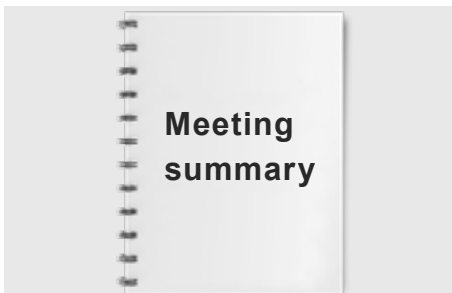


NDIS Participant Reference Group Meeting Summary



This is the **meeting summary** from the NDIS **Participant Reference Group**.

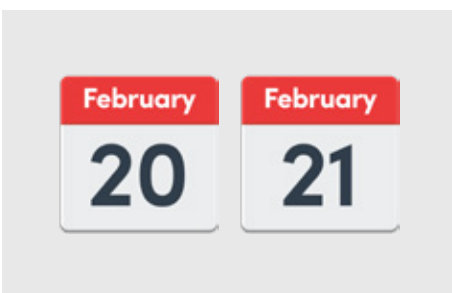
We say **PRG** for short.



This **meeting summary** says what we did at a PRG meeting.



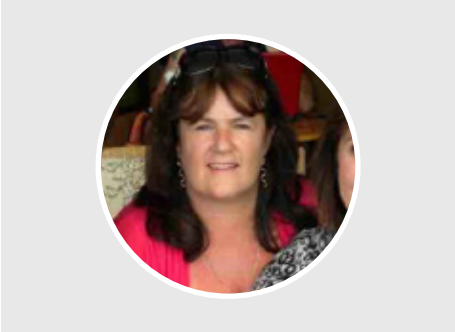
It has important news we share with the community.



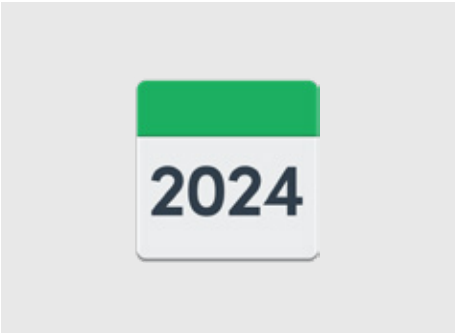
This meeting was on

- Tuesday 20 February 2024
- Wednesday 21 February 2024.

Welcome



Debbie Irvine said welcome to everyone.

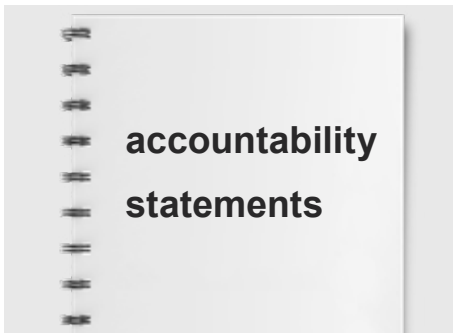


Debbie introduced the new PRG members for 2024.



The new members met earlier today to learn about how we run the PRG.

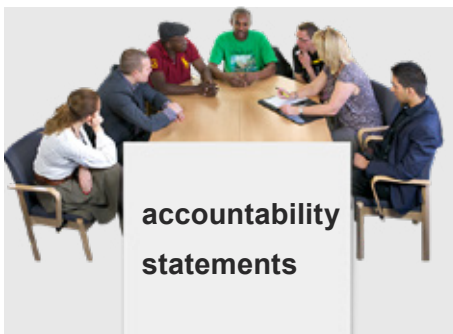
PRG accountability statement



Nina Bendon from the **Participant First team** spoke about **accountability statements**.



The **Participant First team** supports the PRG and other participants who work with NDIA staff to make the NDIS better.



An **accountability statement** is information that says what people in a group need to do.



Members agreed it would help the PRG if we had one.



It will help us all know how we can work together in the PRG.



Members went into groups to talk about words we could use in the accountability statement.



