



**NDIS Quality
and Safeguards
Commission**

Changes to supported independent living and support coordinators

What we found out

Easy Read version



Acknowledgement of Country



Aboriginal and Torres Strait Islander peoples are the First Peoples of Australia.



They have always looked after Country.

Country means the land, water, sky and everything within them.



We respect the important connection that Aboriginal and Torres Strait Islander peoples have with Country.



And we respect their Elders from the past and now.

How to use this document



NDIS Quality
and Safeguards
Commission

We are the NDIS Quality and Safeguards Commission (NDIS Commission).

We wrote this document.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page **19**.



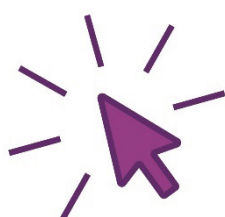
You can ask someone you trust for support to:

- read this document
- find more information.



This is an Easy Read summary of another document.

It only includes the most important ideas.




You can find the other document on our website.

www.ndiscommission.gov.au/about-us/ndis-commission-reform-hub/mandatory-registration



What's in this document?

What is this document about?	5
Who did we hear from?	9
What did we hear?	11
What will we do next?	17
Word list	19
Contact us	21



What is this document about?



The **National Disability Insurance Scheme (NDIS)** provides services and support to people with disability.



We wanted to know what people think about changing rules for some **NDIS providers**.



NDIS providers support people with disability by delivering a service.



These rules are about **supported independent living (SIL)** providers.

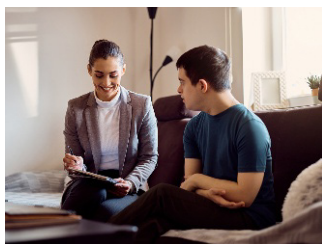


SIL is when people with disability live in their own home but get support to do daily tasks.

For example, cooking and cleaning.



These rules are also about **support coordinators**.



A support coordinator is someone who helps people with disability plan and use their supports.



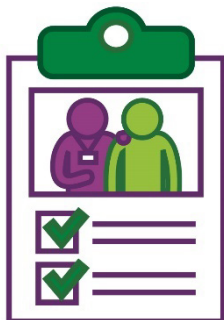
NDIS participants can get supports and services from SIL providers and support coordinators.



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



We are going to change the rules so all SIL providers and support coordinators must be **registered**.



When a provider is registered it means we have checked they can deliver a certain type of support.



This helps to make sure they provide good and safe services.



We asked people what they think about the new rules to make sure providers are registered.



In this document we just call them the new rules.



This document shares what we heard.

Who did we hear from?

We heard from:



- NDIS participants



- family members and carers of NDIS participants



- support coordinators



- SIL providers.



413 people answered our survey about registered SIL providers and support coordinators.



We got **34** letters about registered SIL providers and support coordinators.

What did we hear?



We heard about **3** main ideas.

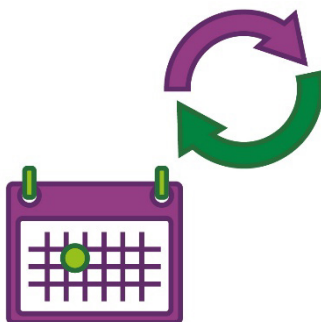
We explain them below.

1. Better information

We heard that people need better information about:



- how the new rules will affect them



- when the rules will change



- what they will have to do.

2. Things we need to think about when we make new rules



We heard that people are worried the new rules might affect the support NDIS participants can get.



Some providers worry about the cost to get registered.



Some providers worry they will have to do more work to follow the rules.



Some people worry the new rules will give them less choice and control over the supports they can get.



Some people told us it will mean there are more quality supports to choose from.



There are things we will think about when we make the new rules.

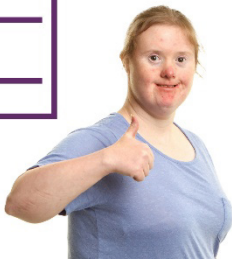
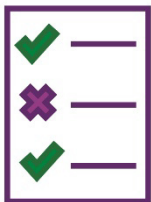


We heard that these supports are very important to NDIS participants and their families.



They worry the new rules will give them less choice and control over the supports they can get.

3. How we start using the new rules



We heard ideas about how to start using the new rules in a way that works well.



People told us that providers will need support to get registered.

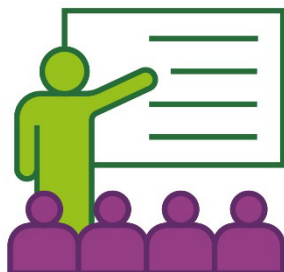
This could include:



- support with money



- different ways to pay



- training



- tools to make it easier to get registered, like templates.



We also heard that it is important to keep checking how the new rules are working.



This will help us fix issues early.



It is also important to keep NDIS participants connected with providers who have supported them for a long time.

What will we do next?



We will use what we've heard to make sure people can get better information about the new rules.



This includes making sure this information is ready when they need it.



We will make sure the new rules keep supporting choice and control for NDIS participants.



We will make sure participants can keep getting support from providers they:

- know
- trust.



We will find ways to help providers get ready for the new rules.

We will also keep talking to participants and providers to understand:



- what worries them about the new rules



- other ways we can support them as the new rules start.

Word list

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



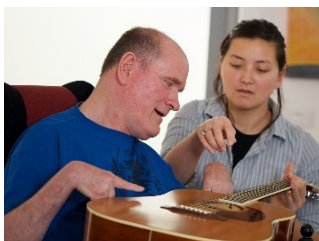
National Disability Insurance Scheme (NDIS)

The NDIS provides services and support to people with disability.



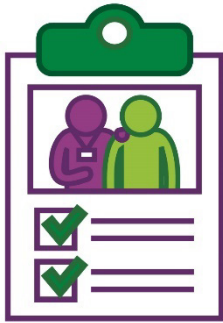
NDIS participants

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



NDIS providers

NDIS providers support people with disability by delivering a service.



Registered

When a provider is registered it means we have checked they can deliver a certain type of support.

This helps to make sure they provide good and safe services.



Support coordinators

A support coordinator is someone who helps people with disability plan and use their supports.

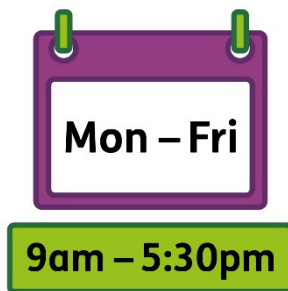


Supported independent living (SIL)

SIL is when people with disability live in their own home but get support to do daily tasks.

For example, cooking and cleaning.

Contact us



You can call us from:

- 9 am to 5:30 pm Sydney time
- Monday to Friday.



You can call us.

1800 035 544



You can send us an email.

consultation@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



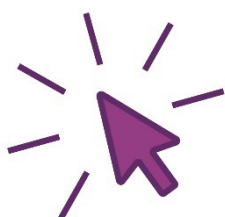
The National Relay Service

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