

# NDIA Participant Reference Group Meeting summary



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

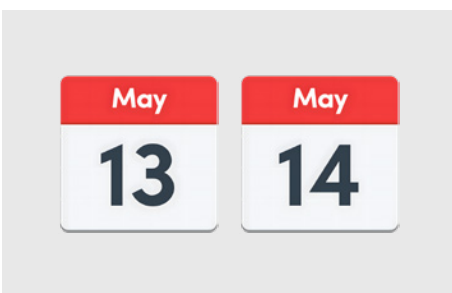
We say **PRG** for short.



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



It has important news we share with the community.



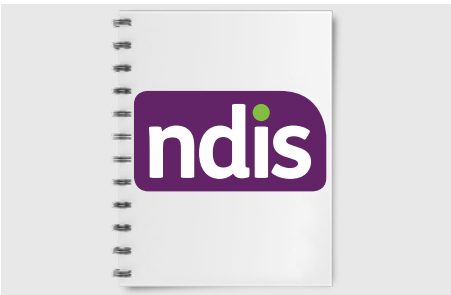
This meeting was on **Tuesday 13 May** and **Wednesday 14 May**.

# Welcome



Donna Purcell said welcome to the members.

# Accountability statement



Nina Bendon talked about the **accountability statement** the NDIA and PRG wrote together.



An **accountability statement** says

- What PRG members will do in the group
- Things we ask people who come to give a talk
- What we want from the PRG team.

## What members said



Members shared what they think about the things in the accountability statement.



They said there should be more time in the meetings to talk about important things.



Everyone who comes to give a talk should use clear words and know what **co design** is.



**Co design** is when the NDIA and participants work together on a project.



People giving a talk should say how they want to work with PRG members in the meeting.



Meeting papers for 2 day meetings should be sent 10 days before.



Members want support to tell people in their community what they learn in meetings.



Members said everyone should read the meeting information to be ready for meetings.



Members said they do not want to just talk about problems.



They said we should try different ways in the meeting to support everyone to take part.

## Making NDIS more safe and private



The NDIA talked about changes to how they keep participants information safe and **private**.



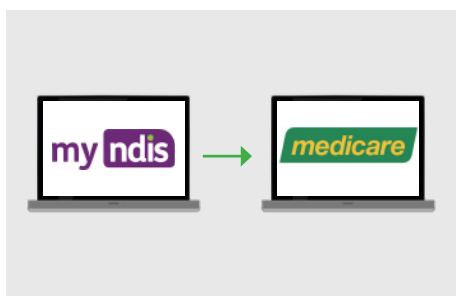
**Private** means only NDIA staff can see participant information.



Participants and **nominees** will be able to use **MyNDIS** through myGov.



**Nominees** are people who can make decisions for participants and their NDIS plan.



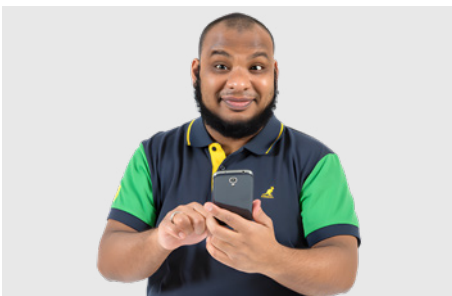
Participants and nominees will need to have a link to a myGov service like Medicare.



They can also use **myID**.



**myID** is like an online ID card that shows who you are when you use websites or apps.



The NDIA wants to use a text message to send a **code** that will link the person to myGov.



A **code** is a number you use to sign in to something.



Providers and NDIA staff must use myID to log in to their computer to show who they are.

## What members said



Members said it should be clear that the text message with the code is from the NDIA.



Members said not everyone has a mobile phone or good phone service.



People should be able to get codes by email too.



