



NDIS Quality
and Safeguards
Commission

After you report an issue about providers and workers

Easy Read version

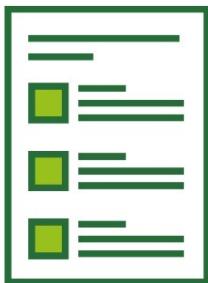


How to use this document



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 [17](#).



You can ask someone you trust for support to:

- read this document
- find more information.



This is an Easy Read summary of information on our website.

It only includes the most important ideas.



You can find this information on our website.

www.ndiscommission.gov.au/after-report

What's in this document?

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What is 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 Quality and Safeguards Commission (NDIS Commission) makes sure NDIS participants:

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



Quality is about services that:

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



We are part of the Australian Government,
but we make our own decisions about:

- how we work
- how we check and manage
NDIS providers.



NDIS providers support people by delivering
a service.

What do we do?



We make sure NDIS providers and workers:

- are doing a good job
- follow the rules.



We help NDIS participants speak up for themselves if they have:

- been hurt
- been treated badly
- not been given what they were promised.



We treat everyone fairly.

This means we don't take sides.



We keep the information people give us private.



We only share your information if we have to:

- tell someone else
- keep you or someone else safe.



We will tell you if we have to share your information.



We handle **complaints** about the supports and services people get from NDIS providers.



A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.



If we can't help you, we will tell you who can.

How do we handle issues and complaints?

We work together with:



- NDIS participants



- families and carers



- NDIS providers.

We handle issues and complaints in a way that:



- keeps people with disability safe



- helps people with disability understand how their supports should work



- helps people with disability when their supports don't work like they should



- helps make NDIS supports and services better.

What happens when you report an issue to us?

If you report an issue, one of our staff will:



- talk to you about your complaint



- try to understand the issue you're worried about



- find out what you want to happen.



We will work out what to do next.

For example, we might:



- help you understand what should happen



- help you talk to your NDIS provider or worker about your issues



- help providers and workers understand what they need to do.

We also might:



- send the issue to the person or place that can help you



- deal with providers and workers when they do the wrong thing



- keep the details of the issue in our records so we know if it happens again.



We might ask you if we can send information about your complaint to your NDIS provider.



We'll let you know what we did about the issue you reported to us when we can.

How do we decide what to do about an issue?



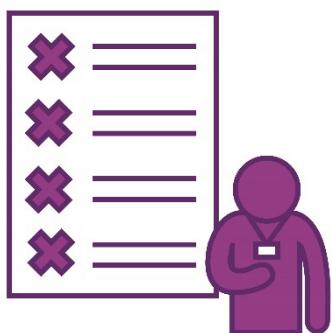
We do a **risk assessment** when we look at an issue.



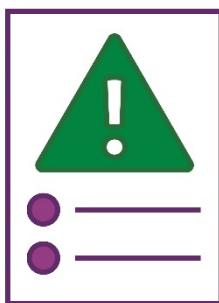
Risk assessments help us work out:

- how to keep people safe from harm
- what needs to happen next.

We will think about whether:



- the NDIS provider or worker has broken the rules



- the issue is on the list of things we need to improve or fix.



We will also think about how serious the issue is.

To understand how serious it is, we will think about:



- the NDIS participant the issue affects



- the type of issue it is – like supports that aren't good quality



- the affect the issue has had.

What can you do if you aren't happy with our services?

You can tell us if you're not happy with:



- the way we handled your issue

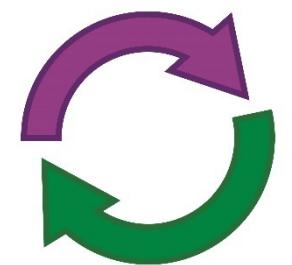


- our decision.

We will:



- look at our decision



- think about if we should change it.

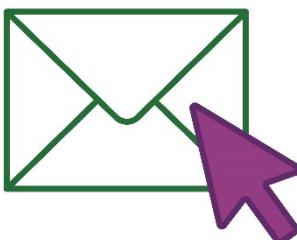
You need to:



- contact us within 42 days after we tell you about our decision



- tell us why we should change our decision.



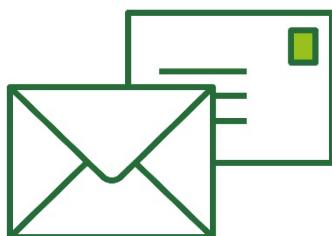
You can email us to tell us you're not happy with our decision.

reconsideration@ndiscommission.gov.au



You can call us.

1800 035 544



You can also send us a letter.

NDIS Quality and Safeguards Commission
PO Box 210
Penrith
NSW 2751.

Word list

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

Complaint



A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.



NDIS providers

NDIS providers support people by delivering a service.



Participants

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



Quality

Quality is about services that:

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



Risk assessment

Risk assessments help us work out:

- how to keep people safe from harm
- what needs to happen next.

Contact us



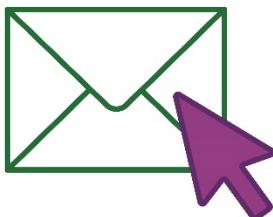
You can call us Monday to Friday.

1800 035 544



You can check what times to contact us on our website.

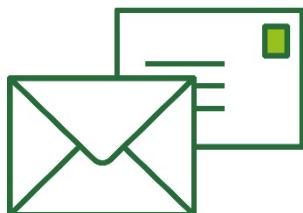
www.ndiscommission.gov.au/contact-us



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 2751



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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