

1. Principal Member's welcome and open

1.1. Principal Member's welcome

The Principal Member opened the meeting at 1.35pm.

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 Reid and Mr Hoffman who were unable to attend the meeting. The Principal Member also advised Council that Dr Boyce and Ms Mahmic will be arriving late.

The Principal Member advised Council that the deadline for feedback on the Personalised Budget Tool paper has been extended, noting Members will also have the opportunity to provide verbal feedback to the Agency during the meeting.

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 21 April 2021 and noted the matters arising.

1.3. Board Chair update

The NDIA Board Chair acknowledged the letter sent by Council, advising a draft response will be available shortly. The Board Chair stressed the importance of Council's advice and noted their advice is taken extremely seriously by the Board and Agency.

The Board Chair discussed with Members the challenges the Agency is facing regarding Scheme reforms and financial affordability. The Board Chair reiterated the need to work collaboratively with Council to ensure the reforms are done well, in line with insurance principles and the Scheme is financially sustainable in the future.

2. Council Reports

2.1. Members and Expert Adviser: Snapshot of issues and concerns

Council Members raised a number of concerns they had heard related to the NDIS, including:

- Workforce shortages and delays in worker screening checks, particularly in rural and remote areas
- Low COVID-19 vaccination numbers for people with a disability living in group homes, members noting that this is a disability issue, not directly related to the NDIS.



- The importance of accessible communications and inclusive engagement, including Plain English, Easy Read, and alternative formats like video or animation.
- Lack of trust in the Scheme and misinformation spread by the media continues to cause unrest between the disability community and the Agency. Members raised the need for the Agency to be transparent and proactive in their communications.
- Adult guardians making significant decisions for participants without including them. This is particularly evident for participants with complex communication needs and acquired brain injuries. Members stressed the importance of good support for decision making.
- Inadequate supports for participants with ageing parents, participants who are ageing themselves, or those moving out of aged care or group settings.
- Equity issues for diverse communities in the Scheme, noting the poor growth of the number of participants from culturally and linguistically diverse (CALD) and Aboriginal and/or Torres Strait Islander communities.
- The National Community Connector Program ending, and no other program to replace it.
- Misconception in the community that the NDIA is removing the option to self-manage from the Scheme. Dr s22(1)(a)(ii) - irrelevant in response, confirmed the Agency is not moving away from self-management.
- Lower funding in plans at review, especially when plans are rolled over and plan time is extended. Members noted clearer communications and education is needed for participants about money in packages and money they spend.

Action 1: Secretariat to obtain responses to questions on notice from Mr Tonga on draft plans and transport submitted prior to the meeting.

2.2. Formal advice ‘Supporting participants to be included in the community’

The Principal Member reminded Council to provide feedback on the formal advice ‘Supporting participants to be included in the community’, noting this paper will be presented to the Board in July.

The Principal Member advised that Council’s advice ‘Choice and control to safely live a good life of belonging and citizenship’ will be delayed until the June Board meeting. She conveyed the NDIA’s concerns that the advice focuses only on the NDIS, noting the responsibility for participant’s safety is broader than the NDIA and the Scheme. Council agreed for the advice to be updated to reflect the broader ecosystem surrounding participant safety.

3. Scheme Reform

3.1. Scheme Reform Consultation

Dr ^{s22(1)(a)(ii) - irrelevant} briefed the Council on progress of the Scheme Reform Forum planning, noting the Design Team (Council representatives and Agency Staff members) is meeting weekly.

Dr ^{s22(1)(a)(ii) - irrelevant} confirmed the Scheme Reform Forum will take place on 10 and 11 June in Sydney, with remote participation available. He advised Members the focus of the forum is to work collaboratively with the Agency to discuss affordability pressures, specific proposals on Scheme reforms (including Independent Assessments (IAs)) and obtain consensus on recommendations to the Board and Minister for the NDIS.

Dr ^{s22(1)(a)(ii) - irrelevant} advised that Thinkplace is the confirmed independent facilitator, noting they are familiar with the Scheme and have the right skills and approach to allow for an inclusive and collaborative process.

Dr ^{s22(1)(a)(ii) - irrelevant} mentioned planning is underway for follow-up engagement after the forum, including integrating state and territory engagement into this work. Council members will have an opportunity to participate in state and territory workshops within their jurisdictions.

The Board Chair queried whether members were seeking Board attendance at the upcoming Scheme Reform Forum. The Principal Member thanked the Board Chair for her offer and advised that the design team would confirm.

