



**NDIS Quality  
and Safeguards  
Commission**

# Information about the Community

## Visitor Scheme project

(Report 1)



**EASY READS**

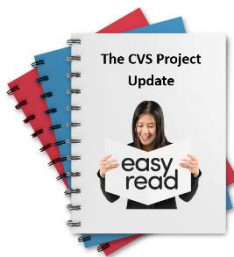
## How to use this information



NDIS Quality  
and Safeguards  
Commission

The NDIS Quality and Safeguards Commission wrote  
this information.

We will say **NDIS Commission** for short.



This information is a **summary** of a big report.



**Summary** means we only talk about the most  
important things from the big report.



To read the big report go to our website at [CVS-  
Progress-Report-2025-PDF.pdf](#).

# Bold

# Not Bold

We wrote some important words in **bold**.

**Bold** means the letters are thicker and darker.



You can ask for support to read this information.



You could ask

- A friend
- A family member
- A support person.



We respect all Aboriginal and Torres Strait Islander peoples from the land we live on.



They were the first people to live on and use the

- Land
- Waters.

## About our project



This information is about our **Community Visitor Schemes project**.

We will say **CVS project** for short.

When you see this picture, you will know it is the **CVS project**.



The CVS project is trying a new way for us to share information with **community visitors**.



**Community visitors** are people who go into homes where many people with disability live.



They go there to make sure the people with disability are safe.



The community visitors want to make sure the people with disability are safe from

- Abuse
- Neglect.



**Abuse** is when someone treats you badly.



**Neglect** is when someone does not support you how they are meant to.



Community Visitors Scheme

Community visitors also help make sure people with disability get their **rights**.



**Rights** are rules about treating everyone fair and the same way.



We share information with the community visitors.



This information helps them know

- Who to visit
- About any issues in the home.

## Why are we doing the CVS project

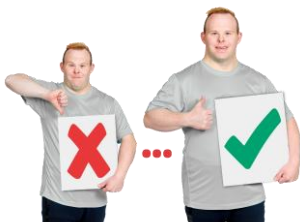


The **Disability Royal Commission** looked at how people with disability are treated.

We will say **DRC** for short.



**DRC** wrote a report with **recommendations**.



**Recommendations** are ideas to do things better.



1 DRC recommendation is to share more information with community visitors.



The information will help them

- Check that people with disability are safe when they use services



- Help people with **complaints**.



A **complaint** is when you speak up if you are not happy about something.



Everyone has a right to make a complaint.



Community visitors know who to talk to if you have a complaint.



They can ask us to help fix the problem.



We want to support community visitors to support you to make a complaint.



We can support community visitors by sharing good information.



The CVS project looks at what information we can share with the community visitors.



We want to make sure we share the right information that will help them keep people safe.

## Who we work with

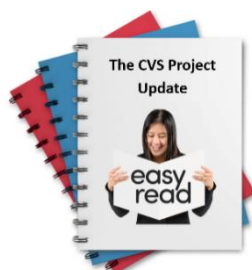


The CVS project works with the **NSW Government Ageing and Disability Commission**.



**Australian Government**  
Department of Health,  
Disability and Ageing

The National CVS project is being run by the **Department of Health, Disability and Ageing**.



We will share more updates and progress summaries.

## What we are doing now



We have sent services information about the CVS project.



We have shared information about NDIS services with the Ageing and Disability Commission.



We have shared information about 2 kinds of services for people with disability.



The information we have shared is about

- Specialist Disability Accommodation or **SDA**
- Supported Independent Living or **SIL**.



**SDA** means homes where people with disability can live and get support.



**SIL** is support for your daily things like going shopping.



We shared the information to make it easier for community visitors to

- Know who to visit and when



- Talk with staff



- Make sure people are safe



- To help people if they have a complaint.



NSW Community visitors send us complaints that we want to know about.



Good information from community visitors helps us to know about abuse and neglect.

## What we have done so far



We have collected information about what community visitors do all over Australia.



We have asked the Ageing and Disability Commission what information helps them when they visit people.



We have shared information about new services

## What we will do next



We will do an **evaluation** on the CVS Project.



**Evaluation** means we look at what

- Went well
- We could do better.



This will help us know how we can support other community visitors in different parts of Australia.

## More information



NDIS Quality  
and Safeguards  
Commission

You can contact the NDIS Commission for more information about the CVS project.



You can

- Call us on 1800 035 544



- Email us at

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



- Send us a letter to

NDIS Quality and Safeguards Commission

PO Box 210

Penrith NSW 2751.



You can go to our

- Website at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)



- Facebook page at

[www.facebook.com/NDISCommission](http://www.facebook.com/NDISCommission)



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The NDIS Commission made this Easy Read information.



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