



**NDIS Quality
and Safeguards
Commission**

2026–27

Easy Read Corporate Plan

August 2026



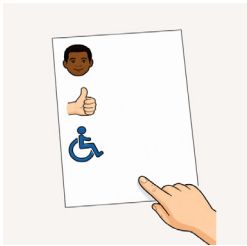
Easy Read



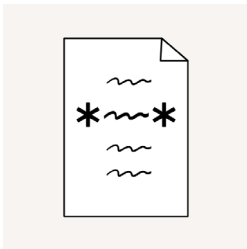
About Easy Read



This is an Easy Read book.



Easy Read uses simple words and pictures to explain ideas.



New words are ***bold with stars***.



We explain what new words mean.

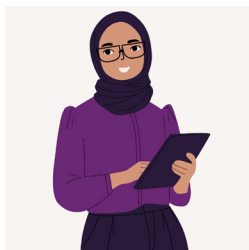


Easy Read is a summary. Links to more information are at the end of this book.

About us



The ***NDIS Quality and Safeguards Commission*** wrote this book.



When you read the word **we**, it means the NDIS Quality and Safeguards Commission.



We are the ***regulator*** for the ***NDIS***.



A regulator keeps services fair and safe.

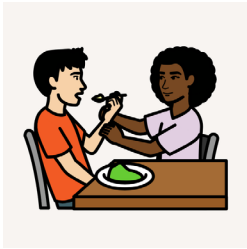


The NDIS pays for supports and services for people with disability.



We help ***NDIS participants*** to

- be safe



- get good supports and services.

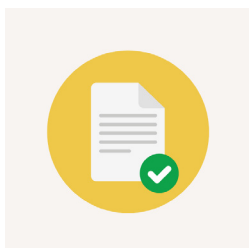


NDIS participants are people with disability who use the NDIS.

About this book



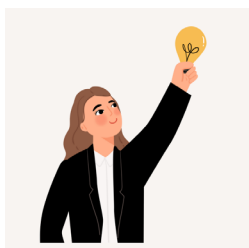
This is an Easy Read summary of our ***Corporate Plan***.



We call it **the plan**.



The plan explains our goals and how we will reach them over the next 4 years.



This Easy Read book covers key ideas from our full plan.



Visit our website for the full plan
[www.ndiscommission.gov.au/about-us/
corporate-reports#paragraph-id-8663](http://www.ndiscommission.gov.au/about-us/corporate-reports#paragraph-id-8663)

Our key activities

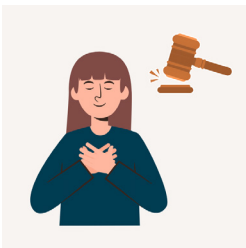


Key activities are things we will focus on most.



For the next 12 months we will work on

- making NDIS services and supports safe and high quality

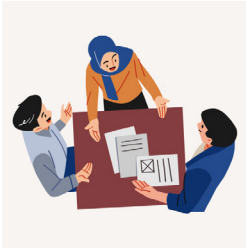


- protecting human rights

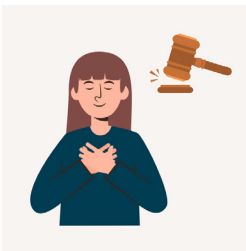


- making the NDIS work now and in the future.

Why did we make the plan?



The plan helps us work in better ways.

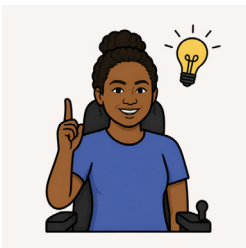


We want to

- protect the human rights of people with disability



- keep NDIS participants safe.



The plan includes

- changes we want to make



- key areas we will focus on.

How we work



Our work is shaped by 4 main things.

1 Environment



The ***environment*** is where we work and who we work with.



For example

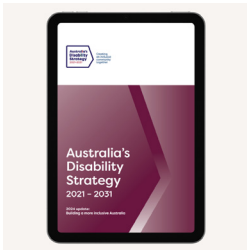
- we are part of the Australian Government



- we work closely with government leaders.



We follow Australian laws.



We follow other key plans.
For example, Australia's
Disability Strategy.

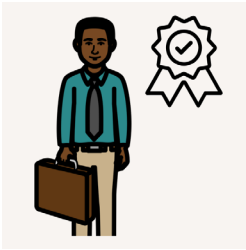


We partner with people who
work at the ***NDIA***.

