

# NDIS Quality and Safeguards Commission

## Information for you

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 Australian Government 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 16.



This Easy Read document is a summary of another document.



You can find the other document on our website at [www.dss.gov.au/ndisqualityandsafeguards](http://www.dss.gov.au/ndisqualityandsafeguards)



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

## What's in this document?

What is this document about?	4
What does the NDIS Commission do?	6
What will the NDIS Commission focus on?	8
When will the NDIS Commission start?	9
How will the NDIS Commission make things better?	9
How will the NDIS Commission change things?	12
How can I find out more about the NDIS Commission?	15
Word list	16

## What is this document about?



This document is about the National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission (the **NDIS Commission**).



It has important information for **NDIS participants** – people with disability who take part in the NDIS.



**Quality** is about receiving good services.



**Safeguards** are ways of keeping people safe when they are receiving services.

The NDIS Commission will:



- improve the quality of services



- make sure services are safe for participants.

The NDIS Commission will work with:



- people with disability
- carers
- families
- advocates
- service providers.

# What does the NDIS Commission do?

The NDIS Commission's main job is to:



- look at:
  - what providers of NDIS supports and services are doing
  - how well they are doing it



- help sort out complaints about the quality and safety of supports and services.



The NDIS Commission has **responsibilities**.

Responsibilities are things the NDIS Commission must do.

The NDIS Commission must:



- make sure and check that NDIS service providers are doing things the right way



- listen to and do something about
  - concerns people have
  - complaints people make
  - bad things that happen, including abuse and neglect



- look at the way service providers manage the behaviour of people they support



- work with states and territories to come up with a good way to do **worker screening** across Australia.



Worker screening is a way to make sure the right people work in the NDIS.

## What will the NDIS Commission focus on?



The NDIS Commission will focus on:

- building the **capacity** of service providers
- helping them get better at what they do.



Capacity means the skills and experience service providers have to support NDIS participants.

The NDIS Commission will work to:



- make sure NDIS service providers know how to provide safe services



- improve the quality of NDIS supports



- stop people with disability from being hurt or harmed



- fix problems that come up between service providers and NDIS participants.

## When will the NDIS Commission start?

The NDIS Commission will start when the NDIS is fully running in each state and territory, from:



- 1 July 2018 – NSW and SA



- 1 July 2019 – ACT, NT, QLD, TAS and VIC



- 1 July 2020 – WA.

## How will the NDIS Commission make things better?



The NDIS Commission will make things better for everyone:

- participants
- service providers
- workers.

The NDIS Commission will make things better for participants by:



- telling people how important it is to give NDIS participants choice and control



- handling complaints about the quality and safety of NDIS services



- setting standards to let people know what good quality, safe services are



- offering more and better service providers for NDIS participants to choose from



- making sure service providers use the behaviour support plans that work best.

The NDIS Commission will make things better for providers by:



- having a single way for providers to register that works across Australia



- having one way of doing things for providers who offer NDIS services in different places to follow



- helping the NDIS service provider market to grow so there are many high-quality, safe services



- improving the skills and experience service providers have to support NDIS participants



- working with states and territories so that worker screening will be done the same way across Australia.

# How will the NDIS Commission change things?

## For participants



Complaints about the quality and safety of NDIS services will go to the NDIS Commission.



The NDIS Commission won't look at complaints about:

- the National Disability Insurance Agency (**NDIA**), the NDIA runs the NDIS
- NDIS plans or reviews.



The NDIA will still look at these.



Anyone can make a complaint to the NDIS Commission.



If the NDIS Commission gets a complaint about a problem it doesn't deal with, it will make sure the complaint gets to the right place.



Participants might see changes to how behaviour support plans are developed and checked.

## For providers



When the NDIS Commission starts, some of the responsibilities providers have will change.

There will be changes in the way:



- service providers register



- complaints are made



- incidents are reported



- behaviour support plans are developed and checked



- worker screening is done.

## How can I find out more about the NDIS Commission?



The NDIS Commission is developing all the information participants, workers and providers need about the NDIS Commission.



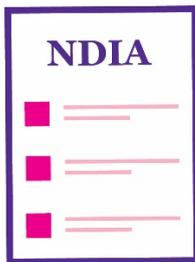
We will share that information with everyone as soon as possible.

For more information about the NDIS Commission, go to the website.



[www.dss.gov.au/ndisqualityandsafeguards](http://www.dss.gov.au/ndisqualityandsafeguards)

## Word list



### **NDIA**

National Disability Insurance Agency – the NDIA runs the NDIS.



### **NDIS Commission**

NDIS Quality and Safeguards Commission



### **Participants**

People with disability who take part in the National Disability Insurance Scheme (NDIS).



### **Quality**

Receiving good services.



### **Responsibilities**

Things the Commission must do.



## **Safeguards**

Ways of keeping people safe when they are receiving services.



## **Worker screening**

A way to make sure the right people work in the NDIS.



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