



**NDIS Quality  
and Safeguards  
Commission**

# Terms of Reference

**NDIS Quality and Safeguards Commission**

**Sector Consultation Forum**

**Easy Read version**



## 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 24.



You can ask someone you trust for support to:

- read this document
- find more information.



This is an Easy Read summary of our document.

It only includes the most important ideas.



You can find the other document on our website.

[www.ndiscommission.gov.au/about-us/who-we-are/our-consultative-forums](http://www.ndiscommission.gov.au/about-us/who-we-are/our-consultative-forums)

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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.

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## What are Terms of Reference?



All new government programs or projects have a document that explains how it will work.

We call this document a **Terms of Reference**.



This Terms of Reference explains how the NDIS Commission Sector Consultation **Forum** will work.



A forum is where a group of people share and talk about ideas.



In this document, we call it the Forum.



This Terms of Reference explains:

- how the Forum will work
- who can be part of the Forum.

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## What will the Forum do?



The Forum will give us advice on:

- NDIS supports and services
- our work as a **regulator**.



A regulator is someone who makes sure people:

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



This advice will help us improve the way we work.



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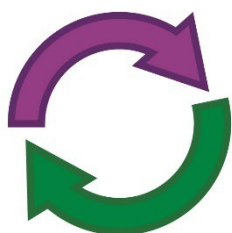
The Forum will also give advice on:



- ways to make sure providers work well



- risks to the quality and safety of NDIS supports



- the effects of changes to our work as a regulator.

The Forum will tell us about:



- how well providers are working
- issues in the community we need to plan for.



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We might ask the Forum to talk about:



- what providers have done



- what people with disability have had to say about providers.



This includes what we have heard about things that have gone wrong.



The Forum will tell us what they think about these things.

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## Who will be the Forum members?



The Forum will have up to 20 members.



Members will be part of the Forum for up to 2 years.



Forum members will include people with **intellectual disability**.

An intellectual disability affects how you:



- learn new things
- solve problems
- communicate
- do things on your own.

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Forum members will include:



- First Nations people with disability



- people with disability who live far away from cities and towns



- **culturally and linguistically diverse (CALD)** people with disability.



CALD people come from different cultural backgrounds.

They might:



- have different beliefs and a way of life
- speak a language other than English
- have been born in another country.

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Forum members will also include:



- young people with disability



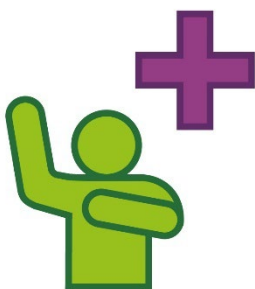
- women with disability



- **LGBTIQA+** people with disability.



The letters LGBTIQA stand for lesbian, gay, bisexual, transgender, intersex, queer or questioning and asexual.



The ‘+’ is for people who are part of the LGBTIQA+ community but don’t talk about themselves using a word from this list.

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## How do we choose Forum members?



We will make sure we choose Forum members with different:

- backgrounds
- experiences.

This includes people who:



- live in different parts of Australia



- speak up for people with disability



- work for organisations that support the disability community.

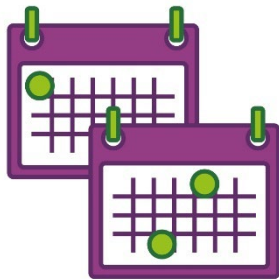
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## How do meetings work?



The Forum will have 2 meetings a year.

These meetings will be online with Microsoft Teams.



The Forum might have extra meetings if they need to.



Forum meetings will go for 2 hours.



The Forum has a **Secretariat** who:

- organises meetings
- creates and shares meeting information.



The Secretariat will let Forum members know:

- when meetings will be
- if a meeting needs to be in-person.



We will support Forum members to join in-person meetings.



For example, we will try to make sure members can take part:

- over the phone
- online.





There will be 2 **Chairs** to run Forum meetings.

Chairs are people from the NDIS Commission who will run Forum meetings.



The Chairs will work with the Secretariat to make sure meetings go smoothly.

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## Rules about meetings



Forum meetings need at least 11 members to attend.



