

# Intellectual Disability Reference Group

Easy Read meeting bulletin

22–23 April 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 [20](#).



We wrote this **bulletin**.

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

It explains what we did in our meeting.



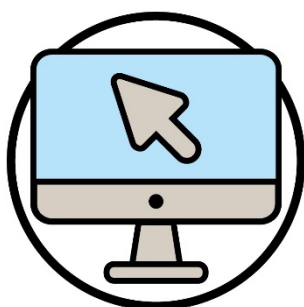
You can ask someone you trust for support to:

- 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)

## What's in this bulletin?

About this Reference Group 5

---

What issues did the community share? 7

---

Update about support needs assessments 16

---

Update on the IAC's advice 17

---

Our next meeting 18

---

More information 19

---

Word list 20

---

## About this Reference Group

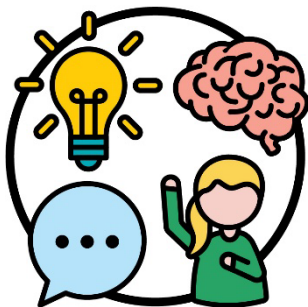


A **Reference Group** is a group of people who give us advice about a certain topic.



The Reference Group shares their ideas with the IAC about how to support people with **intellectual disability**.

An intellectual disability affects how you:



- learn new things
- solve problems
- communicate
- do things on your own.

This includes support to:



- take part in the community



- make your own decisions.



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**.

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



Members shared reports about these issues with the NDIA.



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

## Support workers



Reference Group members said participants are having trouble finding support workers.

Participants shared that some support workers:



- don't come on time



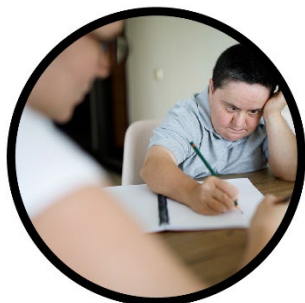
- don't come at all.



Participants said that support workers don't always provide good **quality** services.



Quality is about providing good services that meet the needs of people with disability.



Participants are having trouble connecting with support workers who:

- understand them
- get along with them.

## Cost of fuel



Reference Group members said the cost of fuel is affecting participants.



This is more important for participants who live far away from cities and towns.



It can also be harder for these participants to use public transport.



This is because there might not be good public transport where they live.



Members said the NDIA should do more to support people to travel for support.

For example, help pay for higher fuel costs.

## Concerns about funding



Reference Group members said participants are worried about getting less **funding**.



Funding is money from your **NDIS plan** that pays for the supports you need.



An NDIS plan has information about:

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



Participants are most worried about getting less support to take part in their community.



Members said participants sometimes agree to start their old NDIS plan again when it finishes. Even if it's not working well for them.



This is because they are worried about getting less funding if they have a **plan reassessment**.



When the NDIA does a plan reassessment, it checks to see if the supports in an NDIS plan still work well for a participant.



Members said this is not meeting the needs of people with disability.

## Sharing information



Reference Group members asked the NDIA to improve how it shares information with participants about plan reassessments.



Sometimes a participant needs a family member to spend most of their time supporting them to take part in the NDIS.



Members said the NDIA needs to make sure participants can understand what happens when they do a plan reassessment.



This includes what happens when the participant needs changes to their home.



The NDIA said it is trying out a program with:

- participants
- the people doing assessments.

## Behaviours of concern



**Behaviours of concern** are things someone does that might put:

- them in danger
- other people in danger.



Reference Group members shared that some support workers say participants have behaviours of concern.



This can affect how other people treat the participants.

Participants often:



- don't know their support workers say this



- didn't agree to share this information.

## Easy Read NDIS plans



The NDIA told Reference Group members they are creating Easy Read NDIS plans.



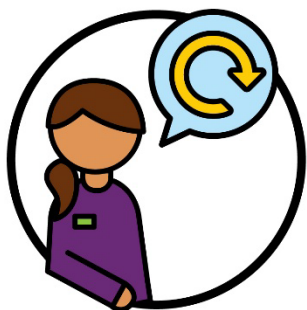
The NDIA said it will work with participants to:

- create the plans
- make sure everyone understands the plans.



The NDIA will also work with disability organisations to test the Easy Read plans.

## Update about support needs assessments



The NDIA gave 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.

## Update on the IAC's advice

Reference Group members talked about 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.

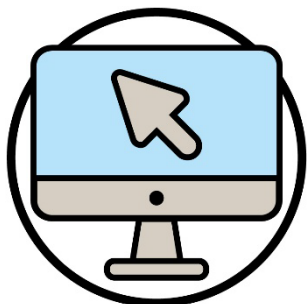


Members shared ideas about what the advice should include.

## Our next meeting



Our next meeting is on **18–19 August 2026**.

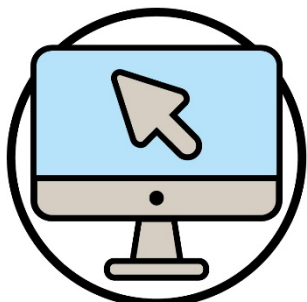


You can find out more about our meetings and bulletins on our website.

