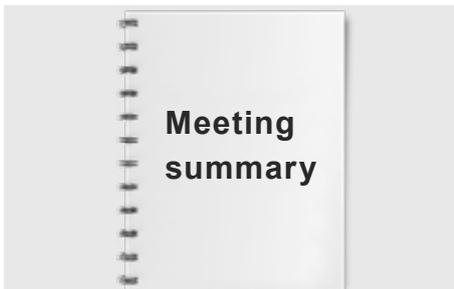


NDIS Participant Reference Group Meeting Summary



This is the **meeting summary** from the NDIS **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.



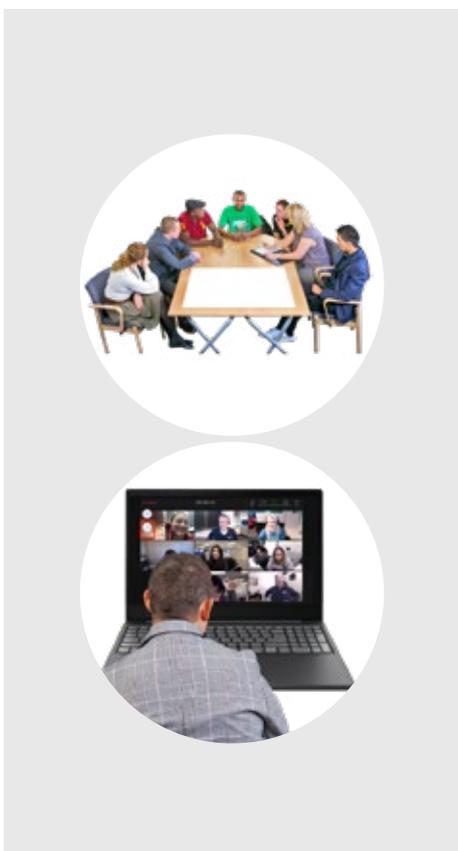
This meeting was on

- Tuesday 14 November 2023
- Wednesday 15 November 2023.

Welcome



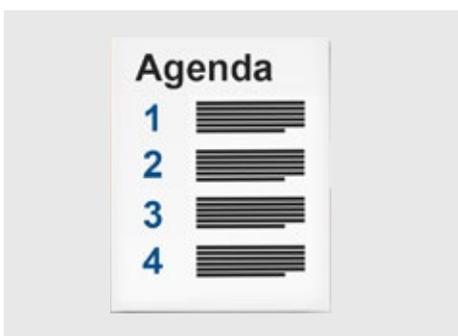
Debbie Irvine and Donna Purcell said welcome to members.



Members joined the meeting

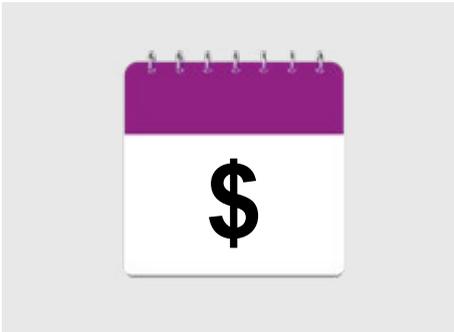
- In person in Melbourne

- Online.



Donna told us what we would talk about in the meeting.

Annual Pricing Review



Each year the NDIA does an **Annual Pricing Review**.



Annual Pricing Review looks at how much NDIA supports and services cost.



Mary Hampton from the **NDIA Economics and Pricing Branch** spoke.



The **NDIA Economics and Pricing Branch** help make sure the cost of NDIS supports and services are right.



When they look at something they check to see what

- Works well
- What needs to change



The NDIA want to make sure that the cost of supports and services are right for participants.



Mary spoke about the Annual Pricing Review and the **Participant Consultation Paper**.



