



NDIS Quality
and Safeguards
Commission

SAFEGuard Newsletter

Issue 5: Summer 2021

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.

Not bold
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 30.



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?

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International Day of People with Disability

International Day of People with Disability is celebrated:



- each year in December



- around the world.



On International Day of People with Disability, everyone celebrates what people with disability have done.



It helps everyone around the world understand people with disability.



International Day of People with Disability has a different theme each year.



Each theme is something important in the lives of people with disability.



This year's theme is 'Letting people with disability be leaders in the world after **COVID-19**'.



COVID-19 is a virus that has affected many people around the world.



People with disability are an important part of making sure **participants** get services that are:

- safe
- good.



Participants are people who take part in the NDIS.

When people with disability tell us about their experiences, they help us:



- make our work better



- communicate well



- write rules about how we do our work.



We know that COVID-19 has been hard for lots of people with disability.

During COVID-19, we have made sure NDIS workers know how to:



- keep you safe



- give you the services that you need



- support you to get the COVID-19 **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.



We also worked hard so you can make decisions that are right for you.

We will keep working with people with disability to:



- help other people understand people with disability



- make sure participants can get safe and good services.



Thank you to everyone who has helped us with our work.



We look forward to hearing what you have to say in the future.

Changing the NDIS Act



The **NDIS Act** is a law that explains how the NDIS works.



There have been some changes to the NDIS Act to help keep participants safe.



These changes happened on 29 October.

What changed?

We can now do more to make sure NDIS workers:



- follow the rules



- do the right thing.



The NDIA can now share information about services with us.



We can now share protected information with some state and territory organisations.

Have your say on making the care and support sector better



The **care and support sector** provides many different:

- supports
- services.

The care and support sector has services for:



- people with disability



- older people



- **veterans.**

Veterans are people who worked in the defence forces, including the:



- army
- navy
- air force.



The government wants to make it easier for workers in the care and support sector to give different services.



The government wants to know what people think of how to make the care and support sector better.

This includes:



- NDIS participants



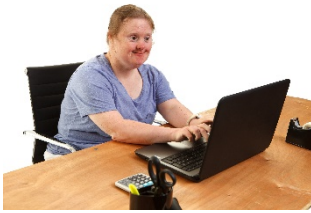
- NDIS workers



- families of participants.



You can tell the government what you think in December.



You can go to the Department of Health's website for more information.



www.health.gov.au/initiatives-and-programs/aligning-regulation-across-the-care-and-support-sectors

The NDIS Code of Conduct



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



The second rule is about **privacy**.



Privacy means we must keep your information:

- private
- safe.

When service providers give you supports and services, they must:



- respect your privacy



- protect your privacy.



This includes when service providers get information about you.



But sometimes the law says service providers have to share your information.



For example, if you're in danger.

What does this mean for you?

When service providers get information from you, they must tell you:



- what information they get



- how they'll keep that information safe.



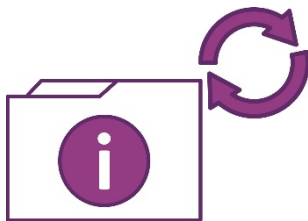
Service providers must tell you:

- why they keep the information
- how they'll use the information.

Service providers must tell you how you can:



- look at your information



- change your information.



They must also tell you how to make a **complaint**.



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



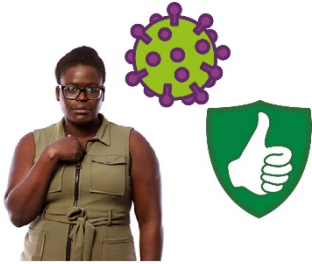
You can make a complaint if you don't think your service providers are following these rules.



We talk about making a complaint on page 27.

The COVID-19 vaccine

Having a COVID-19 vaccine will help keep:



- you safe



- the community safe.



12+

All participants who are over 12 years can choose to have a COVID-19 vaccine.



Rights are rules about how everyone should be treated fairly.

We have a statement on our website about your right to:



- make a decision about the COVID-19 vaccine



- get support to have the COVID-19 vaccine.



