17 February 2026

> ‘There is nothing more powerful than the voice of lived experience to illustrate a policy, a program or a service.’ - Participant Safeguarding Working Group Member

What we talked about

Topic 1: Update since last meeting

- Themes from the participant safeguarding sector-led workshops were presented at the Quarterly Reform Forum in November 2025. This is a big meeting with disability organisations and members of the Independent Advisory Committee. There was positive endorsement of the insights shared.
- The NDIA team is finalising reports about the workshops. This includes a report on the insights and themes people shared about safety, and our Co-design story – which looks at how we worked together. Reports will also be available in Easy Read.
- The Participant Safeguarding Team is sharing the insights across the Agency to inform
    - quality assurance and policies to operationalise the Support Needs Assessment (SNA)
    - training for staff to guide respectful conversations with people about risk and safety
    - improving referral pathways with other government and mainstream services
    - tools and information for participants about their rights and safety, including
        - a guide for participants on safeguarding their rights
        - a fact sheet on how to get help for making decisions with the NDIS
        - scoping design of a web page with all the information and resources in one place.

What we heard from the group

‘It’s so refreshing to see information shared in this way about how the advice and expertise of this group is actually being used into practical and tangible ways.’

- Members are pleased that the insights were already being used to inform other work. We talked about the mix of strong messages and practical recommendations.
- People said it is important the insights are used to support staff who are implementing the new way of planning.
- We talked about how these insights might be applied with specific disability groups and communities, for example children and young people with disability.
- The disability community has been deeply affected by the recent tragic events in WA. When combined with changes in the NDIS system, some people now feel less safe.

‘We’re all hurting and it’s extremely difficult. …unfortunately, that feeling of safety has now shifted.’

Topic 2: Upcoming opportunities

Safeguarding Framework and Strategy

- Department of Health Disability and Ageing (DHDA) representatives invited members to be part of a workshop in March 2026 about the new Disability Quality and Safeguarding Framework. Members were enthusiastic about being involved.

I-CAN tool and Support Needs Assessment briefing

- Members of all co-design working groups are invited to attend an optional information session about the core assessment tool (the I-CAN tool) and participant pathway on 5 March.

What we heard from the group

- Specific questions were raised about the accreditation and training process for Assessors. The Agency offered to talk more about this at a future meeting, if of interest.

Topic 3: Working together in 2026

- The NDIA reflected on feedback from members about wanting to be involved in tangible projects that they can influence. We considered other current issues that we could work on in the coming months including:
  - the DHDA consultation workshop
  - emerging issues and topics about new framework planning
  - communications to promote our insights and co-design story
  - informing work on trauma awareness and NDIA staff practice resources
- We noted that this would not be done through monthly meetings but as needed.

What we heard from the group

- The group reinforced the need for reform work to be disability led: ‘There is nothing more powerful than the voice of lived experience to illustrate a policy, a program or a service.’
- We will meet as needed to work with purpose on agreed topics.

- Members requested notice of future meetings. We agreed to ensure at least one month's notice ahead of any meetings.

Who we met with

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

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Participant Safeguarding Co-design Working Group, meeting #6, 24 June 2025

Date
29 July 2025
Category

- Co design advisory group communique

Participant Safeguarding Co-design Working Group meeting November 2025

Date
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