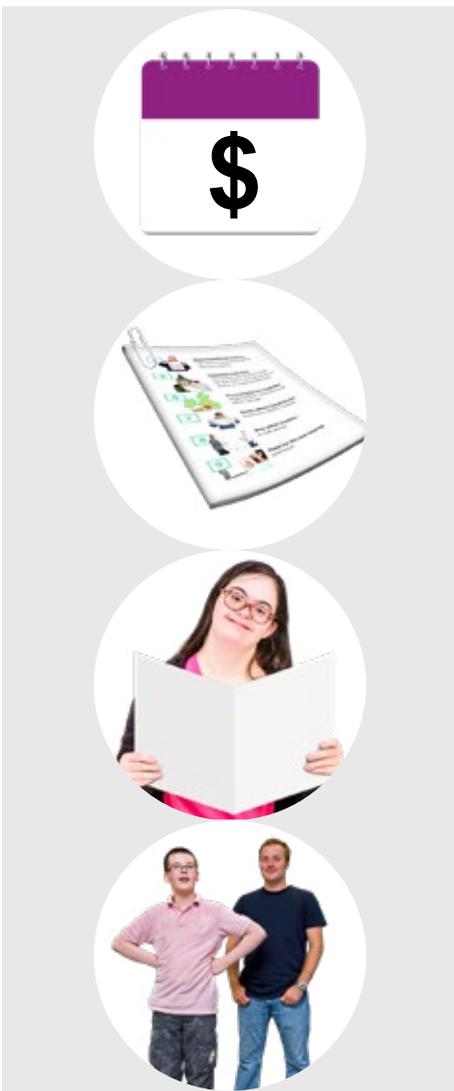
We will say the **paper** for short.



The paper is for participants to use as a guide to give feedback about the Annual Pricing Review.



A draft of the paper was shared with the PRG.



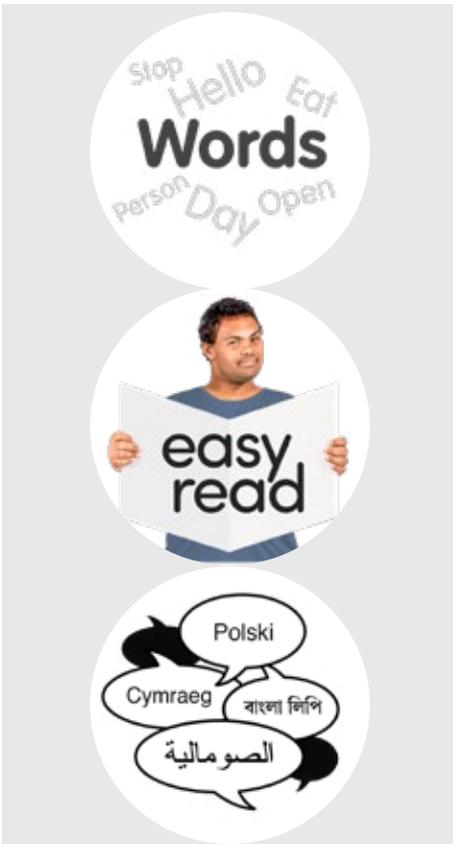
We talked about

- What an Annual Pricing Review is
- Why we have the paper
- How we can make the paper easy to understand
- Ways we can support participants to say what they think about the NDIA Price Guide.

What members said



Members said the paper should be easy for participants to understand.



Information on the paper should be in

- **Plain English**
- Easy Read
- Languages other than English.



Plain English is when we use easy words to explain things.

Information about the paper should be shared to participants in different ways like



- By email



- At meetings



- From their Local Area Coordinators



- From service providers.



There should be clear information on how participants can have their say.

There should be easy ways for participants to have their say by having things like



- Not too many questions



- Easy questions.



We need to let people know it helps everyone when they say what they think.

PACE



Paul Rawson from the **Office of the Participant Advocate** spoke.



The **Office of the Participant Advocate** is part of the NDIA that supports participants to have their say.



Paul talked about the work they have done with participants.

It is work to make it easier for everyone to understand **PACE**.



PACE is the new computer system that will help the NDIA support participants better.

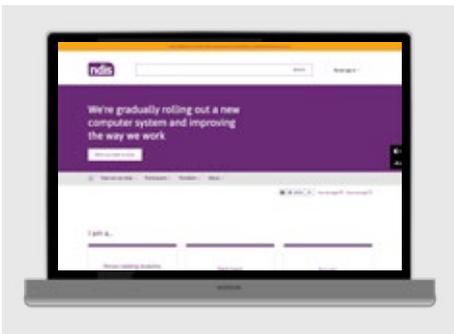


The NDIA have worked with participants to make information better.

The information is to support them to understand the new way of working with them.



They will keep trying to make PACE better as they get more feedback from participants.



To find out more you can go to

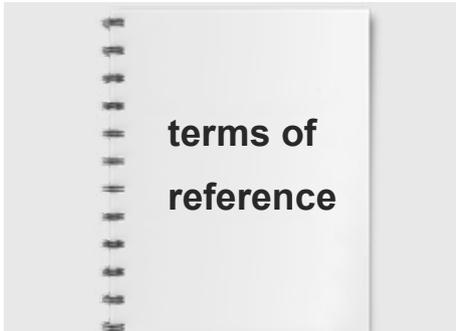
www.improvements.ndis.gov.au



The website is not in Easy Read.

