

Equity and Inclusion Reference Group

An Easy Read meeting bulletin

8 November 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 **35**.



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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About this Reference Group



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



This Reference Group gives advice to the IAC about how the NDIS can:

- be fair
- give **participants** the same chances.



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



This includes making sure the NDIS is **inclusive**.

When something is inclusive, it means everyone can take part.



It also includes making sure the NDIS thinks about **diversity**.

Diversity is what makes people different from each other.

People can:



- come from different places



- speak different languages



- have different abilities



- live their lives in different ways.



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.

The IAC's Principal Member



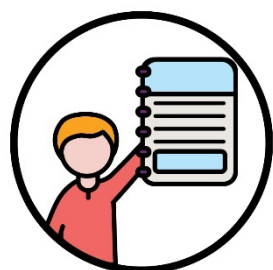
Ms Leah van Poppel is the IAC's Principal Member.
She is also the Reference Group Co-Chair.
This means she helps run the Reference Group.



Leah thanked members for joining the meeting.



Leah welcomed Ms Samantha Jenkinson
to the meeting.



Samantha is the IAC's new Senior Independent Advisor.
This means she supports the IAC to create their advice
for the NDIA Board.



Leah explained she will find a new Co-Chair for the Reference Group.



She will do this after the Australian Government shares who the new members of the IAC are.

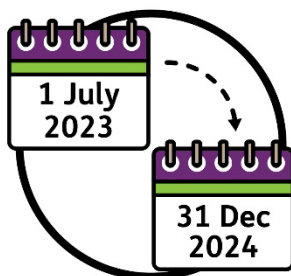


Leah shared the work done since the last meeting by the IAC Reference Group.



This includes the Reference Group's work on their Work Plan.

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



The Reference Group will use this Work Plan from:

- 1 July 2023
- to
- 31 December 2024.

Our reports



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



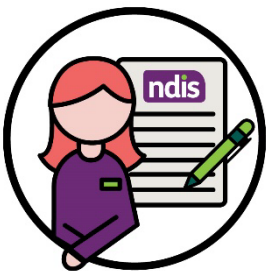
The Reference Group members shared these issues with the NDIA.

What did the reports talk about?

NDIS plans

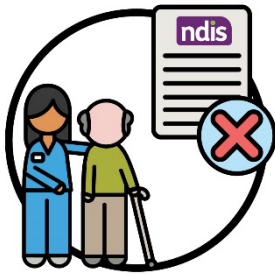


The Reference Group explained that some **NDIS planners** don't always tell participants what they need to know.



An NDIS planner is someone who:

- makes new plans
- changes plans.

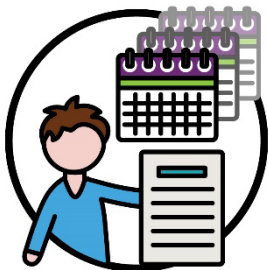


For example, some NDIS planners tell participants over 60 years old that **aged care** might be better for them.

But these planners don't tell participants that they can't take part in the NDIS if they do this.



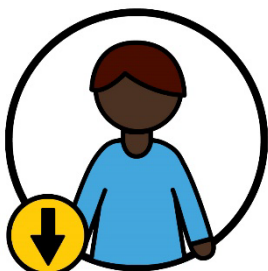
Aged care is where older people live when they can't stay in their home anymore.



Members also explained that it can take a long time to get the proof needed from **occupational therapists** for a participant's plan.



An occupational therapist supports someone to find ways to do everyday tasks.



It can take a long time to get this proof because there are not enough occupational therapists.



Members shared that **assessments** to take part in the NDIS can cost too much.



Assessments help the NDIA work out:

- how your disability affects your life
- what supports you need.

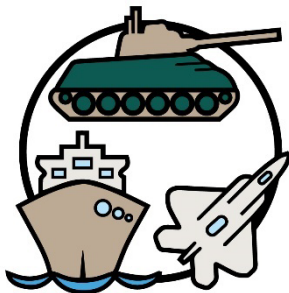


This means some children might not get support when they first need it.



Members explained that some families in the **defence forces** find it harder to take part in the NDIS.

The defence forces include the:



- army
- navy
- air force.

Families in the defence forces may have to move:



- across Australia
- or
- to another country.

