



**NDIS Quality
and Safeguards
Commission**

Our Corporate Plan 2025–2026

Easy Read version



How to use this plan



NDIS Quality
and Safeguards
Commission

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

We wrote this plan.



We wrote some words in bold.

We explain what these words mean.

There is also a list of these words on page [25](#).



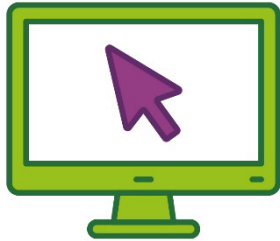
You can ask for help to:

- read this plan
- find more information.



This is an Easy Read summary of another plan.

It only includes the most important ideas.



You can find the other plan on our website.

[www.ndiscommission.gov.au/about/
corporate-documents](http://www.ndiscommission.gov.au/about/corporate-documents)



We recognise Aboriginal and Torres Strait Islander peoples as the traditional owners of the land we live on – Australia.



They were the first people to live on and use the:

- lands
- waters.



This document includes photos of Aboriginal and Torres Strait Islander peoples.

It might contain images of people who have passed away.

What's in this plan?

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What do we do?



The National Disability Insurance Scheme (NDIS) supports **participants** across Australia.



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



The NDIS Quality and Safeguards Commission (NDIS Commission) makes sure participants:

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



Quality is about services that:

- support participants in the ways they need
- give participants choice and control.



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

Providers support people by delivering a service.



We also manage risks to participants.



We try to:

- understand these risks
- stop them from happening.

This includes keeping participants safe from:



- **violence** – when someone hurts you or controls you



- **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.

What is our Plan about?



Our Corporate Plan is about what we want to focus on over the next year.

We call it our Plan.

Our Plan explains:



- what we want to do



- how we will do these things



- how we will make sure our plan works well.

What we will focus on



Our Plan explains how we want to improve the NDIS Commission.

It has **3** areas we want to focus on:



1. Being a strong and trusted **regulator**

A regulator is someone who makes sure people:

- are following the rules
- doing things the right way.

We want to use our powers to:

- keep people with disability safe
- keep making disability supports better.



2. The **rights** of people with disability



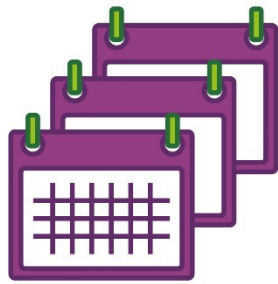
Rights are rules about how people must treat you:

- fairly
- equally.



Supporting the rights of people with disability will:

- help keep people safe
- make sure our community includes everyone.



3. Making sure the NDIS lasts a long time.



We want the NDIS to deliver supports that:

- are fair
- work well for participants.



We will work with other organisations to make sure the NDIS:

- works well
- keeps working well.

What do we want to focus on?



Our Plan includes **6 priorities** that will guide what we do over the next year.

Priorities are things we need to focus on to achieve our goals.

These priorities are:



1. Our culture



2. Improved laws



3. Look into issues about the rights of participants



4. Build the skills of our staff



5. Improve how we work



6. Become more accessible.

On the following pages we explain:



- our priorities



- what we will do to support them.

1. Our culture



We want to keep making the NDIS Commission a great place to work.

This includes improving our **culture**.



Culture means:

- what is important to us
- how we work together and treat each other
- the way we communicate.



We will do more to:

- hear from our staff
- make sure our staff feel respected and included.



We created plans to support groups of people in our workplaces.

For example:



- people with disability



- First Nations people.



We will give our staff training about people's rights.



We also have rules about how to design our workplaces.

This makes sure all our staff have what they need to do their jobs well.

2. Improved laws



We now follow some improved laws.



These laws help us make sure people with disability:

- get good quality supports and services
- are safe.



We will make sure certain types of providers are **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.



For example, **supported independent living (SIL)** providers.



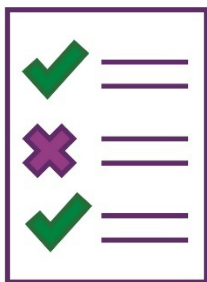
SIL is when people with disability live in their own home but get support to do daily tasks.

For example, cooking and cleaning.

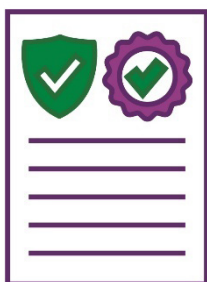


We will check that the rules for the NDIS still work well.

This includes the:



- NDIS rules



- **NDIS Practice Standards.**



The NDIS Practice Standards:

- keep participants safe
- make sure NDIS providers do a good job.



