



**NDIS Quality
and Safeguards
Commission**

SAFEGuard Newsletter

Issue 6: Autumn 2022

Easy Read version

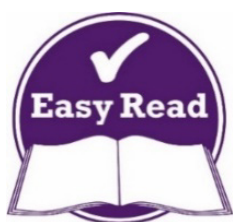


How to use this newsletter



The NDIS Quality and Safeguards Commission (NDIS Commission) wrote this newsletter.

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



We wrote this newsletter in an easy to read way.

We use pictures to explain some ideas.

Bold
Not bold

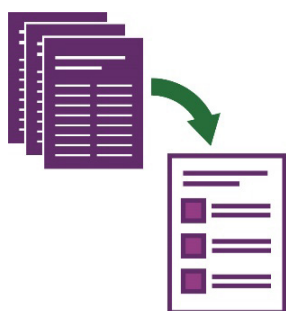
We have written some words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 31.



This Easy Read newsletter is a summary of another newsletter.

This means it only includes the most important ideas.



You can find the other newsletter on our website at www.ndiscommission.gov.au/news-media/safeguard-newsletter.



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

What's in this newsletter?

Meet our new NDIS Quality and Safeguards Commissioner	5
The NDIS Code of Conduct	7
Our new video series	10
Joint statement on psychotropic medicines	13
Taking Integrity Care to court	15
Online training about being safe at mealtimes	18
Our new website	20
COVID-19 update	22
New NDIS Practice Standards	29
Word list	31
Contact us	35

Meet our new NDIS Quality and Safeguards Commissioner



Welcome to our first newsletter of 2022.



We are excited to tell you about Tracy Mackey.

She is our new NDIS Quality and Safeguards Commissioner (the Commissioner).



In January 2022, Tracy became the NDIS Quality and Safeguards Commissioner.



Since then, she has talked to **participants**.

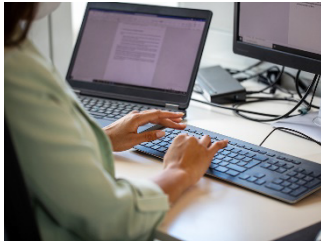
Participants are people who take part in the NDIS.

She has also talked to **service providers**.

Service providers:



- can offer supports and services to participants
- are on a list that we look after
- must follow rules we set.



Tracy will make a plan that will:

- focus on people with disability
- last for 5 years.

This will help us:



- meet the needs of people with disability



- support their **rights**.



Rights are rules about how everybody should be treated:

- fairly
- equally.

The NDIS Code of Conduct



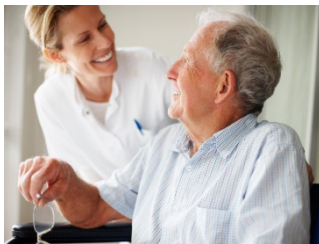
A **Code of Conduct** is a list of rules about how everyone should behave.



The third rule is about service providers delivering services that are:

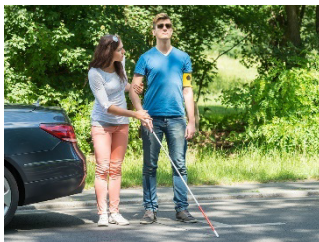
- safe
- good quality.

What does this mean for you?



Your service providers must have the right:

- skills
- experience.



This helps them deliver services that are:

- safe
- good quality.

Your service providers must:



- keep their skills up to date



- tell you if they don't know how to do something.



They must also follow all the rules in the Code of Conduct when they deliver services.



Your service providers must follow laws about:

- work
- health
- safety.



Your service providers must not deliver services when they have had:

- drugs
- alcohol.



If your service provider takes medicine, they must talk to their health care worker to check if they can deliver services.



Service providers must follow rules about keeping records of what services they deliver.



They must record when something happens, like an accident.



These records must include information about:

- medicine you take
- support you need
- anything that has happened to you.

Our new video series



A **complaint** is when you tell us something is wrong with your supports or services.

When you make a complaint, it helps service providers:



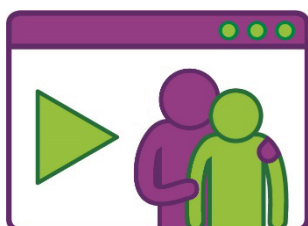
- know what's important for you



- make their services better.



It also helps other participants too.

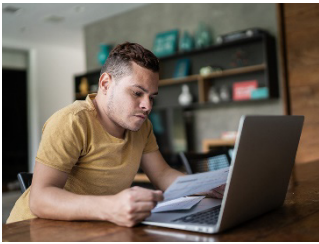


We have made a new video series about what good NDIS supports and services look like.

