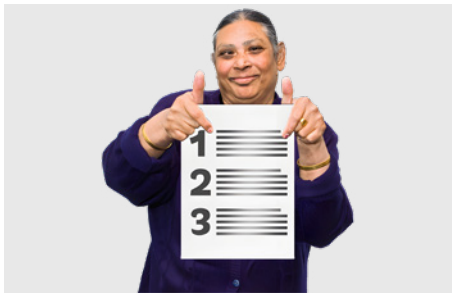


# NDIA Participant Reference Group Meeting summary



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

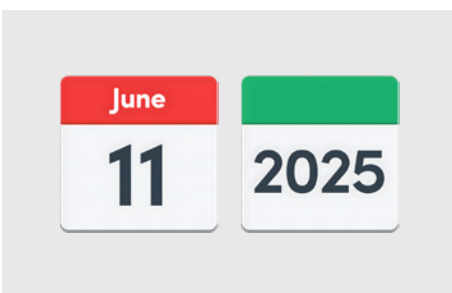
We say **PRG** for short.



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

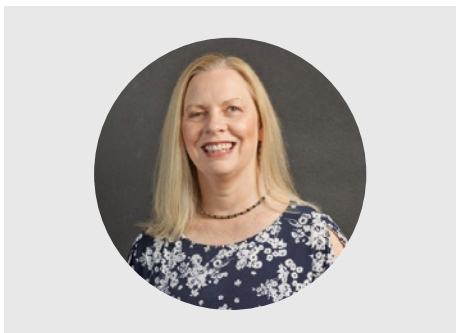


It has important news we share with the community.

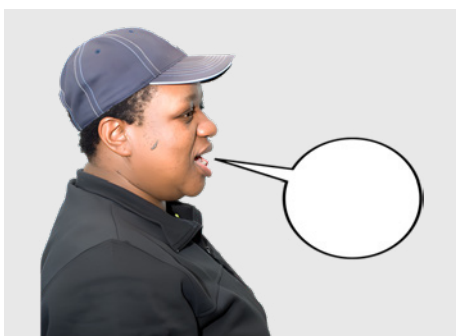


This meeting was on **Wednesday** 11 June 2025.

# 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 2



We did workshop 2 about **impairment** information.



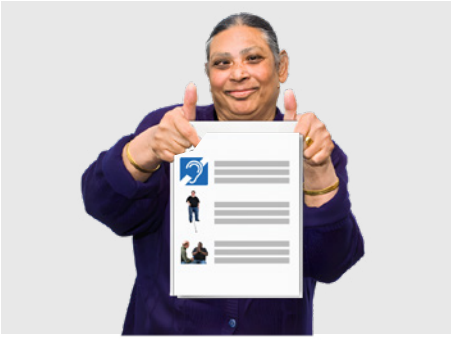
**Impairment** means how someones disability affects their daily life.



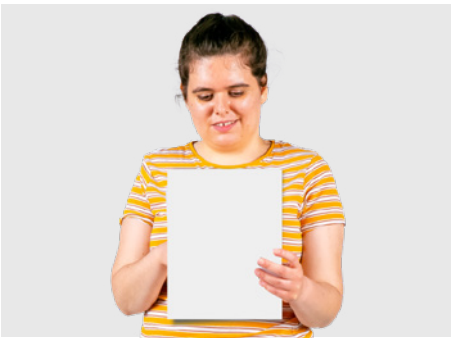
People will get a letter from the NDIA that has their impairment information.



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



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



Workshop 2 is about how people can change their impairment information in the letter.



We talked about how the NDIA supports people with making the changes.

