# Taking Integrity Care to court

## Media statement

### March 2022

### Easy Read version

## How to use this media statement

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

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

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

We wrote this media statement 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 statement is a summary of another   
media statement.

This means it only includes the most important information.

You can find the original media statement on our website –   
[www.ndiscommission.gov.au/media-release/3591](http://www.ndiscommission.gov.au/media-release/3591)

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

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

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

You can call Lifeline – **13 11 14**

You can go to Lifeline’s 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 do a good job.

We help:

* fix problems
* make NDIS supports and services better.

## What is this media statement about?

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

We help participants speak up if they have:

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

On 6 April 2020, a participant died.

Her name was Ms Ann-Marie Smith.

Ms Smith lived in Adelaide, South Australia.

She got supports and services from Integrity Care.

She got these supports and services in her home.

**Neglect** is when someone is not helping you the way they are   
supposed to help you.

We say Integrity Care didn’t stop Ms Smith’s support worker from   
neglecting her.

Ms Smith had lots of injuries.

We say the neglect might have made her injuries worse.

Ms Smith died because of her injuries.

When Ms Smith died, lots of Australians felt:

* shocked
* sad.

## What are we doing about this?

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

When we heard about how Ms Smith died, we **fined** Integrity Care.

A fine is money a person must pay because:

* they did something wrong
* someone else found out about it.

We also stopped Integrity Care from giving supports and services   
to participants.

This includes Ms Smith’s support worker.

We have also started **legal proceedings** against Integrity Care.

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

* a judge
* the law
* lawyers – experts who know and understand the law.

The Federal Court of Australia will tell us when we need to go to court.

At the Federal Court, the judge will listen to:

* our side of the story
* Integrity Care’s side of the story.

The judge will decide if Integrity Care must pay a **penalty.**

A penalty is money a judge tells a person 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**

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

You can write to us – NDIS Quality and Safeguards Commission   
PO Box 210 Penrith NSW 2750

You can go to our 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/)

You can follow us on LinkedIn – [www.linkedin.com/company/ndiscommisson](http://www.linkedin.com/company/ndiscommisson)

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