

In response to concerns about wastage and recycling, Council members stressed the importance of participants' ability to sell used equipment back to providers or other participants; along with the need to introduce incentives for participants to seek value for money, and be willing to purchase second hand equipment.

Action 3: Ms [redacted] and Mr [redacted] to engage with Ms Salthouse, Ms Mahmic and Mr Manders to ensure participant's choice is a priority for AT.

3. Compensation

3.1. Compensation in the NDIS

Chris [redacted] Chief Counsel and Michael [redacted] Branch Manager Compensation & Recoveries, provided an overview of compensation and the requirements included in the NDIS Act 2013.

s47F - personal privacy

Mr [redacted] noted the challenges with compensation for the NDIS following the incomplete implementation of a National Injury Insurance Scheme, as proposed by the Productivity Commission. Mr [redacted] also explained that compensation as described in the NDIS Act may exclude supports some participants receive from State and Territory motor accident schemes.

The Council raised concerns at the NDIA's capacity to take legal action to obtain compensation on behalf of a participant, or prospective participant. Whilst the interests of the participant and the NDIA are in alignment in seeking to maximise settlement, it was noted that legal action does not always achieve a positive outcome for the participant.

Dr Gauntlett also noted the vulnerability of many participants seeking compensation, who may not have the experience in these matters or judgement as to whether the settlement is/was fair. Members recommended these participants have access to independent legal advocacy to ensure the process is transparent and fair.

Action 4: Council Secretariat and Principal Member will follow-up on how best to provide Council's input to Ms [redacted] and Mr [redacted] in considering the issues raised, in collaboration with expert advisor Dr Ben Gauntlett.

4. Meeting Close

4.1. Other Business

The next meeting is scheduled on 12 May, to be hosted on the Microsoft Teams platform

The meeting closed 1.20pm.

2025 28 Apr 2025

MEETING AGENDA INDEPENDENT ADVISORY COUNCIL TO THE NDIS

Date: Tuesday 12 May 2020

SESSION 1: PRINCIPAL MEMBER'S WELCOME & OPEN

11.00am-11.45am

- ITEM 1.1 Principal Member's welcome
- ITEM 1.2 Confirmation of Minutes and Declarations of interest
- ITEM 1.3 COVID-19 update

SESSION 2: DECISION MAKING

11.45am-12.30pm

- ITEM 2.1 Support for Decision Making
NDIA Representative: Sam s22(1)(a)(i) - irrelevant General Manager Advice, Research and Evaluation

SESSION 3: INTERMEDIARIES

12.30pm-1.15pm

- ITEM 3.1 Support Coordination Update
NDIA Representative: Liz s22(1)(a)(i) - irrelevant A/g GM Provider and Markets & Bridey s22(1)(a)(i) - irrelevant

SESSION 3: MEETING CLOSE

1.15pm-1.30pm

- ITEM 3.1 Other Business



MINUTES OF THE INDEPENDENT ADVISORY COUNCIL TO THE NDIS

MEETING 5 OF 2020

12 May 2020 11.00am to 1.30pm, hosted on the Microsoft Teams platform

Members

Mr John Walsh AM (Principal Member)
 Ms Sylvana Mahmic
 Ms Jennifer Cullen
 Ms Janet Meagher AM
 Mr James Manders
 Ms Liz Reid
 Ms Sue Salthouse
 Ms Kerry Allan-Zinner
 Mrs Judy Huett
 Mr Kevin Cocks AM
 Ms Leah van Poppel

Expert Advisers

Mr Ross Joyce, Australian Federation of Disability Organisations
 Dr Ben Gauntlett, Disability Discrimination Commissioner
 Mr David Moody, National Disability Services
 Ms Ara Cresswell, Carers Australia

NDIA Representatives

Ms Estelle Pearson, Board Director
 Mr Martin Hoffman, Chief Executive Officer
 Mr Oliver Bladek, Deputy CEO Design, Digital and Strategy
 Dr Sam [redacted] General Manager, Advice, Research and Evaluation
 Ms Liz [redacted] A/g General Manager, Provider and Markets
 Ms Kathy [redacted] Branch Manager, Subject Matter Experts and Advice
 Ms Deb [redacted] Branch Manager, Scheme Policy
 Ms Bridey [redacted] Director, Provider and Markets
 Ms Fiona [redacted] Director, Independent Advisory Council
 Ms Marina [redacted] Secretariat Independent Advisory Council
 Ms Jaklin [redacted] Project Officer, Advice, Research and Evaluation

Attending

Ms Belinda [redacted] AM, Council Consultant

Apologies

Prof Anne Kavanagah, Council Member
 Ms Jane Flanagan, Disabled People's Organisations Australia
 Mr Jim Minto, Board Director
 Mr John Langoulant AO, Board Director
 Mr Paul O'Sullivan, Board Director
 Ms Jodie [redacted] Council Secretariat Support Officer

1. Principal Member's Welcome & Open

1.1. Principal Member's Welcome

The Principal Member opened the meeting at 11.00am.

The Principal Member acknowledged the Traditional Owners of the lands on which Members, Expert Advisers and attendees were meeting.

1.2. Confirmation of Minutes and Declarations of Interest

Council members and expert advisers noted the updated register of conflicts of interest circulated in advance of the meeting. [s47F- personal privacy](#)

The Council approved the minutes from the meeting held on 28 April 2020.