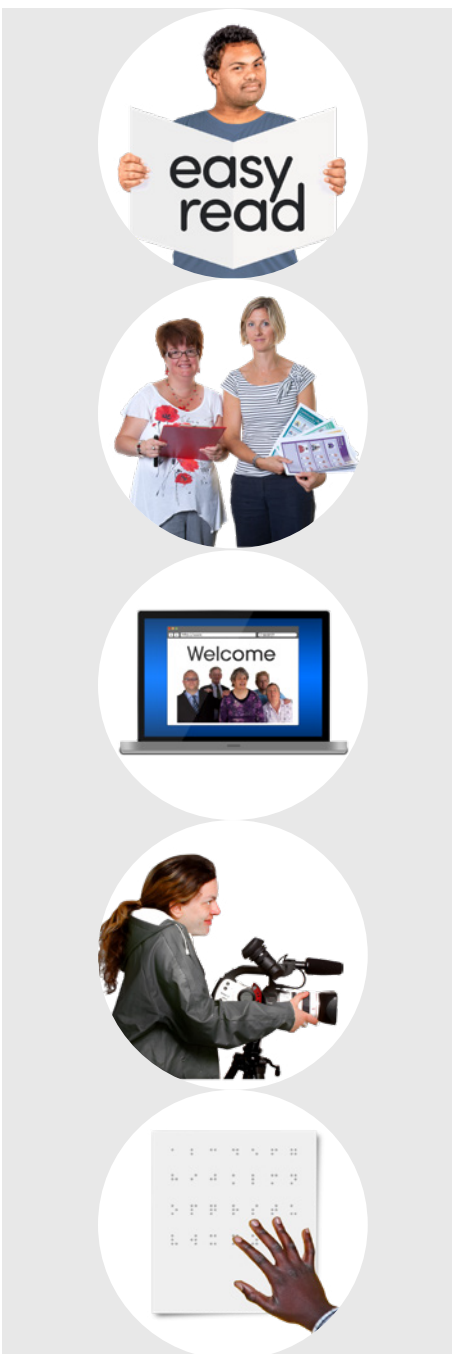


We went into groups and asked questions about the best way the NDIA can do it.

# How can we tell people about ways to change their impairment information?

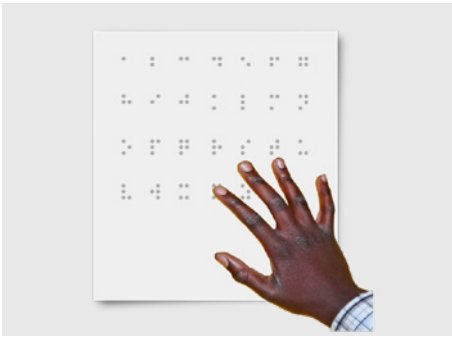


Members said information on how to make changes should be in different ways.

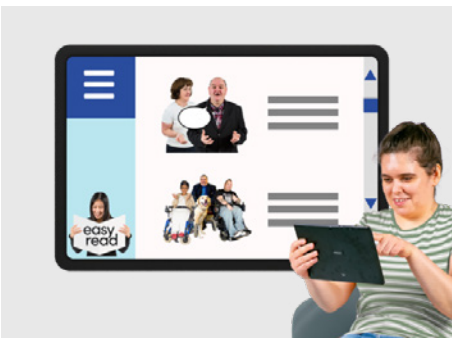


It should be in ways like

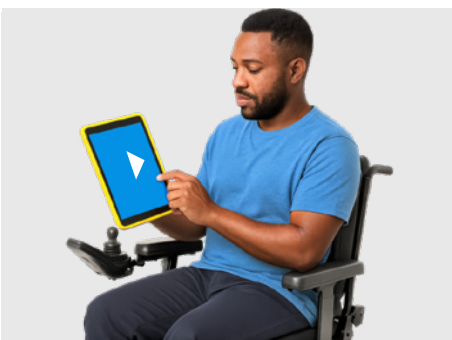
- Easy Read
- Newsletters
- Websites
- Videos
- **Braille.**



**Braille** is how some people who are blind or do not see well can read information using their fingers.



The NDIA could use pictures that show how to ask for changes to impairment information.



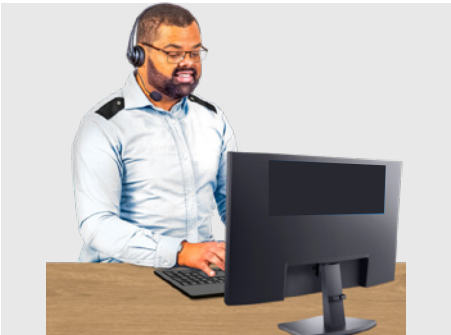
Members said the NDIA should make sure their websites have videos about what to do.



The NDIA should take off videos with old information from their website.



Participants who can not read or write could listen to **voice recordings**.



**Voice recordings** keep what you say for others to listen to later.



The NDIA could make voice recordings with information about the changes.

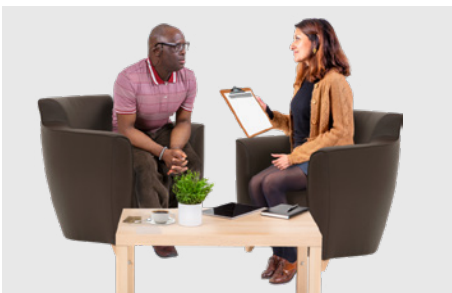
# How would you like to ask for a change to your impairment information?



