

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 **Tuesday 26** and **Wednesday 27 August 2025**.

Welcome

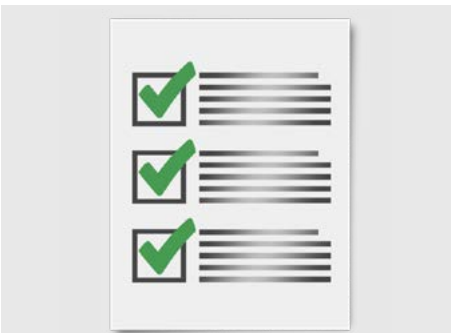


Donna Purcell said welcome to everyone.

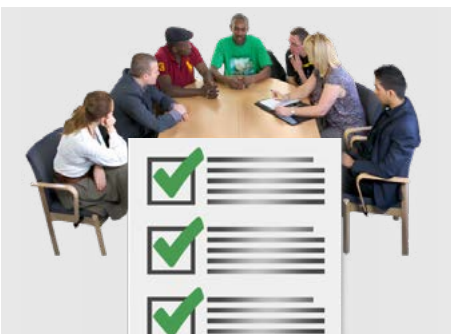


Donna was the **meeting chair** who ran the meeting.

Accountability statement



Donna talked about the new PRG **accountability statement**.



An **accountability statement** says what we all do in this group.

Donna said the new accountability statement



- Uses the members own words



- Puts ideas together to make it easier



- Has a list of hard words that are used in the document



- Has a new part that says what the **PRG secretariat** does.



The **PRG secretariat** supports the PRG meetings to run well.

Debts to NDIA



We talked about what to do if someone has a **debt** to the NDIA.



A **debt** is when you need to pay money back to the NDIA.



We have added information to our website about when you have a debt.



We are going to work with **financial counselling services**.



Financial counselling services are services who can support when you have a debt.



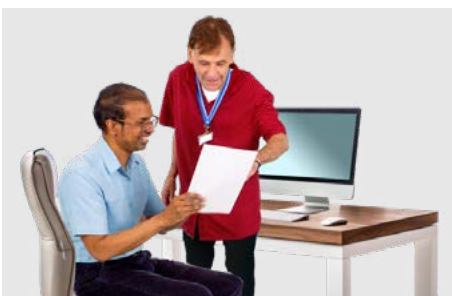
We said a big reason people have had debts before is because of mistakes.



Some participants have made mistakes when they put information into **claims**.



Claims are when the NDIA pays a service who has supported a participant.



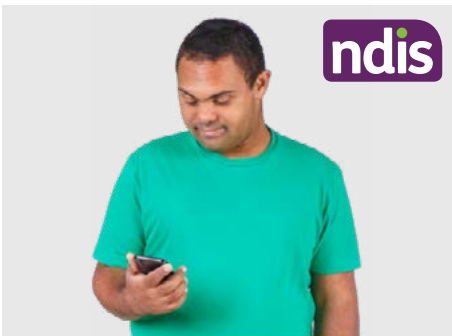
The NDIA needs to be clear and fair when we talk to participants about mistakes.



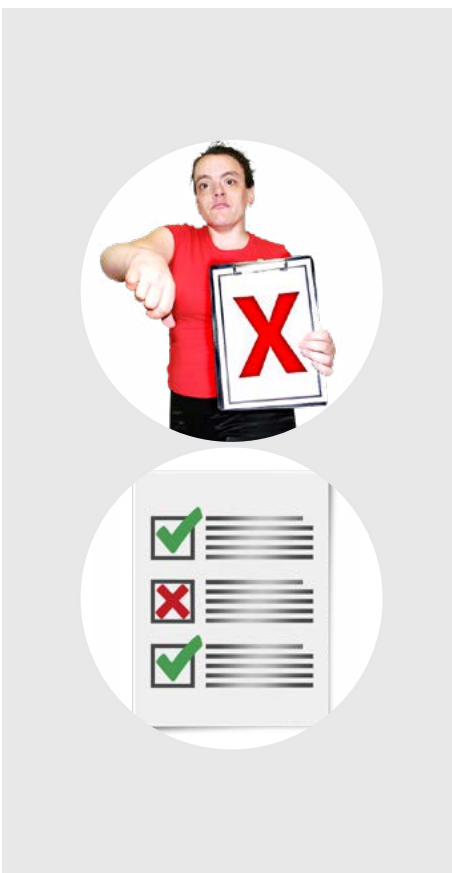
We also found mistakes in what the NDIA did with claims.