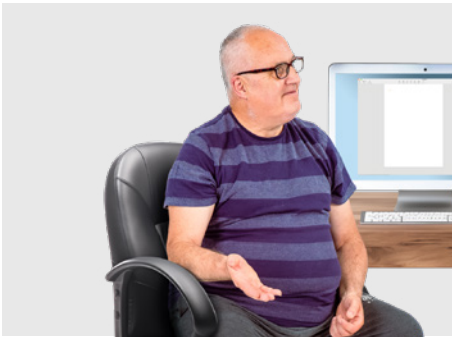
Members said there should be 1 phone line or team at the NDIA just for help with ID things.



There should be staff at local offices like Centrelink or NDIS who know about ID.



Members said people need a clear list of what ID they need.



Members think it might be hard for some people to add their ID.



People who are blind or have other disabilities might need more support to add their ID.



Members said many people

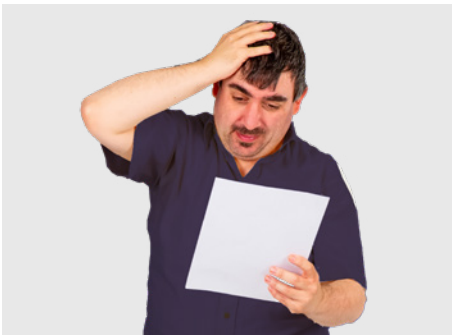
- Do not have money to pay for a passport

- Do not have a drivers licence.

# When participants need to pay money back to the NDIA



Sometimes a person or provider might get too much money from the NDIS by mistake.



When this happens they might need to pay the money back to the NDIS.



The NDIA wants to make sure the steps for when this happens are fair and easy to understand.



The NDIA is getting new staff who can help participants learn about money.

## What members said



People want to tell their side before the NDIA asks for money back.



Members want to know how the NDIA decides if there is money to pay back.



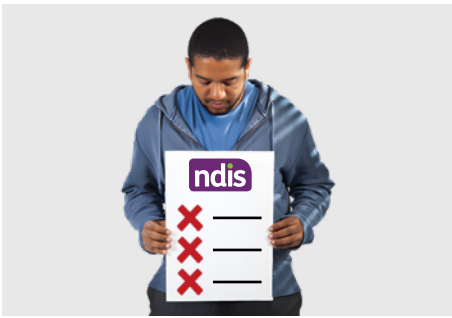
The decisions should be fair and look at what is happening in each persons life.



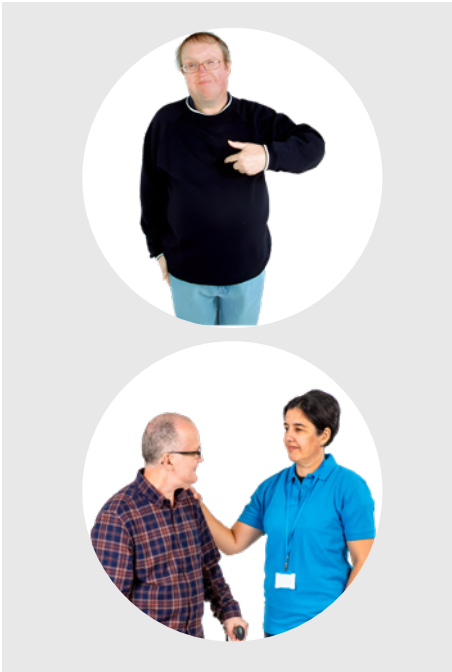
Participants should be able to ask the NDIA to check again if they do not agree.



Participants should have enough time to pay back the money.



There should be a clear list of supports that participants should **not** use NDIS money for.



There should be support and training for

- Participants
- The workers who support the participant to use their plan.



Members said participants should be able to get **financial counselling** in an easy way.



**Financial counselling** is when you talk to someone about your money worries.

# The way NDIA checks if a participant still needs NDIS support



The NDIA talked about how they check if participants still need NDIS support.



This is called an **eligibility reassessment**.

We will call it **reassessment** for short.



In the meeting the NDIA asked members about what reassessments are like for them.



The NDIA also asked members what they think of the steps the NDIA follows now.