[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 learn more about the NDIS on their 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 bulletin mean.



### **Behaviours of concern**

Behaviours of concern are things someone does that might put:

- them in danger
- other people in danger.



### **Bulletin**

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

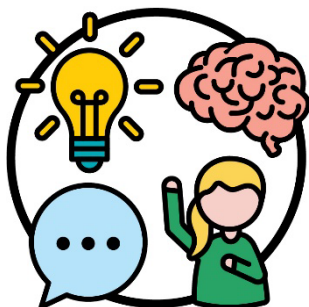
It explains what we did in our last meeting.



### **Funding**

Funding is money from your NDIS plan that pays for the supports you need.

## Intellectual disability



An intellectual disability affects how you:

- learn new things
- solve problems
- communicate
- do things on your own.

## 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 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.



## Plan reassessment

When the NDIA does a plan reassessment, it checks to see if the supports in an NDIS plan still work well for a participant.



## Quality

Quality is about providing good services that meet the needs of people with disability.



## Reference Group

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



## Support needs assessments

Support needs assessments help the NDIA work out:

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



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

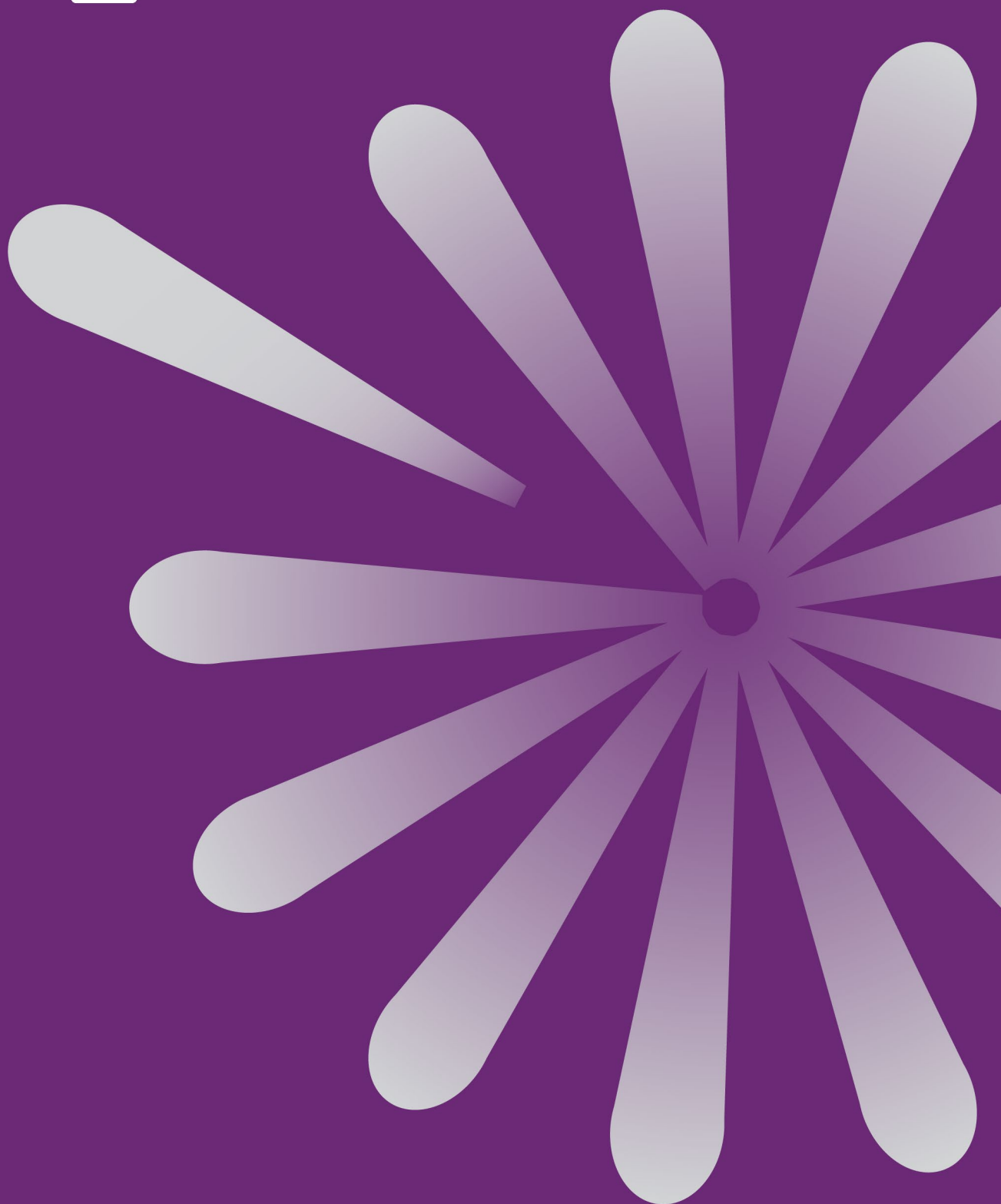
The images may not be reused without permission.

For any enquiries about the images, please visit

[www.informationaccessgroup.com](http://www.informationaccessgroup.com). Quote job number 6212-B.



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



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