

Independent Advisory Council

An Easy Read meeting bulletin

27 July 2022



How to use this bulletin



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

It explains what we did in our last meeting.

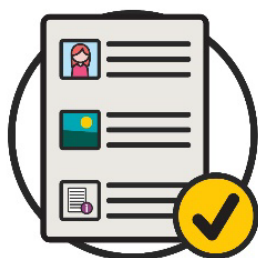


The Independent Advisory Council gives advice about ways to make the NDIS better.



The Council wrote this bulletin.

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



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 25.



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?

What happened in the last meeting? 5

What did our Council Members share? 9

Important updates 17

Our next meeting 23

More information 24

Word list 25

What happened in the last meeting?



Leah Van Poppel ran the last meeting.

She is the Council'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.



It was held on 27 July 2022.

Leah welcomed Dr Lisa Studdert.



Lisa is the Acting Chief Executive Officer at the NDIA.

This means she's running the NDIA for a period of time.

Leah also welcomed Jim Minto.



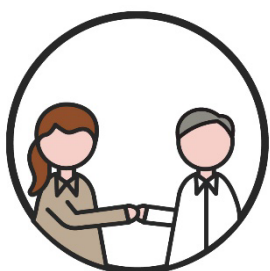
He is the Acting **NDIA Board** Chair.

This means he's running the NDIA Board for a period of time.

What did Lisa share?

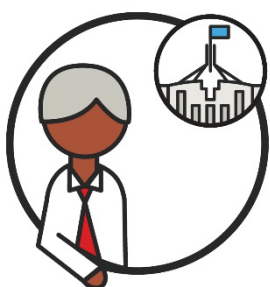


Lisa explained that the NDIA felt hopeful with the new government.



Lisa also explained that she has had meetings with Bill Shorten.

He is the **Minister** for the National Disability Insurance Scheme.



A minister leads an area of government.



In these meetings, Lisa and Bill talked about the NDIS.

Lisa explained the Australian Government will **review** the NDIS.



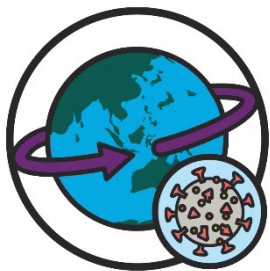
When the Australian Government reviews something, they check to see what:

- works well
- can be better.



Lisa also explained other work the NDIA will do.

This work included how the NDIA will:



- keep responding to COVID-19



- make planning better for participants – people with disability who take part in the NDIS.

What did Jim share?



Jim explained the NDIA Board is focusing on the next stage of the NDIS.



He also explained the NDIA Board wants participants to get support to work towards their goals.

And they want this support to be consistent – the same each time.



Jim also explained the NDIA Board are looking for a permanent CEO for the NDIA.

This means someone will run the NDIA full time.

What did our Council Members share?



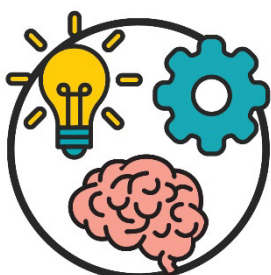
Our Council Members connect with the community to find out about issues that affect them.



Our Council Members shared these issues with the NDIA.

Joining and using the NDIS

An **intellectual disability** affects how you:



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



Some participants with intellectual disability who had a NDIS plan for a long time:

- have good plans
- work or study.

But other participants with intellectual disability:



- find it hard to understand and use the NDIS



- don't know what is in their plan.

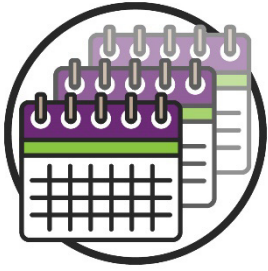
Some participants felt worried when:



- the NDIA reviewed their plan



- their plan changed.



It can take a long time for the NDIA to make a decision about someone's plan.



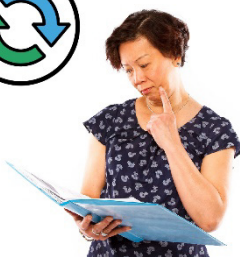
And some participants find out about their plan in a letter.

This means they must call the NDIA to talk about the decision.



It can cost a lot of money for people to get what they need to apply for the NDIS.

For example, a report from their doctor.



The community thought the information about when the NDIA **reassesses** plans could be better.

When the NDIA reassesses your plan, they check to see what needs to change.



And the community thinks that the NDIA should be clear when they explain why they change something.



Participants face challenges when they're ready to leave hospital.



And COVID-19 makes it harder for participants to find and use supports.



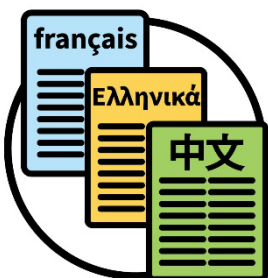
Some participants in places far from large cities or towns can't use their plans.

This is because there are no services where they live.



There needs to be more NDIS training for **occupational therapists**.

Occupational therapists are people who help you move and use your body to get tasks done.



The community also said that NDIA surveys should be in other languages.

Pricing



The NDIS took some supports out of its price list.
They were called 'level 3 high intensity supports'.



People said this might make it harder for people to find and use the supports they need.



Some participants want more information about how the NDIA works out how much services cost.



And participants who manage their own plans want to know how the new prices affect them.

Getting the right support

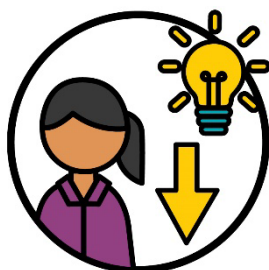


Providers support other people by delivering a service.

This includes supports and services for people with disability.



There are less providers who want to support participants with their complex needs.



And not many providers have the skills to support participants with complex needs.