## What members said



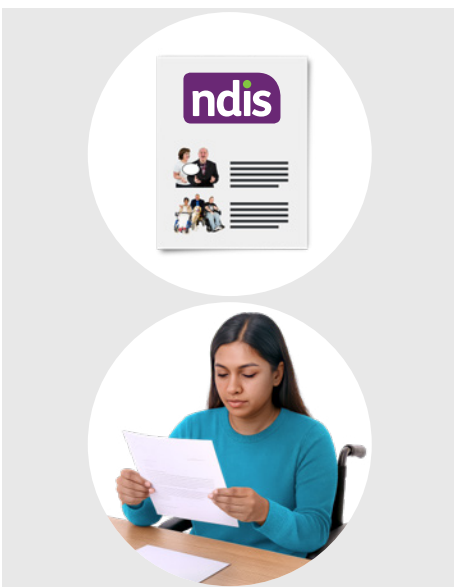
Members said families and carers find reassessments very hard to do.



People who have a disability all their life should not have to keep showing they need the NDIS.

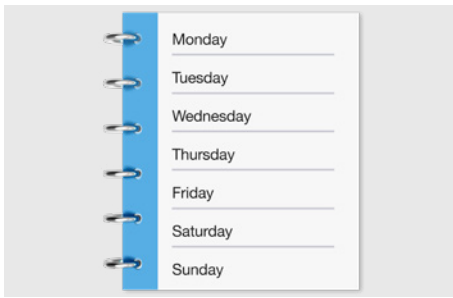


It can cost a lot of money to get the right information from doctors for reassessments.



The NDIA should give information about reassessments that is

- Easy to understand
- Not confusing or scary.



The NDIA asks to get information from participants in a set number of days.



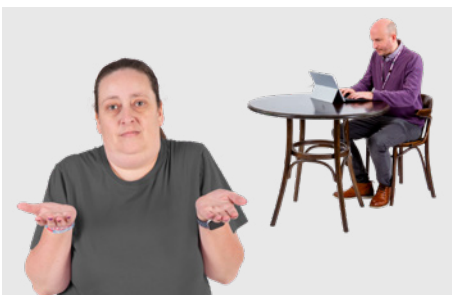
Members said this might not work for people who live in places far away from the city.



It takes a long time for those people to get a doctor who can help with NDIS papers.



Members said NDIA staff need training often to make fair decisions.



Members want to know if participants will still have NDIS supports while the NDIA is doing a review.

## Co design

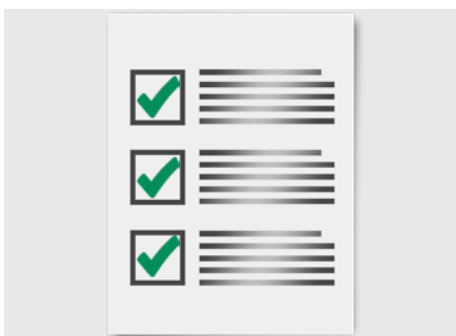


We did a co design activity about how participants can feel happy when they use the NDIA.

## What members said



Members said the NDIA should be clear about what information participants must give.



It should say what information the NDIA already has.



The NDIA should give information in Easy Read.



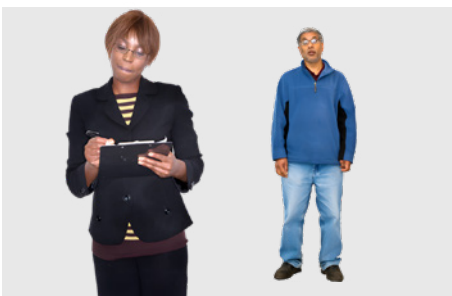
There should be 1 phone line just for people going through a reassessment.



The NDIA should always contact participants in the way they have said works best for them.



Participants could have supporters to support with the reassessment.



