

Independent Advisory Council

An Easy Read meeting bulletin

17 October 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.

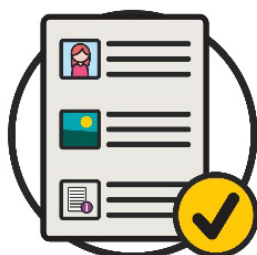


The Independent Advisory Council gives advice about ways to make the NDIS better.



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 26.



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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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 17 October 2022.



Leah thanked Dr Lisa Studdert for her work.
Dr Studdert is the Acting Chief Executive Officer at the NDIA.

This means she runs the NDIA for a period of time.



Leah said that Council is looking forward to working with Ms Rebecca Falkingham.

Rebecca will be the new CEO of the NDIA.

She will start on 18 October 2022.

What did Dr Lisa Studdert share?



Dr Lisa Studdert shared what the **ministers** for disability will talk about at their meeting this week.

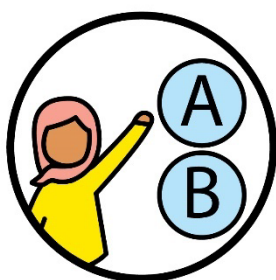


A minister leads an area of government.



Dr Studdert explained that the NDIA is making the Independent Expert Review program.

In this document we call it the new program.



The new program will give **participants** another option when they don't agree with a decision the NDIS made.



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



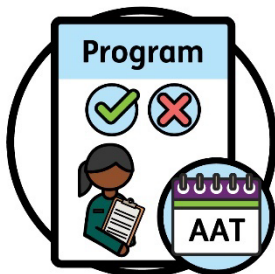
At the moment participants can only use the **Administrative Appeals Tribunal (AAT)** when they don't agree with a decision the NDIS made.



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

They review the NDIA's decisions about:

- who can join the NDIS
- NDIS plans.



Participants will be able to use the new program while they wait for the AAT.



Mr Graeme Innes AM will run a **committee** to watch over the program.

A committee is a group of people who meet to talk about ideas.

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.

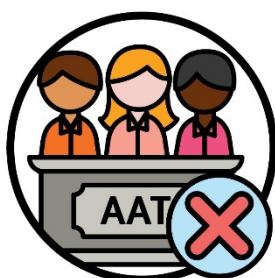
Support with the AAT



It's hard for people with disability in the Northern Territory to find someone to speak up for them when they use the AAT.



Council Members explained there are not enough services to help them.



This means some people don't use the AAT when they should.

Other services and programs that give support



Council Members are worried about people with disability in the health system.

They have learned that some people experience:



- **neglect** – when someone is not helping you the way they are supposed to help you



- **discrimination** – when someone treats you badly because of something about you that you can't change.



They shared this often happens when people who need a lot of support don't have someone to help them.

For example, a carer or support person.

People who work in the health system need to understand what:



- people with disability need



- **rights** people with disability have.



Rights are rules about how everyone should be treated fairly.

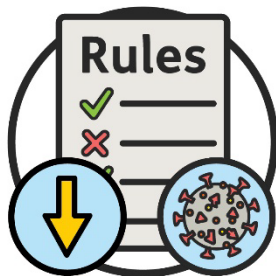


Some hospital staff won't give NDIS participants personal care – like help with showering.

They ask support workers to do this instead.



Council Members think we need one way for everyone to get this support in hospital.



Now there are less rules about how to stay safe during COVID-19.

But COVID-19 is not over.



Council Members are worried that people with disability will feel more unsafe.

And might not take part in the community.



Some people with disability have stayed at home since March 2020 to keep safe.



Council Members also learned that some areas in aged care are not **accessible**.



When something is accessible, anyone can:

- find and use it
- travel around.



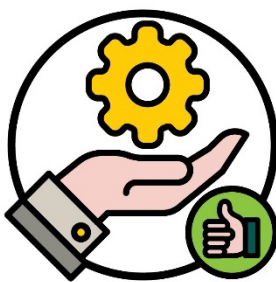
For example, the shared areas are accessible.
But the rooms where people live are not.

Providers and not-for-profit organisations



Providers deliver services and supports to people with disability.

Many smaller providers support people with disability by giving:



- good quality services



- services that think about what each person needs.

Bigger providers can make it hard for these smaller organisations to get enough:

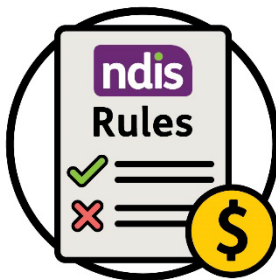


- people to use their services



- **funding** from the government – money to pay for supports.

It also costs smaller organisations a lot to prove they:



- follow the NDIS's rules



- keep participants safe.

Disability community



Council Members think the NDIA should hire more people with intellectual disability.

This shows other organisations they can too.



