



Oversight Committee

Independent Expert Review program

An Easy Read meeting bulletin

December 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.

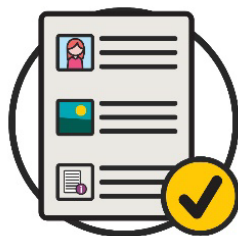


The Independent Expert Review Oversight Committee (the Committee) wrote this document.

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 19.



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?

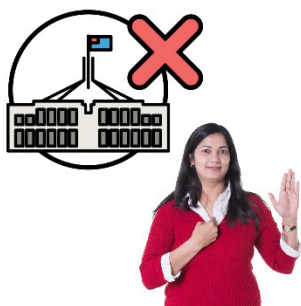
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What is the Independent Expert Review program?



The NDIA made a 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 keeps 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:

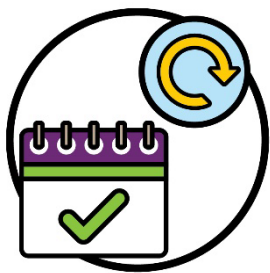


- listens to what the disability community wants



- shares information about how well the program is working.

What did we do in November and December?



We regularly share an update about what the Committee has been doing.

The Committee met 3 times in November and December:



- 11 November



- 25 November



- 9 December.



We wrote the Interim Report.

We explain the Interim Report in the next section.



We agreed to 13 independent experts joining the program.



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



We agreed on what types of NDIA decisions the program should focus on at the moment.



And we agreed on a way for people to share what they think when they take part in the program.

Our Interim Report



Our Interim Report is about how to better review NDIA decisions that people don't agree with.



We wrote it with the Australian Government Department of Social Services (DSS).

We also worked with:



- people with disability



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



- legal organisations.



We gave our Interim Report to **ministers**.

A minister leads an area of the government.



Our Interim Report shared that it's a good idea to have an independent review program.

It should happen before people go to the AAT.

And the government should work with the community to decide how the program should work.



The ministers agreed to check that the program works well in 2023.

Choosing 13 independent experts

We agreed for 13 new experts to join the program:



All the new experts have at least 3 years' experience working with disability.



They also have experience working with the courts and law.

And they showed they can understand and use the law.

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.



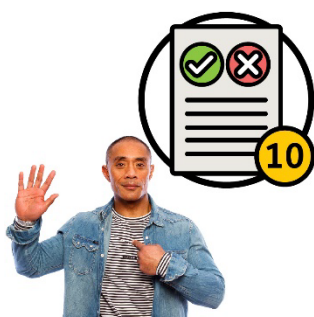
We also looked at information from surveys.

And other ideas people have shared.



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

This includes how many of the NDIA's decisions independent experts have reviewed.



Experts have shared what they think about 10 of the NDIA's decisions.

And the NDIA agreed with all those suggestions.

Decisions the program should focus on

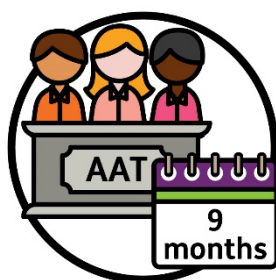


We worked with the NDIA to agree what types of NDIA decisions the program should focus on first.

The program will focus on NDIA decisions where:



- a participant's plan has reduced by 20% or more



- people applied to the AAT more than 9 months ago.

The program will also focus on decisions when:

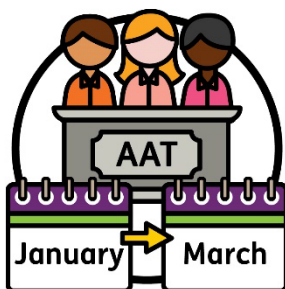


- it's easy to collect information about the decision



- everyone agrees with the **evidence** around the decision.

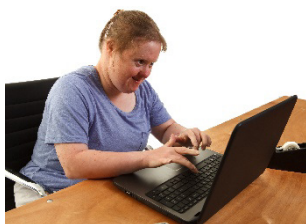
Evidence is proof that something is true.



We also agreed that the program should focus on decisions going to the AAT between January and March.

But only if experts can review those decisions before the AAT appointment.

Sharing feedback about the program



The NDIA created a way for people who take part in the program to share **feedback** about it.



When you give feedback, you explain what the program:

- is doing well
- can do better.



People who take part in the program will be able to give feedback to the NDIA by:

- doing surveys
- sharing their experiences.



The NDIA will give us a report of the feedback.



We will share what they told us in future bulletins.

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

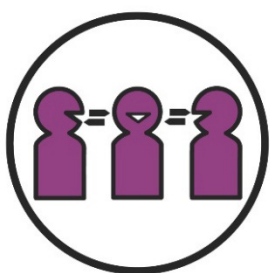
Support to talk to the NDIA



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

www.ndis.gov.au

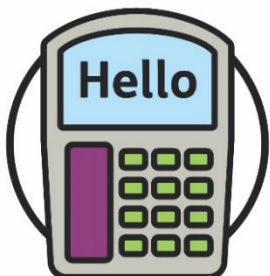
If you speak a language other than English, you can call:



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.



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.



Data

Data includes facts and information.



Evidence

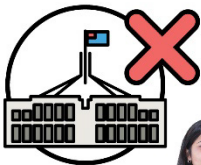
Evidence is proof that something is true.



Feedback

When you give feedback, you explain what the program:

- is doing well
- can do better.

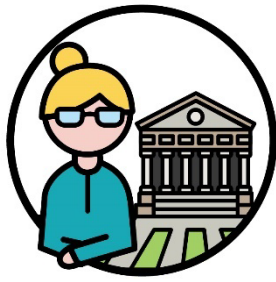


Independent

When someone is independent, they:

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





Minister

A minister leads an area of the government.



Participant

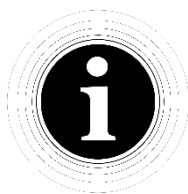
Participants are people with disability who take part in the NDIS.



Review

When someone reviews something, they check to see what:

- works well
- needs to change.



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