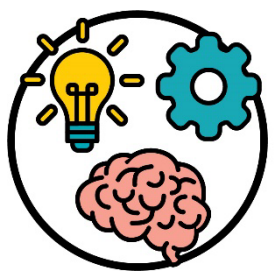


This makes it hard for families to collect the proof they need to take part in the NDIS.

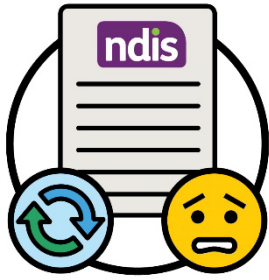


Members shared that more NDIA staff should better understand what people with **intellectual disability** need.

An intellectual disability affects how you:



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



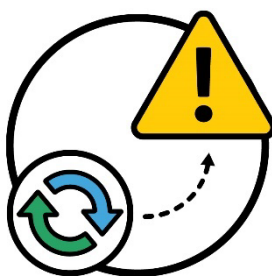
Members shared that some people with **psychosocial disability** worry about how the NDIS will change.

A psychosocial disability affects your mental health.

It can affect how you:



- think
- feel
- deal with other people.



People with psychosocial disability worry that changes will make it harder for them to take part in the NDIS.

NDIS services and supports



Reference Group members shared that some NDIS planners focus on the cost of providers when they make a decision.



Members explained that the NDIA should improve how they support participants who make a mistake with their **funding**.



Funding is money from the government that pays for services and supports.

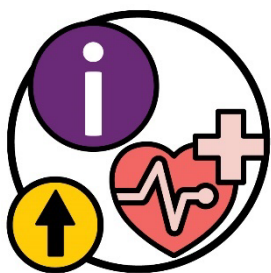


Sometimes the NDIA will stop participants from managing their own plan after they make a mistake with their funding.

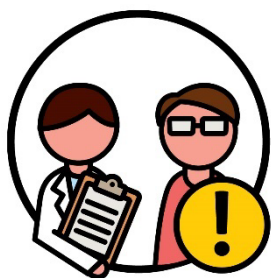


Members shared that some people with disability in prison find it hard to use the supports in their plan.

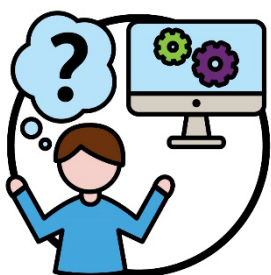
The community and other services



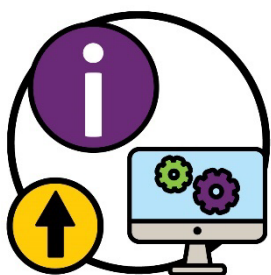
Reference Group members explained that health care services should share more information with people with disability.



This includes information about how important health checks are.



Members shared that some people don't understand the NDIA's new computer system.



The NDIA should share more information about their new computer system.



This includes sharing information in Easy Read.



Members also shared that people with disability want the NDIA to keep making their **co-design** work better.

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

They want the NDIA's co-design work to support:



- participants to take part in the work



- participants 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.

Update on our advice



Reference Group members looked at the IAC's new advice about participants who are getting older.

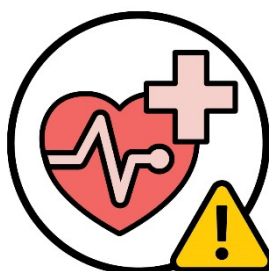


Members shared that the title of the IAC's advice should include the age range of participants.



Members also shared that the age for the advice should start at 45 years old.

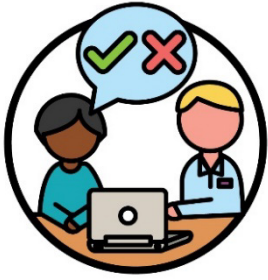
This is because:



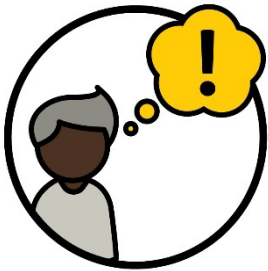
- some people with disability might experience health issues at this age



- some First Nations peoples can use aged care when they are 50 years old.



Members explained that some participants need support to make a decision to move into aged care.



They should make this decision based on what they need.

