

1. Principal Member's Welcome and Open

1.1. Principal Member's welcome

- The Principal Member Ms Leah van Poppel welcomed members and guests to the meeting and noted this was a hybrid meeting. Ms van Poppel noted Ms Rebecca Falkingham and Mr Kurt Fearnley were apologies for the meeting today.
- Ms van Poppel acknowledged and congratulated reappointed IAC members Ms Sam Paior, Dr Sharon Boyce, Dr Leighton Jay, Mr Mark Tonga, and Ms Tricia Malowney. Ms van Poppel also acknowledged and congratulated Mr Gavin Burner on his appointment as an IAC member.
- Ms van Poppel acknowledged this was the last meeting for IAC member Ms Liz Reid. Ms Reid has made significant contributions to the IAC over her terms. The IAC extended its sincere thanks to Ms Reid for her contributions and wished her all the best in the future.
- Ms van Poppel acknowledged that today was a significant day for the NDIA and for the IAC, with the release of the NDIS Review final report. Ms van Poppel noted that the NDIS Review will be a major focus for the next few months.
- Since the IAC last met, International Day of People with Disability (IDPwD) has been celebrated. Ms van Poppel encouraged members to watch the Disability Oration by Ms Natalie Wade. The NDIA held a panel event for IDPwD. The panel included Board Chairperson Mr Kurt Fearnley and was attended by more than 3,000 Agency staff members.
- Ms van Poppel acknowledged the Australian Human Rights Commission's appointment of Ms Rosemary Kayess as the Disability Discrimination Commissioner. Ms van Poppel will meet with Ms Kayess to discuss IAC and how the Human Rights Commission might assist the IAC from time to time.
- Ms van Poppel introduced Ms Samantha s22(1)(a)(ii) - irrelevant male as the new Senior Independent Consultant to the IAC. There is recruitment underway for a second Independent Consultant who will primarily support the IAC Reference Groups.
- IAC Reference Groups have all held meetings since the middle of October 2023.
- Ms van Poppel provided an update on IAC Advice including how progress reports will be provided in 2024 and how the NDIA is considering current and past advice as part of the work related to Reform for Outcomes (RfO), Disability Royal Commission (DRC) and NDIS Review.
- Ms van Poppel informed IAC members that the Principal Member Reports from the recent out of session meetings are available on Diligent.
- Ms van Poppel provided an update on the Intellectual Disability Reference Group. This included ongoing conversations about how to make the meetings more accessible for everyone. In the last meeting, traffic light cards were introduced. Members can use these cards to call out language or words they may not understand, in a safe a respectful way.

Members who attended the recent Intellectual Disability Reference Group meeting reflected that this system was effective for members. The IAC adopted the use of traffic light cards for this meeting.

1.2. Declarations of interest

- s47F- personal privacy

1.3. Confirmation of minutes and matters arising

- The minutes from the November IAC meeting were confirmed by members with no requested alterations.

2. IAC Updates

2.1. Reflections of day 1

- In recognition of the release of the NDIS Review today, this Agenda item was not discussed.

2.2. Members' reports 'from the ground'

- Ms van Poppel and NDIA Representatives led discussions on the NDIS Review final report. Members welcomed the release of the NDIS Review final report. Members noted the need for more time to examine and understand the NDIS Review report, and the response of the disability community. Members also noted that there are no changes immediately to the NDIS, and that the Minister has committed to working closely with the disability community on the changes recommended by the NDIS Review.
- Members noted that the Australian Government, together with states and territories, will consider the NDIS Review final report and its recommendations, likely providing a response in early 2024.
- Members shared their early thoughts on the NDIS Review final report:
 - It is important that the IAC and NDIA proactively share available accessible information about the report with the community, to reduce any confusion or fear.
 - Some people in the disability community may worry about some of the recommendations, and what these mean for them personally.
 - It is important that all governments work together so that people with disability have the information they need about any changes.
 - Main initial concerns on potential implications relate to self-management, provider registrations, foundational supports and digitisation.
- Ms Corri McKenzie provided a high-level overview on some of the recommendations and said the NDIA would welcome IAC insights and advice.

- Members agreed to have further discussion when they have had the opportunity to read the report in full. Members would then like to consider areas where the IAC might develop advice related to the report.

2.3. Board Chair and CEO Update

- Mr Kurt Fearnley and Ms Rebecca Falkingham were apologies for this meeting.

3. Hospital Supports

3.1. Hospital Supports – Principles for Decisions

- Ms Clair ^{s22(1)(a)(i) - irrelevant} and Ms Jackie ^{s22(1)(a)(i) - irrelevant material} provided an update on the review of Hospital Supports – Principles for Decisions.
- Ms ^{s22(1)(a)(i) - irrelevant} said that Service Guidance and Practice has previously talked to the IAC about the principles. There have also been discussions with participants and people with lived experience about the principles.
- Ms ^{s22(1)(a)(i) - irrelevant} explained these principles have been written for the participant, rather than the hospital. Ms ^{s22(1)(a)(i) - irrelevant} provided a summary of the updates that have been made based on feedback from the IAC:
 - The principles clearly say that when you go to hospital, you have a right to communicate in the way you choose.
 - The principles will apply throughout the participant's hospital stay, not just at admission.
- Ms ^{s22(1)(a)(i) - irrelevant} sought agreement on the principles and ways this information can be provided to participants via products, tools and resources.
- Members acknowledged that they felt the document had really improved and that Ms ^{s22(1)(a)(i) - irrelevant} and her team have truly listened and incorporated their feedback into the document.
- Members recommended that any resource development needs to have a co-designed approach.
 - elderly
- Ms ^{s22(1)(a)(i) - irrelevant} thanked members for their feedback.
- Action 1:** Ms ^{s22(1)(a)(i) - irrelevant} to come back to IAC with changes to the principles and a proposal on how related resources will be co-designed.

4. NDIS Review

4.1. IAC to watch broadcast of address to the National Press Club by The Hon Bill Shorten MP

- Members had the opportunity to watch the broadcast of Minister Shorten's National Press Club address on the NDIS Review.

5. Department of Social Services Updates

5.1. Disability Strategy Update

- Mr Luke ^{s22(1)(a)(i) - irrelevant mat} provided an update on the Disability Strategy.
- He emphasised there had been a lot of work to engage with the disability community and include people with disability into policy and consultation processes. DSS recently published Good Practice Guidelines for engaging with people with disability on the Disability Gateway website.
- Governance of the Strategy is occurring across multiple levels, including the Disability Reform Ministers Council. Going forward, there will be a focus on accountability for actions and transparent reporting on progress.

5.2. Information, Linkages and Capacity Building Program

- Mr ^{s22(1)(a)(i) - irrelevant mat} provided updates on the Information, Linkages and Capacity Building (ILC) program. As at the end of September 2023, there were 350 active ILC projects.
- Two new ILC grant opportunities were recently announced, with outcomes to be announced in 2024.
- It was noted that considering the NDIS Review, there may be future changes to the ILC grants.

