16 April 2025

Quote from attendee:

I would love the opportunity to have a conversation with the planner and talk positively about my child, not only focusing on the negatives, but still having the funding there and encouraging that positivity to foster and grow.

What we talked about

Topic 1: Recap and planning for future meetings

The group received a recap of Meeting #2, including how “car park” topics were mapped to discussion themes, and which were considered out of scope.

Plans for future meetings and topics were outlined to ensure alignment with group priorities. Survey feedback was acknowledged, with improvements made to allow more time for contributions, use of small group activities, and a balanced focus on strengths and challenges.

Topic 2: Creating and using an NDIS plan

The group reviewed themes from the ‘Create an NDIS plan’ and ‘Use an NDIS plan’ stages, drawing on Meeting #2, survey responses, and interviews with parents and carers.

Discussions focused on planning delays, communication issues, and the need for strength-based conversations and clearer expectations.

Topic 3: Emotions and needs in planning meetings

Members explored how planning meetings feel and what improvements are needed, using the “Head, Heart and Hand” activity.

Key needs included feeling safe, respected, and supported, with better preparation and skilled Planners.

What we heard

- The impact of delays and miscommunication to planning and how these can lead to an array of negative impacts for both children and their parents and carers.

- The need for the NDIS to set clearer expectations and be more transparent around deadlines and decision-making during the planning process.
- The need for positive and strength-based planning conversations with better listening from Planners.
- The need to rethink the role of Support Coordinators due to issues around lack of transparency, inconsistent communication and variation in skills and knowledge between different support coordinators.
- Parent and carers want to feel safe, understood, valued, respected, supported and empowered in planning meetings.
- Parent and carers want clearer timeframes and outlines of expectations about planning meetings well in advance, including what documentation and evidence they need to prepare.
- Parents and carers want Planners to receive training and support to improve their skills, so they feel more confident that the right questions are being asked, their information is accurately captured, and the planning process leads to positive outcomes.

What we agreed on

- A follow-up survey will be sent to capture any missed insights from the ‘Creating’ and ‘Using’ an NDIS plan discussions.
- A new survey will be distributed to gather input on the ‘Check-ins’ and ‘Changing an NDIS plan’ stages in preparation for Meeting #4.

Next meeting

The next Children’s Pathway Parent and Carer Engagement Group meeting is on 11 July 2025

Who we met with

Parent and carers with a child in the scheme under the age of 9.

Related articles

Children’s Pathway Parent and Carer Engagement Group 9 May 2025

Date
9 May 2025

Children’s Pathway Parent and Carer Engagement Group Friday 28 March 2025

Date
28 May 2025

Children’s Pathway Parent and Carer Engagement Group Meeting #6

Date
20 June 2025
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