



Independent Advisory Council

An Easy Read meeting bulletin

21 September 2023



How to use this bulletin



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

It explains what we did in our meeting.



The Independent Advisory Council gives advice about ways to make the NDIS better.

In this bulletin, we just say IAC.



The IAC wrote this bulletin.

When you see the word 'we', it means the IAC.



We wrote this bulletin in an easy to read way.

We use pictures to explain some ideas.

Bold

We wrote some important words in **bold**.

Not bold

This means the letters are thicker and darker.



We explain what these bold words mean.

There is a list of these words on page 34.



This Easy Read bulletin is a summary of another bulletin.

This means it only includes the most important ideas.



You can find the other bulletin on our website.

www.ndis-iac.com.au/meetings



You can ask for help to read our bulletin.

A friend, family member or support person may be able to help you.

What's in this bulletin?

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What happened at the meeting?

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 21 September 2023.



Leah thanked the organisations who met with the IAC the day before this meeting.

They included:



- the NDIA



- the Victorian Disability Advisory Council (VDAC).



VDAC gives advice to governments about how to better support people with disability in Victoria.



Leah also thanked the Disability Advocacy Resource Unit for their work about issues with the NDIS.



The Disability Advocacy Resource Unit is an organisation that supports people with disability to have their say.



Leah shared that some IAC Members finished their work on 30 June 2023.



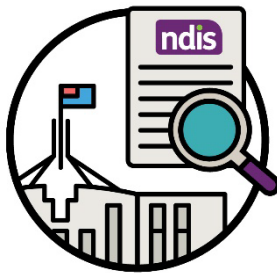
We are still waiting to know who the new IAC Members will be.

And we know this wait affects some IAC Members.



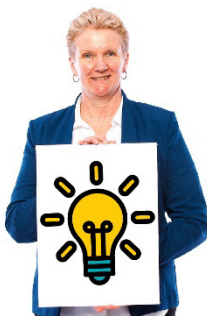
Leah told IAC Members that the **NDIS Review** will share their ideas soon.

The Australian Government is checking the NDIS to find out what:



- works well
- could be better.

They call it the NDIS Review.



And she told IAC Members the Disability Royal Commission will also share their ideas soon.

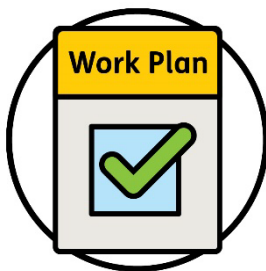
A **royal commission** is how the government looks into a big problem.



It helps us find out what:

- went wrong
- we can fix.

Leah explained that the IAC plans to have a meeting about these ideas to support their Work Plan.



The Work Plan is a document that explains what the Reference Group will work on.



Leah also thanked the team who helps lead the NDIA for their work with the IAC.

This includes:



- Ms Rebecca Falkingham, the Chief Executive Officer (CEO)
- Ms Corri McKenzie, Deputy CEO.

Update on the IAC's advice and work

Leah shared an update since our 10 August 2023 meeting on the IAC's:



- advice



- work.



She told IAC Members that the IAC will finish their advice on behaviour supports soon.



She also told IAC Members that all 4 of the **Reference Groups** have met since their new members started.



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



Leah shared that all the Reference Groups are working on their Work Plan.

This includes what they plan to work on for the next 18 months.



And that the IAC will choose Co-Chairs for each Reference Group soon.

What did the NDIA share in the meeting?

What Mr Kurt Fearnley shared



Mr Kurt Fearnley AO is the Chairperson of the NDIA Board.

This means he runs the NDIA Board.



He thanked the IAC for waiting for information about who the new IAC members will be.



Kurt talked about the NDIA's work on the new NDIS computer system



He also talked about Ms Donna Purcell's report about the experiences of people with disability who work for the NDIA.



Kurt shared that the NDIA will work with the Disability Royal Commission to understand their ideas.

What Ms Rebecca Falkingham shared



Ms Rebecca Falkingham is the CEO of the NDIA.

This means she runs the NDIA.



Rebecca explained that the NDIA is working with the NDIS Review.



She talked about how the Disability Advocacy Network Australia (DANA) shared a new report.

The report is called Redesigning the NDIS.



DANA is a group of organisations who support people with disability to have their say.

What did our IAC Members share?



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



Our IAC Members shared these issues with the NDIA.

NDIS plans



IAC Members shared that sometimes the NDIS will give a **participant's** plan to their family.



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



The NDIS sometimes gives families a plan when they should give it to the participant.

For example, when the participant is an adult.



IAC Members worry that some children who live out of home can't get the support they need from the NDIS.



