

## 1. Principal Member's Welcome and Open

### 1.1. Principal Member's welcome

The Principal Member opened the meeting at 12.34pm.

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 Helen Nugent.

The Principal Member acknowledged the legacy and contributions of former Principal Members, Mr John Walsh AM and Prof Rhonda Galbally AC. Council noted the importance of increasing representation of people with disability within the NDIA Board.

The Council paid tribute to former Council Member Ms Sue Salthouse who sadly passed away in July 2020.

### 1.2. Minutes, terms of reference 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 25 June 2020 and endorsed the Council terms of reference for 2020-2023.

### 1.3. CEO address

Mr Martin Hoffman, NDIA Chief Executive Officer (CEO) welcomed the new Council.

The CEO noted his commitment to raise the profile of Council within the NDIA. He highlighted the significant improvements in the NDIA over the past 18-24 months and the plans for the future, both in the short and long term.

### 1.4. Member's introductions

Council Members, Advisers and the Council team introduced themselves.

## 2. Agency Response to Council's Advice

### 2.1. NDIS supports for participants who are parents

Dr <sup>s22(1)(a)(i) - Irrelevant</sup> noted the updated response to Council's advice had been endorsed by a subgroup of Board Directors and will be presented at the Board meeting of 26 August.

Members discussed the intricacies of informal supports for parents, and what is considered reasonable and necessary from families and carers.

Members noted the importance of adequate skills and training of staff, and the supports available for women with disability who are yet to gain access to the NDIS.

### 2.2. Support for decision making in the NDIS

Council noted the importance of strategic investment outside the NDIA, and the link between NDIA and the Department of Social Services (DSS) who will be managing the information, linkages and capacity building (ILC) grants.

The Principal Member suggested inviting a DSS representative to further discuss this item and the National Disability Strategy at a future Council meeting.

**Action 1:** DSS representative to attend a future Council meeting.

### 2.3. Promoting best practice in early childhood intervention in the NDIS

Mr <sup>s22(1)(a)(i) - irrelevant matter</sup> outlined the work progressed out of session with a Council subgroup to incorporate Council's feedback into the revised Agency response to Council's advice on early childhood intervention.

Mr <sup>s22(1)(a)(i) - irrelevant matter</sup> noted an updated response, which includes key performance indicators (KPIs) and focus areas for implementation, will be provided to members after the meeting.

**Action 2:** Secretariat to include the updated response in Diligent's Resource Centre.

## 3. Future Priorities

### 3.1. Council's focus 2020-21

The Principal Member noted Council's work program and highlights from the previous year, highlighting the scope and range of Council's formal and informal advice.

The Principal Member said that the NDIA Board will be invited to identify priorities for Council's advice at the 26 August 2020 Board meeting, in line with Council's Operating Model.

Members discussed self-identified priorities for Council, agreeing to focus in detail on a smaller subset of issues for the greatest impact. The Principal Member thanked the group for providing their initial thoughts and advised the Council a draft work plan will be presented at the September Council meeting for endorsement.

The Principal Member said if Members had further thoughts on Council Priorities for 2020-2021 to email the Secretariat.

## 4. Meeting close

### 4.1. Other Business

The Principal Member said the Council's submission to the Disability Royal Commission in response to the Employment Issues Paper had been well received by the Commission.

The Principal Member confirmed the Minister for the NDIS will be attending the October Council meeting.

The Principal Member confirmed Ms Allan-Zinner as the new Council representative in the Participant Reference Group and thanked Ms Mahmic for her contributions. Council members will be invited to express interest to share representation in the PRG with Ms Allan-Zinner.



Ms Paior shared with members the launch of the website [www.selfmanagerhub.com.au](http://www.selfmanagerhub.com.au) which is the result of an ILC grant.

#### **4.2. Next Meeting**

The next Council meeting is scheduled for 9 September 2020 from 2.30 – 5pm.

Ms Paior 24 August 2020



## AGENDA

### INDEPENDENT ADVISORY COUNCIL TO THE NDIS

#### Meeting 2 of 2020

**Date:** Wednesday 9 September 2020

**Log-in details:**

[Independent Advisory Council Meeting](#)

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

#### **SESSION 1: PRINCIPAL MEMBER'S WELCOME & OPEN** **2.30pm-2.55pm**

- ITEM 1.1 Principal Member's welcome
- ITEM 1.2 Confirmation of minutes, matters arising and declaration of interest
- ITEM 1.3 COVID-19 update

#### **SESSION 2: COUNCIL REPORTS** **2.55pm-3.25pm**

- ITEM 2.1 Members and Expert Advisers: Reports 'from the ground'
- ITEM 2.2 Council's Out of Session Advice

*Presenter: Belinda s22(1)(a)(ii) - irrelevant material AM, Council Consultant*

#### **SESSION 3: NDIS ACCESS** **3.25pm-4.10pm**

- ITEM 3.1 Independent Assessments
- NDIA Representative: Sam s22(1)(a)(ii) - irrelevant ma General Manager Policy, Advice & Research*

#### **SESSION 4: COUNCIL PRIORITIES** **4.10pm-4.55pm**

- ITEM 4.1 Council's Priorities 2020-21
- Presenter: Robyn Kruk AO*

#### **SESSION 5: MEETING CLOSE** **4.55pm-5.00pm**

- ITEM 5.1 Other business
- ITEM 5.2 Next meeting



## Minutes of the Independent Advisory Council to the NDIS

### Meeting 2 – 9 September 2020

2.30pm to 5.00pm, hosted on MS Teams

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#### 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 [redacted] General Manager, Policy, Advice and Research  
 Mr Brett [redacted] General Manager, Participant Experience Design  
 Ms Kathy [redacted] Branch Manager, Agency Policy  
 Ms Fiona [redacted] Director, Independent Advisory Council  
 Ms Marina [redacted] Secretariat, Independent Advisory Council  
 Ms Jaklin [redacted] Project Officer, Independent Advisory Council  
 Ms Lirije [redacted] Senior Communications Officer, Independent Advisory Council

#### Attending

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

#### Apologies

Nil

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## 1. Principal Member's Welcome and Open

### 1.1. Principal Member's welcome

The Principal Member opened the meeting at 2.33pm.

