



**NDIS Quality
and Safeguards
Commission**

NDIS Quality and Safeguards Commission

Human Rights Guidance Paper

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NDIS Quality and Safeguards Commission Human Rights Guidance

The purpose of this guidance is to consider the key area of Human Rights, the Convention of Rights for People with Disability (CRPD) and a rights based approach in the NDIS Commission's work.

There are several themes that are key to our work, and operationally, how we approach matters considering all elements with a Human Rights lens is an essential skill.

The Convention on the Rights of People with Disabilities

The Convention on the Rights of Persons with Disabilities (CRPD) is an international treaty that identifies the rights of persons with disabilities as well as the obligations on States parties to the Convention to promote, protect and ensure those rights. The Convention also establishes two implementation mechanisms: the Committee on the Rights of Persons with Disabilities, established to monitor implementation, and the Conference of States Parties, established to consider matters regarding implementation.

States negotiated the Convention with the participation of civil society organisations, national human rights institutions and inter-governmental organisations. The United Nations General Assembly adopted the Convention on 13 December 2006 and it was opened for signature on 30 March 2007. Australia became one of the original signatories, ratifying the CRPD in July 2008 and the Optional Protocol in 2009. States that ratify the Convention are legally bound to respect the standards in the Convention. For other States, the Convention represents an international standard that they should endeavour to respect.

A Rights-Based Approach

Rights-based approach involves considering human rights principles, and actively promoting and protecting those rights.

People with disability have rights under all relevant international human rights treaties to which Australia is a signatory. This includes specific rights enshrined in the Convention on the Rights of Persons with Disabilities (CRPD).

- The CRPD sets global standards on disability rights and provides a framework for State Parties to ensure that all people with disabilities enjoy the same rights as other people.
- The CRPD consists of 50 Articles or explanatory descriptions of listed rights, provisions and accompanying direction.
- For more information on each Article please view information on the CPRD website:
- [Convention on the Rights of Persons with Disabilities – Articles | United Nations Enable](#)

There are two important concepts that underpin Human Rights

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- **Dignity** - the inherent value of each individual and to the basic respect owed to all human beings because of their value
 - **Respect** - the need to recognise the views, desires, qualities and differences of others in how you treat people.

The four core attributes of Human Rights are:

- **Universal** – every person, in every part of the world
- **Inalienable** – rights cannot be bought, sold, taken or given away
- **Indivisible** – all human rights have equal status, one is no less important than another
- **Interdependent** – human rights are connected or interrelated to other human rights

We are guided in our work by legislation and frameworks that embed a rights-based approach.

NDIS Quality and Safeguards Regulations

The NDIS gives effect to a number of key provisions in the UN Convention on the Rights of Persons with Disabilities. Consistent with this, the NDIS Quality and Safeguarding Framework is intended to uphold and respect the rights of people with disability. This includes the right to dignity and respect; to live free from abuse, neglect, violence and exploitation; and to participation and full inclusion in the community.

As such, the Framework includes measures to build the capability of people with disability to take control of their supports, as well as measures to prevent abuse and neglect and respond to any issues that emerge.

The following key principles underpin the Framework:

- **The presumption of capacity to exercise choice and control**
- **National consistency**
- **Proportionality and risk responsiveness**
- **Efficiency and effectiveness**
- **Human rights**

The Framework seeks to drive improvements in quality and to ensure that safeguards are in place but within a model where people with disability are empowered to act in their own interests, and where their choices are respected and their rights upheld.

Consistent with the regulations, practice guidance is developed by the NDIS Commission with a focus on the participant as the decision maker about how supports should be delivered and framed around what participants determine quality looks like. Key examples include: The **NDIS Practice Standards** specify the quality standards to be met by registered NDIS providers to provide supports and services to NDIS participants. Together with

the [NDIS Code of Conduct](#), the NDIS Practice Standards build NDIS participants' awareness of what quality service provision they should expect from registered NDIS providers.

The **NDIS Code of Conduct** promotes safe and ethical service delivery by setting out expectations for the conduct of both NDIS providers and workers.

Australia's Disability Strategy

The Australian Disability Strategy 2021-2031 (the Strategy) is Australia's overarching national disability policy framework and is aimed at driving changes that enable full inclusion and participation for people with disability.