6. Co-Design

6.1. “Reform for Outcomes” Working Group Updates

- Mr Aaron ^{s22(1)(a)(i) - irrele} General Manager of the Co-Design and Engagement Branch, provided an update on the Reform for Outcomes (RFO) working groups.
- The 6 RFO working groups have determined how they will work together and tightened clarity on the scope and purpose of the work of each group. Each working group has developed a workplan. The workplans may change once the government responses are available for the Disability Royal Commission and the NDIS Review recommendations.
- The Participant Advocate Branch is considering how to better support participants in the co-design process. It was noted this includes considerations of how to increase diversity within the RFO groups.
- The RFO Implementation Steering Committee has developed a standard glossary of terms frequently used in the NDIA and the disability sector. Evaluation is being embedded in the RFO program of works. There will be an external entity engaged to conduct a retrospective review to capture insights from previous co-design activities.
- Mr ^{s22(1)(a)(i) - irre} and Ms van Poppel thanked IAC members who participate in RFO groups for their contributions.

- **Action 2:** Reappointed IAC members to be offered a briefing session on each of the RFO working group activities.

7. Ageing Participants

7.1. Ageing Participants

- Ms Samantha ^{s22(1)(a)(i) - irrelevant male} Senior Independent Consultant, discussed the proposed scope of IAC's advice about participants who are ageing.
- Ms ^{s22(1)(a)(i) - irrelevant male} highlighted the recommendations in the NDIS Review that relate to older people and people over 65. This included Recommendation 2, Action 2.11 (*The Australian Government should implement legislative change to allow participants once they turn 65 to receive supports in both the NDIS and the aged care system concurrently and clarify when aged care supports are reasonable and necessary*).
- Ms ^{s22(1)(a)(i) - irrelevant male} suggested members engage with their communities and focus their 'Report from the Ground' for the February IAC meeting around this area advice.
- Members highlighted the need to consider the experience of First Nations people when developing the advice.
- Members will also consider any stakeholders in the sector that the IAC should consult with in addition to Young People in Nursing Homes Alliance, and First Peoples networks and organisations.
- An IAC Working Group will be set up to oversee the development of the advice.
- **Action 3:** Members to advise Ms van Poppel and Ms ^{s22(1)(a)(i) - irrelevant male} if they wish to be on the Ageing Participants working group to guide drafting of the advice.

8. Workplan

8.1. IAC Workplan

- Ms van Poppel informed members that the current IAC workplan is due to expire at the end of the year. Members determined due to the current environment to continue with the current workplan. Future workplan directions will be considered in early 2024.
- Ms van Poppel noted that the IAC may decide to provide some short and targeted advice to the NDIA and Minister around some of the NDIS Review recommendations.
- **Action 4:** IAC to determine short pieces of advice following further briefing from the NDIA on the NDIA Review recommendations.
- **Action 5:** IAC to include discussion on the workplan for 2024/25 at its February 2024 meeting.

9. Year in Review and 2024 Meeting Dates

9.1. IAC and Reference Group Dates 2024

- Ms van Poppel noted the information provided in the meeting pack and that members should now have meeting dates for 2024 in their calendars.
- Noting the engagement with members to determine these dates, Ms van Poppel asked members to let the Secretariat know as soon as possible if there are any major issues with any of these dates.

10. Meeting Close

10.1. Other business

- Ms van Poppel once again thanked Ms Reid for her contributions to the IAC.
- Ms van Poppel also informed IAC members that Ms Kerry Allan has made the decision to resign from the IAC. All members extended their thanks to Ms Allan for her significant contributions to the IAC.
- Ms van Poppel closed the meeting at 4pm.

11. Next meeting

- The next meeting will be hosted online on 29 February 2024.



MEETING AGENDA

Independent Advisory Council Meeting 6 for 2023-24

Principal Member: Leah van Poppel

15 April 2024, 1.00pm – 5.00pm

Online meeting – MS Teams

MEETING AGENDA

Attendees

IAC Members:

- Ms Leah van Poppel, IAC Principal Member
- Adjunct Associate Professor Jennifer Cullen
- Ms Sylvana Mahmic
- Mr James Manders
- Dr George Taleporos
- Mr Gavin Burner
- Dr Sharon Boyce
- Ms Tricia Malowney OAM
- Ms Sam Paior
- Mr Mark Tonga
- Dr Leighton Jay

Senior Independent Advisor:

- Ms Samantha s22(1)(a)(i) - irrelevant mate

External Attendees:

- Ms Rosemary Kayess, Disability Human Rights Commissioner

NDIA Attendees:

- Mr Kurt Fearnley, NDIA Board Chairperson
- Dr Peta Seaton, NDIA Board
- Ms Meredith Allan, NDIA Board
- Ms Rebecca Falkingham, NDIA CEO
- Ms Corri McKenzie, DCEO Service Design and Improvement
- Ms s47F- personal privacy, Participant Advocate (Item 2.1)

- Mr Andrew ^{s22(1)(a)(i) - Irrelevant male} Deputy Chief Counsel, Legislation and Legal Policy (Item 3)
- Ms Alexandria ^{s22(1)(a)(i) - Irrelevant male} Acting Branch Manager, Co-Design (Item 4)
- Mr Jamie ^{s22(1)(a)(i) - Irrelevant male} Director, Co-design Capability Team (Item 4)

Also in attendance:

- Ms ^{s47F- personal privacy}
- Ms Kathy ^{s22(1)(a)(i) - Irrelevant ma} Director Independent Advisory Council and Strategic Advice
- Ms Sarah ^{s22(1)(a)(i) - Irrelevant} Assistant Director, IAC Secretariat

Item	Details	Lead
1	1.00pm – 1.10pm 1.1. Principal Member welcome and open 1.2 Confirmation of minutes 1.3 Matters arising 1.4 Declarations of interest	Ms Leah van Poppel
2	1.10pm – 2.30pm IAC updates 2.1. Member Reports from the Ground 2.1.2 Agency responses to issues raised by Members 2.2. NDIA Board Chair update 2.3. CEO update	IAC Members Mr Kurt Fearnley Ms Rebecca Falkingham
Break 2.30pm – 2.45pm		
3	2.45pm – 3.30pm NDIS Legislative Reform Discussion	Ms Leah van Poppel
4	3.30pm – 4.00pm Co-design: Consultation with the Disability Community	Ms Alex ^{s22(1)(a)(i) - Irrelevant male} NDIA Mr Jamie ^{s22(1)(a)(i) - Irrelevant ma} NDIA
Break 4.00pm – 4.15pm		
5	4.15pm – 4.50pm IAC Priorities for Advice 2024-25 5.1 NDIS Provider and Worker Registration Submission 5.2 Draft IAC Workplan 2024-25	Ms Leah van Poppel
6	4.50pm – 5.00pm Other Business	Ms Leah van Poppel



7	5.00pm Meeting close	Ms Leah van Poppel
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Minutes of the Independent Advisory Council (IAC) to the NDIS

Meeting #6 - 15 April 2024

1pm, online via MS Teams

Members

Ms Sylvana Mahmic (acting Chair)
Adjunct Associate Professor Jennifer Cullen
Mr James Manders (joined 1.15pm)
Dr Leighton Jay
Dr George Taleporos
Mr Gavin Burner
Dr Sharon Boyce
Ms Tricia Malowney OAM
Ms Sam Paor
Mr Mark Tonga

IAC Independent Consultants

Ms Samantha [redacted] Senior Independent Consultant
Ms Lucy [redacted] Independent Consultant