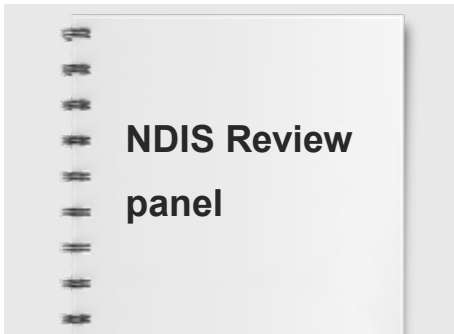
Members were asked how it could be used by

- PRG members
- People from the NDIA who speak at PRG meetings.



We will share what people said in one of our next PRG meetings.

NDIS Review Report



Kirsten Dean from the **NDIS Review panel** gave a talk.



The **NDIS Review panel** is a group who look into the information from the **Independent Review** into the NDIS.



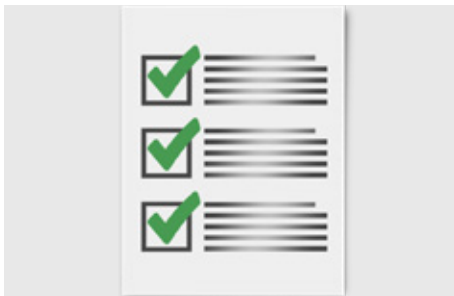
The **Independent Review** looked into what could be better about the NDIS.



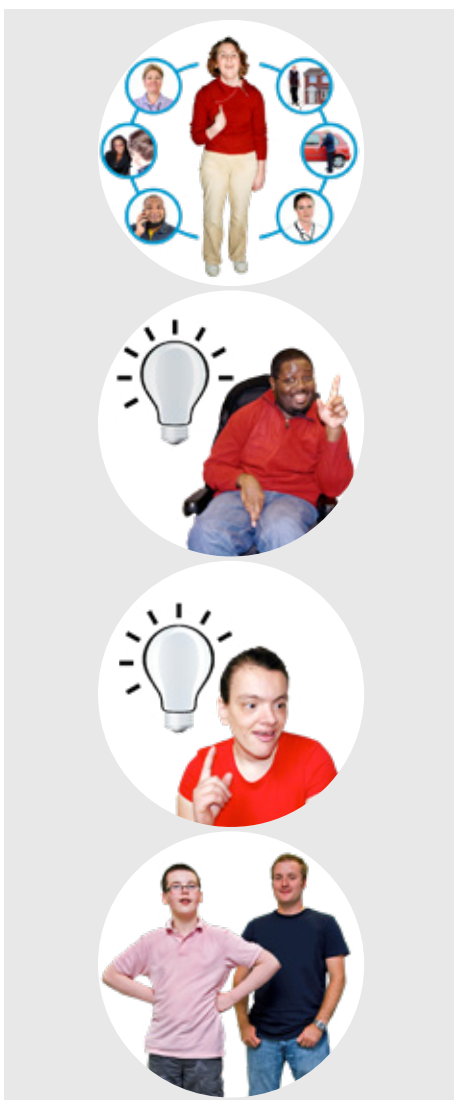
The NDIS Review panel asked lots of people what they think could be better with the NDIS.



They put together a report about what people said.



Kirsten talked about some important areas in the report.



Those areas are

- Different types of supports for people
- Ideas to make it better to get the NDIS
- Ideas to make NDIS planning better
- The **navigator** role.

The **navigator role** means workers would support participants to do things like



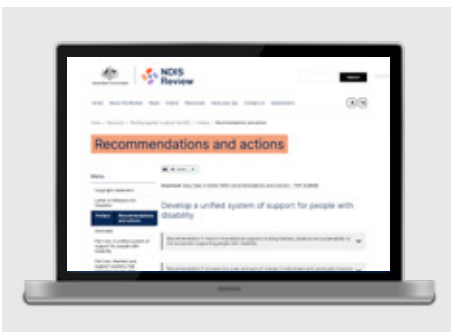
- Use their NDIS plan



- Find services



- Talk to other places they need support from like hospitals.



You can read the Easy Read report at

www.bit.ly/recommendations-and-actions

Talk from the CEO



The **CEO** of the NDIA Rebecca Falkingham gave a talk at the meeting.



