29 July 2025

“…what they need is how they should have it, because they’re the participant.”

What we talked about

Topic 1: Participants worry that little has been said about the New Planning Framework

The group was concerned about a lack of clear updates around the new planning framework timelines, particularly if the tools are still being procured this close to September.

Topic 2: The NDIA needs to share safe and accessible information to participants

The group said the NDIA’s communications were slow, inaccessible and not trauma informed.

Topic 3: Additional Assessment Modules role in Support Needs Assessments

The NDIA shared the plan for assessing participants who need supports that are not tested by the core assessment tool. The participants shared their stories to show the risks and gaps in the process.

What we heard

The sector needs a more transparent NDIS

- Public trust in the NDIA processes is fragile. The NDIA needs to show more inclusion and openness to earn back trust.
- Participants need clear and inclusive communication in timelines and who will be the first participants to move to the new framework.
- Participants want to know more about reform updates.
- Working group members requested updates on the vacant sector co-chair role.

Key things to think about with additional assessments

- Participants need openness around plan outcomes.

    - How did you arrive at these outcomes?
- Participants want assessments to be free from hidden information and
    - there is a risk that assessors may not know that a participant needs additional assessment
    - we don’t know what we don’t know. How do we make sure the assessor can’t miss a needed assessment?

Participant lived experiences with assessments

- Assessment processes can be emotional and triggering.
- The assessments should measure intersectionality and the impact of multiple disabilities.
    - How do the multiple disabilities overlap to change a participants’ experience?
- Participants need a range of ways to go through the assessments, including:
    - trauma-informed processes
    - cultural sensitivity processes
    - neuro-inclusive processes.
- NDIA staff and participant supports are areas where the agency can improve.
- Policies are not flexible enough to meet the needs of participants.
    - A member shared a story of a participant not funded for a reading pen.
- Participants want realistic examples, not “happy path” stories. They don’t resonate with most participants’ experiences.

What we agreed on

- Updates will be forthcoming regarding the sector co-chair.
- The NDIA will strive to improve communication regarding the new planning framework timelines and first participants to transition.

Next meeting

August’s meeting will discuss Quality Assurance Frameworks and Replacement Needs Assessments.

Who we met with

Participants, Disability Representative and Carer Organisations, Independent Advisory Council and Reference Group members, and NDIA staff.

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