Our videos:



- are based on the Code of Conduct



- can support participants to make a complaint.

We made our videos with:



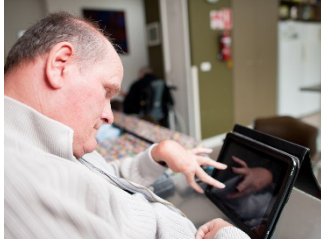
- people with disability



- their families and carers



- service providers.



You can watch our new video series on our website.



www.ndiscommission.gov.au/resources/make-it-know-resources

Joint statement on psychotropic medicines

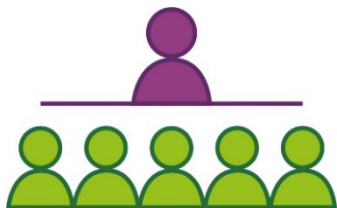


A **joint statement** is when more than one organisation makes a statement about an important issue.

We made a joint statement with:



- the Commissioners of the Aged Care Quality and Safety Commission (ACQSC)



- the CEO of the Australian Commission on Safety and Quality in Health Care (ACSQHC).



Our joint statement is about **psychotropic medicine**.



Psychotropic medicine affects how someone:

- thinks
- feels
- acts.

We all worry that:



- too much psychotropic medicine is being used on people



- psychotropic medicine is being used the wrong way.



You can read an Easy Read version of our joint statement on our website.



www.ndiscommission.gov.au/psychotropicmedication



You can also watch a video about our joint statement on our YouTube channel.



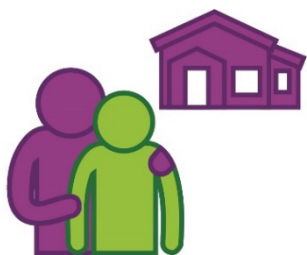
www.youtube.com/watch?app=desktop&v=DiV8dTsRfOQ&ab_channel=NDISQualityandSafeguardsCommission

Taking Integrity Care to court



On 6 April 2020, a participant died.

Her name was Ms Ann-Marie Smith.



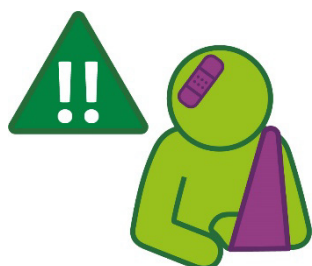
She got supports and services from Integrity Care.

She got these supports and services in her home.



Neglect is when someone is not helping you the way they are supposed to help you.

We say Integrity Care didn't stop Ms Smith's support worker from neglecting her.



Ms Smith had lots of injuries.

We say the neglect might have made her injuries worse.

Ms Smith died because of her injuries.



When we heard about how Ms Smith died, we made Integrity Care pay a **fine**.

A fine is money a person must pay because:

- they did something wrong
- someone else found out about it.



We also stopped Integrity Care from giving supports and services to participants.



This includes Ms Smith's support worker.



We have also started **legal proceedings** against Integrity Care.

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



- a judge
- the law
- lawyers – experts who know and understand the law.



We shared Easy Read information about how we're taking Integrity Care to court on our website.



www.ndiscommission.gov.au/document/3631

Online training about being safe at mealtimes



Mealtimes are an important part of our day.

Having safe mealtimes that are safe can help stop you:



- choking



- having other health problems.



We have online training to help service providers support you at mealtime.

The online training is about knowing:



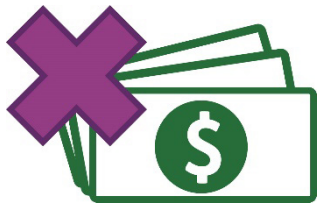
- how to plan for mealtimes



- when someone has trouble swallowing



- how to support someone to use equipment to eat, like a spoon with a large grip.



The online training is free.



Anyone can take part in the online training on our website.



www.ndiscommission.gov.au/workers/supporting-safe-and-enjoyable-meals

Our new website

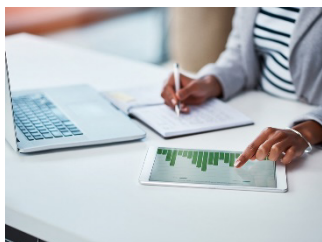


We want to keep making information **accessible**.

When something is accessible, everyone can use it.

