# Going to court

## Media release

### Easy Read version

## How to use this media release

A **media release** is an important news item we share on our website.

The NDIS Quality and Safeguards Commission (NDIS Commission)   
wrote this media release.

When you see the word ‘we’, it means the NDIS Commission.

We wrote this media release in an easy to read way.

We have written some words in **bold**.

This means the letters are thicker and darker.

We explain what these words mean.

This Easy Read media release is a summary of another media release.

This means it only includes the most important information.

You can find the original media release on our website –   
[www.ndiscommission.gov.au/media-release/3466](https://www.ndiscommission.gov.au/media-release/3466)

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

In this media release, we talk about some things that might upset   
some people.

If you get upset and need support, you can contact Lifeline.

Phone – **13 11 14**

Website – [www.lifeline.org.au](http://www.lifeline.org.au)

## About the NDIS Commission

The **National Disability Insurance Scheme (NDIS)** provides supports   
and services to people with disability.

The NDIS Commission makes sure NDIS supports and services are:

* safe
* good **quality**.

Quality is about receiving good services that:

* meet the needs of people with disability
* give people with disability choice and control.

We make sure NDIS providers are doing a good job.

We help:

* fix problems
* make NDIS supports and services better.

## What is this media release about?

**Participants** are people who take part in the NDIS.

We help NDIS participants speak up for themselves if they have:

* been hurt
* been treated badly
* not been given what they were promised.

On 23 May 2019, an NDIS participant died.

Her name was Ms Merna Aprem.

Ms Aprem lived in Woodbine, Sydney.

Her home was run by the Australian Foundation for Disability.

They are also called Afford.

Ms Aprem was getting supports from Afford to:

* do things on her own at home
* learn new skills.

We say Afford should have kept Ms Aprem safe.

But she died while she was having a bath.

## What are we doing about this?

We tried very hard to find out why this happened.

It is our job to make sure NDIS providers and workers follow the rules.

We believe Afford did not keep Ms Aprem safe.

We:

* have started **legal proceedings** against Afford
* will take Afford to court.

When you use legal proceedings, you fix a problem with:

* police
* a judge
* the law
* **lawyers**.

A lawyer is an expert who knows and understands the law.

We will go to the Federal Court of Australia.

The Federal Court of Australia will set a date for a hearing soon.

At the hearing, the judge will listen to:

* our side of the story
* Afford’s side of the story.

The judge will decide:

* if Afford must pay a **fine**
* what else Afford must do.

A fine is money a judge tells someone to pay because they caused   
a problem.

## Contact us

You can call us from 9am to 5pm, Monday to Friday.

If you live in the Northern Territory, you can call us from 9am to 4.30pm.

Phone – **1800 035 544**

Send us an email – [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)

Mail address – NDIS Quality and Safeguards Commission, PO Box 210,   
Penrith, NSW 2750

Website – [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

TTY – **133 677**

The National Relay Service

Speak and Listen – **1300 555 727**

SMS relay number – **0423 677 767**

Internet relay calls – [internet-relay.nrscall.gov.au](https://internet-relay.nrscall.gov.au/)

LinkedIn – [www.linkedin.com/company/ndiscommisson](http://www.linkedin.com/company/ndiscommisson)

Facebook – [www.facebook.com/NDISCommission](http://www.facebook.com/NDISCommission)

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