Dr ^{s22(1)(a)(ii) - irrelevant} highlighted progress of other Agency work, including:

- Reviewing the 300+ submissions from the public consultation “Interventions for children on the autism spectrum”.
- Finalising the Home and Living Policy and Support for Decision Making Policy, before public release.

Members provided feedback to Dr ^{s22(1)(a)(ii) - irrelevant} on the Personalised Budget tool paper, including:

- the paper is very technical, dense and long, stressing the importance of using clear and simple language. Members suggested using alternative accessible formats – easy read, video or animation – to convey messages would be beneficial.
- questioning the appropriateness of the word ‘Personas’, noting this word may be of concern to community
- need for inclusion of information on how the IAs will be rolled out, and the Agency strategy to ensure the personalised budgeting approach works as intended.
- the need for checks and balances, to ensure personal safeguards for participants



- the paper was a step towards transparency and building trust within the community.

Dr ^{s22(1)(a)(ii) - irrelevant} welcomed further feedback from Members on this work out of session.

4. Corporate Plan

4.1. NDIA Corporate Plan 2021-2025

Mr Bladek provided Council with a brief overview of the 2021-2025 Corporate Plan, noting it is still under development. Mr Bladek advised Members the plan will guide the Agency through its immediate consideration of Scheme reform priorities, to longer term aspirations and strategic direction over the next four years.

Council members thanked Mr Bladek for his update and reiterated their willingness to continue to work with the Agency to finalise the plan.

Members raised the need for greater importance on support for decision making and deeper analysis on socioeconomic status and location versus plan size and utilisation.

5. Council Priorities

5.1. Council's 2021-22 Work Plan

Ms ^{s22(1)(a)(ii) - irrelevant material} and Reference Group Co-Chairs presented an overview of the priorities identified at the recent Reference Group meetings. Members discussed how these could inform Council priorities and 2021-22 Work Plan

The Principal Member led the discussion on the initial identification of priorities for Council's formal and informal advice, noting that the Work Plan will link to the Agency Corporate Plan 2021-2025, and the priorities identified by the Board.

The Principal Member summarised the discussion, noting three main themes:

- Scheme Reform
- Equity of access to the Scheme - interface with other government agencies (the NDS, justice, education and health)
- Engagement

The Principal Member advised Council that further work will occur out of session to refine the Work Plan priorities prior to finalisation at the June Council meeting.

6. Meeting close

6.1. Other Business

The Principal Member noted the additional information available in the Resource Centre on Diligent and encouraged Members to take the time to review.



The Principal Member thanked the Board Chair for making the time to attend. Additionally thanking Co-Chairs and other members who attended the Reference Groups.

6.2. Next Meeting

The next meeting is scheduled 22 June 2021 from 1.30pm-4.30pm.

Meeting 02 June 2021



AGENDA

INDEPENDENT ADVISORY COUNCIL TO THE NDIS

Meeting 10 of 2021

Date: Tuesday 22 June 2021

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 NDIA Board Chair and CEO updates

SESSION 2: MEMBER'S REPORTS **1.45pm-2.30pm**

- ITEM 2.1 Council reports on issues heard in their communities

SESSION 3: COUNCIL PRIORITIES **2.30pm-2.45pm**

- ITEM 3.1 Council's 2021-22 Work Plan
Presenter: Robyn Kruk AO, Principal Member

Break 2.45-3.00pm

SESSION 4: SCHEME REFORM **3.00pm-4.15pm**

- ITEM 4.1: Formal advice timelines and discussion
Presenter: Robyn Kruk AO, Principal Member and Leah Van Poppel, Deputy Chair

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 10 – 22 June

1.30pm to 4.30pm, hosted on MS Teams

Members

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

Expert Adviser

Dr Ben Gauntlett, Disability Discrimination Commissioner

NDIA Representatives

Dr Helen Nugent, NDIA Board Chair
Mr Martin Hoffman, 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 Lirije [redacted] Assistant Director Communications, Independent Advisory Council
Ms Jaklin [redacted] Senior Project Officer, Independent Advisory Council

Attending

Ms Belinda [redacted] AM, Council's Independent Consultant
Ms Rebecca [redacted] Support

Apologies

Mr Mark Tonga



1. Principal Member's welcome and open

1.1. Principal Member's welcome

The Principal Member opened the meeting at 1.35pm.

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

The Principal Member noted an apology from Mr Tonga who was unable to attend the meeting.