1.3. COVID-19 Update

Mr Martin Hoffman, NDIA Chief Executive Officer (CEO) updated the meeting on his attendance at a recent Joint Standing Committee briefing alongside representatives from the NDIS Quality and Safeguards Commission (Commission) and the Department of Social Services (DSS). Mr Hoffman said there was a positive sentiment about the current situation in relation to COVID-19 and the supports in place for people with disability.

In relation to impacts on participants and providers, Mr Hoffman said that NDIA data showed a loss of revenue of around 15-20% in the categories of day programs and out of home activities, however figures were improving. Ms Ara Cresswell raised the concerns from families and carers about people spending more of their plan funding more quickly due to requiring more support at the home. Mr Hoffman noted the NDIA is reviewing plans which reflect this and may require adjustments.

Mr Kevin Cocks queried whether people with a disability, including those in supported employment, are receiving government support through the Job Seeker or Job Keeper programs, and if they want to access these programs do they risk losing the disability pension. Mr Hoffman noted this is an issue for DSS - the Secretariat seek some information on this issue.

Ms Leah van Poppel raised the issue of lack of consistency in how SDA and SIL providers are responding to the government restrictions, noting some providers are requiring people in congregate settings to be in lock down in their rooms and some ADEs have closed, while others continue to operate. Mr Hoffman noted this is an issue for the Commission to respond - this will be followed up with Commissioner Head.

Ms Deb ^{s22(1)(a)(i) - irrelevant ma} Branch Manager Scheme Policy, provided a brief overview of the COVID-19 Operational Plan for People with Disability. Mrs Judy Huett noted the need for better accessibility of the document in its current form and offered to provide advice out of session.

Action 1: *The Secretariat to forward Mr Cocks' question to the relevant business area within the Department of Social Services.*

Action 2: *The Secretariat to forward Ms van Poppel's question to the NDIS Quality and Safeguards Commission for response.*

Action 3: Ms [redacted] to follow up with Mrs Huett out of session in relation to the accessibility of the COVID-19 Operational Plan for People with Disability.

2. Decision Making

2.1. Support for Decision Making

Dr Sam [redacted] briefed the meeting on the latest developments since the Council advice 'Support for Decision Making in the NDIS' was formally presented at the Board meeting of November 2019, alongside the NDIA management response.

Dr [redacted] acknowledged that support for decision making is a work in progress for the NDIA, and said the Board committed to refining the management response to enable proper implementation of the recommendations. Dr [redacted] noted that the NDIA is heavily committed to the ILC Individual Capacity Building Program, to focus on activities which reflect some of Council's recommendations.

Ms Belinda [redacted] gave a brief overview of Council's advice and recommendations, and the importance of decision making support for all NDIS participants.

Council discussed the nuanced approach needed for effective decision making support, and the different skills required according to individual needs, situation and decision support. Members raised the power imbalance that exists between people with disability and their legally appointed guardians; noting the NDIA still has the responsibility to work with the participant and provide decision-making support.

Ms Estelle Pearson, NDIA Board Director, acknowledged the importance of this work and raised a number of challenges for the NDIA including the need for a cultural shift and consistent approach across the NDIA, Partners, Providers and participants and their families. Ms Pearson highlighted the potential positive impact on Scheme Sustainability if this work is implemented, noting that capacity building supports have the lowest utilisation rate in participants' plans.

Council noted that support for decision making is a fundamental right for people with disability, and if implemented well, would have a flow on effect on other areas, bringing positive outcomes for people with disability, particularly those most vulnerable, who have experienced abuse and live in isolation or congregate settings.

Members highlighted the distinction between support for decision making and supported decision making, noting the paper focused on support 'for' decision-making, which does not require any legislative change. Members also noted a number of resources available in Australia, which the Agency could draw upon to guide consistent work across the country.

3. Intermediaries

3.1. Support Coordination Update

Ms Liz ^{s22(1)(a)(ii) - irrelevant} A/g General Manager Provider and Markets, briefed the Council on support coordination.

Ms ^{s22(1)(a)(ii) - irrelevant} outlined a number of reviews questioning the effectiveness of support coordination as currently implemented, including the Tune Review and Productivity Commission Review of NDIA costs. This led to the NDIA taking a step back to rethink the design of support coordination in the NDIS and how it should look in the future. A public consultation is aimed for late July, which will consult on a number of design issues including:

- Interface with other NDIA functions: role of planners, LACs and support coordinators.
- Conflict of interests: currently 86% of providers delivering support coordination are also providers of other supports.
- Access and quality of services: current utilisation of support coordination is 58%.
- Specific participant cohorts who mostly benefit from support coordination.
- Specialised role of support coordinators (such as in housing, employment or education).

The Council raised concerns at the high number of providers providing both support coordination and other services, and the potential negative impact on outcomes for participants, as well as choice and control. Council members suggested analysing the data on support coordinators who are also support workers or plan managers, and whether those participants who have support coordination independent of other supports have better utilisation rates and outcomes.

Council members also raised the importance of asking participants about their experiences with their support coordinator and their understanding of the role, and whether it was discussed during the planning meeting, noting a significant number of participants do not understand the role or are unaware they have the service included in their plans.

Action 4 Ms ^{s22(1)(a)(ii) - irrelevant} to return to Council with the draft consultation paper for further feedback before consultation is open for the public.

