

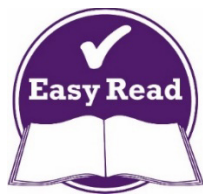


NDIS Quality
and Safeguards
Commission

Our Data and Digital Roadmap

Managing the way we work online

An Easy Read guide

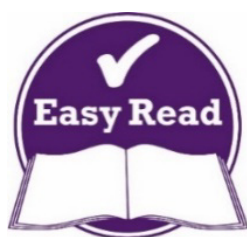


How to use this guide



The NDIS Quality and Safeguards Commission (NDIS Commission) wrote this guide.

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



We wrote this guide in an easy to read way.

We use pictures to explain some ideas.

Bold
Not bold

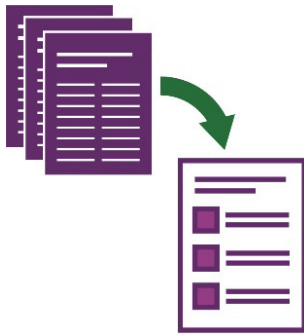
We wrote some important words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 19.



This is an Easy Read summary of another document. This means it only includes the most important ideas.



You can find the other document on our website.

www.ndiscommission.gov.au/data-and-digital-roadmap



You can ask for help to read this guide.

A friend, family member or support person may be able to help you.

What's in this guide?

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What is our Data and Digital Roadmap?



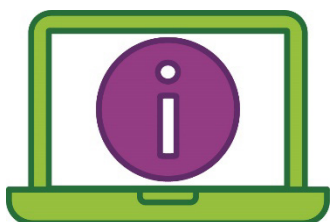
Our Data and Digital Roadmap supports us to make good decisions about the way we work online.

We call it our Roadmap.

The way we work online includes when we:



- use our computer system



- share information online



- collect and manage **data**.

When we talk about data, we mean:



- facts
- information
- records.



Our Roadmap will support us to be a better **regulator** of the NDIS.



A regulator makes sure:

- everything works well
- everyone follows the rules.



Our Roadmap will also follow our Strategic Plan 2022–2027.



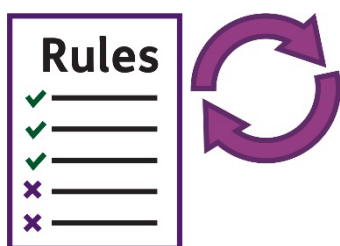
Our Strategic Plan explains how we want to improve the NDIS Commission over the next 5 years.

Why did we make our Roadmap?



At the moment there are issues with the way we work online.

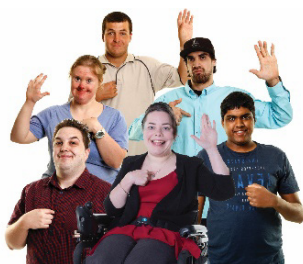
It makes it harder for us to:



- change as rules change



- work out when there might be new risks to **participants**.



Participants are people with disability who take part in the NDIS.



Our Roadmap will help us improve how we protect participants.

What are the focus areas of our Roadmap?



Our Roadmap has 5 focus areas.



These focus areas will support **outcomes** for the way we work online.

Outcomes are important results we want to achieve.



We explain our focus areas on the following pages.

Good experiences for participants and providers

We want to make sure we provide good support for:



- participants



- **providers.**

Providers support people by delivering a service.

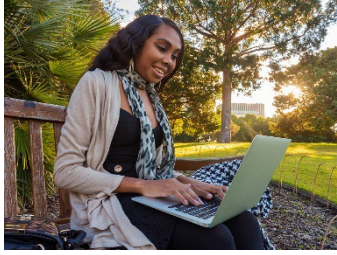


This includes making sure the way we work online is **accessible**.



When information is accessible, it is easy to:

- find and use
- understand.



We also want to make the way people work with us easier to follow.



And we want to find out what people need from us so we can support them better.

Being leaders when we work online



We want to improve what we know about the way we work online.



This includes improving the way we work online.



We want to make sure that the way we work online can change when other things change.



For example, the way that supports work.



Or if laws about supports change.

Managing data well



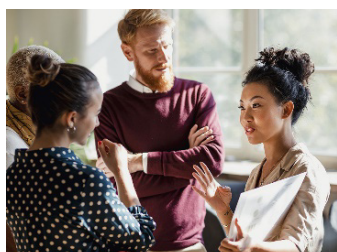
We want to make sure the way we manage data is:

- good
- easy to understand.