The Principal Member:

- expressed thanks to Dr Boyce and Ms Malowney for their participation on the SES recruitment panel;
- advised that the Board Chair responded to Council's letter and it is available in the Resource Centre on Diligent;
- noted the next Council meeting is 27 July from 1.30pm to 4.30pm, apologising for the delay in confirming meeting dates for the remainder of the year, noting they will be available shortly;
- thanked Members, the Board Chair and Directors for their attendance at the Scheme Reform Forum, noting their valuable input;
- acknowledged the extremely tight timelines for Council's advice on Scheme Reforms, noting consultations with the states and territories are underway, the follow up session with additional stakeholders is on 1 July and Council's advice is due 2 July.

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](#)

- [Redacted]
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[Redacted]

Council approved the minutes from the meeting held on 18 May 2021 and noted the matters arising.

1.3. NDIA Board Chair and CEO updates

The NDIA Board Chair acknowledged the immense pressure the Council is under to meet the timelines on Scheme reforms, thanking Members for their continued support, commitment and valuable advice.

Mr Hoffman also thanked Members for their ongoing work on Scheme reforms. Mr Hoffman said the recent consultation with the CEO Forum and Disability Peak Organisations was positive, noting feedback was consistent with that from the two-day Scheme Reform Forum on 10-11 June.

Mr Hoffman discussed with Members the work the Agency is currently undertaking, advising he will share the Annual Financial Sustainability Report and Independent Assessment (IA) Pilot Evaluation once they are endorsed by the Board.

Members thanked the NDIA Board Chair and Mr Hoffman, along with NDIA Management for their hard work, openness and transparency, noting this creates space for respectful conversation on achievements and concerns.

Council provided initial feedback from the state and territory consultations, advising that they:

- facilitated respectful and constructive discussions on Scheme reforms.
- showed the NDIA is genuinely listening to the disability communities' concerns on Scheme reforms, and wants to rebuild trust.

Members said they could be improved by:

- including more participants, particularly diverse participants, with lived experience
- providing information on personalised budgets
- circulating accessible pre-reading material to attendees to enable informed discussion.

2. Member's Reports

2.1. Council reports on issues heard in their communities

Council Members raised a number of concerns they had heard related to the NDIS, including:

- Continued anxiety for participants, particularly those with intellectual disability, on the impact of Scheme reforms including IAs.
- Workforce shortages, particularly with issues around temporary work visas and student visas under the current COVID environment.
- Community Connector program – impact on participants, particularly those in rural and remote communities if the program ends.
- Concerns around Specialist Disability Accommodation (SDA) supply shortages, and delays in single occupancy SDA approvals.
- Increased delays between planning meetings and participants receiving approved plans.

- Participants delaying plan reviews for fear of plan cuts, which could result in equipment and supports not being fit for purpose.
- The need for an 'express pathway' for women who are victims of domestic violence and need NDIS supports.
- The need for transparent, proactive and regular communications and engagement between Council, the NDIA, and state and territory disability councils.
- Inadequate support for people in the justice system to access the NDIS, and delays gaining parole because appropriate NDIS supports are not in place when leaving these settings.
- Discussions within community disability organisations around the negative impact of the NDIS Early Childhood Early Intervention (ECEI) approach on the ECI sector.

The NDIA Board Chair and CEO thanked Members for sharing their reports, noting this information is extremely powerful and valuable. Mr Hoffman suggested it would be beneficial for NDIA State Managers to connect with Council members and requested the Secretariat to action. Additionally, the NDIA Board Chair sought further information relating to the parole cases to work through the issues.

Action 1: Secretariat to send Dr Jay and Ms Reid's reports from the ground to Members.

Action 2: Secretariat to connect Council Members with relevant NDIA State Manager.

Action 3: Secretariat to send specific details on the parole cases raised by Ms Reid to NDIA Board Chair.

3. Council Priorities

3.1. Council's 2021-22 Work Plan

The Principal Member advised that the Reference Groups' priorities are nearly finalised, acknowledging each Co-Chair and Ms ^{s22(1)(a)(ii) - irrelevant material} for their work. The Principal Member noted how these priorities will link to Council's 2021-22 Work Plan, which will be finalised at the next Council meeting in July.

4. Scheme Reform

4.1. Formal advice timelines and discussion

In camera discussion. Only Council Members, Expert Adviser, Independent Consultant and Secretariat were in attendance.

