



NDIS Quality
and Safeguards
Commission

Easy Read Annual Report

2025–26

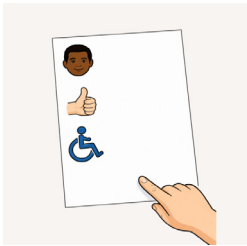


Easy Read

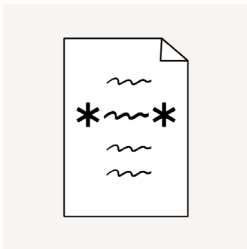
About Easy Read



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.

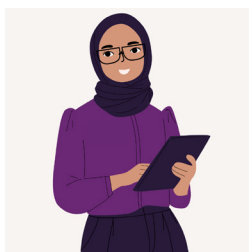


Easy Read is a summary. Links to more information are at the end of this book.

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 providers fair and safe.

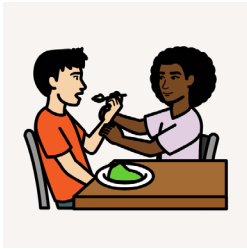


The NDIS pays for supports and services for people with disability.



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 ***Annual Report***.



The report explains

- what we did from July 2025 to June 2026



- how we worked to keep participants and people with disability safe

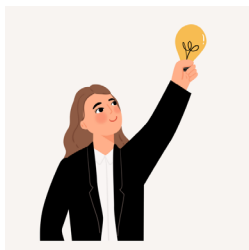


- what we did well

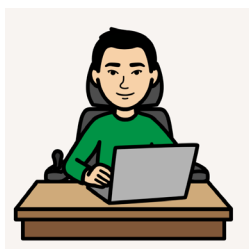


- what we can do better.

This is a summary



This Easy Read summary covers key ideas from our full report.



Visit our website for the full report
[www.ndiscommission.gov.au/
about/corporate-documents](http://www.ndiscommission.gov.au/about/corporate-documents)

NDIS Commissioner Review



The NDIS ***Commissioner*** is the person in charge of our organisation.



The Commissioner said that there have been many changes in the disability space in the past year.

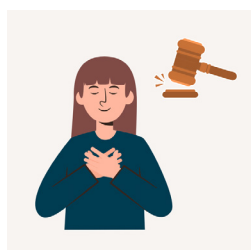


We must keep helping NDIS providers to

- do the right thing

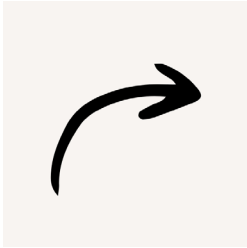


- keep participants safe



- respect human rights.

An evolving landscape



An ***evolving landscape*** means the NDIS is growing and changing over time.



Most NDIS workers and providers try to give safe and good quality support.



Some NDIS workers and providers do not

- follow the rules



- get enough training



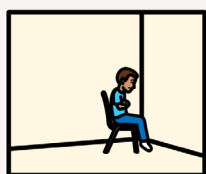
- keep people safe.



Some NDIS workers and providers use ***restrictive practices*** the wrong way.



Restrictive practices are used to stop or change behaviour.



Restrictive practices might also stop people from

- moving around



- doing what they want.

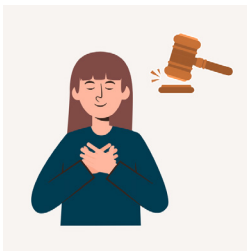


We are working to

- lower or stop restrictive practices

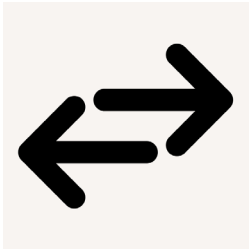


- stop providers from breaking the rules



- protect the rights of people with disability.

Our future



We are making changes to keep people with disability safe.

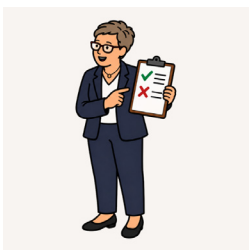


We want to

- stop harm before it happens



- act quickly when someone is harmed.



We are working to

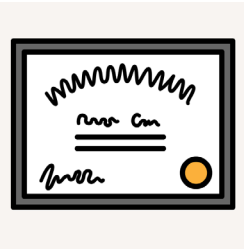
- make sure providers follow the rules



- help NDIS workers give safer support.



We made some rules stronger.



For example, some NDIS providers must now ***register*** with us.



Register means the providers give us proof that they can

- follow the rules



- keep people safe.



We can also give bigger fines to providers that break the law.

Listening and learning



We want to keep hearing from people with disability.

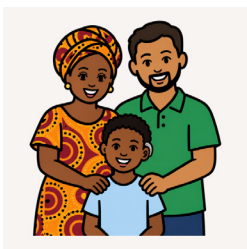


Ideas from the disability community help us make the NDIS safer.

