

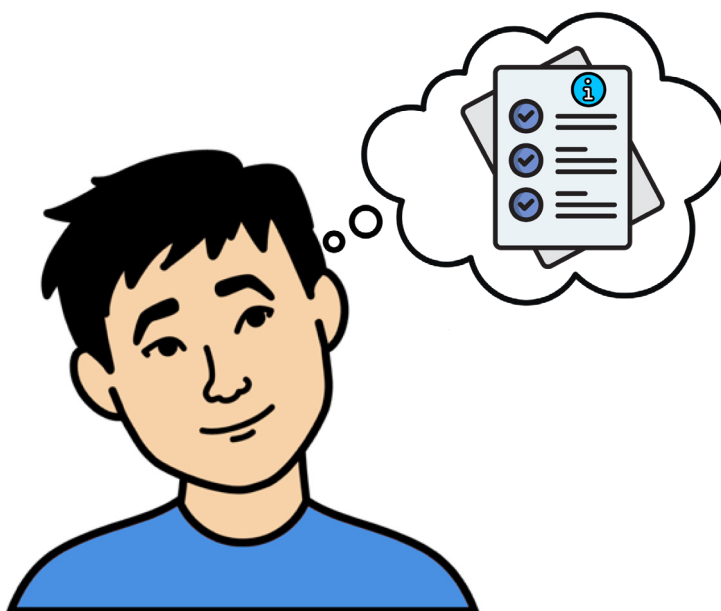
**Easy  
Read**



**NDIS Quality  
and Safeguards  
Commission**

# **NDIS practice standards review**

**Your ideas about the review**



## About this book



NDIS Quality  
and Safeguards  
Commission

This book is from the  
NDIS Quality and Safeguards Commission.

We also say **NDIS Commission**.

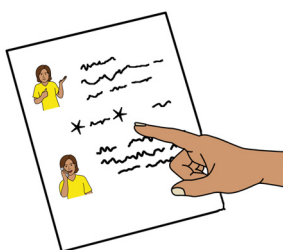


This book is written in a way that is  
easy to understand.



Information about this topic is on our  
[NDIS practice standards reform website](http://www.bit.ly/4pvhLr0)  
[www.bit.ly/4pvhLr0](http://www.bit.ly/4pvhLr0)

The information on the website is not Easy Read.



We add a star before and after **\*hard words\***.  
Then we explain what the words mean.

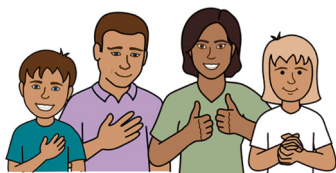


You can ask someone to help you read and  
understand this book.



Contact information is at the end of this book.

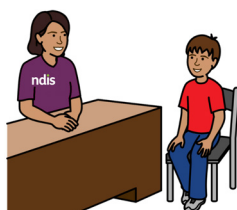
## About the NDIS Commission



We make sure NDIS services are good and safe.



We want to make things better for  
NDIS **\*participants\***.



Participants are people with disability who are  
part of the NDIS.

## About this review



A company called KPMG is working with us to

- think about how the standards for NDIS  
**\*providers\*** can be made better
  - providers give supports to participants
- think about what will help providers give safe  
and high quality supports to participants
- find ways to make things clear for everyone.





We want to make sure the standards for  
NDIS providers

- are easy to understand



- meet the needs of participants



- help providers give high quality services and  
safe supports.

## Questions about the review



We want to find out your ideas about the review.



This book has some questions you can answer  
to help us with the review.

## How to answer the questions



You can type your answers in the boxes in this book.

You need to email your answers to us.



### Email

[consultation@ndiscommission.gov.au](mailto:consultation@ndiscommission.gov.au)



You can get someone to help you read and fill out the form.



You can decide if you want to answer the questions.

## About the new **\*practice standards\***



### Practice standards

- say what providers need to do when they give different types of supports to participants

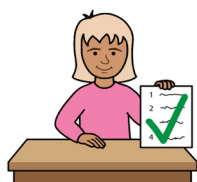


- help participants understand the quality of supports they should get from providers.



We found out that the practice standards we have now

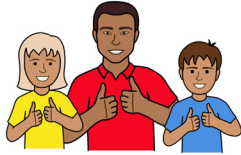
- are hard to understand



- need better examples of good supports



- do not always protect participants' **\*rights\***.