You may need support from someone you trust to read it.

Change to PRG Terms of Reference



Debbie Irvine spoke about changes to the **terms of reference** in 2024.



The **terms of reference** says what the PRG will do and how they will do it.



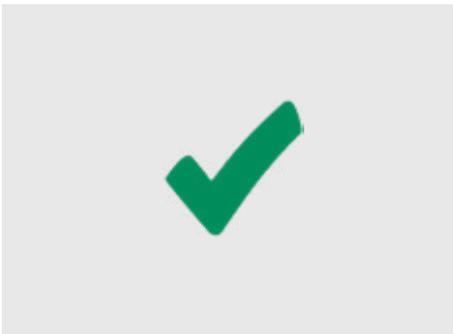
Members can say if they want to be in the group for more than 2 years.



Members will be paid more.



We will make small changes to the words in the terms of reference.



PRG members said yes to all these changes.

PRG meetings for 2024



Debbie Irvine asked members if they would like the meetings to be the same in 2024.

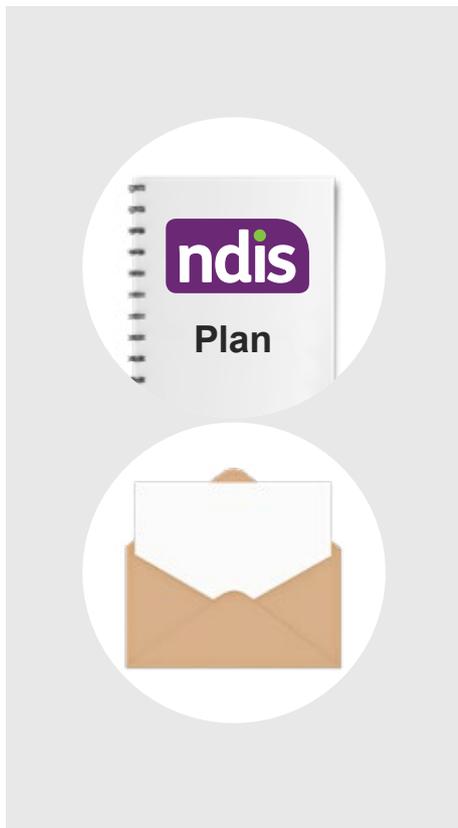


Members said yes to moving the meetings to the second Wednesday of each month in 2024.



The meeting times will stay the same.

Plan and letters about the plan



Carolyn Tetaz from **Service Guidance and Practice branch** spoke about making

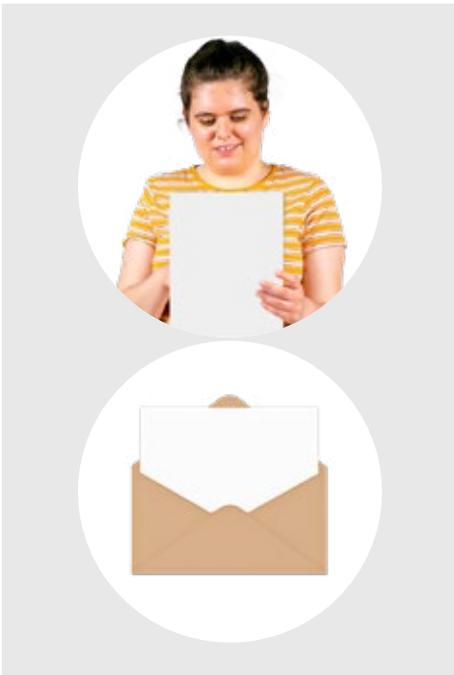
- Paper copy of the plan better
- Letters about the plan better.



The **Service Guidance and Practice branch** is the team that make all the guidelines about the NDIS.



They want to make NDIS plans easier for participants to use.



They also want to make it easier for participants to understand

- Their plans

- Letters about the plan.



We asked members what they think can make things better.



We also asked

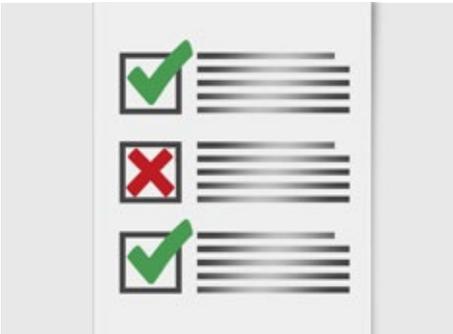
- What information should be in the plan

- How we can make sure all participants can use it.