4. Meeting Close

4.1. Other Business

The next meeting is scheduled on 26 May, to be hosted on the Microsoft Teams platform

The meeting closed 1.20pm.

MEETING AGENDA INDEPENDENT ADVISORY COUNCIL TO THE NDIS

Date: Tuesday 26 May 2020

SESSION 1: PRINCIPAL MEMBER'S WELCOME & OPEN 11.00am-11.15am

- ITEM 1.1 Principal Member's welcome
- ITEM 1.2 Confirmation of Minutes and Declarations of interest
- ITEM 1.3 Commissioner's update

SESSION 2: SUSTAINABILITY 11.15am-11.45am

- ITEM 2.1 Scheme Sustainability and Financial Trajectory
NDIA Representative: Martin Hoffman, Chief Executive Officer and Sarah Johnson, Scheme Actuary

SESSION 3: SCHEME ACTUARY 11.45am-12.00pm

- ITEM 3.1 NDIS Data on Rural and Remote Participants
NDIA Representative: Sarah Johnson, Scheme Actuary

SESSION 4: ECEI 12.00pm-1.25pm

- ITEM 4.1 Early Childhood Early Intervention Review
NDIA Representative: Jeremy Dean, DCEO Participant Planning Experience & Luke
s22(1)(a)(ii) - irrelevant mate GM Partner and Contact Centre

SESSION 3: MEETING CLOSE 1.25pm-1.30pm

- ITEM 3.1 Other Business



MINUTES OF THE INDEPENDENT ADVISORY COUNCIL TO THE NDIS

MEETING 6 OF 2020

26 May 2020 11.00am to 1.30pm, hosted on the Microsoft Teams platform

Members

Mr John Walsh AM (Principal Member)
 Ms Sylvana Mahmic
 Ms Jennifer Cullen
 Ms Janet Meagher AM
 Mr James Manders
 Prof Anne Kavanagh
 Ms Liz Reid
 Ms Sue Salthouse
 Ms Kerry Allan-Zinner
 Ms Judy Huett
 Mr Kevin Cocks AM
 Ms Leah van Poppel

Expert Advisers

Dr Ben Gauntlett, Disability Discrimination Commissioner
 Mr David Moody, National Disability Services
 Ms Ara Cresswell, Carers Australia
 Ms Jane Flanagan, Disabled People's Organisations Australia

NDIA Representatives

Ms Estelle Pearson, Board Director
 Prof Jane Burns, Board Director
 Mr Jeremy Dean, DCEO Participant and Planning Experience
 Mr Oliver Bladdek, Deputy CEO Design, Digital and Strategy
 Ms Sarah Johnson, Scheme Actuary
 Dr Sam [redacted] General Manager, Advice, Research and Evaluation
 Mr Luke [redacted] General Manager, Partner & Contact Centre
 Mr Hassan [redacted] General Manager, Strategy & Priorities
 Ms Sumone [redacted] Branch Manager Strategy
 Mr Peter [redacted] Strategic Advisor ECEI and Autism
 Ms Kathy [redacted] Branch Manager, Subject Matter Experts and Advice
 Mr Chetan [redacted] Enterprise Strategy Director
 Ms Fiona [redacted] Director, Independent Advisory Council
 Ms Marina [redacted] Secretariat Independent Advisory Council
 Ms Jaklin [redacted] Project Officer, Advice, Research and Evaluation
 Ms Jodie [redacted] Council Secretariat Support Officer

Attending

Commissioner Graeme Head AO, NDIS Quality and Safeguards Commission
 Mr Aaron [redacted] Nous Consulting
 Ms Belinda [redacted] AM, Council Consultant

Apologies

Mr Ross Joyce, Australian Federation of Disability Organisations
 Mr Martin Hoffman, Chief Executive Officer

1. Principal Member's Welcome & Open

1.1. Principal Member's Welcome

The Principal Member opened the meeting at 11.00am.

The Principal Member acknowledged the Traditional Owners of the lands on which Members, Expert Advisers and attendees were meeting. Later in the meeting Council member Jennifer Cullen also acknowledged National Sorry Day.

The Principal Member acknowledged the tragic death of NDIS participant, Ann Marie Smith, and the terrible circumstances that led to this.

The Principal Member welcomed Board Directors Estelle Pearson and Jane Burns.

1.2. Confirmation of Minutes and Declarations of Interest

Council members and expert advisers noted the updated register of conflicts of interest circulated in advance of the meeting. [s47F - personal privacy](#)

The Council approved the minutes from the meeting held on 12 May 2020; and noted the Register of Matters Arising.

1.1. Commissioner's Update

Commissioner Graeme Head AO also acknowledged the death of [s47F - personal privacy](#) and noted the Commission is examining its regulatory processes in relation to this case, as well as working with other systems outside the Commission's remit.

The Commissioner provided a brief overview of the Commission's response to COVID-19, including its regular communications with providers and information for both providers and participants, to ensure continuity of support services during the peak of the outbreak. In response to Ms van Poppel's question on notice about inconsistent application of physical distancing by SDA providers, Commissioner Head noted that the Commission received very few complaints in relation to COVID-19 and none related to poor practices on that matter. The Commission plans to take formal steps to understand people's experiences in such settings. The Commission will also start a short to medium term program of work looking at participants who may need to continue in isolation, and how to respond to the 'new normal' and ensure participants and providers continue to be adequately supported.