The Principal Member and Deputy Chair again acknowledged the tireless effort and commitment of Council and Ms ^{s22(1)(a)(ii) - irrelevant material} to:

- provide advice to the NDIA Board and Minister for the NDIS on complex issues of Scheme reform including IAs

- the consultation process with the Agency, Community Stakeholders and state and territory Disability Advisory Councils

Council discussed the draft recommendations circulated prior to the meeting and provided their initial feedback and advice on areas for inclusion. Members also expressed thanks to Ms s22(1)(a)(ii) - irrelevant material for her efforts in consolidating feedback from all Scheme reform consultations.

The Principal Member said the advice will be updated daily as more feedback from consultations is received. Members were advised to continue to provide feedback to Ms s22(1)(a)(ii) - irrelevant material over the coming days.

Action 4: Council to provide feedback to Ms s22(1)(a)(ii) - irrelevant material on the Scheme Reform advice.

5. Meeting close

5.1. Other Business

Nil

5.2. Next Meeting

The next meeting is scheduled 27 July 2021 from 1.30pm-4.30pm.



AGENDA

INDEPENDENT ADVISORY COUNCIL TO THE NDIS

Meeting 1 of 2021-22

Date: 27 July 2021

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: MEMBER'S REPORTS 1.45pm-2.30pm

- ITEM 2.1 Council reports on issues heard in their communities

SESSION 3: NDIS PAYMENTS 2.30pm-3.15pm

- ITEM 3.1 NDIA Payment Strategy
NDIA Representative: Oliver Bladek, DCEO Design Digital & Strategy

Break 3.15-3.30pm

SESSION 4: COUNCIL'S PRIORITIES 3.30pm-4.15pm

- ITEM 4.1 Council's 2021-22 Work Plan
Presenter: Robyn Kruk AO, Principal Member

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 1 – 27 July

1.30pm to 4.30pm, hosted on MS Teams

Members

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

Expert Adviser

Dr Ben Gauntlett, Disability Discrimination Commissioner

NDIA Representatives

Mr Martin Hoffman, Chief Executive Officer
Mr Oliver Bladek, Deputy CEO, Design, Digital and Strategy
Ms Nicole Glazebrook, Chief Financial Officer
Dr Sam [redacted] General Manager, Policy, Advice and Research
Mr Alex [redacted] General Manager, Digital
Mr Trent [redacted] Branch Manager, Agency Policy
Ms Fiona [redacted] Director, Independent Advisory Council
Ms Marina [redacted] Assistant Director, Independent Advisory Council
Ms Lirije [redacted] Assistant Director Communications, Independent Advisory Council
Ms Jaklin [redacted] Senior Project Officer, Independent Advisory Council

Attending

Ms Belinda [redacted] AM, Council's Independent Consultant

Apologies

Mrs Judy Huett

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 Adviser and attendees were meeting.

The Principal Member noted an apology from Mrs Huett who was unable to attend the meeting.

The Principal Member:

- noted the letter each Member received from Senator the Hon Linda Reynolds CSC, Minister for the NDIS, acknowledging her appreciation for Council's advice on Strengthening Scheme Reforms;
- advised that a letter was sent on behalf of Council to Graeme Head, NDIS Quality and Safeguards Commission when he finished his appointment at the end of June 2021. Noting, once a new appointment is confirmed, we will invite the new Commissioner to a meeting;
- expressed thanks to Mr Hoffman for his response to Council's letter, acknowledging his commitment to closer collaboration with Council and the disability community.

The Principal Member also noted the following additional information available in the Resource Centre on Diligent:

- Participant Reference Group meeting report from Ms Allan-Zinner
- Ms Malowney's report on issues heard in the community
- Report from Dr Jay and Ms Paor on their visit to Cairns to join Ms Cullen in Reconciliation Week events.
- Issues heard in the community reports from Dr Jay and Ms Reid from the June Council meeting, as per the action register.
- Out of Session meeting reports from Ms s22(1)(a)(i) - irrelevant material on recent consultations with Council / Reference Group subgroups on
 - Access Policy Consultation
 - Participant Decision Guides (Employment)
 - Complex Support Needs Review.

Action 1: The Secretariat to circulate the report from Dr Jay and Ms Paor to Scott McNaughton and Martin Hoffman, for their information.

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

- █ [REDACTED]
- █ [REDACTED]
- █ [REDACTED]

The Principal Member advised that s47F- personal privacy

[REDACTED] change to the minutes after they were distributed.

Council approved the minutes from the meeting held on 22 June 2021, noting the amendment and noted the matters arising.

1.3. CEO update

Mr Hoffman discussed the outcomes from the recent Disability Reform Ministers' Meeting (DRMM), confirming Independent Assessments (IAs) will not go ahead. Mr Hoffman advised Management are currently working through what this means for the Scheme, particularly in relation to simplified planning, the role of Local Area Coordinators (LAC) and flexible funding. He noted the interdependencies between proposed Scheme reforms and IAs.