The NDIS Commission supports the approach to enhanced accountability mechanisms regarding the Strategy, as they are focussed on upholding the rights of people with disability in all areas of community life. While proposed clauses will have no direct impact on the NDIS Commission, they have the potential to improve outcomes for NDIS participants if mainstream services are more inclusive and accessible. This has a flow on impact to addressing participant risks and the quality of NDIS supports. Improved access to mainstream services has been identified as an issue as part of the NDIS Review.

The National Disability Insurance Scheme Act 2013 (Cth) (the NDIS Act)

Among other things, the NDIS Act sets out the objects and principles under which the NDIS will operate. This include the rights based approach, for example:

(1) The objects of this Act are to:

- (a) in conjunction with other laws, give effect to Australia's obligations under the Convention on the Rights of Persons with Disabilities done at New York on 13 December 2006 ([2008] ATS 12);

Other objects relevant to the NDIS Quality and Safeguards Commission work include (amongst others):

- (e) enable people with disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports; and
- (f) facilitate the development of a nationally consistent approach to the access to, and the planning and funding of, supports for people with disability; and
- (g) promote the provision of high quality and innovative supports that enable people with disability to maximise independent lifestyles and full inclusion in the community; and
- (h) protect and prevent people with disability from experiencing harm arising from poor quality or unsafe supports or services provided under the National Disability Insurance Scheme.

The NDIS Commission and the Convention on the Rights of Persons with Disabilities

The NDIS Commissioner's functions are defined under the *National Disability Insurance Scheme Act 2013* (NDIS Act), and its activities are guided by the NDIS Quality and Safeguarding Framework, which establishes our work with people with disability, workers and providers.

Under section 181E(a) of the *National Disability Insurance Scheme Act 2013* (NDIS Act), the NDIS Commissioner's core functions include (*inter alia*):

- (a) to uphold the rights of, and promote the health, safety and wellbeing of, people with disability receiving supports or services, including those received under the National Disability Insurance Scheme

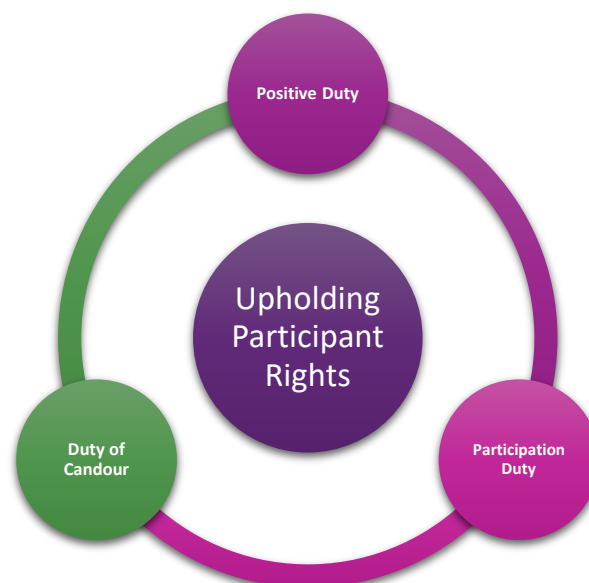
As part of the NDIS Commission's [Strategic Plan 2022–2027](#), the Commission has identified three areas of focus for the next five years where we will have the greatest impact, with the rights of people with disability being the first impact area. This work will continue to support the NDIS Commission as a contemporary, purpose-centred regulator that has the rights of people with disability at the heart of our decisions.

The United Nations Convention of the Rights of People with Disability (UNCRPD), the Framework and the NDIS Act provide the foundations of the NDIS Commission's regulatory approach. Under the NDIS Act, the NDIS Commission is responsible for implementing a regulatory environment that promotes the rights of people with disability and strengthens the NDIS market.

The Commission also seeks to strengthen its alignment with Australia's Disability Strategy 2021 – 2031, as the overarching framework for inclusive policies, and realising Australia's commitments under the CRPD.

NDIS Commission Human Rights in Action

The NDIS Act provides a number of principles to guide the NDIS Commission in its functions. It is recommended that the NDIS Commission staff consider adopting three duties, with a series of action statements to outline these principles in action. This will assist staff understanding of equality, discrimination and safeguarding to support the role of the NDIS



Commission in regulating providers to drive sector improvement while protecting the dignity of people with disability, respecting autonomy, diversity, ensuring quality services and safeguarding.

