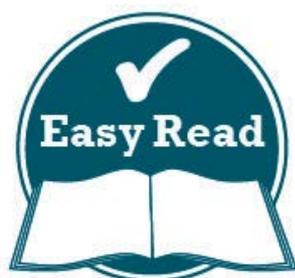


NDIS Quality and Safeguarding Framework

Overview

Easy Read version



How to use this document



This information is written in an easy to read way. We use pictures to explain some ideas.



This document has been written by the Department of Social Services (DSS). When you see the word 'we', it means DSS.



Some words are written in **bold**. We explain what these words mean. There is a list of these words on page 21.



This Easy Read document is a summary of another document.



You can find the other document on our website at www.dss.gov.au/ndisqualitysafeguards



You can ask for help to read this document. A friend, family member or support person may be able to help you.

What is this fact sheet about?



This fact sheet has important information for people who take part in the National Disability Insurance Scheme (NDIS).



We call these people **participants**.



The NDIS is bringing big changes across Australia to the way people with disability:

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- get money to pay for services



- find and use services and supports.



This fact sheet is about the NDIS Quality and Safeguarding Framework.



Quality is about receiving good services.



Safeguarding is about keeping people safe when they are receiving services.



The Framework is a plan for how these things should work.

It will:



- help make sure things are done the same way all over Australia

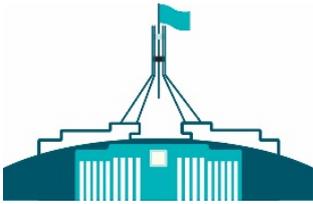


- let people with disability have choice and control



- tell providers how they can deliver high quality services and supports.

Lots of people took part in making this Framework:



- governments



- people with disability



- carers



- service providers



- stakeholders – important people who might be affected.

Key principles



There are important ideas behind what is in the Framework.

We call them **key principles**.

The key principles behind the Framework are:

- **Human rights**



Ideas in the Framework uphold and respect the human rights of people with disability.

- **Choice and control**



Ideas in the Framework support people with disability to have more choice about the providers and supports they use.

- **The same across Australia**



The Framework makes sure people with disability across Australia are protected in the same way.

- **Matching rules with risks**



The rules for providers and their workers match any risks related to:

- the support they are offering
- the needs of the people they support.

- **Believing everyone has capacity**



A person's **capacity** relates to the ability, skills and experience they have in a certain area.

The Framework and the NDIS are both based on the idea that all people with disability can:

- make decisions
- have choice and control.



- **Cutting down red tape**

The Framework makes our systems simpler so:



- people with disability can easily work through the things they need to do



- providers have less paperwork to worry about.

- **Being efficient and effective**



The Framework makes the NDIS work smoothly for everyone who takes part.

What is in the new Framework?

The Framework tells everyone what the rules are so people with disability:



- are safe



- get high quality support through the NDIS.



It is for:

- individuals
- the **workforce** – everyone who is working with participants or looking for a job to work with participants
- providers.

The Framework has 3 areas:



1. Strengthen – helping people protect themselves.



2. Prevent – keeping people with disability safe.



3. Correct – the things that should be done if something goes wrong.

1. Strengthen



The things we do in this area are aimed at helping people:

- know their rights
- make the best choices.



This includes:

- people with disability
- disability workers
- service providers.

2. Prevent



The prevent area is aimed at looking for ways to stop problems before they happen.

3. Correct

We can do this by:



- having rules about how things should be done



- listening to complaints



- fixing problems.

The Framework also talks about:



- **Advocacy** services – services who speak up for people who cannot speak up for themselves.

These services are outside the NDIS. They are available through programs such as the National Disability Advocacy Program.



- Systems for working out when people have not been totally honest when they:
 - pay providers
 - deliver supports.

The National Disability Insurance Agency (NDIA) will take care of this.



- Complaints about:
 - the NDIA
 - **Local Area Coordinators (LAC)** paid for by the NDIA.
An LAC is someone who helps people with disability set goals, write their plans and make decisions about their support.

There are already rules about how this should be done.



- Laws about:
 - discrimination – treating someone badly because they are different
 - human rights.



Members of the Government – the Commissioners for Disability Discrimination and Human Rights – look after these complaints.

How will the Framework start working?



The Framework explains the rules people need to know so the services and supports they offer are:

- high quality
- safe.



The Government will set up new systems for providers across Australia when they are part of the NDIS.

These include ways to:



- make sure services and supports are high quality



- handle complaints



- report when a **serious incident** has happened – someone is badly hurt or something goes terribly wrong



- watch over **restrictive practices** – something done to stop a person from hurting themselves or others



- find out what has been happening



- make sure people are following the rules.



We want to make sure the people who work in the NDIS do not want to hurt participants.



We will do this through **worker screening**.



All governments in Australia will take part in worker screening.



State and Territory governments will continue to do worker screening in their part of Australia.



The Commonwealth Government will make sure there are policies and standards for everyone to use.

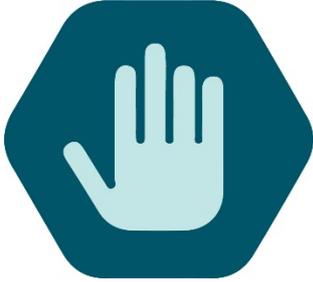


The Governments will work together to decide when it is ok to use restrictive practices.



State and Territory governments will still make decisions about when restrictive practices should be used.

There will be someone at the NDIS who leads and teaches others about:



- using restrictive practices less in the NDIS and one day stopping altogether



- good ways to deliver behaviour support.

When will the Framework start working?



Eventually the NDIS will be up and running in all parts of Australia.



The Framework will start once that happens.

Until then, quality and safeguarding is the responsibility of:



- states and territories



- the NDIA.

The NDIA will manage:



- complaints or feedback



- registration



- making sure services and supports are high quality.

More information



You can read the participant fact sheet for more information about the Framework.



You can read the provider fact sheet for more information about provider support and regulation.



You can find these fact sheets on our website www.dss.gov.au/ndisqualitysafeguards



For more information about the NDIS Quality and Safeguarding Framework, you can send an email.



ndisqualitysafeguards@dss.gov.au



For more information about the NDIS, visit the website www.ndis.gov.au

Word list



Advocacy

When someone speaks up for someone who can't speak up for themselves.



Capacity

A person's capacity relates to the ability, skills and experience they have in a certain area.



Key principles

The important ideas behind what is in the Framework.



Local Area Coordinator

Someone who helps people with disability set goals, write their plans and make decisions about their support.



Participants

People who take part in the NDIS.



Quality

Quality is about receiving good services.



Restrictive practices

Something that is done to stop a person from hurting themselves or others.



Safeguarding

Safeguarding is about keeping people safe when they are receiving services.



Serious incident

When someone is badly hurt or something goes terribly wrong.



Stakeholders

Important people who might be affected.



Worker screening

Making sure the people who provide supports and services through the NDIS are the right people for the job.



Workforce

Everyone who is working or looking for a job.



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