Members acknowledged the hard work and effort of NDIA staff who worked tirelessly on developing IAs and the Scheme reform proposals over an extended period, and requested Mr Hoffman pass on their appreciation.

Mr Hoffman discussed with Members the Agency's continued focus on improving the Scheme as outlined in the Participant Service Charter and Participant Service Improvement Plan. He noted the revised NDIA Corporate Plan 2021-2025 aligns well with Council's work and committed to share it once endorsed by the Board.

Members thanked Mr Hoffman for his letter and commitment to working collaboratively with Council and the disability community on improving the Scheme for the future.

Ms Van Poppel discussed the initial meeting with the Agency on progressing the development of the partnership agreement, including:

- proposed structure of how we should engage in the community
- understanding the nature of co-design

Ms Van Poppel noted further discussions were planned, a news bulletin would be released to ensure transparency, and engagement more broadly with the disability community on development would occur.

2. Members' Reports

2.1. Council reports on issues heard in their communities

Council Members raised the following concerns they had heard related to the NDIS:

- Relief in the community that IAs are not going ahead, and excitement around co-design opportunities
- Concerns about reduction of plan funding after plan review
- Lack of home and living supports for people who don't qualify for Specialist Disability Accommodation (SDA)
- Delays on COVID-19 vaccine rollout for people with a disability, disability support workers and disability service providers
- Disability workforce issues:
 - systemic workforce shortages further impacted by COVID-19 lockdowns
 - workers leaving the disability sector for other industries, particularly support coordinators
 - capacity of small organisations to retain staff and essential services in comparison with larger providers
 - worker screening checks – delays and rejections. Members noted this is a particular disadvantage in rural and remote areas where workers may have a criminal history
- Concerns with service provider pricing for NDIS participants versus general public. Members highlighted the significant increase in cost if you mention NDIS
- Concerns that only Victoria, Queensland, Tasmania and the ACT will implement minimum accessibility standards for new constructions under the National Construction Code (NCC)
- Lack of service accessibility in rural and remote areas
- Lack of support for people in the justice system to access the NDIS and understand the funded supports which could assist them when leaving those settings.

3. NDIS Payments

3.1. NDIA Payment Strategy

Mr Bladek provided Council with an overview of the NDIA Payment Strategy, particularly the proposed changes to the claims and payment processes.

Mr Bladek sought feedback from Council on the overall Strategy and encouraged Member views on implementation.

Members stressed the importance of clear and transparent communications on potential impacts to those who self-manage, given the current community concern around the continuation of self-management

Council raised the need to continue with manual options, in addition to the NDIS App, for those participants who prefer to manage their plans manually. Members said people with an intellectual disability will be most impacted if the NDIS App is the only option.

Council reaffirmed the need to ensure the Strategy promotes innovation, flexibility and choice and control for participants to determine how they spend their plans.

Members thanked Mr Bladek for the overview, and were keen to work with the team to provide further input.

Action 2: Establish out of session subgroup to work with the Agency on the NDIA Payment Strategy.

4. Council Priorities

4.1. Council's 2021-22 Work Plan

Ms s22(1)(a)(i) - irrelevant material provided Council with an overview of the endorsed Reference Group priorities for 2021-2023.

The Principal Member advised that the Reference Groups' priorities are finalised, acknowledging each Co-Chair and Ms s22(1)(a)(i) - irrelevant material for their work. The Principal Member noted how these priorities will link to Council's 2021-22 Work Plan and align with the NDIA Corporate Plan 2021-2025.

Council discussed potential topics for formal and informal advice to be included in their Work Plan for 2021-22. The Principal Member thanked Members for their input and confirmed the Council Work Plan will be finalised out of session.

5. Meeting close

5.1. Other Business

Nil.

5.2. Next Meeting

The next meeting is scheduled 23 August 2021 from 1.30pm-4.30pm.