Our Duties

Equal opportunity and realising human rights is about more than addressing an issue as it arises. Realising human rights means establishing an environment where unfair treatment is unlikely to happen in the first place. It is suggested that the NDIS Commission in carrying out its functions adopts three crosscutting duties:

1. **A Positive Duty**

An obligation for staff to act compatibly with human rights and to consider human rights when making decisions. This requires staff to demonstrate consideration of human rights at an early stage, helping to prevent breaches from occurring

2. **A Participation Duty**

The participation duty would primarily operate as an aspect of the binding positive duty and require the NDIS Commission to ensure the participation of certain groups and individuals in relation to policies and decisions that directly or disproportionately affect their rights.

3. **A Duty of Candour**

A general duty to be open and transparent with people receiving services from the NDIS Commission. This includes acknowledging and apologising when something could have gone better. It also involves learning from what happened and preventing it recurring.

Our Action Statements

The following are a set of action statements outlining how the NDIS Commission applies the CRPD, FREDA and PANEL principles in practice.

1. We develop and implement rigorous quality assurance mechanisms, in delivering our regulatory functions to ensure that providers meet their obligations to participants to reach their full potential and to protect the rights and well-being of people with disabilities.
2. We develop and promote resources, training, and support to enhance participant's understanding of rights, and opportunities to actively participate in decision-making processes.
3. We involve, collaborate and engage with people with disability and their supports in consultations, forums, and discussions to inform policies, processes, quality requirements and support the continuous improvement of the NDIS.
4. We foster innovation, quality and best practice in the provision of supports by collaborating with people with disability, researchers, experts, and relevant stakeholders to identify and disseminate innovative approaches.

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5. We ensure that all communications and information is accessible and provided in formats appropriate to the needs and preferences of individuals with disabilities.
 6. We collect, hold, use and/or disclose personal information, in line with the Australian Privacy Principles of the *Privacy Act 1988 (Cth)* (Privacy Act) and the provisions of the *National Disability Insurance Scheme Act, 2013 (Cth)*
 7. We establish fair and transparent processes for people with disability to raise concerns and provide feedback about their experiences in exercising choice and control within the NDIS.
 8. We foster collaborations with community organisations, disability advocacy groups, and establish partnerships with mainstream agencies to share information, and promote opportunities for inclusion and enhance the coordination of supports outside of the NDIS.
 9. We implement monitoring and evaluation processes to assess the effectiveness of supports, this includes collecting data and using feedback from people with disability and providers to inform ongoing improvements and enhance supports.
 10. We encourage and promote research initiatives that explore effective strategies for positive personal and social development of people with disability, including the development of early intervention programs for children and young people.

Further Guidance Materials: Checklist

To embed a human rights approach in the NDIS Commission staff's day to day activities, additional guidance or checklists considering the duties and actions are required. These should serve as practical tools tailored to each division, designed to guide and prompt staff in carrying out their duties to ensure human rights considerations are integrated in day to day operations.

Guidance may be in the form of flowcharts or checklists that should outline key points and considerations aligned to the staff members responsibilities. For example, the Australian Government's Attorney General Department has developed rights based tools to assist policy makers with human rights compatibility in legislation: [Tools for assessing compatibility with human rights | Attorney-General's Department \(ag.gov.au\)](https://www.ag.gov.au/Tools-for-assessing-compatibility-with-human-rights)

Staff should be able to refer to these checklists to assess and address human rights implications in their work. The purpose is to foster a proactive approach to human rights, encouraging staff to think critically about their actions on human rights. Incorporating these into routine workflow aims to promote a culture of accountability and awareness, reinforcing the NDIS Commission's commitment to upholding the rights of people with disability.



