



**NDIS Quality  
and Safeguards  
Commission**

# **Quality and consumer information survey for NDIS services**



**Easy Read**

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

# About this information sheet



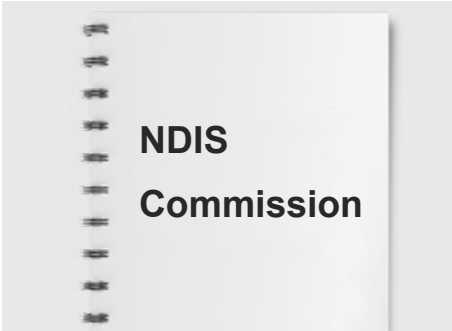
**NDIS Quality  
and Safeguards  
Commission**

The **NDIS Quality and Safeguards Commission** made this information sheet.



The **NDIS Quality and Safeguards Commission** make sure you

- Are safe
- Get good NDIS services.

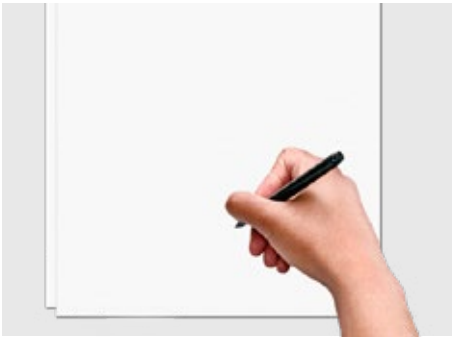


**NDIS  
Commission**

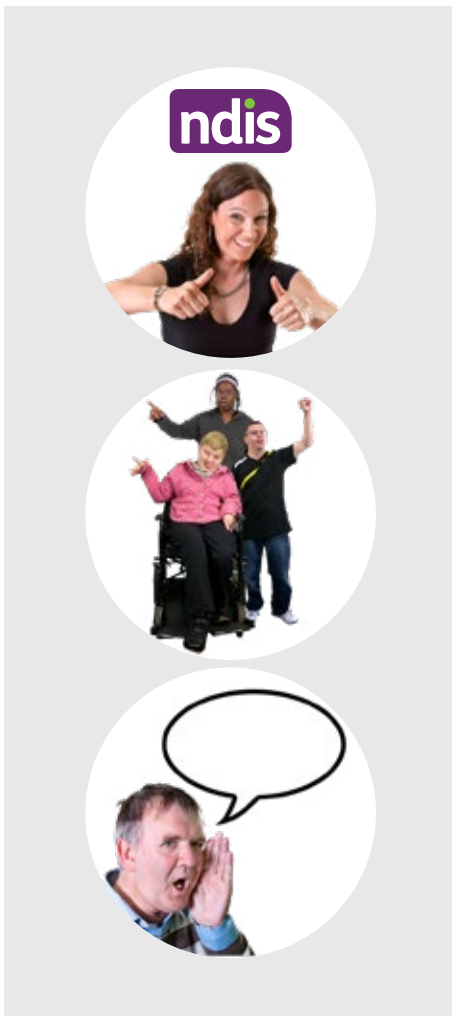
We will say **NDIS Commission** for short.



We are doing a **survey**.



A **survey** is when you answer questions about something.



The survey is to help us find out more about

- What makes NDIS services safe and good
- What things would help people with disability know their rights
- If **participants** know how to speak up if something is wrong

**Participants** are people who get supports from the NDIS.



This survey is for NDIS services or workers.

## Questions for NDIS services or workers



1. Do you give information to participants about how they are **consumers**?

**Consumers** means they pay money to use your service.

You can tick the box that is right for you.