OFFICIAL

AGENDA

INDEPENDENT ADVISORY COUNCIL TO THE NDIS

Meeting 2 of 2021-22

Date: Monday 23 August 2021

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-2.15pm**

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

Break 2.15 – 2.30pm

SESSION 3: PSYCHOSOCIAL DISABILITY **2.30pm-3.15pm**

- ITEM 3.1 Psychosocial Disability Recovery Framework
NDIA Representative: Gerry s22(1)(a)(ii) - irrelevant mater *Strategic Adviser Psychosocial Disability*

SESSION 4: CO-DESIGN **3.15pm-4.15pm**

- ITEM 4.1 Partnership agreement progress
NDIA Representative: Jamie s22(1)(a)(ii) - irrele *General Manager Communications & Engagement & Sam* s22(1)(a)(ii) - irrele *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 2 – 23 August 2021

1.30pm to 4.30pm, hosted on MS Teams

Members

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

Expert Adviser

Dr Ben Gauntlett, Disability Discrimination Commissioner

NDIA Representatives

Mr Martin Hoffman, Chief Executive Officer
Mr Oliver Bladek, Deputy CEO, Design, Digital and Strategy
Dr Sam [redacted] General Manager, Policy, Advice and Research
Ms Jamie [redacted] General Manager, Communications and Engagement
Mr Trent [redacted] Branch Manager, Agency Policy
Mr Gerry [redacted] Strategic Advisory, Psychosocial Disability
Ms Erin [redacted] Director, Mental Health
Ms Fiona [redacted] Director, Independent Advisory Council
Ms Marina [redacted] Secretariat, Independent Advisory Council
Ms Hannah [redacted] Assistant Director, Independent Advisory Council
Ms Lirije [redacted] Assistant Director Communications, Independent Advisory Council
Ms Jaklin [redacted] Senior Project Officer, Independent Advisory Council

Attending

Ms Belinda [redacted] AM, Council's Independent Consultant
Ms Rebecca [redacted] Support

Apologies

Nil



1. Principal Member's welcome and open

1.1. Principal Member's welcome

The Principal Member opened the meeting at 1.32pm.

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

The Principal Member:

- expressed thanks to Members involved in initial work on the Partnership Agreement, noting further details would be discussed later in the meeting;
- advised Council's 2021-2022 Work Plan will progress to Board for endorsement and thanked all Members for their valuable input;
- noted changes within the Council Secretariat team:
 - welcomed Hannah ^{s22(1)(a)(i) - irrelevant} to the team, who will coordinate and facilitate the Agency Response to Council's Formal Advice. Hannah will work very closely with Ms ^{s22(1)(a)(i) - irrelevant material} Council and Reference Groups through the formal advice development and ensure all relevant business areas are involved in the response
 - farewelled Marina ^{s22(1)(a)(i) - irrelevant} who is going on maternity leave at the end of the month – thanking her for all her support and effort and wishing her well for the next chapter. Carly ^{s22(1)(a)(i) - irrelevant m} will be taking over Marina's role while she is on leave.

The Principal Member noted the following additional information available in the Resource Centre on Diligent:

- Participant Reference Group meeting report from Ms Malowney
- Out of Session meeting report from Ms ^{s22(1)(a)(i) - irrelevant material} on the Partnership Agreement.

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

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[REDACTED]

[REDACTED]

[REDACTED]

Council approved the minutes from the meeting held on 27 July 2021 and noted the matters arising.

1.3. CEO update

Mr Hoffman acknowledged the current COVID-19 conditions across Australia and the impact of these on Members, staff and participants.

Mr Hoffman discussed the Agency's response to recent COVID-19 outbreaks to ensure participants are supported, including:

- re-direction of staff from non-participant facing areas
- Outbreak Management Teams (OMT) established on diagnosis
- open communication between Providers to share information, capabilities and workforce
- working collaboratively with the health and disability sectors to resolve issues associated with infection control

Mr Hoffman advised the exposure draft legislation is currently with the Prime Minister and would be released to States and Territories and Council in the coming weeks (prior to public release), for commentary. Mr Hoffman also advised the Safeguards Bill was currently in Parliament, noting Samantha ^{422(1)(a)(i) - irrelevant} Acting Commissioner of the NDIS Commission is happy to provide a briefing to Members if they are interested.

Mr Hoffman discussed with Members the Agency's continued focus on improving the Scheme, noting recent consultations with subgroups of Council on Complex Support Needs and Home and Living to progress this work.

Members thanked Mr Hoffman for his update and open discussions, noting Ms Paior and Ms Boyce requested to provide input into the Complex Support Needs review.

Action 1: Secretariat to add Ms Paior and Ms Boyce to the Complex Support Needs review subgroup

Action 2: Secretariat to reach out to Members to confirm interest in briefing on the Safeguards Bill.

