

Independent Advisory Council

Easy Read meeting bulletin

27 March 2025



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**.

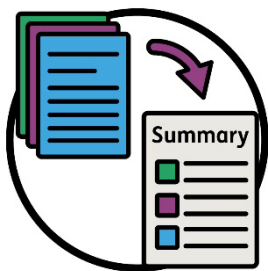
A bulletin is an important news item we share with the community.

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?

What happened at the meeting? 5

What did the Principal Member say? 6

What issues did the community share? 7

The Reform Advice Committee 18

Update on the IAC's advice 20

Our next meeting 22

More information 23

Word list 24

What happened at the meeting?



We held the meeting on **27 March 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 NDIA's work.

What did the Principal Member say?



Ms Leah van Poppel is the IAC's Principal Member.

She's also a member of the **NDIA Board**.



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



Leah welcomed people from the NDIA Board to the meeting.



This included the people who help run and lead the NDIA Board.

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.

Funding in NDIS plans



IAC Members said participants are worried about their **NDIS plans**.



An NDIS plan has information about:

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



Participants are worried they're not getting the right **funding** in their NDIS plans.



Funding is money that pays for the NDIS supports that participants need.



For example, some participants get funding for 1-on-1 supports.

But they need funding for 2-on-1 support.



Or some **providers** deliver 2-on-1 support even if an NDIS plan doesn't have funding for it.



Providers support people with disability by delivering a service.



This can make it harder for participants to pay for the support they need.



This can also stop participants from using more services because they don't have enough funding left.

Using and taking part in the NDIS



IAC Members said some participants have issues proving who they are when they log into the NDIS portal.



The NDIA said they will check these issues.



IAC Members said **assessments** cost too much for some people.



The NDIA uses assessments to work out:

- how someone's disability affects their life
- what funding someone needs from the NDIS.



IAC Members also said the cost of assessments stop people from taking part in the NDIS.

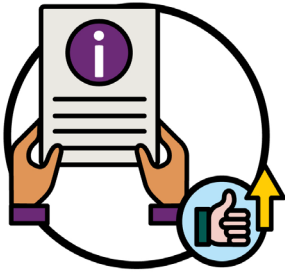


IAC Members said people should be able to use Medicare to help pay for assessments.



The NDIA said you can use Medicare to help pay for an assessment.

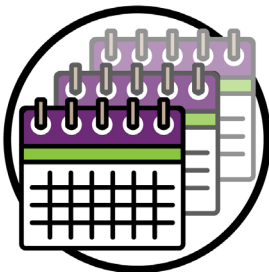
You can do this if a doctor does your assessment.



The NDIA said they can improve the way they share information about assessments.



The NDIA also wants to work with other people to make it easier for people to join the NDIS.



But the NDIA said this will take time.

Changes to NDIS supports



IAC Members said the community are still confused about NDIS supports.



IAC Members said people are worried about changes to the supports they can get.



The NDIA said they are working to make sure participants understand the new rules.

The NDIA also said they've:



- held information sessions



- sent emails and texts



- updated their website.

Unregistered providers



IAC Members said the community are worried about **unregistered providers**.



An unregistered provider can offer supports and services to participants.

But there are certain supports and services they can't provide.



For example, supports and services providers need more training for.

The community are worried that no one is checking unregistered providers to make sure they are:



- doing the right thing



- delivering good services.

Check-in phone calls



IAC Members said sometimes the NDIA calls participants for a **check-in** without telling them.



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



The NDIA said they're working on ways to improve how they let participants know about check-ins.



For example, telling participants 2 months before they will have a check-in.



The NDIA also said they want to make sure participants have a good experience for their check-in.

The Reform Advice Committee



IAC Members met 2 people from the new NDIS Reform Advisory Committee.

In this bulletin, we call it the committee.

IAC Members met:



- Ms El Gibbs



- Mr Dougie Herd.



The committee will share advice with different **ministers**.

A minister leads an area of the government.



This includes:

- the Minister for the NDIS
- state and territory disability ministers.



The committee will share advice about changes to the NDIS.



This includes changes to:

- rules about the NDIS
- how the NDIS works.



The committee's members will be people with disability.



El and Dougie talked with IAC Members about how they can work together with the committee.

Update on the IAC's advice



The NDIA gave IAC Members an update on changes to the NDIS.

The IAC's advice looks at how the NDIS should focus on:



- people's strengths



- **human rights.**



Human rights are rules about how people must treat you:

- fairly
- equally.



IAC Members thought about the 3 pieces of advice they are working on now.

This includes their advice about how to:



- make the NDIS fairer



- support what makes people different from each other



- work in ways that support 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.

Our next meeting



Our next meeting is on **20 and 21 May 2025**.



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

www.ndis-iac.com.au/meetings

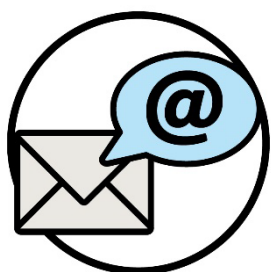
More information

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.