NDIA Representatives

Ms Rebecca Falkingham, NDIA CEO
Ms Meredith Allan, NDIA Board Member
Dr Peta Seaton, NDIA Board Member
Ms Corri McKenzie, DCEO, Service Design and Improvement
Mr Andrew [redacted] Deputy Chief Counsel
Ms Alex [redacted] Acting Branch Manager, Co-design
Mr Jamie [redacted] Director, Co-design Capability
Mr Mick [redacted] Executive Officer to NDIA Board Chair

IAC Secretariat

Ms Kathy [redacted] Director, IAC & Strategic Advice
Ms Sarah [redacted] Assistant Director, IAC Secretariat
Ms Lirije [redacted] Assistant Director, IAC Secretariat

Attending

s47F- personal privacy

Apologies

Ms Leah van Poppel, IAC Principal Member
Mr Kurt Fearnley, NDIA Board Chairperson
Ms Rosemary Kayess, Disability Discrimination Commissioner
Ms Prue [redacted] General Manager, Policy Advice & Research

1. Welcome and Open

1.1. Welcome

- Ms Sylvana Mahmic welcomed IAC Members and guests to the online meeting, noting an apology from IAC Principal Member Leah van Poppel.
- NDIA Board Chair Mr Kurt Fearnley was an apology however Executive Officer to NDIA Board Chair, Mr Mick ^{s22(1)(a)(ii) - irrelevant} observed the meeting. NDIA Board members Ms Meredith Allan and Dr Peta Seaton represented the Board.
- Ms Rosemary Kayess, Disability Discrimination Commissioner, was an apology.

1.2. Declarations of interest

s47F- personal privacy

1.3. Confirmation of minutes and matters arising

- The minutes of the February IAC meeting were confirmed by IAC Members.

2. IAC Updates

2.1. Member Reports from the Ground

- Members highlighted that some disability services are facing issues that impact participant outcomes. This includes staffing issues, as well as closure and funding uncertainty. Some of this funding is part of the Information Linkages and Capacity Building program.
- Concerns were raised about recent media coverage of NDIS provider abuse and NDIS supports for people in contact with the justice system. Members stressed that all people with disability should have safeguards and access to the support they need.
- Members said that improved engagement and sharing of accessible information with the community is important. It would reassure the sector about the NDIS legislative reforms. Similarly, they noted the need to improve community understanding about NDIA co-design.

- Planners are reportedly connecting the personal profile of support coordinators with participants, creating a privacy issue.
- There is widespread misuse of the NDIS logo. Clear guidelines about appropriate use need to be followed to protect vulnerable community members and misinterpretation.
- Plans, supports and services for participants may benefit from the use of innovative and inexpensive artificial intelligence solutions, of which a demonstration was offered.
- General delays with planning are contributing to very low morale among participants, coordinators, NDIA staff and Local Area Coordinators. Members also noted systemic issues with NDIS supports, especially for home and living and children and young people.
- There is a lack of rural and regional and online information sessions by the Engagement and Inclusion branch which is holding sessions in Sydney to provide an overview of the participant journey.
- First Nations people in regional New South Wales are reporting there is too much paperwork involved in accessing the Scheme, and it's too hard to navigate. There is also a significant distrust of non-First Nations workers.
- Systemic issues and repetitive behaviours need to be considered by the Agency and the NDIS Commission as part of the NDIS Review recommendations.
- There are concerns by Members about the increasing politicisation of disability.
- There are reports that unreasonable notice is being provided ahead of critical meetings like plan reviews and support coordination meetings, either on the day or only 24 hours in advance. This does not allow time to plan for meetings, gather information or arrange for key supports to be present.
- Members raised the most recent episode of 60 Minutes and the need to work harder to permanently exclude people from the sector with the wrong values.

s47F- personal privacy

- At Department of Social Services (DSS) legislative reform events last week people were being silenced, with questions in the chat being deleted and no responses provided.
- The expansion of intensive therapy services for young children within the NDIS raises questions about their efficacy and alignment with child and family needs. The cost of intensive therapy for little children is escalating to as much as \$52,000 per year, per

child and raises questions about it being good for the child or good for the business model only. It is also understood that advice from the Early Childhood branch on intensives has been overturned by the Administrative Appeals Tribunal.

- Reports from the ground in NSW and Queensland suggest that families who have multi-faceted needs are not being supported well by the NDIS and that this pattern is increasing. These families are making their way to government services, such as health or community services, who are referring them to not-for-profit early childhood intervention organisations.

Ms Rebecca Falkingham provided the following comments:

- There was acknowledgement of the need for more enforcement in cases of misuse of the NDIS logo.
- The Strategic Direction and Participant Outcomes Committee and some senior Agency staff are interested in the Artificial Intelligence demonstration offered by Ms Sam Paior.
- Apologies were made for current delays in the system that extend beyond the introduction of PACE to the changed role of planners and the need for more training and support as planners move toward face-to-face meetings again. Recruitment for 1,000 roles is underway.
- At some check-in meetings, decisions are being made to simply roll over or continue a plan without the level of consent expected from the participant. Ms Corri McKenzie has been tasked with improving scripts for planners to ensure plans aren't just rolled over and that it is clear the purpose of the call is understood by the participant from the outset.
- Instances of limited notice being provided for critical meetings should be relayed to the Agency. It is not consistent with the operational guidance around notice periods for participants.
- Participant safeguards, worker exclusions and Working With Children Check schemes will be raised with Acting NDIS Commissioner Michael Phelan.
- The Agency is going to great lengths to explain the proposed legislative changes to the community and reiterate that nothing has changed – that they are literally amendments before the Parliament.
- Feedback received regarding DSS webinars has been passed on to DSS Secretary Mr Ray Griggs.
- The matter of IAC appointments, particularly for Western Australia and the Northern Territory, has been raised with Mr Griggs as a matter of urgency and will also be raised directly with the Minister.

- There is a much stronger desire from the State and Territory Ministers to have more state and territory representation from the community involved in co-design. The Agency is awaiting feedback from them on the current co-design framework.

Ms Corri McKenzie provided the following comments:

- The Agency had recently become aware of potential privacy issues about support coordinators and personal details. Ms McKenzie confirmed it is a practice issue with a technical fix going live in July and that the National Call Centre should be contacted to make changes.

2.2. Agency response to issues raised by Members

- Responses to questions put at previous meetings were included in the meeting papers.

2.3. Board Chair Update

- There was no Board Chair update as Mr Kurt Fearnley was an apology for this meeting.

2.4. CEO Update

- Ms Falkingham provided updates as she responded to Member Reports from the Ground.

The meeting adjourned for a break at 2.47pm; resumed at 2.57pm.

Ms Malowney did not rejoin the meeting at this time.

3. NDIS Legislative Reform Discussion

3.1. NDIS Amendment (Getting the NDIS Back on Track No1) Bill 2024

- Members raised concerns about the:
 - new rule-making powers that aim to clarify how access criteria should be applied.
 - the legislation's proposed definition of 'NDIS support' (section 10), that will set out what you can and cannot spend your NDIS funding on.

Ms Malowney rejoined the meeting at 3.18pm.

- Members commended the NDIA's work with the IAC to better explain the legislative reforms and likely timeframes. They urged the Agency to share more explanatory information with the public in plain English. They noted that more time should be taken to include the disability community in how proposed changes to laws may affect them, and how new rules and processes are developed using true co-design.

Ms Falkingham and Mr s47f-persona left the meeting at 3.55pm.