We have changed the way we train our staff so this does not happen.

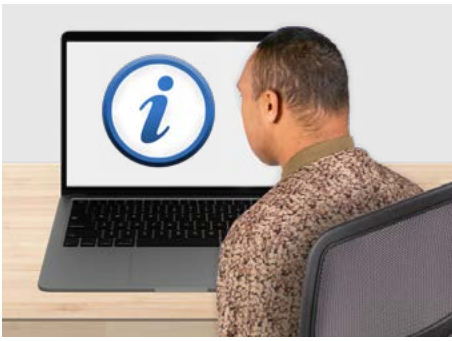


PRG members said messages from the NDIA about debts should be easy to understand.



Members said mistakes should not mean

- Bad things happen to the participant
- The participant has their plan changed.



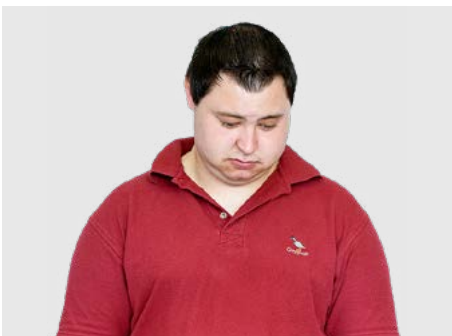
There should also be better information about how to use the portal.



The NDIA should have a phone number for people to ask questions about the portal.



Members said people should be able to see if they have paid their debt to the NDIA.



Members said that words like **fraud** can make some people feel upset.



Fraud is when someone does something wrong on purpose to get money.



Members want the NDIA to give more information about financial counselling services.



Members are worried participants will have a debt when their service did the wrong thing.

Thriving kids



Scott McNaughton talked to PRG members about a program called **thriving kids**.



Scott is the boss at the NDIA.



Thriving kids will support children with disabilities like **mild autism**.



Mild autism is when someone might have trouble learning or talking to others.



The thriving kids program will give more support to a family when their child is young.



This means the family should not need the NDIA as much in the future.



If a family is already getting support from the NDIA nothing will change now.



Scott talked about **support needs assessors**.



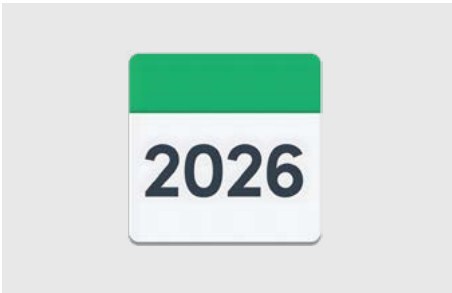
Support needs assessors will help with what supports a participant may need in their plan.



NDIS plans can be for 5 years or less.



Participants will be able to use their NDIS money in the way that is best for them.



Support needs assessors will start in 2026.



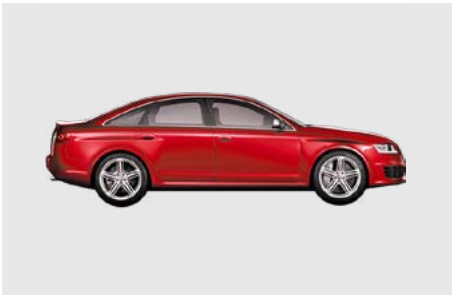
Participants will get their NDIS money in smaller parts.



If a participant does not use all their NDIS money in this time they can use it later in the plan.