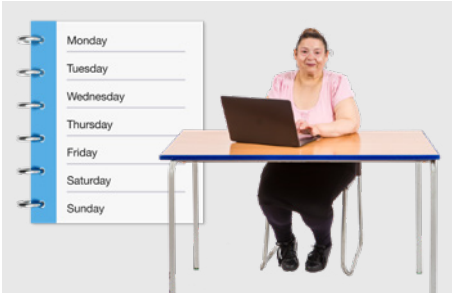
The NDIA should check what information they have before they ask for more.



Members said meetings in person might work better for some participants.



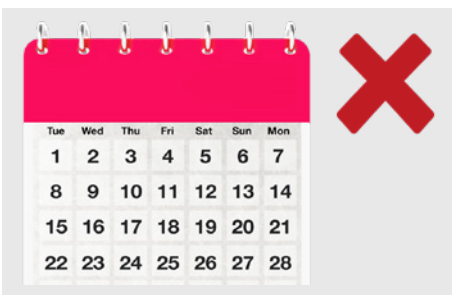
They said the NDIA should pay for any new information that participants need.



The NDIA should be clear about the number of days participants have to give information.



The time to give information should start from when participants say they understand.

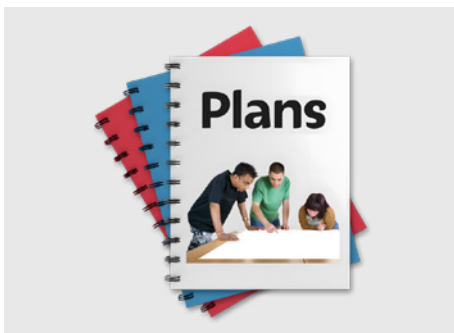


Members said 28 days is not enough time for people leaving the NDIS to find new support.



People might need 6 to 9 months.

## Participant NDIS plans



The NDIA talked about changes to how they make the NDIS plans.

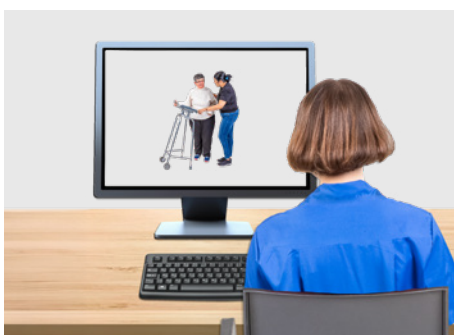


They want to make it clear and fair for participants.

## What members said



Members said staff should know what participants need.



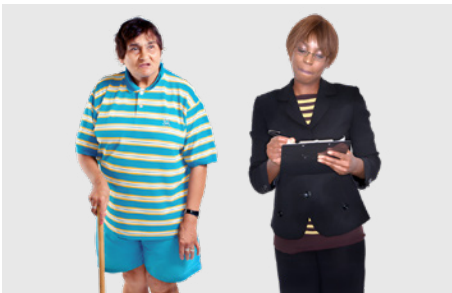
They should have the right training.



Staff need to know that telling your story again and again makes you very tired.



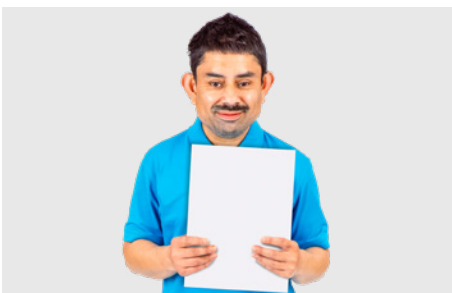
Members said staff should read the participants information before they meet with them.



But staff should not use this to make decisions before they meet the participant.



Members said NDIA staff should make support in NDIS plans easy to use for different types of things.



Participants should get a paper copy of what they talked about in the assessment.

# Talk from Corri McKenzie



Corri McKenzie from the NDIA gave a talk.

