



Quality Roadmap

Easy Read

NDIS Quality and Safeguards Commission





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About the NDIS Commission



NDIS Quality
and Safeguards
Commission

We are the **NDIS Quality and Safeguards Commission**.

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



The NDIS Commission wants to make things better for **NDIS participants**.



NDIS participants are people with disability who get funding from NDIS.



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.



Drivers of Quality



There are a few **drivers of quality** that the NDIS Commission has thought about.



When we say **drivers of quality** we mean:
NDIS participants choices, preferences and feedback will guide a good and safe **NDIS market**.

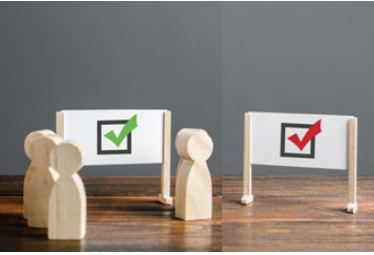


NDIS participants are people with disability who get funding from NDIS.



The **NDIS Market** is made up of NDIS providers.

Drivers of quality are:



- **Choice and Control:** Participants' choices and needs shape NDIS supports and services.



- **Consumer Voice:** Participants feedback can make supports and services better.

A **consumer** is a person that uses or buys something.

Drivers of quality are:



- **Diverse Markets:** Lots of different supports and services can lead to better quality.



- **Demand for New Ideas:** Participants support needs drive providers to offer more services that meet their needs.



Features of Quality



There are a few **features of quality** that the NDIS Commission has thought about.



When we say **features of quality** we mean what good supports and services look like to **NDIS participants**.



NDIS participants are people with disability

Features of quality are:



- **Empowered Participants:** Participants have the freedom to choose their NDIS supports and services.



- **Skilled Workforce:** Workers having the skills to work with participants.



- **Quality Relationships:** People with disability at the centre of all decisions.

Features of quality are:



- **Culture and Capability:** Providers are flexible with their services and want to get better.



- **Working together as a team:** Different NDIS supports and services working together to support participants.

Quality Roadmap



The NDIS Commission are creating a **Quality Roadmap**.



Our **Quality Roadmap** is about receiving good services that:

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



Our **Quality Roadmap** has 3 areas we want to focus on.



1. The Rights of People with Disability: We want to speak about the rights of people with disability.



2. Thriving, Diverse Markets: When a market is diverse, it has lots of different supports and services.



3. Quality Providers and Workers: We want every participant to be able to find and use services that are good and safe.