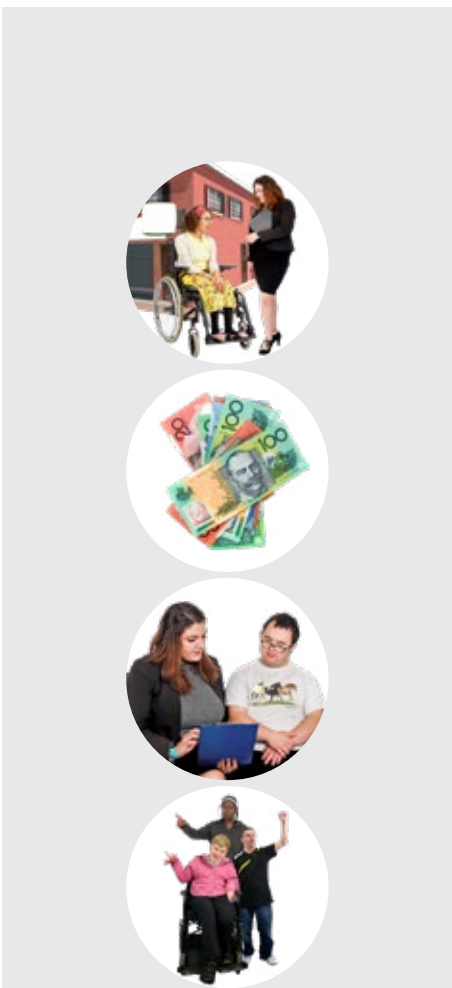
Yes



No



I do not know.



2. What information does your service give to participants?

You can tick more than 1 box.

- The supports participants can get from your service
- How much money the service costs
- What the workers are good at
- What rights participants have.



- What you have to do as a service



- How people can say if they like the service or not



- The rules of your service



- The proof for why you do things



- Something else.



If you ticked something else you can write it in the box.

Do you use any of these things when you give information using



- Videos



- Podcasts



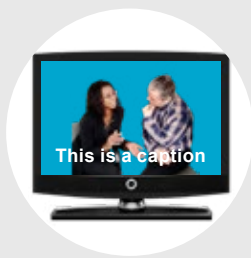
- Voice recordings?



**Podcasts** are when you listen to people talk like on the radio



**Voice recordings** are when you can hear what people say.



You can tick more than 1 box.

- **Captions**

These are words that show what people are saying in the video

- **Auslan**

This is when people use their hands to talk to people who are deaf

- Languages that are not English

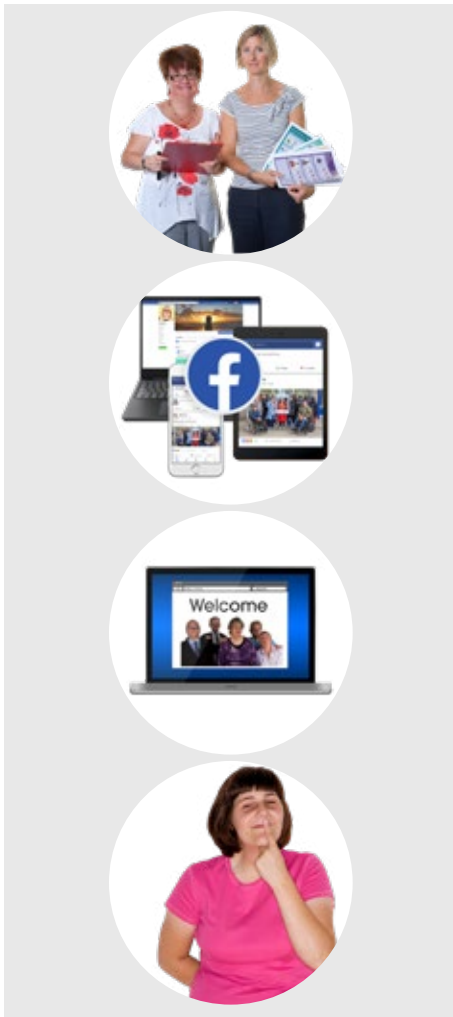
- **Transcripts**

This a copy of what people say

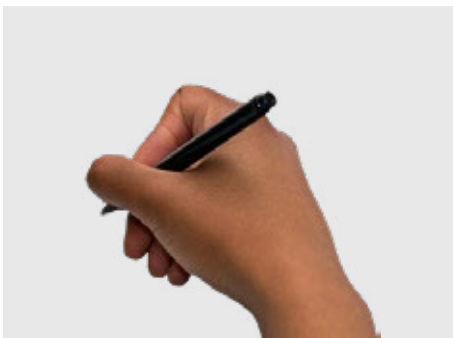
- We do not use videos

- We do not use podcasts

- We do not use voice recordings.



