Intellectual Disability Reference Group

An Easy Read meeting bulletin

22–23 November 2023

Easy Read

Independent Advisory Council to the ndis

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.

In this bulletin, we just say the 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.
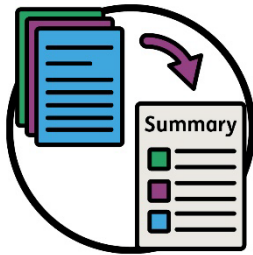
Bold
Not bold

We wrote some important words in **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 29.

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 might be able to help you.

What's in this bulletin?
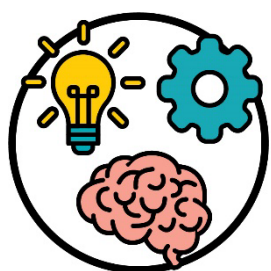
About this Reference Group

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.

A message from the IAC's Principal Member

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

She is also the Reference Group Co-Chair.

This means she helps run the Reference Group.

Leah shared the work the Reference Group has done since its last meeting in August 2023.

This includes deciding what they will focus on in 2024.

Leah welcomed Ms Samantha Jenkinson as the new IAC Senior Independent Advisor.

This means she supports the IAC to create their advice for the NDIA Board.

Our reports

The Reference Group connected with the community to find out about issues that affect them.

The Reference Group members shared these issues with the NDIA.

What did the reports talk about?

NDIS plans

Reference Group members worry that some people with disability are not taking part in the NDIS.

This is because some people with disability don't always fill out their **Access Request Form** in the right way.

An Access Request Form is a form you fill out to apply for the NDIS.

Members shared that there should be more face-to-face meetings with **participants**.

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

This will support participants who may be at risk of harm.

Members explained that some young people don't have many documents that:

- show who they are

- include their personal information.

This can make it harder for young people to take part in the NDIS.

NDIS services and supports

Reference Group members shared that some participants find it hard to contact the NDIA.

This means participants find it harder to share important changes about their lives.

Members worry that some participants with intellectual disability don't have enough choice and control over:

- how they receive supports

- where they receive supports.

  For example, at home or at a day program.

Members explained that some participants don't use their NDIS **funding**.

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

This is because participants can't find good support workers.

Members shared that support workers should have better training to follow **behaviour support plans**.

A behaviour support plan is a document with steps for improving behaviour.

Members explained that the NDIA should think about how they manage money for supports that build skills.

The NDIA should also think about how participants can use the funding in their NDIS plans for **therapy**.

Therapy includes different types of support that can help:

- how you think and feel

- your body to move better.

Members shared that the NDIA should share more information on good home and living supports with **providers**.

Providers support people who take part in the NDIS by delivering a service.

Providers

Reference Group members worry it's too hard to make a **complaint** about a provider.

When you make a complaint, you tell someone that something:
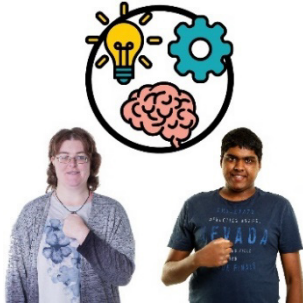
- has gone wrong

- isn't working well.

This makes it hard to get providers to take responsibility when they do the wrong thing.
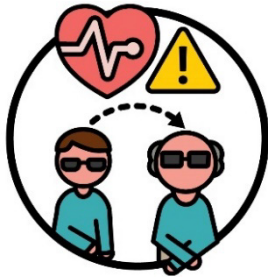
Members explained that some providers try to move participants into aged care before they turn 65 years old.

This happens to participants with:

- intellectual disability

- illnesses that affect you as you get older.

Members shared that some providers build **specialist disability accommodation (SDA)** too close to other SDA.

SDA is housing for people with disability who need a lot of support.

When providers build SDA too close together, it can separate people with disability from the community.

Members also shared that most participants find it hard to find providers who can support them in the **justice system**.

Our justice system includes:

- prisons

- the courts

- police

- the law.

Members worry that some support workers don't always do the right thing.

For example, some support workers will just watch over people with disability.

This means people with disability don't get all the support they need.

Members explained that some providers want to take control of young participants' NDIS plans.

This happens to young participants who don't get much support from people in their community.

Members shared that some organisations should have funding that lasts for a long time.

This includes organisations that help people with disability speak up for themselves.

This will help make sure participants get the support they need to make their own decisions.

NDIA co-design projects
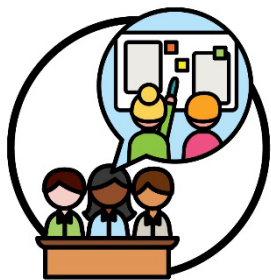
IAC Members gave the Reference Group updates about their work on the NDIA's **co-design** projects.

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

NDIS planning

Reference Group members talked about co-design work for better NDIS planning.

They explained the need for:

- more face-to-face meetings with participants

- NDIS plans to provide supports that meet the participants' needs

- better training for **NDIS planners**.

An NDIS planner is someone who:

- works for the NDIA

- makes new plans.

Fraud

Reference Group members explained that there should be more information and support to help participants understand **fraud**.

Fraud is something you plan to do that is not honest.

Fraud is a crime.