The **CEO** is the boss of the NDIA.



Rebecca said thank you to the PRG members for their ideas on the NDIS.



Rebecca said the NDIA want to make changes so the NDIS is better for everyone.



They want more people with disability working at the NDIA.



Rebecca said the NDIA has been given more money to help it run well.

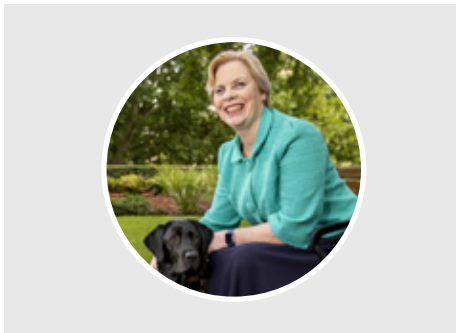


They want people from different **cultures** to be able to talk to workers from their same culture.



Culture means the way you do things because of where you or your family are from.

Skills for participants in groups



Donna Purcell talked about the **Office of the Participant Advocate Branch**.

We will say **OPA** for short.



The **OPA** supports the NDIA to

- Work with people with disability who are helping to make the NDIS better
- Build new skills for participants to work with NDIA staff.



We want to make sure people who join NDIS groups like the PRG have the skills they need.



At the end of last year the OPA asked different groups who help the NDIA what they think could be better.



This helped find out what was working and not working.



We want to keep doing the things that are working.



We want to change the things that are not working well.



We will work with the NDIA **Co design and Engagement team** to make things better.



The **Co design and Engagement team** work with participants to make the NDIS better.



We will also work with them to support all NDIA staff to do things better.

Co design



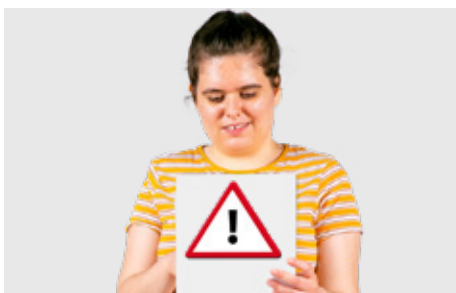
Aaron Verlin from the **Co design** branch gave a talk.



They talked about the co design groups their branch had in 2023.



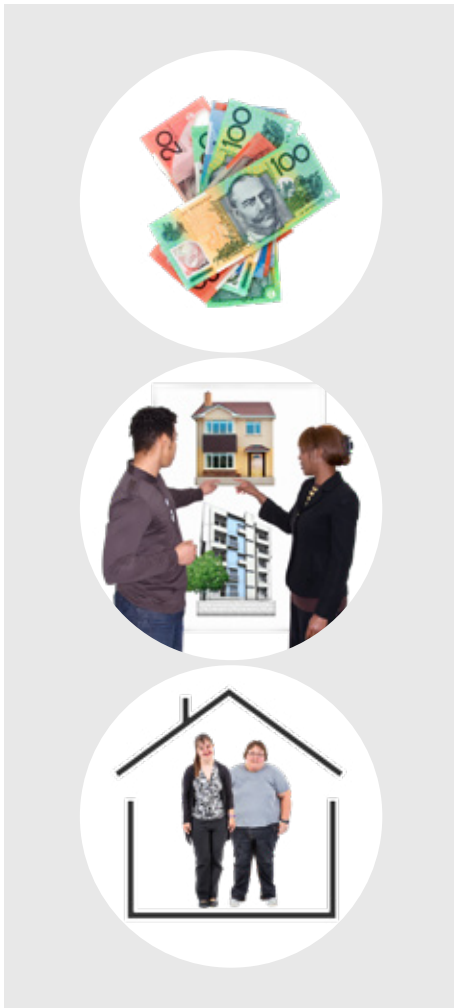
The groups worked on ways to make sure NDIA staff are the right people for the job.



They also worked on how the NDIA can get better at giving people information about **fraud**.



Fraud is when someone tricks you to get something from you like money.



The groups looked at the way participants use the NDIS for

- Getting funding for a home
- Finding a home
- Living in a home.