This includes children:

- with disability
- with **developmental delay**.



Some children might not develop in the same time as other children of the same age.

They may need extra help to do everyday things.

When this happens, we say they have a developmental delay.

NDIS services and supports



IAC Members shared that families are happy **early childhood partners** now support children up to 9 years old who have disability.

Early childhood partners support:



- children with developmental delay
- children with disability
- their families.



But IAC Members also shared that it's hard for some families to find and use a **local area coordinator (LAC)**.

An LAC is someone who helps people with disability find and use supports and services.



IAC Members explained it's harder for some participants to get the supports they need as they get older.

For example, when young participants become adults.



It can be harder for these participants to find information about home and living supports.



IAC Members also explained sometimes it takes the NDIA a long time to make decisions about home and living supports.

The community and government services



IAC Members explained that the **Worker Screening Check** stops some people from being support workers.

A Worker Screening Check is a way to help keep people with disability safe.



For example, it can stop people with disability from being a support worker if they have broken the law.



IAC Members shared that some **guardians** stop participants from making changes to their supports and services.

A guardian is a person who acts and makes decisions for you.



Your guardian might be:

- a member of your family
- a friend
- chosen for you by the government.



For example, they don't let participants change their **providers**.

Providers support people with disability by delivering a service.



IAC Members explained that carers who live far away from cities and towns should get more support.

And carers should get this support before they ask for it.



IAC Members shared that the **justice system** does not always:

- understand disability
- know when a person has disability.

Our justice system includes:



- prisons
- the courts
- police
- the law.



IAC Members worry that new laws might make it harder for some people with disability to connect with support workers.



The Information Linkages and Capacity Building program gives **grants** to organisations that support people with disability.

In this document we call it the ILC program.



A grant is money from the government to pay for important work that can help others in the community.



IAC Members explained that grants from the ILC program were meant to change this year.

But there is no information about how these grants have changed.

Providers



IAC Members shared that some providers choose people and families with disability who are easy to support.

And then they charge them the most money they can.



IAC Members worry that some providers might struggle if their **insurance** costs too much.



Insurance is a service you pay for to protect you if something goes wrong.

If you have insurance and something goes wrong, your insurance company pays the cost.



IAC Members shared that providers must fill out a lot of paperwork when they use **restrictive practices**.



Restrictive practices are actions that stop people from:

- moving
- doing what they want.



This means providers have less time to support people with disability in the ways they want.



IAC Members also shared that it's hard to find support workers who will do certain activities.

For example, bathing people with disability.



IAC Members explained that some **unregistered providers** support First Nations peoples so they can make more money.



An unregistered provider can still offer supports and services to participants.

But they are not on a list that the NDIA looks after.



IAC Members shared that smaller providers are going back to areas far away from cities and towns.



IAC Members hope this means participants who live in these areas will have better **outcomes**.

Outcomes are important results we want to achieve.

What important updates were in the meeting?

NDIA employment report



Ms Donna Purcell talked about her report on the experiences of NDIA staff with disability.

This report is called Disability Deep Dive.



IAC Members learned that some NDIA staff with disability had bad experiences.

And most of these experiences were because of bad **attitudes** other NDIA staff had about disability.

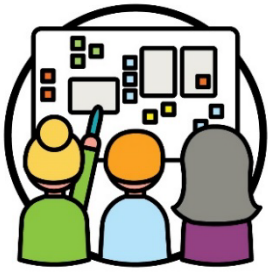


Your attitude is what you think, feel and believe.



IAC Members shared they are happy that the NDIA:

- supports the ideas in the Disability Deep Dive report
- has started work on the ideas.



Donna explained that the NDIA plan to use **co-design** to support the ideas from her report.

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



She also explained that the NDIA has started work to make sure everyone can use their technology.

NDIS Quality and Safeguards Commission



Ms Tracy Mackey talked to IAC Members about the **NDIS Quality and Safeguards Commission**.

In this document we just call them the NDIS Commission.



The NDIS Commission makes sure people with disability who take part in the NDIS:

- are safe
- get good services.

Tracy gave IAC Members an update about:



- restrictive practices



- the cost of supports and services



- how the NDIS Commission supports what people have to say.

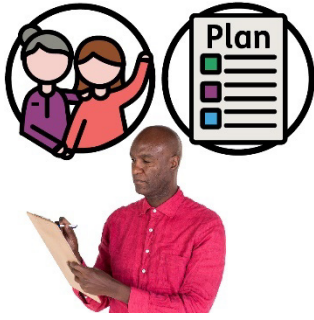
IAC Members shared they support the work the NDIS Commission is doing to learn more from:



- participants



- providers.