Some providers in central Australia are becoming guardians of participants.

This means they act and make decisions for the participant.



And more women with disability are asking for support to get away from **domestic and family violence**.



Domestic and family violence is when you are hurt by someone close to you, such as:

- your partner or ex-partner
- someone who takes care of you
- someone you live with.

Home and living



Some participants face challenges with finding and using **specialist disability accommodation (SDA)**.



SDA is a NDIS support.

It's housing for participants who need extra support most of the time.



Some **supported independent living (SIL)** providers had problems with a COVID-19 support payment.



SIL is help with day-to-day tasks around your home so you can:

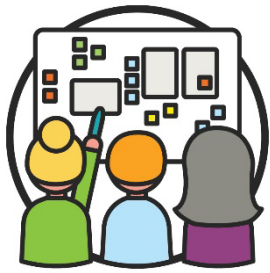
- do things for yourself
- learn new skills.



And some communities want new services that speak up for people with disability.

Important updates

Our co-design work



Leah talked about our **co-design** projects.

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



She also talked about using co-design to make a **policy** about home and living supports.



A policy is a plan for how we should do things.

A policy is where rules come from.



Council Members shared that the community are happy that the NDIA is doing co-design work.



And they shared that the home and living co-design work should think about different types of homes people live in.



Council Members shared that the NDIA must keep connecting with all communities.



And they explained that the NDIA must use what they learnt in co-design for the NDIA Engagement Framework.

The NDIA Engagement Framework explains:



- how the NDIA will work with the community when they make decisions



- the engagement activities they will do to make sure it works well.



Council Members also want more information about how co-design is going.

And they want the NDIA to share this information with the community.

How the NDIA works



Jeremy Dean helps run the NDIA.

He is the Deputy CEO of Participant Experience Delivery Division.



He talked about what the NDIA is doing to:

- manage the NDIS well
- make the NDIS better.



And he explained how this is helping participants.



He said the NDIS should focus on helping participants set good goals that will help them.



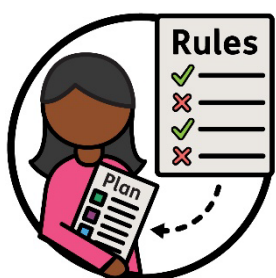
He also said that when the NDIA works out how to make services better, they must focus on home and living challenges.

Sharing plans with plan managers



Some participants might hire someone to support them to manage their plan.

We call this person a **plan manager**.



NDIA staff shared the rules about sharing a participant's plan with a plan manager.



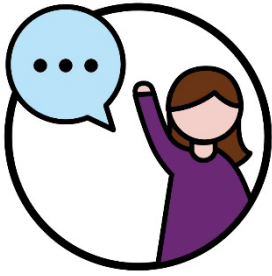
Council Members said the NDIA needs to have good information about sharing plans.

This includes what they want to change.



If the NDIA changes these rules, they should focus on how to make sure:

- everyone follows the rules
- participants get the support they need.



The NDIA should explain what ‘in accordance with a participant’s plan’ means.

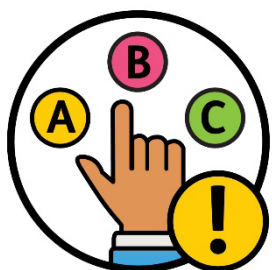


And the NDIA should think about how people with disability must share information about themselves to get support.

This means it can be hard to keep this information safe and private.



The NDIA should also think about participants who have other people making decisions for them.



And when a participant shares information with a plan manager, it must not affect their choice and control.



The NDIA must think about how participants can choose a new plan manager.

Our Council Work Plan



Leah talked about the Council's Work Plan 2022–2023.

We also call it the Work Plan.

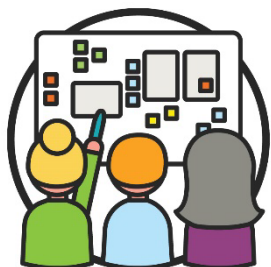


Council Members shared what they thought about the Work Plan.

They said the Work Plan should also include information about:



- what the Council believes in



- their co-design work.

Our next meeting



Our next meeting is on 24 August 2022.



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

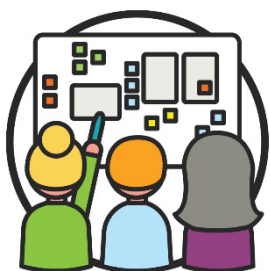
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Bulletin

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Co-design

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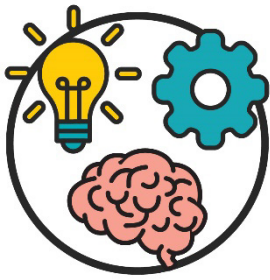


Domestic and family violence

Domestic and family violence is when you are hurt by someone close to you, such as:

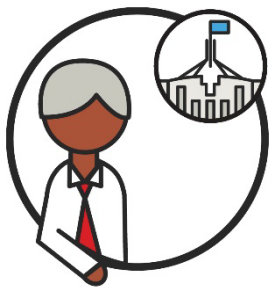
- your partner or ex-partner
- someone who takes care of you
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Intellectual disability



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A minister leads an area of government.



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Occupational therapists

Occupational therapists are people who help you move and use your body to get tasks done.



Plan manager

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Policy

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Providers

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Reassess

When the NDIA reassesses your plan, they check to see what needs to change.



Review

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- works well
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Specialist disability accommodation (SDA)

SDA is a NDIS support.

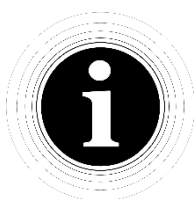
It's housing for participants who need extra support most of the time.



Supported independent living (SIL)

SIL is help with day-to-day tasks around your home so you can:

- do things for yourself
- learn new skills.



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