2. Members' Reports

2.1. Council reports on issues heard in their communities

Council Members raised the following concerns they had heard related to the NDIS:

- Relief in the community that Independent Assessments (IA) are not going ahead. Some disability communities are still seeking reassurance any future model will align with assessment requirements under the Act, ensuring consistency and equity of access and planning outcomes.
- Lack of long term, affordable and flexible Specialist Disability Accommodation (SDA) to enable independent living for participants and the ability to own their own home, particularly those with extreme functional impairment
- Thin markets and inadequate service availability concerns, leading to participant needs not being met, particularly with support coordination

- Concerns about the impact of COVID-19 on participants
 - Access to vaccination for communities in rural and remote areas
 - Service and support interruptions for early intervention for children
 - Lack of available resources for parents to guide them through accessing supports for their children during this time
 - Service and support issues for some participants, and the need for greater flexibility in plans at this time
- Concerns with disability workforces shortages, further impacted by COVID-19 lockdowns and the availability of working visas
- Concerns with extended delays to plan approvals, especially for participants with Complex Support Needs, home modifications and Supported Independent Living.

The Principal Member also noted concerns around the payment process for sitting fees to Members, and requested a review of the process.

Action 3: Review the current sitting fees payment process for Members.

3. Psychosocial Disability

3.1. Psychosocial Disability Recovery Framework

Mr ^{s22(1)(a)(i) - irrelevant m} and Ms ^{s22(1)(a)(i) - irrelevant m} provided an overview of progress of the Psychosocial Disability Recovery Framework.

Ms ^{s22(1)(a)(i) - irrelevant m} advised Members the Agency undertook a targeted consultation from April to June, including discussions with Council representatives and extensive engagement with state and territory mental health stakeholders.

Mr ^{s22(1)(a)(i) - irrelevant m} sought feedback from Council on the draft Recovery Framework and welcomed views on implementation.

Council thanked Mr ^{s22(1)(a)(i) - irrelevant m} and Ms ^{s22(1)(a)(i) - irrelevant m} for their efforts on the Framework, particularly the extensive engagement with the community in its development. Members further noted their support for the Framework.

Members raised the importance of considering people who have psychosocial disability as a secondary disability and the additional impacts they may experience, including other mental disorders and physical conditions.

Members stressed the need to use clear and simple language and suggested further clarification of the six principles in the Recovery Framework was necessary with this in mind.

Council discussed the need for trauma-informed practices to be established to support NDIS participants, and appropriate training for staff to assist with better supports and pathways to recovery without re-traumatisation for participants. Members noted this is especially important



within the Aboriginal and/or Torres Strait Islander communities, where intergenerational trauma is common.

Council said clarifying how the concept of recovery aligns with the concepts of scheme sustainability would be very important, particularly where participants with psychosocial disability can build their capacity over time.

Members suggested a link between the Recovery Framework and other programs of work related to specific cohorts including the Aboriginal and Torres Strait Islander Engagement Strategy, Cultural and Linguistic Diversity Strategy and Early Childhood intervention would be beneficial.

4. Co-design

4.1. Partnership agreement progress

Ms Van Poppel discussed with Council the progress on the Partnership Agreement, noting a small group of Council members, Sector Representatives and Agency staff have met regularly over the last few weeks to progress this work including to:

- define the Agency's approach to a partnership agreement with the disability community; and
- begin to develop a framework for engaging on identified issues.

Ms Van Poppel advised a forward plan has now been developed with the aim of a signed Partnership Agreement by the end of the year. Ms Van Poppel also advised an independently facilitated workshop would be scheduled in mid-September with Council Members and the disability community to:

- finalise a proposed agreement structure for consideration
- agree on engagement, consultation and co-design governance and reporting arrangements

Council stressed the importance of having the right facilitator for this work, with the Agency confirming the short list contained people with disability with facilitation experience.

The Principal Member expressed thanks to those Council Members and Agency staff involved in the subgroup for their hard work on this important initiative. Ms Van Poppel further thanked Ms s22(1)(a)(i) - If and Dr s22(1)(a)(i) - Irrelevant for their commitment to making this work with the disability community, noting the sector trusts them for this genuine intent.

5. Meeting close

5.1. Other Business

Nil.

5.2. Next Meeting

The next meeting is scheduled 22 September 2021 from 1.30pm-4.30pm.

