



# Independent Advisory Council

An Easy Read meeting bulletin

2 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 28.



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](http://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.

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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.



The meeting was held on 2 November 2023.



Leah shared that we are still waiting for the Australian Government to share who the new IAC Members are.



Leah gave an update on our work with the NDIA since our last meeting.

This includes work:



- on the NDIA's new computer system



- to support people when they leave hospital.



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.



Leah told IAC Members that the Disability Royal Commission shared their final report.

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



It helps us find out what:

- went wrong
- we can fix.



Leah thanked Dr Rhonda Galbally AC for joining the meeting.



Rhonda was one of the Commissioners who helped run the Disability Royal Commission.



Rhonda shared an update on the Disability Royal Commission's **outcomes**.

Outcomes are important results the Australian Government wants to get for people with disability.



Leah also thanked people from the NDIA Board for joining the meeting.

They included:



- Ms Meredith Allen



- Dr Denis Napthine AO.

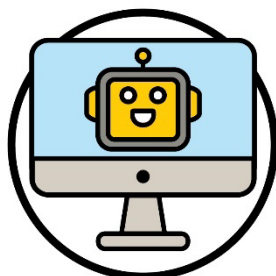
## What Dr Denis Napthine shared



Dr Denis Napthine shared updates on some of the NDIA Board's work.



This includes their work to improve support for people when they leave hospital.



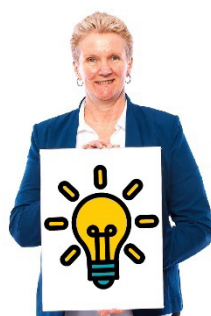
Denis also talked to IAC Members about how the NDIS could use artificial intelligence in the future.

Sometimes we call it AI.



AI technology can:

- solve problems
- help the NDIS make decisions.



He shared that the NDIA Board are looking at the ideas from the Disability Royal Commission



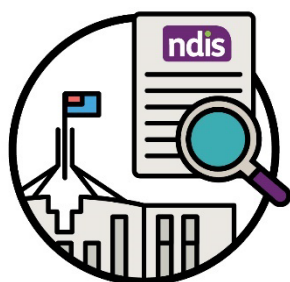
Dennis told IAC Members that the NDIA Board had shared the NDIA's annual report.

## What Ms Rebecca Faulkingham shared

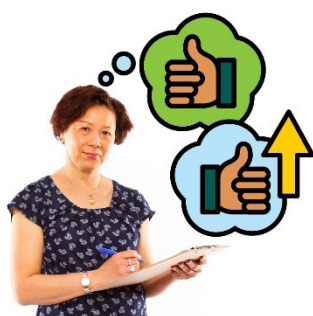


Ms Rebecca Faulkingham PSM is the Chief Executive Officer of the NDIA.

This means she runs the NDIA.



Rebecca told IAC Members about the work the NDIA is doing to get ready for the **NDIS Review**.



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

- works well
- could be better.

They call it the NDIS Review.

Rebecca also told IAC Members information about:



- the NDIA's new computer system



- the Disability Royal Commission's final report.

## 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 explained that some **participants** wait a long time for home and living supports.



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





IAC Members shared that some participants will need support to use the new computer system.



This includes participants and families who manage their own plans.

## NDIS services and supports



IAC Members explained that some participants need more home and living supports in their plans.



This includes participants in **specialist disability accommodation (SDA)**.

SDA is housing for people with disability who need extra support most of the time.





Some participants in SDA need more supports that help them during the night.

But they don't have enough of these supports in their plans.



IAC Members also explained that the NDIA should work with these participants to improve supports used during the night.



IAC Members shared that **NDIS planners** should think about everyone who lives in SDA when they make a participant's plan.



An NDIS planner is someone who:

- makes new plans
- changes plans.



IAC Members explained that the NDIA should share more information about **early intervention** with families.



Early intervention is when people get services and support:

- as early as possible in their lives
- when they first get a disability.

This includes information about:



- the risks of some early intervention services



- how to choose safe **providers** for their child.



Providers support people with disability by delivering a service.



IAC Members worry that there are not enough **registered providers** for some day-to-day supports.



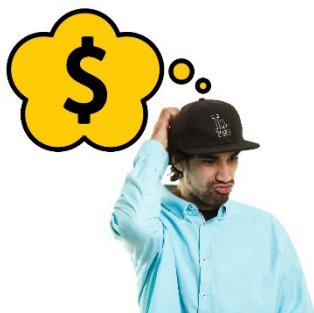
Registered providers:

- are on an official list
- have to follow strict rules.



This means some participants have less choice and control over their supports.

## The community and other services



IAC Members explained that some participants are confused about what they need to do when they pay their support workers.



For example, participants who manage their own plan.

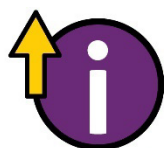


IAC Members shared that some participants who manage their own plans feel like they don't have a say in the decisions governments make.