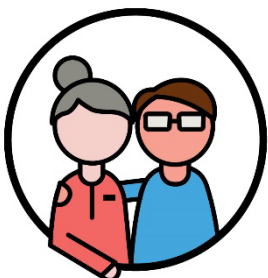
And not on their age.



Members also explained that most of the time aged care gets less funding than the NDIS.



This means people who need more support might not get enough support if they move into aged care.



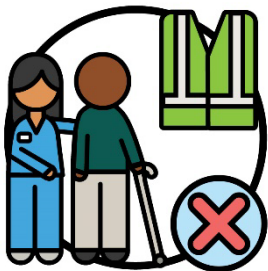
Members shared that as carers get older, people with disability might need to start looking after their carer.



Some people don't know they have a disability until they are more than 40 years old.



Members explained that the NDIA should know how to support these people if they have experienced trauma.



Members shared that participants who move into aged care might not be able to keep working if they can't get NDIS supports.



Members also shared that some **providers** offer both:

- NDIS supports
- aged care supports.



Providers support people with disability by delivering a service.



This can help participants move into aged care if they use the same provider.

But this can also cause a **conflict of interest**.

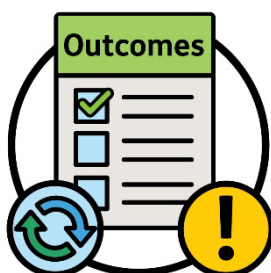


A conflict of interest is when someone could affect a decision so the result is better for them.

Update on Reforms for Outcomes



Ms Corri McKenzie gave the Reference Group an update about the NDIA's work on the Reform for Outcomes.



The Reform for Outcomes will focus on the changes the NDIA can make to support better **outcomes**.

Outcomes are important results the NDIA want to get for people with disability.



Corri talked to the Reference Group about the 6 working groups for the Reform for Outcomes.

These working groups include:



- IAC Members



- participants



- people from organisations that support disability.

IAC Members who are part of the working groups have focused on work about:



- how to improve the skills of staff who work with people with disability



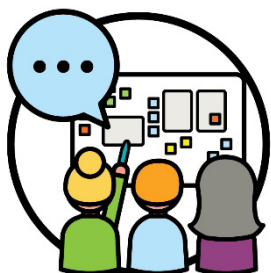
- provider **fraud**.



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

Fraud is a crime.

What did members have to share?



Reference Group members shared that their experience could help each co-design project.



For example, help each project work well to support people who experience **intersectionality**.



You can be different in more than one way.
And people might treat you differently for each part of who you are.

For example, because you:



- are a First Nations person
- and
- have a disability.

We call this intersectionality.



Members explained that the NDIA’s co-design work supports people with disability to build their skills.



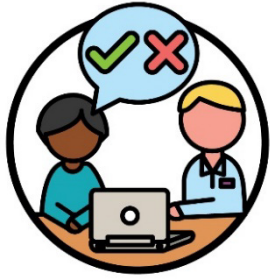
Members shared the NDIA should offer training about co-design.



Members also shared that the NDIA need to make sure people with disability know what some words mean. For example, what ‘provider fraud’ means.



Members explained that it’s important to use **supported decision-making** for the co-design work on fraud.



Supported decision-making is when someone supports you to make your own decisions about your life.

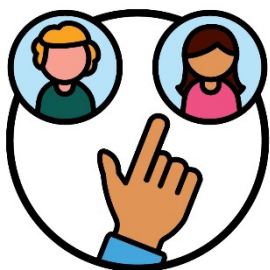
Members shared that the NDIA should:



- share more information about how participants can manage their own plan



- support participants to understand how they can use their funding.



Members also shared that people with disability have the **right** to choose their providers.



Rights are rules about how people must treat you:

- fairly
- equally.



Members explained that the NDIA should share information about each co-design project.

This information can support research for future co-design projects.



Members also explained that the NDIA's work about fraud should share information on how to make a **complaint**.



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

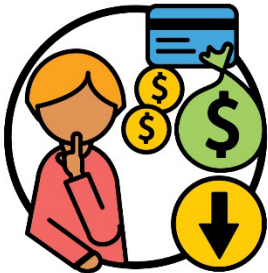
- has gone wrong
- isn't working well.



This information should also focus on how to support participants who might make a mistake with their funding.



Members shared that the NDIA should look into how providers keep track of how they use their money.