- Posters and flyers
- Social media like Facebook
- The website for your service
- Something else.



If you ticked something else you can write it in the box.



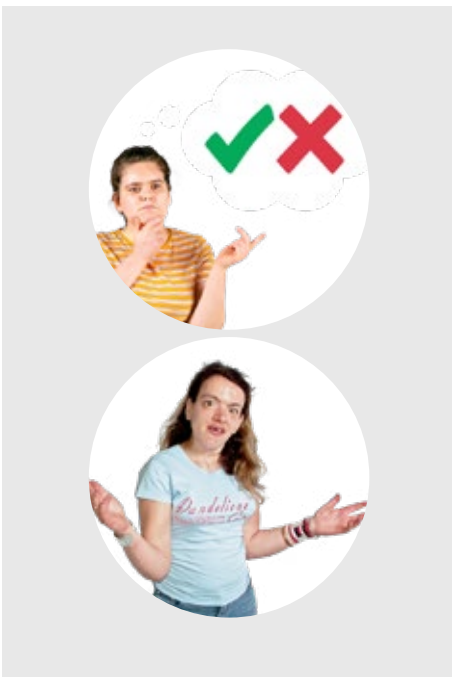
What languages do you give this information in?  
You can write in the box.





3. What information do you give on how your NDIS supports are safe?

You can write in the box.



4. Do NDIS services give enough information for participants to

- Make decisions
- Have **dignity of risk**?

**Dignity of risk** means the right to make decisions where something might go wrong.



Yes they always do



Yes they sometimes do



No



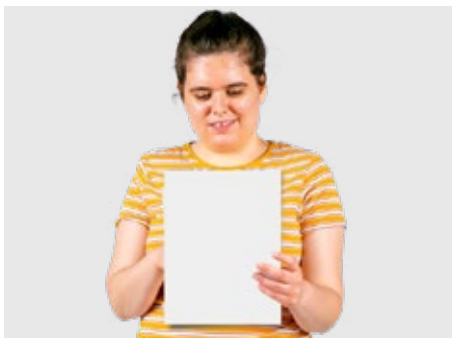
I do not know



Something else.

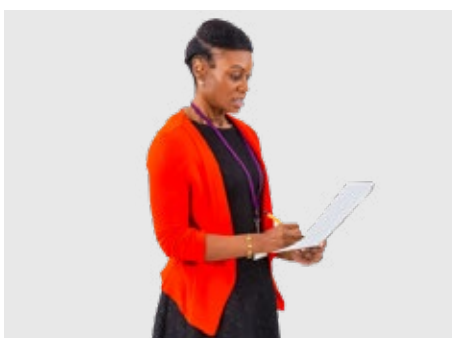


If you ticked something else you can write it in the box.



5. How does your service check you give enough information for participants to make decisions?

You can write in the box.



6. What other information do you think participants would find helpful?

You can write in the box.



7. What information and support does your service need from us to help your participants

- Make decisions
- Have dignity of risk?

You can tick more than 1 box.

Information about

- Rights that Australian consumers have

- **Fraud**

**Fraud** is when people lie to get things for themselves

- Rights that NDIS consumers have

- The rules all NDIS workers have to follow

- What things NDIS workers need to be good at giving support.





- What services have to do to keep people safe



- What good services look like



- If the service has been checked by the NDIS Commission or not



- People who do the wrong thing and trick participants



- Resources to give participants about their rights



- Something else.

