



**NDIS Quality
and Safeguards
Commission**

Participant information pack

NDIS Quality and Safeguards Commission

Easy Read version



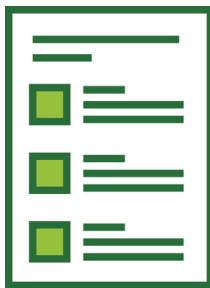
How to use this document



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.

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 another document.

It only includes the most important ideas.



You can find the other document on our website.

www.ndiscommission.gov.au/provider-and-participant-packs



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About the NDIS Commission



We make sure **participants** in the National Disability Insurance Scheme (NDIS):

- are safe
- get good services.



Participants are people with disability who take part in the NDIS.



We work with the people who run the NDIS.

But we make our own decisions.



We support the **rights** of participants.



Rights are ideas about how everyone must treat you:

- fairly
- equally.



We also make sure **providers** are doing a good job.

Providers support participants by delivering a service.

Your rights

You have the right to:



- be safe



- be who you are



- have choice and control



- use services that meet your needs



- make your own decisions.

Rules that providers and workers must follow



Providers and workers must follow the NDIS **Code of Conduct**.

A Code of Conduct is a list of rules about how everyone should behave.

The NDIS Code of Conduct explains:



- what good support is



- what you can expect from providers and workers



- how to know if something is wrong.



Providers and workers must tell you if they can't deliver safe and good supports.



Providers and workers must be:

- clear
- fair
- honest.

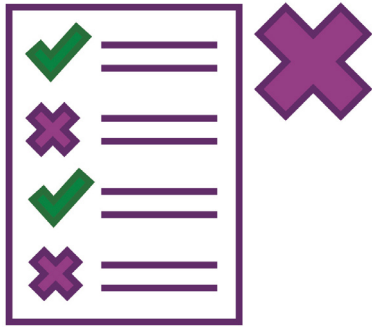


This includes charging you a fair price for their services and supports.



Providers and workers must respect your:

- rights
- privacy.



We can take action when providers and workers break the rules.



For example, we can:

- help them understand the rules they must follow
- support them to build their skills.



We can also stop providers and workers from:

- providing some supports
- working with people with disability.



But we only do this if there is a big problem.

For example, when there is a lot of risk to participants.

Reporting issues about providers and workers

You can report an issue when:



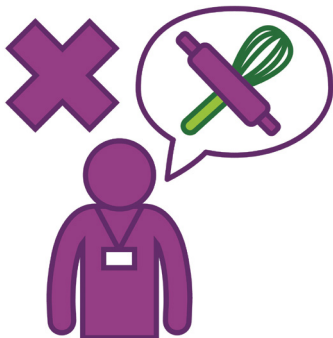
- your supports and services aren't safe



- your supports and services aren't good quality



- you feel unsafe reporting an issue to your provider



- you don't get the supports or services a 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.

When should you report an issue?



It's always okay to speak up.



You can talk to us or your 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 provider



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



You don't have to tell us your name when you report an issue.

What can't we help you with?



We can't help you with issues about:

- joining the NDIS
- the money you get from the NDIS
- how you manage your **NDIS plan**.



Your NDIS plan has information about:

- you and your goals
- what supports you need
- what the NDIS will pay for.



You can ask the National Disability Insurance Agency about these things.

1800 800 110

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.

If you self-manage your NDIS plan



If you **self-manage** your NDIS plan, you:

- manage all or part of your funding
- choose what supports you use to reach your goals.



If you self-manage your NDIS plan, you:

- can hire your own support workers
- need to use **registered** providers for some supports.



When a provider is registered it means we have checked they can deliver a certain type of support.

This helps to make sure they provide good and safe services.



For example, you need a registered behaviour support provider to make a **behaviour support plan**.



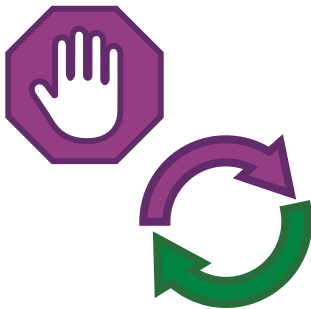
A behaviour support plan explains how other people should support you to live your best life.

It helps people understand your behaviour.



Your behaviour support plan might include **restrictive practices** to keep:

- you safe
- other people safe.



Restrictive practices can help:

- stop behaviour
- change behaviour.



They can also stop people from:

- moving
- doing what they want.



You need to use a registered provider for restrictive practices.



You need to use a registered provider for **specialist disability accommodation (SDA)**.



SDA is housing for people with disability who need extra support most of the time.



You also need to use a registered provider for **supported independent living (SIL)**.



SIL is help with daily tasks around your home so you can:

- do things for yourself
- learn new skills.

Checking your workers



If you self-manage your NDIS plan, you should check that your support workers have a **Worker Screening Check**.



A Worker Screening Check makes sure workers are safe to support people with disability.



We keep a list of everyone with a Worker Screening Check.



You can ask to check the list on our website.

www.ndiscommission.gov.au/workforce/worker-screening

Find a provider



If you self-manage your NDIS plan, you will need to find your own providers.



You can use the Provider finder on the NDIS website.

www.ndis.gov.au/participants/working-providers/find-registered-provider/provider-finder

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.



Code of Conduct

A Code of Conduct is a list of rules about how everyone should behave.



Behaviour support plan

A behaviour support plan explains how other people should support you to live your best life.

It helps people understand your behaviour.



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 plan

Your NDIS plan has information about:

- you and your goals
- what supports you need
- what the NDIS will pay for.



Participant

Participants are people with disability who take part in the NDIS.



Provider

Providers support participants by delivering a service.



Registered

When a provider is registered it means we have checked they can deliver a certain type of support.

This helps to make sure they provide good and safe services.



Restrictive practices

Restrictive practices are actions that stop people from:

- moving
- doing what they want.



Rights

Rights are ideas about how everyone must treat you:

- fairly
- equally.



Specialist disability accommodation (SDA)

SDA is housing for people with disability who need extra support most of the time.



Supported independent living (SIL)

SIL is help with daily tasks around your home so you can:

- do things for yourself
- learn new skills.



Self-manage

If you self-manage your NDIS plan, you:

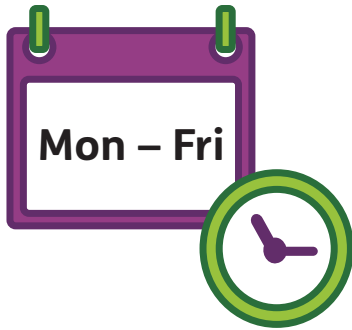
- manage all or part of your funding
- choose what supports you use to reach your goals.



Worker Screening Check

A Worker Screening Check makes sure workers are safe to support people with disability.

Contact us



You can call us from:

- 9 am to 5 pm Sydney time
- 7:30 am to 3:30 pm Perth time
- Monday to Friday.



You can call us.

1800 035 544



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



TTY

133 677

Ask to be connected to us:

1800 035 544

The National Relay Service

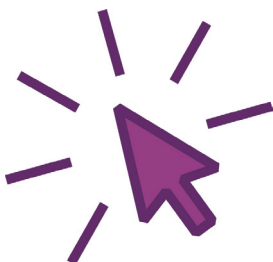


Speak and Listen

1300 555 727

SMS relay number

133 677



Internet relay calls

nrschat.nrscall.gov.au/nrs/internetrelay



You can follow us on LinkedIn.

au.linkedin.com/company/ndiscommission



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www.facebook.com/NDISCommission



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www.instagram.com/ndiscommission



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