This includes the NDIS Commission's work to learn more about:

- how services and supports are managed.
- how plans are managed.



IAC Members shared they support the NDIS Commission's work on the use of restrictive practices.



This includes their work to make sure providers know the rules for using restrictive practices.



IAC Members also shared that more work should be done to stop the use of restrictive practices.

The NDIA's co-design work

IAC Members shared an update about co-design work the NDIA is doing with:



- the IAC



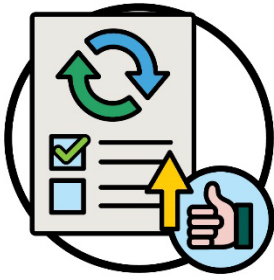
- participants



- the community



- organisations that speak up for people who support people with disability.



This includes their work on the Reform for Outcomes.

The Reform for Outcomes will focus on what the NDIA can change to get better outcomes.

IAC Members shared that co-design meetings should:



- include ways to solve problems



- be safe for 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.

The NDIA will make sure the people who lead their co-design meetings understand:



- the NDIS



- **United Nations Convention on the Rights of Persons with Disabilities.**

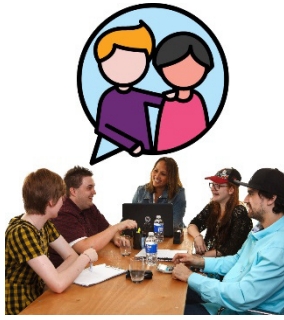
In this document we call it the UN Convention.



The UN Convention is an agreement between different countries.



IAC Members shared their thoughts about different co-design groups.



This includes the co-design group that looks at people whose job is to support people with disability.



IAC Members said that there should be more training for people who make NDIS plans.



IAC Members also shared their thoughts about another co-design group.

This co-design group looks at how to support providers to do the right thing.



They worry some providers don't always do the right thing.

This includes providers who offer supports to participants when they are on holiday.

Complex support needs



People from the NDIA's Complex Support Needs Branch gave the IAC an update on their work with the justice system.

For example, they gave information about:



- NDIA staff working within the justice system



- **Justice Liaison Officers (JLOs).**

JLOs help people with disability find and use supports when they:



- are in prison
- leave prison.

This includes working with prisons to help people with disability take part in the NDIS.



The NDIA is working with state and territory governments to support NDIS participants when they leave prison.



Members shared that it's important to understand the experience of **support coordinators** working in the justice system.

A support coordinator is someone who helps people with disability plan and use their supports.

And that it's important the community knows more about the work of:



- the NDIA



- JLOs.

Our next meeting



Our next meeting is on 2 November 2023.



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 visit the NDIS website.

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.



Attitude

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Bulletin

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Co-design

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Developmental delay

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Early childhood partner



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A grant is money from the government to pay for important work that can help others in the community.

Insurance



Insurance is a service you pay for to protect you if something goes wrong.

If you have insurance and something goes wrong, your insurance company pays the cost.

Justice Liaison Officers (JLOs)



JLOs help people with disability find and use supports when they:

- are in prison
- leave prison.

This includes working with prisons to help people with disability take part in the NDIS.

Justice system

Our justice system includes:



- prisons
- the courts
- police
- the law.



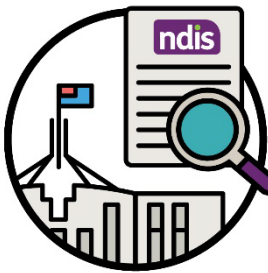
Local area coordinator (LAC)

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NDIS Review

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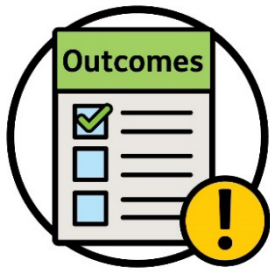
They call it the NDIS Review.

NDIS Quality and Safeguards Commission (NDIS Commission)



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- are safe
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Outcomes

Outcomes are important results we want to achieve.



Participants

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Providers

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Reference Group

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Restrictive practices

Restrictive practices are actions that stop people from:

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Royal commission



A royal commission is how the government looks into a big problem.

It helps us find out what:

- went wrong
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Support coordinator

A support coordinator is someone who helps people with disability plan and use their supports.

Trauma



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

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United Nations Convention on the Rights of Persons with Disabilities (UN Convention)

The UN Convention is an agreement between different countries.



Unregistered provider

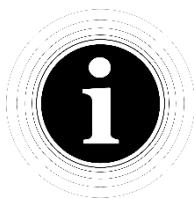
An unregistered provider can still offer supports and services to participants.

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Worker Screening Check

A Worker Screening Check is a way to help keep people with disability safe.



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