



**NDIS Quality
and Safeguards
Commission**

SAFEGuard Newsletter

Issue 3: Winter 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.



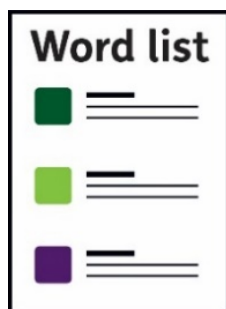
We wrote this newsletter in an easy to read way.

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 32.



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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The National Disability Insurance Scheme Code of Conduct



The **National Disability Insurance Scheme (NDIS)** provides services and support to **participants**.



Participants are people with disability who take part in the NDIS.



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



The NDIS Code of Conduct protects the **rights** of NDIS participants.



Rights are rules about how everybody should be treated fairly.

Your rights

Under the NDIS Code of Conduct, you have the right to:



- make choices about your own life



- be treated fairly



- choose who can see your personal information



- feel safe.

You have the right to:



- get the supports and services you need



- be looked after by your NDIS provider.

You also have the right to be heard when you:



- report a problem



- make a **complaint**.



A complaint is when you talk to us because something has gone wrong with your supports or services.



You can make a complaint about your NDIS provider if you think they haven't followed the NDIS Code of Conduct.



You can contact us to make a complaint.

We talk more about this on page 30.

NDIS Commission Disability Sector Consultative Committee



We set up the NDIS Commission Disability Sector Consultative **Committee** to help make our services better.

In this document we just call them the Committee.



A committee is a group of people who meet to talk about ideas and give advice.

The Committee includes:



- us – the NDIS Commission



- **advocacy organisations.**

Advocacy organisations are groups that speak up for people with disability. They can:



- help you have your say



- give you information and advice.



The Committee meets 3 times a year.



The Committee talks about things that affect how NDIS participants get their supports and services.



The Committee also talks about what we can do better.



You can find out more information on the ['NDIS Commission consultative committees'](#) page of our website.

The NDIS Worker Screening Check



NDIS Worker Screening Checks are a way to help keep NDIS participants safe.

NDIS Worker Screening Checks will:



- find out if NDIS workers are safe to work with people with disability



- help make sure NDIS workers don't put people with disability at risk.

NDIS Worker Screening Checks are only for
NDIS workers who:



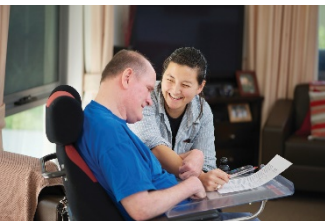
- work closely with people with disability

or



- make important decisions in their organisation

or



- provide some types of services to people with disability.

Registered NDIS providers



Registered NDIS providers need to make sure workers who do these jobs:



- have NDIS Worker Screening Checks



- pass their NDIS Worker Screening Checks.

A registered NDIS provider:



- can offer certain supports and services to participants

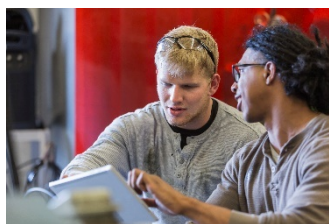


- is on a list that we look after



- must follow certain rules that we set.

Unregistered providers



An **unregistered provider** can still offer supports and services to participants.



But they are not on a list that we look after.



Participants can only use unregistered providers if they **self-manage** their **NDIS plan**.

If you self-manage your NDIS plan, you:



- manage all or part of your funding



- choose what supports you use to reach your goals.

An NDIS plan is a document that includes information about:



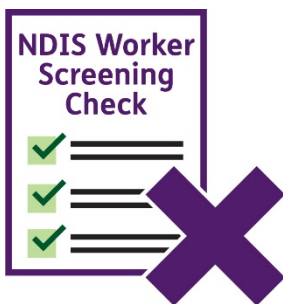
- you and your goals



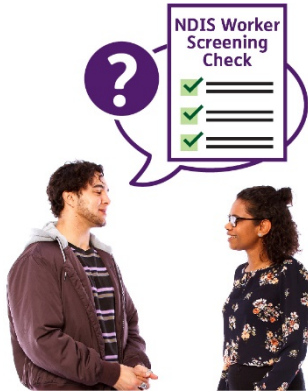
- what supports you need



- the NDIS funding you will get.



People who work for unregistered providers don't need NDIS Worker Screening Checks.



But you can still ask them to get one.



Or you can use a registered provider instead.



To find out more about NDIS Worker Screening Checks, visit our website at www.ndiscommission.gov.au.

The NDIS Worker Screening Database



The **NDIS Worker Screening Database** has information about NDIS workers.

