

23 March 2026

"We... have to feel safe that we can reach out to services, that we will not be penalised to reach out, for someone to hear us."

What we talked about

Topic 1: Meeting documents

Members discussed ways to improve how consultation group meeting documents are prepared and shared

Topic 2: Presentation - Participant Safeguarding

The NDIA shared findings from Participant Safeguarding workshops held in mid-2025. These workshops discussed what the Agency, service providers and governments need to think about and do to help people feel and be safe.

What we heard

Meeting Documents

Members want:

- A clear, short agenda cover page that summarises meeting information.
- Clear instructions on whether the information is for reading, review, or feedback.
- Pre-meeting documents sent in a separate email, as well as included in calendar invites.
- Key document points included in the email body.

Presentation - Participant Safeguarding

Safety for Carers and Participants

- Carers often feel unsafe and fear that others may judge or punish them for asking for help.
- Families who advocate for the needs of adults and children with a disability, who cannot self-advocate, need more support.
- Experiences and circumstances can reduce a person's sense of safety. These experiences can affect mental health and trigger trauma. Some examples were:

- Constantly changing contacts
- Sharing information without ongoing relationships
- Having to repeat your story.

Communication and Access Issues

Many members:

- Struggle to get an ongoing connection with their NDIA contacts or Local Area Coordinators (LACs).
- Want a single named NDIA contact.
- Receive emails from staff they do not know and are provided with generic email addresses as the only form of reply.
- Feel worn out and unsupported.

First Nations Cultural Safety

- Yarning circles help people feel safe and heard.
- Yarning circles should be expanded as a safe, trusted way to discuss issues.
- Community based healing works better than individual approaches.
- Aunties and uncles play a vital role in support and decision-making.
- The NDIA should help fund circles, camps, and cultural healing spaces.

Service Provider Concerns

- Some support workers lack the training needed for their role e.g., hoists and feeding.
- Constant changes to support workers cause stress, especially for people with complex needs.
- Members want stronger provider standards.

Next meeting

Thursday 26 March 2026.

Related articles

Category

- News

[First Nations Participant Consultation Group meeting summary January 2026](#)

Date

30 January 2026

Category

- News

[First Nations Participant Consultation Group meeting summary December 2025](#)

Date

11 December 2025

Category

- News

[First Nations Participant Consultation Group meeting summary December 2025](#)

Date

30 December 2025

[Read more news](#)