



**NDIS Quality
and Safeguards
Commission**

SAFEGuard Newsletter

Issue 4: Spring 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.

Bold

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

Not bold

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 33.



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.

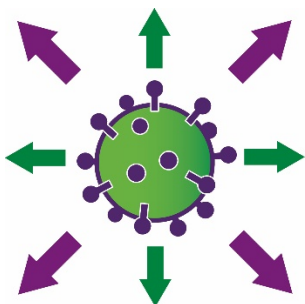
What's in this newsletter?

The COVID-19 vaccine	4
The NDIS Code of Conduct	14
Supported accommodation	18
Online training for NDIS workers	20
New information for First Nations participants	23
Making supports safer	26
New positive behavior support information	29
How to make a complaint	31
Word list	33
Contact us	37

The COVID-19 vaccine



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



COVID-19 can spread:

- easily
- quickly.

Having a COVID-19 **vaccine** will help keep:



- you safe



- the community safe.



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.



12+

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



Participants are people who take part in the **National Disability Insurance Scheme (NDIS)**.



The NDIS provides services and supports to participants.



You can get support to get all the doses you need of a COVID-19 vaccine.



When you've had all the doses you need of a COVID-19 vaccine, we say you have been **fully vaccinated**.

You can get support from your:



- doctor



- **NDIS provider.**

An NDIS provider:



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

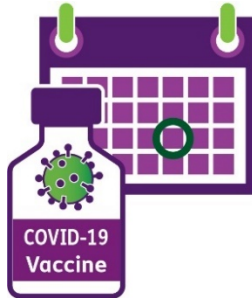


You can also get support from the National Coronavirus and COVID-19 Vaccination Helpline.



1800 020 080

They can help you:

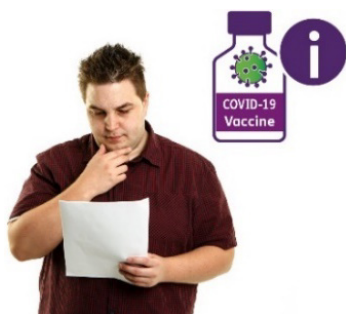


- book your COVID-19 vaccine appointment



- go to 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

NDIS workers and the COVID-19 vaccine



All NDIS workers should get a COVID-19 vaccine.



Rights are rules about how everybody should be treated fairly.



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



Some states and territories have made support workers get the COVID-19 vaccine.

This includes disability workers.



You can find out more about which workers must have a COVID-19 vaccine on our website.



www.ndiscommission.gov.au/participants/coronavirus-vaccine-information-people-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

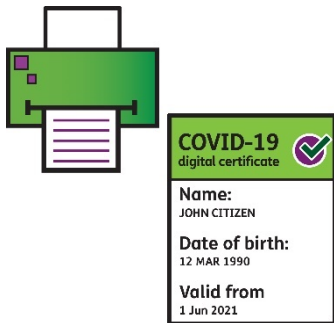


- from where you got your COVID-19 vaccine



- online.

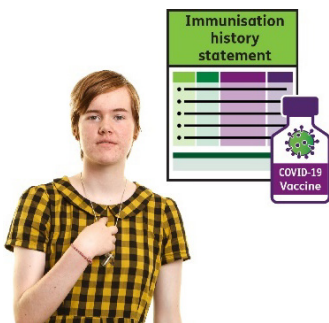
You might:



- 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.

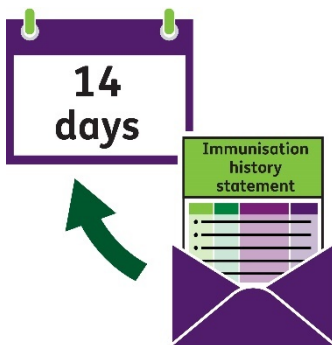


You can:

- 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.

The NDIS Code of Conduct



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



The first rule is about rights.

NDIS workers must respect your rights to:



- be who you are



- be in control of your own life



- make decisions.



You have the same rights as other people in the community.

You have the right to:



- live your life how you want



- be who you are



- make decisions.

What does this mean for you?



If you're an adult with disability, you should get the support you need to make your own decisions.

If you're an adult with disability you have the right to choose who:



- can help you make a decision



- can't help you make a decision.



If you're an adult with disability, NDIS workers should work with you to make decisions.



This includes asking you if you want anyone to take part in decisions about your supports and services.



If you have a **guardian**, NDIS workers need to tell you which decisions your guardian needs to take part in.



A guardian is a person who can act and make decisions for you.



Your guardian might be:

- a member of your family
- a friend
- chosen for you by the government.



Families are very important when children and young people need to make decisions.



NDIS workers and families should work together to understand what the child:

- is interested in
- needs.



NDIS workers should let children or young people with disability take part in decisions:

- that affect them
- when they are old enough.

Supported accommodation



Supported accommodation is help with day-to-day tasks around your home so you can:

- do things on your own
- learn new skills.



We are looking at the experiences of some people with disability who live in supported accommodation.



We will look at how we can make supported accommodation:

- better
- safer.

We will also look at:



- the problems people with disability face in supported accommodation



- what causes these problems



- **complaints** about supported accommodation.



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



You can read more about our supported accommodation work on our website.

www.ndiscommission.gov.au/document/3266

Online training for NDIS workers

Communicating well supports your right to:



- make your own choices



- be in control of your supports and services.

NDIS workers must support participants to be:



- who they really are



- heard



- safe.



We have a new online training program for NDIS workers.

Our online training is about:



- communicating well



- how good communication gives a participant choice and control.

