

NDIS Commission

Engagement Principles



**NDIS Quality
and Safeguards
Commission**

Acknowledgment

The NDIS Commission carries out its work on the traditional lands of First Nations peoples. We pay our respects to Elders past, present and future, and we acknowledge the ongoing endurance and resilience of First Nations people including First Nations people with disability. We carry out our work so that we may contribute to a more just and inclusive Australia.

| Artwork by Presten Warren



NDIS Commission Engagement Principles

Our Engagement Principles are designed to help us build relationships, listen to and work with:

- ◆ People with disability (specifically NDIS participants), their families, and supporters
- ◆ Advocates
- ◆ Providers and workers
- ◆ Approved quality auditors.

We are particularly interested in listening to, learning from, and getting advice from people in the disability community who identify as:

- ◆ First Nations People
- ◆ people from Culturally and Linguistically Diverse (CaLD) backgrounds (including new and emerging communities)
- ◆ LGBTIQ+
- ◆ children and young people
- ◆ women
- ◆ people with disability living in closed environments (e.g. supported disability accommodation, young people in residential aged care facilities, places of detention, including general and forensic mental health facilities)
- ◆ people living in remote and very remote locations.

We know that many people may identify as being part of more than one of the groups above, and we would like to learn more about your experiences and perspectives.

We have built these engagement principles on the IAP2 Spectrum of Public Participation.¹



If you are impacted by NDIS Commission policies and processes, you have the right to have a say about how those policies and processes are designed and implemented.

This way, your lived experiences, advice and ideas stay at the centre of all of our work.

1 IAP2 Spectrum of Public Participation [Spectrum 8.5x11 Print \(ymaws.com\)](#)

Our engagement goals



To listen to and build good relationships with NDIS participants, people with disability, their families, advocates and supporters.

To ensure the community understands what we do, how we can help when things go wrong and how people can talk to us when they need to.



To work with NDIS participants and people with disability to design and deliver strategies, policies and processes that impact them.

To work with providers and workers to ensure they understand NDIS participant rights in practice, what good and quality look like, and what their responsibilities are.



To collect information which helps us identify when things are going wrong and how we can fix them.

Our engagement approach

When we work with the community we will:

Ask for your advice and ideas about the best ways to solve problems.

Work with you to make sure we understand what you are telling us and use it to find solutions to the problems we are trying to solve.

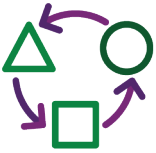


Keep you updated about the work we are doing, problems we are trying to solve and how we are trying to fix them.

Get your feedback about how we are doing our work and your suggestions about how we can do it better.

Our engagement methods

We will engage with the community in different ways. Sometimes we will share updates or information and sometimes we will work more closely with you to understand problems and find solutions.



Co-Design

We may use co-design to work with you to develop solutions to some of the problems we are trying to solve. We will use the community's lived experience, professional expertise and research to:

- ◆ **Plan** how we will work together and what our shared work will look like
- ◆ **Explore** solutions to problems we are trying to solve and how they will work in the real world
- ◆ **Assess** the impacts of our work and how we can continue to improve.



Consult

We will share information with you in an accessible way and listen to your feedback. We will ask specific questions about a problem we are trying to solve or a solution we are considering. We will keep you updated, acknowledge your concerns and explain how we used your contributions to find and implement a solution.



Inform

Sometimes our communication will be one-way – from us to you. We might do this to give you information about things that are happening (e.g. events), new ideas we are implementing or changes we are making. But we still want to hear from you about how these things impact you.

We will recognise your contribution to our work by paying you for your time, knowledge and expertise. We will make it clear when you are participating in a paid engagement activity and our Payment Policy outlines when and how this will happen.