The meeting adjourned for a break at 3.55pm; resumed at 4.05pm.

4. Co-design: Consultation with the Disability Community

4.1. Co-design principles

- Members said it was important to:
 - learn from and build on the strong co-design work already done by the Agency
 - use co-evaluation as part of co-design
 - have more diverse people involved in co-design
 - give co-design projects the time they need to be done right.

Mr James Manders left the meeting at 4.22pm; rejoined at 4.31pm

5. IAC Priorities for Advice 2024-25

5.1. NDIS Provider and Worker Registration Submission

- Ms Samantha s22(1)(a)(i) - irrelevant matter IAC Senior Independent Advisor, summarised IAC feedback so far to inform the IAC's submission, due 28 April 2024.
- Members were encouraged to review the circulated written summary and provide any further input as soon as possible.

5.2. Draft IAC Workplan 2024-25

- Due to time constraints, this item was not discussed however IAC Members were asked to provide written feedback on the draft Work Plan to the IAC Secretariat.
- Board Member Dr Peta Seaton shared that the Strategic Direction and Participant Outcomes Committee (a sub-Committee of the Board) of which she is Chair, is liaising closely with the IAC Principal Member on the direction supplied by the Committee to prevent duplications of effort and ensure best possible inputs from the IAC and Work Plan linkages.

6. Other Business

6.1. Other business

- Ms Meredith Allan congratulated the IAC on its Positive Behaviour Support draft policy guidelines.

7. Next meeting

- The next meeting will be a hybrid meeting from Melbourne on 22 May 2024.

Ms Mahmic closed the meeting at 5.05pm.

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MEETING AGENDA
Independent Advisory Council Meeting 7 for 2023-24
Principal Member: Leah van Poppel
21 May 2024, 1pm – 4.30pm
Hybrid meeting from the NDIA Richmond Office, Melbourne

MEETING AGENDA
<p style="text-align: center;">Attendees</p> <p>IAC Members:</p> <ul style="list-style-type: none">• Ms Leah van Poppel, IAC Principal Member• Adjunct Associate Professor Jennifer Cullen• Ms Sylvana Mahmic (online)• Mr James Manders• Dr George Taleporos (online)• Mr Gavin Burner• Dr Sharon Boyce (online)• Ms Tricia Malowney OAM• Ms Sam Paior• Mr Mark Tonga (online)• Dr Leighton Jay <p>IAC Independent Advisors:</p> <ul style="list-style-type: none">• Ms Samantha ^{s22(1)(a)(i) - irrelevant mate} (online)• Ms Lucy ^{s22(1)(a)(ii) - irrelevant} <p>External Attendees:</p> <ul style="list-style-type: none">• Margherita Coppolino, Co-Chair, Inclusive Rainbow Voices• Cameron Bloomfield, Rainbow Rights and Advocacy• Tess McCarthy, Office of the Public Advocate• William Ward-Boas, Office of the Public Advocate• Michelle Sheppard, Gender equity advocate <p>NDIA Attendees:</p>

- Ms Corri McKenzie, DCEO Service Design and Improvement
- Ms Marg ^{s22(1)(a)(i) - irrelevant ma} Acting Branch Manager, Engagement and Inclusion (observer)
- Ms Julie ^{s22(1)(a)(i) - irrelevant} Director, Community Engagement and Inclusion (observer)

Also in attendance:

- s47F- personal privacy
- Ms Sarah ^{s22(1)(a)(i) - irrelevant} Assistant Director, IAC Secretariat
- Ms Gemma ^{s22(1)(a)(i) - irr} Assistant Director, IAC Secretariat

Apologies:

- Mr Kurt Fearnley, NDIA Board Chairperson
- Ms Rebecca Falkingham, NDIA CEO

Session	Details
1	1.00pm – 2.45pm Intersectionality and the NDIS Review Presenter: Margherita Coppolino – Inclusive Rainbow Voices Presenter: Cameron Bloomfield – Rainbow Rights and Advocacy
Break 2.45pm – 3.00pm	
2	3.00pm – 4.30pm Intersectionality and the NDIS Review (continued) Presenter: Tess McCarthy – Office of the Public Advocate Presenter: Michelle Sheppard – Gender equity advocate
Meeting close at 4.30pm	

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MEETING AGENDA

Independent Advisory Council Meeting 7 for 2023-24

Principal Member: Leah van Poppel

22 May 2024, 9.30am – 4.00pm

Hybrid meeting from the NDIA Richmond Office, Melbourne

MEETING AGENDA

Attendees

IAC Members:

- Ms Leah van Poppel, IAC Principal Member
- Adjunct Associate Professor Jennifer Cullen
- Ms Sylvana Mahmic (online)
- Mr James Manders
- Dr George Taleporos (online)
- Mr Gavin Burner
- Dr Sharon Boyce (online)
- Ms Tricia Malowney OAM
- Ms Sam Paior
- Mr Mark Tonga (online)
- Dr Leighton Jay

IAC Independent Advisors:

- Ms Samantha ^{s22(1)(a)(i) - irrelevant mate} (online)
- Ms Lucy ^{s22(1)(a)(i) - irrelevant}

External Attendees:

- Ms Rosemary Kayess, Disability Human Rights Commissioner (online)
- Ms Natalie Wade, NDIS Provider and Worker Registration Taskforce (item 4, online)
- Mr Michael Borowick, NDIS Provider and Worker Registration Taskforce (item 4, online)
- Ms Vicki O'Halloran, NDIS Provider and Worker Registration Taskforce (item 4, online)

NDIA Attendees:

- Mr Kurt Fearnley, NDIA Board Chairperson

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- Dr Peta Seaton, NDIA Board (online)
- Ms Rebecca Falkingham, NDIA CEO (online)
- Ms Janine Mohamed, DCEO First Nations (item 5)

Also in attendance:

- [s47F- personal privacy](#)
- Ms Sarah ^{s22(1)(a)(i) - irrelevant} Assistant Director, IAC Secretariat
- Ms Gemma ^{s22(1)(a)(i) - Ir} Assistant Director, IAC Secretariat
- Ms Matilda ^{s22(1)(a)(i) - irrelevant} Communications Officer, IAC Secretariat

Apologies:

- Ms Corri McKenzie, DCEO Service Design and Improvement

Item	Details	Lead
1	9.30am – 9.45am Principal Member welcome and open A. Confirmation of minutes B. Matters arising C. Declarations of interest	Ms Leah van Poppel
2	9.45am – 11.30am IAC updates A. Member Reports from the Ground B. NDIA Board Chair update C. CEO update	IAC Members Mr Kurt Fearnley Ms Rebecca Falkingham
Break for 15 minutes during IAC Updates		
3	11.30pm – 12.00pm Participants who are Ageing A. Summary B. Plain English Summary	Ms Samantha ^{s22(1)(a)(i) - irrelevant male}
Lunch 12.00pm – 1.00pm		
4	1.00pm – 3.00pm NDIS Provider and Worker Registration Taskforce	Ms Natalie Wade Mr Michael Borowick Ms Vicki O'Halloran
Break 3.00pm – 3.15pm		