Members shared that **support coordinators** should:
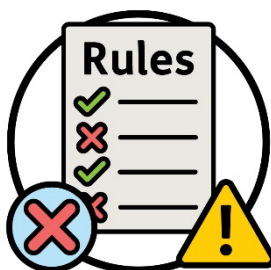
- be on an official NDIA list

- have to follow strict rules.

A support coordinator is someone who helps you plan and use your supports.

Members also shared that providers should get in more trouble if they don't follow the rules.

Information

Reference Group members talked about co-design work for:

- an NDIS website that is easier to use

- more information on how to find good providers

- collecting information about participants to check if they are meeting their goals.

NDIS planners

Reference Group members talked about co-design work to:

- increase the number of NDIS planners

- improve the skills of NDIS planners.

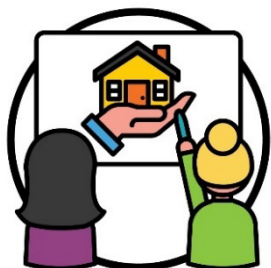Members explained how NDIS planners can support participants to:

- make decisions

- build their skills.

Home and living supports

Reference Group members talked about co-design work on home and living supports.

Members talked about what supports people with intellectual disability need to live on their own.

And the challenges they face.

Flexible plans

An **NDIS plan** is a document that includes information about:

- you and your goals

- what support you receive from the NDIS.

Reference Group members talked about co-design work to make NDIS plans more **flexible**.

When something is flexible, it means you can use it in different ways.

Members explained that many participants don't understand how the NDIS uses funding to pay for supports.

Members also explained that participants should be able to get funding quickly in case there is an **emergency**.

An emergency:

- is a dangerous situation

- is a thing we don't expect to happen

- can put our health and safety at risk.

They said participants should be able to use this funding within 24 hours.

Members shared that there should be more support while the NDIS is updating participants' plans.

Update on Easy Read plans

The NDIA shared an update on the work they are doing to provide NDIS plans in Easy Read.

Reference Group members explained that NDIS plans need to be easier to read for people with intellectual disability.

They also explained that there should be different ways to share NDIS plans to better meet the needs of participants.

Members shared that the NDIA could look at the tools and information some community groups are using to share NDIS plans with participants.

Our Engagement Guide

Our Engagement Guide is a list of rules about how we will run our Reference Group meeting.

Reference Group members explained how the NDIA can make it easier for people with intellectual disability to take part in meetings.

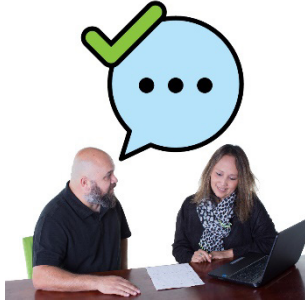Members shared that the NDIA should provide Easy Read documents for meetings.

Members explained that the NDIA should make sure meetings:
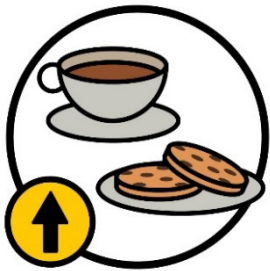
- support people to have their say

- are safe for people from different backgrounds.

Members shared that everyone in meetings should:

- talk slow

- not use big words.

Members explained that meetings should have more:

- breaks

- time for people to talk about ideas in smaller groups.

Members shared that the NDIA should make sure people have support to:

- get to meetings

- take part in meetings.

Our next meeting

Our next meeting is in 2024.

You can find out more about our meetings and bulletins on our website.
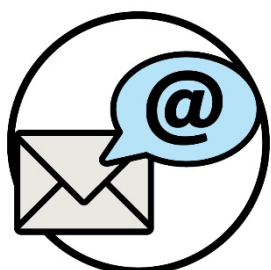
www.ndis-iac.com.au/meetings

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 document mean.

Access Request Form

An Access request Form is a form you fill out to apply for the NDIS.

Behaviour support plan

A behaviour support plan is a document with steps for improving behaviour.

Bulletin

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It explains what we did in our last meeting.

Co-design

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

Complaint

When you make a complaint, you tell someone that something:

- has gone wrong

- isn't working well.

Emergency

An emergency:

- is a dangerous situation

- is a thing we don't expect to happen

- can put our health and safety at risk.

Flexible

When something is flexible, it means you can use it in different ways.

Fraud

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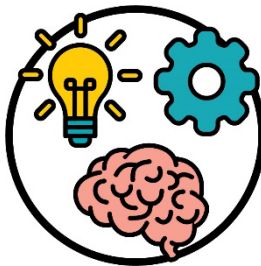
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Funding

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Intellectual disability

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- learn new things

- solve problems

- communicate

- do things on your own.

Justice system

The justice system includes:

- police

- the courts

- the law

- prisons.

NDIA Board

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

NDIS planner

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NDIS plan

An NDIS plan is a document that includes information about:

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Participants

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

Providers

Providers support people with disability by delivering a service.

Reference Group

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

Specialist disability accommodation (SDA)

SDA is housing for people with disability who need a lot of support.
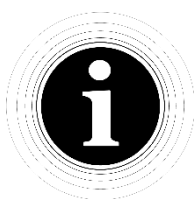
Support coordinator

A support coordinator is someone who helps you plan and use your supports.

Therapy

Therapy is a type of support that can help how:

- you think and feel

- your body moves.

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