Appendix 1

Table 1: Human Rights Convention on the Rights of People with Disability			
<p>The 'indivisibility' of rights means that there is no hierarchy of human rights, as all are important. The fulfilment of one right is often dependent on the fulfilment of other rights (they are 'interrelated' and 'interdependent'). The below table highlights rights that are <u>most relevant</u> to the operational functions of the NDIS Commission.</p>			
<p>Article 5. Equality and non-discrimination This is about all people being treated equally and protected from discrimination. This includes ensuring that reasonable accommodations are made when they are needed.</p>	<p>Article 6. Women with disabilities This is about women with disabilities being treated equally.</p>	<p>Article 7. Children with disabilities This is about children with disabilities being treated equally.</p>	<p>Article 8. Awareness-raising This is about making everyone aware that people with disabilities have the same rights as everyone else</p>
<p>Article 9. Accessibility This is about making sure that people with disabilities have better access to things in all areas of life, such as housing, transport and information.</p>	<p>Article 10. Right to life This is about people with disabilities having a right to life on an equal basis as everyone else.</p>	<p>Article 11. Situations of risk and humanitarian emergencies This is about ensuring that people with disabilities are properly protected when there are risky situations, such as flooding.</p>	<p>Article 12. Equal recognition before the law This is about being treated equally by the law.</p>
<p>Article 13. Access to justice This is about ensuring people with disabilities can get justice</p>	<p>Article 14. Liberty and security of the person This is about making sure people with disabilities are free and safe, the same as everyone else. For example, not being deprived of their freedom just because they have a disability.</p>	<p>Article 15. Freedom from torture or cruel, inhuman or degrading treatment or punishment This is about ensuring people with disabilities are not tortured or treated cruelly.</p>	<p>Article 16. Freedom from exploitation, violence and abuse This is about enacting laws and policies to prevent exploitation, violence, and abuse from happening to people with disability within and outside of the home.</p>
<p>Article 17. Protecting the integrity of the person This is about people with disability having the right to respect for their physical and mental integrity, like everyone else.</p>	<p>Article 18. Liberty of movement and nationality This is about making sure that people with disabilities have a nationality and can get relevant documents such as a passport, and are able to move between countries and live in different countries in the same way that other people can.</p>	<p>Article 19. Living independently and being included in the community This is about ensuring people with disabilities can live in and be part of their community, and have the same choices as everyone else about where they live and who they live with. This includes making sure that the right services are available in the community to make this possible.</p>	<p>Article 20. Personal mobility This is about ensuring that people with disabilities can move around and be as independent as possible. This could include providing mobility aids.</p>
<p>Article 21. Freedom of expression and opinion, and access to information This is about ensuring that people with disabilities can express their opinions and ideas, and access information in various alternative or accessible formats. This includes accepting, facilitating and promoting the use of sign language.</p>	<p>Article 22. Respect for privacy This is about respecting and protecting privacy. For example, respecting privacy within family life, or in correspondence such as letters.</p>	<p>Article 23. Respect for home and the family This is about making sure that people with disabilities have equal rights to marriage, a family and personal relationships.</p>	<p>Article 24. Education This is about ensuring that children with disabilities can have a high quality education that helps them to reach their potential, in the same way as all other children.</p>
<p>Article 25. Health This is about making sure people with disabilities can access high quality health services and are treated the same way as everyone else in healthcare services.</p>	<p>Article 26. Habilitation and rehabilitation This is about ensuring that people with disabilities can live the most independent and healthy life possible, and providing support in health, work, education and social services to help make this happen.</p>	<p>Article 27. Work and employment This is about making sure that people with disabilities have the same chances to work as everyone else, and the same rights within work. This includes taking steps to help disabled people get and keep a job, such as making reasonable accommodations.</p>	<p>Article 28. Adequate standard of living and social protection This is about ensuring that people with disabilities have a decent standard of living, including food, clothing and housing, and can get help to avoid poverty and improve their standard of living on an equal basis with others.</p>
<p>Article 29. Participation in political and public life This is about making sure people with disabilities can get involved with politics, including being able to vote, and having the opportunity to stand for elections.</p>	<p>Article 30. Participation in cultural life, recreation, leisure and sport This is about ensuring that people with disabilities have equal opportunities to take part in activities such as sports and visiting museums and other places of interest. It also includes having an equal right to identity in relation to language and culture, including sign languages</p>		



Human Rights Frameworks

Taking a human rights based approach is about making sure that people's rights are put at the very centre of policies and practices. A human rights based approach empowers people to know and claim their rights. It increases the ability of organisations, public bodies and businesses to fulfil their human rights obligations. It also creates solid accountability so people can seek remedies when their rights are violated

A human rights based approach will always be a work in progress and the idea is to progressively work on improvements.