5	3.15pm – 3.45pm Introduction to First Nations Deputy Chief Executive Officer	Ms Janine Mohamed
6	3.45pm – 3.55pm Endorsement of IAC Work Plan 2024-25 A. IAC Work Plan 2024-25	Ms Leah van Poppel
7	3.55pm – 4.00pm Other Business	Ms Leah van Poppel
8	4.00pm Meeting close	Ms Leah van Poppel



Minutes of the Independent Advisory Council (IAC) to the NDIS

Meeting #7 – 22 May 2024

9.30am – NDIA Richmond office and hosted on MS Teams

Members

Ms Leah van Poppel, IAC Principal Member
Adjunct Associate Professor Jennifer Cullen
Mr James Manders
Dr Leighton Jay
Mr Gavin Burner
Ms Sam Paor
Dr Sharon Boyce (online)
Ms Tricia Malowney OAM (online)
Dr George Taleporos (online)
Ms Sylvana Mahmic (online)

IAC Independent Consultants

Ms Samantha [redacted] IAC Senior Independent Consultant (online)
Ms Lucy [redacted] IAC Independent Consultant

External Attendees

Mr Michael Borowick, NDIS Provider and Worker Registration Taskforce (item 4, online)
Ms Vicki O'Halloran, NDIS Provider and Worker Registration Taskforce (item 4, online)

NDIA Representatives

Mr Kurt Fearnley, NDIA Board Chairperson (online)
Dr Peta Seaton, NDIA Board Member (online)
Ms Rebecca Falkingham, NDIA CEO
Ms Corri McKenzie, DCEO, Service Design and Improvement
Mr Aaron [redacted] General Manager, Co-Design and Engagement (online)

IAC Secretariat

Ms Sarah [redacted] Acting Director, IAC & Strategic Advice
Ms Gemma [redacted] Assistant Director, IAC Secretariat
Ms Matilda [redacted] Communications Officer, IAC Secretariat

Attending

s47F- personal privacy

Apologies

Mr Mark Tonga, IAC Member
Ms Rosemary Kayess, Disability Human Rights Commissioner
Ms Natalie Wade, NDIS Provider and Worker Registration Taskforce (item 4)

1. Welcome and Open

1.1. Welcome

- The Principal Member Ms Leah van Poppel welcomed members and guests to the meeting and noted this was the third hybrid meeting for the year.
- Adjunct Associate Professor Jennifer Cullen acknowledged the traditional custodians of the lands that attendees gathered on.
- Mr Fearnley and Ms Seaton were welcomed as representatives of the NDIA Board.
- Ms van Poppel thanked Ms Mahmic for Chairing the last IAC meeting when Ms van Poppel was ill.
- Ms van Poppel welcomed Ms Falkingham, Ms McKenzie and Mr s22(1)(a)(i) - lms to the meeting, and noted that as Ms Falkingham was only available until 11am, the Members Reports item would be brought forward on the agenda.
 - Item 2 IAC Update preceded items 1.2 and 1.3.

1.2. Declarations of interest

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- **Action 1:** All members to include information in the Standing Register of Declared Interests to the Minister as to how the interest relates to the NDIS.
- **Action 2:** Secretariat to provide advice to IAC Members on the length of time a declaration remains current before it can be removed from the Register.

1.3. Confirmation of minutes and matters arising

- The minutes of the April IAC meeting were confirmed by IAC Members.
- The matters arising were confirmed by IAC Members.

2. IAC Updates

2.1. Member reports from the ground

- Members shared that many people in their communities are worried about what might change in the NDIS. This fear seems to be fueled by the new legislation, rumours and media reports.
- Regarding Community Connections, the practice of Local Area Coordinators (LACs) does not always reflect the policy and there needs to be clear information about this.
- Reports that eligibility reassessments are stressful for many people.
- Reports the NDIA sometimes changes a participant's plan outside of scheduled planning meetings. This usually happens after an informal conversation, usually over the phone.
- Reports some people are told to leave their Specialist Disability Accommodation (SDA) because of a delay in home and living decisions and NDIS payments.
- Continued reports of long delays in planning meetings for children and people whose circumstances have changed.
- Calls for the NDIA to give more information on the type of home and living support in participants' NDIS plans. Banks will not give participants a loan without this information.
- Concerns that the NDIA is providing home and living supports that are not discussed in planning meetings. For example, some participants get SDA in their plan when they didn't ask for it.
- Members called for the NDIA to offer to approve claims before the participant pays for a support. They also called for more consistent information about what can be purchased and a clear way of disputing claims the NDIA denies.
- Reports some participants are asked to get new assessments even though the NDIA already has these assessments on file. Members called for a policy that defines when participants must provide new assessments.
- Calls for the NDIA to use a consistent process for checking in on participants with complex needs. They also called for an increase in the participant's support coordination budget to cover the cost of reporting.
- Calls for the NDIA to offer a logo for registered providers to help participants differentiate between registered and unregistered providers.
- Calls for the NDIA to update their self-management guide to make a clear statement to participants and nominees that anyone paying support workers has responsibility to pay workers compensation insurance.
- Calls for the NDIA to offer more context on the [community research available on the NDIS website](#). The IAC also asked for guidance on how to respond to members of their community who are concerned about this research.
- Concern the NDIS' Early Childhood Pathway is not family-centred and strengths based.
- Concern that Early Childhood Partners are rarely a family's first point of contact when they have concerns about their child. Many are being referred to the NDIS by private practices.

- Concern for not-for-profit community-based organisations who are struggling to break even under the NDIS market-based approach.
- Reports the community is hopeful the national Early Years Strategy will improve the lives of young children and their families.
- Reports that the hospital and prison systems don't allow workers time or resources to understand and support people with intellectual disability. This means people with intellectual disability are released from hospital and prison without the right supports.
- Reports that the integrity work of the NDIA is starting to have an impact and that people who used to take liberties with their plans about holidays are rethinking it now.
- Noted the concerning reports about women in the justice system with brain injury and the benefits of peer and informal supports for them when returning to community.

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2.2. Agency response to issues raised by Members

- Ms Falkingham noted:
- The Agency is having conversations with the government around the holistic response to the NDIA Review. There is need for a clear approach and process in dealing with all the other new recommendations, and timeframes and commitments. The Agency notes the community anxiety and would like to be able to address this.
- There has been no change in policy for home and living decisions and the 1:3 support ratio does not exist in any form of government policy.
- The RedBridge research has been shared on the NDIS website as it is important that government be transparent about market research.
- Department of Social Services (DSS) is leading the implementation of foundational supports, and the Agency will be talking to DSS about the timing. Department of Prime Minister and Cabinet is responsible for developing the strategy.
- Regarding planning backlogs, there has been unprecedented demand for change of circumstances. The Scheme Actuary has done a deep dive to look at the reasoning and revealed that often participants don't know that a change has been requested.
- Work is being done regarding change of circumstances, including to make sure participants are aware of a request, looking at what evidence is required, and training of some National Contact Centre staff to make minor changes to a participant's plan details.

