



**NDIS Quality
and Safeguards
Commission**

NDIS Quality and Safeguards Commission

Our Annual Report – 2024 to 2025

Easy Read version



Acknowledgement of Country



Aboriginal and Torres Strait Islander peoples are the First Peoples of Australia.



They have always looked after Country.

Country means the land, water, sky and everything within them.



We respect the important connection that Aboriginal and Torres Strait Islander peoples have with Country.



And we respect their Elders from the past and now.

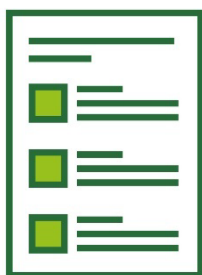
How to use this report



NDIS Quality
and Safeguards
Commission

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

We wrote this report.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page [19](#).



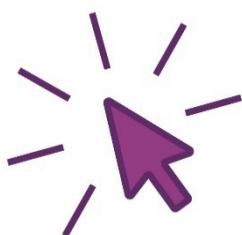
You can ask someone you trust for support to:

- read this report
- find more information.



This is an Easy Read summary of a report.

It only includes the most important ideas.




You can find the other report on our website.

www.ndiscommission.gov.au/about-us/corporate-reports#paragraph-id-873893



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About the NDIS Commission



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



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



The NDIS Commission makes sure participants:

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



Quality is about receiving good services that:

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



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

NDIS providers support people with disability by delivering a service.



NDIS providers and workers must deliver safe and good quality services.

We help participants speak up for themselves if someone:



- hurts them



- treats them badly



- doesn't give them the support they promised.



We ask that NDIS providers and workers do the right thing by following certain rules.

If they don't follow these rules, we will:



- help them learn about the rules



- ask them to fix their problems



- ask them to pay money for not following the rules



- stop them from providing certain NDIS services.

Our goals for 2024 to 2025



Our goals for **2024** to **2025** had 5 areas to focus on.



1. Learn from people with disability



2. Understand risk



3. Build trust and safety in services



4. Support our people to do well



5. Improve the tools we use



We wanted to make sure every participant was able to find and use services that were:

- safe
- good quality.



We also wanted to update the:

- ways we work
- tools we use.

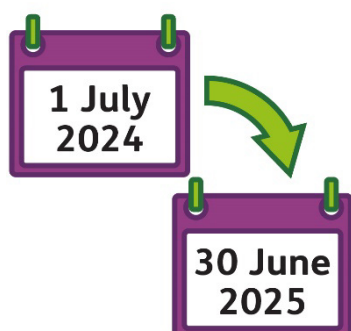


This will make sure we can keep doing our job well.

What we did last year



Each year, we write a report about the work we have done.



This report explains what we did between **1 July 2024** and **30 June 2025**.

Improving how we keep people safe



In the last year we used **data** to help us:

- keep participants safe
- keep track of risks.



When we talk about data, we mean:

- facts
- information
- records.

In the last year we also:



- told more NDIS providers they could not provide certain NDIS services anymore



- took legal action against providers who put participants at risk.

Working with other government organisations

In the last year we worked with government organisations to look into:



- unfair prices for supports and services



- **fraud.**

Fraud is when someone does something that is not honest on purpose.



We worked with Fire Rescue Victoria to plan how to keep people safe in housing where they get support.



This includes how to stop people from passing away in accidents, like a house fire.

Improving our work as a regulator



In the last year we focused on improving our work as a **regulator**.



A regulator is someone who makes sure people are:

- following the rules
- doing things the right way.

We have:



- created a new plan to support people with disability



- improved the way we look into and handle risks.

We have also focused on making sure our workplace:



- works well for everyone



- is a healthy and safe space.

Improving home and living supports



Our House and Living Supports team makes sure that NDIS providers of home and living supports:

- work well
- follow the rules.



This includes **specialist disability accommodation (SDA)** providers.

SDA is housing for people with disability who need a lot of support.



This also includes **supported independent living (SIL)** providers.



SIL is help with daily tasks around your home so you can:

- do things for yourself
- learn new skills.

Looking into services and providers



We looked into the quality of **Platform Providers**.

Platform Providers are an online service that participants can use to get supports.



We talked to Platform Providers about making a rule that all Platform Providers must be **registered**.

When a provider is registered, they:



- must follow certain rules we set



- can offer certain supports and services to participants.

Working with NDIS providers

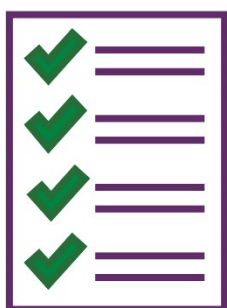


When you make a **complaint**, you tell someone that something:

- has gone wrong
- isn't working well.



We closed **38,203** complaints about NDIS providers.



We asked **716** NDIS providers to make sure they are following rules about the way they must work.



We told **87** NDIS providers they have to pay money for breaking the law.



We told **566** NDIS providers they could no longer be registered providers.



We told **194** NDIS providers they could not provide certain NDIS services anymore.

Supporting our staff

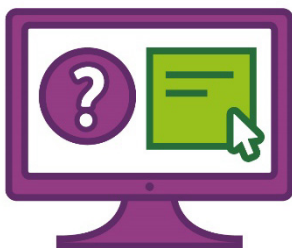


1,016 staff in total now work for the NDIS Commission.



341 of our staff took part in a program to learn more skills and tools to make sure services:

- work well
- follow the rules.



We also asked our staff to take part in a survey about their work.

This survey helped us learn:



- what our staff understands about their job



- what we need to do to improve training for our staff.

Word list

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



Complaint

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

- has gone wrong
- isn't working well.



Data

When we talk about data, we mean:

- facts
- information
- records.



Fraud

Fraud is when someone does something that is not honest on purpose.



NDIS providers

NDIS providers support people with disability by delivering a service.



Participants

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



Platform Providers

Platform Providers are a service that participants can use to get supports online.



Quality

Quality is about receiving good services that:

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



Registered

When a provider is registered, they:

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



Regulator

A regulator is someone who makes sure people are:

- following the rules
- doing things the right way.



Specialist disability accommodation (SDA)

SDA is housing for people with disability who need a lot of support.

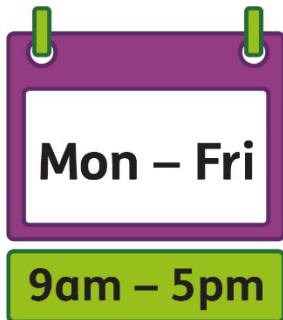


Supported independent living (SIL)

SIL is help with daily tasks around your home so you can:

- do things for yourself
- learn new skills.

Contact us



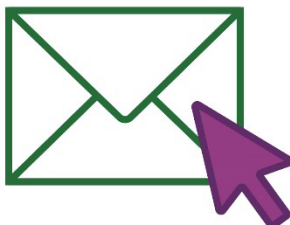
You can call us:

- Monday to Friday
- 9 am to 5 pm (Sydney time).



You can call us.

1800 035 544



You can send us an email.

contactcentre@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



Teletypewriter (TTY)

Call:

133 677

Ask for:

1800 035 544



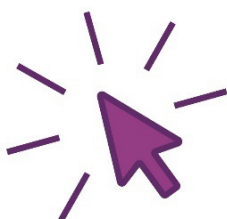
The National Relay Service

You can find the services on the website.

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

Ask for:

1800 035 544



Internet relay calls

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