If you ticked something else you can write it in the box.



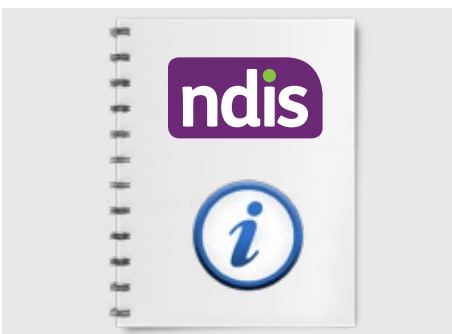
8. What information could services share to help participants trust their services?

You can write in the box.



9. What information could the NDIS Commission share to help participants feel safe?

You can write in the box.



10. Do you know how to report NDIS participant **misinformation**?

**Misinformation** is when people share wrong information about the NDIS on purpose or by mistake.



Yes



No



I do not know.



If you ticked yes where can you report it?

Please write in the box.

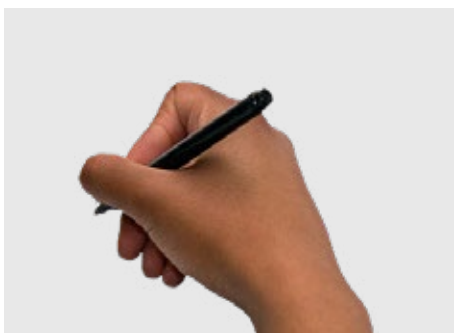
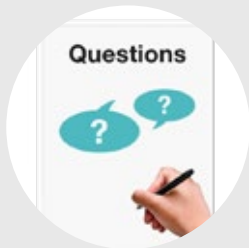


11. How do you check you have given enough information to participants to make a decision?

You can write in the box.

12. How should NDIS services be checked to make sure they are giving good and safe services?

- Ask participants if they like the service
- Give a survey to participants to see what they think about the service
- Come and check the service to see if it is doing the right thing
- Get information from the service about how it is going.
- Something else.



If you ticked something else you can write it in the box.

## End of survey



This is the end of the survey.



Thank you for doing the survey.



If you want free support to talk about how you feel you can call these services

- Blue Knot Foundation on **1800 421 468**

- Beyond Blue on **1300 224 636**

- Lifeline on **13 11 14**

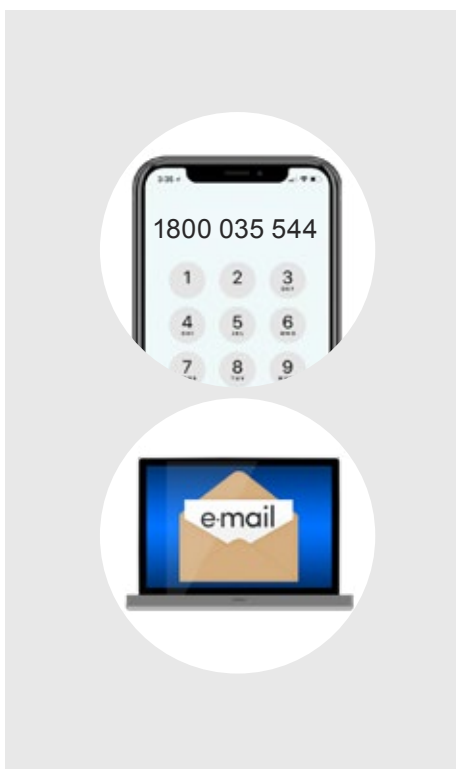
- 1800 Respect on **1800 737 732**

This service supports people who have had something bad happen to them.





You can contact the NDIS Commission if you want to make a complaint about an NDIS service.



You can

- Call us on **1800 035 544**
- Send us an email at **[contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)**.

Council for Intellectual Disability made this document Easy Read. **CID** for short. You need to ask CID if you want to use any pictures in this document. You can contact CID at **[business@cid.org.au](mailto:business@cid.org.au)**.