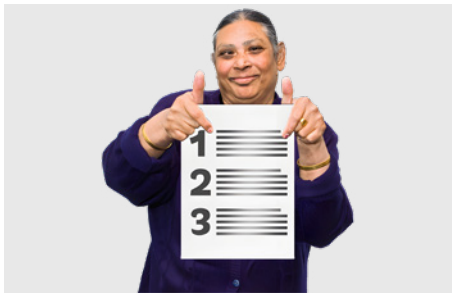


NDIA Participant Reference Group Meeting summary



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

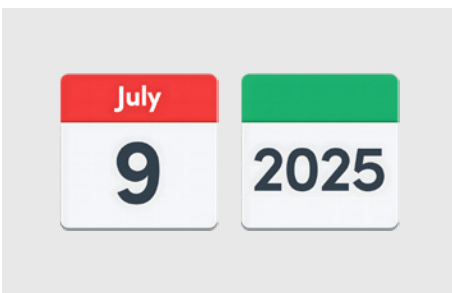
We say **PRG** for short.



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



It has important news we share with the community.



The meeting was on **Wednesday 9 July 2025**.

Welcome



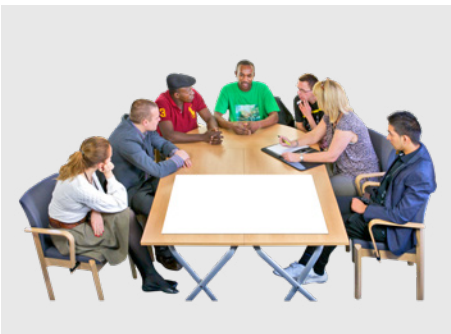
Donna Purcell said welcome to everyone.



Donna is in the **Office of the Participant Advocate** team at the NDIA.



Donna was the **meeting chair**.



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

MyGov



The NDIA talked about what we have done to make **identity security** better.



Identity security is keeping information safe about who you are.



This means information about you like your

- Name
- Date of birth
- Where you live.



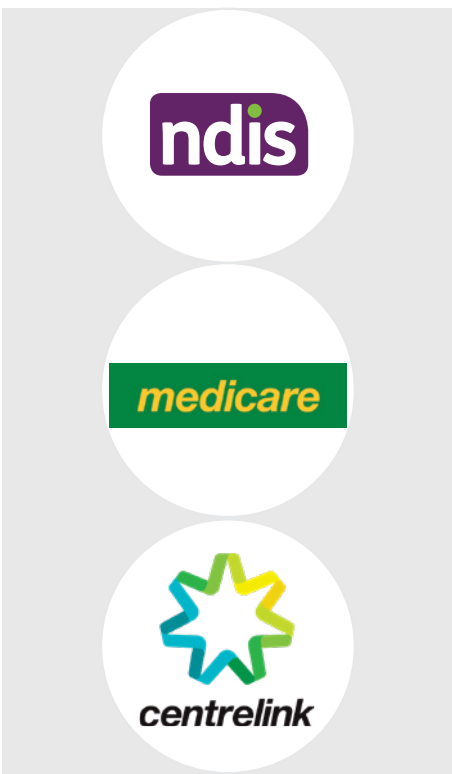
The NDIA has been working with **MyGov** to make it easier to log in online.



MyGov is an online place where the government keeps information about you.



MyGov links **government services** with each other.



Government services are services like

- NDIS
- Medicare
- Centrelink.

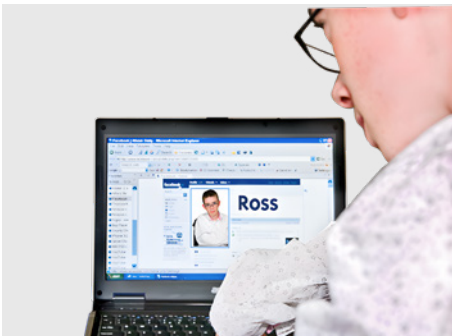
Making sure your information is the same



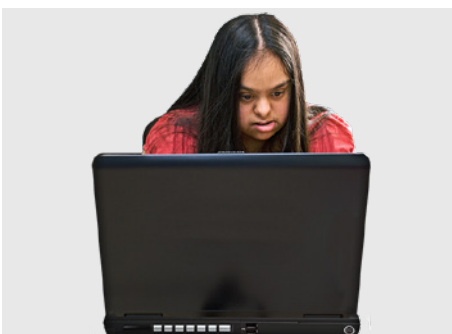
Soon the information NDIS and MyGov have about you will need to be the same.



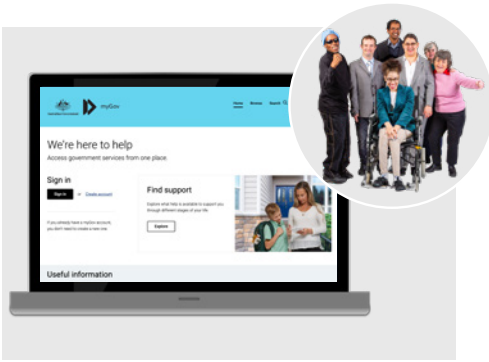
If your information is not the same you will not be able to log in to MyGov or the NDIS portal.



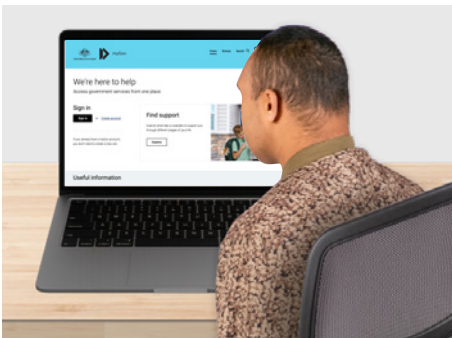
You may need to give new information if they are not the same.



