



**NDIS Quality
and Safeguards
Commission**



First Nations Communication Toolkit

Acknowledgement and commitment to First Nations people

The NDIS Quality and Safeguards Commission works on the traditional lands of Aboriginal and Torres Strait Islander peoples.

We pay our respects to Elders past, present and future.

We recognise the strength, resilience and continuing cultures of Aboriginal and Torres Strait Islander peoples.

We are committed to listening to First Nations people with disability, their families and communities. We want people to feel safe speaking with us and confident that their voice matters.

Artwork by Presten Warren, a proud Wirangu, Dieri, Kokatha, Mirning, Arabana man from Port Lincoln in South Australia.



About the NDIS Quality and Safeguards Commission

First Nations people with disability have the right to safe and quality supports, to be treated with dignity and respect, and to have their voices heard.

The NDIS Quality and Safeguards Commission (NDIS Commission) helps people receive safe, quality NDIS supports and services.

This means we can:

- ◆ help participants when something does not feel right with their NDIS supports
- ◆ answer questions about participants rights
- ◆ take action when providers or workers are not doing the right thing.

Families, carers, community members, organisations and advocates play an important role in helping people understand their rights and know where to go if something does not feel right.

About this toolkit

This toolkit has been developed for people, organisations, and communities to help share important information with First Nations people with disability, including their families and wider community.

This could include:

- ◆ advocates and advocacy organisations
- ◆ providers and workers
- ◆ local services and networks
- ◆ community organisations
- ◆ government agencies
- ◆ families, carers and community members.

The toolkit contains information and communication materials that can be shared with First Nations people with disability and their communities to help people:

- ◆ understand their rights
- ◆ learn about the role of the NDIS Commission
- ◆ know where to go if something does not feel right about their NDIS supports
- ◆ access information in ways that work for them.

You can use these resources in community engagement activities, events, newsletters, websites, social media, offices and community spaces.

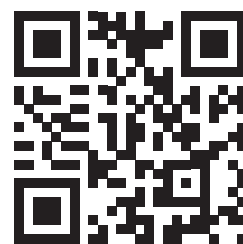
Communication materials

Communication materials have been developed for First Nations people with disability, their families and communities to support conversations about rights, quality and safety, and how to raise a concern or make a complaint.

