



The contents of this document are OFFICIAL

Council's Work Plan 2022-23

What is this document about?

The Independent Advisory Council (Council) has a Work Plan for 2022-23. Our Work Plan guides us on the work we will do from 1 July 2022 to 30 June 2023. The work we do over the year will help us bring the voice of participants, their families, and carers to the centre of National Disability Insurance Scheme (NDIS). Our work will also help deliver the vision of the NDIS Act 2013. Our Work Plan aims to enhance Council's performance, accountability, and governance.

We design our annual work around:

- key issues in the community that Council Members agree on,
- the National Disability Insurance Agency (NDIA) Corporate Plan,
- the priorities of the Minister for the NDIS.

Understanding Council's 2022-23 Work Plan

Council's Work Plan is our guide. It keeps Council's annual work on track to ensure our accountability and performance. Our Work Plan also gives us the flexibility and agility to act on emerging work. For example, contributing to the new government's priorities. Our Members agree on the annual Work Plan to complement work the NDIA and the disability sector is doing. We build our Work Plan around established ties with the NDIA, other government agencies, and the disability community.

Throughout 2022-23 we aim to strengthen community ties and trust. We will work with the Disability Representative and Carer Organisations (DRCO), state and territory disability councils, and the broader disability community. We will work together as part of the [NDIA's co-design work](#). This work will cut across most of Council's annual priorities and is integral to this Work Plan's success. Some of our Members participate in the NDIA's Co-Design Steering Committees. They will give strategic advice, governance and oversight for co-design work and the development of policies. This will ensure the NDIA hears the voices of people with disability at every step of the process.

Council aims to deliver advice to the NDIA Board that impacts and improves the NDIS for the best participant outcomes. We operate with the key principles of:

Intersectionality



We understand the impact of intersectionality on participant experience and outcomes. We will use an intersectional lens in all the work we do to ensure the NDIS is inclusive and safe for all people with disability.

Capacity building throughout participants’ lifespan

We believe in the importance of supporting participants at each stage of their life. Capacity building is essential for participant outcomes and to the success of the NDIS. We will focus our work to promote a whole of life approach to capacity building within the NDIS.

Choice and Control

We strongly support the principle behind the NDIS: to maximise choice and control for people with disability. Our work aims to put participants at the centre of the Scheme, increasing choice and control over their funding and supports in their plan, and highlighting the role of self-management for participant’s independence.

Innovation

We believe in the importance of the NDIS supporting contemporary and innovative approaches to disability support. Our advice will focus on how to embed innovation and best practice into the Scheme.

We will rely on the specialist expertise and broad ranging lived experience within Council’s four [Reference Groups](#). Our Reference Groups will add input around the areas of:

- equity and inclusion,
- home and living,
- children, young people, and families, and
- intellectual disability.

Our purpose

Our purpose is to bring the voice of participants, their families, and carers to the centre of the NDIS. Our work will also help deliver the vision of the NDIS Act 2013.

Work Plan 2022-23 at a glance

Our priorities	Work we will focus on
1. Putting participants back at the centre of the NDIS	<ul style="list-style-type: none"> • An intersectional approach • Promoting the voice of children and young people • Participants who are ageing
2. Supporting effective NDIS plans and quality participant outcomes	<ul style="list-style-type: none"> • IGAP project (co-design) • Participant safety (co-design) • Support for decision making (co-design) • Positive behaviour support • Home and living (co-design)

Our priorities	Work we will focus on
	<ul style="list-style-type: none"> • Employment • Assistive technology
3. Connect and collaborate with other government agencies, outside the NDIA	<ul style="list-style-type: none"> • NDIS Review • Australia’s Disability Strategy • ILC Program • Provider and workforce quality • COVID-19 related workforce issues
4. Provide transparent and accessible communications	<ul style="list-style-type: none"> • Engage with external stakeholders • Ensure all our communications meet accessibility standards
5. Track and oversee the implementation of our advice	<ul style="list-style-type: none"> • Work with the NDIA to ensure the implementation of Council’s recommendations, as agreed by the NDIA.
6. Ongoing collaboration with NDIA projects and processes	<ul style="list-style-type: none"> • Continue working collaboratively with NDIA, supporting the delivery of the NDIS.

Our focus for 2022-23

Putting participants back at the centre of the NDIS

Intersectional approach

Council will use an intersectional approach¹ to better understand and respond to complexity. Using this approach will help us advise the NDIA on ways to improve NDIS operations and practice. We want the NDIS to be inclusive, safe, responsive and accountable.

This work started in 2021-22 with the drafting of our advice: ‘Equity in the NDIS: improving access and outcomes for diverse communities’. We will submit this advice to the NDIA Board in late 2022.

Promoting the voice of children and young people

Council will work with the NDIA to better support the voices of children and young people in shaping the NDIS. Children and young people, aged less than 18 years, make up almost half (48%) of all NDIS participants.² But their voices are often not included into NDIS project planning and co-design work. We will work to change this so that children and young people can be a part of the co-design process.

¹ An intersectional approach recognises the dynamics of power and social inequality in society. It helps to understand the multiple forms of discrimination and disadvantage that come from many characteristics that are not privileged by society.

² NDIS Quarterly Report to Disability Minister. Quarter 4 2021-22. 30 June 2022. Access from [Quarterly Reports | NDIS](#)



Participants who are ageing

Council will work with the NDIA to understand the role of the NDIS for participants as they age. This work responds to the growing number of participants who are becoming older, and outliving their parents or main carers, or who do not have any informal supports. It also responds to concerns about the uncertainty of support for people with disability as they age.

