Not what they can't do.



They also think the principles should make sure the IAC communicate their ideas to the NDIA Board well.



They will keep working on their principles.



They will send their principles to the NDIA Board once they are done.

## IAC First Nations Reference Group



IAC Members shared an update on the IAC's work to create a First Nations **Reference Group**.

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



**More than 20** people applied to join the Reference Group.



The IAC will share who is part of the Reference Group soon.



The Reference Group's first meeting will be at the start of **2025**.



IAC Members explained that the NDIA's plan to support First Nations people will end in 2025.



The NDIA has made a group to help make a new plan.



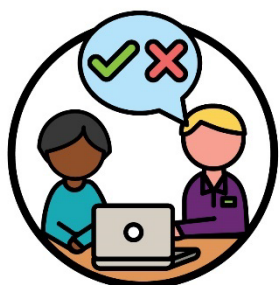
IAC Members will be part of this group.



## Supported decision making



The NDIA gave an update on their plan about **supported decision making**.



Supported decision making is when someone supports you to make your own decisions about your life.



They explained how important it is that they:

- check this plan
- improve this plan.



The NDIA talked about groups of people who know and support a participant.

For example, circles of support.



They also talked about what:

- is good about these groups of people
- can be a risk.



IAC Members explained that it's important that participants can take part in this work.

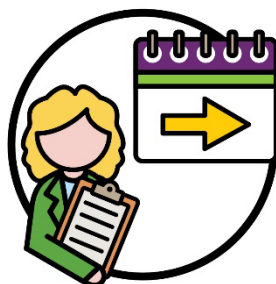


IAC Members shared that the NDIA needs to share information that is easy to understand.



This includes information about how people can find and use supported decision making.

## Navigators

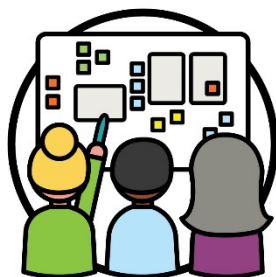


The NDIA wants to start using a **navigator** role in the future.



Navigators will help people with disability to:

- learn about different supports
- connect with experts
- find and use the supports they need.



IAC Members explained that the NDIA should keep doing **co-design** work to create navigators.

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



This includes co-design work to decide what navigators will do.



IAC Members shared that the NDIA are testing how navigators could work.



But they said the NDIA might need to do more to make sure they work well.

## Our next meeting



Our next meeting is on **10 and 11 December 2024.**



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.



### **Accessible**

When information is accessible, it is easy to:

- find and use
- understand.



### **Bulletin**

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

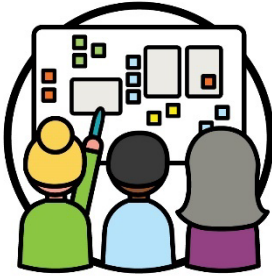
It explains what we did in our meeting.



### **Circles of support**

Circles of support are groups of people who:

- know and understand the person they support
- can help the person make their own decisions.



## Co-design

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



## Fraud

Fraud is when someone does something that is not honest on purpose.

Fraud is a crime.



## Navigators

Navigators will help people with disability to:

- learn about different supports
- connect with experts
- find and use the supports they need.





## NDIA Board

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



## NDIS plan

An NDIS plan is a document that includes information about:

- you and your goals
- what support you receive from the NDIS.



## Participants

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



## Principles

Principles are important ideas that we should always think about.



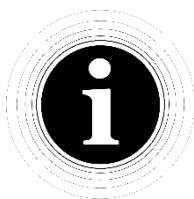
## Reference Group

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



## Supported decision making

Supported decision making is when someone supports you to make your own decisions about your life.



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