Participants can help the NDIA test this new way of making a plan.



Scott then talked about new rules for how much money **therapists** can charge for travel.



Therapists are people who can support you with things you find hard.



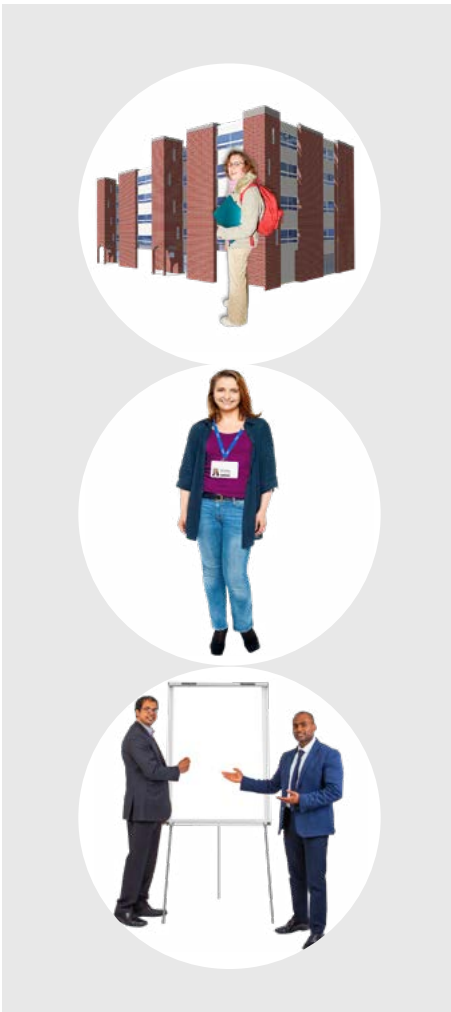
If participants live in far away areas therapists may be able to charge more money.



Members said they did not like using the words mild autism.



They said that the NDIA has not talked to enough services that work in disability.



Members want to know things about the support needs assessors like

- What study they have done
- If they have disability
- If they have done training on how to work in a safe way.



Members want to know what the NDIA has done before when participants had a debt.



Members talked about participants who had to leave home because their services stopped.



Members want NDIS plans to be changed when they need to.



Members want NDIA staff to give the same information when you talk to different staff.

Navigators



The NDIA is making a new service called **navigators** to support participants.



Navigators will support people to find and use services on their own.



There will be different types of navigators for what people need.



PRG members said that the name navigator might be too hard.



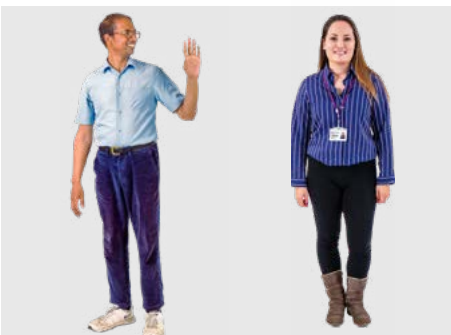
Members said navigators should get training about how to support people in a safe way.



Members are worried services who have not done a good job will become navigators.



Members said that navigators need to know about services where you live.



Members said they want to choose their navigator and how they talk to them.



Members want clear information so they can know what navigators do.



Members said participants need to feel safe talking about their worries to the NDIA.



Members also said they do not want to give their stories again to new navigators.



Members said it would be good to have navigators with disability.



There should be different navigators so participants can work with someone like them.



Members said that navigators must help choose supports that are best for each participant.



Members said navigators should work in a different way to the other NDIS services.



Members said navigators should not have a **personal interest** in other services.



Personal interest means they might know or get money from the other service.

Next steps



There are things that the NDIA needs to do next.



The NDIA needs to talk to more people about what happens when participants have debt.



The NDIA needs to talk to more people about how navigators will work.



The NDIA will ask PRG members to

- Look at changes in the NDIA
- Say what they think.