Table 2: Human Rights Principles

FREDA Principles	
Fairness	Fairness means ensuring that when a decision is made with a person using a service about their care and support, the person's views are sought, listened to and weighed alongside other factors relevant to the decision. It is important that decisions are made in a way that is clear and fair to allow others to know how they might be treated in similar circumstances. If a decision interferes with a person's human rights, this must be legally justified, proportionate and only taken when all other alternatives have been considered.
Respect	Respect is the objective, unbiased consideration and regard for the rights, values, beliefs and property of other people. Respect applies to the person as well as their value systems.
Equality	Equality means people having equal opportunities and being treated no less favourably than other people on the grounds set out in legislation. These grounds include: sex, race, colour, language, religion, political or other opinion, national or social origin, association with a national minority, property, birth or any other status.
Dignity	Dignity means treating people with compassion and in a way that values them as human beings and supports their self-respect, even if their wishes are not known at the time.
Autonomy	Autonomy is the ability of a person to direct how they live on a day-to-day basis according to personal values, beliefs and preferences. In a health and social care setting, autonomy involves the person using a service making informed decisions about their care, support or treatment.
PANEL Principles	
Participation	Everyone has the right to participate in decisions which affect them. Participation must be active, free, and meaningful and give attention to issues of accessibility, including access to information in a form and a language which can be understood.
Accountability	Accountability requires effective monitoring of human rights standards, there must be appropriate laws, policies, administrative procedures. There should be effective remedies in place when human rights breaches occur.
Non-discrimination and equality	All individuals are entitled to their rights without discrimination of any kind. All forms of discrimination must be prohibited, prevented and eliminated. It also requires the prioritisation of those in the most vulnerable situations who face the biggest barriers to realising their rights.
Empowerment	People should understand their rights, and be fully supported to participate in the development of policy and practices which affect their lives.
Legality	The full range of legally protected human rights must be respected, protected and fulfilled.
Australia's Disability Strategy: Guiding Principles	
Principle 1	Respect for inherent dignity, individual autonomy including the freedom to make one's own choices, and independence of persons.
Principle 2	Non-discrimination
Principle 3	Full and effective participation and inclusion in society.
Principle 4	Respect for difference and acceptance of persons with disabilities as part of human diversity and humanity.
Principle 5	Equality of opportunity.
Principle 6	Accessibility.
Principle 7	Equality of people.
Principle 8	Respect for the evolving capacities of children with disabilities and respect for the right of children with disabilities to preserve their identities.



Appendix 2

Table 1: Principles and Action Statements Mapped

The below table shows the connection between the principles and action statements:

NDIS Act 2013 - Principles	PANEL Principles	FREDA Principles	UN Convention on the Rights of People with Disability
People with disability have the same right as other members of Australian society to realise their potential for physical, social, emotional, and intellectual development.	Participation, Non-discrimination and Equality, Empowerment	Equality	Article 3: General Principles - (a) Respect for inherent dignity, individual autonomy including the freedom to make one's own choices, and independence of persons.
Action Statements <i>(how do we in the Commission apply the principles and what does it look like)</i>			
<ul style="list-style-type: none"> • We develop and implement rigorous quality assurance mechanisms, in delivering our regulatory functions to ensure that providers provide opportunities for individuals with disabilities to reach their full potential through compliance with the NDIS Act to protect the rights and well-being of people with disabilities. • We deliver educational resources and deliver training programs to NDIS providers, workers, people with disability and our own staff to promote awareness and understanding of disability rights. 			
NDIS Act 2013 - Principles	PANEL Principles	FREDA Principles	UN Convention on the Rights of People with Disability
People with disability should be supported to participate in and contribute to social and economic life to the extent of their ability.	Participation, Non-discrimination and Equality, Empowerment	Equality, Autonomy	Article 3: General Principles - (b) Non-discrimination, (c) Full and effective participation and inclusion in society.
Action Statements <i>(how do we in the Commission apply the principles and what does it look like)</i>			
<ul style="list-style-type: none"> • We develop and promote resources, training, and support to enhance participant's understanding of rights, and opportunities to actively participate in decision-making processes. • We promote inclusive practices that enable people with disability to actively participate in, and direct their own supports. 			
NDIS Act 2013 - Principles	PANEL Principles	FREDA Principles	UN Convention on the Rights of People with Disability
People with disability and their families and carers should have certainty that people with disability will receive the care and support they need over their lifetime.	Accountability, Empowerment, Legality	Fairness, Dignity	Article 25: Health - (e) Preventing discriminatory denial of health care or health services or food and fluids on the basis of disability.
Action Statements <i>(how do we in the Commission apply the principles and what does it look like)</i>			

- We involve people with disability and their supports in consultations, forums, and discussions to inform policies, processes, and service improvements and the continuous improvement of the NDIS.
- We establish benchmarks, conduct regular audits, and monitor performance to drive continuous improvement and promote quality supports.