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

The Principal Member and Mr Hoffman acknowledged the contributions of Mr John Walsh AM to the NDIS, who had his final meeting as NDIA Board Director on 26 August.

### 1.2. Minutes, matters arising 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 20 August 2020 and noted the matters arising.

### 1.3. COVID-19 update

Mr Hoffman provided an outline of the NDIA's activities to support participants in Victoria during Stage 4 restrictions.

Mr Hoffman and Council discussed the challenges to support young people in residential aged care (YPIRAC) and those living in Supported Residential Services (SRS).

## 2. Council's Reports

### 2.1. Member's and Expert Adviser's reports from the ground

Council Members raised a number of issues related to the NDIS, including:

- The need for the Translating and Interpreting Service (TIS National) to expand services offered via videoconferencing to also include planning sessions or participants requiring access to other supports such as support coordinators.
- The proportion of Culturally and Linguistically Diverse (CALD) participants joining the Scheme remains unchanged over the last two quarters. Council requested the re-establishment of a 'CALD Committee' to assist the NDIA in addressing inequities related to this population.
- Issues with accessing the NDIS and quality of plans, including lack of support from Local Area Coordinators (LACs).
- Impact on the disability workforce related to the reduction of temporary visa holders, who represent a large proportion of the sector's casual workers.
- Underrepresentation of women with disabilities in the Scheme.



**Action 1:** Secretariat to provide to Council the Scheme Actuary's analysis on CALD communities and gender representation in the NDIS for further consideration.

## 2.2. Council's out of session advice

Ms <sup>s22(1)(a)(i) - irrelevant material</sup> AM provided an update on Council's engagement and informal advice in relation to the National Disability Strategy, the ECEI Reset subgroup, Home & Living Advisory Panel.

## 3. NDIS Access

### 3.1. Independent assessments (IA)

Dr <sup>s22(1)(a)(i) - irrelevant</sup> acknowledged the concerns raised by Council and the sector related to the absence of public information on the IAs.

Council agreed the way the announcement was delivered negatively impacted on participants, leading to misunderstanding and reopening experiences of trauma. Council urged the NDIA to produce clear and accessible IA communications, including in Easy Read, and have spokespeople with lived experience of disability to communicate messages in the future, noting the potential role for Council in this.

Council also raised issues related to implementation of IAs for disadvantaged populations and the associated need to provide support for decision making; training and skills of assessors and evidence participants can provide to support their application.

Dr <sup>s22(1)(a)(i) - irrelevant</sup> committed to continue engagement with Council, and potentially Council's Reference Groups, on a number of issues related to the implementation of IAs.

## 4. Council's Priorities

### 4.1. Council's Priorities 2020-21

The Principal Member noted the areas identified and confirmed at the previous meeting for formal Council advice.

Council discussed additional priorities for inclusion on the 2020-21 Work Plan for both formal and informal advice, noting these will be in addition to any requests directly received from the NDIA Board following their September meeting, as well as from the Minister.

The Principal Member also noted the focus for the formal Council Reference Groups.

The Principal Member said Council's 2020-21 Work Plan will be circulated out of session to Members for endorsement, and presented to the Minister at the October Council meeting.

**Action 2:** The Secretariat to circulate to Members Council's 2020-21 Work Plan out of session for endorsement.

## 5. Meeting close

### **5.1. Other Business**

The Principal Member reminded Council to submit expressions of interest for the Deputy Chair role and representation on the Participant Reference Group by 14 September.

### **5.2. Next Meeting**

The next Council meeting is scheduled for 15 October 2020 from 1.30 – 4.30pm.

14 September 2020





## AGENDA

### INDEPENDENT ADVISORY COUNCIL TO THE NDIS

#### Meeting 3 of 2020

Date: Thursday 15 October 2020

#### Log-in details:

[Independent Advisory Council Meeting](#)

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

#### SESSION 1: PRINCIPAL MEMBER'S WELCOME & OPEN 1.30pm-1.45pm

- ITEM 1.1 Principal Member's welcome
- ITEM 1.2 Confirmation of minutes, matters arising and declaration of interest

#### SESSION 2: MINISTER FOR THE NDIS 1.45pm-2.45pm

- ITEM 2.1 Minister's Address  
*Presenter: Robyn Kruk AO & The Hon. Stuart Robert MP, Minister for the NDIS*

#### SESSION 3: NDIS COMMISSION 2.45pm-3.30pm

- ITEM 3.1 Commissioner's Update  
*Presenter: Commissioner Graeme Head AO, NDIS Quality and Safeguards Commission*