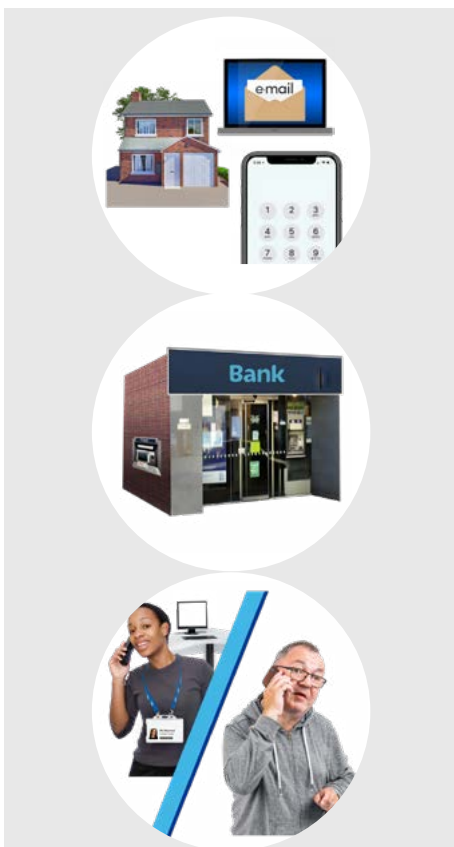
Making contact with the NDIS better



The NDIA is looking at how to make it easier for participants to use **self service tools**.



Self service tools let participants look after their own services online.



The NDIA wants to make self service tools better to let participants

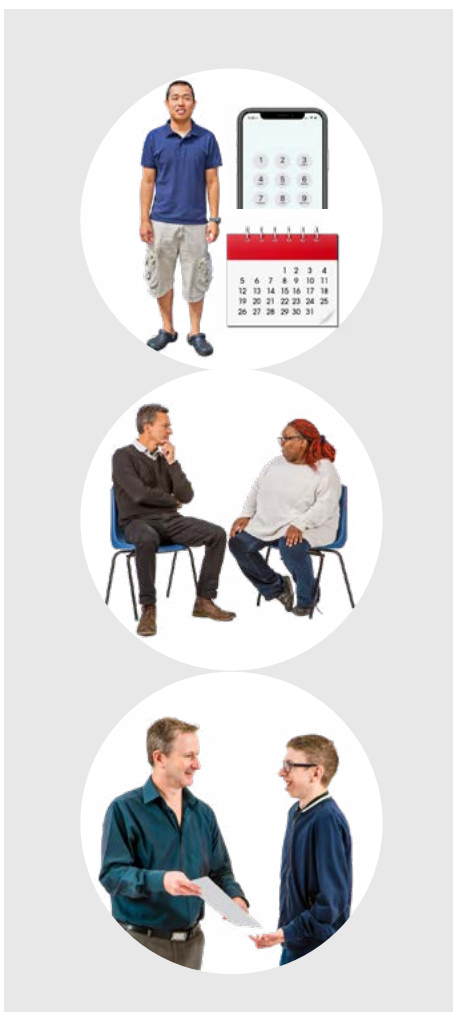
- Change their contact information
- Change their bank information
- Choose how the NDIA talks to them.



Members said participants should choose how they want to use self service tools.



Members said participants should be able to book meetings at a time that is good for them.



Members said participants should be able to see online

- What information the NDIA has about them
- If they have any meetings booked in
- If they need to give information to the NDIA.



The NDIA website should know your information so you do not have to write it every time.



Members said in plan meetings the NDIA should share their screen to show information.



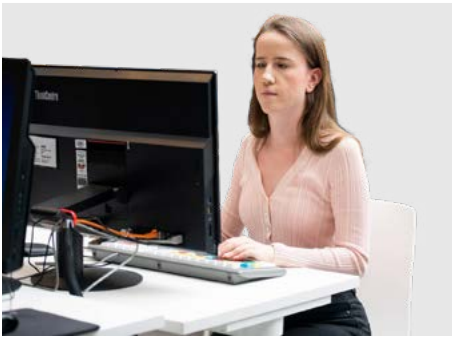
Members said participants should be able to see what they talked about in meetings.



