

Independent Advisory Council

Easy Read meeting bulletin

13 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 [25](#).



We wrote this **bulletin**.

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

It explains what we did in our meeting.



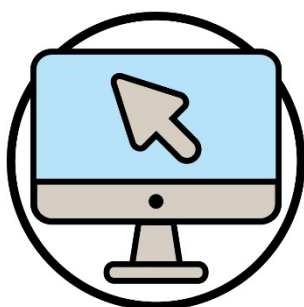
You can ask someone you trust for support to:

- 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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What happened at the meeting?



We held the meeting on **13 August 2026**.

At the meeting, IAC Members talked about:



- the work the IAC is doing



- what they have heard in their communities



- some updates about the National Disability Insurance Agency's (NDIA) work.

What issues did the community share?



IAC 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 NDIS.



IAC Members shared reports about these issues with people from the NDIA.



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

Phone calls and plan reassessments



IAC Members said there are issues with the NDIA's phone calls to participants.



The NDIA does not tell participants that it is going to call them.



This means participants might:

- miss the call
- not have a support person with them.



The NDIA will often do a **plan reassessment** after these calls.



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



An NDIS plan has information about:

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



Participants feel they do not have enough time to get **evidence** for their plan reassessment.

Evidence is proof that something is true.



This means some participants get much less **funding**.

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



But the NDIA does not tell them why.



IAC Members said this makes participants:

- feel confused
- lose trust in the NDIA.

Self-managed NDIS plans



IAC Members shared some things that worry participants who **self-manage** their NDIS plans.



Participants who self-manage their NDIS plans pay for their supports through the my NDIS portal and app.



These participants have to give more evidence when they ask the NDIA to pay for a support.



They are also confused about the rules for hiring their own support workers.



Some participants who self-manage their NDIS plans do not know if they need to have **service agreements**.



A service agreement is a written plan between a participant and their support worker.

It explains:



- what supports they will use
- how their support worker will give them those supports
- how much the supports cost.



They also do not know if their support workers need to do the **Worker Screening Check**.



A Worker Screening Check makes sure workers are safe to support people with disability.



Self-managed participants are also getting shorter **funding periods**.



Funding periods tell a participant:

- how long their funding needs to last
- when they can start using more funding.



This makes it harder for participants to choose how they use their funding.



It also makes them worry about running out of funding.

Changes to funding and NDIS plans



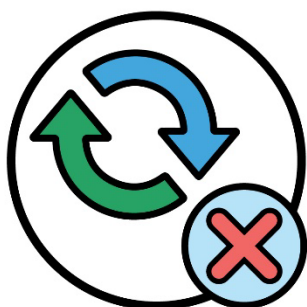
IAC Members said some participants are getting less funding in their NDIS plans.



Most of the time it is less funding for support to take part in the community.



Participants are worried this is happening because laws about the NDIS will change soon.



But these laws have not changed yet.



Participants are worried they will not be able to afford their supports because of this.



Some participants might get less support if their funding changes.

This means some participants might:



- work less
- feel more alone
- not be able to live by themselves.



Some participants are worried they might need to go back to living in **group homes**.



Group homes are places where people with disability:

- live together
- get support.

Funding for assistive technology



IAC Members share some issues with funding for **assistive technology**.



Assistive technology is equipment or a device that can help people do things more easily.

For example, a wheelchair or a hearing aid.



IAC Members heard about issues from blind and vision-impaired participants.



These participants shared they cannot get funding for technology that anyone can use.

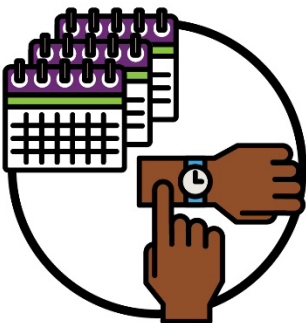


They can only get funding for assistive technology made for people with disability.