NDIS Act 2013 - Principles	PANEL Principles	FREDA Principles	UN Convention on the Rights of People with Disability
People with disability should be supported to exercise choice, including in relation to taking reasonable risks, in the pursuit of their goals and the planning and delivery of their supports.	Participation, Empowerment	Autonomy, Equality	Article 3: General Principles - (b) Non-discrimination, (c) Full and effective participation and inclusion in society.

Action Statements
(how do we in the Commission apply the principles and what does it look like)

- We establish policies and guidelines that ensure participants are recognised as equal partners in decision-making processes.
- We develop and promote resources, training, and support to enhance understanding of rights, and opportunities to actively participate in decision-making processes.
- We promote inclusive practices that enable people with disability to actively participate in, and direct their own supports.

NDIS Act 2013 - Principles	PANEL Principles	FREDA Principles	UN Convention on the Rights of People with Disability
People with disability should be supported to receive reasonable and necessary supports, including early intervention supports.	Participation, Empowerment	Equality, Fairness	Article 19: Living independently and being included in the community.

Action Statements
(how do we in the Commission apply the principles and what does it look like)

- We foster innovation, quality and best practice in the provision of supports by collaborating with people with disability, researchers, experts, and relevant stakeholders to identify and disseminate innovative approaches.

NDIS Act 2013 - Principles	PANEL Principles	FREDA Principles	UN Convention on the Rights of People with Disability
People with disability have the same right as other members of Australian society to respect for their worth and dignity and to live free from abuse, neglect, and exploitation.	Non-discrimination and Equality, Empowerment	Dignity, Equality	Article 16: Freedom from exploitation, violence, and abuse.

Action Statements
(how do we in the Commission apply the principles and what does it look like)

- We develop and implement rigorous quality assurance mechanisms, including enforcing safeguarding measures, to ensure that providers provide opportunities for people with disability to reach their full potential and comply with the NDIS Act to protect the rights and well-being of people with disabilities.

NDIS Act 2013 - Principles	PANEL Principles	FREDA Principles	UN Convention on the Rights of People with Disability
People with disability have the same right as other members of Australian society to pursue any grievance.	Accountability, Legality	Equality	Article 13: Access to justice.

Action Statements
(how do we in the Commission apply the principles and what does it look like)

- We establish accessible, fair and transparent processes for people with disability to raise concerns and provide feedback about their experiences within the NDIS.

NDIS Act 2013 - Principles	PANEL Principles	FREDA Principles	UN Convention on the Rights of People with Disability
People with disability have the same right as other members of Australian society to be able to determine their own best interests, including the right to exercise choice and control, and to engage as equal partners in decisions that will affect their lives, to the full extent of their capacity.	Participation, Non-discrimination and Equality, Empowerment	Autonomy, Equality	Article 3: General Principles - (b) Non-discrimination, (c) Full and effective participation and inclusion in society.

Action Statements
(how do we in the Commission apply the principles and what does it look like)

- We establish policies and guidelines that ensure people with disability are recognised as equal partners in decision-making processes.
- We develop and promote resources, training, and support to enhance understanding of rights, and opportunities to actively participate in decision-making processes.
- We promote inclusive practices that enable people with disability to actively participate in, and direct their own supports.

NDIS Act 2013 - Principles	PANEL Principles	FREDA Principles	UN Convention on the Rights of People with Disability
People with disability should be supported in all their dealings and communications with the Agency so that their capacity to exercise choice and control is maximized in a way that is appropriate to their circumstances and cultural needs.	Participation, Empowerment	Autonomy, Respect, Equality	Article 9: Accessibility - (b) Promoting access to information and communication, including ICTs and systems.

Action Statements
(how do we in the Commission apply the principles and what does it look like)

- We ensure that all communications and information is accessible and provided in formats appropriate to the needs and preferences of individuals with disabilities.

NDIS Act 2013 - Principles	PANEL Principles	FREDA Principles	UN Convention on the Rights of People with Disability
People with disability should have their privacy and dignity respected.	Non-discrimination and Equality, Empowerment	Dignity, Respect	Article 22: Respect for privacy.

Action Statements
(how do we in the Commission apply the principles and what does it look like)

- We collect, hold, use and/or disclose personal information, in line with the Australian Privacy Principles of the *Privacy Act 1988 (Cth)* (Privacy Act) and the provisions of the *National Disability Insurance Scheme Act 2013 (Cth)* (the NDIS Act).

