NDIS Quality and Safeguards Commission

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Our Annual Report – 2020 to 2021

Easy Read version

How to use this report

The NDIS Quality and Safeguards Commission (NDIS Commission) wrote this report.

When you see the word 'we', it means the NDIS Commission.

We wrote this report in an easy to read way.

We use pictures to explain some ideas.

Not bold

Bold

We have written some words in **bold**.

This means the letters are thicker and darker.

We explain what these words mean.

There is a list of these words on page 24.

This Easy Read report is a summary of another report.

This means it only includes the most important ideas.

You can find the other report on our website at www.ndiscommission.gov.au

You can ask for help to read this report.
A friend, family member or support person may be able to help you.

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About the NDIS Commission

The **National Disability Insurance Scheme (NDIS)** supports people with disability across Australia.

We make sure **participants**:

- are safe
- get **quality** services.

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

Quality is about receiving good services that:

- meet the needs of people with disability

- give people with disability choice and control.

We also make sure **NDIS providers** are doing a good job.

An NDIS provider:

- must follow certain rules that we set

- can offer certain supports and services to participants.

We help:

- fix problems
- make NDIS supports and services better.

We help participants speak up for themselves if they have:

- been hurt
- been treated badly
- not been given what they were promised.

We make sure NDIS providers and workers follow the rules.

We handle **complaints** about the supports and services people get from NDIS providers.

When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.

What we did last year

Each year, we write a report about the work we've done in the past year.

Our Annual Report talks about what we did between:

- 1 July 2020
  and
- 30 June 2021.

COVID-19

We shared our tools and resources to help make sure:

- the safety of participants was the most important thing

- providers didn't change or cancel any supports and services unless this was the only way to keep participants safe

- we could check how things were going with the NDIS

- **critical supports** could keep going.

Critical supports are supports and services that participants need for their:

- health
- safety
- wellbeing.

We shared information to help providers get ready for the COVID-19 **vaccine**.

A vaccine is medicine that:

- helps you fight a virus if you come in contact with it

- can stop you getting very sick from the virus.

We made training guides to support new providers during COVID-19.

We made new rules to make sure providers:

- knew what to do during COVID-19

- kept participants safe from COVID-19.

We looked at how well we handled COVID-19 to see what we can:

- learn
- do better in the future.

We supported our staff and kept them safe.

Working with us

Last year we worked in every state and territory.

From 1 December 2020, aged care providers who supported participants **registered** with the NDIS Commission.

A registered provider:

- can offer supports and services to participants

- is on a list that we look after.

The NDIS Worker Screening Check

On 1 February 2021, the NDIS Worker Screening Check started in every state and territory except the Northern Territory.

The NDIS Worker Screening Check:

- is a way to keep participants safe

- will find out if NDIS workers are safe to work with people with disability

- helps make sure NDIS workers don't put people with disability at risk of getting hurt.

NDIS Worker Screening Checks are the same across Australia.

We also made the NDIS Worker Screening Database.

The NDIS Worker Screening Database is where we keep some information about NDIS workers.

The information is about their NDIS Worker Screening Check.

We can also share this information with organisations who help find out if NDIS workers are safe to work with people with disability.

Royal Commissions

A **Royal Commission** is how the government looks into a big problem.

It helps us find out what:

- went wrong

- we can fix.

We worked with the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.

We also call it the Disability Royal Commission.

The Disability Royal Commission is looking at why people with disability experience:

- **violence** – when someone hurts you physically

- **abuse** – when someone treats you badly

- **neglect** – when someone is not helping you the way they are supposed to help you

- **exploitation** – when someone takes advantage of you.

We gave the Disability Royal Commission information they needed.

We answered questions the Disability Royal Commission had about health care for people with disability.

The Robertson Review

On 6 April 2020, a participant died in South Australia.

Her name was Ann-Marie Smith.

Ann-Marie died because she wasn't getting the support she needed from her NDIS provider.