This includes working with the **NDIS Quality and Safeguards Commission** to reduce fraud.

In this bulletin, we call them the NDIS Commission.



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

- are safe
- get good services.



Members also shared that NDIS planners should think about how intersectionality might affect a participant.



Members explained that the NDIA should check which educational courses are **accessible** for people with disability.



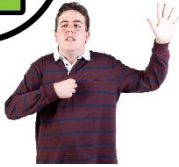
When something is accessible, it is easy to:

- find and use
- understand.



The NDIA should work with schools and universities to hire more people with disability to work at the NDIA.

Members shared that the NDIA should:



- make jobs that support the skills of people with disability



- involve people with disability in the interview process.



Members also shared that the NDIA should be a good place for people with disability to work.

Update on our work on the NDIA's strategies



Reference Group members have been working with the NDIA on their **strategies** about how to be more inclusive.

A strategy is a plan for how we will do things in the future.



Members shared that it's important to have different people support the NDIA's work.

For example:



- participants



- the community



- people from organisations that support disability.



Members also shared that the NDIA should work with people who support people with disability to have their say.



This can support more people with disability to be leaders in the community.



Members explained that the NDIA could use support groups to find people to work with.



For example, groups of people with disability who support each other with problems they share.

Our next meeting



Our next meeting will be in 2024.



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

www.ndis-iac.com.au/meetings

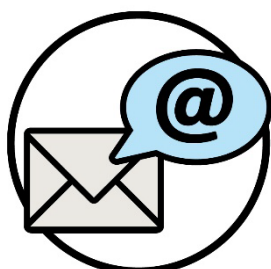
More information

For more information about this bulletin, please contact us.



You can visit our website.

www.ndis-iac.com.au/meetings



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.



Accessible

When something is accessible, it is easy to:

- find and use
- understand.



Aged care

Aged care is where older people live when they can't stay in their home anymore.



Assessments

Assessments help the NDIA work out:

- how your disability affects your life
- what supports you need.



Bulletin

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

It explains what we did in our meeting.



Co-design

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



Complaint

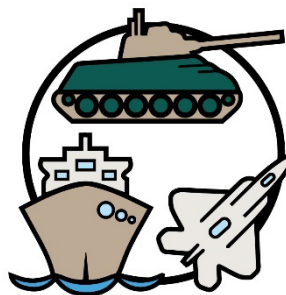
When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.



Conflict of interest

A conflict of interest is when someone could affect a decision so the result is better for them.



Defence forces

The defence forces include the:

- army
- navy
- air force.

Diversity

Diversity is what makes people different from each other.



People can:

- come from different places
- speak different languages
- have different abilities
- live their lives in different ways.



Fraud

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

Fraud is a crime.



Funding

Funding is money from the government that pays for services and supports.

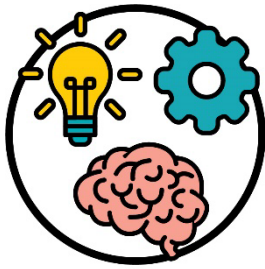


Inclusive

When something is inclusive, it means everyone can take part.

Intellectual disability

An intellectual disability affects how you:



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

Intersectionality

You can be different in more than one way.

And people might treat you differently for each part of who you are.



We call this intersectionality.

NDIA Board

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



NDIS planner

An NDIS planner is someone who:



- makes new plans
- changes plans.

NDIS Quality and Safeguards Commission (NDIS Commission)



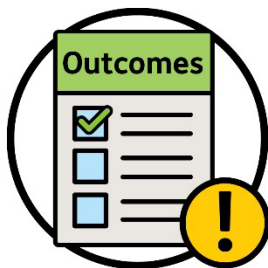
The NDIS Commission makes sure people with disability who take part in the NDIS:

- are safe
- get good services.



Occupational therapist

An occupational therapist supports someone to find ways to do everyday tasks.



Outcomes

Outcomes are important results the NDIA want to get for people with disability.



Participants

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



Providers

Providers support people with disability by delivering a service.

Psychosocial disability

A psychosocial disability affects your mental health.



It can affect how you:

- think
- feel
- deal with other people.



Reference Group

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

Rights



Rights are rules about how people must treat you:

- fairly
- equally.



Strategy

A strategy is a plan for how we will do things in the future.



