



**NDIS Quality
and Safeguards
Commission**

Going to court

Media release

Easy Read version



How to use this media release



A **media release** is an important news item we share on our website.



The NDIS Quality and Safeguards Commission (NDIS Commission) wrote this media release.

When you see the word 'we', it means the NDIS Commission.



We wrote this media release in an easy to read way.

We use pictures to explain some ideas.

Not bold
Bold

We have written some words in **bold**.

This means the letters are thicker and darker.

We explain what these words mean.



This Easy Read media release is a summary of another media release.

This means it only includes the most important information.



You can find the original media release on our website

www.ndiscommission.gov.au/media-release/3466



You can ask for help to read this media release. A friend, family member or support person may be able to help you.



In this media release, we talk about some things that might upset some people.



If you get upset and need support, you can contact Lifeline.



13 11 14



www.lifeline.org.au/

About the NDIS Commission



The **National Disability Insurance Scheme (NDIS)** provides supports and services to people with disability.



The NDIS Commission makes sure NDIS supports and services are:

- safe
- **good quality.**



Quality is about receiving good services that:

- meet the needs of people with disability
- give people with disability choice and control.



We make sure NDIS providers are doing a good job.



We help:

- fix problems
- make NDIS supports and services better.

What is this media release about?



Participants are people who take part in the NDIS.

We help NDIS participants speak up for themselves if they have:



- been hurt
- been treated badly
- not been given what they were promised.



On 23 May 2019, an NDIS participant died.

Her name was Ms Merna Aprem.

Woodbine



Ms Aprem lived in Woodbine, Sydney.



Her home was run by the Australian Foundation for Disability.

They are also called Afford.



Ms Aprem was getting supports from Afford to:

- do things on her own at home
- learn new skills.



We say Afford should have kept Ms Aprem safe.



But she died while she was having a bath.

What are we doing about this?



We tried very hard to find out why this happened.



It is our job to make sure NDIS providers and workers follow the rules.



We believe Afford did not keep Ms Aprem safe.

We:



- have started **legal proceedings** against Afford
- will take Afford to court.

When you use legal proceedings, you fix a problem with:



- police
- a judge
- the law
- **lawyers.**



A lawyer is an expert who knows and understands the law.



We will go to the Federal Court of Australia.



The Federal Court of Australia will set a date for a hearing soon.



At the hearing, the judge will listen to:

- our side of the story
- Afford's side of the story.



The judge will decide:

- if Afford must pay a **fine**
- what else Afford must do.



A fine is money a judge tells someone to pay because they caused a problem.

Contact us



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



If you live in the Northern Territory, you can
call us from 9am to 4.30pm.



1800 035 544



Send us an email:

contactcentre@ndiscommission.gov.au



NDIS Quality and Safeguards Commission

PO Box 210

Penrith

NSW 2750



www.ndiscommission.gov.au



TTY
133 677

The National Relay Service



Speak and Listen

1300 555 727

SMS relay number

0423 677 767



Internet relay calls

internet-relay.nrscall.gov.au



www.linkedin.com/company/ndiscommisson



www.facebook.com/NDISCommission



The Information Access Group created this Easy Read document using stock photography and custom images. The images may not be reused without permission. For any enquiries about the images, please visit www.informationaccessgroup.com.

Quote job number 4527.