15 July 2025

The Supported Decision Making Advisory Group met on 15 July for the third time.

The meeting was held online.

Focus of the meeting

The focus of the July meeting was:

- Accessible Communications
- Workforce Recruitment and Training.

Accessible Communications

The NDIA led a discussion on how the NDIA is improving accessible communications when providing more information about Scheme reforms.

The NDIA explained that it is important to test communication to ensure that messages are:

- Clear and easy to understand
- Relevant to audience need
- Inclusive and respectful.

Discussions included:

- Channels are being explored to ensure diversity when receiving feedback on communication testing.
- Engagement with people who require alternative communication support is vital.
- Members provided accessibility suggestions for communications including saving easy read versions elsewhere on the website for easy access.

Workforce Recruitment and Training

- The NDIA led a discussion about training for frontline staff and improvements made in recruitment via the Frontline of the Future initiative.
- The NDIA gave an overview of the program of works that was designed to build greater capacity and capability across the frontline staff.
- The NDIA spoke to the work led through the dedicated Workforce Capability and Co-Design Working Group, established under the reforms for outcomes initiatives. This work has contributed to improvements in attracting new candidates. Some of the initiatives include:

  - A dedicated Service Delivery landing page online, which provides detailed information about Service Delivery and Frontline Services roles.
  - A number of in-person recruitment marketing materials, including posters and postcards that display a QR code.
  - Advertisements on social media platforms.
  - Targeted online campaign for remote areas and candidates with disabilities. This has been widely successful with nearly 100,000 clicks.
  - Engagement packs which are more detailed and include information on what to expect in the recruitment process.
- The NDIA spoke to an e-learning module created to build awareness of the fundamental need for supported decision making to be a crucial consideration

Supported Decision Making Advisory Group next meeting

The Supported Decision-Making Advisory Group's next meeting is on 12 August 2025.

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