



Oversight Committee

Independent Expert Review program

An Easy Read meeting bulletin

November 2022



ndis

[ndis.gov.au](https://www.ndis.gov.au)

How to use this bulletin



A **bulletin** is an important news item we share with the community.

It explains what we did in our last meeting.

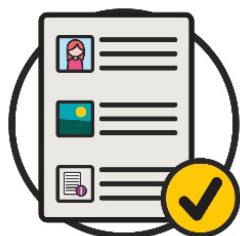


The Independent Expert Review Oversight Committee (the Committee) wrote this document.

When you see the word 'we', it means the Committee.



We explain what the Committee does on page 7.



We wrote this bulletin in an easy to read way.

We use pictures to explain some ideas.

Bold
Not bold

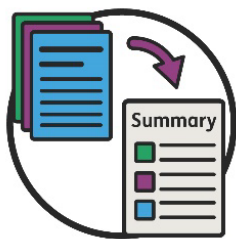
We wrote some important words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 23.



This Easy Read bulletin is a summary of another bulletin.

This means it only includes the most important ideas.



You can find the other bulletin on our website.

[www.ndis.gov.au/about-us/legal-matters/
independent-expert-review-oversight-committee](http://www.ndis.gov.au/about-us/legal-matters/independent-expert-review-oversight-committee)



You can ask for help to read our bulletin.

A friend, family member or support person may be able to help you.

What's in this bulletin?

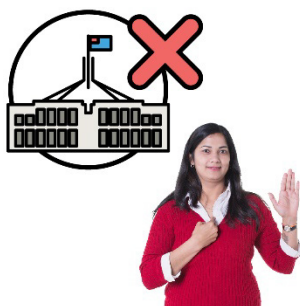
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What is the Independent Expert Review program?



The NDIA made a new program called the Independent Expert Review program.

In this bulletin we call it the program.



When someone is **independent**, they:

- don't work for the government
- make their own decisions.



When someone **reviews** something, they check to see what:

- works well
- needs to change.



The program will give **participants** another option when they don't agree with a decision the NDIA made.



Participants are people with disability who take part in the NDIS.



If participants don't agree with the NDIA's decision, they can ask them to review it.

If they are still not happy, they can only ask the **Administrative Appeals Tribunal (AAT)** to review that decision.



The AAT is a government organisation that is separate to the NDIS.

They review the NDIA's decisions about:

- who can join the NDIS
- NDIS plans.



Participants might be able to use the new program while they wait for the AAT.

The independent expert will:



- review the NDIA's decision



- tell everyone what should happen next.

What is our role?



A **committee** is a group of people who meet to talk about ideas.

Our Committee includes:



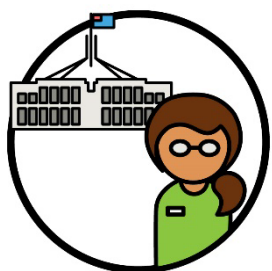
- people with disability



- people who work with people with disability



- **advocates** – who speak up for people with disability



- people who work for the government.



We will check the program to make sure it works well.



We will keep track of how the:

- program works
- experts make decisions
- program helps participants.



We will make sure the experts are independent to the NDIS.



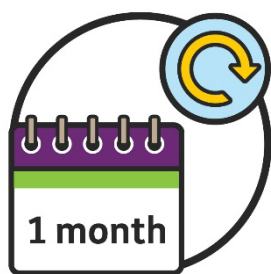
We will also make sure the program:

- listens to what the disability community wants



- shares information about how well the program is working.

What did we do in October?



Every month we share an update about what the Committee has been doing.

The Committee met 4 times in October:



- 7 October



- 14 October

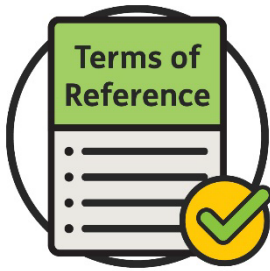


- 21 October



- 28 October.

Over these 4 meetings the Committee agreed to:



We agreed to the Terms of Reference.



