

Independent Advisory Council

Easy Read meeting bulletin

25 September 2025



How to use this bulletin



We are the Independent Advisory Council (IAC).

We give advice about ways to make the 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.



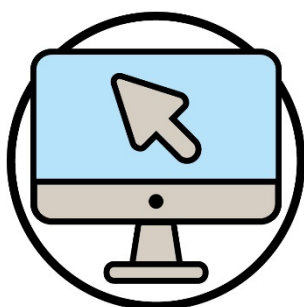
You can ask someone you trust for support to:

- 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

What's in this bulletin?

What happened at the meeting?	5
What issues did the community share?	6
Update from the NDIA Board	18
Update from the Office of the Participant Advocate	19
Update on the IAC's advice	22
Our next meeting	23
More information	24
Word list	25

What happened at the meeting?



We held the meeting on **25 September 2025**.

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 National Disability Insurance Scheme (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.

Changes to NDIS plans



An **NDIS plan** has information about:

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



IAC Members said sometimes NDIS plans can change before the NDIA checks them.



The NDIA fixes this problem when it happens.



But it is still scary for participants.

Funding periods



IAC Members said participants are worried about the new **funding periods**.



Funding periods tell you:

- how long your money from the NDIS needs to last
- when you can start using more money from the NDIS.



Some participants can't get support because they don't have enough money at the end of the funding period.

IAC Members said funding periods don't let participants:



- change their supports easily



- use the money in their NDIS plans in different ways.



The NDIS said its working to make sure all their decisions think about participants.

People who find it hard to join the NDIS



IAC Members said some people with disability find it hard to join the NDIS.



This includes people with disabilities that not many people have.

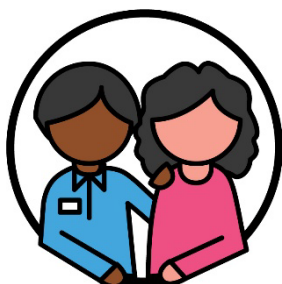


They find it hard to get the proof the NDIS needs about their disability.

This is because there isn't always research about:



- how these disabilities can affect their life



- what supports they need.

Research from the NDIA



IAC Members asked the NDIA about some of their research papers.

This includes the NDIA's research papers on:



- home and living supports



- **group homes.**



Group homes are places where people with disability:

- live together
- get support.

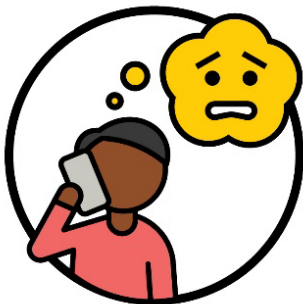


IAC Members want to know what research the NDIA has done.



The NDIA said it wants to share more information with the community about its research.

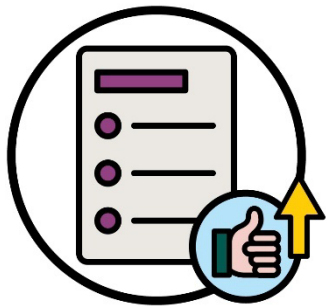
Phone calls to participants



IAC Members said participants are worried about calls from the NDIA they don't expect.



The NDIA said they have guides for what their staff should say to participants when they call.



The NDIA is working on making these guides better.



The guides will help staff communicate in a way that:

- is clear
- participants can understand.



The NDIA is also working on a way that lets participants choose when the NDIS calls them.

Information for when a participant passes away



IAC Members said people need more information about what to do when a participant passes away.

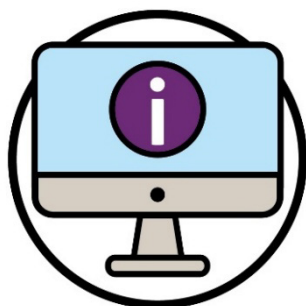
This includes information for:



- participants



- families and carers.

