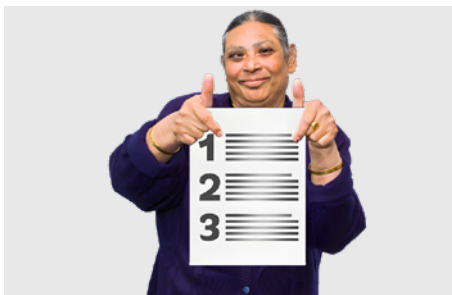


# NDIA Participant Reference Group Meeting summary



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

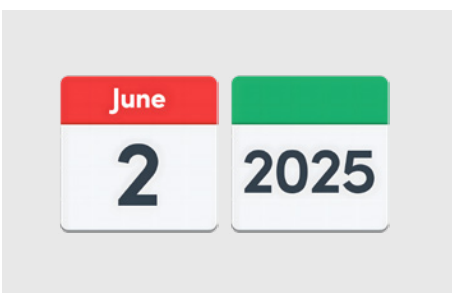
We say **PRG** for short.



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

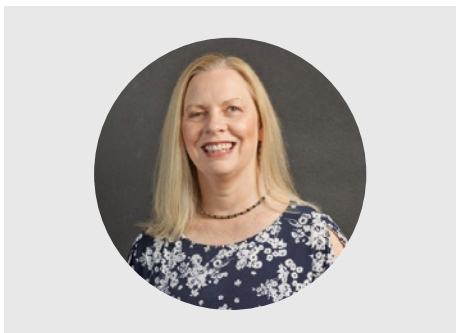


It has important news we share with the community.



The meeting was online on **Monday 2 June 2025**.

# Welcome



Donna Purcell said welcome to everyone.



Donna was the **meeting chair**.

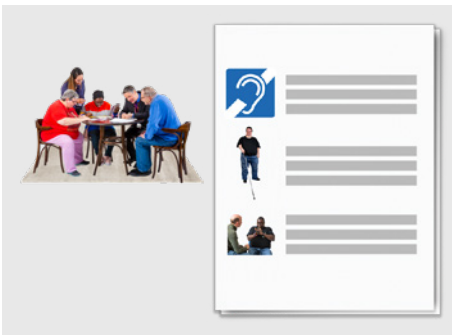


The **meeting chair** is the person who runs the meeting.

# Impairment information workshop



Donna said we will do workshops over the next 3 PRG meetings.



In this meeting we did the first workshop about **impairment** information.



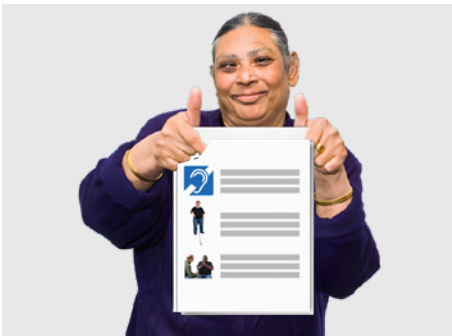
**Impairment** means how someones disability affects their daily life.



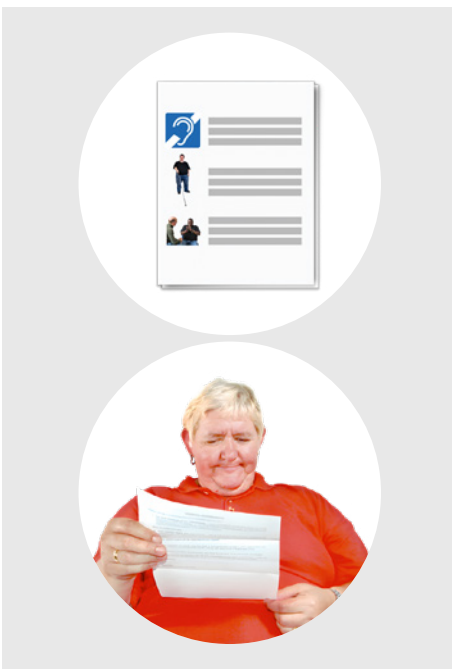
People will get a letter from the NDIA that has their impairment information.



The letter says what impairment **categories** a person has.



**Categories** are groups their disability fits into.



We want to make sure people know

- What the categories mean
- Why they get the letter.



We also want to make sure the information is easy to find when we send it.



PRG members had a lot of things they wanted to know.



Members asked what happens if your disability can not fit into just 1 category.



Members asked what happens if some smaller issues put together are worse than 1 big issue.



Some members said they have other disabilities but the NDIA only lists 1.