We explain the Terms of Reference on the following pages.

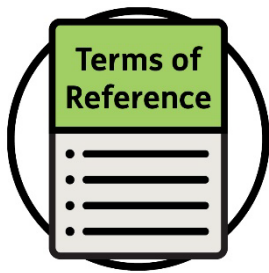


We also agreed to 3 independent experts joining the program.



And we got an update about how well the program is working so far.

Terms of Reference



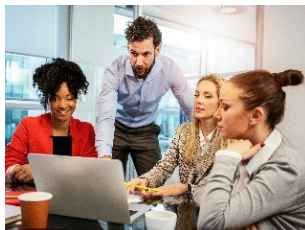
The NDIA wrote a draft **Terms of Reference** to share with us.

The Terms of Reference is a list of things our Committee must do.



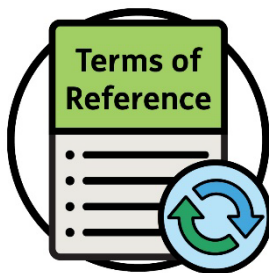
The NDIA worked with disability advocates to write the Terms of Reference.

They did this work before our Committee started.

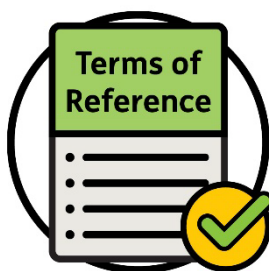


The NDIA asked us to:

- look at the Terms of Reference
- decide if we were happy with them.



We can also change the Terms of Reference later on if we need to.



We agreed to the Terms of Reference.

What's included in the Terms of Reference?



We will check each independent expert that joins the program.

We will also make sure the experts:

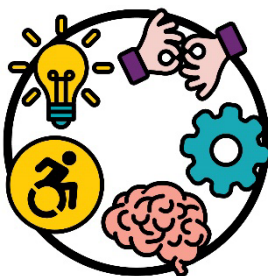


- make their own decisions



- have the right training.

This includes training on:



- disability



- the laws and rules about the NDIS.



We will check how the:

- program works
- experts make decisions.



We will check what support participants can get to take part in the program.



We will also check how the program chooses which decisions to review.



We will check how the program shares information with the community.

This includes how they keep information about participants private.



We will check surveys the NDIA runs for:

- participants
- other people involved in the program.



We will also check how the program handles **complaints**.

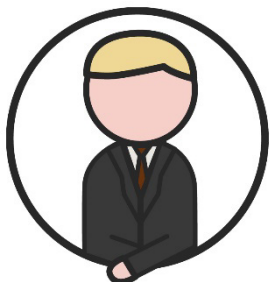


When someone makes a complaint, they share what:

- has gone wrong
- isn't working well.

Choosing 3 independent experts

We agreed for 3 new experts to join the program:

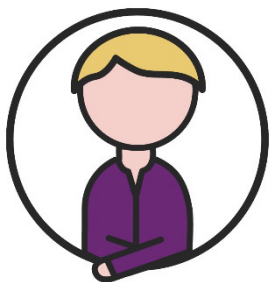


- Emeritus Professor Ron McCallum AO

This means he is a retired professor.



- Natalie Wade



- Marg O'Donnell AO



Advocacy organisations suggested these 3 people for the program.



They all have a lot of skills and experience.

And they know a lot about:



- the NDIS



- issues that affect people with disability.

Skills they must have



We also agreed to the list of skills independent experts must have.

These skills are listed on the NDIA's website.



There are 3 skills they must have.



They must have at least 3 years of experience working with the disability community.

It's good if this experience is with the NDIS.

For example, they might:



- have personal experience



- support people with disability.



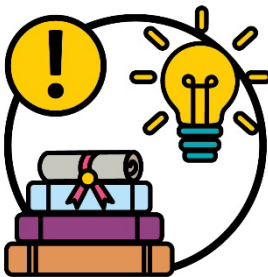
They must also have experience working with the courts and law.

Or in another job that reviews decisions.



They must also show they can understand and use the law.