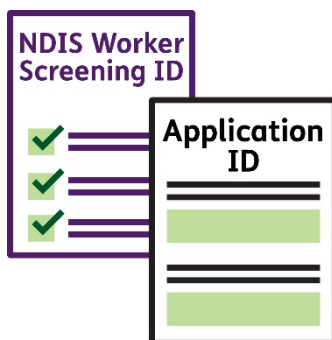
You can use the database to see if an NDIS worker:



- applied for an NDIS Worker Screening Check



- passed their NDIS Worker Screening Check.

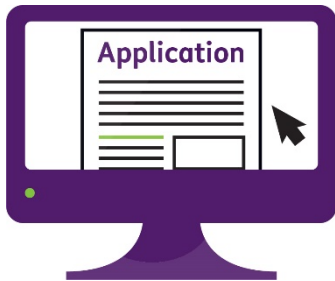


To find an NDIS worker on the database, you need to ask them for their:

- NDIS Worker Screening ID
- Application ID.



You must apply to use the database.



To apply, you can use our [Application Form](#).

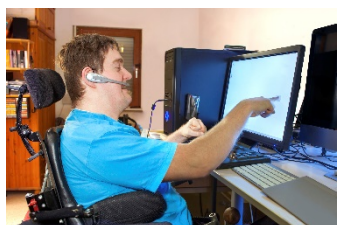


To find out more about how to use the database, you can go to our website at www.ndiscommission.gov.au.

Our new website



We are working to make our website better.



We want to make it easy for you to find the information you want.



We also want to make the information easier to understand.



We plan to make our new website live by the end of 2021.

To make sure our website works well, we want people to:



- test the website



- tell us what they think.

We are going to talk to:



- people with disability
- NDIS providers
- workers
- **advocates.**



An advocate is someone who speaks up for you if you can't speak up for yourself.



If you would like to take part in testing our new website, you can send us an email.

communications@ndiscommission.gov.au.

Information pack for participants

Our Participant Information Pack has information about:



- your rights



- how to choose safe, good quality supports



- how to make a complaint to us.

On our website you can also find:



- an [Easy Read version of the Participant Information Pack](#)



- an [Auslan version of the Participant Information Pack](#).



You can use our [online order form](#) to order printed copies of the:

- Participant Information Pack
- Easy Read Participant Information Pack.



You can use our [online order form](#) to order Braille copies of the Participant Information Pack.

Information pack for First Nations NDIS participants



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



We are working with a First Nations company to create a Participant Information Pack for First Nations participants.



We will let you know when it is ready.



Until it's ready, you can use an [Easy Read version of the Participant Information Pack.](#)

Training resources for NDIS workers



We are working on new training resources for NDIS workers.

The training resources are about:



- supporting good communication



- mealtime support.



We will have short online courses.



They will include stories from people with disability.



We are looking for people with disability who use mealtime support to take part.

To take part, you will need to:



- be in front of a camera



- perform in a scene



- talk in parts of the video.



You might also need to tell us about your experiences with mealtime support.



If you would like to take part, you can send us an email.

education@ndiscommission.gov.au.

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.



Advocates

An advocate is someone who speaks up for you if you can't speak up for yourself.



Advocacy organisations

Advocacy organisations are groups that speak up for people with disability. They can:

- help you have your say
- give you information and advice.



Code of Conduct

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



Committee

A committee is a group of people who meet to talk about ideas.



Complaint

A complaint is when you talk to us because something has gone wrong with your supports or services.



First Nations peoples

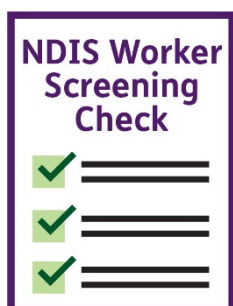
First Nations peoples are also known as Aboriginal and Torres Strait Islander peoples.



NDIS plan

An NDIS plan is a document that includes information about:

- you and your goals
- what supports you need
- the NDIS funding you will get.



NDIS Worker Screening Checks

The NDIS Worker Screening Check:

- is a way to help keep participants safe
- will find out if NDIS workers are safe to work with people with disability.

NDIS Worker Screening Database



The NDIS Worker Screening Database is where we keep some information about:

- NDIS workers
- NDIS Worker Screening Checks.



Participants

Participants are people with disability who take part in the NDIS.

Registered NDIS provider



A registered 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.



Rights

Rights are rules about how everybody should be treated fairly.



Self-manage

If you self-manage your NDIS plan, you:

- manage all or part of your funding
- choose what supports you use to reach your goals.



Unregistered provider

An unregistered provider can still offer supports and services to participants.

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

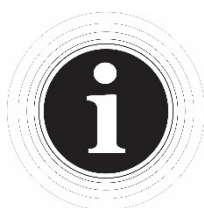
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