Council Members also explained why it's important to keep including people with disability when the NDIA works with the community.



They also shared that the NDIA should work with different groups of people together.

For example, providers and people with disability.

Issues that Council Members are sharing again



Council Members shared that some participants are having their plans changed or stopped.

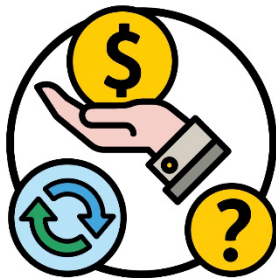
And they didn't know it would happen.



Council Members also think the NDIA should give participants more information when they change their plan.



Some participants keep some funding for when they need more support.



But when the NDIA changes their plan it can affect this funding.



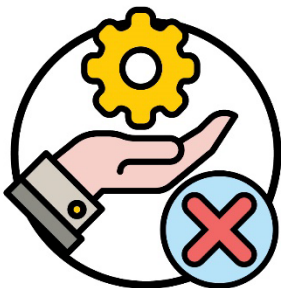
Council Members shared that more participants will use the AAT if this keeps happening.



Council Members also shared that there are not enough support workers.



They explained that workers can make more money working in aged care. And there aren't enough workers to keep people with disability safe.



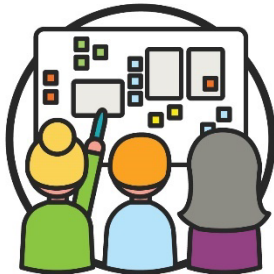
Some participants in places far from large cities or towns can't use their plans. This is because there aren't enough services where they live.



Council Members also shared that participants have to wait a long time when they want to change something in their home.

Important updates

The NDIA's co-design work



Council Members talked about the NDIA's **co-design** projects.

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



The NDIA works with providers and people with disability.

But Council Members think they should share their experiences together.

Council Members also think the NDIA should do more to include:



- young people



- women with disability



- First Nations peoples.

Australia's Disability Strategy



People from the Department of Social Services (DSS) shared the work they have done on Australia's Disability Strategy.

We just call it the Strategy.



Council shared their ideas about the Strategy.



They were happy that DSS is asking the community to have their say about the Strategy.

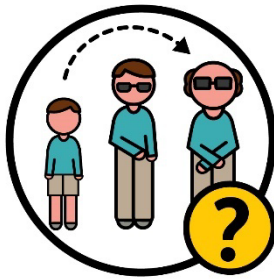


The Strategy has an Advisory Council.

The Advisory Council is a group of people who help DSS understand what people with disability need.



Our Council Members think the Advisory Council should hire more people with intellectual disability.



The Strategy should also think about what people with disability need at different times in their life.



The Strategy should make sure there is enough good housing for people with disability.

The NDIA's work on a new program



The NDIA is working on a new program to make sure participants have a better experience.



It is called the 'Participants, Platforms and Processes' program.



As part of the program, the NDIA created a new computer system.

Participants helped design the system.



The NDIA is testing the computer system in Tasmania.

They will tell us how it went in another meeting.



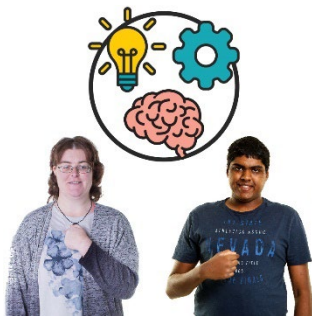
Part of the program also includes updating the participant portal on the NDIS website.

Council Members think this part should include Easy Read.

They also think the NDIA should test this part of the website with:



- First Nations peoples



- people with intellectual disability



- people who live far from cities and towns.

Our next meeting



Our next meeting is on 21 November 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

This list explains what the **bold** words in this document mean.



Accessible

When something is accessible, anyone can:

- find and use it
- travel around.



Administrative Appeals Tribunal (AAT)

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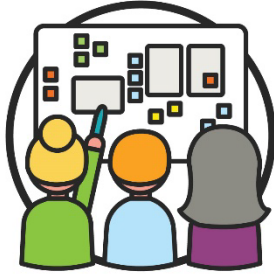
- who can join the NDIS
- NDIS plans.



Bulletin

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Co-design

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



Committee

A committee is a group of people who meet to talk about ideas.



Discrimination

Discrimination is when someone treats you badly because of something about you that you can't change.



Funding

Funding is money from the government to pay for supports.



Minister

A minister leads an area of government.



NDIA Board

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



Neglect

Neglect is when someone is not helping you the way they are supposed to help you



Participants

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



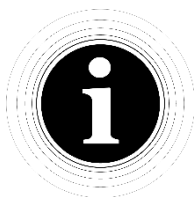
Providers

Providers deliver services and supports to people with disability.



Rights

Rights are rules about how everyone should be treated fairly.



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