23 March 2026

> "*We… have to feel safe that we can reach out to services, that we will not be penalised to reach out, for someone to hear us.”*

What we talked about

Topic 1: Meeting documents

Members discussed ways to improve how consultation group meeting documents are prepared and shared

Topic 2: Presentation - Participant Safeguarding

The NDIA shared findings from Participant Safeguarding workshops held in mid-2025. These workshops discussed what the Agency, service providers and governments need to think about and do to help people feel and be safe.

What we heard

Meeting Documents

Members want:

- A clear, short agenda cover page that summarises meeting information.
- Clear instructions on whether the information is for reading, review, or feedback.
- Pre-meeting documents sent in a separate email, as well as included in calendar invites.
- Key document points included in the email body.

Presentation - Participant Safeguarding

Safety for Carers and Participants

- Carers often feel unsafe and fear that others may judge or punish them for asking for help.
- Families who advocate for the needs of adults and children with a disability, who cannot self-advocate, need more support.
- Experiences and circumstances can reduce a person’s sense of safety. These experiences can affect mental health and trigger trauma. Some examples were:

- Constantly changing contacts
- Sharing information without ongoing relationships
- Having to repeat your story.

Communication and Access Issues

Many members:

- Struggle to get an ongoing connection with their NDIA contacts or Local Area Coordinators (LACs).
- Want a single named NDIA contact.
- Receive emails from staff they do not know and are provided with generic email addresses as the only form of reply.
- Feel worn out and unsupported.

First Nations Cultural Safety

- Yarning circles help people feel safe and heard.
- Yarning circles should be expanded as a safe, trusted way to discuss issues.
- Community based healing works better than individual approaches.
- Aunties and uncles play a vital role in support and decision-making.
- The NDIA should help fund circles, camps, and cultural healing spaces.

Service Provider Concerns

- Some support workers lack the training needed for their role e.g., hoists and feeding.
- Constant changes to support workers cause stress, especially for people with complex needs.
- Members want stronger provider standards.

Next meeting

Thursday 26 March 2026.

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