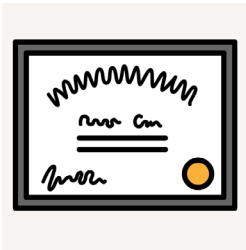


The NDIA is the agency
that runs the NDIS.

2 Capability



Capability is about staff skills.



We are always working to help our staff

- learn



- get support



- do a good job.

3 Cooperation and collaboration

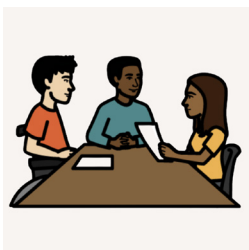


Cooperation and collaboration

means we work as a team with others in the disability sector.



The disability sector is always changing.



We work with people at all levels of government to

- help our work



- keep people with disability safe.

4 Risk management

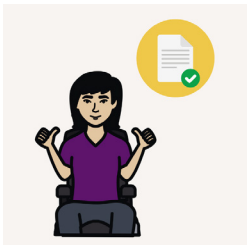


Risk management means we

- understand what might go wrong before it happens



- plan ways to lower or stop risk when we work.



Risk management helps us to

- make good decisions

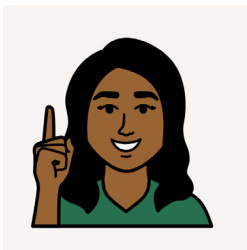


- work in better ways.

Best practice



Our work follows 3
***best practice principles*.**



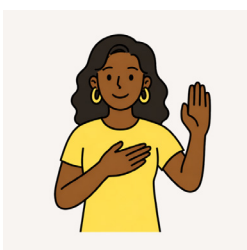
Best practice principles are important ideas that help us do a good job.

Principle 1



Principle 1 is about

- doing our work in better ways over time



- building trust with the people we support.

Principle 2

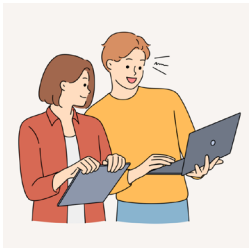


Principle 2 is about

- checking for risk to keep people safe

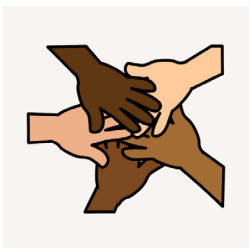


- using ***data***.



Data includes research and facts that help our work.

Principle 3



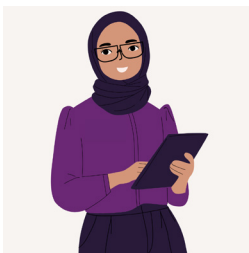
Principle 3 is about working as a team with the disability community and other experts.

We measure our work



We will measure **6 areas** to check our work is on track.

Area 1



Area 1 is about ***regulating*** providers to make sure they give good services to people on the NDIS.



Regulating means we

- help NDIS providers follow the rules when they give supports and services



- make NDIS supports and services safer and better.

Area 2



Area 2 is about sharing helpful information with providers.



We will make ***guidance materials*** for NDIS providers and workers.



Guidance materials are documents with information about

- how to keep participants safe

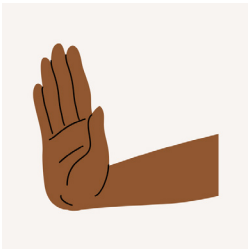


- how to make supports and services better.

Area 3



Area 3 is about lowering and stopping ***restrictive practices***.

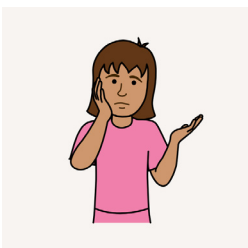


Restrictive practices are used to stop or change behaviour.

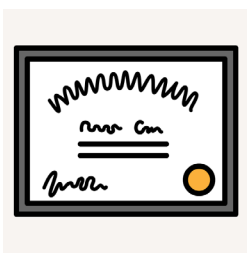


Restrictive practices might also stop people from

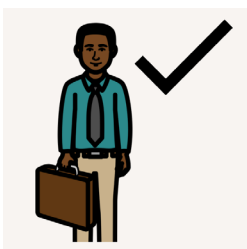
- moving around



- doing what they want.



Only registered ***behaviour support providers*** will make ***behaviour support plans***.

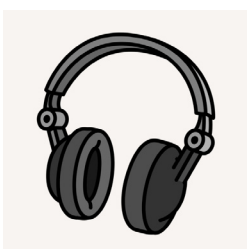


A behaviour support provider is trained to plan restrictive practices for people with disability.