Supporting effective NDIS plans and quality participant outcomes

Information Gathering for Access and Planning (IGAP) Project

We will add to the NDIA's co-design work to improve NDIS access and planning processes. Our Members on the IGAP Steering Committee will advise on ways the NDIS can deliver consistent and fair access and planning outcomes. The IGAP Project wants to improve the participant experience. It will also focus on a person-centred model for NDIS access and planning.

Participant safety

Council will continue to work with the NDIA to ensure all participants live a safe life. Our Members will input to the Participant Safety Steering Committee, as part of the NDIA's co-design work. The Steering Committee will develop a participant safety policy. This policy will help guide the NDIA's planning processes. It will also ensure participants think about the supports they need for their own safety. This work builds on Council's 2021 advice '[Choice and control to safely live a good life of belonging and citizenship](#)'.

Support for Decision Making

We will add to the NDIA's co-design work on support for decision making. Our Members will work with the NDIA's Support for Decision Making Steering Committee. The Committee will develop a policy about support for decision making. The policy wants to find better ways to support participants to make decisions about their life. It also aims to improve choice and control for participants. Because all people with disability should be able to make their own decisions. This work reinforces Council's 2016 advice by the Intellectual Disability Reference Group '[Support for decision making: key issues](#)'. As well as the 2019 advice '[Support for decision making in the NDIS](#)'.

Positive behaviour support

Council will give advice to the NDIA about ways to improve processes and practice for behaviour supports. We will complete this advice working with the Intellectual Disability Reference Group. Our advice will raise awareness of the challenges faced by participants who need behaviour support. We will



also include advice about ways the NDIA can improve planning and assessment outcomes for these participants. Our aim is for participants with behaviour supports to have better lives.

We started working on this advice in 2021-22, and we will submit the advice to the NDIA Board before 2023. This advice acknowledges that the NDIS Quality and Safeguards Commission regulates positive behaviour supports. While the NDIA provides funding for behaviour support in participant's plans.

Home and Living

We will add to the NDIA's co-design work on home and living. Our Members and those from the Home and Living Reference Group will work with the NDIA Home and Living Steering Committee. The Committee will develop a home and living policy. The policy wants to promote contemporary and innovative home and living options. Because a person should be able to choose where they live, who they live with, and who provides their supports.³ This work links to Council's continued advocacy for best practice supports for home and living.

Employment

We will work with the NDIA to improve employment outcomes for NDIS participants. We will advise of the challenges participants face to find and keep a job. We will also propose ways the NDIA can support them to build a career and get a job. These supports will build and improve a participant's capacity, social and economic participation.

We will also support the NDIA to increase the number of people with disability in senior executive positions within the Agency. We want the NDIA to be a leader in employing and helping people with disability build a career in the public service.

Assistive Technology

Council will advise the NDIA about best practice approaches to Assistive Technology (AT) for participants. We will focus on evidence-based and sustainable ways to do this, while promoting innovation. We will consider that AT is critical for some people with disability.

Connect and collaborate with other government agencies, outside the NDIA

NDIS review

We acknowledge the planned review of the NDIS' design, operation, and sustainability will be a big part of the NDIA's future work. Once the terms of reference for the NDIS review are approved, we will get a

³ Article 19. United Nations Convention on the Rights of Persons with Disability. Accessed from: [Convention on the Rights of Persons with Disabilities \(CRPD\) | United Nations Enable](https://www.un.org/disabilities/convention_on_the_rights_of_persons_with_disabilities/)



better understanding of ways the Council can work with the NDIA, Minister for the NDIS and broader community.

Australia's Disability Strategy

Council will track the implementation of Australia's Disability Strategy (Strategy). We will provide advice and feedback to the Department of Social Services (DSS) on the Strategy's targeted action plans. We will also raise awareness of interface challenges. We strongly believe a well implemented Strategy will help people with disability have meaningful lives, and will benefit all Australians. It is also important for the sustainability of the NDIS.

Information, Linkages and Capacity Building (ILC) Program

We will provide advice and feedback to DSS about the ILC Program. ILC funds organisations to deliver projects in the community. These projects benefit all Australians with disability, their carers, and families. ILC is an important part of the NDIS. We want to make ILC better for people with disability, their families, and carers.

Provider and workforce quality

We will give advice about the issues participants face around the quality and consistency of disability support services and the disability workers. We will work with the NDIA and the NDIS Quality and Safeguards Commission for this advice. We want all people with disability to consistently receive best practice care and quality services.

COVID-19 related workforce issues

Council will raise awareness of the COVID-19 related workforce issues for participants. We will work with the NDIA and broader government to build a responsive and supportive market and workforce. This will help participants access disability workers with the right skills and qualifications.

Provide transparent and accessible communications

We will increase the flow of transparent and timely information about the progress of our work. We will do this through projects and initiatives that deliver news and information about our work. This information will target the NDIA and public. We will also engage with various external stakeholders through different communications projects.

We remain committed to accessible information and communications. This includes information in plain English and Easy Read, because we want everyone to understand the work Council does. As part of our work on accessibility we will do work to redevelop Council's website. This work will ensure our website complies with international accessibility standards.



We will also continue to work with the NDIA to ensure all communications about the NDIS are accessible to all Australians.

Track and oversee the implementation of our advice

We will continue to work with the NDIA to track and review the implementation of our advice. We believe our advice can improve the delivery of the NDIS and participant experience. We want to ensure the NDIA implements the agreed recommendations.

Ongoing collaboration with NDIA projects and processes

Council will keep supporting important NDIA priorities, policy work and service improvement projects. We will do this by using Council's four Reference Groups who provide the NDIA with specialist expertise. We will also provide advice, upon request, as part of our ongoing involvement in NDIA's working groups.