Members said setting up MyGov needs to be easy so people can do it on their own.

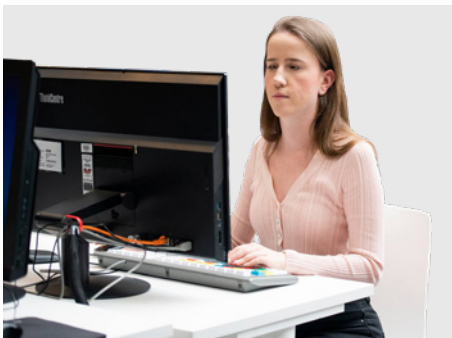


Members said websites like MyGov need to be easy to use for all people with disability.



They said it is good for participants to get information and use the websites.

Update contact details



People with MyGov accounts can update their information in government services at once.

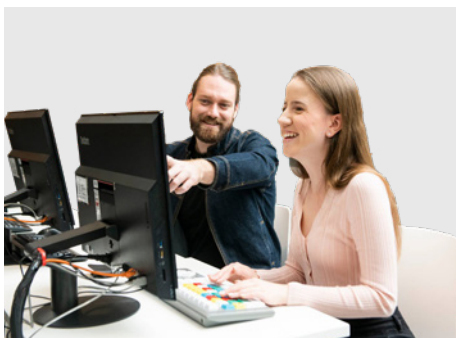


Members said it needs to be clear if NDIS is added in to MyGov.

Getting information



Members said websites should be easy to use for people who can not use computers well.



Members said information needs to be easy to find online.



Members gave ideas on how to make the newsletter easier to use online.

NDIS messages



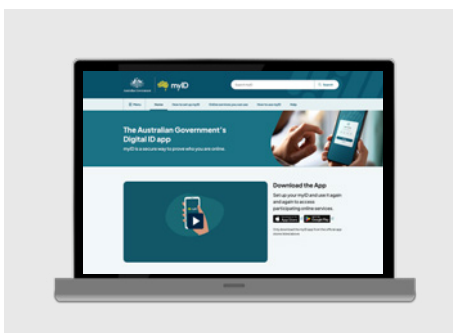
The NDIA said messages from the NDIS will be sent to your MyGov inbox.



Members talked about worries with using the MyGov inbox.



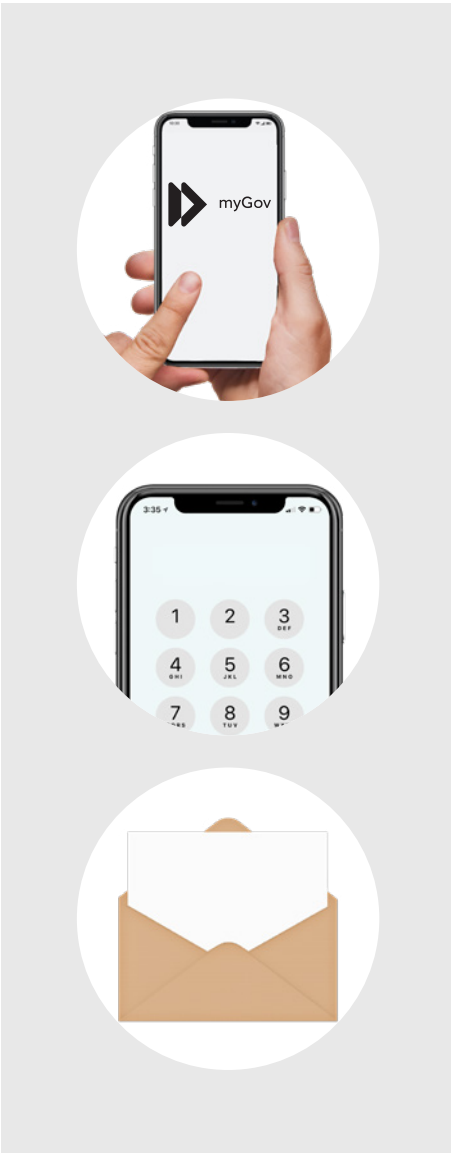
Members asked about the difference between MyGov and **MyID**.



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



Members asked what services you can log into with MyGov and MyID.



Members said the NDIA should send messages in different ways like

- MyGov messages

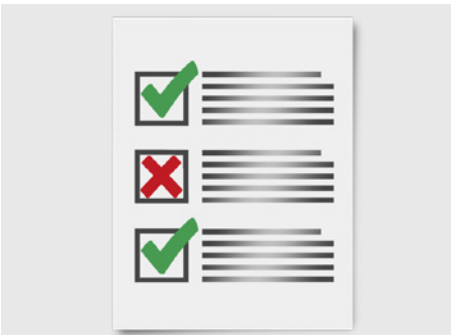
- Phone

- Mail.

End of the meeting



The NDIA thanked PRG members for their ideas.



We said their ideas will help make change.



We said we can give information about supports to anyone who needs it after meetings.

Next meeting



The next meeting will be on **Tuesday 26** and **Wednesday 27 August**.

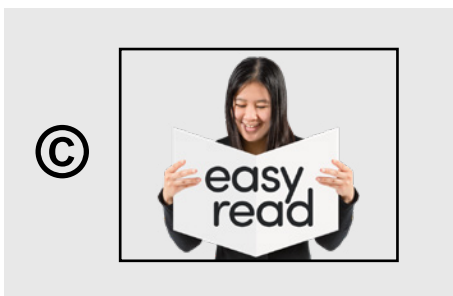


The next meeting will be in person in Brisbane.

Who did this Easy Read



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