What members said



Members said to put information about money at the front of the plan.



They should say what is changed in the plan.



There should be information about why a decision has been made.



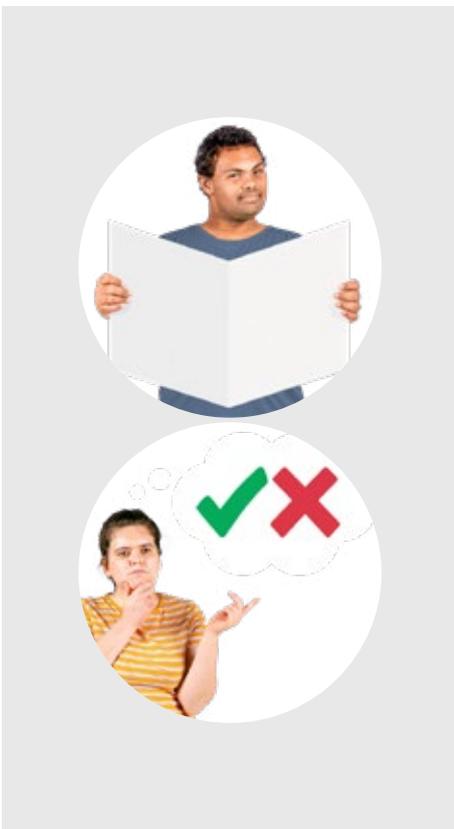
There should be a page with a list that says where things are in the plan.



This will help people find information they want to read.



There should be a clear heading where each part starts.



There should be information for participants on

- Ways they can only share some information on the plan that they want
- Who to contact if they do not agree with a decision the NDIA made.



There should be a way to show providers how many hours are in the plan and not the money.



The words should be easy to read.



Plans should be in Easy Read for participants who need it.



Letters about the plan should also be in Easy Read.



NDIA staff who answer the phone should be able to see participant plans.

This will help them to answer participant questions faster.

Update from Corri McKenzie



Corri McKenzie from the **Service Design and Improvement Branch** said thank you to members.



The **Service Design and Improvement Branch** look into how they can make the NDIS better.



Corri spoke about how the work the PRG does supports all participants.

She also gave updates on things like



- Making a page for the PRG on the NDIA website



- Making a way that departments at the NDIA work together better



- Jobs in the NDIA for PRG members.

Information for participants in long term groups



We talked about how to make better information for participants who are part of **long term groups** at the NDIA.



A **long term group** meet more than once to work on 1 topic or project.



We want to support more participants to join groups that help make the NDIS better.



We asked members how to support participants in groups better.

What members said



Members said other long term groups could come and see how well the PRG runs.



Members said it is good they know what is going to happen at every PRG meeting.



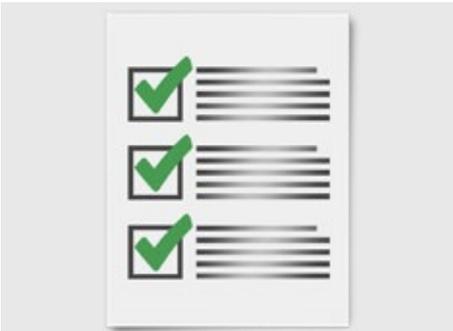
They are prepared with information before the meeting.



They know about changes before they happen.



They get what they need to be a part of the group.

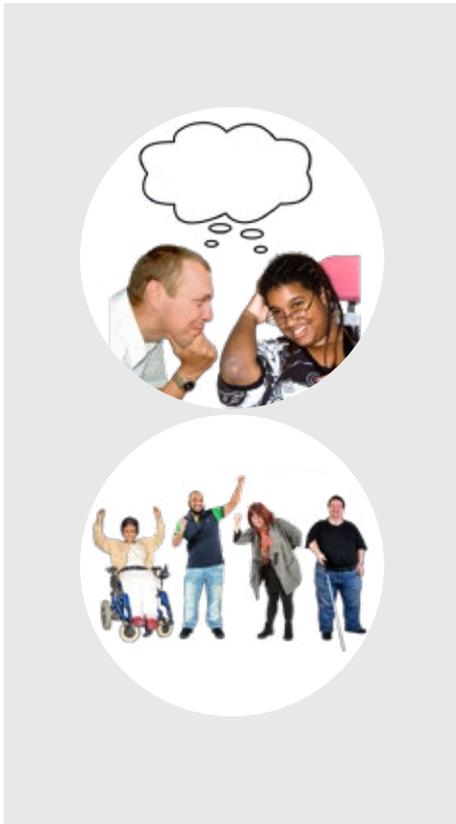


Members said in other groups it sometimes feels like decisions are being made before they meet.