NDIS Act 2013 - Principles	PANEL Principles	FREDA Principles	UN Convention on the Rights of People with Disability
Reasonable and necessary supports for people with disability should: Support people with disability to pursue their goals and maximize their independence.	Participation, Non-discrimination and Equality, Empowerment	Autonomy, Equality, Respect	Article 19: Living independently and being included in the community.

Support people with disability to live independently and to be included in the community as fully participating citizens.			
Develop and support the capacity of people with disability to undertake activities that enable them to participate in the mainstream community and in employment.			

Action Statements
(how do we in the Commission apply the principles and what does it look like)

- We develop and promote resources, training, and support to enhance understanding of rights, and opportunities to actively participate in decision-making processes.
- We promote inclusive practices that enable people with disability to actively participate in, and direct their own supports. We establish fair and transparent processes for people with disability to raise concerns and provide feedback about their experiences in exercising choice and control within the NDIS.

NDIS Act 2013 - Principles	PANEL Principles	FREDA Principles	UN Convention on the Rights of People with Disability
The role of families, carers, and other significant persons in the lives of people with disability is to be acknowledged and respected.	Participation, Empowerment	Respect	Article 23: Respect for home and the family.

Action Statements
(how do we in the Commission apply the principles and what does it look like)

- We implement engagement strategies that actively involve families, carers and other significant persons in consultation and feedback mechanisms to understand their perspectives and needs.
- We foster collaborations with community organisations, and support networks that represent families and carers to facilitate knowledge sharing to improve support outcomes.

NDIS Act 2013 - Principles	PANEL Principles	FREDA Principles	UN Convention on the Rights of People with Disability
The role of advocacy in representing the interests of people with disability is to be acknowledged and respected, recognizing that advocacy supports people with disability by: Promoting their independence and social and economic participation. Promoting choice and control in the pursuit of their goals and the planning and delivery of their supports. Maximizing independent lifestyles of people with disability and their full inclusion in the mainstream community.	Participation, Non-discrimination and Equality, Empowerment	Respect, Autonomy, Equality	Article 29: Participation in political and public life.

Action Statements
(how do we in the Commission apply the principles and what does it look like)

- We foster collaborations with community organisations, disability advocacy groups, and establish partnerships with mainstream agencies to promote opportunities for inclusion and meaningful engagement.

NDIS Act 2013 - Principles	PANEL Principles	FREDA Principles	UN Convention on the Rights of People with Disability
People with disability should be supported to receive supports outside the National Disability Insurance Scheme, and be assisted to coordinate these	Participation,	Equality,	Article 3: General Principles - (b) Non-discrimination, (c) Full and effective participation and inclusion in society.

supports with the supports provided under the National Disability Insurance Scheme.	Empowerment, Legality	Autonomy	
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Action Statements
(how do we in the Commission apply the principles and what does it look like)

- We foster collaborations and establish partnerships with mainstream agencies to share information and enhance the availability and coordination of supports outside of the NDIS.

NDIS Act 2013 - Principles	PANEL Principles	FREDA Principles	UN Convention on the Rights of People with Disability
Innovation, quality, continuous improvement, contemporary best practice, and effectiveness in the provision of supports to people with disability are to be promoted.	Accountability, Empowerment	Fairness, Respect	Article 4: General obligations - (c) Promote and protect the human rights of persons with disabilities.

Action Statements
(how do we in the Commission apply the principles and what does it look like)

- We implement monitoring and evaluation processes to assess the effectiveness of supports, this includes collecting data and using feedback from people with disability and providers to inform ongoing improvements and enhance supports.
- We foster innovation and best practice in the provision of NDIS supports by collaborating with people with disability, researchers, industry experts, and relevant stakeholders to identify and disseminate innovative approaches.

NDIS Act 2013 - Principles	PANEL Principles	FREDA Principles	UN Convention on the Rights of People with Disability
Positive personal and social development of people with disability, including children and young people, is to be promoted.	Participation, Non-discrimination and Equality, Empowerment	Fairness, Respect, Equality	Article 3: General Principles - (c) Full and effective participation and inclusion in society. Article 7: Children with disabilities.

Action Statements
(how do we in the Commission apply the principles and what does it look like)

- We encourage and promote research initiatives that explore effective strategies for positive personal and social development of people with disability, including the development of early intervention programs for children and young people.
- We ensure our own research practices are informed by and include people with disability at multiple levels, including as researchers.