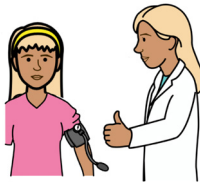


Rights are rules that help everyone have a

- happy life



- safe life



- healthy life.

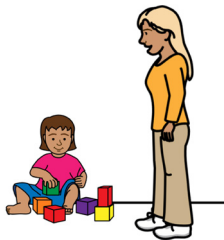


Participants and providers need more information and help for things like

- managing medicines



- behaviour supports

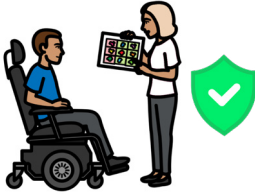


- early childhood.



We think the new practice standards could include rules about

- participant rights



- safe supports



- decision making for participants



- how participants get and use supports that are best for them



- how providers manage services and staff.



## Questions about new practice standards



Do you think new practice standards can make supports safer and better for you?



Yes



No



I do not know.



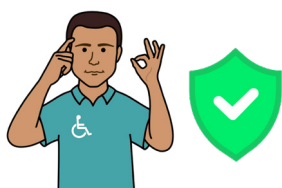
**What new information in the practice standards would help providers give you good services?**



## About a new \*quality framework\*



We may need a quality framework to help providers follow the rules in the practice standards.



Quality framework means information for providers to understand what they need to do

- to show supports are safe



- to give the best supports to participants.

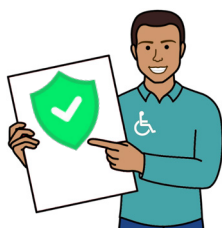


We think a quality framework should have new information about

- participant rights



- what good supports are



- how providers know they give good and safe support



- how we will assess providers.



A quality framework should say how providers know if they are doing a good job.



For example, how they can

- check participants are getting quality supports



- ask families and carers for their feedback.



A quality framework can have information about how we will check if providers' services are doing a good job for participants.



The changes can help us support providers to give high quality services.



We want to know if the new quality framework

- can meet your needs and goals



- can make your supports better



- is clear and easy to follow.



## Questions about a new quality framework



Do you think a quality framework will make supports safer and better for you?



Yes



No



I do not know.



**What information in a quality framework would help providers give you good services?**



## **\*Guidance information\***



Guidance information helps to make things clear for everyone.

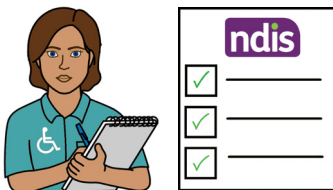


We are thinking about how guidance information could

- help providers understand what they need to do to give high quality services



- help participants know what good supports and services are.



New guidance information could include

- how providers should follow the new practice standards



- information for participants to help them understand what high quality supports are.

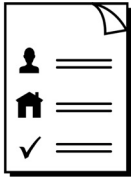


We want to know

- if you need more information about any topics



- how you would like information, for example
  - videos



- written information



- training.



## Questions about guidance information



Are we thinking about the right guidance information to help you understand the practice standards?



Yes



No



I do not know.



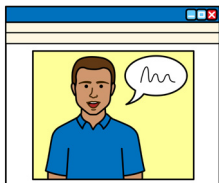
**What other guidance information would help you understand practice standards and a quality framework?**



## Next steps



If you have answered questions in this book, please send your answers to us by email.



Email us for information about how to send a video or audio message with your answers.



### Email

[consultation@ndiscommission.gov.au](mailto:consultation@ndiscommission.gov.au)



You must give us your answers by  
**Friday 14 November 2025.**



## More information

For more information about this project contact the KPMG project team.



### Call

02 9273 5090



### Email

[NDISPSReview@kpmg.com.au](mailto:NDISPSReview@kpmg.com.au)



### Website

[NDIS practice standards reform webpage](http://www.bit.ly/4pvhLr0)

[www.bit.ly/4pvhLr0](http://www.bit.ly/4pvhLr0)

## Help to speak and listen



If you need help to speak or listen, the National Relay Service can help you make a call.

**Call** 1800 555 660



**Website** [NRS Helpdesk](#)

[www.accesshub.gov.au/about-the-nrs/nrs-helpdesk](http://www.accesshub.gov.au/about-the-nrs/nrs-helpdesk)

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If you need help with other languages, contact the Translating and Interpreting Service.



**Call** 131 450



**Website** [TIS National](#)

[www.tisnational.gov.au](http://www.tisnational.gov.au)



**Write notes and more ideas here**

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