Commissioner Head notified the Council that the commencement of safeguards arrangements in Western Australia has been deferred to 1 December 2020.

In response to a question raised by Ms [s22\(1\)\(a\)\(ii\) - irrelevant material](#) on behalf of the Self-Management Reference Group (SMRG) on restrictive practices and direct employment, Commissioner Head explained that there are two classes of supports deemed as having unique risks associated with them, for which the use of unregistered providers would not be available, irrespective of plan management. These supports included the provision of SDA and those related to specialised behaviour supports which require the use of restrictive practices. Commissioner Head noted the Commission has a flowchart demonstrating this and committed to circulate it to Council.

Action 1: *The Secretariat to liaise with the Commission and circulate the flowchart on restrictive practices to Council and SMRG members.*

2. Sustainability

2.1. Scheme Sustainability and Financial Trajectory

Ms Sarah Johnson, Scheme Actuary, briefed the Council on the Scheme's sustainability and financial trajectory.

Ms Johnson referred to the recently released 31 March 2020 quarterly COAG report noting a consistent overall growth in Scheme costs, above Productivity Commission (PC) estimates, which does not correlate with improved participant outcomes.

Ms Johnson advised the Agency would be undertaking a number of initiatives to enable Scheme sustainability over time, including a review and reset of the Early Childhood Early Intervention (ECEI) Strategy, as the large number of children becoming NDIS participants is driving some of the cost pressures.

Board Directors Estelle Pearson and Jane Burns commented the aim of the initiatives is to take the NDIS back to what was originally intended, and added the importance of focusing on supporting participants to live their best life. The Principal Member noted Council (past and present) has long advocated for a reasonable and necessary package of supports and a focus on outcomes for children, to improve Scheme sustainability.

Ms Liz Reid suggested a possible cause for the large increase in children within the Scheme might be that they are not accessing available mainstream or community supports external to the NDIS.

Council suggested a focus on innovative models to improve participant outcomes and cost efficiency.

3. Scheme Actuary

3.1. NDIS Data on Rural and Remote Participants

Ms Johnson presented the NDIS data on rural and remote participants, and provided an overview of the analysis completed on participants from the Far North region in South Australia.

Council members thought the analysis was very informative and noted the findings were consistent with other rural and remote communities nationally, noting that meeting basic needs (food or shelter) is a priority as a fundamental need, together with any disability-related need. Members noted the data showed many participants in the region still have a poor understanding of the Scheme and their plans, highlighting the importance of evaluating a number of ILC-funded projects within these communities.

Ms Jennifer Cullen raised the importance of assertive outreach and the remote community connector program to enhance engagement and support for participants within these communities.

4. Early Childhood Early Intervention

4.1. Early Childhood Early Intervention Review

The Principal Member opened the session by acknowledging the longstanding interest of Council in ECEI, and the extensive work of Professor Anne Kavanagh, Ms Ara Cresswell, Ms Sylvana Mahmic and Ms Belinda ^{s22(1)(a)(ii) - irrelevant material} over the last six months in providing advice to the Minister and developing the formal advice to the NDIA Board.

Ms Mahmic provided a brief overview of Council's advice 'Promoting best practice in early childhood intervention in the NDIS' which was presented at the May Board meeting.

Mr ^{s22(1)(a)(ii) - irrelevant material} gave an overview of the management response to Council's advice, noting the NDIA was now in a position to look in more detail at some of the issues and their causes. Mr ^{s22(1)(a)(ii) - irrelevant material} clarified the intent of the management response, and agreed that a clearer statement of the NDIA position would be to change the Agency position from 'Partially agreed' to 'Agreed, partially actioned', with regard to a number of Council recommendations. Members also highlighted the endemic mismatch between policy and practice and noted that the challenge of changing practice is not fully reflected in the response.

Ms ^{s22(1)(a)(ii) - irrelevant material} also noted that the response in relation to best practice and the use of natural settings in the child's development seems contradictory, as it states that the NDIS does not favour one modality (natural settings) over another (clinical settings) however it endorses best practice advice (which indicates preference for natural settings).

The Principal Member commended the expertise of Council members on the issue and suggested the NDIA collaborate with Council on the ECEI Strategy Reset project, maintaining Member involvement throughout the process. Mr ^{s22(1)(a)(ii) - irrelevant material} agreed that this would be a welcome collaboration.

Action 2: *Mr Dean and Mr ^{s22(1)(a)(ii) - irrelevant material} to engage with a subgroup of Council Members to progress the ECEI Strategy Reset, and the implementation of the management response to Council's advice.*

5. Meeting Close

5.1. Other Business

The Principal Member noted that the Participant Advocacy division has requested Council's feedback on the new Participant Service Charter. The Principal Member asked Members and Expert Advisers who would like to be involved to contact the Secretariat.

The Principal Member notified the Council of a request from the Disability Royal Commission Chair, for Council to provide a submission to the NDIA Board in response to the Employment Issues Paper recently released by the Commission. The Principal Member noted a subgroup would be created for this work and asked Council to forward their interest to the Secretariat.

The next meeting is scheduled on 9 June, to be hosted on the Microsoft Teams platform

The meeting closed 1.24pm.

