



Community workshops

Participant information and agenda

What is the workshop about?

This workshop is an opportunity for people with disability, their families or carers to provide input on the Review of the NDIS Act, which focuses on removing red tape and making the participant experience with the NDIS better. In part, this will be achieved through a new **Participant Service Guarantee**.

What is a Participant Service Guarantee?

The Guarantee will set new standards for shorter, but realistic timeframes for people with disability to get their NDIS plan and have their plan reviewed. It will also set specific service standards to assist people with disability to have positive and consistent experiences with the NDIS.

Will I need to prepare for the workshop?

You will be given information about the Participant Service Guarantee and the principles and standards being considered on the day. You do not need to have read all of the information before attending.

If you want to read more about the Review of the NDIS and the Participant Service Guarantee before you attend the workshop, you can access the discussion paper.

What will happen at the workshop?

The workshop goes for 4 hours from 10.00am to 2.00pm with two breaks, including lunch. If you can only come for the first part of the session, you will still be able to contribute.

At the workshop there will be some group discussions. There will also be ways for you to answer specific questions about your own experience and to give your opinions about what will be important to include in a Participant Service Guarantee.



Timing and agenda:

Time	Item	More information
10:00am – 10:20am	Welcome and introductions	An introduction and presentation will be provided by The Social Deck and representatives from the Department of Social Services.
10:20am – 11:10am	Session 1. Your NDIS experience	You will be asked for information about your current situation and issues relating to your NDIS experience.
11.10-11.30am	1st break	Tea, coffee and light morning tea will be provided.
11:30am – 12.30pm	Session 2. Improving the NDIS experience	<p>You will be asked what you think should be in the Participant Service Guarantee and your ideas about the principles and standards to include. These will be discussed in the four areas of.</p> <ol style="list-style-type: none"> 1. Timely 2. Engaged and accessible 3. Expert and connected 4. Valued and fair decision-making. <p>A facilitator will come to your group (table) to ask questions and facilitate a discussion about each of the topic areas.</p> <p>You will also be able to answers questions about these areas on cards, in workbooks or online using your own device or an iPad.</p>
12.30 – 1.00pm	LUNCH	
1.00-1.40pm	Session 3. What needs to change	<p>This will be a group discussion.</p> <p>You will be asked to reflect on the morning session and given the opportunity to hear what people think should be included in a Participant Service Guarantee to make things better in the future.</p>
1:40 – 2.00pm	Final session: Refine your ideas and input	<p>For the final 20 minutes of the workshop, you will have the opportunity to add to or update your input.</p> <p>During this time you can also get help to fill out the survey.</p>
2.00pm	CLOSE	

How will I be asked to provide my input?

Input will be recorded in a number of ways.

- You can use an online system called Mentimeter. The address is **menti.com**. You will be given a code to access this on the day. This means you can use your own device, such as a smartphone, tablet or laptop to answer questions at the workshop.
- You will be given a workbook you can write your input into.
- During session 2, you can also answer questions on cards.
- A number of iPads will also be available for participants to use.

What if I want to have my say, but I don't want to participate in group discussions?

There will be a number of staff available at the session to help you provide input in different ways. This includes a station where you can get help to complete the survey, or talk to someone about your experience.

Will I be filmed or photographed?

The workshops will not be filmed.

There may be some photos taken by facilitators and other participants during the workshop. You will be asked to consent to photography during registration and if you do not want to be photographed you can let us know and we will make sure you are not included in photos.

What if I can't attend the workshop?

If you register for the workshop but then can't attend, you can cancel your ticket [here](#).

You can also fill out a survey to have your say, or make a submission.

At engage.dss.gov.au you will find:

- A discussion paper and way to make a submission
- Long version online survey about your NDIS experience
- Short version online survey about your NDIS experience.