Members asked what the NDIA will do if that happens.



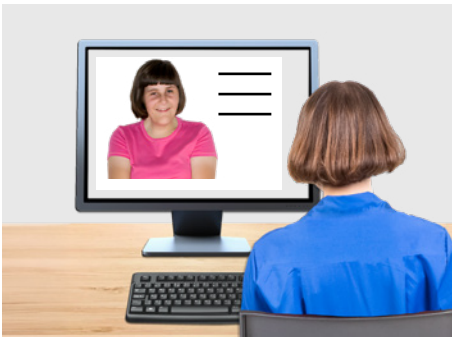
Members asked if they have to go to the **tribunal**.



A **tribunal** is a group of people who look at decisions the NDIA have made.



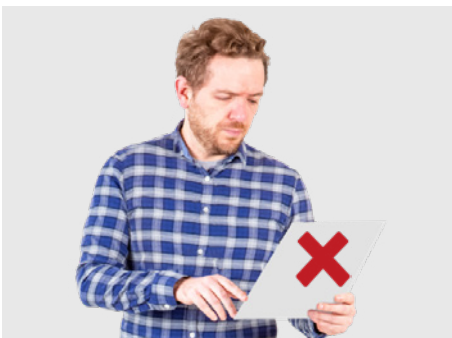
Members said the NDIA often only looks in the **PACE system** for information.



The **PACE system** is a place online where the NDIA might have information about a person.



Members worry the NDIA might miss information as not all people have their information on PACE.



Members wanted to know what they need to do if there is a mistake in the letter.

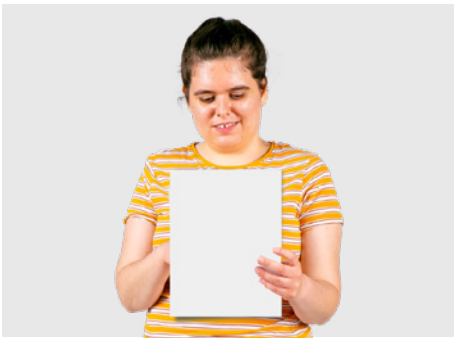


We then gave the members some questions to talk about in groups.

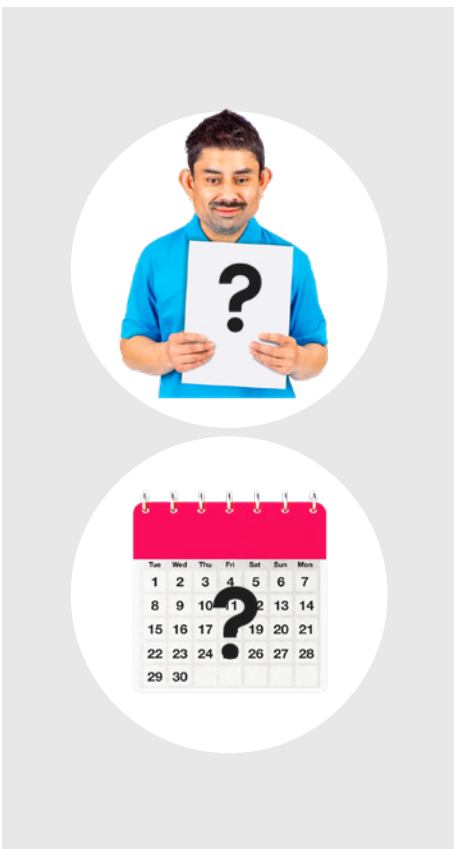


## Question 1

What do people need to know before they get the letter?



Members said people should get information about the changes before they get the letter.



It needs to be clear

- What the letter is about

- How long it will take to make the changes.



NDIA staff need to know about the changes so they can give people the right information.



The NDIA has to be clear about how they made the decisions about the changes.



It must be clear who decided what an impairment is.



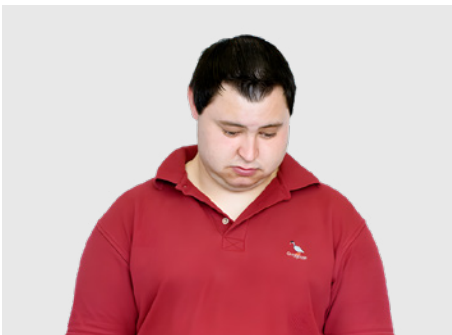
This could be a special doctor or NDIA staff.



The NDIA needs to think about if it is easy for someone to speak up for what they need.



There needs to be enough NDIA staff when the changes happen to make sure it all goes well.