MEETING AGENDA INDEPENDENT ADVISORY COUNCIL TO THE NDIS

Date: Tuesday 9 June 2020

SESSION 1: PRINCIPAL MEMBER'S WELCOME & OPEN 11.00am-11.05am

- ITEM 1.1 Principal Member's welcome
- ITEM 1.2 Confirmation of Minutes and Declarations of interest

SESSION 2: HOME AND LIVING 11.05am-12.00pm

- ITEM 2.1 Home and Living Supports
NDIA Representative: Oliver Bladdek, DCEO Design Digital and Experience & Sam
s22(1)(a)(i) - irrelevant General Manager, Advice, Research and Evaluation

SESSION 3: GUIDELINES UPDATE 12.00pm-12.30pm

- ITEM 3.1 Practice Guidance and Operational Guidelines Update
NDIA Representative: Oliver Bladdek, DCEO Design Digital and Experience

SESSION 4: FUTURE PRIORITIES 12.30pm-1.25pm

- ITEM 4.1 Corporate Plan Update
NDIA Representative: Oliver Bladdek, DCEO Design Digital and Strategy & Hassan
s22(1)(a)(i) - irrelevant General Manager Strategy & Priorities
- ITEM 4.2 Possible Council Priorities 2020-2021
Presenter: John Walsh, Principal Member
- ITEM 4.3 Council's Communications Strategy
NDIA Representative: Richard s22(1)(a)(i) - irrelevant A/g Branch Manager Strategic Communications

SESSION 5: MEETING CLOSE 1.25pm-1.30pm

- ITEM 5.1 Other Business



MINUTES OF THE INDEPENDENT ADVISORY COUNCIL TO THE NDIS

MEETING 7 OF 2020

9 June 2020 11.00am to 1.30pm, hosted on the Microsoft Teams platform

Members

Mr John Walsh AM (Principal Member)
 Ms Sylvana Mahmic
 Ms Jennifer Cullen
 Ms Janet Meagher AM
 Mr James Manders
 Prof Anne Kavanagh
 Ms Liz Reid AM
 Ms Sue Salthouse
 Ms Kerry Allan-Zinner
 Ms Judy Huett
 Ms Leah van Poppel

Expert Advisers

Dr Ben Gauntlett, Disability Discrimination Commissioner
 Mr David Moody, National Disability Services
 Ms Ara Cresswell, Carers Australia
 Ms Jane Flanagan, Disabled People's Organisations Australia
 Mr Ross Joyce, Australian Federation of Disability Organisations

NDIA Representatives

Mr Oliver Bladek, Deputy CEO Design, Digital and Strategy
 Dr Sam [redacted] General Manager, Advice, Research and Evaluation
 Ms Maryanne Diamond, General Manager Participant Advocacy
 Mr Hassan [redacted] General Manager Strategy & Priorities
 Ms Sumone [redacted] Branch Manager Strategy
 Mr Richard [redacted] A/g Branch Manager, Strategic Communications
 Ms Kathy [redacted] Branch Manager, Subject Matter Experts and Advice
 Ms Jo [redacted] Branch Manager Service Guidance and Practice
 Marita [redacted] Strategic Advisor Contemporary & Innovative Approaches
 Ms Brooke [redacted] Director, Advice, Research and Evaluation
 Mr Ross [redacted] Director, Home and Living Policy
 Ms Marita [redacted] Strategic Advisor, Contemporary & Innovative Approaches
 Ms Fiona [redacted] Director, Independent Advisory Council
 Ms Taryn Hunter, Senior Strategic Communications Officer, Communications and Engagement
 Ms Lirije [redacted] Senior Communications Officer, Advice, Research and Evaluation
 Ms Marina [redacted] Secretariat Independent Advisory Council
 Ms Jaklin [redacted] Project Officer, Advice, Research and Evaluation
 Ms Jodie [redacted] Council Secretariat Support Officer

Attending

Ms Belinda [redacted] AM, Council Consultant
 Ms Rebecca [redacted] Support

Apologies

Mr Martin Hoffman, Chief Executive Officer
 Ms Robyn Kruk, Board Director
 Mr Kevin Cocks AM

1. Principal Member's Welcome & Open

1.1. Principal Member's Welcome

The Principal Member opened the meeting at 11.00am.

The Principal Member acknowledged the Traditional Owners of the lands on which Members, Expert Advisers and attendees were meeting.

The Principal Member congratulated Council Member Liz Reid for her appointment as Member of the Order of Australia (AM) for her service to people with disability, to youth and to social inclusion.

The Principal Member noted the apologies from Kevin Cocks, Martin Hoffman and Robyn Kruk.

The Principal Member thanked Council Members Kevin Cocks and Janet Meagher for their significant contributions to the NDIS and people with disability during their term as Council Members. Ms Meagher and Mr Cocks will be unavailable for the final Council meeting and will not be part of the next Council.

1.2. Confirmation of Minutes and Declarations of Interest

Council members and expert advisers noted the updated register of conflicts of interest circulated in advance of the meeting. No additional interests were declared.

The Council approved the minutes from the meeting held on 26 May 2020.

2. Home and Living

2.1. Home and Living Supports

Dr Sam ^{s22(1)(a)(i) - irrelevant} provided an overview of the program of work under the banner of 'Home and Living', and acknowledged the contributions of Council's advice in informing the project.

Dr ^{s22(1)(a)(i) - irrelevant} updated Council on the latest developments around Supported Independent Living (SIL) and Individual Living Options (ILOs) and noted the aim of the reforms is to ensure participants have greater choice and control.