A Forum member can have another person attend a meeting for them.



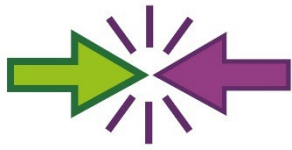
This person must be from the same organisations as them.



They also must fill out some forms for the Secretariat before they attend.



For example, forms that promise they won't share information from the meeting.



Forum members need to tell the Secretariat if they think there might be a **conflict of interest**.

A conflict of interest is when someone might make a choice that is good for them but isn't fair to other people.



The Secretariat will tell the Chairs about a member's conflict of interest.



The Chairs will decide what is best to do about the conflict of interest.



Members should take part in meetings in a way that respects everyone.



Members can also leave the Forum any time they want.



They must tell the Secretariat in writing if they want to leave.

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## How will we pay Forum members?



We will pay Forum members for their time in meetings.



The Secretariat will share information with members about how much we can pay them.



We will follow rules and laws about how to pay people who help us with our work.

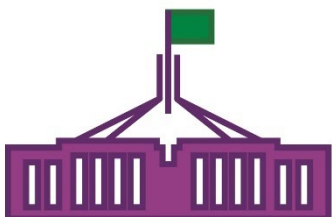


This includes:

- the NDIS Commission's rules
- the Australian Government's laws.

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But we cannot pay members if they work for:



- the Australian Government



- state and territory governments



- local governments.



We also cannot pay members if they earn money from their job while they do work for the Forum.



We will pay for some travel costs if a meeting needs to be in-person.

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## How will we share information from the Forum?



We will share information about each Forum member on the NDIS Commission website.

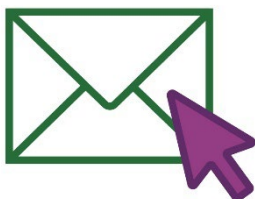


For example, the names of members.



Members can ask us not to share their information.

They can ask at any time.



They can email the NDIS Commission.

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





Or they can email the Secretariat.

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

The Secretariat will tell the Chairs.



We will share information about what the Forum had to say after each meeting.



We will share this information on the NDIS Commission website.



We won't include the names of who shared what at the meetings.

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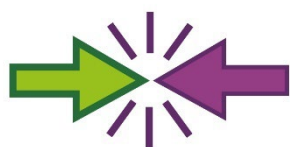
## Word list

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



### **Chairs**

Chairs are people from the NDIS Commission who will run Forum meetings.



### **Conflict of interest**

A conflict of interest is when someone might make a choice that is good for them but isn't fair to other people.

### **Culturally and linguistically diverse (CALD)**

CALD people come from different cultural backgrounds.



They might:

- have different beliefs and a way of life
- speak a language other than English
- have been born in another country.



## Forum

A forum is where a group of people share and talk about ideas.



## Intellectual disability

An intellectual disability affects how you:

- learn new things
- solve problems
- communicate
- do things on your own.

## LGBTIQA+



The letters LGBTIQA stand for lesbian, gay, bisexual, transgender, intersex, queer or questioning and asexual.

The '+' is for people who are part of the LGBTIQA+ community but don't talk about themselves using a word from this list.



## Participants

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



## Providers

Providers support people by delivering a service.



## Quality

Quality is about services that:

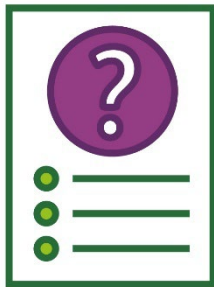
- support participants in the ways they need
- give participants choice and control.



## Regulator

A regulator is someone who makes sure people:

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



## Terms of Reference

All new government programs or projects have a document that explains how it will work.

We call this document a Terms of Reference.



## Secretariat

The Council has a Secretariat who:

- organises meetings
- creates and shares meeting information.

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## Contact us



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.

[committee@ndiscommission.gov.au](mailto:committee@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](http://www.ndiscommission.gov.au)



TTY

133 677



The National Relay Service

Speak and Listen

1300 555 727

SMS relay number

0423 677 767



Internet relay calls

[internet-relay.nrscall.gov.au](http://internet-relay.nrscall.gov.au)





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