

NDIA Participant Reference Group Meeting summary



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

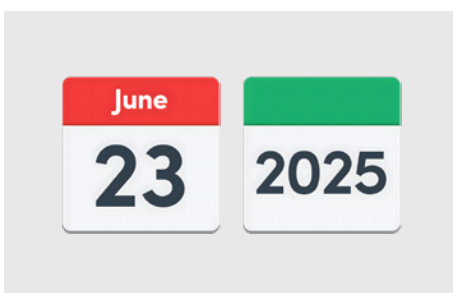
We say **PRG** for short.



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

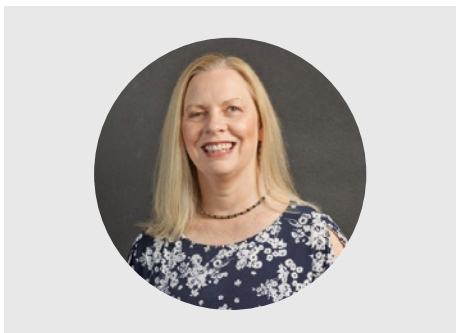


It has important news we share with the community.



This meeting was on **Monday 23 June 2025**.

Welcome



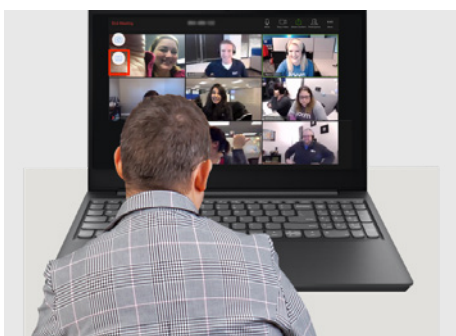
Donna Purcell said welcome to everyone.



She was the **meeting chair**.



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

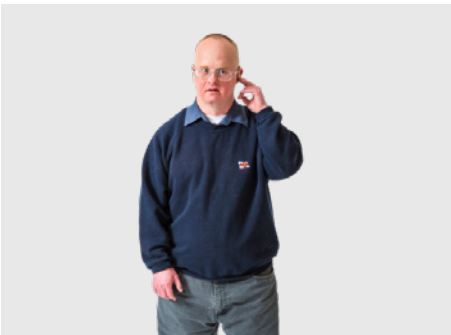


The meeting was online.

Impairment information workshop



We did the last of 3 workshops about **impairment** information.



Impairment means how someones disability affects their life.



This workshop was about supporting people to understand their impairment information.



We talked about the different things the NDIA will do to support NDIS participants.



The NDIA will share information to help people understand their impairment **categories**.



Categories are groups your disability fits into.



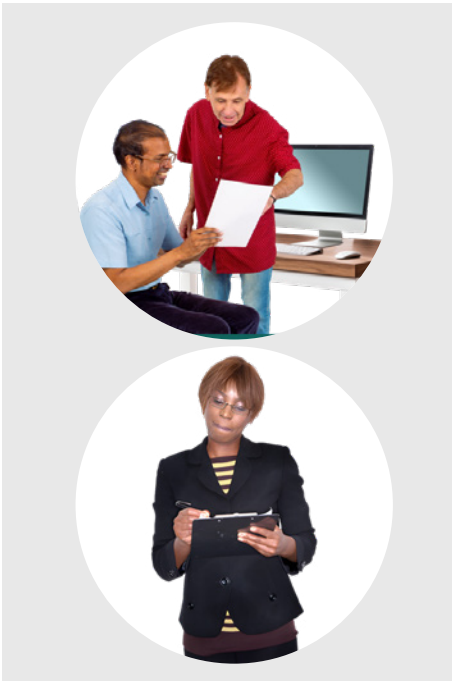
People will get letters that say things in a clear and easy way.



There will be information about how the NDIA makes the decisions about the categories.



There will also be information on the NDIA website.



NDIA staff will support people to ask

- To make changes
- The NDIA to look at their decision again.



NDIA staff will be there to meet with NDIS participants to talk about the new plans.

What the PRG members said



Members told us that all information about the impairments should be written.



They also said that the word **impairment** might need to be changed.



Members said it is important to keep in mind that impairments can change over time.



The NDIA says we will keep giving people clear information and support.

How the NDIA should support participants



Members said the NDIA must be clear about how people can contact them.



That might be giving them a phone number to call.



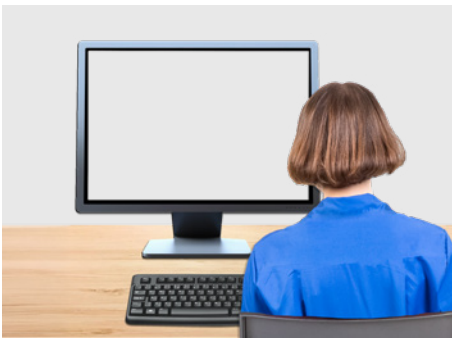
The NDIA should not ask for the same information again and again.



The NDIA should pay for what it costs to get extra information we need.



The NDIA should try to give people answers quickly.



NDIA staff should get more training about showing participants why we make decisions.

How the NDIA should ask for more information



When the NDIA asks for more information we must be clear about why we need it.



The NDIA should not ask the same questions about someones disability year after year.



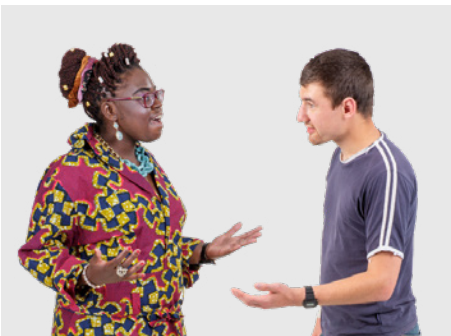
The NDIA should say things in a clear and easy way.



We should tell you which rules or laws say we need the information.



The NDIA should give people **interpreters** if they need them.



Interpreters are people that can speak your language and help you understand information.

How much time participants need



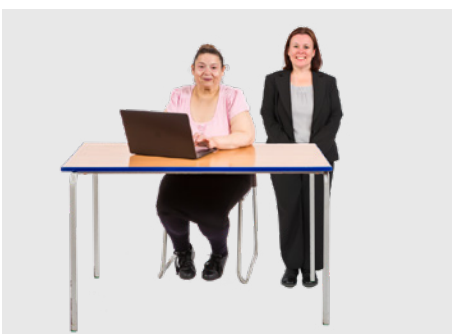
Members talked about how much time people should have when NDIA asks for information.



They said the time people need will change because of what is happening in their life.



Members said people should get at least 90 days.



Some people need support to get the information the NDIA is asking for.



Sometimes it can take a long time to get the information from places like disability services.



The NDIA must be ok to change **deadlines** if it is needed.



Deadline means the date when you have to send in the information.



A deadline might need to change if a disability service does not give the information in time.

End of the meeting

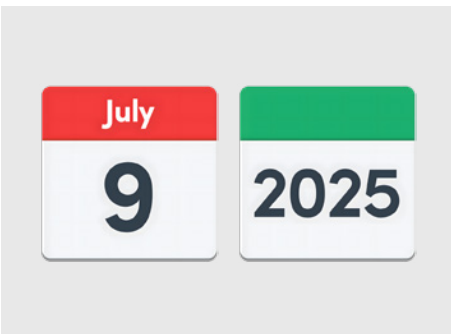


The NDIA said thank you to the PRG members for their ideas.



Donna said thank you to everyone for their time.

Next meeting



The next meeting is on **Wednesday 9 July 2025**.

Who did this Easy Read



CID made this information for the NDIA.



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