Council was pleased with the work to date but highlighted the need to include supports for people living in group homes to connect with others via peer groups to assist them in planning a life out of congregate settings. Members also noted that special consideration should be given to some cohorts who are more likely to be funnelled into group homes such as people in the juvenile justice system and young people aged 15-17 who are less likely to have host family arrangements in place.

Ms Ara Creswell also said it was important to support young families with children with disability throughout the early years; and to plan for the future changing needs of their children to ensure their home and living supports remain adequate.

The Council acknowledged that a broader cultural reform was needed to ensure people with disability have real choice and control in home and living, noting the role of social housing and state sponsorship of accessible living which is outside the NDIA's remit.

Dr [redacted] noted the NDIA was using the learnings from Western Australia, where 30-40% people with disability currently live in ILOs, and will be starting a market enablement pilot in Victoria to learn how to most effectively grow supply and demand, before rolling out the program nationally.

3. Guidelines Update

3.1. Practice Guidance and Operational Guidelines Update

Mr Oliver Bladek and Ms Jo [redacted] provided an update on the progress of the practice guidance and operational guidelines refresh.

Mr Bladek outlined the refresh aims to simplify and improve the way the NDIA communicates policy and makes decisions. In response to Council's concerns that the updated guidelines remained process oriented, Mr Bladek noted this is an interim step towards longer term development of an overarching policy to enable greater choice, control and outcomes for participants. Ms [redacted] advised the Agency is engaging with participants and advocates in the Disability Network to obtain input into content and design of the new guidelines. Council member Ms Huett thanked the team for improved clarity and ease of access of the guideline for people with intellectual disability.

Council was pleased with the Agency's direction and underlying principles, noting transparency and consistency of process and decision making an important feature. Members suggested further language translation for participant groups (CALD, intellectual disability, and Indigenous communities) would be beneficial to ensuring accessibility to all participants.

In relation to the Assistive Technology operational guideline prototype, members expressed concern that the prototype still failed to acknowledge participant individuality and experience, with little improved flexibility or choice over decisions. Council members advised that acknowledgement of participant life experience of disability and understanding differing stages of required support needed was important. Mr Bladek assured the Council that this was still an interim improvement meant to provide greater clarity of current operations rather than to reflect the Scheme of the future.

4. Future Priorities

4.1. Corporate Plan Update

Mr Hassan [redacted] noted the changes in the Corporate Plan since it was presented to Council in March 2020.

Mr [redacted] noted the added aspiration to embed the learnings from the COVID-19 response, and that metrics had been amended following Council's feedback to make them longer-term and outcomes-focused measures.

Council was pleased with the plan and recommended the aspiration on COVID-19 be refocused on the NDIS' ability to adapt and continue to provide services in the context of any emergency, as learnings would be applicable to the bushfire emergencies or any other economic, health or natural disasters.

4.2. Possible Council Priorities 2020/21-2021/22

The item will be progressed out of session or at the next meeting.

4.3. Council's Communications Strategy

Mr Richard ^{s22(1)(a)(i) - irrele} and Ms Taryn ^{s22(1)(a)(i) - irrelev} provided an overview of the Council's Communications Strategy, which incorporated Member's feedback from last consultation out of session. Members were pleased the strategy covered the need for Council to engage with the NDIA as well as participants to effectively provide advice to the NDIS Board. Council endorsed the Strategy, subject to the approval of the next Council.

Mr ^{s22(1)(a)(i) - irrele} sought Council's feedback on the NDIA's approach to recovery after COVID-19, noting the advice members provided to the initial COVID-19 response.

Council advised the NDIA to remain flexible, as the approach to recovery would differ between states and territories, and to work closely with Commonwealth and state/territory governments to ensure consistency in the response. Ms Leah van Poppel noted a two-pronged approach may be needed, as some participants may need to continue in isolation for a longer period.

Members also suggested the NDIA assess the accessibility of the communication tools used to provide remote supports as many of the platforms presented challenges for some participants.

5. Meeting Close

5.1. Other Business

The next meeting is scheduled on 25 June, to be hosted on the Microsoft Teams platform

The meeting closed 1.29pm.

MEETING AGENDA INDEPENDENT ADVISORY COUNCIL TO THE NDIS

Date: Thursday 25 June 2020

SESSION 1: PRINCIPAL MEMBER'S WELCOME & OPEN

11.00am-11.20am

- ITEM 1.1 Principal Member's welcome
- ITEM 1.2 Confirmation of Minutes and Declarations of interest
- ITEM 1.3 Board Chairperson and CEO Address

SESSION 2: PSYCHOSOCIAL

11.20am-12.00pm

- ITEM 2.1 Psychosocial Disability Recovery Coach
NDIA Representative: Gerry s22(1)(a)(i) - irrelevant m Strategic Advisor, Mental Health and Psychosocial Disability

SESSION 3: COUNCIL'S ADVICE UPDATE

12.00am-12.30pm

- ITEM 3.1 NDIS Supports for Participants who are Parents
NDIA Representative: Sam s22(1)(a)(i) - irrelevant m General Manager Advice, Research and Evaluation
- ITEM 3.2 Support for Decision Making in the NDIS
NDIA Representative: Sam s22(1)(a)(i) - irrelevant m General Manager Advice, Research and Evaluation
- ITEM 3.3 Participant Satisfaction Survey
NDIA Representative: Sarah Johnson, Scheme Actuary