They need to do this to explain why they make their decisions.



There are also other important skills they need to have.

An independent expert should:



- be good at working with other people



- think about what support participants need.



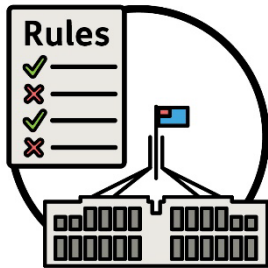
They should be:

- independent
- fair.



They should also have good **attitudes** towards disability.

Attitudes are what you think, feel and believe.



Independent experts must also follow rules for Australian Government staff.

This includes rules about:



- how they should behave



- focusing on participants.

Checking how the program is going



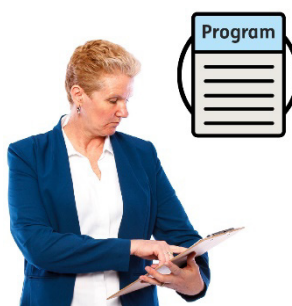
We are working with the NDIA to look at **data** about how the program is going.



Data includes facts and information.



This also includes information from surveys.
And other ideas people have shared.



We use this data to check how well the program is working.

This includes how many decisions independent experts have reviewed.

More information

For more information about this bulletin, please contact us.



You can send us an email.

Independentexpertreview@ndis.gov.au



You can also visit the NDIS website.

www.ndis.gov.au



You can call the NDIA.

1800 800 110



You can follow them on Facebook.

www.facebook.com/NDISAus



You can also follow them on Twitter.

@NDIS

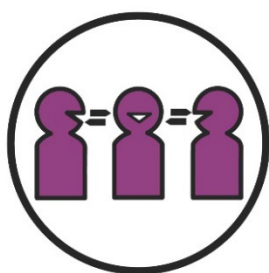
Support to talk to the NDIA



You can talk to the NDIA online using the webchat feature at the top of their website.

www.ndis.gov.au

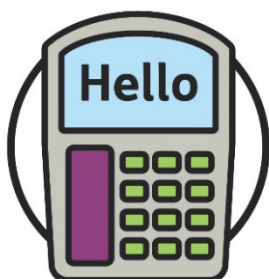
If you speak a language other than English, you can call:



Translating and Interpreting Service (TIS)

131 450

If you have a speech or hearing impairment, you can call:



TTY

1800 555 677



Speak and Listen

1800 555 727



National Relay Service

133 677

www.relayservice.gov.au

Word list

This list explains what the **bold** words in this document mean.



Administrative Appeals Tribunal (AAT)

The AAT is a government organisation that is separate to the NDIS.

They review the NDIA's decisions about:

- who can join the NDIS
- NDIS plans.



Advocate

An advocate is someone who speaks up for people with disability.



Attitudes

Attitudes are what you think, feel and believe.



Bulletin

A bulletin is an important news item we share with the community.

It explains what we did in our last meeting.



Committee

A committee is a group of people who meet to talk about ideas.



Complaint

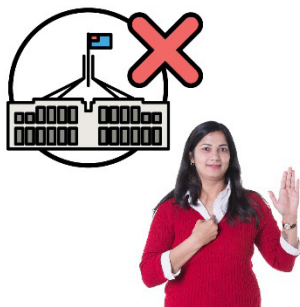
When someone makes a complaint, they share what:

- has gone wrong
- isn't working well.



Data

Data includes facts and information.



Independent

When someone is independent, they:

- don't work for the government
- make their own decisions.



Participant

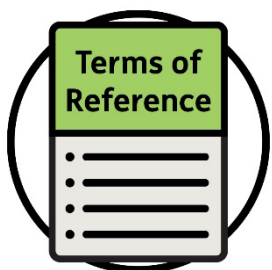
Participants are people with disability who take part in the NDIS.



Review

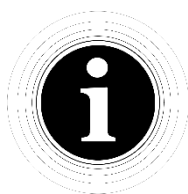
When someone reviews something, they check to see what:

- works well
- needs to change.



Terms of Reference

The Terms of Reference is a list of things our Committee must do.



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