Members said participants should be able to make a **complaint** online.



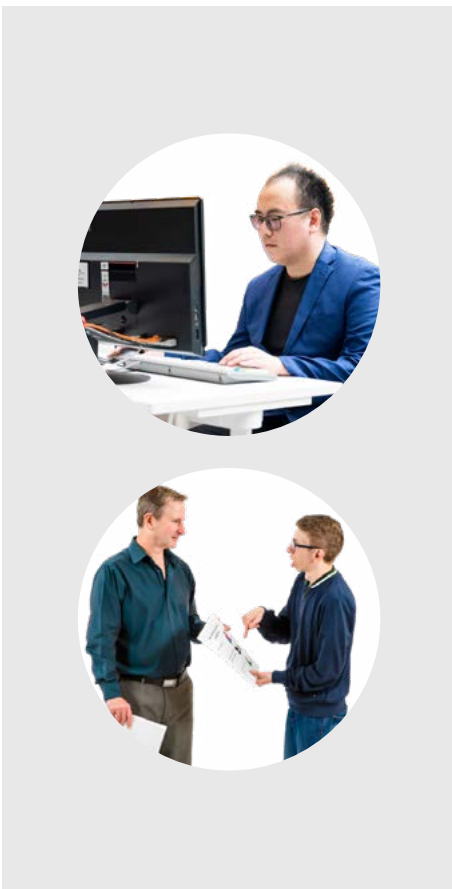
A **complaint** is when you say you are not happy with something.



Members said participants should be able to see online what happens with their complaint.



Members said any information that participants see online needs to be right.



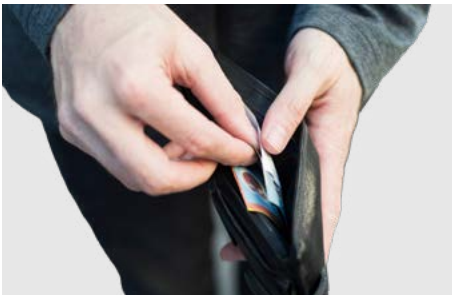
Members said participants should be able to

- Change their information online
- Share their information.

Budget app tool



The NDIA is making a **budget tool** for the NDIS mobile app.

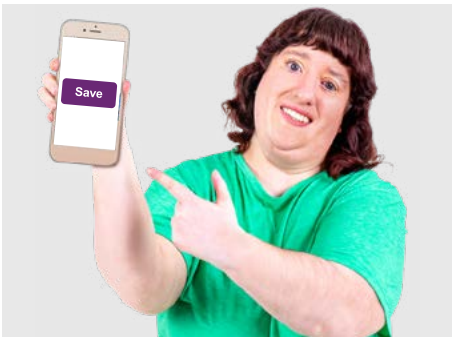


A **budget tool** supports you to look after the money you get from the NDIS.



Members said participants want to

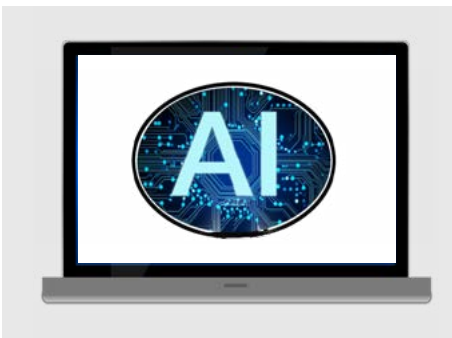
- Be told when they spend their money too quick
- Be able to see their NDIA money in different ways
- Share their budgets with people without showing their whole plan
- Have better ways to ask questions.



Members said the app should save by itself in case participants forget to click save.



The app should have **artificial intelligence** to help with money.