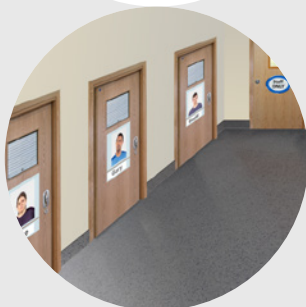


Corri said the NDIA now has a **Specialised Services Team**.



This team helps participants who

- Have many support needs



- Have been in jail or hospital



- Are children with disability.

## What members said



Members asked about when the NDIA checks **Supported Independent Living** homes.



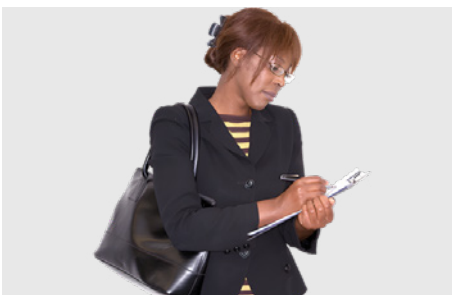
**Supported Independent Living** is when someone uses the NDIS for support to live on their own.



Members asked about large services who give different types of supports in these homes.

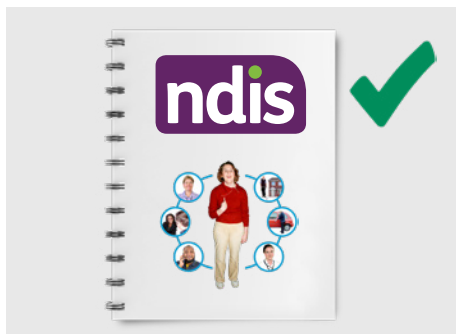


They asked if the NDIA will test out their new way of doing assessments first.



The NDIA wrote down other questions and will work with Corris team to find answers.

## A new way of planning

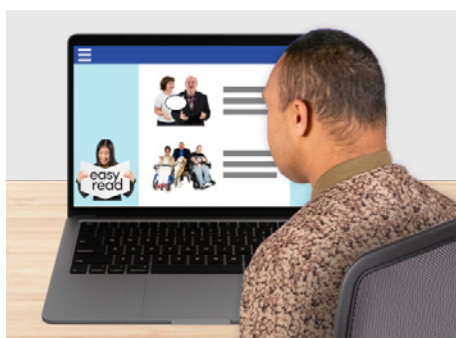


The NDIA talked about better NDIS planning for participants.



The NDIA said they know the way they talk and listen to participants is not always best.

## What members said



Members said the NDIA needs to give information that is clear.



Participants want to ask questions to staff in person.



There should be enough time between steps so people can think and get ready.



Members said the online portal could show people what step they are up to.



NDIA staff and providers should do training about the changes.



Staff should know about the disabilities of the participants they work with.



They should work together with the participant to find the best way to do something.



Participants and families should have 1 main contact person from the NDIA.

## End of meeting

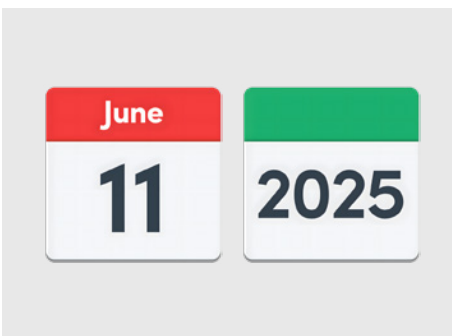


Donna said thank you to members for their time to come to the meeting.



The NDIA will get answers to the questions we did not get to in the meeting.

## Next meeting

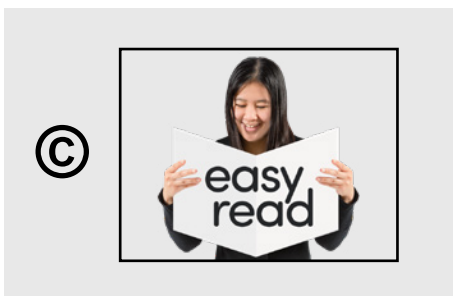


The next meeting will be on **Wednesday 11 June 2025.**

# Who did this Easy Read



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