- There will be changes to the Participant Service Guarantees (PSGs) over the next 12 months, as they currently don't capture anything other than how long a person has been waiting.
- Regarding Community Connections, the Agency is aware something has changed with the practice with LACs. It is not true that you need a Community Connections Plan to be part of the Scheme.
- The Minister will be making some announcements next week about commitment to support for people in justice system.
- Pricing is moving to Ms Penelope McKay's team. It is recognised there are issues in the pricing model and there will be communications soon about overhauling this. The team will also be looking at what can happen outside of the pricing model to support small businesses.
- Ms McKenzie gave the update that the Agency has cleared the backlog of bank account issues in the participant portal and app.
- **Action 3:** IAC to be briefed on the RedBridge NDIA Focus Group Research Report March 2023.
- **Action 4:** IAC to seek update from DSS on foundational supports.
- **Action 5:** IAC Secretariat to circulate the Queensland government's response to foundational supports.
- **Action 6:** IAC to seek response from Agency about what can be done to address community anxiety about NDIS and upcoming changes.
- **Action 7:** Ms Falkingham, Ms Tori ^{s47F - personal privacy} and Ms Sam ^{s22(1)(a)(ii) - irrele} to meet with Ms Mahmic and other interested IAC Members regarding planning backlogs and the PSGs.

2.3. Board Chair Update

- Mr Fearnley provided a short update from the NDIS Board. He recognised the fear in the community about changes to the NDIS at the moment.
- Mr Fearnley noted that Board recently met in Townsville and plans to meet in Darwin and Perth before the end of the year. Mr Fearnley said he is hopeful about the way the Agency is engaging with First Nations peoples and valued the opportunity to meet some great advocates in the community recently.

2.4. CEO Update

- Ms Falkingham provided updates as she responded to Member reports from the ground.
 - Dr Taleporos left the meeting at 10.58am.
 - The meeting adjourned for a break at 11.16am; resumed at 11.28am.
 - Ms Falkingham, Ms McKenzie and Mr ^{s22(1)(a)(ii) - irrele} left the meeting at 12.00pm.

3. Participants who are ageing

3.1. Participants who are ageing

- Ms ^{s22(1)(a)(i) - irrelevant male} led this discussion about the draft principles for the developing IAC Advice to the Board on participants who are ageing. Ms ^{s22(1)(a)(i) - irrelevant male} noted the key themes emerging to date from Member reports, literature review, deidentified case studies, and a review of current policy.
 - Four key themes were identified to test with IAC:
 - Premature ageing as a concept that is not well understood.
 - Trans-institutionalisation – how people move from a setting where there were a lot of rules and expectations about behaviour, and moving to a setting which is meant to not be institutionalised, but rules and restrictions remain in place.
 - There needs to be clear definitions that are consistent across systems.
 - Inequitable access – for example, people employed through sheltered employment have different superannuation to those in open employment.
 - Members noted:
 - Participants need to recognise they do not have to transition to aged care.
 - Better planning for participants who are ageing and ‘future-proofing’ should be a focus.
 - The Advice needs to address diversity, including gender, Aboriginal and Torres Strait Islander people, culturally and linguistically diverse people.
 - The Advice should recognise the value and wisdom of people who are ageing and talk about ageing in the social context of this country.
- Dr Taleporos returned to the meeting at 12.30pm.
 - The meeting adjourned for a break at 12.47pm; resumed at 1.10pm.
 - Dr Boyce did not rejoin the meeting at this time.

4. NDIS Provider and Registration Taskforce

4.1. NDIS Provider and Registration Taskforce

- Ms van Poppel welcomed Mr Michael Borowick and Ms Vicki O’Halloran to the meeting. Ms van Poppel noted Ms Natalie Wade as a late apology due to a time sensitive priority.
- Ms O’Halloran and Mr Borowick thanked IAC for their submission to the Taskforce and gave an update on the engagement that has been done. The consultation phase has concluded, and the Taskforce is now in the testing phase.
- Ms O’Halloran and Mr Borowick noted key themes arising include that regulation does not lead to safeguarding, and that any new system needs to encourage innovation. The system should also not be resource intensive and particular consideration needs to be given to safeguarding for young children.
- Members noted:
 - The importance of ensuring that small community and peer-led organisations are not negatively impacted by change.
 - IAC would like to have any ideas tested about what model is being developed.

- Gender needs to be considered in this work, and consideration given to women and LGBTIQ+ communities.
- The IAC found it difficult to come to agreement about whether everyone should be visible in the system. The recommendations about a base level on information in the system was the solution to this.
- There is a need for participants to have assurance they are purchasing a quality service.
- It is a person's support needs rather than the support type that puts a person at a higher risk.
- The current structure of the market does not give any disincentive for people to take advantage of the system.
- The threshold for risk needs to be considered for people previously involved in the justice system when assessing if they can provide supports.
- The Taskforce must engage with the Aboriginal and Torres Strait Islander community.
- Ms O'Halloran and Mr Borowick noted that the next steps will be a series of Advisory Working Groups, webinars, round tables and individual conversations.
- Dr Seaton, Mr Borowick and Ms Halloran left the meeting at 2.23pm.

5. Introduction to DCEO First Nations

5.1. Introduction to First Nations Deputy Chief Executive Officer

- Ms van Poppel welcomed Adjunct Professor Janine Mohamed, the NDIA's Deputy Chief Executive Officer, First Nations.
- Adjunct Professor Mohamed shared with the Members her background and experience and gave an update on the Agency's First Nations work, including:
 - There is a small team of 7 people who are working closely with the CEO and senior leadership and are dedicated to supporting First Nations people with disability nationally.
 - Work has been done to reshape the First Nations Advisory Council, and the group will be meeting tomorrow for the first time since September 2023.
 - It has been publicly announced that the First Nations Strategy will be delivered by December 2024.
 - The Agency has put in place a First Nations Ally Champion, a non-Indigenous person to walk alongside the First Nations Champion.
 - The First Nations team has developed its Vision – to share power in the NDIA and NDIS system, to reform and achieve equitable access and outcomes for First Nations peoples with disabilities.
 - IAC Members warmly welcomed Adjunct Professor Mohamed and shared appreciation of her update and personal introduction.
 - Adjunct Professor Mohamed left the meeting at 3.33pm.

6. Endorsement of IAC Work Plan 2024-25

6.1. Endorsement of IAC Work Plan 2024-25

- Ms van Poppel noted the IAC work plan for adoption, set to commence on 1 July 2024.
- Two additional principles had been added since the previous version. These are ‘trauma-informed’ and ‘accessibility’.
- The work plan is high level. The joint meeting in July with IAC Reference Groups will aim to map out more detail.
- Members noted a number of additions:
 - The IAC has published many pieces of Advice and the workplan should note that this Advice will continue to be monitored and inform future Advice.
 - The Children, Young People Families Reference Group should input into the foundational supports priority area.
 - The responsibility for foundational supports to be updated to reflect Department of Prime Minister and Cabinet as lead for strategy and DSS for implementation.
- Ms ^{s22(1)(a)(ii) - irrelevant male} noted there is a need to look at what form Advice takes, including that of shorter statements as well as full papers.
- The IAC endorsed the Work Plan with the above changes.
 - Dr Boyce returned to the meeting at 2.43pm.

7. Other Business

Ms McKenzie rejoined the meeting at 3.34pm.

Mr Fearnley left the meeting at 3.38pm.

7.1. Services for One

- Ms van Poppel noted that she spoke with NDIA DCEO Integrity Transformation and Fraud Fusion Taskforce John Dardo about engagement with IAC about Services for One. The IAC will be represented in these conversations by one IAC Member.

8. Meeting Close

- The next meeting will be on 3 and 4 July, with a pre-brief on 2 July. This will be a hybrid meeting in Melbourne of the IAC and all IAC Reference Groups.
- Ms van Poppel closed the meeting at 2.53pm.