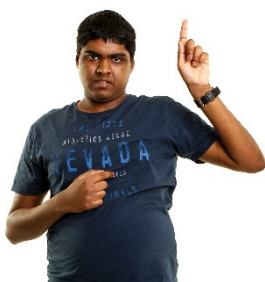


Over the last few months, we have worked on making our website more accessible.

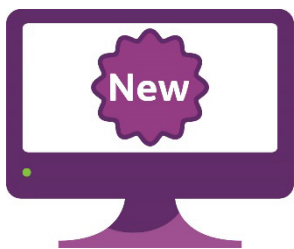


We did lots of:

- research
- testing.



We included people with disability in our testing.



We now have a test version of our new website.



You can visit our test website today.

beta.ndiscommission.gov.au



We want to know what you think about our website.



When you visit our new website, we will send you a form.

You can share what you think in this form.

COVID-19 update

A guide for people with disability



A group of organisations made a guide for people with disability.

It's about being ready for COVID-19.

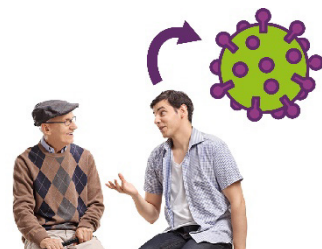
The guide has good information about COVID-19, including:



- how to stay safe from COVID-19



- how to cope during COVID-19



- what to do if you or someone close to you thinks they have COVID-19.

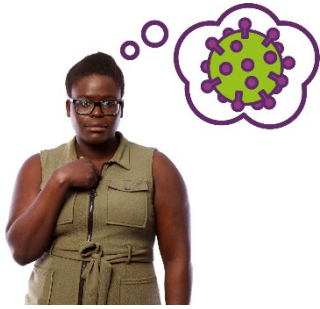


You can read this guide online.

[ndisqualityandsafeguardscommission.create
send1.com/t/t-l-qjljkd-l-b/](https://www.ndisqualityandsafeguardscommission.create.send1.com/t/t-l-qjljkd-l-b/)

Rapid antigen tests

You should take a COVID-19 test if:



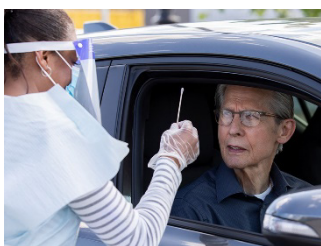
- you think you have COVID-19



- you spent time with someone who had COVID-19



- a health care worker told you to have a COVID-19 test.



You can have a test at a testing centre.



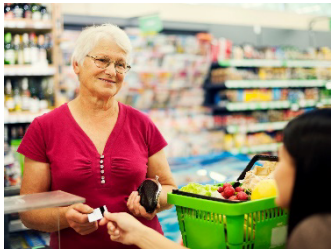
You can also do a **rapid antigen test** at home.

A rapid antigen test is a fast way to check if you have COVID-19.

You can buy rapid antigen tests at:



- pharmacies



- supermarkets.



You can also get 10 free rapid antigen tests if you have a card from the government.



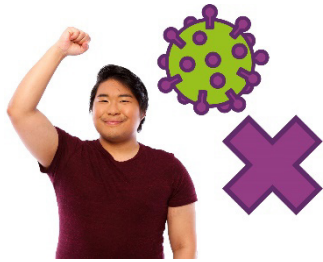
The Department of Health shared information about getting tested for COVID-19 on their website.



www.health.gov.au/health-alerts/covid-19/testing

COVID-19 booster dose

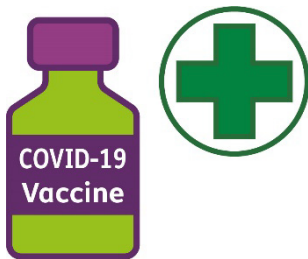
A **vaccine** is medicine that:



- helps you fight a virus if you come in contact with it



- can stop you getting very sick from the virus.



A **booster dose** is an extra dose of a COVID-19 vaccine.



You can get a booster dose from:

- a clinic
- your doctor.



Some people should have a winter dose 4 months after their first one.

These people include:



- people with disability



- people who live in aged care



- health care workers



- Aboriginal and Torres Strait Islander peoples.



The Department of Health shared information about booster doses on their website.



www.health.gov.au/initiatives-and-programs/covid-19-vaccines/disability-sector/service-providers

Information about booster doses



There are lots of ways you can get information about booster doses.



You can go to the Disability Gateway website.

www.disabilitygateway.gov.au



You can also call the Disability Gateway.

1800 643 787



They are open:

- Monday to Friday
- 8am to 8pm.

If you need information in a different language,
you can:



- call the Translating and Interpreting Service
131 450



- ask for the Disability Gateway.