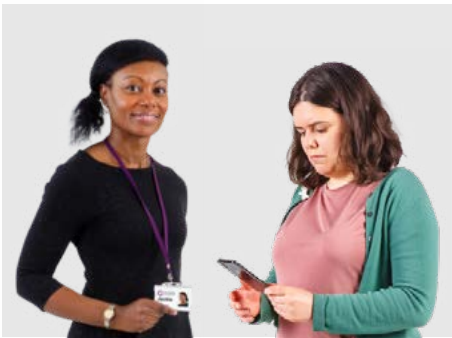
Artificial intelligence means a computer can learn how to do things.



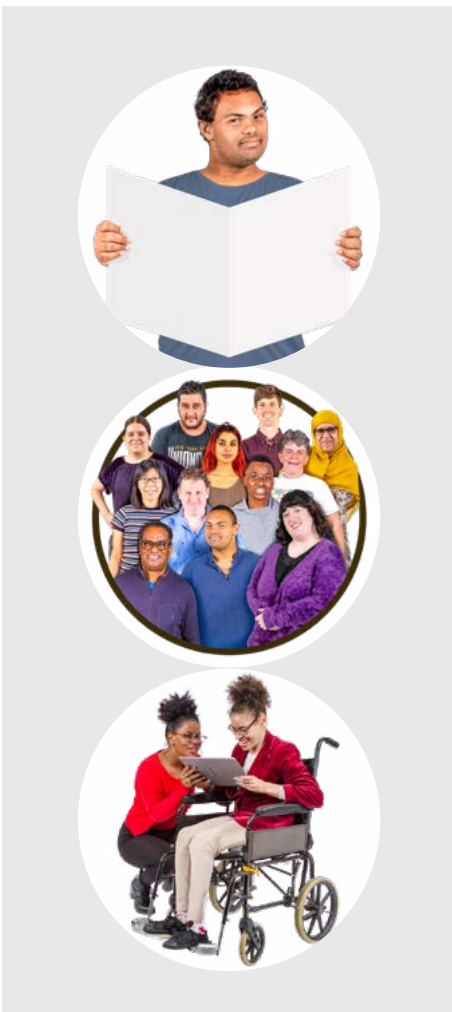
The app should show how participants are spending their money.



It should let participants look at different ways they can spend their money.



Members said participants need to get support to learn how to use the app.



Members said participants need information in

- Plain English
- Different languages
- Ways that work for them.

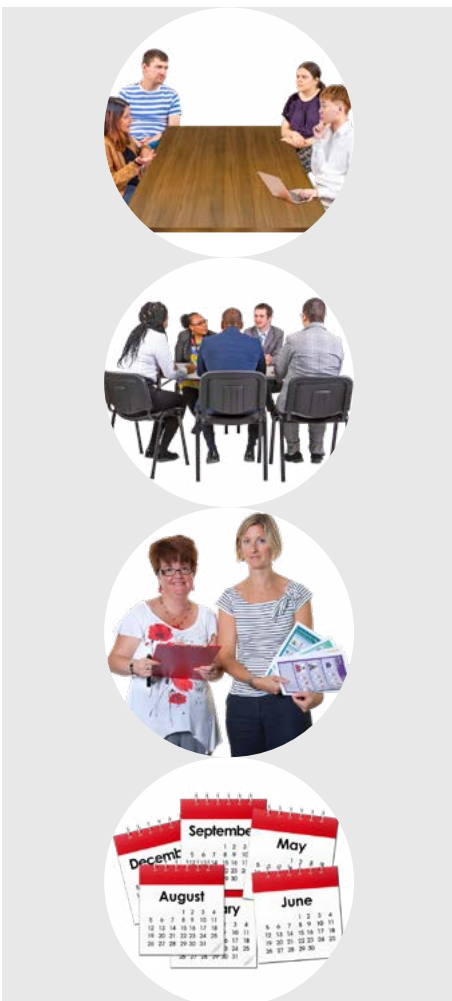
Strategic change



The NDIA talked about their plans for **strategic change**.



Strategic change is when a business makes changes to how it will work.



