



NDIS Quality
and Safeguards
Commission

Our strategic roadmap

2025 to 2027



Easy Read

www.ndiscommission.gov.au

Who wrote this information



**NDIS Quality
and Safeguards
Commission**

The **NDIS Quality and Safeguards Commission** wrote this information.

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



ndis
Rules

The **NDIS Commission** makes sure
NDIS providers follow the NDIS rules.

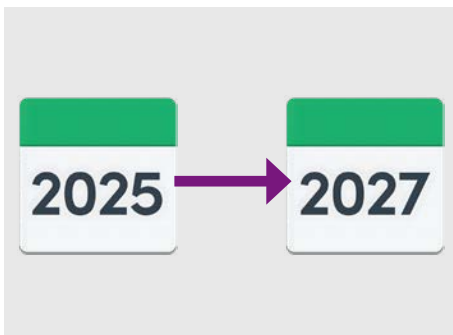


NDIS providers are services or people who
give supports to people with disability.

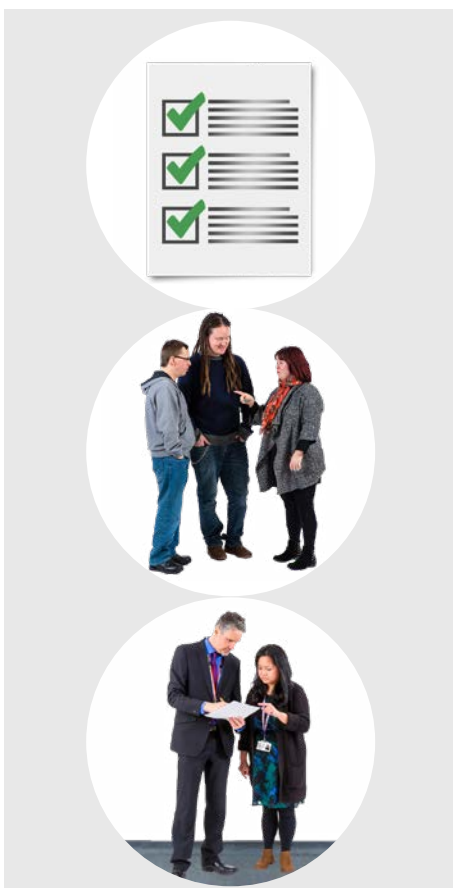
About this information



This information is about our **strategic roadmap**.



Strategic roadmap means the most important things we want to do in the next 2 years.



This information says

- What work we do and how
- What the big issues are
- What we will do about the issues.

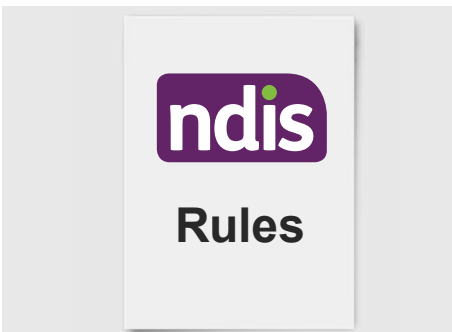
What work we do and how



The NDIS Commission makes sure **NDIS participants** are safe and get good support.



An **NDIS participant** is a person with disability who gets supports from the NDIS.



We help NDIS providers and NDIS participants understand the NDIS rules.



We look into NDIS providers when they do not follow the rules and the law.



We work with NDIS providers to make their services and supports better.



We do something if we know an NDIS participant gets hurt or might get hurt.



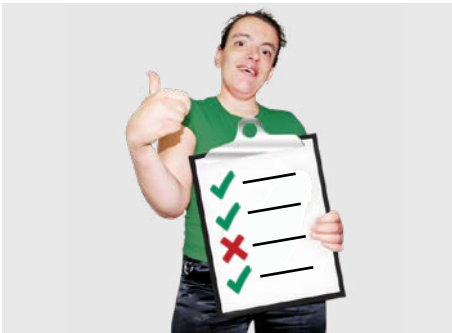
We work with others like the police to make sure the person is safe.



We listen to people with disability and others to understand what they need.



Not every NDIS provider has the right staff or skills to give all supports to people.



We make sure services and supports are given by the right NDIS providers.



We teach people

- What good and safe supports are
- To know their rights
- How to do things the right way in the NDIS.



We look into issues and find ways to stop them happening again.



We work together with other organisations like

- The **NDIA**
- The **Department of Health Disability and Ageing.**



The **NDIA** decides who gets support from the NDIS and how much.



The **Department of Health Disability and Ageing** makes rules and laws for the NDIS.