We also have a plan for **behaviour support practitioners**.

Behaviour support practitioners help people learn ways to manage their behaviour.

3. Look into the rights of participants



We can choose to look into issues that we think are important.



We think it is important to look into the rights of participants.



We will use the **data** that we already get.

Data includes information and facts we collect to help us learn about something.



We will also use **evidence**.

Evidence is proof that something is true.

4. Build the skills of our staff

We want to make sure our staff:



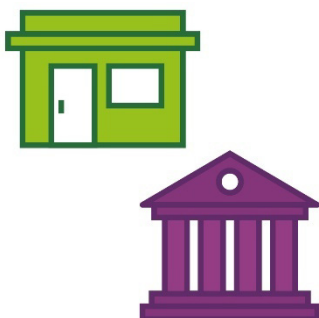
- have the right skills and information



- know how to use our powers well.



We will run a program to build the skills of our staff.



We will also keep working with:

- other organisations
- the government.

5. Improve how we work

We want to improve how we work.



This includes improving our:

- tools
- technology.



We also want to make sure we are working in the best way.



We will run a program about how we can use data to be a better regulator.



We will follow our plan about:

- collecting data
- using data.



We will also keep thinking about how we can manage risks.

6. Become more accessible



When something is **accessible**, it is easy to:

- find and use
- understand.

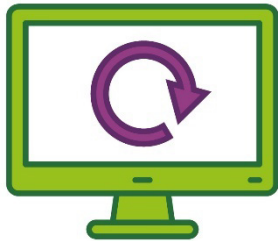
We want to make the NDIS Commission more accessible for everyone who:



- contacts us



- uses our website for information.



We will update our:

- website
- computer systems.



We will keep upgrading our contact centre.

How do we make sure our Plan works well?

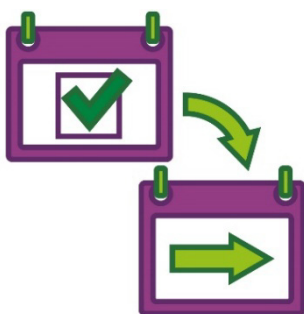


At the end of each year, we look at how well we did.



We will do this by collecting data on:

- our priorities
- what we did to support our priorities.



The data will help us know what we:

- did well this year
- need to do next year.



We will share how well we did in our Annual Report 2025–2026.

It will be ready in **October 2026**.

Word list

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



Abuse

Abuse is when someone treats you badly.



Accessible

When something is accessible, it is easy to:

- find and use
- understand.



Behaviour support practitioner

Behaviour support practitioners help people learn ways to manage their behaviour.



Culture

Culture means:

- what is important to us
- how we work together and treat each other
- the way we communicate.



Data

Data includes information and facts we collect to help us learn about something.



Evidence

Evidence is proof that something is true.



Exploitation

Exploitation is when someone takes advantage of you.



NDIS Practice Standards

The NDIS Practice Standards:

- keep participants safe
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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.



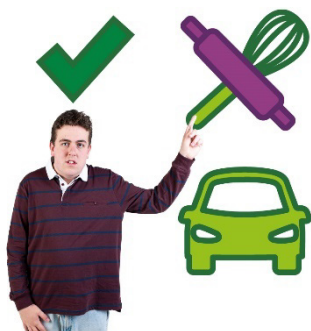
Priorities

Priorities are things we need to focus on to achieve our goals.



Provider

Providers support people by delivering a service.



Quality

Quality is about services that:

- support participants in the ways they need
- give participants choice and control.



Registered

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



Regulator

A regulator is someone who makes sure people:

- are following the rules
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Rights

Rights are rules about how people must treat you:

- fairly
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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.



Violence

Violence is when someone hurts you or controls you.

Contact us



9 am – 5:30 pm

You can call us:

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



You can call us.

1800 035 544



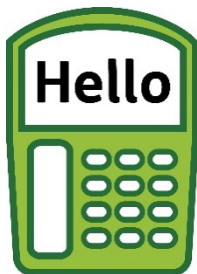
You can send us an email.

contactcentre@ndiscommission.gov.au



You can go to our website.

www.ndiscommission.gov.au



Teletypewriter (TTY)

Call:

133 677

Ask for:

1800 035 544



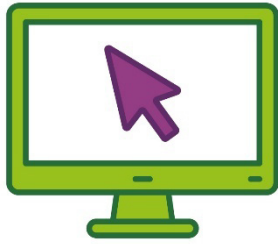
The National Relay Service

You can find the services on the website.

www.accesshub.gov.au/about-the-nrs

Ask for:

1800 035 544



Internet relay calls

internet-relay.nrscall.gov.au



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