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MEETING AGENDA
Independent Advisory Council Meeting 2 for 2024-25
Principal Member: Leah van Poppel
15 August 2024, 1.00pm – 5.00pm
Online meeting via MS Teams

MEETING AGENDA
Attendees
<p>IAC Members:</p> <ul style="list-style-type: none"> • Ms Leah van Poppel, IAC Principal Member • Adjunct Associate Professor Jennifer Cullen AM • Ms Sylvana Mahmic • Mr James Manders • Dr George Taleporos • Mr Gavin Burner • Dr Sharon Boyce • Ms Tricia Malowney OAM • Ms Sam Paior • Mr Mark Tonga • Dr Leighton Jay <p>IAC Independent Advisors:</p> <ul style="list-style-type: none"> • Ms Samantha s22(1)(a)(i) - irrelevant mate <p>IAC Expert Advisors:</p> <ul style="list-style-type: none"> • Mr Jeff Smith, CEO DANA <p>NDIA Attendees:</p> <ul style="list-style-type: none"> • Mr Kurt Fearnley AO, NDIA Board Chairperson

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- Mr Denis Naphine AO, NDIA Board Member
- Dr Peta Seaton AM, NDIA Board Member
- Ms Rebecca Falkingham, NDIA CEO
- Ms Corri McKenzie, DCEO Service Design and Improvement
- Ms Jessica ^{s47F- personal privacy} Director, Foundational Content (item 5)
- Ms Genevieve ^{s22(1)(a)(ii) - irrelevant material} Director, Digital Delivery (item 5)
- Ms Janine Mohamed, DCEO First Nations (item 6)

Also in attendance:

- ^{s47F- personal privacy}
- Ms Kathy ^{s22(1)(a)(ii) - irrelevant ma} Director, IAC Secretariat and Strategic Advice
- Ms Sarah ^{s22(1)(a)(ii) - irrelevant} Assistant Director, IAC Secretariat

Item	Details	Lead
1	1.00pm – 1.15pm Principal Member welcome and open A. Confirmation of minutes B. Matters arising C. Declarations of interest	Ms Leah van Poppel
2	1.15pm – 1.30pm July IAC and Reference Group Meeting Debrief A. Meeting summary B. Book of Proceedings (IAC Senior Independent Advisor) C. Feedback from those in attendance	Ms Leah van Poppel
3	1.30pm – 2.00pm IAC Work Plan 2024-25 A. IAC Work Plan 2024-25 (endorsed May 2024) B. IAC Work Plan prioritisation C. How the IAC works with Reference Groups	Ms Leah van Poppel
2.00pm – Break for 15 minutes		
4	2.15pm – 3.30pm IAC updates	

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	A. Member Reports from the Ground B. NDIA Board Chair update C. CEO update	IAC Members Mr Kurt Fearnley Ms Rebecca Falkingham
5	3.30pm – 4.00pm NDIA website and content redevelopment project A. Project overview	Ms Jessica Craven Ms Genevieve <small>s22(1)(a)(ii) - irrelevant materia</small>
4.00pm – Break for 15 minutes		
6	4.15pm – 4.50pm First Nations Update A. Update from DCEO First Nations	Ms Janine Mohamed
7	4.50pm – 5.00pm Other Business A. Letter of thanks to IAC – Justice Statement B. IAC Justice Statement – May 2024	Ms Leah van Poppel
8	5.00pm Meeting close	Ms Leah van Poppel

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Minutes of the Independent Advisory Council (IAC) to the NDIS

Meeting #2 – 15 August 2024

1.00pm – hosted on MS Teams

Members

Ms Leah van Poppel, IAC Principal Member
Adjunct Associate Professor Jennifer Cullen AM
Mr James Manders
Dr Leighton Jay
Mr Gavin Burner
Ms Sam Paior
Dr Sharon Boyce
Ms Tricia Malowney OAM
Dr George Taleporos
Ms Sylvana Mahmic

IAC Independent Consultants

Ms Samantha [redacted] IAC Senior Independent Consultant
Ms Lucy [redacted] IAC Independent Consultant

IAC Expert Advisor

Mr Jeff Smith, CEO DANA

NDIA Representatives

Mr Kurt Fearnley AO, NDIA Board Chairperson
Dr Denis Naphine AO, NDIA Board Member
Dr Peta Seaton AM, NDIA Board Member
Ms Corri McKenzie, DCEO, Service Design and Improvement
Ms Donna [redacted] BM, Office of the Participant Advocate (item 2)
Ms Genevieve [redacted] Director, Digital Delivery (item 5)
Ms Hannah [redacted] Assistant Director, Foundational Communications (item 5)
Ms Janine Mohamed, DCEO First Nations (item 6)

IAC Secretariat

Ms Kathy [redacted] Director, IAC & Strategic Advice
Ms Sarah [redacted] Assistant Director, IAC Secretariat

Attending

[redacted] s47F- personal privacy

Mr Mick [redacted] Executive Officer to the NDIA Board Chairperson

Apologies

Mr Mark Tonga, IAC Member
Ms Rebecca Falkingham, NDIA CEO

1. Welcome and Open

1.1. Welcome

- The Principal Member Ms Leah van Poppel welcomed members and guests to the meeting, including Mr Jeff Smith who attended his first meeting as IAC Expert Advisor.
- Adjunct Associate Professor Jennifer Cullen acknowledged the traditional custodians of the lands that attendees gathered on.
- Mr Kurt Fearnley, Dr Denis Napthine and Dr Peta Seaton attended as representatives of the NDIA Board.
- Ms van Poppel welcomed Ms Corri McKenzie to the meeting and noted Ms Rebecca Falkingham's late apology.

1.2. Confirmation of minutes and matters arising

- The minutes of the May IAC meeting were confirmed by IAC Members.
- The matters arising were confirmed by IAC Members with the exception of Action 4 which will remain open.

1.3. Declarations of interest

- s47F- personal privacy
- Ms van Poppel spoke to related actions from the May IAC meeting:
 - Information had been provided to IAC Members about the longevity of interests declared on the Register
 - IAC Members were reminded to complete both columns of the Register, explaining how the interest relates to the NDIS.
 - IAC Updates (Agenda Item 4) preceded Agenda Items 2 and 3 to accommodate Agency availability.

2. IAC Updates

2.1. Member reports from the ground

- Key themes from Member reports:
 - Annual Price Guide - increases leading to providers exiting the sector, of particular concern in regional, rural and remote areas with limited providers. Providers are moving away from provision of NDIA supports
 - Plan reviews and rollovers - check-in phone calls leading to unanticipated outcomes about plans this is often without opportunity to request a formal plan review

- Anxiety about extent of coming change following the Disability Royal Commission and NDIS Review and proposed legislative changes before Parliament. Importance of communication being balanced, fair and safe.
- Foundational and educational supports - Queensland is leading the way with reform yet what the other States and Territories will do is not known.
- Positive feedback on the Co-design work the Agency has done on a new plan format
- GARMA - important engagement and experience for members of IAC to attend

ACTION 1: IAC to send a letter to NDIA staff who supported Board and IAC at GARMA Festival

Ms Malowney left the meeting at 1.57pm.