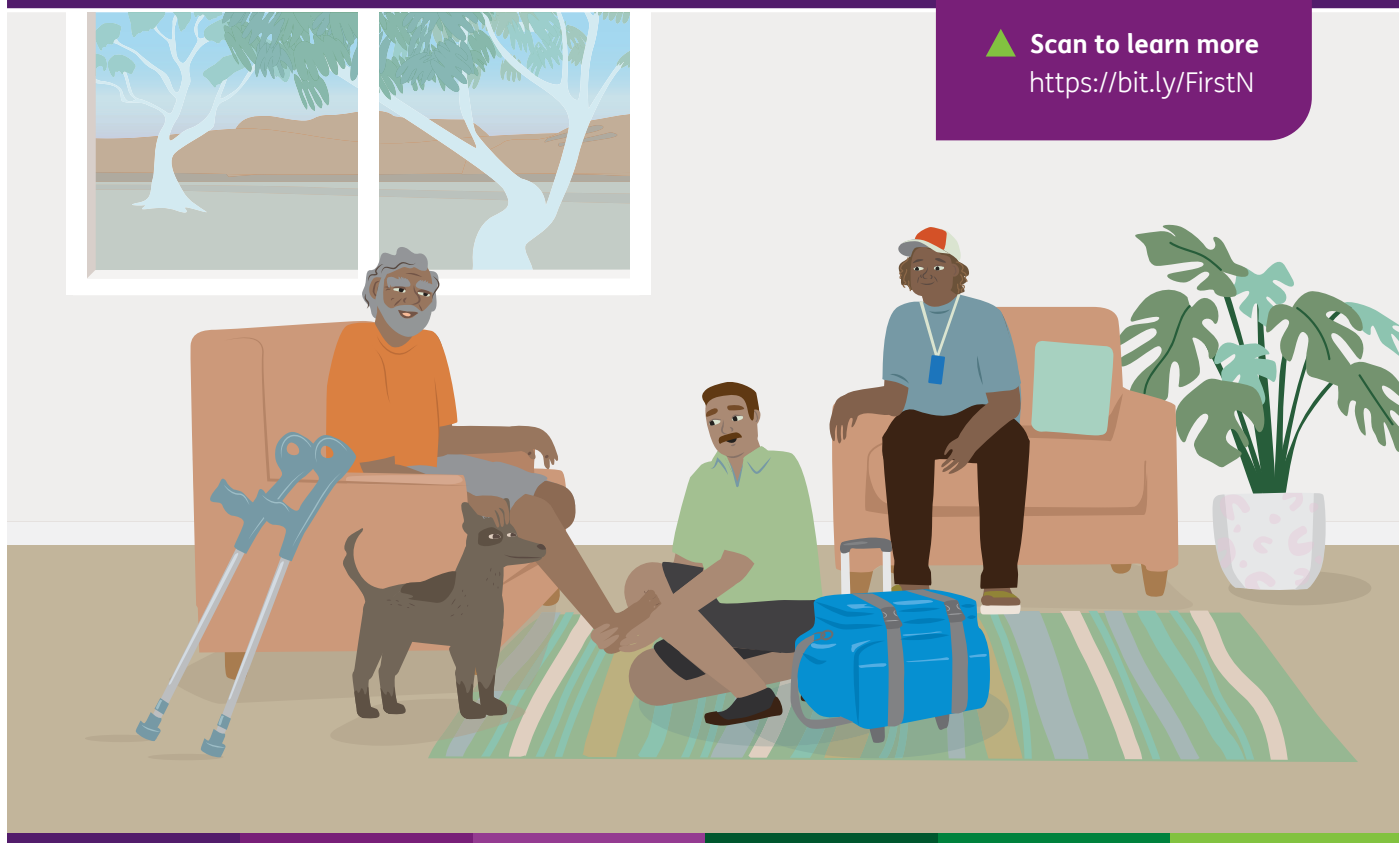
Communication materials include:

- ◆ First Nations Hub on the NDIS Commission website
- ◆ First Nations Participant Pack
- ◆ in-language audio and translated information
- ◆ visual conversation storyboards
- ◆ videos and animations in-language and First Nations Auslan
- ◆ newsletter, website and social media content
- ◆ posters
- ◆ other First Nations communication resources funded by the NDIS Commission.

These communication materials can be found on our First Nations Hub at ndiscommission.gov.au/first-nations



▲ Scan to learn more
<https://bit.ly/FirstN>





How you can help

You play an important role in helping First Nations people with disability understand their rights and know where to go for information or support.



You can help by:

- ◆ sharing information through your networks and community
- ◆ displaying posters and postcards in community spaces
- ◆ using videos and storyboards to support conversations
- ◆ directing people to the First Nations Hub
- ◆ encouraging people to speak up if something does not feel right
- ◆ supporting people to contact the NDIS Commission when they need help
- ◆ sharing information on your social media channels – you can follow us, reshare posts and tag us at:

 facebook.com/NDISCommission

 instagram.com/NDISCommission

 linkedin.com/company/NDISCommission

First Nations Hub

The First Nations Hub is an online space dedicated to information and communication materials for First Nations people with disability, as well as their families, carers, community, advocates, providers and workers, and stakeholders.

New information and communication materials will continue to be developed and updated in the First Nations Hub to make it easier to find tailored and translated information.



 **Scan to learn more**
<https://bit.ly/FirstN>

First Nations Participant Pack

The Participant Pack is an introduction to the NDIS Commission and how we support the rights of NDIS participants.

This pack has been designed for First Nations people with disability, and for anyone who supports them or acts on their behalf, such as family members, kin, guardians, support workers or advocates.

You can download a copy of the First Nations Participant Pack or request a printed copy to be sent to you.

Other Participant Packs available include:

- ◆ a braille version of the Participant Pack
- ◆ an Easy Read version of the Participant Pack.