#### SESSION 4: INDEPENDENT ASSESSMENTS 3.30pm-4.15pm

- ITEM 4.1 Independent Assessments Update  
*NDIA Representative: Sam s22(1)(a)(ii) - irrelevant ma General Manager Policy, Advice and Research*

#### SESSION 5: MEETING CLOSE 4.15pm-4.30pm

- ITEM 5.1 Other business
- ITEM 5.2 Next meeting



## Minutes of the Independent Advisory Council to the NDIS

### Meeting 3 – 15 October 2020>

1.30pm to 4.30pm, hosted on MS Teams

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#### Members

Ms Robyn Kruk AO (Principal Member)  
 Ms Leah van Poppel (Deputy Chair)  
 Ms Sylvana Mahmic  
 Ms Jennifer Cullen  
 Mr James Manders  
 Ms Liz Reid AM  
 Mrs Judy Huett  
 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

Dr Helen Nugent AO, NDIA Board Chair  
 Mr Martin Hoffman, NDIA Chief Executive Officer  
 Mr Oliver Bladdek, Deputy CEO, Design, Digital and Strategy  
 Dr Sam [redacted] General Manager, Policy, Advice and Research  
 Mr Trent [redacted] Branch Manager, Agency Policy  
 Ms Fiona [redacted] Director, Independent Advisory Council  
 Ms Marina [redacted] Secretariat, Independent Advisory Council  
 Ms Jaklin [redacted] Project Officer, Independent Advisory Council  
 Ms Lirije [redacted] Senior Communications Officer, Independent Advisory Council

#### Attending

The Hon. Stuart Robert MP, Minister for the NDIS  
 Commissioner Graeme Head AO, NDIS Quality and Safeguards Commission  
 Ms Belinda [redacted] AM, Council Consultant  
 Ms Rebecca [redacted] Support  
 Mr Garry [redacted] NDIS Senior Adviser, Office of the Hon. Stuart Robert MP  
 Mr Matthew [redacted] Adviser, Office of the Hon. Stuart Robert MP

#### Apologies

Nil

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## 1. Principal Member's Welcome and Open

### 1.1. Principal Member's welcome

The Principal Member opened the meeting at 1.33pm.

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

The Principal Member advised Council of Ms van Poppe's appointment as Deputy Chair. Ms Kruk congratulated Ms van Poppel and thanked those members who expressed an interest in the role, as it was a difficult decision.

The Principal Member confirmed Ms Malowney will join Ms Allan-Zinner as Council representatives on the Participant Reference Group, and attend alternate meetings.

The NDIA Board Chair, Dr Helen Nugent AO thanked the Council for producing outstanding quality advice and its continued commitment to working closely with the NDIA to improve the Scheme.

### 1.2. Minutes, matters arising and declarations of interest

Council 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 9 September 2020 and noted the matters arising.

## 2. Minister for the NDIS

### 2.1. Minister's Address

The Principal Member welcomed Minister Robert to the meeting.

The Principal Member presented the Council's 2020-2021 Work Plan to the Minister, noting the close alignment with the Agency's Corporate Plan and matters previously identified by him as priorities. The Principal Member said the Council is refreshing its Reference Groups to support Council's work.

Council presented three items for the Minister's attention including:

- Council's advice on participants who are parents: Minister Robert fully supported the advice and its alignment with the NDIS principles on participant choice and control. The Minister also noted that work has commenced with child protection services across Australia to build greater connection and cooperation with the NDIS.



- Council's submission to the National Disability Strategy Position Paper: Minister Robert supported the Council in making a strong submission and emphasised the importance of State and Territory government support.
- Independent Assessments: The Minister acknowledged the issues raised, noting these are natural and understandable concerns as we seek to move toward making the Scheme as it was originally intended. The Minister thanked the Council for their continued support and conveyed his interest in remaining involved with Council to work on these matters

Minister Robert noted the significant achievements and improvements made to support the Scheme to move more towards the original intent of the Productivity Commission.

The Principal Member thanked the Council members who presented the reports to the Minister – Mrs Huett, Ms van Poppel, Ms Malowney and Ms Cullen and the support of Ms s22(1)(a)(i) - irrelevant material

**Action 1:** Secretariat and Principal Member to liaise with Minister's office to schedule his attendance at a future meeting.

### 3. NDIS Quality and Safeguards Commission

#### 3.1. Commissioner's Update

Commissioner Head briefed the Council on the Commission's work and national roll out, advising the Commission will be operational in all states and territories by 1 December 2020, with providers fully registered under the Commission's practice standards by the end of 2021.

The Commissioner provided an overview of complaints received, the triage approach to respond to them, and the compliance action being undertaken. The Commissioner said that due to the transition process, the ability to take regulatory action was constrained in some jurisdictions. The Commissioner advised most of the complaints are from people with a disability or their families and friends, and said that the Commission is developing resources for families and carers as well as improving its capability to analyse its data by demographic factors.

Council queried the Commission's role in relation to complaints of abuse by family or carers, noting the only current avenue is through the police. Commissioner Head advised this is outside the Commission's remit, however noted that the Royal Commission terms of reference allowed it to review such queries.

### 4. Independent Assessments

#### 4.1. Independent Assessments Update

Dr s22(1)(a)(i) - irrelevant provided an overview of the Independent Assessment (IA) Consultation Plan highlighting the engagement approach with key stakeholders and the sector. Dr s22(1)(a)(i) - irrelevant sought the views of Council on the depth and breadth of the content and stakeholder groups to be consulted.

