18 September 2025

This meeting was an information session.

“If you're going to tell us what we've told you, then say ‘and this is what we've done because of what you’ve said’.”

What we talked about

Topic 1: Update on the working group

The group discussed the co-chair changes, returning members, and departing members.

Topic 2: A briefing on the new way of planning participant journey

The working group was updated on the participant journey in the new way of planning, including what NDIA would work with participants on at key points.

What we heard about working group changes

Clearer communication about changes and meeting discipline is needed. The group:

- wanted clarity on when membership, e.g. NDIA co-chair, changes. They asked for clearer terms of reference and communication.
- understood that meeting topics change close to meeting dates, which makes it difficult to prepare.
- wanted NDIA pre-reading materials at least 7 days before the meeting.
- explained the value of the pre-reading meetings, and asked they continue.
- asked for clear communication about the purpose of meetings, especially whether it is for informing, consulting, or co-designing.

What we heard about the participant journey

The new way of planning isn’t clear. The group:

- wanted clarity of the people involved, including delegates and NDIA staff
- questioned the process and changes in the new way of planning
- explained they had asked similar questions before but haven’t had clear answers.
- wants NDIA to create clear, accessible information to explain the changes.

There are lots of staff and new roles in the new way of planning. The group:

- noted many different staff members that participants needed to work with.
- advised that less staff was better for participants.
- wanted clarity on where roles overlapped and what each role was responsible for.
- wanted to know if each staff member would be trained to be trauma-informed and culturally appropriate.

Showing how group advice was being used. The group:

- noted the NDIA had shown what they had heard from participants, but not how they had responded to it.
- wanted to see where their advice is being used and how it is impacting change.
- wanted explanations where advice can’t be implemented.

What we agreed on

- Updates to records to show ongoing changes.
- Providing clarity of the roles where the function was less clear.
- Provide documentation where possible to clarify questions.

Who we met with

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

Related articles

Category

- News

Assessments and Budgeting co-design working group meeting October 2025

Date
29 October 2025

Category

- News

Assessments and Budgeting co-design working group meeting 29 July 2025

Date
29 July 2025
Category

- News

Assessments and Budgeting co-design working group meeting March 2026

Date
3 March 2026
Read more news