You can contact the National Relay Service if you:

- are deaf
- have trouble speaking or hearing.



1800 555 677

New NDIS Practice Standards

The NDIS Practice Standards:



- make sure NDIS providers do a good job

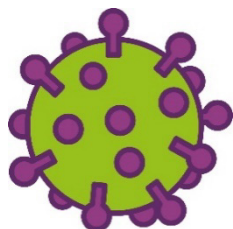


- keep participants safe.

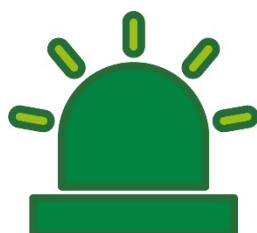


We added new rules for service providers to follow.

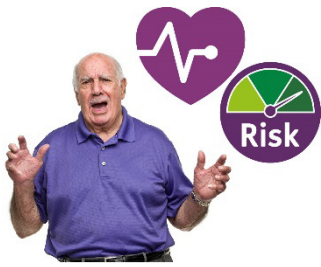
These rules will help service providers deliver services during:



- COVID-19



- other **emergencies**.



An emergency is something dangerous that:

- we don't expect to happen
- can put your health at risk.



You can read Easy Read information about the new NDIS Practice Standards on our website.



www.ndiscommission.gov.au/document/3451

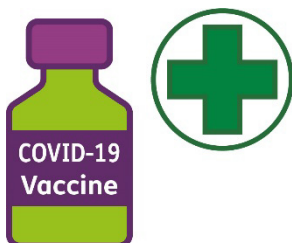
Word list

This list explains what the **bold** words in this document mean.



Accessible

When something is accessible, everyone can take part.



Booster dose

A booster dose is an extra dose of a COVID-19 vaccine.



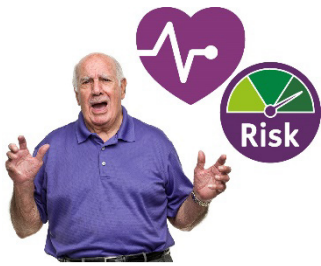
Code of Conduct

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



Complaint

A complaint is when you tell us something is wrong with your supports or services.



Emergencies

An emergency is something dangerous that:

- we don't expect to happen
- can put your health at risk.



Fine

A fine is money a person must pay because:

- they did something wrong
- someone else found out about it.



Joint statement

A joint statement is when more than one organisation makes a statement about an important issue.



NDIS Practice Standards

NDIS Practice Standards:

- make sure NDIS providers do a good job
- keep participants safe.



Neglect

Neglect is when someone is not helping you the way they are supposed to help you.



Participants

Participants are people who take part in the NDIS.



Psychotropic medicine

Psychotropic medicine affects how someone:

- thinks
- feels
- acts.



Rapid antigen test

A rapid antigen test is a fast way to check if you have COVID-19.



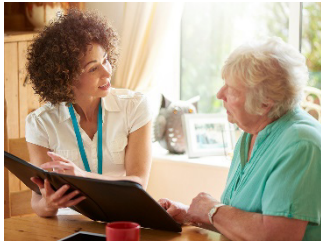
Rights

Rights are rules about how everybody should be treated:

- fairly
- equally.

Service provider

Service providers:



- can offer supports and services to participants
- are on a list that we look after
- must follow rules we set.

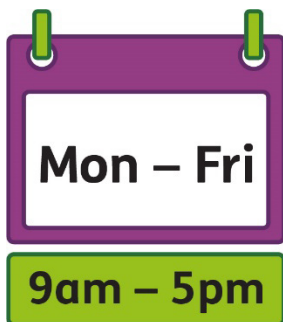
Vaccine

A vaccine is medicine that:



- helps you fight a virus if you come in contact with it
- can stop you getting very sick from the virus.

Contact us



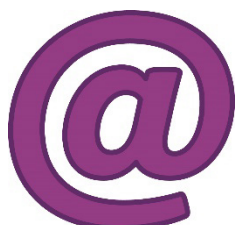
You can call us from 9am to 5pm,
Monday to Friday.



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



1800 035 544



You can send us an email.

contactcentre@ndiscommission.gov.au



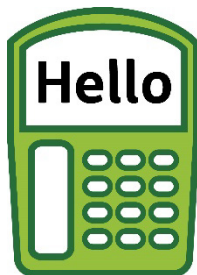
You can write to us.

NDIS Quality and Safeguards Commission
PO Box 210
Penrith
NSW 2750



You can go to our website.

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



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