Council emphasised the need for clear and concise communications to prevent fear and misinterpretation for participants, stating communications to date have not been effective in this area. Members suggested the NDIA develop an FAQ resource including responses to participant's questions and fears, as well as key messages to support Council Members in their communications with their networks.

Additionally, Council highlighted that consideration should be given to communication to groups not directly involved in the consultation, such as those with intellectual or psychosocial disability.

Council reiterated their ongoing support to the Agency via the establishment of the IA Council subgroup. Council agreed the subgroup would meet monthly and requested to have IA updates as a standing agenda item to enable all members to contribute to this issue.

Members expressed concern at the procurement process for the independent assessors in rural and remote areas where there may not be a market for it.

**Action 2:** Members to express their interest in the group to the Secretariat, who will progress the setup of the IA Council subgroup.

**Action 3:** Secretariat to liaise with NDIA Comms to develop key messages for Council on IAs.

**Action 4:** Secretariat to provide a response to the Question on Notice: *In relation to procurement of the independent assessors, what happens in a remote area if nobody puts in a bid to deliver the service?*

## 5. Meeting close

### 5.1. Other Business

Nil.

### 5.2. Next Meeting

The next meeting is scheduled 12 November 2020 from 12.30pm-5.00pm.





## AGENDA

### INDEPENDENT ADVISORY COUNCIL TO THE NDIS

#### Meeting 4 of 2020

Date: Thursday 12 November 2020

#### Log-in details:

[Independent Advisory Council Meeting](#)  
s22(1)(a)(ii) - irrelevant material

#### SESSION 1: PRINCIPAL MEMBER'S WELCOME & OPEN 12.30pm-12.45pm

- ITEM 1.1 Principal Member's welcome
- ITEM 1.2 Confirmation of minutes, matters arising and declaration of interest

#### SESSION 2: INDEPENDENT ASSESSMENTS 12.45pm-1.15pm

- ITEM 2.1 Independent Assessments Update  
*NDIA Representative: Sam s22(1)(a)(ii) - irrelevant General Manager, Policy, Advice and Research*

#### SESSION 3: SCHEME ACTUARY 1.15pm-2.00pm

- ITEM 3.1 Participant Satisfaction Survey Update  
*NDIA Representative: Sarah Johnson, Scheme Actuary*

**15 min Break (2.00pm – 2.15pm)**

#### SESSION 4: NATIONAL DISABILITY STRATEGY 2.15pm-3.15pm

- ITEM 4.1 National Disability Strategy and Outcomes Framework Update  
*Presenter: Stephen s22(1)(a)(ii) - irrelevant Branch Manager Disability Policy DSS*

#### SESSION 5: ILC FUNCTION 3.15pm-4.15pm

- ITEM 5.1 Information, linkages and capacity building (ILC) transfer to the Department of Social Services  
*Presenter: Karen s22(1)(a)(ii) - irrelevant materia Branch Manager, Information Linkages & Capacity Building*

#### SESSION 6: ECEI 4.15pm-4.55pm

- ITEM 6.1 ECEI Implementation Reset Project





NDIA Representative: Hassan <sup>s22(1)(a)(i) - irreleva</sup> General Manager Strategy & Priorities, and Luke <sup>s22(1)(a)(i) - irrelevant mater...</sup> General Manager Partner & Contact Centre

**SESSION 7: MEETING CLOSE** **4.55pm-5.00pm**

- ITEM 7.1 Other business
- ITEM 7.2 Next meeting



## Minutes of the Independent Advisory Council to the NDIS

### Meeting 4 – 12 November 2020

12.30pm to 5.00pm, hosted on MS Teams

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#### Members

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

#### Expert Adviser

Dr Ben Gauntlett, Disability Discrimination Commissioner

#### NDIA Representatives

Mr Martin Hoffman, Chief Executive Officer  
 Ms Sarah Johnson, Scheme Actuary  
 Dr Sam [redacted] General Manager, Policy, Advice and Research  
 Mr Luke [redacted] General Manager, Partner and Contact Centre  
 Ms Sumone [redacted] Branch Manager, Strategy  
 Ms Christine [redacted] Branch Manager, Early Childhood Services  
 Mr Peter [redacted] Strategic Advisor ECEI and Autism  
 Mr Trent [redacted] Branch Manager, Agency Policy  
 Ms Loretta [redacted] Director, Early Childhood Services  
 Mr Chetan [redacted] Director, Enterprise Strategy  
 Ms Fiona [redacted] Director, Independent Advisory Council  
 Ms Marina [redacted] Secretariat, Independent Advisory Council  
 Ms Jaklin [redacted] Project Officer, Independent Advisory Council  
 Ms Lirije [redacted] Senior Communications Officer, Independent Advisory Council

#### Attending

Mr Stephen [redacted] Branch Manager, Disability Policy, Department of Social Services  
 Ms Karen [redacted] Branch Manager, Information Linkages & Capacity Building, Department of Social Services  
 Mr Brian Woods, Director, Disability Policy, NSW Department of Family and Community Services  
 Ms Belinda [redacted] AM, Council Consultant

#### Apologies

Mrs Judy Huett  
 Mr John Langoulant, NDIA Board Director  
 Mr Oliver Bladdek, Deputy CEO, Design, Digital and Strategy  
 Mr Hassan [redacted] General Manager, Strategy and Priorities

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## 1. Principal Member's Welcome and Open

### 1.1. Principal Member's welcome

The Principal Member opened the meeting at 12.34pm.