A behaviour support plan is a document about

- a person's behaviour



- ways to help.

Area 4



Area 4 is about making the provider registration process as fast as it can be.



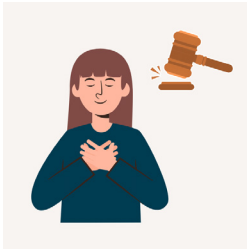
We will find ways to work quickly to help more providers learn to

- give safe disability supports and services to NDIS participants



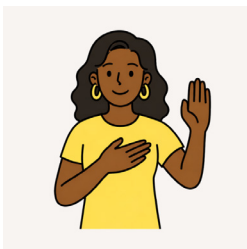
- have skills to offer good services and meet NDIS participant needs.

Area 5

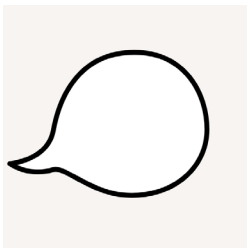


Area 5 is about helping people with disability to

- know their rights



- trust us to keep them safe



- speak up when something is not right.

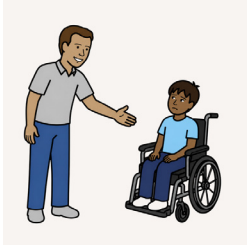


We will make sure we help people to make ***complaints***.



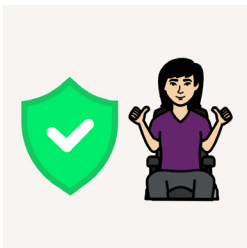
Complaints mean you say you are not happy with a service.

Area 6



Area 6 is about helping providers and disability workers to

- understand what safe and good services are



- understand NDIS participants rights.

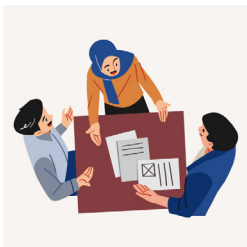
Follow our work



We share information about our work over time.

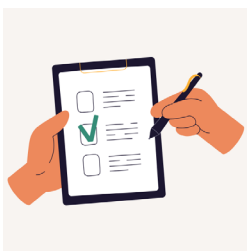


Visit our website and social media to follow our work on the plan.

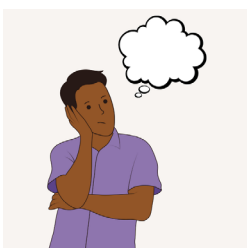


We will explain

- what we are doing



- what is working



- what might need to change.

Follow us on social media



www.instagram.com/ndiscommission



www.facebook.com/ndiscommission



[www.linkedin.com/company/
ndiscommission](https://www.linkedin.com/company/ndiscommission)

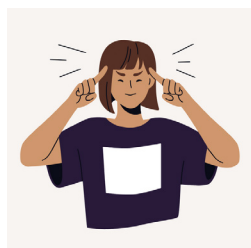
Read the full plan



Visit

www.ndiscommission.gov.au/about-us/corporate-reports

Read about our priorities



Visit

www.ndiscommission.gov.au/about-us/compliance-and-enforcement/our-regulatory-priorities

Contact us



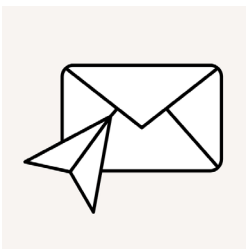
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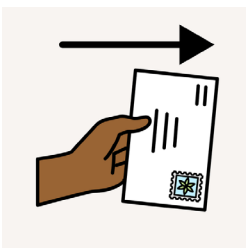
Call

1800 035 544



Email

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Mail

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PO Box 210
Penrith NSW 2751

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Get help from the National Relay Service
www.accesshub.gov.au/about-the-nrs



Call 133 677 if you use a teletypewriter or TTY.



Then, ask for us on **1800 035 544**

Acknowledgement of Country



We respect ***Traditional Custodians***.



Traditional Custodians are

- Aboriginal people



- Torres Strait Islander people.



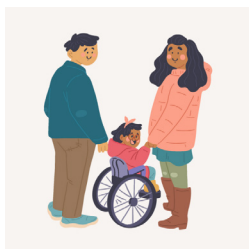
They were the first people to live on and care for the land that we work on.

Acknowledgement of People with Disability



We thank

- people with disability



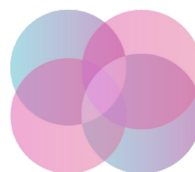
- family members of people with disability



- carers of people with disability.



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Commission**



Embrace **Access**

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