Assessments

The NDIA uses assessments to work out:

- how someone's disability affects their life
- what funding someone needs from the NDIS.



Bulletin

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

It explains what we did in our last meeting.



Check-in

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



Funding

Funding is money that pays for the NDIS supports a participant needs.



Human rights

Human rights are rules about how people must treat you:

- fairly
- equally.



Ministers

A minister leads an area of the government.



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 they need
- what the NDIS will pay for.



Participants

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



Providers

Providers support people with disability by delivering a service.

Trauma



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

For example, you might feel scared or stressed.

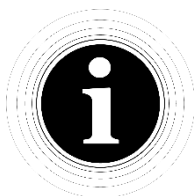
Trauma can affect you for a long time.

Unregistered providers



An unregistered provider can offer supports and services to participants.

But there are certain supports and services they can't provide.



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

The images may not be reused without permission.

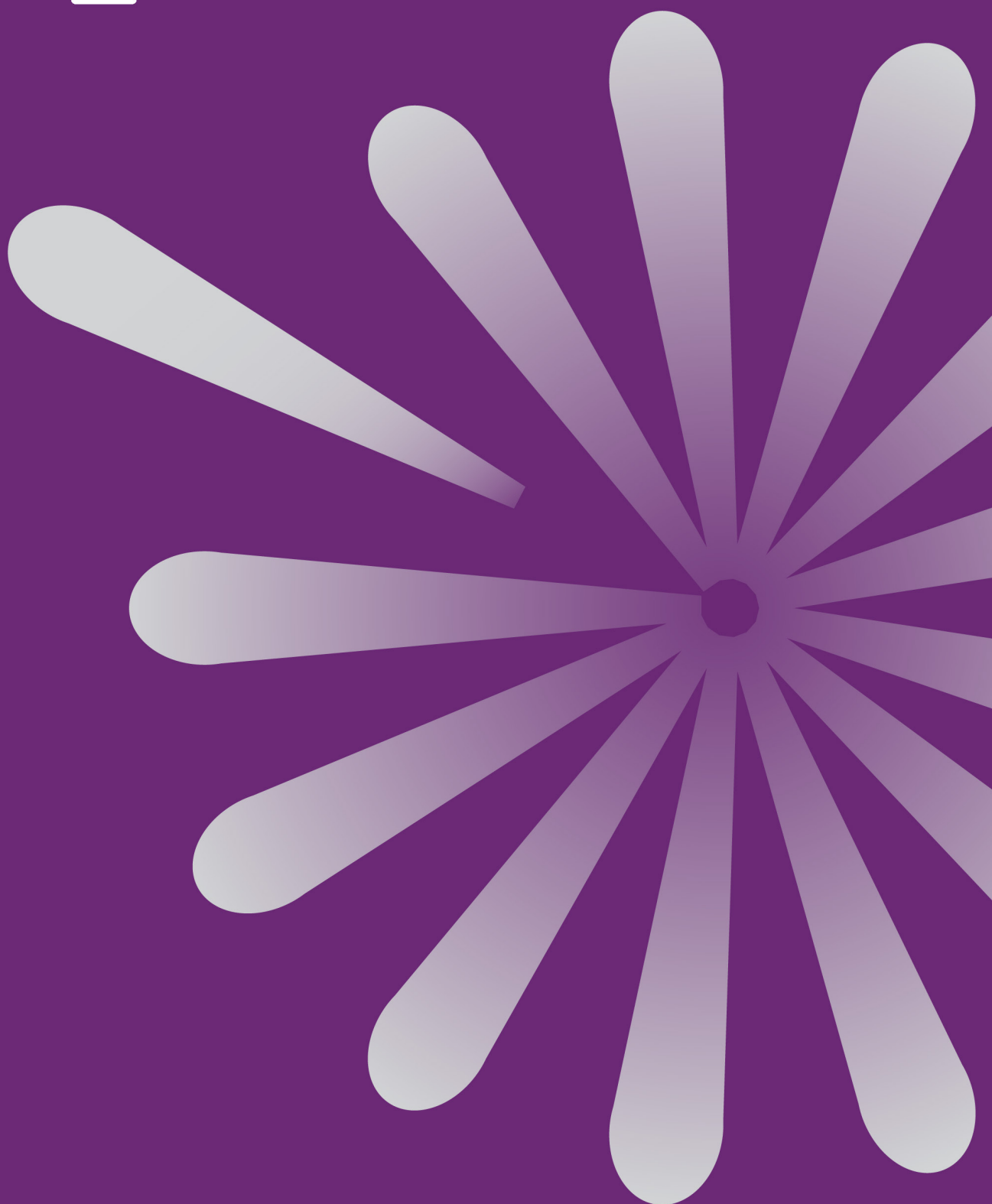
For any enquiries about the images, please visit

www.informationaccessgroup.com.

Quote job number 6212-A.



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



ndis-iac.com.au