Members said there could be a phone line or an online chat for people to ask for changes.



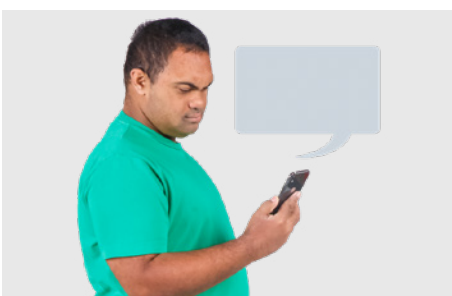
There could be an easy form that people can use.



The NDIA should let people know what **evidence** they need to make their decisions.



**Evidence** is paperwork that shows the information is true like a letter from a doctor.



The NDIA could send people a message to say they got their evidence.

# How should the NDIA tell people if their impairment information has changed or not?



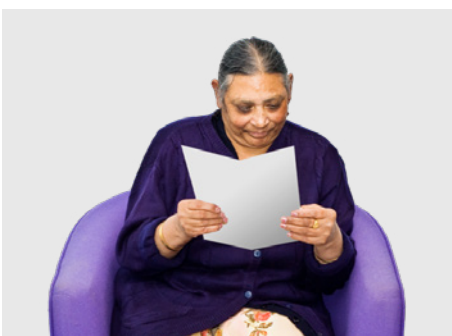
Members said the NDIA should think about how they tell people their decision.



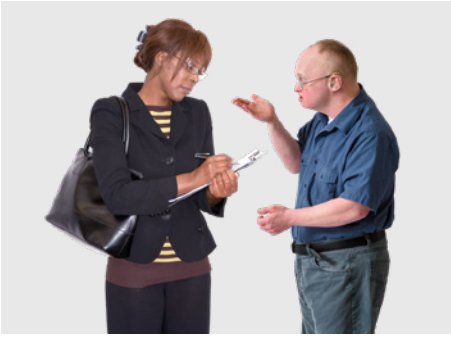
This is because the decision might mean there will be big changes for the participant.



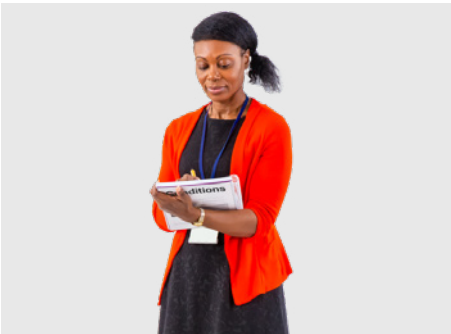
The NDIA should give clear information about their decision.



They said the NDIA must tell the person before they change their impairment information.



The NDIA should let people know what they can do if they do not agree with a decision.



The NDIA should fix mistakes without doing a review.



The NDIA should say what to do next.

# How should the NDIA support you if you want to change your impairment information?



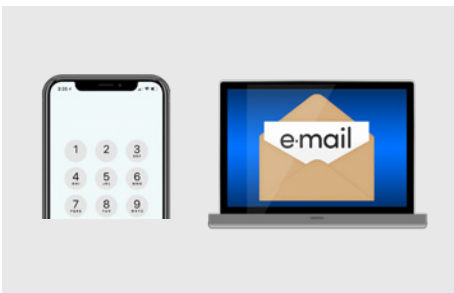
Members said the NDIA should support people to **advocate** for themselves.



**Advocate** is when you speak up about things you do not agree with.



The NDIA should tell people where to get support outside the NDIA.



They said the NDIA should give different ways to contact them like phone or email.



NDIA staff should be trained to answer questions well.

## End of meeting



The NDIA said thank you to members for their ideas.

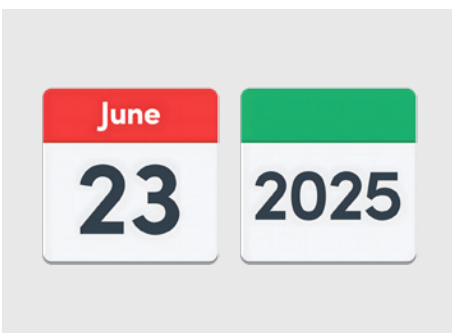


There will be 1 more workshop about the impairment information.



Donna said thank you to members for their time.

## Next meeting



The next meeting will be on **Wednesday 23 June 2025.**

# Who did this Easy Read



CID made this information for the NDIA.



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You can email CID at **business@cid.org.au**



To read more about how we do Easy Read at CID you can go to our website at

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