



NDIS Quality
and Safeguards
Commission

Reporting issues about providers and workers

Easy Read version

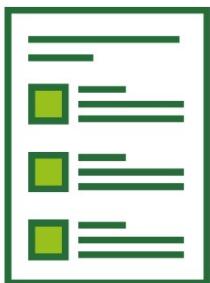


How to use this document



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 [25](#).



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/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.

When should you report an issue?



It's always okay to speak up.



You can talk to us or your NDIS provider if you have:

- an issue with your supports or services
- a complaint about your supports or services.

You can talk to us if you:



- don't want to speak to your NDIS provider



- aren't happy with what your NDIS provider has done to fix the issue.

Why should you report an issue?



Reporting an issue can help other NDIS participants.

Reporting an issue can also help:



- make NDIS supports and services better



- someone understand the needs of people with disability.



You can report an issue to your NDIS provider.

Reporting an issue can help your NDIS provider:



- fix the issue



- make changes that help keep other NDIS participants safe.



You can report an issue to us.

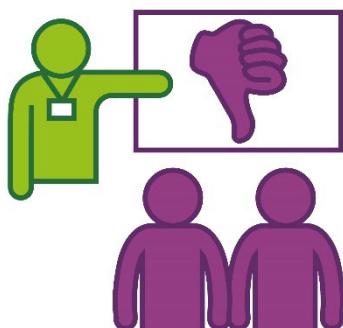


Reporting an issue can help us make sure NDIS providers keep NDIS participants safe.

Reporting an issue can help us:



- teach NDIS providers what they need to do



- teach NDIS providers how they should handle complaints



- learn about how well NDIS providers and workers are doing



- learn when there might be a risk to other NDIS participants.



We can also help you understand:

- your **rights**
- how your supports should work.



Rights are rules about how people must treat you:

- fairly
- equally.

What issues can you report?

You can report an issue when:



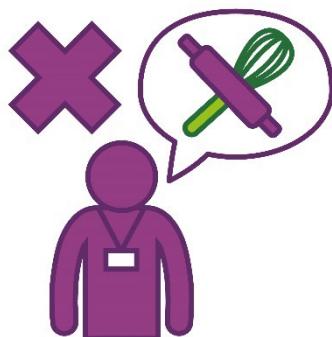
- your supports and services aren't safe



- your supports and services aren't good quality



- you feel unsafe reporting an issue to your NDIS provider



- you don't get the supports or services an NDIS provider said you would.

You can report an issue when someone:



- asks you to pay too much



- hurts or treats you badly



- doesn't stop a person from hurting or treating you badly



- doesn't help you when you're hurt or being treated badly.

You can report an issue when someone:



- stops you from making a decision or saying what you want.

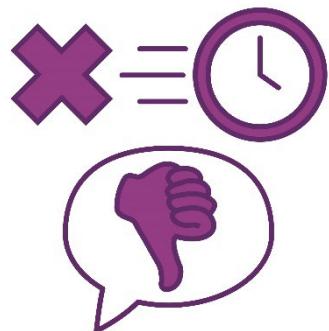


- talks about something that should be private



- doesn't know how to support you or isn't careful.

You can report an issue when someone:



- doesn't handle a complaint well or quickly



- hides or lies about what they're doing.

Who can report an issue?



Anyone can report an issue to us.

This includes:



- people with disability



- family and friends



- carers.



Workers can report an issue.



Advocates can report an issue.



An advocate is someone who can:

- support you
- help you have your say
- give you information and advice.



Guardians can also report an issue.

A guardian is a person who acts and makes decisions for you.



Your guardian might be:

- a member of your family
- a friend
- chosen for you by the government.

How can you report an issue to us?



You can call us.

1800 035 544



Teletypewriter (TTY)

Call:

133 677

Ask for:

1800 035 544



The National Relay Service

You can find the services on the website.

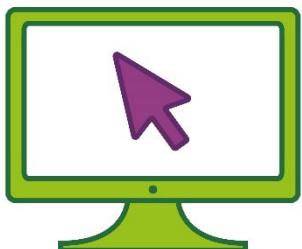
www.accesshub.gov.au/about-the-nrs

Ask for:

1800 035 544



Our opening hours might change during daylight savings.



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

www.ndiscommission.gov.au/contact-us



You can also fill out an online complaint form on our website.

www.ndiscommission.gov.au/report-issue

If you speak a language other than English



There are services you can call if you speak a language other than English.

Translating and Interpreting Service (TIS)



Call:

131 450

Ask for:

1800 035 544



TIS is free for NDIS participants.



You can also talk to a support person if you speak a First Nations language.

For example, your NDIS planner.



They can help you find someone who:

- uses your language
- can support you to understand what the information is saying.

Word list

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

Advocate

An advocate is someone who can:



- support you
- help you have your say
- give you information and advice.

Complaint



A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.

Guardian



A guardian is a person who acts and makes decisions for you.

Your guardian might be:

- a member of your family
- a friend
- chosen for you by the government.



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.

Rights



Rights are rules about how people must treat you:

- fairly
- equally.

Contact us



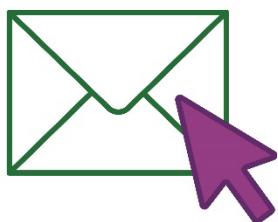
You can call us Monday to Friday.

1800 035 544



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

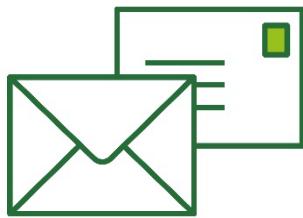
www.ndiscommission.gov.au/contact-us



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:

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The National Relay Service

You can find the services on the website.

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Ask for:

1800 035 544



Internet relay calls

internet-relay.nrscall.gov.au



You can follow us on LinkedIn.

au.linkedin.com/company/ndiscommission



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www.facebook.com/NDISCommission



You can follow us on Instagram.

www.instagram.com/ndiscommission



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