This assistive technology:

- costs more
- is harder to use.



Participants often have to wait a long time to get this technology.

Support coordinators



IAC Members said that some **support coordinators** find it hard to make money.



Support coordinators help participants plan and use their supports.



This mostly affects support coordinators far away from cities and towns.



Support coordinators said this is because:

- participants are getting less funding for support coordinators
- the NDIS will not let them put their prices up.



Participants are worried about losing good support coordinators in these areas.

Providers



IAC Members shared what **providers** have told them.



Providers support people with disability by delivering a service.



Providers have asked the NDIA to give them more information.



They want to know how to manage **claims** from participants.

When you make a claim, you ask the NDIS to pay for a support.



The NDIA have also changed their advice about what supports should cost.



Providers want more information about these changes.

Update from the NDIA



Graeme Head gave IAC Members an update.



Graeme is the Chief Executive Officer (CEO) of the NDIA.

This means he helps run the NDIA.



Graeme said the government gave the NDIA another **9 months** to work on the **New Framework Planning**.



The New Framework Planning is a new way to make NDIS plans.



This will let the NDIA do more testing.



Graeme also said the NDIA is working on information to share with participants.



This information will be about changes to the NDIS laws.



The NDIA will share this information after the laws change.

Update on the IAC's advice



IAC Members talked about their advice on the **justice system**.

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



The justice system includes:

- prisons
- courts
- police.



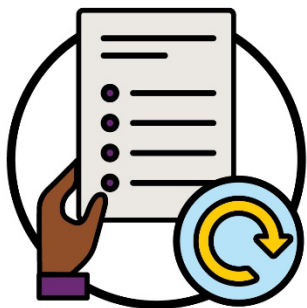
IAC Members also talked about their advice on **support needs assessments**.



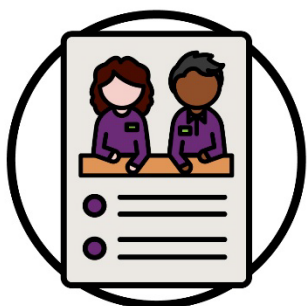
Support needs assessments help us work out:

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

Update on the NDIA Corporate Plan



The NDIA shared an update about their Corporate Plan.



The Corporate Plan is about how the NDIA will do its work.



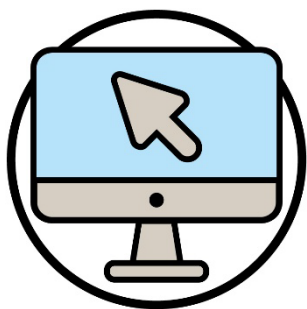
The NDIS will use this Corporate Plan from **2026 to 2027**.

Our next meeting



Our next meeting will go from:

- **8 September 2026**
- to
- **10 September 2026.**

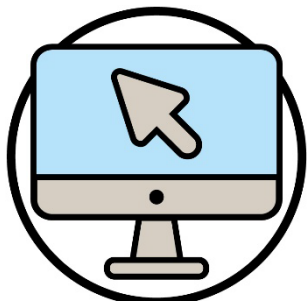


You can find out more about our meetings and bulletins on our website.

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.



Assistive technology

Assistive technology is equipment or a device that can help people do things more easily.

For example, a wheelchair or a hearing aid.



Bulletin

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Claim

When you make a claim, you ask the NDIS to pay for a support.



Evidence

Evidence is proof that something is true.



Funding

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



Funding periods

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- how long their funding needs to last
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Group homes

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NDIS plans



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New Framework Planning

The New Framework Planning is a new way to make NDIS plans.



Participants

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Plan reassessment

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Provider

Providers support people with disability by delivering a service.



Self-managed

Participants who self-manage their NDIS plans pay for their supports through the my NDIS portal and app.



Service agreement

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Support coordinator

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Worker Screening Check

A Worker Screening Check makes sure workers are safe to support people with disability.



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to the **ndis**



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