This includes decisions about:

- their safety
- money.



IAC Members shared that the Disability Royal Commission's final report is helping to give more information about disability to the community.

IAC Members explained that the NDIS should support more schools to:



- support students with disability to do things on their own



- be **inclusive** of students with disability.



When something is inclusive, everyone:

- can take part
- feels like they belong.



IAC Members shared that the community thinks the NDIS Review will have a lot of good outcomes.

But some people worry that this might not be the case.

## Providers



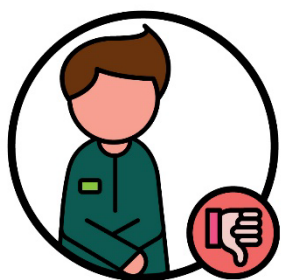
IAC Members explained that some providers are unsure about the **benefits** of being registered.

This includes providers who support children with disability while they are still very young.



When you benefit from something:

- it helps you
- you get something from it.



These providers are unsure because some registered providers still do the wrong thing.

IAC Members worry that some providers do things that are not right for:



- participants



- the NDIS.



For example, some providers make participants pay for things they shouldn't.

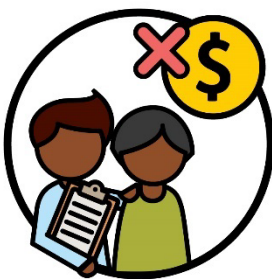


IAC Members worry that some providers don't have **insurance** because they can't afford it.



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.



This includes providers who don't offer services to make money.



# What important updates were in the meeting?

## Thoughts on the Disability Royal Commission



Dr Rhonda Galbally talked to IAC Members about her work with the Disability Royal Commission.



On 29 September 2023 the Disability Royal Commission shared their final report.



Rhonda explained what the Australian Government will do next with the advice from the final report.

She also explained it's important for the IAC to:

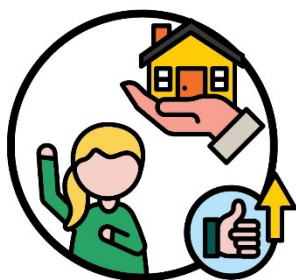


- be involved in the advice from the final report



- support the community to have their say.





IAC Members shared that there should be better home and living supports for people who want to live on their own.



IAC Members also shared that schools should be more inclusive for people with disability.

## Supported independent living (SIL)



An NDIA staff member talked to IAC Members about **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.



They gave IAC Members an update about how the NDIS will support choice and control for participants.

IAC Members explained that some people don't know:



- what SIL is



- what home and living supports they can use.



IAC Members shared that the NDIS should offer more home and living options that support what participants need.



IAC Members explained that **individualised living options (ILO)** can support people to live alone.

ILO is a way of setting up the support you want at home.



Many people use SIL.

But not as many people use ILO.



IAC Members want to know what stops people from using ILO.



IAC Members shared that the NDIA should work to understand why more people are not using ILO.

IAC Members shared that there should be more information about ILO for:



- the community



- **support coordinators.**



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



For example, information that will promote people with disability who use ILO living with people without disability.



IAC Members explained that it's important people with disability still have choice and control to live on their own.

## IAC Reference Group Work Plans



IAC Members talked about the work the IAC's 4 **Reference Groups** will focus on.



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



IAC Members also talked about how this work will support the IAC's Work Plan.

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



IAC Members explained that the IAC and their Reference Groups should not all focus on the same work.

## Our next meeting



Our next meeting is on 7 December 2023.



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

[www.ndis-iac.com.au/meetings](http://www.ndis-iac.com.au/meetings)

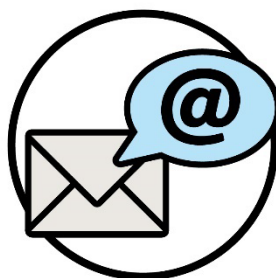
## More information

For more information about this bulletin,  
please contact us.



You can visit our website.

[www.ndis-iac.com.au](http://www.ndis-iac.com.au)



You can send us an email.

[advisorycouncil@ndis.gov.au](mailto:advisorycouncil@ndis.gov.au)



You can visit the NDIS website.

[www.ndis.gov.au](http://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.



### **Benefit**

When you benefit from something:

- it helps you
- you get something from it.



### **Bulletin**

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

It explains what we did in our meeting.



### **Early intervention**

Early intervention is when people get services and support:

- as early as possible in their lives
- when they first get a disability.





## Inclusive

When something is inclusive, everyone:

- can take part
- feels like they belong.



## 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.



## NDIA Board

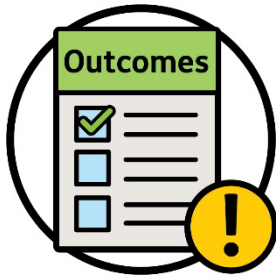
The NDIA Board is a group of people who make decisions about all parts of the NDIA.