SESSION 4: FUTURE PRIORITIES

12.30pm-1.25pm

- ITEM 4.1 Council's Year in Review and Possible Priorities 2020-21
Presenter: John Walsh, Principal Member

SESSION 5: MEETING CLOSE

1.25pm-1.30pm

- ITEM 5.1 Other Business



MINUTES OF THE INDEPENDENT ADVISORY COUNCIL TO THE NDIS

MEETING 8 OF 2020

25 June 2020 11.00am to 1.30pm, hosted on the Microsoft Teams platform

Members

Mr John Walsh AM (Principal Member)
 Ms Sylvana Mahmic
 Ms Jennifer Cullen
 Mr James Manders
 Ms Liz Reid AM
 Ms Judy Huett
 Ms Leah van Poppel

Expert Advisers

Dr Ben Gauntlett, Disability Discrimination Commissioner
 Mr David Moody, National Disability Services
 Ms Ara Cresswell, Carers Australia
 Mr Ross Joyce, Australian Federation of Disability Organisations

NDIA Representatives

Dr Helen Nugent AO, Board Chairperson
 Mr Martin Hoffman, Chief Executive Officer
 Ms Sarah Johnson, Scheme Actuary
 Dr Sam [redacted] General Manager, Advice, Research and Evaluation
 Ms Kathy [redacted] Branch Manager, Subject Matter Experts and Advice
 Dr Gerry [redacted] Strategic Advisor Mental Health and Psychosocial Disability
 Ms Louise [redacted] Director Participant Self-Direction
 Ms Fiona [redacted] Director, Independent Advisory Council
 Ms Marina [redacted] Secretariat, Independent Advisory Council
 Ms Jaklin [redacted] Project Officer, Advice, Research and Evaluation
 Ms Lirije [redacted] Senior Strategic Communications Officer

Attending

Ms Belinda [redacted] AM, Council Consultant
 Ms Rebecca [redacted] Support

Apologies

Mr Kevin Cocks AM
 Ms Janet Meagher AM
 Ms Sue Salthouse
 Ms Kerry Allan-Zinner
 Prof Anne Kavanagh
 Ms Jane Flanagan, Disabled People's Organisations Australia

1. Principal Member's Welcome & Open

1.1. Principal Member's Welcome

The Principal Member opened the meeting at 11.00am.

The Principal Member acknowledged the Traditional Owners of the lands on which Members, Expert Advisers and attendees were meeting.

The Principal Member noted the apologies from Kevin Cocks, Sue Salthouse, Kerry Allan-Zinner, Janet Meagher, Anne Kavanagh and Jane Flanagan.

The Principal Member noted this was the final meeting for the current Council and thanked all Members and Expert Advisers for their support and contributions to the NDIS and people with disability.

The Principal Member welcomed Dr Helen Nugent AO and Martin Hoffman.

1.2. Confirmation of Minutes and Declarations of Interest

Council noted the updated register of conflicts of interest circulated in advance of the meeting. No additional interests were declared.

The Council approved the minutes from the meeting held on 9 June 2020, and noted the register of matters arising.

1.3. Board Chairperson and CEO Address

Dr Nugent and Mr Hoffman acknowledged the critical role of Council within the NDIA and thanked Members and Expert Advisers for their ongoing advice and support to management, particularly through the COVID-19 pandemic. Dr Nugent thanked the Principal Member for his leadership during the past 12 months, noting the high quality and quantity of advice developed and the benefits resulting from the increased engagement of Council with the NDIA.

Ms Reid raised some operational issues in the Northern Territory, and committed to circulating a report on these to the broader Council.

Action 1: The Secretariat to circulate the grassroots report from Ms Reid.

2. Psychosocial

2.1. Psychosocial Disability Recovery Coach

Dr Gerry [redacted] provided an overview of the progress achieved for participants with psychosocial disability (PSD) within the NDIS. Dr [redacted] acknowledged that most of the work and achievements to date were consistent with Council's recommendations in the 2014 paper 'Implementing the NDIS for people with disabilities related to mental health issues'.

The Council was pleased to hear about the new support item 'PSD Recovery Coach', which focuses on outcomes and recovery and will provide the NDIA with learnings that may be applied to other participant cohorts within the NDIS.

In response to a question from Mr Hoffman about the conflicts between paid and unpaid peer support, Council acknowledged it was a complex issue and challenge for the NDIA and suggested it could be a topic for advice for the next Council, including the challenges around quality standards and skill sets in the peer workforce.

3. Council's Advice Update

3.1. NDIS Supports for Participants who are Parents

Dr Nugent and the Principal Member noted the formal advice was well received at the April Board meeting, however Board Directors felt that the complexity and importance of the issues raised by Council warranted further work in preparing a management response of sufficient depth and specificity for it to be provided to the Minister, as per s 145 of the NDIS Act.

Dr ^{s22(1)(a)(i) - irrelevant} noted the Agency is taking a two-pronged approach to the response: providing more input into the response in terms of actions to be taken and timelines, but also engaging with the Department of Social Services (DSS) to start discussions about the interface issues and how best to achieve national consistency. Dr ^{s22(1)(a)(i) - irrelevant} noted the Council would be invited to the meeting with DSS.

