3 September 2025

The Rural and Remote Advisory Group met on 3 September for the fourth meeting of the year.

The meeting was held online.

Focus of the meeting

The focus of the August meeting was:

- Remote Service Solutions
- Integrated Care and Commissioning
- NDIS Engage.

Remote Service Solutions

The NDIA led a discussion on Remote Service Solutions. The NDIA is focused on improving outcomes for First Nations and Culturally and Linguistically Diverse (CALD) people with disability in remote communities.

There are 3 key projects within the Remote Service Solutions:

- Access Clinics
- Local and National Solutions
- Workforce Development.

The projects have been designed to deliver work in remote and rural settings for participants, and those who need assistance in accessing the NDIS.

Integrated Care and Commissioning

The NDIA led a discussion on the Integrated Care and Commissioning (ICC) project being undertaken, to respond to community identified needs and to help build a sustainable care and support sector.

The project brings together agencies, investments and resources across the Department of Health, Disability and Ageing (DHDA) and the Department of Veterans' Affairs.

The project considers the constraints of delivering services in regional, remote, and rural areas and how service delivery can improve efficiency and remove barriers, including considerations in addressing thin markets.

The ICC aligns with:

- The NDIS Review
- Closing the Gap.

NDIS Engage

The NDIA presented the newly launched NDIS website, NDIS Engage. This is a digital collaboration platform designed for people with disability, families, carers, and their supporters.

Key features of NDIS Engage include:

- Providing the NDIA with ideas and feedback on the NDIS.
- Easier access for the community to be involved in NDIA consultations and Co-design activities.
- Content is designed to be inclusive and transparent.
- Announcements of current projects that are being Co-designed or consulted and the outcomes of these initiatives.
- Users can partake in surveys.

Members provided the following feedback:

- Identified technical problems with the website functionality.
- Concerns the increasing number of NDIS websites will result in challenges for participants in navigating the NDIS.
- Enquired if intended engagements will clearly define who the NDIA wants to hear from, to provide clarity on which projects are applicable and relevant.

The importance of AUSLAN and video captioning to ensure accessibility functionality for those who are Deaf or hard of hearing.

Rural Remote Advisory Group next meeting

The Rural Remote Advisory Group’s next meeting is 3 November 2025.

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