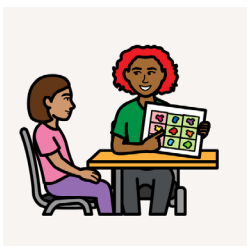


We listen to

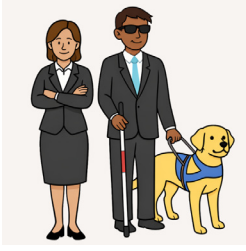
- people with disability



- families and carers



- NDIS workers and providers.



We will also listen to

- disability leaders



- ***advocates***.



Advocates include people
and organisations that

- stand up for disability rights



- help communities get their needs met.



We will also work with other
government groups.



By listening and learning, we can

- find problems with NDIS supports and services



- stop participants from being harmed

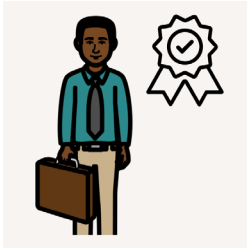


- make NDIS providers safer



- stop providers that steal money from NDIS participants.

Building our capability



Capability is about building our own skills.



We are always working to help our staff

- learn



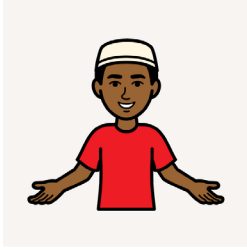
- get support to do a good job.



We want to make our workplace better.



We have listened to our staff about what needs to change.



We are working to

- make our workplace more welcoming



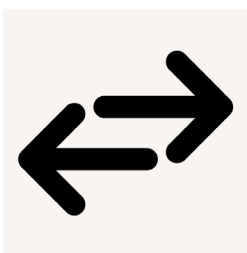
- help staff with disability feel included



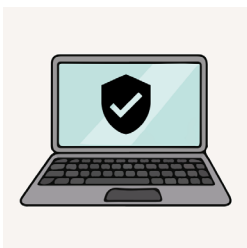
- give our staff better support



- make our supports and services easier to use.



We are making changes to **how** we work.



For example, we are using better computer systems.



Better computer systems help us

- find problems sooner



- help people who might be unsafe



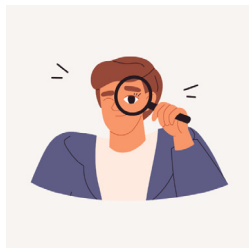
- respond to problems more quickly.

Looking ahead



In 2026 to 2027 we will keep working to

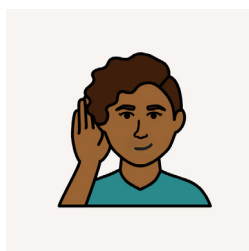
- stop providers from breaking the rules



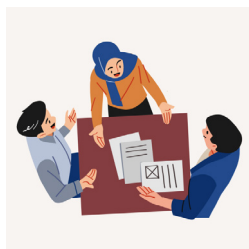
- find providers that might be unsafe



- find problems before people get hurt



- listen to people with disability

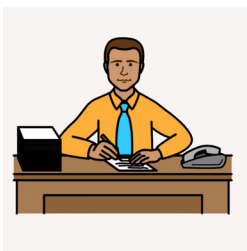


- work with NDIS providers to make support better and safer.

Our achievements

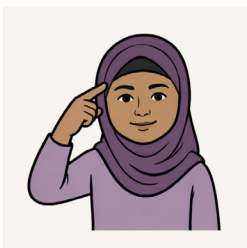


Our ***achievements*** are the things we did well from July 2025 to June 2026.



In 2025 to 2026 we made

- our workplace better

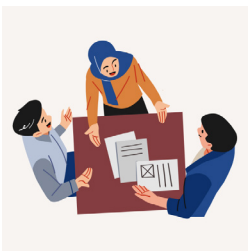


- the NDIS safer.

Culture



We found ways to make
workplace culture better.



Workplace culture means

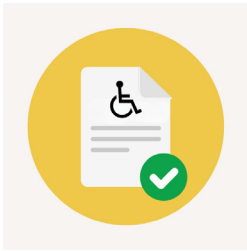
- how we work together



- our attitudes.



We made 3 plans to help us work in better ways.



1. ***A Disability Action Plan***
to help people with disability feel welcome and included



2. ***A Reconciliation Action Plan***
to help us respect Aboriginal and Torres Strait Islander peoples

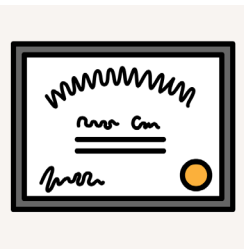


3. ***A Culture Roadmap***
to help us build a better workplace culture over time

Regulatory reform



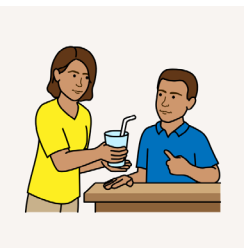
Regulatory reform means we made stronger rules for NDIS providers.



For example, providers must register before they work with NDIS participants.



We helped providers fix ***processes***.



Processes are the steps NDIS workers follow to give better support.