The big issues

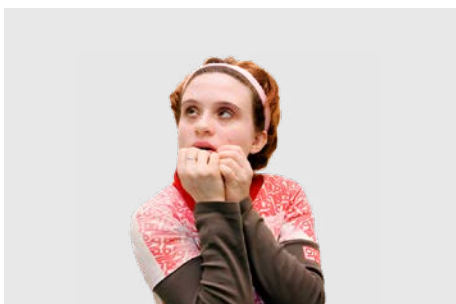


There are some big issues the NDIS Commission must deal with.

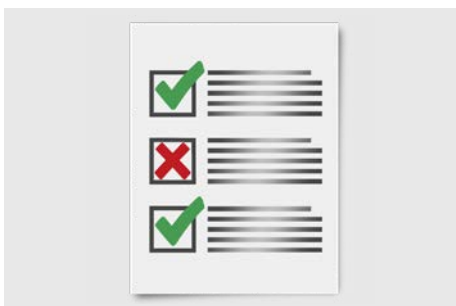


Issue 1

Some NDIS providers do not follow the NDIS rules about how to give good and safe support.

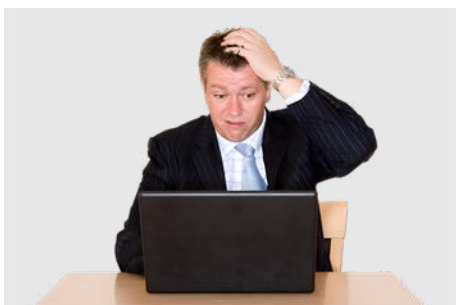


This can make NDIS participants get hurt or not feel safe.



Issue 2

The NDIS Commission can only check some NDIS providers.



This makes it hard for the NDIS Commission to know who is doing the right thing.



Issue 3

Some NDIS providers have prices for their services that are not fair or very high.



This can make it hard for people to get good services for what they need.



Issue 4

Some services do not work well for people that need a lot of support.

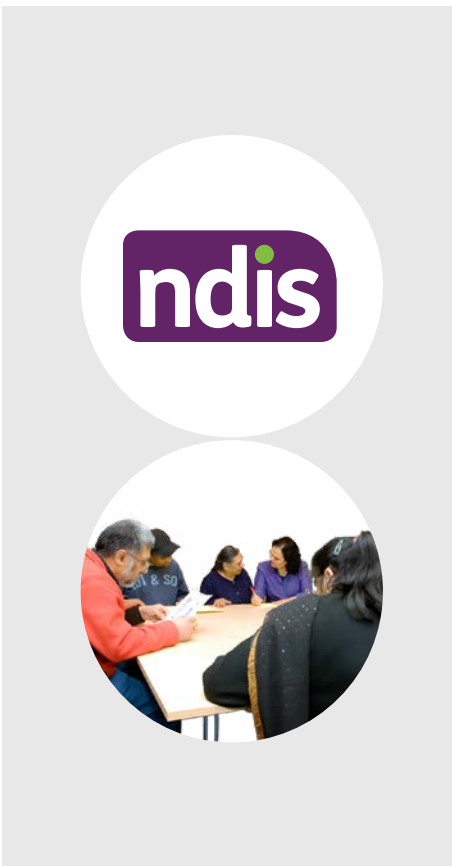


This makes it hard for some people to get all the support they need.



Issue 5

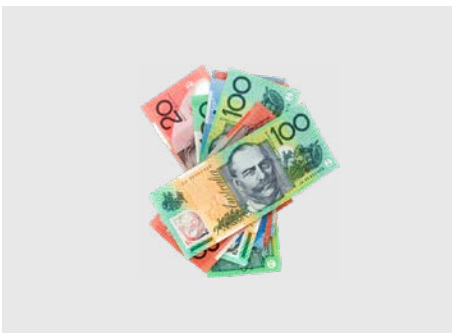
We do not have the power to do all the changes needed to make things safer.



Issue 6

We do not work together enough with

- NDIS providers
- Other organisations.