The Principal Member acknowledged the Traditional Owners of the lands on which Members, Expert Adviser and attendees were meeting and the celebration of NAIDOC week (postponed from July due to COVID). The Principal Member advised the theme for this year is '[Always was, always will be](#)' in recognition of the hundreds of Nations that have lived on and cared for this land for over 65,000 years.

The Principal Member welcomed Dr Leighton Jay to his first Council meeting, noting his longstanding relationship with Council, sector leadership and disability expertise.

The Principal Member thanked Ms Malowney, Ms Cullen, Ms Reid and Ms s22(1)(a)(ii) - irrelevant material for their recent reports following participation as Council representatives at the Participant Reference Group, Trauma-Informed Disability Practice project and Out of Session Council subgroups. These reports are available in the Resource Centre on Diligent.

### 1.2. Minutes, matters arising and declarations of interest

Council noted the updated register of conflicts of interest circulated in advance of the meeting.

Council approved the minutes from the meeting held on 15 October 2020 and noted the matters arising.

## 2. Independent Assessments

### 2.1. Independent Assessments (IAs)

Dr s22(1)(a)(i) - irrelevant advised Council the Agency was progressing with the first phase of consultation, noting the IA Council subgroup is now meeting fortnightly and he will share the minutes from those meetings with the full Council to ensure transparency.

Dr s22(1)(a)(i) - irrelevant mentioned a possible delay to the timeline of rollout and implementation of IAs, although noting the Agency's current program of work will continue as planned. Dr s22(1)(a)(i) - irrelevant advised he will be seeking members' valuable feedback on three draft policy consultation papers specifically on access, planning, plan flexibility, and Early Childhood Early Intervention (ECEI) due for public release later this month.

Council discussed the second IA pilot, including selection sample and evaluation. Recognising the importance of the pilot, some members offered to participate as individual participants / carers to provide first hand feedback on the IA process.

Council raised the importance of looking at the interface between IA and the role of NDIA liaison officers, local area coordinators and community connectors, which is not in the scope of the IA pilot. Members also reiterated the need to focus on accessible, accurate and sustained communications on IA and the second pilot, including participant case studies.

**Action 1:** Secretariat to distribute IA Council subgroup minutes to members.



**Action 2:** Secretariat to share with Council IA consultation resources for feedback prior to public release. Secretariat to also send DSS information paper for reference.

**Action 3:** Secretariat to provide a response to the Question on Notice: The NDIA has been sending letters to participants explaining about the IA pilot, inviting them to participate as volunteers. *'How is the NDIA planning to target Northern Territory residents of remote or very remote communities who may not be able to access the mail?'*

**Action 4:** Secretariat to provide a response to the Question on Notice: *'Will participants with hearing impairment be assessed with or without the hearing aid?'*

**Action 5:** Secretariat to investigate and facilitate Council members participating in the second IA pilot.

### 3. Scheme Actuary

#### 3.1. Participant Satisfaction Survey

Ms Johnson provided Council with an overview of the Participant Satisfaction Survey (PSS) and the previous engagement with Council Members on the topic, noting the Agency has evaluated participant satisfaction since Scheme commencement.

Ms Johnson said that in October the delivery of the PSS moved from the NDIA's National Contact Centre to an independent entity, Australian Healthcare Associates (AHA), which also resulted in an increased survey sample size, improving efficiencies and results. The NDIA will start reporting on these results in the next NDIS Quarterly Report.

Council members highlighted employment, transport and safety as areas where the inclusion of additional questions relating to these topics would be beneficial in understanding participant experiences, to improve Scheme outcomes for people with a disability.

Council's PSS subgroup will work with Ms Johnson and the Scheme Actuary on developing additional question modules to include in future surveys.

The Principal Member advised Ms Johnson that Mrs Huett was keen to assist with testing the PSS with people with Intellectual Disability.

Ms Johnson also provided an overview of the key highlights included in the latest NDIS Quarterly Report for Q1 2020-2021.

**Action 6:** Secretariat to re-engage the PSS subgroup and facilitate contact between Ms Johnson and Mrs Huett.

### 4. National Disability Strategy

#### 4.1. National Disability Strategy and Outcomes Framework

Mr <sup>s22(1)(a)(i) - Ineligible</sup> sought Council's feedback on the National Disability Strategy (NDS) Outcomes Frameworks.



Mr <sup>s22(1)(a)(i) - Irrelevant</sup> said that the new NDS will have a strong focus on measurement and accountability, with the Outcomes Frameworks tracking progress against elements of the strategy. A public consultation focusing on key outcomes to be included is underway, with submissions closing on 18 December 2020. The Principal Member confirmed Council will be providing a submission.

Council saw action on employment as of critical importance within the NDS, noting the current disincentives and barriers to employment for people with disability and the need to improve linkages between the education and employment sectors. Members queried whether any consideration was given to entrepreneurship support for people with a disability and offered to assist in developing ideas in this area.

Members also raised the importance of the NDS having a clear link to justice and child protection systems, including the provision of data on children with disability in out of home care, and the interaction between parents with disability and the child protection system.

Council stressed the importance of transparency, suggesting data from the Outcomes Frameworks be publicly available and accessible for people with disability and their families.