Official Sensitive 22



OFFICIAL

AGENDA

INDEPENDENT ADVISORY COUNCIL TO THE NDIS

Meeting 3 of 2021-22

Date: Wednesday 22 September 2021

Log-in details:

[Independent Advisory Council Meeting](#)

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

SESSION 1: PRINCIPAL MEMBER'S WELCOME & OPEN 1.30pm-2.00pm

ITEM 1.1 Principal Member's welcome

- Acknowledge Traditional Owners and welcome.
- Apologies – Liz Reid (due to tender submission deadline),
- Note:
 - Reminder to all members that a number of papers have been loaded into Diligent's Resource Centre:
 - Principal Member meeting reports on out of session consultations from Belinda s22(1)(a)(ii) - irrelevant material
 - Support Coordination consultation
 - Self-Management subgroup NDIS App demo
 - LAC Best Practice Service Model
 - Home and Living subgroup
 - Complex Support Needs review consultation
 - CEO briefing on home and living decision making
 - Participant Reference Group – Kerry Allan Zinner – 9 September 2021

ITEM 1.2 Confirmation of minutes, matters arising and declaration of interest

- Confirm no additional interests to declare.
- Confirm minutes approved, and no issues with matters arising.

ITEM 1.3 Board Chair and CEO Update

SESSION 2: COUNCIL REPORTS 2.00pm-2.45pm

ITEM 2.1 Members and Expert Adviser: Reports on issues heard in their communities

Break 2.45 – 3.00pm

OFFICIAL**SESSION 3: ILC****3.00pm-4.00pm**

ITEM 3.1 Information, Linkages & Capacity Building work

Presenter: Sarah [REDACTED] Branch Manager ILC Program, Department of Social Services

ITEM 3.2 ILC – Council priorities for funding

Paper for noting

SESSION 4: DISABILITY STRATEGY**4.00pm-4.45pm**

ITEM 4.1 New National Disability Strategy

Presenter: Stephen [REDACTED] Branch Manager Disability Policy, Department of Social Services

SESSION 5: MEETING CLOSE**4.45pm-5.00pm****ITEM 5.1 Other business**

- Nicole Glazebrook, Chief Financial Officer – proposed new approach to Sitting Fee payments

ITEM 5.2 Next meeting

- Next meeting is on Monday 18 October, 1.30pm-5.00pm.
- The Minister and NDIS Quality and Safeguards Commissioner will be attending.



Minutes of the Independent Advisory Council to the NDIS

Meeting 3 – 22 September 2021

1.30pm to 5.00pm, hosted on MS Teams

Members

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

Expert Adviser

Dr Ben Gauntlett, Disability Discrimination Commissioner

NDIA Representatives

Dr Helen Nugent, NDIA Board Chair
Mr Martin Hoffman, Chief Executive Officer
Ms Nicole Glazebrook, Chief Financial 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 Carly [redacted] Secretariat, Independent Advisory Council
Ms Hannah [redacted] Assistant Director, Independent Advisory Council
Ms Lirije [redacted] Assistant Director Communications, Independent Advisory Council
Ms Jaklin [redacted] Senior Project Officer, Independent Advisory Council

Attending

Ms Karen [redacted] Group Manager, Disability Strategy Group
Ms Sarah [redacted] Branch Manager ILC Program, Department of Social Services
Mr Stephen [redacted] Branch Manager Disability Policy, Department of Social Services
Ms Kate [redacted] Director
Ms Belinda [redacted] AM, Council's Independent Consultant

s47F- personal privacy

Apologies

Nil

1. Principal Member's welcome and open

1.1. Principal Member's welcome

The Principal Member opened the meeting at 1.32pm.

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

The Principal Member:

- advised Members a review into the current Council sitting fee payment process is complete, and Ms Glazebrook will present a proposed new approach later in the meeting;
- expressed thanks to all Members for their participation at the recent co-design workshops, noting they were productive. She acknowledged Dr [REDACTED] his team and the Members involved in the co-design Steering Committee for their valuable work;
- advised that Council's 2021-2022 Work Plan was released earlier this month and would be presented to the Minister for the NDIS at the October Council meeting;
- noted Council's Annual Report has been released, commending the breadth of work achieved by Council during an unprecedented year.

The Principal Member acknowledged all the work occurring out of session, thanking Members for working collaboratively with the Agency to provide advice and expertise on important topics.

The Principal Member noted the following additional information available in the Resource Centre on Diligent:

- Participant Reference Group meeting report from Ms Allan-Zinner
- Out of Session meeting reports from Ms [REDACTED] on:
 - the Partnership Agreement
 - Support Coordination consultation
 - Self-Management subgroup NDIS App demo
 - LAC Best Practice Service Model
 - Home and Living Policy subgroup
 - Complex Support Needs review consultation
 - CEO briefing on home and living decision making
- Action log of issues raised during previous CEO update and Members reports sessions

1.2. Minutes, matters arising and declarations of interest

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