If there are not enough staff mistakes can happen and people do not get the right support.

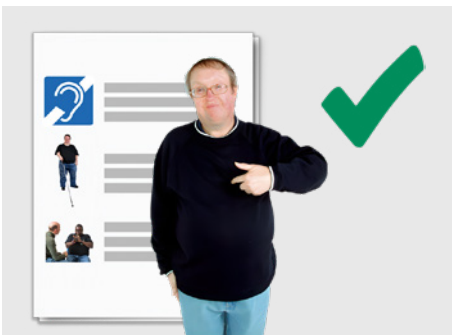


## Question 2

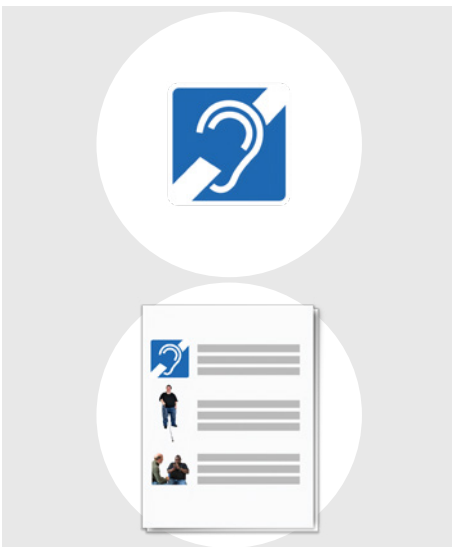
How can we make sure we support each person the way that is right for them?



Members said the letter should list reports the NDIA has for each person.



This will help people check if the NDIA is using the right reports.



The NDIA needs to be clear about

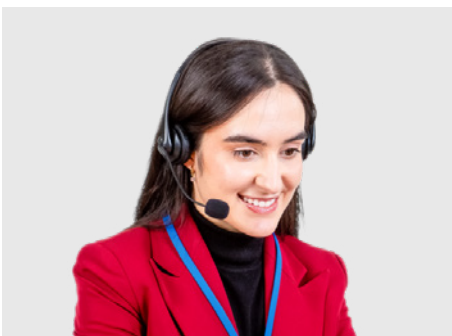
- What the impairments mean
- What the impairment categories are.



The NDIA needs to be clear about what the law says about the changes.



The NDIA needs to know that the same impairment can be different for each person.



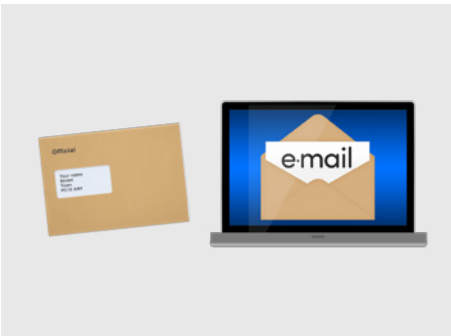
It is good if the NDIA can contact someone who knows the person and what life is like for them.



The NDIA needs to make sure the information in the letter is right.



The NDIA needs to be kind and think about what the person needs.



The NDIA should know how each person wants to get the information like by post or email.



The person should be able to talk to the NDIA staff who made the decision.



They should know what information the NDIA used to make the decision.



### Question 3

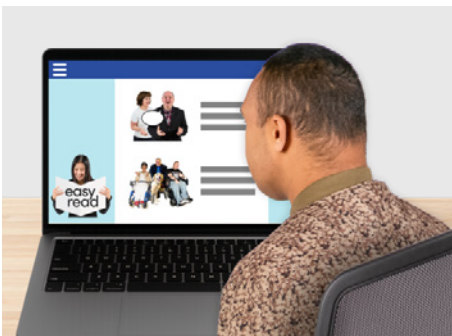
What information about the letter should be on our website?



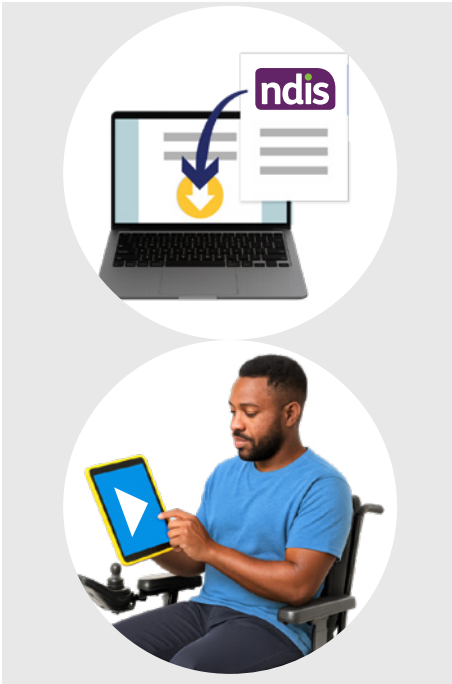
Members said information must be easy to find on the website.