Our online training:



- is free



- takes 60 to 90 minutes to finish.



You can learn more about our online training on our website.



www.ndiscommission.gov.au/workers/supporting-effective-communication

New information for First Nations participants



First Nations peoples are also known as Aboriginal and Torres Strait Islander peoples.

We made some information for First Nations participants. They include:



- Code of Conduct postcards



- a Participant Information Pack.

Our Participant Information Pack talks about:



- your rights



- how to make a complaint to us



- how to choose good supports that are safe.

We worked with:



- First Nations peoples with disability

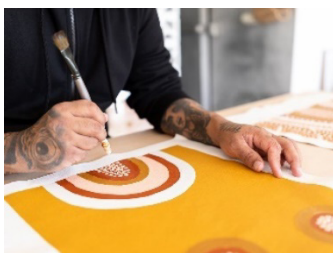


- a First Nations company



- First Nations NDIS workers.

The new information for First Nations participants has:

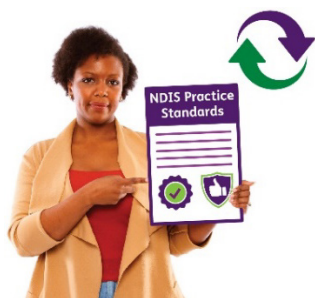


- First Nations art



- images of First Nations peoples with disability.

Making supports safer



We are changing parts of the **NDIS Practice Standards**.

The NDIS Practice Standards:



- make sure NDIS providers do a good job

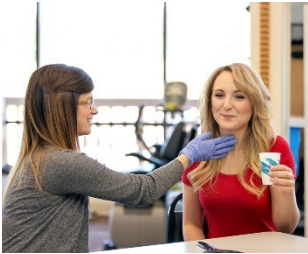


- keep participants safe.

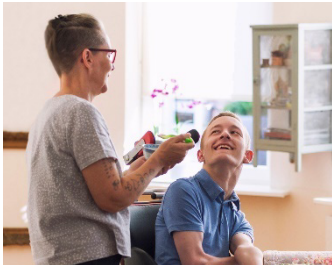


We are adding new rules for NDIS providers to follow.

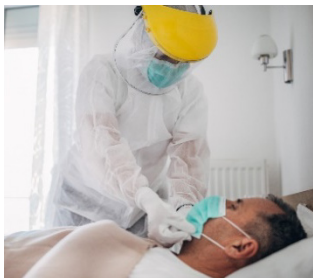
These rules will help NDIS providers give safe services to people with disability who need:



- help to swallow food or drink



- mealtime support



- support in **emergencies**, like COVID-19.



An emergency is something dangerous that:

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



These new rules will make sure participants can have healthy meals that meet their needs.



These new rules will also make sure NDIS providers know how to support participants during emergencies.



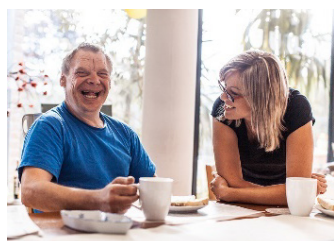
You can find more information about the new NDIS Practice Standards on our website.

www.ndiscommission.gov.au/document/986

New positive behavior support information



There is new information for people with disability about finding and using **positive behaviour supports**.



Positive behaviour supports are ways to support how a participant acts or behaves.



You can use Tele Positive Behaviour Support (TelePBS) at a time that is right for you.

You can use TelePBS:

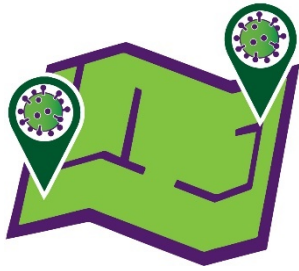


- by video chat



- over the phone.

TelePBS can help you if you live in a place that's:



- been affected by COVID-19



- far from cities or towns.

Our new information:



- talks about what TelePBS is



- can help you work out if TelePBS is right for you.



You can learn more about TelePBS on our website.

www.ndiscommission.gov.au/resources/telepbs

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 36.



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.



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.



COVID-19

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



Emergency

An emergency is something dangerous that:

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



First Nations peoples

First Nations peoples are also known as Aboriginal and Torres Strait Islander peoples.



Fully vaccinated

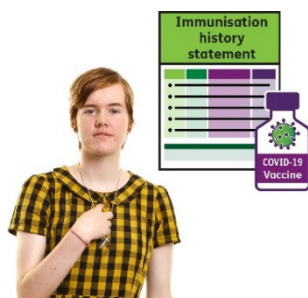
When you've had all the doses you need of a COVID-19 vaccine, we say you have been fully vaccinated.

Guardian

Your guardian might be:



- a member of your family
- a friend
- chosen for you by the government.



Immunisation history statement

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

We just call it a statement.



National Disability Insurance Scheme (NDIS)

The NDIS provides services and supports to participants.



NDIS Practice Standards

The NDIS Practice Standards:

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



NDIS provider

An NDIS provider:

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



Participants

Participants are people who take part in the NDIS.



Positive behaviour supports

Positive behaviour supports are ways to support how a participant acts or behaves.



Proof

Proof shows that something is true.



Rights

Rights are rules about how everybody should be treated fairly.



Supported accommodation

Supported accommodation is help with day-to-day tasks around your home so you can:

- do things on your own
- learn new skills.



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



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

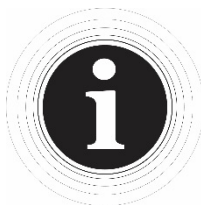
internet-relay.nrscall.gov.au



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 4441.