

Independent Advisory Council

An Easy Read meeting bulletin

22 February 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 last meeting.

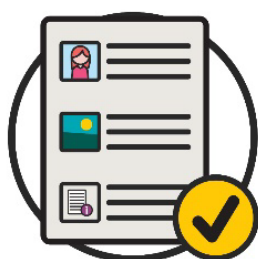


The Independent Advisory Council gives advice about ways to make the NDIS better.



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 32.



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?	8
Important updates	20
Our next meeting	30
More information	31
Word list	32

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.



The meeting was held on 22 February 2023.



Leah shared that the NDIA Board will have a meeting in March.

They will talk about our advice about how to make the NDIS more **inclusive**.



When the NDIS is inclusive, everyone feels:

- included
- like they belong.

What did Mr Kurt Fearnley AO share?



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

This means he runs the NDIA Board.



He explained that in July the NDIS will be 10 years old.



Kurt shared that the NDIA now has people with disability as leaders.

He wants to make sure the NDIA is a good place for people with disability to work.

What did Ms Rebecca Falkingham share?

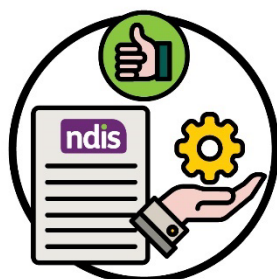


Ms Rebecca Falkingham is the Chief Executive Officer (CEO) of the NDIA.

This means she runs the NDIA.



She told us the NDIA are working on hiring more people with disability at the NDIA.

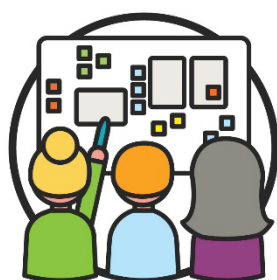


The NDIA want to make sure the NDIS works well with other services.

So they are using what they learned about supporting people with disability when they leave hospital.



The NDIA will focus on making sure there are lots of disability services that can support people with disability.



They will also focus on **co-design**.

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

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.

The community

Council members explained that people are happy about the new NDIA:



- Chairperson – Mr Kurt Fearnley AO



- CEO – Ms Rebecca Falkingham.

The NDIA should use the **media** to make sure people keep thinking about this.



The media includes:

- TV and radio
- the Internet and social media – like Facebook.

Council Members also shared that the community is happy with the NDIA's work to:



- support people with disability when they leave hospital



- share information about **brain injuries**.

Brain injuries can happen when someone:

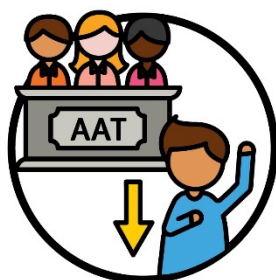


- has an accident
- hurts their head badly
- damages their brain.

How the NDIA works



Council Members explained that the way the NDIA checks a decision could be better.



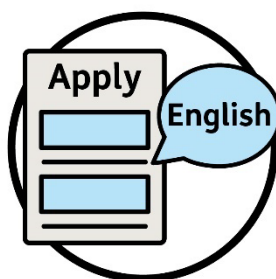
This might mean less people need to use the **Administrative Appeals Tribunal (AAT)**.



The AAT is a government organisation that is separate to the NDIA.

They check the NDIA's decisions about:

- who can join the NDIA
- NDIA plans.

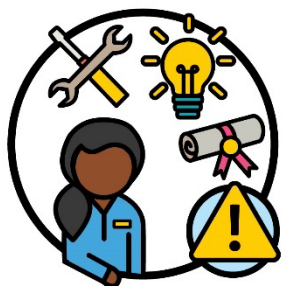


Council Members also explained that the form people use to join the NDIA is only in English.



This can make it hard for people to apply to the NDIA if they speak a language other than English.

NDIS supports



Council Members shared that it is hard for some **providers** to find disability workers with the right skills.



Providers deliver services and supports to people with disability.



For example, disability workers with the skills to support people with **cognitive disabilities**.

A cognitive disability affects how you:



- think
- communicate
- understand
- remember.

Council Members shared issues with services from:

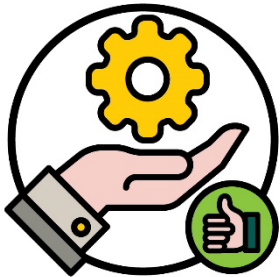


- **local area coordinators (LACs)** – who help people find and use supports



- **support coordinators** – who help people manage their plans.