**Action 7:** Mr <sup>s22(1)(a)(i) - Irrelevant</sup> to liaise with Ms Paor regarding employment incentives

**Action 8:** Mr <sup>s22(1)(a)(i) - Irrelevant</sup> to liaise with Mr Tonga regarding entrepreneurship support

## 5. ILC Function

### 5.1. Information, linkages and capacity building (ILC) transfer to the Department of Social Services

Ms <sup>s22(1)(a)(i) - Irrelevant ma</sup> provided Council with an overview of the recent transfer of the Information, Linkages and Capacity Building (ILC) program from the NDIA to Department of Social Services (DSS).

Ms <sup>s22(1)(a)(i) - Irrelevant ma</sup> stated that DSS and the Agency have been working closely to ensure a smooth transition and continuity of grant funding. Ms <sup>s22(1)(a)(i) - Irrelevant ma</sup> said two new grant rounds were announced at the end of October with a focus on COVID-19 recovery for people with a disability.

Council noted the importance of evaluation, and having data that may provide direction for future investments in ILC. They also suggested specific data collection on the impacts of COVID-19 and learnings associated with it.

Council highlighted the disproportionately low funding allocated to the ILC program in relation to what it intends to achieve within the NDIS, and that the short-term project nature of its funding approach made sustainability very difficult for community organisations.

Members recommended that any new investment strategy prioritises organisations that employ people with disability and suggested investment in projects targeting families of young children as a sustainable approach to build capacity in participants.

The Principal Member noted the importance of transparency of investment guidelines, and mentioned the Council provided a submission to the NDS outlining their concerns with the ILC program.

## 6. ECEI

### 6.1. ECEI Implementation Reset Project

Ms <sup>s22(1)(a)(i) - irrelevant material</sup> and Mr <sup>s22(1)(a)(i) - irrelevant material</sup> highlighted the Agency's focus on the Early Childhood Early Intervention (ECEI) Reset project to ensure the approach for young children was in line with the Scheme's original intent.

Council highlighted the importance of consistency for children and families from pre-access through to full Scheme, noting this differs from requirements for adults. Members also stressed the need for specific strategies to support access of young children from Indigenous or culturally and linguistically diverse backgrounds.

Council suggested the NDIA engages with peak organisations representing children with Autism, noting the underrepresentation of young girls with Autism who may be missing out on early intervention.

Council was extremely appreciative of the work of the ECEI team, and commended their efforts in engaging with Council representatives to improve Scheme experience and outcomes for children. The Principal Member and NDIA staff also thanked Council Members for their valuable feedback.

Ms <sup>s22(1)(a)(i) - irrelevant material</sup> advised Members the report will be released publically for consultation and feedback post final Board endorsement at the end of the month. Additionally, the Agency will commence policy work on ECEI in the near future.

## 7. Meeting close

### 7.1. Other Business

The Principal Member provided Members with an update on the Reference Groups review, noting a number of Council Members will be invited to participate in the Groups.

The Principal Member also welcomed the NDIA's recent appointment of Daniel <sup>s22(1)(a)(i) - irrelevant m</sup> as Strategic Adviser, Intellectual Disability.

### 7.2. Next Meeting

The next meeting is scheduled 11 December 2020 from 1.30pm-4.00pm.





## AGENDA

### INDEPENDENT ADVISORY COUNCIL TO THE NDIS

Meeting 5 of 2020

Date: Friday 11 December 2020

Log-in details:

[Independent Advisory Council Meeting](#)

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

#### SESSION 1: PRINCIPAL MEMBER'S WELCOME & OPEN 1.30pm-1.45pm

- ITEM 1.1 Principal Member's welcome
- ITEM 1.2 Confirmation of minutes, matters arising and declaration of interest

#### SESSION 2: COUNCIL REPORTS 1.45pm-2.15pm

- ITEM 2.1 Members and Expert Adviser: Reports 'from the ground'

#### SESSION 3: LOCAL AREA COORDINATION 2.15pm-2.45pm

- ITEM 3.1 Overview of Council's Advice  
*Presenter: Belinda s22(1)(a)(ii) - irrelevant material AM, Council Consultant*

**Break 2.45 – 2.55pm**

#### SESSION 4: INDEPENDENT ASSESSMENTS 2.55pm-3.25pm

- ITEM 4.1 Independent Assessments Consultation  
*NDIA Representative: Sam s22(1)(a)(ii) - irrelevant ma General Manager, Policy, Advice and Research*

#### SESSION 5: RESEARCH & EVALUATION 3.25pm-4.10pm

- ITEM 5.1 Research and Evaluation Overview  
*NDIA Representative: Janice s22(1)(a)(ii) - irrelev Branch Manager, Research and Evaluation*

#### SESSION 6: HOME & LIVING 4.10pm-4.40pm

- ITEM 6.1 Home and Living Policy Consultation  
*NDIA Representative: Sam s22(1)(a)(ii) - irrelevant ma General Manager, Policy, Advice and Research, and Richard s22(1)(a)(ii) - irrelevant Branch Manager, Participant Experience*

#### SESSION 7: MEETING CLOSE 4.40pm-4.45pm

- ITEM 7.1 Other business
- ITEM 7.2 Next meeting



## Minutes of the Independent Advisory Council to the NDIS

### Meeting 5 – 11 December 2020

1.30pm to 4.45pm, hosted on MS Teams

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#### Members

Ms Robyn Kruk AO (Principal Member)  
 Ms Leah van Poppel (Deputy Chair)  
 Ms Sylvana Mahmic  
 Mr James Manders  
 Ms Liz Reid AM  
 Ms Sam Paor  
 Mr Mark Tonga  
 Ms Sharon Boyce  
 Ms Tricia Malowney OAM  
 Dr Leighton Jay

