



NDIS Quality  
and Safeguards  
Commission

# NDIS Quality and Safeguards Commission

An Easy Read letter about changes to the conditions  
for your NDIS registered provider

## How to use this letter



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

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



We wrote this letter in an easy to read way.

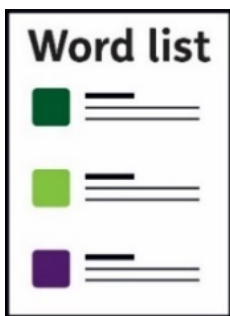
We use pictures to explain some ideas.

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 16.



This Easy Read letter is a summary  
of another letter.  
This means it only includes the most  
important ideas.



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

## Why we are writing to you



We are writing to **NDIS participants** who:



- receive daily personal support in their home



- receive this support from an **NDIS registered provider**.



NDIS participants are people with disability who use the NDIS.



An NDIS registered provider supports NDIS participants.



We want to tell you about changes to the **conditions** for your NDIS registered provider.



Conditions are the rules your NDIS registered provider must follow.

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## Why the conditions are changing

The conditions are changing to better protect NDIS participants who:



- live alone
- only want support from 1 support worker.

Your NDIS registered provider must make sure the supports they provide you 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 want to make sure your  
NDIS registered provider:



- finds out if there are any risks that would stop you from being able to leave your home



- checks the quality of supports they provide you



- asks you if you are happy with your supports.



Changes to the conditions mean that your service provider must make sure they put things in place to keep you safe.



The changes will be in place from  
19 December 2020.

## What your NDIS registered provider must do

### Find out the risks



Your NDIS registered provider must work with you to find out if there are any risks for you to use 1 support worker in your home.

You are at risk if you:



- don't receive regular supports in your home from another provider



- don't have much contact with family and friends



- aren't able to move your body well on your own



- need equipment to move your body and get around



- can't communicate well and need:
  - support to communicate with other people
  - equipment to be able to talk with other people.

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If you have one of the risks above, your NDIS registered provider must have a plan to:



- manage your 1 support worker



- check they are doing a good job.



Your NDIS registered provider must write reports about the care your support worker is providing.



Your NDIS registered provider must also take action if there are any problems with the support you are receiving.



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## Have an agreement in writing

You and your NDIS registered provider must have an agreement in writing about how they will:



- manage your 1 support worker



- check how happy you are with the supports you receive.

## Keep a record

Your NDIS registered provider must keep a record of:



- participants who receive daily personal support from only 1 support worker



- the risks to you.



Your NDIS registered provider needs to give you a copy of this record.



If your situation changes, your NDIS registered provider must:

- change the record
- give you a new copy of the record.

### Include it in your Service Agreement



A **Service Agreement** is a written agreement between you and your NDIS registered provider. It explains:



- the supports you will use



- how your NDIS registered provider will give you those supports



- how much the supports cost.



The Service Agreement must take into account the risks to you.

It must also include:



- your rights



- your NDIS registered provider's rights



- the things you must do



- the things your NDIS registered provider must do



- how your NDIS registered provider chooses the support worker



- how you will help choose the support worker



- how your NDIS registered provider will review the agreement



- how the NDIS registered provider will communicate with you



- how the NDIS registered provider will communicate with other providers that support you.

## What you can do



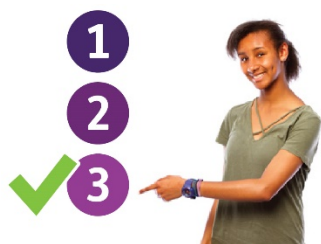
If you are happy with the changes to conditions for NDIS registered providers, you should ask what your NDIS registered provider is doing to follow the new rules.



You should also talk to your NDIS registered provider about what you need to be safe.



If you aren't happy with the changes to conditions for NDIS registered providers, you have the right to ask for a **review**.



A review is a way to check that the right decision has been made.



After you receive this letter, you have 3 months to ask us for a review.

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If you want a review, you can:



- call us on **1800 035 544**



- email us at  
[registration@ndiscommission.gov.au](mailto:registration@ndiscommission.gov.au)



- write to us.

NDIS Quality and Safeguards Commission

PO Box 210

PENRITH NSW 2750



You need to tell us why you think our decision to change the conditions is wrong for you.



We will tell you the result of your review as soon as possible.

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## More information



If you have any questions, you can:

- call us on **1800 035 544**



- email us at  
[contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)



You can find out more about the conditions for NDIS registered providers on our website.

[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)



This information will be available soon in:

- Braille
- Auslan
- languages other than English.



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## Word list



### Conditions

Conditions are the rules your NDIS registered provider must follow.



### NDIS participants

NDIS participants are people with disability who use the NDIS.



### NDIS registered provider

An NDIS registered provider supports NDIS participants.



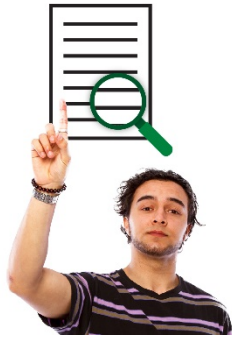
### Quality

Quality is about receiving good services that:

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







## Review

A review is a way to check that the right decision has been made.



## Service Agreement

A Service Agreement is a written agreement between you and your NDIS registered provider.

It explains:



- the supports you will use



- how your NDIS registered provider will give you those supports



- how much the supports cost.

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## Contact us



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



1800 035 544



Send us an email:

[contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)



NDIS Quality and Safeguards Commission

PO Box 210

Penrith

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[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)



TTY

**133 677**

The National Relay Service

Speak and Listen



**1300 555 727**

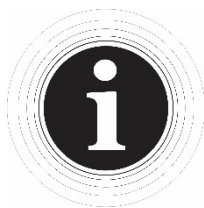
SMS relay number

**0423 677 767**



Internet relay calls

**[internet-relay.nrscall.gov.au](http://internet-relay.nrscall.gov.au)**



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