Dr ^{s22(1)(a)(i) - irrelevant} acknowledged the complexity of the advice, which requires input from across 14 Branches within the NDIA, and noted an internal working group had been established to oversee the response.

3.2. Support for Decision Making in the NDIS

Dr ^{s22(1)(a)(i) - irrelevant} thanked Council for their persistence with this advice and noted support for decision making is now a Corporate Plan priority, which will require the development of a program of work and regular reporting to both Board and the Executive Leadership Team.

Dr ^{s22(1)(a)(i) - irrelevant} outlined the various foundational work projects underway to progress the implementation of the advice.

The Principal Member noted that all major pieces of work underway reflect the importance for the Agency of understanding each participant's capabilities and support needs, and of assisting with goals and aspirations to achieve the best possible life.

3.3. Participant Satisfaction Survey

Ms Johnson provided a brief overview of the current participant satisfaction survey, and the work underway with a subgroup of Council representatives to progress the recommendation in the Tune Review.

Council noted the importance of including questions to understand participant's safeguards, and the importance to have protocols in place for those who disclose being unsafe during the survey.

4. Future Priorities

4.1. Council's Year in Review and Future Priorities 2020-21

The Principal Member acknowledged the significant work of the current Council during the past 12 months, reflected in the depth and breadth of both formal and informal advice produced.

In relation to Council's future priorities, Dr Gauntlett suggested a focus on a reduced number of topics for advice could improve Council's effectiveness and impact. Members also noted that one outstanding issue for the NDIA, which the Council had long advocated for, is ensuring

equal access and opportunities for people from Indigenous and CALD background, as well as people from low socioeconomic status. Council suggested these could continue to be priorities for the next Council.

5. Meeting Close

5.1. Other Business

The first meeting of the next Council will be in August 2020.

The meeting closed 1.11pm.

Meeting closed 1.11pm 2 Jun 2020



AGENDA

INDEPENDENT ADVISORY COUNCIL TO THE NDIS

Meeting 1 of 2020

Date: Thursday 20 August 2020

Log-in details: [Independent Advisory Council Meeting](#)

s22(1)(a)(ii) - irrelevant material

SESSION 1: PRINCIPAL MEMBER'S WELCOME & OPEN 12.30pm-2.00pm

- ITEM 1.1 Principal Member's welcome
- ITEM 1.2 Minutes, terms of reference and declarations of interest
- ITEM 1.3 CEO address
- ITEM 1.4 Member's introductions

SESSION 2: AGENCY RESPONSE TO COUNCIL'S ADVICE 2.00pm-2.30pm

- ITEM 2.1 NDIS supports for participants who are parents

NDIA Representative: Sam s22(1)(a)(ii) - irrelevant ma General Manager Advice, Research and Evaluation

- ITEM 2.2 Support for decision making in the NDIS

NDIA Representative: Sam s22(1)(a)(ii) - irrelevant ma General Manager Advice, Research and Evaluation

- ITEM 2.3 Promoting best practice in early childhood intervention in the NDIS

NDIA Representative: Luke s22(1)(a)(ii) - irrelevant material General Manager Partner and Contact Centre

SESSION 3: FUTURE PRIORITIES 2.30pm-3.15pm

- ITEM 3.1 Council's focus 2020-21

Presenter: Robyn Kruk AO, Principal Member

SESSION 4: MEETING CLOSE 3.15pm-3.30pm

- ITEM 4.1 Other business
- ITEM 4.2 Next meeting



Minutes of the Independent Advisory Council to the NDIS

Meeting 1 – 20 August 2020

12.30pm to 3.30pm, hosted on MS Teams

Members

Ms Robyn Kruk AO (Principal Member)
 Ms Sylvana Mahmic
 Ms Jennifer Cullen
 Mr James Manders
 Ms Liz Reid AM
 Mrs Judy Huett
 Ms Leah van Poppel
 Ms Sam Paor
 Mr Mark Tonga
 Ms Sharon Boyce
 Ms Tricia Malowney OAM
 Ms Kerry Allan-Zinner

Expert Adviser

Dr Ben Gauntlett, Disability Discrimination Commissioner

NDIA Representatives

Mr Martin Hoffman, Chief Executive Officer
 Dr Sam ^{s22(1)(a)(ii) - irrelevant} General Manager, Advice, Research and Evaluation
 Mr Luke ^{s22(1)(a)(ii) - irrelevant material} General Manager, Partner and Contact Centre
 Mr Peter ^{s22(1)(a)(ii) - irrelevant material} Strategic Advisor ECEI and Autism
 Ms Louise ^{s22(1)(a)(ii) - irrelevant material} Director, Participant Self-direction
 Ms Fiona ^{s22(1)(a)(ii) - irrelevant material} Director, Independent Advisory Council
 Ms Marina ^{s22(1)(a)(ii) - irrelevant material} Assistant Director, Independent Advisory Council
 Ms Jaklin ^{s22(1)(a)(ii) - irrelevant material} Project Officer, Advice, Research and Evaluation
 Ms Lirije ^{s22(1)(a)(ii) - irrelevant material} Senior Communications Officer

Attending

Ms Belinda ^{s22(1)(a)(ii) - irrelevant material} AM, Council Consultant
 Ms Rebecca ^{s22(1)(a)(ii) - irrelevant material} Support

Apologies

Dr Helen Nugent AO, Chair NDIA Board
