29 October 2025

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

What we talked about

Topic 1: Reflection on the work to date

The group discussed its work since October 2024, noting the progression of topics and the advice given by the group to inform NDIS reform outcomes.

Topic 2: Improving our ways of working

The group discussed how it was working together and ways to make it a more constructive and meaningful forum.

Topic 3: Terms of reference

The group reviewed its terms of reference and created a new draft to share and finalise.

What we heard

Reflection on the work to date

- The group wanted examples of how their advice had influenced NDIS reform. The group wanted NDIA to better close feedback loops.
- Opportunities for true co-design had been limited. Most sessions were consultation. Members suggested reviewing assessment and budget processes or artefacts to test if they resonate with people with disability.
- Members wanted longer lead time to consider issues before NDIA decisions were made. Members noted the short notice consultation prior to the NDIA’s approach to market for a support needs assessment tool.

Improving our ways of working

The group discussed meeting frequency and length. The group needed more time for deep discussion on topics.

They suggested:

- booking a regular series of meetings in advance so members can prioritise the time
- meetings be no longer than 2 hours
- more frequent meetings
- topics be discussed over multiple sessions, including to discuss feedback loops
- separating presentations and information sharing from discussions
- more time for open discussion, feedback, and questions
- opportunities for the group to suggest topics
- continuing with pre reading meetings
- opportunities for in-person meetings to foster group cohesion.

Regarding the provision of materials prior to meetings, members called for:

- time to review information and seek feedback before the meetings, noting NDIA's commitment to provide materials at least one week in advance
- information to share with their networks.

On NDIA representative roles, members:

- noted frequent changes of the NDIA co-chair. Members wanted stability of NDIA co-chairs and clarity of governance structures
- sought an update on a prior commitment for Deputy CEOs to act as co-chairs, including assurances about risk mitigations in the absence of Deputy CEOs.

On work planning, the group called for:

- visibility of work scope, areas to influence change, and associated timelines
- transparency when NDIA plans for meetings change
- the chance to consult on related pieces of NDIA work (that is, related scope).

Terms of reference

The group reviewed and suggested changes to the terms of reference including:

- clarifying and better defining their role, scope and work plan
- clarifying the governance structure and roles of NDIA representatives
- including version control, including tracked changes with any amendments
- using discussed and agreed validation practices as part of the group's role.

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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