#### Expert Adviser

Dr Ben Gauntlett, Disability Discrimination Commissioner

#### NDIA Representatives

Mr Martin Hoffman, Chief Executive Officer  
 Mr Brett <sup>s22(1)(a)(i) - irrelevant</sup> A/g Deputy CEO, Design, Digital and Strategy  
 Dr Sam <sup>s22(1)(a)(i) - irrelevant</sup> General Manager, Policy, Advice and Research  
 Dr Janice <sup>s22(1)(a)(i) - irrelevant</sup> Branch Manager, Research and Evaluation  
 Mr Richard <sup>s22(1)(a)(i) - irrelevant</sup> Branch Manager, Participant Experience Improvement  
 Ms Marita <sup>s22(1)(a)(i) - irrelevant ma</sup> Strategic Advisor, Contemporary and Innovative Approaches  
 Mr Ross <sup>s22(1)(a)(i) - irrelevant ma</sup> Director, Home and Living  
 Ms Fiona <sup>s22(1)(a)(i) - irrelevant ma</sup> Director, Strategic Engagement  
 Ms Fiona <sup>s22(1)(a)(i) - irrelevant ma</sup> Director, Independent Advisory Council  
 Ms Marina <sup>s22(1)(a)(i) - irrelevant ma</sup> Secretariat, Independent Advisory Council  
 Ms Jaklin <sup>s22(1)(a)(i) - irrelevant ma</sup> Project Officer, Independent Advisory Council  
 Ms Lirije <sup>s22(1)(a)(i) - irrelevant m</sup> Senior Communications Officer, Independent Advisory Council

#### Attending

Ms Belinda <sup>s22(1)(a)(ii) - irrelevant material</sup> AM, Council Consultant  
 Ms Rebecca <sup>s22(1)(a)(ii) - irrelevant material</sup> Support

#### Apologies

Ms Jennifer Cullen  
 Ms Kerry Allan-Zinner  
 Mr Trent <sup>s22(1)(a)(i) - irrelevant ma</sup> Branch Manager, Agency Policy

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## 1. Principal Member's Welcome and Open

### 1.1. Principal Member's welcome

The Principal Member opened the meeting at 1.34pm.

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

The Principal Member noted apologies from Ms Allan-Zinner, Ms Cullen and Mr s22(1)(a)(i)-1 who were unable to attend the meeting.

The Principal Member thanked Ms Allan-Zinner and Mr Robbi s47F- personal privacy for their recent reports following participation as Council representatives at the Participant Reference Group and the Industry Reference Group. These reports are available in the Resource Centre on Diligent.

The Principal Member highlighted the significant work of the Council between meetings and thanked Members for their efforts and ongoing contributions.

The Principal Member advised that Council will:

- submit a response to the National Disability Strategy Outcomes Frameworks consultation, due on 18 December 2020.
- provide a submission to the Disability Royal Commission Safeguards and Quality Issues Paper, which is due in February 2021.

Mr Hoffman thanked members for their ongoing work, noting that 2020 has been a challenging year for everyone due to COVID-19. However, Mr Hoffman highlighted significant improvements have been made to the delivery of the Scheme despite these challenges. Mr Hoffman noted 2021 will be another big year for the Agency and looked forward to continuing to work with the Council on the important Scheme reform projects.

### 1.2. Minutes, matters arising and declarations of interest

Council noted the updated register of conflicts of interest circulated in advance of the meeting.

s47F- personal privacy

Council approved the minutes from the meeting held on 12 November 2020 and noted the matters arising.

## 2. Council Reports

### 2.1. Members and Expert Adviser: Reports 'from the ground'

Council Members raised a number of issues related to the NDIS, including:

- Independent Assessments (IAs) – lack of understanding, participant anxiety relating to plan budget
- Thin Markets in Western Australia



- Culturally appropriate support for non-Aboriginal young people living in Aboriginal communities.
- Issues with housing and disability workforce shortages
- Service gaps in the transition of children from the Early Childhood Early Intervention Approach to the full Scheme
- Challenges for people with English as a second language who cannot access written information about the NDIS
- Increasing red tape in accessing services and its impact on people with disability and their families

### 3. Local Area Coordination

#### 3.1. Overview of Council's Advice

Ms <sup>s22(1)(a)(ii) - irrelevant material</sup> provided an overview of Council's advice, highlighting that the Local Area Coordination (LAC) function should have its own vision, charter and principles.

Members thanked Ms <sup>s22(1)(a)(ii) - irrelevant material</sup> for her hard work in coordinating the advice and discussed areas which could be expanded including:

- The skill set of Local Area Coordinators (LACs) and quality assurance required, noting the challenges with the early LAC model.
- Minimum requirements for people with disability to be employed by LAC organisations, for improved disability representation and lived experience in LAC roles.
- Clarity into the LACs' role in plan implementation, and distinguishing the role of the LAC from that of the support coordinator.
- Minimum requirements for organisations bidding for LAC tenders
- Mapping out where LAC fits into the Scheme eco-system.

Ms <sup>s22(1)(a)(ii) - irrelevant material</sup> will consolidate Council's feedback and recirculate the paper for final endorsement out of session, for submission to the Board in February.