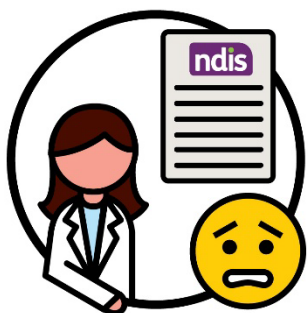


IAC Members said that the NDIA should share all the information people might need on their website.



This includes clearer information about what families and carers should do.

The NDIS and healthcare services



IAC Members said the community are worried about how the NDIS works with healthcare services.



The community are worried people don't know how participants can get support in hospitals.

This includes:



- **providers** – someone who supports people with disability by delivering a service



- people who speak up for participants



- healthcare workers.



The rules for different states and territories make it hard to know how to support participants in hospitals.



IAC Members said this shows how **foundational supports** can improve the experience of participants.



Foundational supports are disability supports for all people with disability.
This includes people with disability who don't take part in the NDIS.

Update from the NDIA Board



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

People from the NDIA Board gave IAC Members an update on the:



- work the NDIA Board has been doing



- focus of the NDIA Board.

Update from the Office of the Participant Advocate



The **Office of the Participant Advocate (OPA)** gave IAC Members an update on their work.

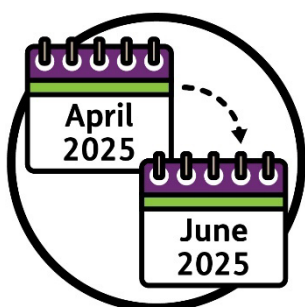


OPA is an organisation that supports the **rights** of people with disability.



Rights are rules about how people must treat you:

- fairly
- equally.



OPA shared what was most important to participants between April and June this year.

OPA said it's important to participants that:



- it's easy to find and use clear information



- NDIA staff have the right skills



- the NDIA builds trust with the community



- the NDIA makes sure the community doesn't feel scared.



It's also important to participants that the NDIA works with them and their:

- families
- carers.

Update on the IAC's advice



Samantha Jenkinson gave an update on the IAC's advice.



She gave an update on the IAC's home and living advice.



She also gave an update on the IAC's advice about the NDIS and the **justice system**.



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

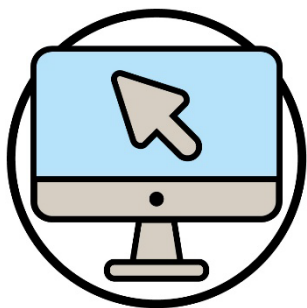
The justice system includes:

- prisons
- courts
- police.

Our next meeting



Our next meeting is on **5 November 2025**.

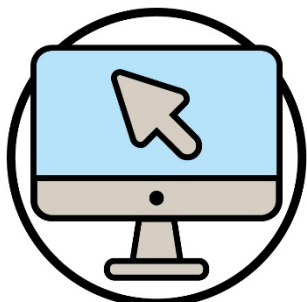


You can find out more about our meetings and bulletins on our website.

www.ndis-iac.com.au/meetings

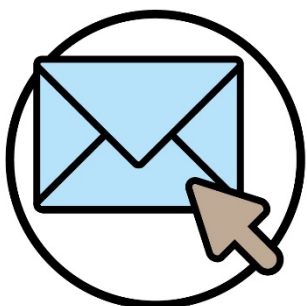
More information

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

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

It explains what we did in our last meeting.



Foundational supports

Foundational supports are disability supports for all people with disability.

This includes people with disability who don't take part in the NDIS.



Funding period

Funding periods tell you:

- how long your money from the NDIS needs to last
- when you can start using more money from the NDIS.



Group home

Group homes are places where people with disability:

- live together
- get support.



Justice system

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

The justice system includes:

- prisons
- courts
- police.



NDIA Board

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



Office of the Participant Advocate (OPA)

OPA is an organisation that supports the rights of people with disability.



Participants

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



Providers

Providers support people with disability by delivering a service.



Rights

Rights are rules about how people must treat you:

- fairly
- equally.



The Information Access Group created this Easy Read document using stock photography and custom images.

The images may not be reused without permission.

For any enquiries about the images, please visit

www.informationaccessgroup.com.

Quote job number 6212-A.



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



ndis-iac.com.au