There should not be too much information that it makes people feel stressed.



All the information should use the same words so that it is clear and easy to follow.



The letter could say how to find

- Information on the website
- Videos that help you know what to do next.



There could be videos and **podcasts** that talk about the changes in other languages.



**Podcasts** are when someone gives a talk about something online.



There could be a place on the website that shows the old and new rules.

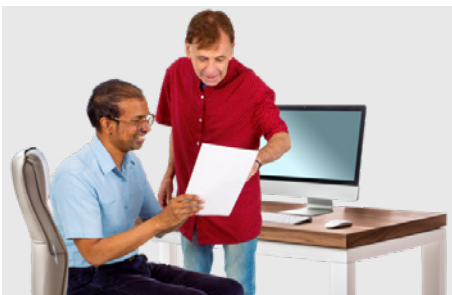


#### Question 4

What else can we do to make this easy for people?



Members said the NDIA needs to be very honest and clear about what is happening.



They must have information in different ways so people know what to do.

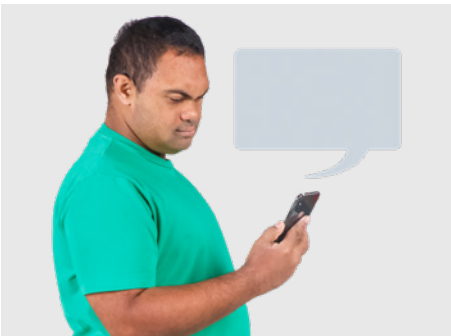


Staff should have training so they know

- About all the different disabilities
- How to support people well.



There should be a number to call if you need support with the letter.



There should be ways to share information about changes that will happen soon.



This might be sharing information

- On social media like Facebook
- On the radio
- In different communities.



There could also be meetings where people can ask questions.



### Question 5

What support should people get from us after they get the letter?



The NDIA should think about what questions people might have after they get the letter.



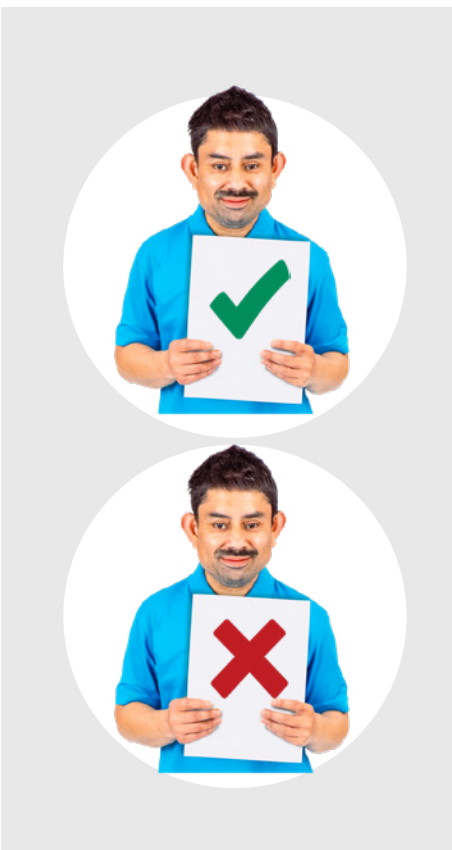
They should also think about what support people might need after they read the letter.



There must be information about how people can get support if they have questions.



There should be a small group of NDIA staff who can support people with the letters.



There must be information about who they

- Should share the letter with
- Do not have to share the letter with.

## End of the meeting



The NDIA thanked PRG members for their ideas.



We said there will be 2 more sessions about how we can support people.

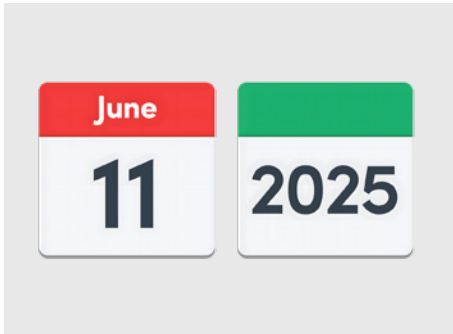


Session 2 will be about what information people need if they want to change their letter.



Session 3 will be about what information people need to give to the NDIA.

## Next meeting



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

# Who did this Easy Read



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