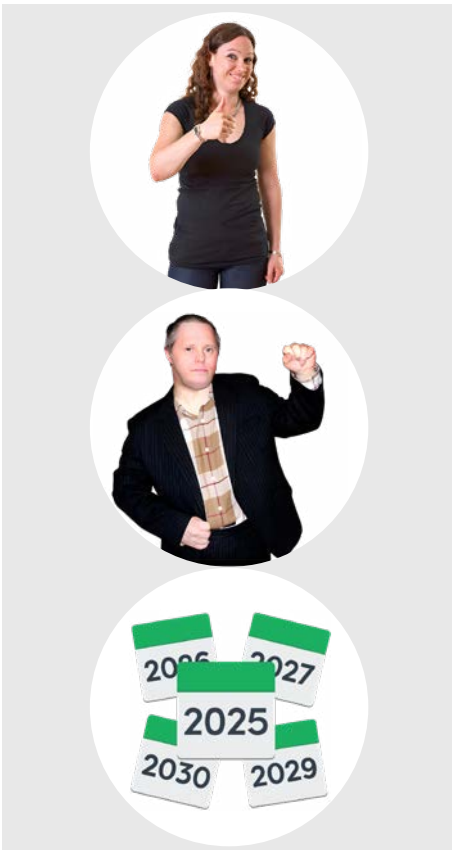
Issue 7

The NDIS Commission needs more money and support to do our job well.

What we will do



To work on the big issues we will do things in 3 areas.



The areas are

1. Making sure we do our work well
2. Making sure people get their rights
3. Making sure the NDIS can go for a long time.



We will work together with others on the things we want to do for each area.

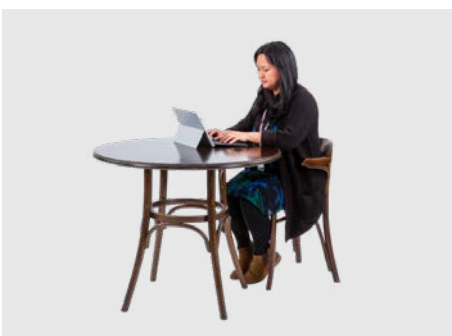


We might work with

- NDIS providers
- NDIS participants
- The Department of Health Disability and Ageing
- The NDIA.



We will check how we are going with the areas.



We will then share what we did and how it worked.

Area 1 Making sure we do our work well



Area 1 is about making sure we can do our job well.



To make this happen we will use information to find and fix problems early.



We will support new ideas that help NDIS providers keep people safe.



We will work hard to make sure NDIS providers follow the NDIS rules and the law.



We will support our staff to do their job in the best way.

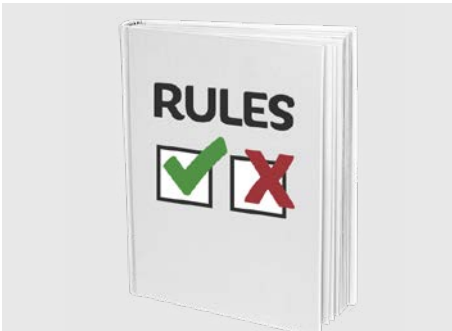
Area 2 Making sure people get their rights



People with disability have the right to good and safe services.



To make this happen we will respect the rights of people in everything we do.



We will have clear rules for what good supports are.



We will do what we can to stop **abuse** and **neglect**.



Abuse is when someone does bad things to hurt another person.



Neglect means someone does not get the care or support they need.



We will work together with people from the community and other organisations.



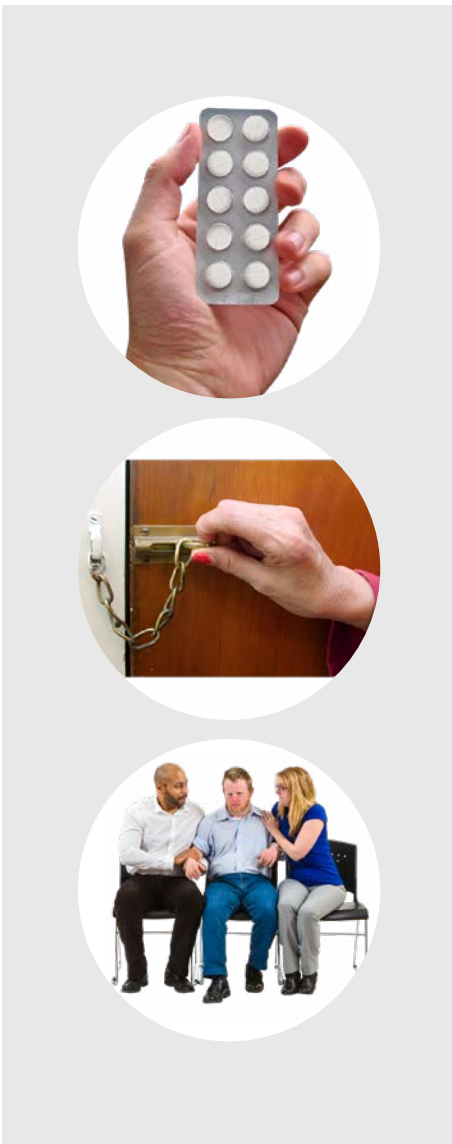
We will do what we can to have less or no **restrictive practices** happen.