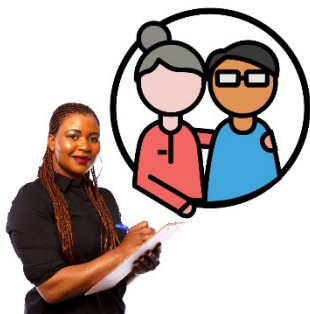
This includes the way they:



- give good quality service



- train staff

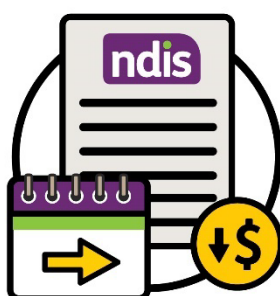


- plan supports.

NDIS plans



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



Council Members worry about participants who might get less **funding** for their plan in the future.

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



Some participants are not told their plan will have less funding.



Council Members also shared that some participants get more funding than they need.



Council Members explained that people who write NDIS plans include what participants have said.



But sometimes they include things the participants didn't say.



Council Members shared that families of some participants want their NDIS plan to last for 2 years.



This is because they have too many forms to fill out every time their plan changes.

Home and living



Council Members shared there are issues with some types of housing.

For example, there are issues with:



- funding



- filling out forms



- making decisions.



Council Members worry participants who want to live alone don't get choice and control.



Council Members explained that when decisions about **Specialist Disability Accommodation (SDA)** take a long time, participants are at risk.



SDA is **accessible** housing for people with disability.



When housing is accessible, it is easy to:

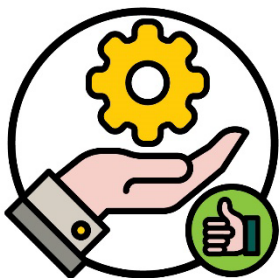
- use
- move around in.

Working with other services

The **NDIS Quality and Safeguards Commission** (**NDIS Commission**) makes sure participants:



- are safe



- get good services.



Council Members also explained that people can't make **complaints** with the NDIS Commission.



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

- has gone wrong
- isn't working well.

Many people think the NDIS Commission doesn't care about participants':



- safety



- wellbeing.



Council Members shared that some providers think some of the NDIS Commission's rules are too hard to follow.



Council Members explained that some mental health services are not accessible for people with physical disabilities.



Council Members also explained that it is hard for young First Nations peoples in the **justice system** to start using the NDIS.

The justice system includes:



- police
- the courts
- the law
- prisons.

Important updates

Participant Service Charter



The NDIA gave us an update about the **Participant Service Charter**.



The Participant Service Charter is a document about:

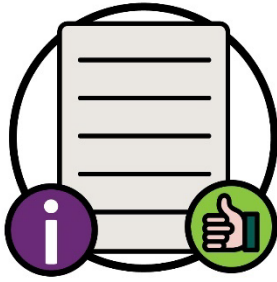
- how the NDIA works with and supports participants
- what participants can expect from the NDIA.



Council Members shared some ideas about the Participant Service Charter.



Council Members explained how the NDIA should share information about how the Participant Service Charter works.



They explained the NDIA should share this information in ways that are easy to understand.

For example, in plain English.

Council Members shared the NDIA should include information about:



- different types of disability



- **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.

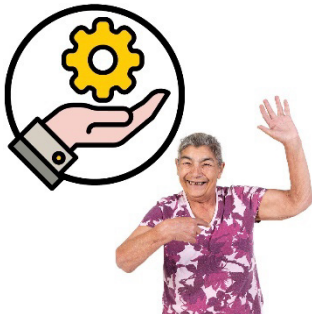


This information will help the NDIA know if things are changing.

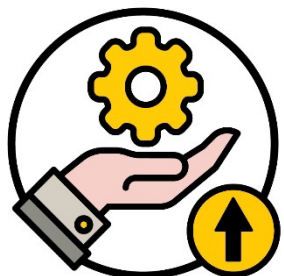
Council Members explained that the NDIA should look at information about:



- where participants live



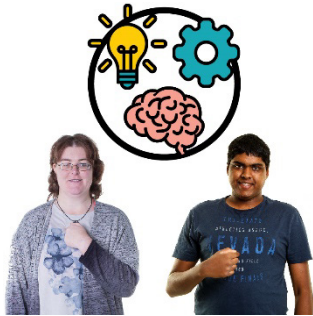
- what type of services they use.



This will help the NDIA understand where participants need more services.



Council Members explained that some people with **intellectual disability** want to do surveys in person.