Supported decision-making

Supported decision-making is when someone supports you to make your own decisions about your life.

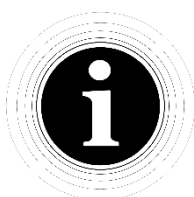


Trauma

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

For example, you might feel scared or stressed.

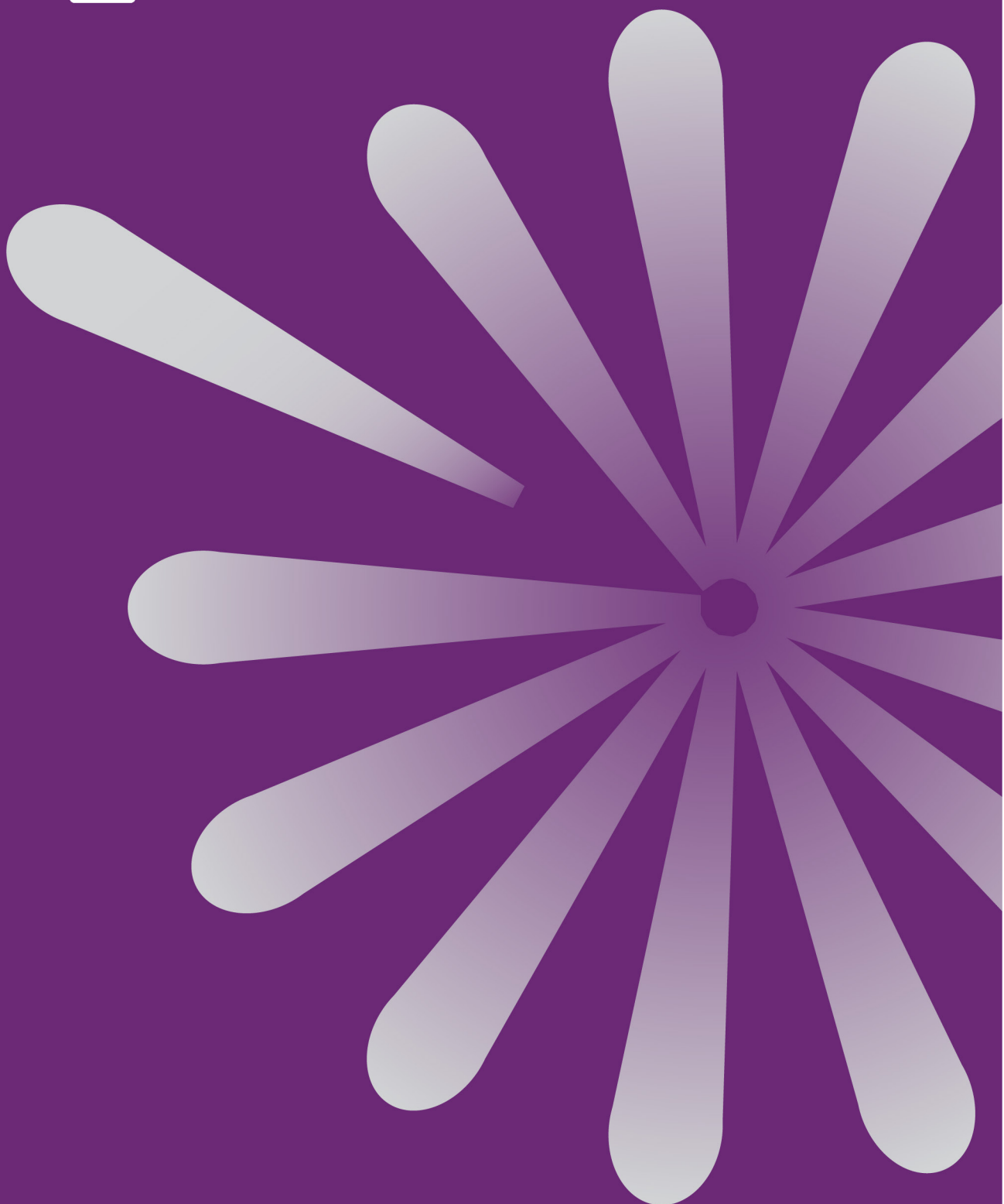
Trauma can affect you for a long time.



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**Independent
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to the **ndis**



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