## NDIS planner

An NDIS planner is someone who:

- makes new plans
- changes plans.



## Outcomes

Outcomes are important results the Australian Government 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.



## Reference Group

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



## Registered provider

Registered providers:

- are on an official list
- have to follow strict rules.

## Review



When the NDIA reviews something, they check to see what:

- works well
- needs to be better.

## Royal Commission

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

It helps us find out what:

- went wrong
- we can fix.



## Support coordinator

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



## Supported independent living (SIL)



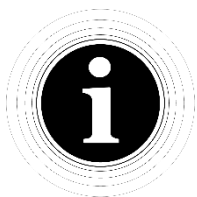
SIL is help with day-to-day tasks around your home so you can:

- do things for yourself
- learn new skills.



## Specialist disability accommodation (SDA)

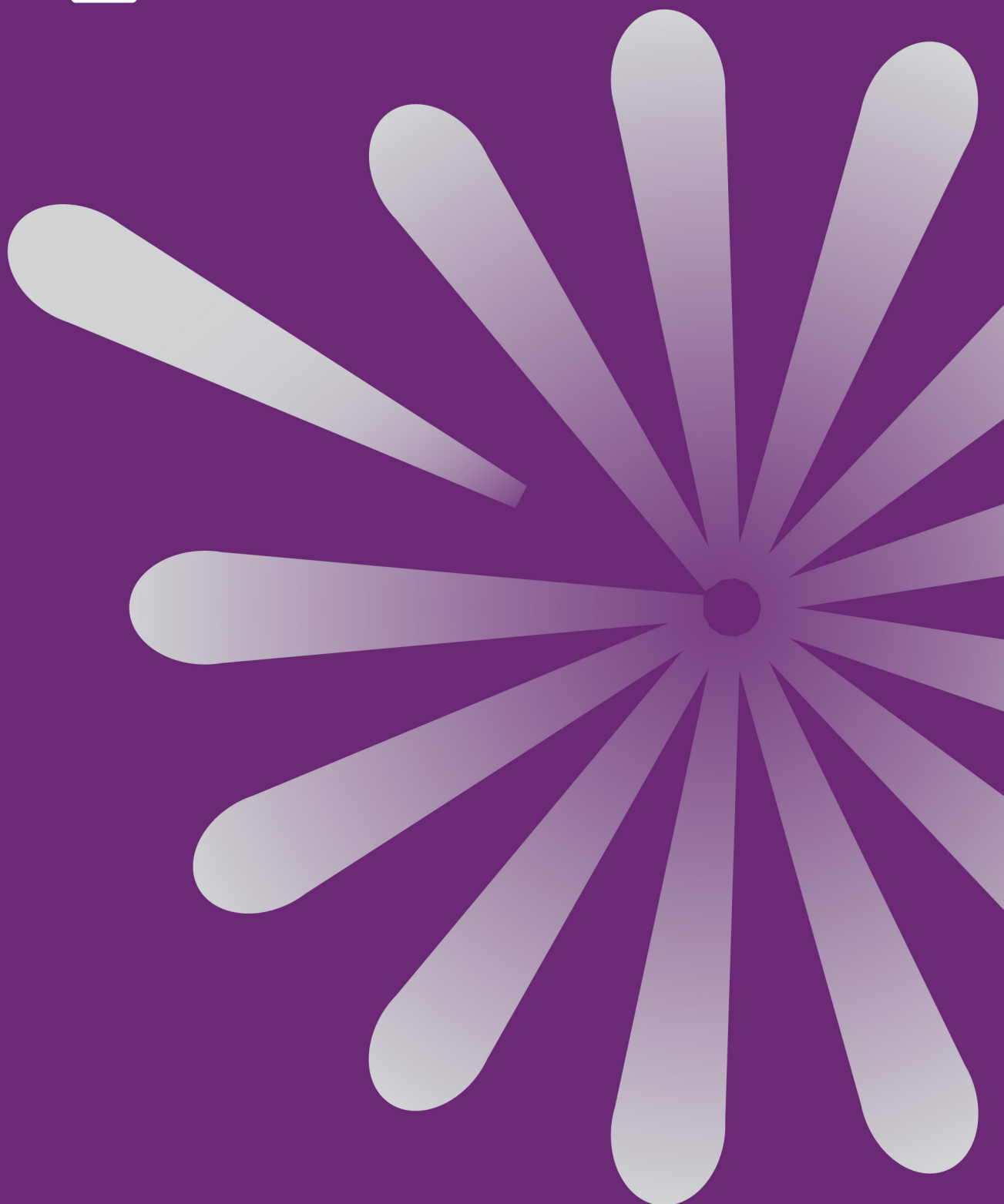
SDA is housing for people with disability who need extra support most of the time.



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Advisory  
Council**  
to the **ndis**



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