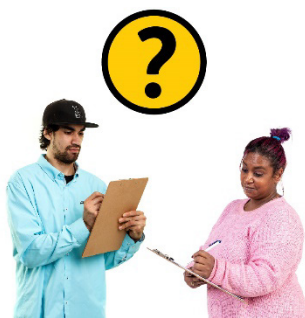


An intellectual disability affects how you:

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



Council Members shared that the community wants to know who fills out NDIS surveys.



People want to know if people with disability fill out the surveys.

Or if their families fill it out for them.



Council Members want the NDIA to work with participants to explain what they do with their information.

How the NDIA uses our advice



The NDIA explained how they are using our advice about ‘Promoting best practice in early childhood intervention’.



You can read our advice on our website.

www.ndis-iac.com.au/s/Promoting-best-practice-in-ECI-in-the-NDIS-March-2020.pdf



But the NDIA aren't using all of our advice.

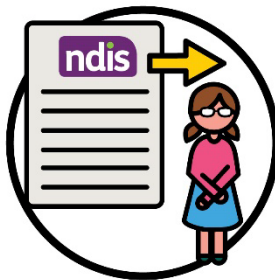


Council Members shared some ideas about what they can do.

Council Members shared how the NDIA can find out if their supports are working through how many young children:



- start using the NDIS



- leave the NDIS.

Council Members explained that the NDIA should support parents to:



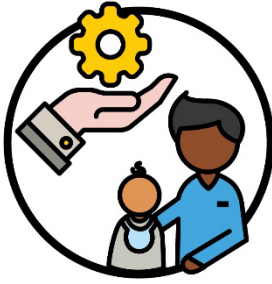
- understand they can say no to some therapy



- connect with other families like them



- support their young children in their day-to-day life.



Council Members shared how the NDIA should look at how the NDIS works with services that protect children.

This includes:



- out of home care



- organisations that check on children at home.



They want to make sure every young child with disability gets support.

The NDIS review



The Australian Government will **review** the NDIS.

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



- works well



- could be better.

Council Members talked about:



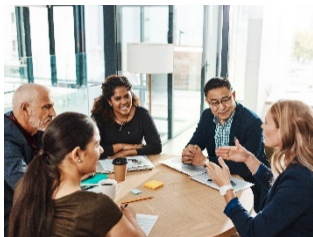
- ways to work with the NDIS review



- what the NDIS review needs to look at.



Council Members explained the NDIS review should make its reports clear.



And include how they work with the **Disability Royal Commission.**



The Disability Royal Commission is a way to look into the experiences of people with disability.

Council Members think the NDIS review should think about our:



- advice to the NDIA



- reports about the community



- Reference Groups.

The NDIS review should also:



- work with us on hard problems



- do more to let people know how the NDIS review will work.

For example, sharing more information with people with intellectual disability.

Our next meeting



Our next meeting is on 13 April 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.



Accessible

When housing is accessible, it is easy to:

- use
- move around in.



Administrative Appeals Tribunal (AAT)

The AAT is a government organisation that is separate to the NDIS.

They check the NDIA's decisions about:

- who can join the NDIS
- NDIS plans.



Brain injuries

Brain injuries can happen when someone:

- has an accident
- hurts their head badly
- damages their brain.



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.



Cognitive disability

A cognitive disability affects how you:

- think
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Complaint

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

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Disability Royal Commission

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Funding

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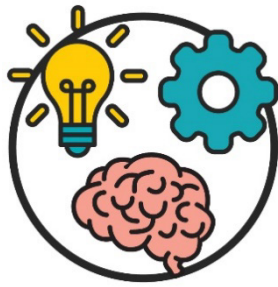


Inclusive

When something is inclusive, everyone feels:

- included
- like they belong.

Intellectual disability



An intellectual disability can affect how you:

- learn new things
- solve problems
- communicate
- do some 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.

Justice system



The justice system includes:

- police
- the courts
- the law
- prisons.



Local area coordinators (LACs)

An LAC is someone who helps people with disability:

- join and use the NDIS
- find community services.



Media

The media includes:

- TV and radio
- the Internet and social media – like Facebook.



NDIA Board

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

NDIS Quality and Safeguards Commission



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

- are safe
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Participant Service Charter



The Participant Service Charter is a document about:

- how the NDIA works with and supports participants
- what participants can expect from the NDIA.

Participants



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

Providers



Providers deliver services and supports to people with disability.

Review



When the Australian Government reviews the NDIS, they check to see that:

- works well
- could be better.



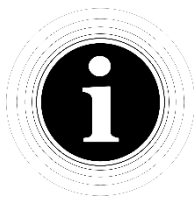
Specialist Disability Accommodation (SDA)

SDA is accessible housing for people with disability.



Support coordinators

A Support Coordinator is someone who helps people with disability manage their plans.



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