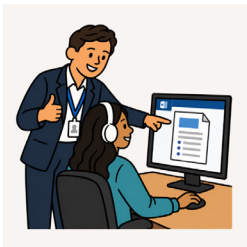
Maturing our regulatory craft



Maturing our regulatory craft

means we are

- learning and growing over time



- finding new ways to work and protect NDIS participants.



We worked with other government groups.

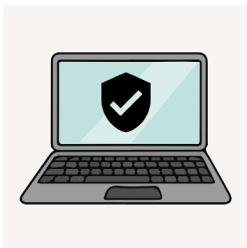


We shared information to help keep people with disability safe.

Business transformation



Business transformation means we made changes to how we work.



We made a new computer system to help find risks sooner.



We made it easier for NDIS providers to work with us.

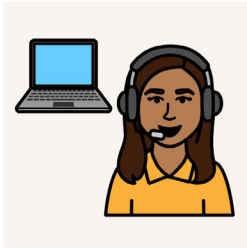


We made a new form for online ***complaints***.



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

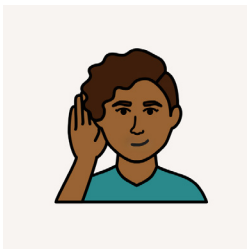
Uplifting engagement



Uplifting engagement means more people come to us for help.



We went to 30 ***remote*** communities, far away from cities.



We listened to more people with disability.



We checked more NDIS providers.



We made our website easier for more people to use.

Annual regulatory priorities



Our ***annual regulatory priorities*** are our focus areas for each year.



We focused on providers that might put people with disability at risk.



We visited providers in remote places.



We checked how restrictive practices were used.



We also checked if the providers

- supported people with serious health problems safely



- had NDIS workers with the right training and skills.

Key compliance matters



Compliance means NDIS providers must follow the rules.



We looked at complaints to understand problems across NDIS providers.



When providers did not follow the rules

- we told them to fix the problem



- we stopped the provider and its workers from giving support.



If a provider breaks the rules, we can

- say **no** to registration



- take providers to court.



In 2025 and 2026 we won court cases against unsafe providers.



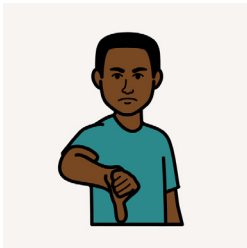
Unsafe providers included
Oak Tasmania and Lifestyle Solutions.

About our court case with Oak Tasmania



Oak Tasmania

- did not keep people with disability safe



- used untrained workers



- did not give the right care to people with disability



- did not tell us about many serious problems.

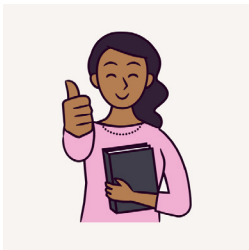


The court made Oak Tasmania pay a fine of **\$1.1 million.**

We measured our work



We measured **7 areas** to check our work was on track.



We wanted to learn

- what we did well from 2025 to 2026



- what we can do better.

What did we learn?

We did a good job in 4 areas



We helped NDIS services follow the rules to keep participants safe.



We shared better ***guidance materials*** for NDIS providers and workers.



Guidance materials are documents with information about

- how to keep participants safe

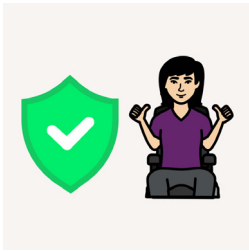


- how to make supports and services better.



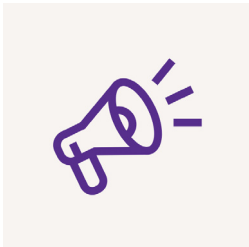
We met our goals to help
NDIS workers understand

- what good and safe supports look like



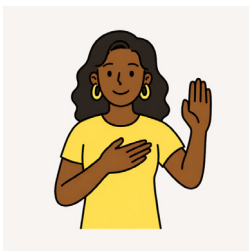
- what disability rights mean.

Some goals need more work



We will keep working to

- help people know about us



- help more people trust us



- lower restrictive practices used
on people with disability.

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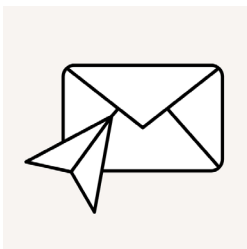
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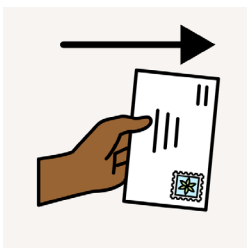
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Get help from the National Relay Service
www.accesshub.gov.au/about-the-nrs



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.



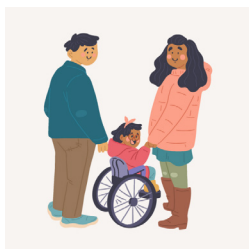
They were the first people to live on and care for the land that we work on.

Acknowledgement of People with Disability



We thank

- people with disability



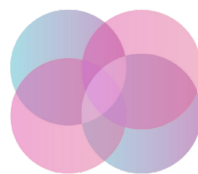
- family members of people with disability



- carers of people with disability.



**NDIS Quality
and Safeguards
Commission**



Embrace **Access**

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