



**NDIS Quality
and Safeguards
Commission**

Words we use

Words in the SIL Practice Standards

Easy Read version



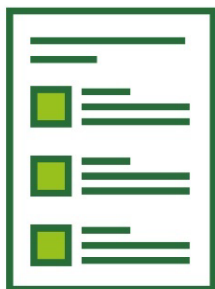
How to use this document



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.



You can ask someone you trust for support to:

- read this document
- find more information.



This is an Easy Read summary of another document.

It only includes the most important ideas.



You can find the other document on our website.

www.ndiscommission.gov.au/rules-and-standards/ndis-practice-standards/sil



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About this document



This document explains some words we use when we talk about **supported independent living (SIL)**.



SIL is when people with disability live in their own home but get support to do daily tasks.



For example, cooking and cleaning.



We have a set of rules and guidelines about how SIL supports should work.

We call them the **SIL Practice Standards**.



The words we explain in this document are:

- important
- in the SIL Practice Standards a lot.

The words we use

Active support



Active support is a type of evidence-informed practice.



It's a way to support you that focuses on making sure you take part in:

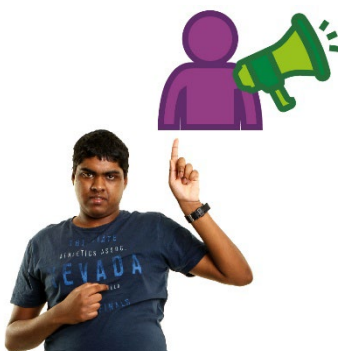
- activities
- making decisions.

Advocate



An **advocate** is someone who can:

- support you
- help you have your say.



You can choose:

- if you want an advocate
- who your advocate will be
- what your advocate can do for you.

Autonomy



When you have **autonomy**, you are free to:

- make your own decisions
- do things on your own.



The support you get can affect your autonomy.

Behaviour support



Behaviour support aims to help you live your best life.



It can help people:

- understand your behaviour
- meet your needs
- provide the right support to you.



For example, behaviour support can help you:

- learn new skills
- be safe.



Behaviour support can also be called positive behaviour support

Choice and control



Choice and control means you have the right to make choices about your own life.



For example, choice and control includes choosing the NDIS support you get.

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.



A conflict of interest can be something that:

- has happened
- might happen.



This includes things that other people might think has happened.

Decision-supporters



A **decision-supporter** is someone you choose to support you with making decisions.

But they cannot make the decision for you.

You can:



- have more than one decision-supporter



- choose anyone to be your decision-supporter.

Dignity of risk



Dignity of risk means you have the right to make decisions that have risks.



When you have support to take risks, you have the power to:

- make choices
- try new things.



The NDIA and your representative should work with you to make decisions about risks.

This includes decisions about what level of risk could be okay to help you work toward your goals.

Evidence-informed practice



Evidence-informed practice is a way of making decisions about supports that uses:

- proof
- research.

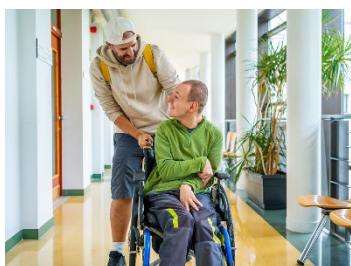


It focuses on results which improve the way someone lives their life.

Frontline Practice Leadership



Frontline Practice Leadership is a way for providers to work that better supports you.



It focuses on training workers to:

- better understand disability
- have the skills to support you.

Human rights



Human rights are rules about how people must treat everyone:

- fairly
- equally.

Natural safeguards



Natural safeguards are things which are part of your daily life that support you to live safely.



For example, a group of people you trust who might help you:

- stay safe
- have your say.



We also call them informal safeguards.

NDIS Code of Conduct

The **NDIS Code of Conduct** is a list of rules about:



- what good NDIS supports look like



- how providers and workers must treat you.



All NDIS providers and workers must follow the NDIS Code of Conduct.

Person-centred practice



Person-centred practice is a way of supporting you that focuses on you as a person.



It aims to support your:

- will
- needs
- preferences.

Preference



Your **preference** is what you like or want at a certain time.



For example, a person's preference might be to move out of home and into a place in the city.

Representatives



A **representative** is someone who:

- makes decisions for you
- speaks for you.



They can be chosen by:

- you
- the NDIA
- the Australian Government.



A representative must make decisions that you want.

Safeguards



Safeguards are things in your life that help keep you safe.

Service agreement



A **service agreement** is a written plan between you and your provider.



It explains:

- what supports you will use
- how your provider will give you those supports
- how much the supports cost.

Substitute decision making



Substitute decision making is when someone makes a decision for you.



It can take a person's choice and control away from them.



We support people to use supported decision making in the NDIS instead.

Supported decision making



Supported decision making is when someone supports you to make decisions about your life.



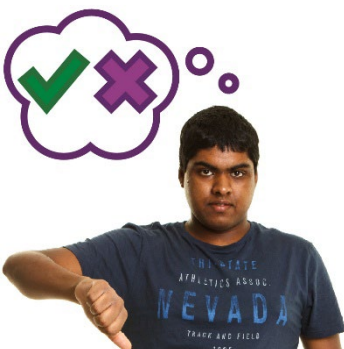
It does not mean someone should make decisions for you.

A representative can make decisions for you if:



- you can't get support to make a decision

or



- you don't want to make decisions.

Tenancy agreement



A **tenancy agreement** is a contract between you and the person who owns the home you're living in.



It can also be called a lease.

Trauma-informed practice



Trauma is the way you feel about something bad that happened to you.

For example, you might feel scared or stressed.

Trauma can affect you for a long time.



Trauma-informed practice is a way to care for people that:

- supports them
- keeps them safe.



It focuses on understanding the:

- different parts of a person's life
- trauma a person has experienced.

Will



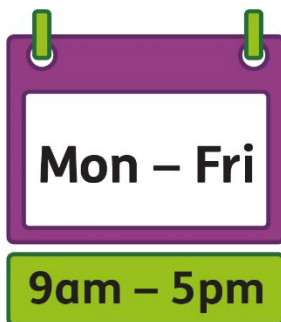
Your **will** is what you want or wish to do.

For example, your will might be to do more things on your own.



Knowing your will helps someone understand your preferences.

Contact us

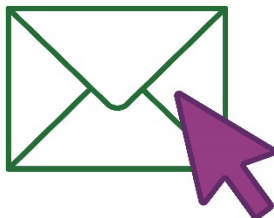


You can call us from 9 am to 5 pm,
Monday to Friday.



You can call us.

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You can send us an email.

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You can write to us.

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Penrith
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You can go to our website.

www.ndiscommission.gov.au



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