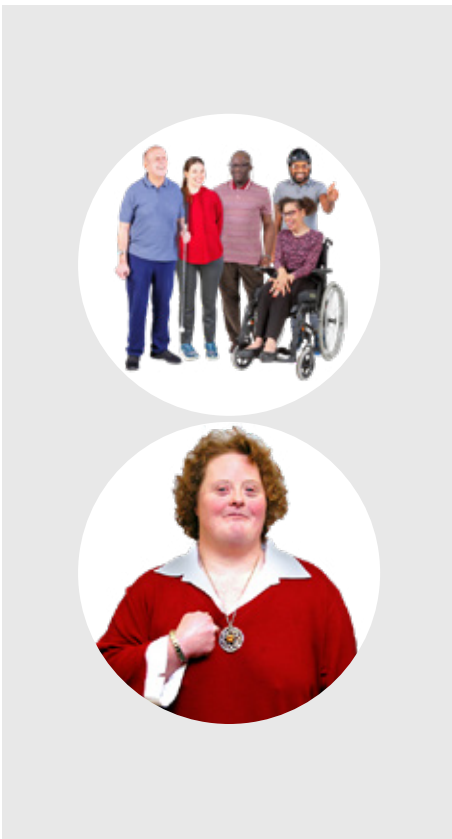
The co design branch is looking at setting up new working groups.



They are also looking at making the groups they have bigger.



They want to be clear with all groups what they need to do.

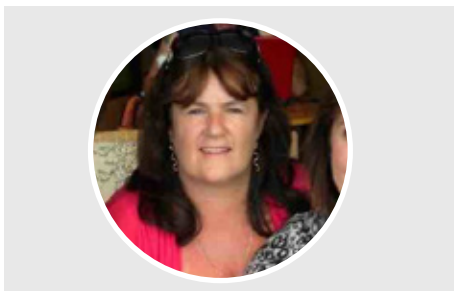


They want to look at how the NDIA can be better at working together with

- Disability organisations

- Participants.

The words we use



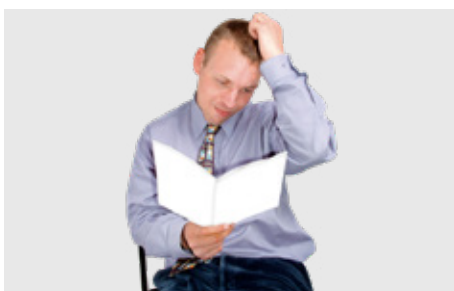
Debbie then spoke to the group about the words the NDIA uses.



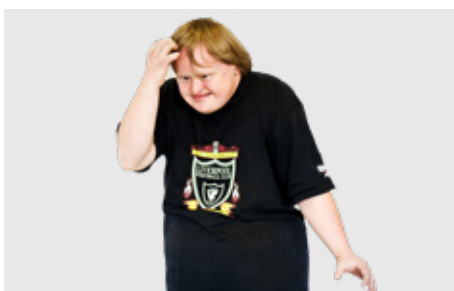
We want to look at the words we use when we share information.



We asked members what they think of the words the NDIA use.



They said it can be hard when we use 2 different words to talk about the same thing.



They also said not everyone knows that NDIA and NDIS means different things.



It can also be hard if different short words are used to say things.



This could be like

- The word agency to say NDIA
- The word scheme to say NDIS.

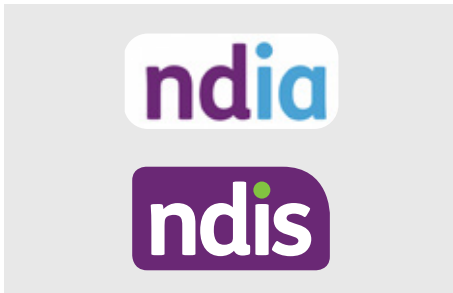


We asked PRG members what they think about the words.