All NDIS workers should get the COVID-19 vaccine.

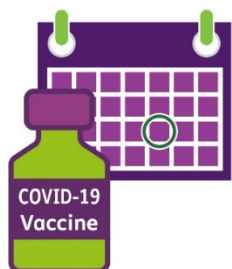


You have the right to ask for workers who have been fully vaccinated.

You can get support from your NDIS worker to:



- have the COVID-19 vaccine



- make an appointment for the COVID-19 vaccine.



You can also get support from your doctor.



The National Coronavirus and COVID-19 Vaccination Helpline can support you.



1800 020 080



They can help you book your COVID-19 vaccine appointment.

Information about the COVID-19 vaccine



There are lots of ways you can get information about the COVID-19 vaccine.



You can go to the Disability Gateway website.

www.disabilitygateway.gov.au



You can also call the Disability Gateway.



1800 643 787



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



You can also visit the Department of Health website for information in:

- Easy Read
- Auslan.



www.health.gov.au/initiatives-and-programs/covid-19-vaccines/disability-sector/people-with-disability

Proof of your COVID-19 vaccine



Proof shows that something is true.



You might need to show proof of your COVID-19 vaccination.

You can get a document:



- from your doctor

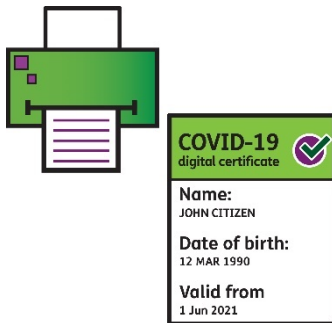


- from where you got your COVID-19 vaccine



- online.

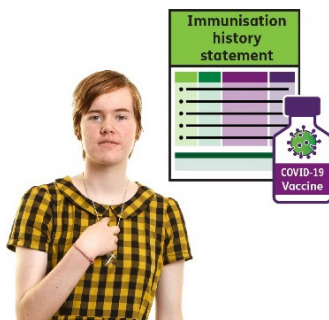
You might:



- print this document



- keep a digital copy on your phone.



Your **immunisation history statement** is also proof of your COVID-19 vaccinations.



An immunisation history statement is a record of all the vaccinations you've had.

We just call it a statement.

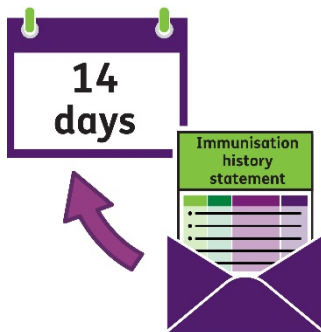


You can:

- call the Australian Immunisation Register
- ask them to send your statement.



1800 653 809



It can take up to 14 days for your statement to arrive in the mail.



You can go to the Services Australia website for information about getting your proof of your COVID-19 vaccine.



www.servicesaustralia.gov.au/individuals/subjects/getting-help-during-coronavirus-covid-19/covid-19-vaccinations/how-get-proof

How to make a complaint



We want to keep hearing from you when you have a complaint.



Complaints help us make our supports and services better.

You can tell us if you:



- are not happy with your supports and services



- think your NDIS provider is not following the rules.



You can contact us to make a complaint.

Our contact details are on page 32.



You can also:

- visit our website
- fill out a Complaint Contact Form.



You can read our '[How to make a complaint fact sheet](#)' to find out how to make a complaint.



You can read our '[How we deal with complaints fact sheet](#)' to find out what we do when we get a complaint.

Word list

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



Care and support sector

The care and support sector provides many different:

- supports
- services.



The care and support sector has services for:

- people with disability
- older people
- veterans.



Code of Conduct

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Complaint

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



COVID-19

COVID-19 is a virus that has affected many people around the world.



Immunisation history statement

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Participants

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Proof

Proof shows that something is true.



Rights

Rights are rules about how everybody should be treated fairly.

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.

Veterans

Veterans are people who worked in the defence forces, including the:



- army
- navy
- air force.

Contact us



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



9am - 4.30pm

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

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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



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