The NDIA said their strategic change plan is about

- Making it easier to do plan reviews
- Talking to participants in better ways
- Giving information at a good time
- Changing things slowly.



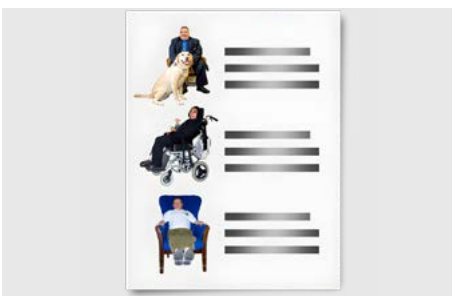
People with disability will help make the training for NDIS staff.



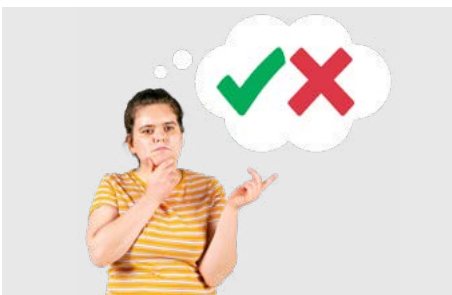
Participants will have more choice about how and when they talk to the NDIS.



The NDIA spoke to lots of different people about what should change.



The NDIA will tell participants what they found out about how they can change.



The NDIA will also tell participants how they can say what they like and do not like about the NDIA.



Members said NDIA staff need training to make sure they work in a good and safe way.



Members said that the NDIA needs to listen to people with all kinds of disabilities.



Members said the NDIA needs to show what they have done about the information they heard.



Members said the NDIA should do things in a way that we know works for people.

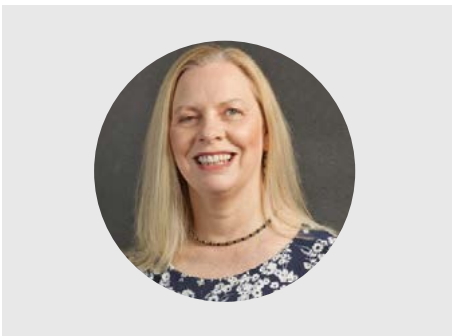


The NDIA should look at what other countries are doing to support people with disability.

End of the meeting

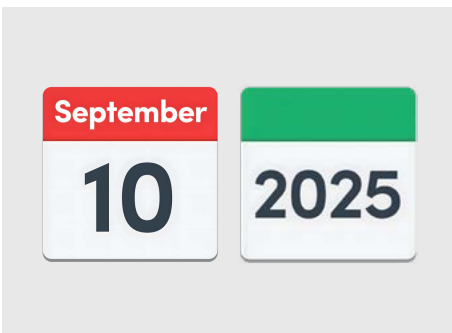


The NDIA will send members the answers to the questions from this meeting.



Donna said thank you to members for coming to the meeting.

Next meeting



The next meeting will be on **Wednesday 10 September 2025**.

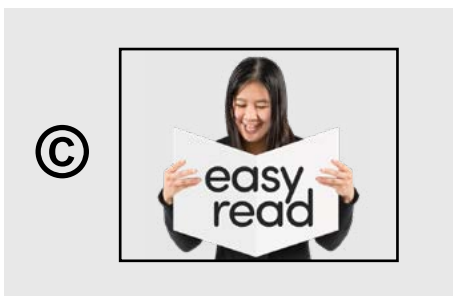


The next meeting will be online.

Who did this Easy Read



CID made this information for the NDIA.



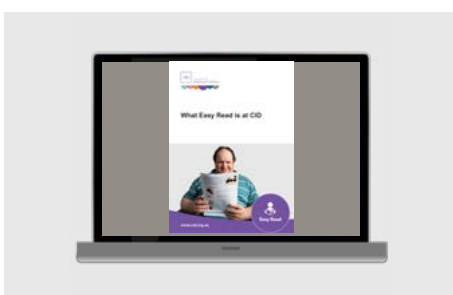
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