Restrictive practices are things that take away your right to move freely.



Restrictive practices are used to stop you from doing things that can hurt you or others.



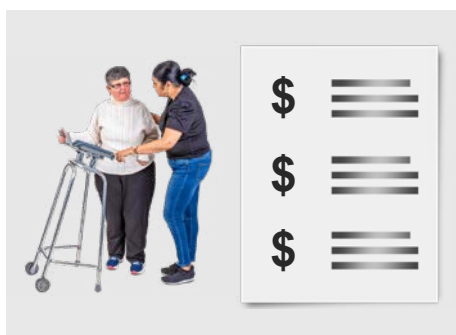
A restrictive practice might be to

- Give you medicine to change or stop how you act
- Have locks on your doors or windows
- Hold you down.

Area 3 Making sure the NDIS can go for a long time



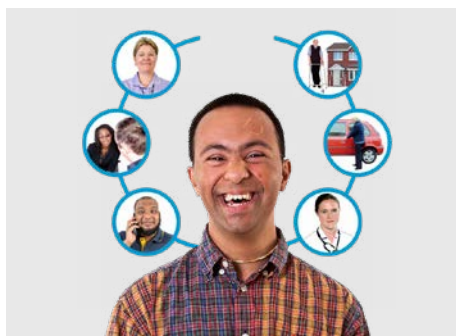
Area 3 is about making sure the NDIS can keep going for a long time.



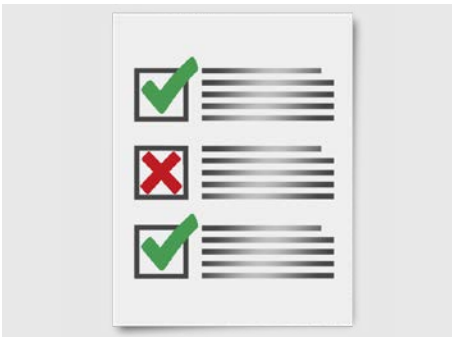
To make this happen we want NDIS services to give good supports at fair prices.



NDIS providers should always think about what is best for the person with disability.



We will work hard to make sure the NDIS gives people with disability what they need.



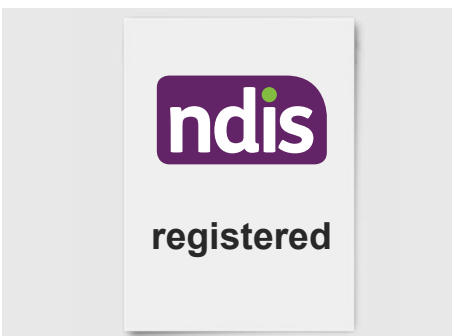
We want to be able to say who can work as a NDIS provider and who can not.



This will help make sure NDIS providers give good and safe supports to people.



We also want to share important information with providers who are not **NDIS registered**.



NDIS registered means the provider works with the NDIS and must follow NDIS rules.

How we know we are doing a good job



There are checks we do to help us know if we are doing our job well.



We check if people know and trust us.



We check to make sure we use all the tools and powers we have to do our job.



We check how often we step in when providers or workers do the wrong thing.



We check to make sure people get their rights.

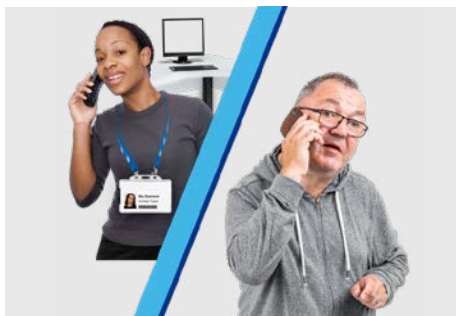


We check we are working together with other organisations.

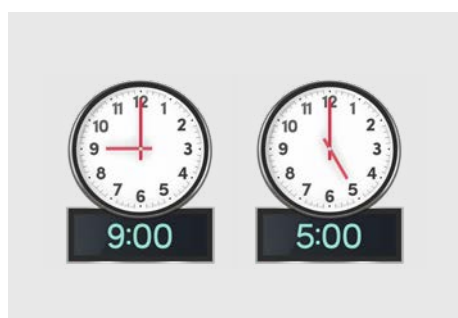


We check if the NDIS will keep working for a long time.

More information



You can contact us if you have any questions about our strategic roadmap.



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



You can call us on **1800 035 544**.



You can also send us an email to **contactcentre@ndiscommission.gov.au**

Council for Intellectual Disability made this document Easy Read. **CID** for short. Email CID at **business@cid.org.au** if you want to use any of the pictures.