The police looked into Ann-Marie's death.

We also looked into what happened.

Alan Robertson is from the Australian National University College of Law.

We asked him to:

- look at what happened to Ann-Marie
- write a report.

The report is called the Robertson Review.

The Robertson Review talked about what we can change to make supports safer for participants.

We will make the changes talked about in the Robertson Review.

Changes to laws and rules

Last year, there were some changes made to important laws and rules.

This included changing the NDIS Act.

The NDIS Act is a law about:

- how the NDIS should work

- how someone can become a participant

- how to become an NDIS provider.

The NDIS Act changed how we can stop providers and support workers from working with participants.

We might do this if we don't think they will do a good job.

We can stop people who:

- aren't a provider now
- used to work for a provider.

We can also stop other providers if we think they shouldn't be part of the NDIS.

Support from the government

In September 2020, the government said they would give us more:

- support
- money to do our work.

This helped us hire 100 new people to:

- work with us

- support the safety and health of participants.

Managing complaints

We changed how we deal with complaints.

This included changing:

- how people can make a complaint

- our staff training

- our **policies** about complaints.

A policy is a plan for how we should do things.

Policies are where rules come from.

Our work in numbers

About participants

Last year, 466,619 participants were taking part in the NDIS.

This includes:

- 144,890 participants in New South Wales

- 124,501 participants in Victoria

- 92,742 participants in Queensland

- 39,951 participants in Western Australia

- 41,034 participants in South Australia

- 10,657 participants in Tasmania

- 8,586 participants in the Australian Capital Territory

- 4,196 participants in the Northern Territory.

About providers

Last year we had 17,834 registered providers.

Last year, there were 6,686 **behaviour support practitioners**.

Behaviour support practitioners help people to:

- live better lives
- have less **behaviours of concern**.

Behaviours of concern are things someone does that might put:

- themselves in danger
- other people in danger.

They wrote 10,109 **behaviour support plans**.

A behaviour support plan is a document with steps for improving behaviour.

About complaints

Last year, we heard 7,231 complaints.

Providers told us about 1,044,851 reportable incidents.

Some of these were about the same incidents.

Word list

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

Abuse

Abuse is when someone treats you badly.

Behaviour support plan

A behaviour support plan is a document with steps for improving behaviour.

Behaviour support practitioners

Behaviour support practitioners help people to:

- live better lives
- have less behaviours of concern.

Behaviours of concern

Behaviours of concern are things someone does that might put:

- themselves in danger
- other people in danger.

Complaint

When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.

Critical supports

Critical supports are supports and services that participants need for their health, safety and wellbeing.

Exploitation

Exploitation is when someone takes advantage of you.

National Disability Insurance Scheme (NDIS)

The NDIS supports people with disability across Australia.

NDIS Provider

An NDIS provider:

- must follow certain rules that we set
- can offer certain supports and services to participants.

Neglect

Neglect is when someone is not helping you the way they are supposed to help you.

Participants

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

Policies

A policy is a plan for how we should do things.

Policies are where rules come from.

Quality

Quality is about receiving good services that:

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

Registered provider

A registered provider:

- can offer supports and services to participants
- is on a list that we look after.

Royal Commission

A Royal Commission is how the government looks into a big problem.

Vaccine

A vaccine is medicine that:

- helps you fight a virus if you come in contact with it
- can stop you getting very sick from the virus.

Violence

Violence is when someone hurts you physically.

Contact us

You can call us from 9am to 5pm, Monday to Friday.

If you live in the Northern Territory, you can call us from 9am to 4.30pm.

1800 035 544

You can send us an email:

contactcentre@ndiscommission.gov.au

You can send us a letter:

NDIS Quality and Safeguards Commission

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Penrith

NSW 2750

You can visit our website:

www.ndiscommission.gov.au

TTY

Call **133 677**

Ask for **1800 035 577**

The National Relay Service

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