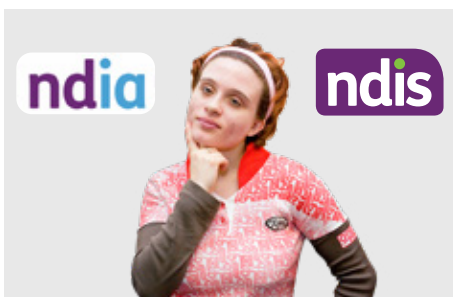


We talked about a survey we could send to people to ask what they think about the words.

What PRG members said



PRG members said they know that NDIA and NDIS are different.



But they said not everyone would know they are different.



NDIS is the word used most by

- Participants
- Providers.



Members asked why we can not use the word NDIS all the time.



We asked members which words they like best when we talk about how funding is managed.

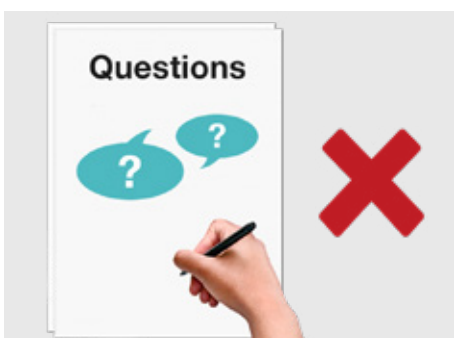
- NDIA Managed
- or
- Agency Managed.



Members said they like NDIA managed better.



Members said it would be even easier to say NDIS managed.



Members said it might not be a good time to send a survey out to participants now.



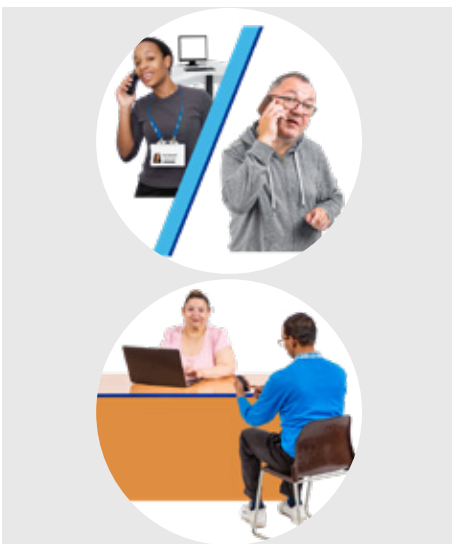
This is because there are lots of changes to the NDIS so people might get confused.



They said the survey questions are not all easy to understand.



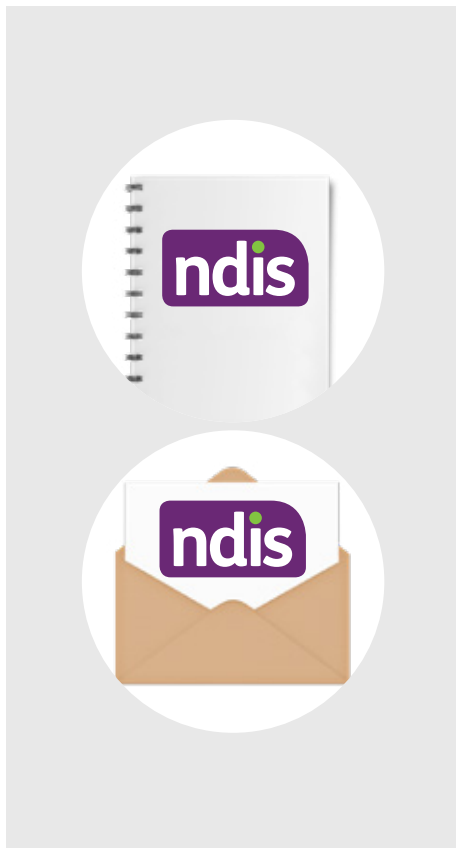
Members had a new idea about the survey to make sure a lot of people can take part.



The idea is to just do a fast survey of 2 questions when people

- Call the NDIA
- Have a planning meeting.