2.2. Agency response to issues raised by Members

- Ms McKenzie noted:
 - the legislation currently before Parliament to reform the NDIA and outlined the legislative process should the Bill be passed
 - the Agency is addressing concerns about plan continuations and confusion about communications, scripts and messaging through service design improvements and resources for planners
 - work underway as part of the new planning framework to reduce the backlog of plan and participant requested reviews
 - reports of poor regionally-based experiences of Community Connections plans
 - efforts to increase the number of planners to work with people in custodial settings to do their plans to ensure supports are in place when exiting custody
 - the focus on planners becoming more familiar with PACE and the benefits of more structured note taking
 - information and insights provided into boarding homes and hostels in Queensland about which Ms McKenzie sought permission to share within the Agency.

ACTION 2: Ms McKenzie to provide key Home & Living messaging for IAC Members to use when responding to queries.

ACTION 3: Ms McKenzie to provide a summary of current legislative changes as they are accepted by the Lower House.

ACTION 4: Agency to brief the IAC on the Australian Services Union and the pricing decision.

Ms Malowney returned to the meeting at 2.32pm.

2.3. Board Chair Update

- Mr Fearnley provided a short update from the NDIS Board.

- The anxiety these changes are having on participants as well as the team at the Agency and within the advocacy sector was acknowledged.
- Mr Fearnley reflected on Board and IAC attendance at the Garma Festival and will recommend attendance by representatives each year as a means of learning, leadership and understanding.
- The Quarterly Report to be issued today.
- The Agency to review Participant Service Guarantee via co-design.

2.4. CEO Update

- Ms McKenzie provided updates on behalf of the CEO as she responded to Member reports from the ground.

The meeting adjourned for a break at 2.55pm; resumed at 3.05pm.

3. July IAC and Reference Group Meeting Debrief

3.1. Meeting Debrief

- Members provided feedback about their experiences attending, either in person or online, the inaugural joint meeting of the IAC and its Reference Groups in July. Suggestions were made to improve potential future large-scale IAC forums.
- They agreed the forum delivered positive outcomes and alignment for the IAC and its Reference Groups.

ACTION 5: Circulate summary of feedback to all IAC Reference Groups.

4. IAC Work Plan 2024-25

4.1. IAC Work Plan

- IAC Members shared their views on how to prioritise areas of advisory work, set out in the 2024-25 Work Plan. They agreed to strengthen overarching governance arrangements to better link the IAC with its Reference Groups.
- Members also highlighted the need for greater awareness about how the IAC and its Reference Groups interact with the Agency and Board to deliver its strategic advice.
- Ms McKenzie shared information about the Delivery Roadmap the Agency is developing in anticipation of the legislative changes, funding and timeline announcements. The roadmap includes co-design as well as implementation. The IAC and its Reference Groups will feature in the roadmap at regular intervals for ongoing engagement.

ACTION 6: Schedule an out of session meeting next week for IAC to discuss suggested options for prioritisation and operationalisation.

ACTION 7: Circulate diagram demonstrating how the IAC and its Reference Groups interact with the Agency and Board regarding advice.

Ms Malowney left the meeting at 3.20pm and returned at 3.30pm.

Mr Smith left the meeting at 3:30pm.

5. NDIA website and content redevelopment project

5.1. Project overview

- Due to time constraints, this item was to be rescheduled as an IAC out of session meeting.

The meeting adjourned for a short break from 4.15pm to 4.20pm.

Mr Smith returned to the meeting at 4:20pm.

6. First Nations Update

6.1. Update from First Nations Deputy Chief Executive Officer

- Ms van Poppel welcomed Adjunct Professor Janine Mohamed to provide a briefing on developments regarding First Nations governance at the Agency.
- A proposal to dissolve the First Nations Advisory Council and establish a First Nations Reference Group to sit under the IAC was discussed.
- It is hoped this will address governance and operational issues experienced throughout the 6 FNAC meetings held over the last 18 months.
- An aim of the change is to strengthen the voice of First Nations people with disability and improve engagement opportunities.
- IAC Members expressed unanimous support for the proposed governance changes.
- IAC members determined to establish an IAC First Nations Reference Group.

Adjunct Professor Mohamed left the meeting at 4.36pm.

7. Other Business

7.1. Justice Statement

- IAC Members noted the letter of thanks from the NDIA Board Chair for its Justice Statement.

7.2. IAC and Reference Group Induction

- A suggestion was made to co-design further induction resources to ensure technology, IT, engagement, and a suite of materials including videos for accessibility.

- Many of these aspects are being considered by Inclusion Australia which has been engaged to produce best practice engagement and induction resources for the IAC and its Reference Groups.

Mr Smith left the meeting at 5.06pm.

8. Meeting Close

- The next meeting will be on 11 and 12 September, with a pre-brief on 11 September. This will be a hybrid meeting in Perth.
- Ms van Poppel closed the meeting at 5.09pm.

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MEETING AGENDA
Independent Advisory Council Meeting 3 for 2024-25
Principal Member: Leah van Poppel
11 September 2024, 1pm – 4.30pm
Hybrid meeting from the Pan Pacific Hotel, Perth

MEETING AGENDA
<p style="text-align: center;">Attendees</p> <p>IAC Members:</p> <ul style="list-style-type: none">• Ms Leah van Poppel, IAC Principal Member• Adjunct Associate Professor Jennifer Cullen• Ms Sylvana Mahmic (online)• Mr James Manders• Dr George Taleporos (online)• Mr Gavin Burner• Dr Sharon Boyce (online)• Ms Tricia Malowney OAM• Ms Sam Paior• Mr Mark Tonga (online)• Dr Leighton Jay <p>IAC Independent Advisors:</p> <ul style="list-style-type: none">• Ms Samantha s22(1)(a)(i) - irrelevant mate• Ms Lucy s22(1)(a)(ii) - irre (online) <p>External Attendees:</p> <ul style="list-style-type: none">• Bronwyn Pike, Side by Side Manager, Developmental Disability WA• Maggie Visser, Side by Side Manager, Developmental Disability WA• Kerri Colegate, Director, KM Noongar Consultancy Services• Isabella Choate, Interim CEO, Youth Disability Advocacy Network WA• Kath Snell, CEO, Shelter WA• Dr Donna Turner, Senior Project Officer, Shelter WA

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NDIA Attendees:

- Ms Corri McKenzie, DCEO Service Design and Improvement (TBC)
- Ms Barbara ^{s22(1)(a)(i) - irrelevant male} State Manager, Western Australia (observer)

Also in attendance:

- s47F- personal privacy
- Ms Kathy ^{s22(1)(a)(i) - irrelevant ma} Director, IAC Secretariat and Strategic Advice
- Ms Sarah ^{s22(1)(a)(i) - irrelevant} Assistant Director, IAC Secretariat

Session	Details
Theme	Innovative approaches to peer support and better links to capacity building in the NDIS
1	1.00pm – 1.45pm Presenters: Bronwyn Pike and Maggie Visser, Developmental Disability WA
2	1.45pm – 2.30pm Presenter: Kerri Colegate, KM Noongar Consultancy Services
Break 2.30pm – 3.00pm	
3	3.00pm – 3.45pm Presenter: Isabella Choate, Youth Disability Advocacy Network WA
4	3.45pm – 4.30pm Presenters: Kath Snell and Donna Turner, Shelter WA
Meeting close at 4.30pm	