**Action 1:** Ms <sup>s22(1)(a)(ii) - irrelevant material</sup> to incorporate feedback into LAC advice before endorsement out of session

### 4. Independent Assessments

#### 4.1. Independent Assessments (IAs)

Dr <sup>s22(1)(a)(ii) - irrelevant material</sup> advised Council the consultation period is underway, with the Agency inviting public submissions until early 2021, noting some responses have been received, largely from individuals.

Dr <sup>s22(1)(a)(ii) - irrelevant material</sup> mentioned the IA Council subgroup is continuing to meet fortnightly, and is progressing with 'deep dive' discussions on a specific topics, most recently on Quality Assurance of IAs.

Council queried the relationship between IAs and plan budgets, noting this as a concern for many participants and requested the methodology on personal budgets be discussed at the next meeting.

Council reiterated the importance of the Agency to provide clear and accessible communication to the community on IAs, to ease their concerns.

**Action 2:** Dr [redacted] to provide a 'deep dive' into the budget methodology for IAs at the February meeting.

**Action 3:** Council to raise with the Secretariat the issues they would like discussed at the IAs budget methodology deep dive.

## 5. Research and Evaluation

### 5.1. Research and Evaluation Overview

Dr [redacted] provided Council with an overview of the Research and Evaluation Branch structure and work priorities.

The Principal Member said it was encouraging to see the Agency building its own evidence base and opened the floor to members for discussion.

Council raised the importance of including people with disability and their families throughout all research stages, particularly in research design and evaluation processes. Members mentioned the need to consider people with very complex communication needs when conducting any research into support for decision making, highlighting a different approach may be required for people with intellectual disability who communicate without words.

Other issues raised included:

- Challenges undertaking research projects focused on diagnostic tools when participants have multiple disabilities.
- Broadening the 'Capacity Building' priority to include other areas apart from independent living.
- Inclusion of peer work and ILC evaluation as a research priority.
- The importance of providing research, evaluations and findings in accessible and alternative formats, like Easy Read, to ensure people with intellectual disability can understand the information and provide valuable feedback.

## 6. Home and Living

### 6.1. Home and Living Policy Consultation

Dr [redacted] and Mr [redacted] provided Council with an overview of the proposed Home and Living Policy public consultation paper, which will be released in early February 2021 for a six-week public consultation period. Dr [redacted] thanked Members involved in the Home and Living



Advisory Panel for their contributions to the Policy, with Mr <sup>s22(1)(a)(i) - irrelevant m</sup> noting Council's advice has been integral in bringing this forward.

Council raised concerns over the lack of assistance given to participants from providers of disability accommodation, to explore alternative living options or view a 'life outside group homes'. Noting additional focus on home and living supports for people with complex support needs is required.

Members recommended consideration be given to the current limitations on building code legislation, as it may impact the realisation of the policy

The Principal Member acknowledged that building codes are important and are largely state regulated. Ms <sup>s22(1)(a)(i) - irrelevant material</sup> noted this is not a new issue and advised Council has raised building code issues in relation to home and living in previous papers.

## 7. Meeting close

### 7.1. Other Business

The Principal Member provided Members with an update on the Reference Groups review, noting membership for each group is confirmed, with inductions and initial meetings to be held early in the new year.

The Principal Member acknowledged the work of Council and its subgroups over the year, noting the many challenges and thanked all members for their contributions. Additionally, Dr <sup>s22(1)(a)(i) - irrelevant</sup> Ms <sup>s22(1)(a)(i) - irrelevant material</sup> and the Secretariat team were thanked for their efforts and ongoing support throughout the year to Council.

### 7.2. Next Meeting

The next meeting is scheduled 4 February 2021 from 1.30pm-4.00pm.





## AGENDA

### INDEPENDENT ADVISORY COUNCIL TO THE NDIS

#### Meeting 6 of 2020/21

**Date:** Tuesday 4 February 2021, 1.30pm – 4.45pm AEDT

#### Log-in details:

[Independent Advisory Council Meeting](#)

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

#### SESSION 1: PRINCIPAL MEMBER'S WELCOME & OPEN 1.30pm-1.45pm

- ITEM 1.1 Principal Member's welcome
- ITEM 1.2 Confirmation of minutes, matters arising and declaration of interest
- ITEM 1.3 CEO update

#### SESSION 2: COUNCIL REPORTS 1.45pm-2.30pm

- ITEM 2.1 Members and Expert Adviser: Snapshot of issues and concerns
- ITEM 2.2 Formal advice update  
*Presenter: Robyn Kruk AO, and Belinda s22(1)(a)(ii) - irrelevant material Council Consultant*

#### SESSION 3: INDEPENDENT ASSESSMENTS 2.30pm-3.30pm

- ITEM 3.1 Independent Assessment Consultation and personalised budgets 'deep dive'  
*NDIA Representative: Sam s22(1)(a)(ii) - irrelevant ma General Manager, Policy, Advice and Research and Sarah Johnson, Scheme Actuary*

**Break 3.30 – 3.45pm**

#### SESSION 4: PSYCHOSOCIAL DISABILITY 3.45pm-4.30pm

- ITEM 4.1 NDIS approach to psychosocial disability  
*NDIA Representative: Gerry s22(1)(a)(ii) - irrelevant mater Strategic Adviser, Mental Health and Psychosocial Disability*

#### SESSION 5: MEETING CLOSE 4.30pm-4.45pm

- ITEM 5.1 Other business
- ITEM 5.2 Next meeting