NDIS plan and plan approval letter



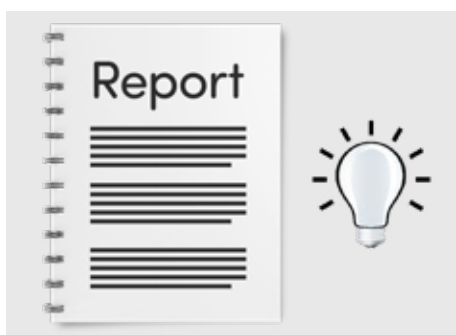
Carolyn Tetaz from the NDIA **Service Guidance Branch** spoke about a report on

- NDIS plans

- NDIS plan and plan approval letters.



The **Service Guidance Branch** is the team that make all the guidelines about the NDIS.

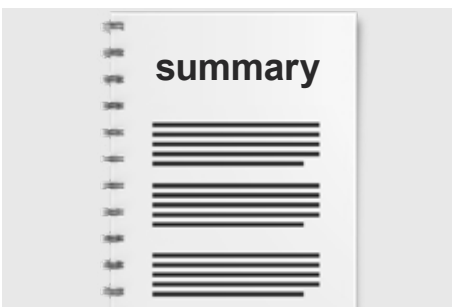


The report has ideas that members shared at our November meeting last year.



They also got ideas from

- Disability organisations
- Carer organisations
- Participants who speak other languages
- People who live in areas far away from the city.



Carolyn told us a summary of the report.



This is so the PRG can say if we think it is right.



The Service Guidance Branch will now work with participants to make new ways to write

- NDIS plans
- NDIS plan and plan approval letters.



The new NDIS plan and plan approval letters will have the things people said were important.



They will make sure that any new letter will work in the new system.



They will test the NDIS plan and plan approval letters before they make the changes.

Co chairing



Debbie spoke about **co chairing** for PRG meetings.



Co chairing means when you work with Debbie to run the meetings.



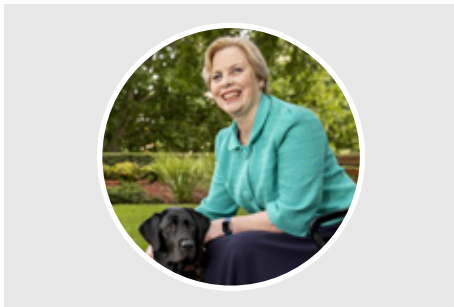
You can say who you think would be good to do the co chairing.



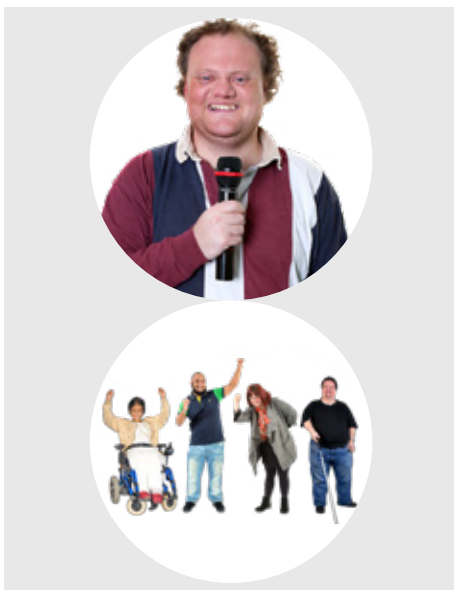
You can email their name to

PRG@ndis.gov.au

End of meeting



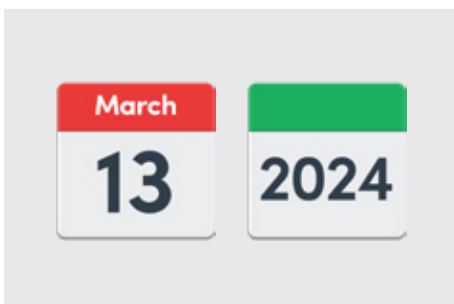
Donna said thanks to PRG members for sharing ideas.



Donna would like to come to all PRG meetings to

- Listen to what people say
- Meet with the members.

Next meeting



The next meeting will be on Wednesday 13 March 2024.

Council for Intellectual Disability made this information Easy Read. **CID** for short. You need to ask CID if you want to use any pictures in this document. You can contact CID at business@cid.org.au.