This includes information we share about:



- how we manage data



- who is in charge of making sure we manage data well.

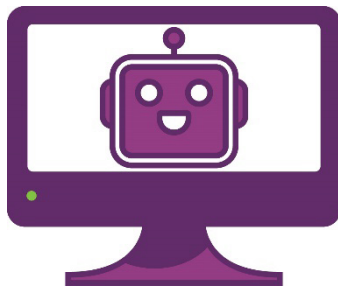


We also want to make sure we manage different sets of data so they work well together

Using new types of technology



We want to use online tools that support our everyday work.



We want to use artificial intelligence.

Sometimes we call it AI.



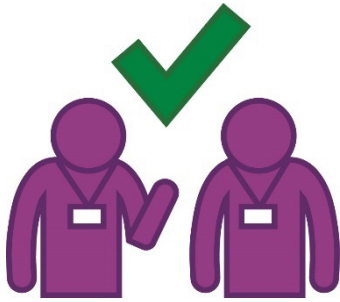
This technology can:

- solve problems
- help us make decisions.



We also want to use technology that can tell us when there are new risks.

Supporting our staff



It's important that we support our staff as much as we can.



We want to make sure the technology we use works well for our staff.



This includes making it easier for our staff to work in different ways.



And making it easier for different parts of our work online to work together.

What will we improve?



We will use the focus areas from our Roadmap to change the way we work online.



We have 6 ideas about what we can change to improve the way we work online.

We explain them on the following pages.

Updating the technology we use

We will support participants by improving how:



- our computer system finds new risks



- we work online.

How we manage risks



We will improve how we work out when there are new risks to participants.



And we will improve how long it takes us to respond to these risks.

Working with others

We will improve how long it takes us to get information from:



- providers



- other organisations.

Making sure the way we work online is accessible

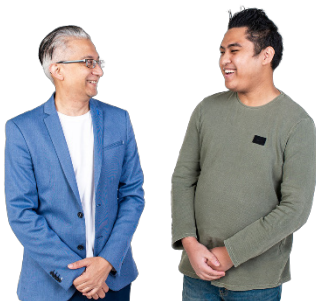


We will improve the way participants communicate with the NDIS Commission.

And we will also improve:



- the experiences participants have



- how much they trust the NDIS Commission.

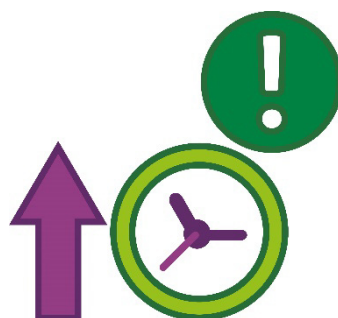


We will do this by making the way we work online more accessible.

Making the way we work better



We will improve the way we work.



This will mean we will take less time to work on things we already do.

And that will give us more time to spend on important issues.

Our computer system



We will make sure our computer system:

- works well
- supports our job as a regulator.



We will make sure we have the right tools to support how we work online.



We will also make sure we have a fast computer system.

Word list

This list explains what the **bold** words in this document mean.



Accessible

When information is accessible, it is easy to:

- find and use
- understand.



Data

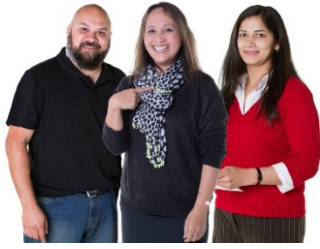
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Participants

Participants are people with disability who take part in the NDIS.



Providers

Providers support people by delivering a service.



Regulator

A regulator makes sure:

- everything works well
- everyone follows the rules.

Contact us



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

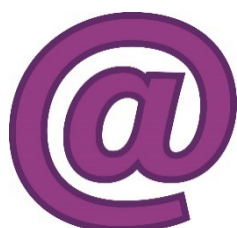


If you live in the Northern Territory, you can
call us from 9am to 4.30pm.



You can call us.

1800 035 544



You can send us an email.

contactcentre@ndiscommission.gov.au



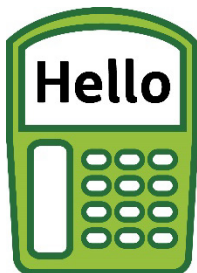
You can write to us.

NDIS Quality and Safeguards Commission
PO Box 210
Penrith
NSW 2750



You can go to our website.

www.ndiscommission.gov.au



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



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www.facebook.com/NDISCommission



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