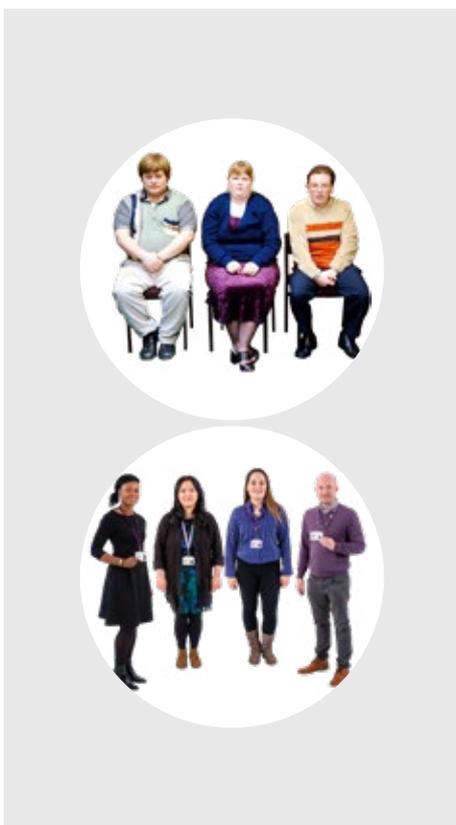
This means at the meetings they are just asked if they agree.

Ideas members have for the group



Peoples lived experience must be

- Thought about
- Respected by everyone in the group.



All members feel they could help make resources for

- Other participants
- Business teams.



Members had ideas about ways to support groups to go well.

They said to



- Work with new members of groups to share what we know



- Support new members to feel okay to share their experiences



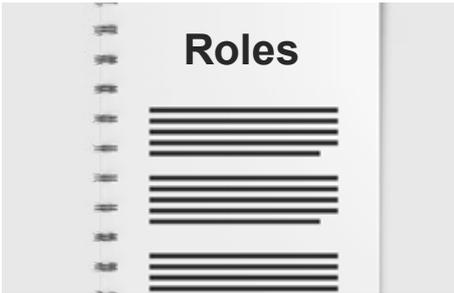
- Make sure people know what they share is important



- Run information sessions for new members to learn how things work.



Members also said we can make videos to show how a good meeting should run.



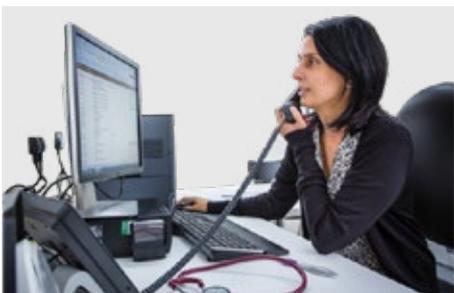
We can make a document that says what peoples role will be in the group.



Members said to let people know straight away if there are changes to meeting times.



We said staff who run the group should have everyones contact information.



This will help them to make contact by phone if they need to.



Members said there should be rules at the start of each meeting.



The rules will say things like how to use things in the online meeting.



There should be information about how to tell a story in a safe way.

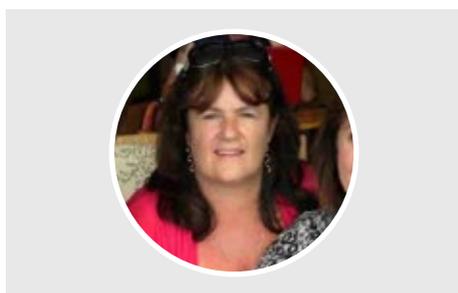


We should work together with other organisations who have made information for groups.

End of meeting



Debbie said thank you to members and the NDIA staff.

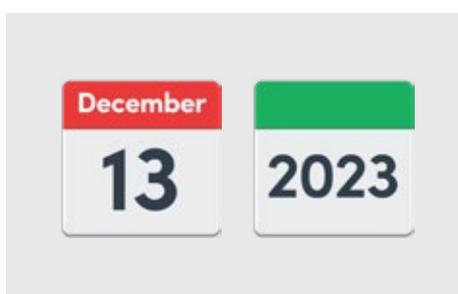


Debbie said it was good to meet in person.



There was a lot of important feedback shared.

Next meeting



The next meeting is on Wednesday 13 December 2023.

Council for Intellectual Disability made this information Easy Read. **CID** for short. You need to ask CID if you want to use any pictures in this document. You can contact CID at business@cid.org.au.