2 April 2026

> “I really appreciate the way these resources have been thought through.”

What we talked about

Topic 1: Co-chair updates

- The group acknowledged the departure of a former member and their contribution.
- The NDIA closed feedback loops from last meeting, including explaining responsibilities for disability reform across government and explaining NDIA’s engagement structures.
- The purpose of this meeting was consultation, not co-design.

Topic 2: Consultation on supports needs assessment (SNA) resources

The NDIA explained that draft SNA resources had been developed to support staff and participants through safe and respectful SNA conversations. The draft resources were informed by insights collected through the Design Hub and were still able to be changed.

Topic 3: Consultation on Participant Resource – Participant Preparation Tool

This is to help participants understand and prepare for the new support needs assessment.

Topic 4: Consultation on Conversation Guide – Starting on SNA conversation

This is to help assessors start the assessment conversation with participants.

Topic 5: Consultation on Participant Resource – Managing time in SNA

This is to help participants manage their time throughout the assessment.

What we heard

Topic 1: Co-chair updates

- Members valued being involved early in shaping guidance materials.
- The group recognised the importance of shared learning from Design Hub testing.

Topic 2: Consultation on Supports needs assessment (SNA) resources

- The resources are helpful to address real issues, such as long conversations and fatigue.
- Strengths-based conversations can be hard; staff and participants will need support.

Topic 3: Consultation on Participant Resource – Participant Preparation Tool

- Clear, simple language helps people feel more prepared and less anxious.
- Participants will want to know why their information is being collected, what questions they may be asked, and whether all questions will be asked.
- Visual aids, videos, or checklists should be provided well before the assessment.
- Accessible versions of these resources need to be considered including Easy read, Auslan, video and language translations.

Topic 4: Consultation on Conversation Guide – Starting an SNA conversation

- Starting the conversation well will establish trust and confidence for the whole assessment.
- Participants will value clear explanations of the assessor’s role and professional background, and their participant rights. Make sure participants are ready to start.
- The focus on participant choice and consent was spot on.
- Members’ experience of the simulated assessment in the Design Hub was positive.

Topic 5: Consultation on Participant Resource – Managing time in SNA

- Fixed time limits for the assessment will not suit everyone.

  Participants need flexible pacing with breaks as needed; not strictly to schedule.
- Some participants will benefit from knowing the overall allocated time.

- Cultural and communication differences will affect how people tell their stories.
- Staff must be able to recognise fatigue, distress, and changing needs on the day.

What we agreed on

- NDIA will collate feedback on the draft resources and provide updates once available.
- NDIA will test the revised resources with participants and assessors, including to check clarity, usability, pacing and participant comfort.
- NDIA will consider options for accessible versions of the resources.

Who we met with

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

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