You can find the Participant Packs at ndiscommission.gov.au/participant-pack



▲ Scan to download
<https://bit.ly/PPpacks>



Visual conversation storyboard

A visual storyboard has been developed to show information using simple messaging and images to help people understand their rights and where to go to report an issue.

It can:

- ◆ be used to support conversations
- ◆ be printed and displayed in communal areas or on noticeboards
- ◆ help people raise concerns or start a conversation with providers or workers.

Information in-language

Information is available in-language to help explain:

- ◆ the NDIS Commission, and what we do
- ◆ participants rights
- ◆ how to report an issue.

You can listen to the information as audio files.

More in-language resources will be made available on the First Nations Hub as they are developed.



NDIS Quality and Safeguards Commission
Supporting your safety, your rights, your culture

NDIS Quality and Safeguards Commission Reconciliation Action Plan artwork by Presten Warren, a proud Wirangu, Dieri, Kokatha, Mirning, Arabana man.



You have the right to choose your NDIS supports, and how that support is given.



NDIS supports should feel safe and be good quality. If something does not feel right, it is always OK to speak up.



We are the NDIS Commission. We help make sure workers and providers do the right thing and treat you with respect.



There are rules NDIS workers and providers must follow. If you have worries about your NDIS supports you can ask for help and talk to someone you trust. They can talk strong for you.



You can talk to a Remote Community Connector. You can also contact the NDIS Commission.

Your voice matters.
It's okay to speak up.

Call us on **1800 035 544**
or go to our website
ndiscommission.gov.au

We will keep your story **safe** and **private**.





NDIS Quality and Safeguards Commission

Video

Videos can help explain important information in clear and accessible ways.

The First Nations Hub has an animated video explaining people's rights and the role of the NDIS Commission, and a video explaining the NDIS Code of Conduct in English, in-language, and First Nations Auslan.

These videos can also support families, carers, advocates and community members to talk through this information with First Nations people with disability, and help guide conversations about their rights, supports and where to go to report an issue.



Posters

Posters are an easy way to share information and get key messages to people who need it. You can share these posters online or print and display them in your community.

The posters provide easy access to information about:

- ◆ how to report an issue
- ◆ where to find more information
- ◆ how to contact the NDIS Commission.

You can download and print a copy or request a printed copy to be sent to you.

The posters can also be found on our First Nations Hub at [ndiscommission.gov.au/first-nations](https://www.ndiscommission.gov.au/first-nations).



▲ Scan to download
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Information for your newsletter, website and social media

Social media, newsletters and website updates are a great way to share information with participants, their families, support networks and communities.

The First Nations Hub has social media tiles and captions, as well as wording for your website, or newsletter.



Stay connected

We email a newsletter every month that tells you about:

- ◆ any planned Commission visits to remote communities
- ◆ changes to NDIS laws and rules
- ◆ the latest quality and safety guidance
- ◆ useful resources
- ◆ worker training information
- ◆ updates to the First Nations Hub on the NDIS Commission website



▲ Scan to sign up
for our newsletter

Sign up for our newsletter at ndiscommission.gov.au/newsletters-and-alerts.

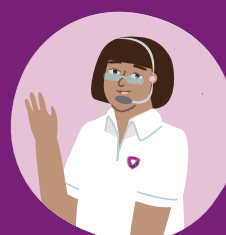
You can follow us on our social media channels, reshare posts, and tag us at:

- ◆  facebook.com/NDISCommission
- ◆  instagram.com/NDISCommission
- ◆  linkedin.com/company/NDISCommission



Contact us

- ◆  **Phone:** 1800 035 544 (free call from landlines)
- ◆  **Online:** ndiscommission.gov.au/contact-us
- ◆  **Email:** contactcentre@ndiscommission.gov.au
- ◆ **Text Telephone (TTY):** 133 677
- ◆ **Translating and Interpreting Service:** 131 450
- ◆ **National Relay Service:** 1300 555 727 and ask for 1800 035 544
- ◆ Our opening hours are on our website ndiscommission.gov.au/contact-us





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