



**NDIS Quality
and Safeguards
Commission**

SAFEGuard Newsletter

Issue 2: Autumn 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 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?

The COVID-19 vaccine	4
It's your choice	6
The NDIS Worker Screening Check	8
The NDIS Worker Screening Database	14
Fact sheets for NDIS providers	16
Resources for Aboriginal and Torres Strait Islander NDIS participants	19
Protecting your rights	21
More information	24
How to make a complaint	28
Word list	31
Contact us	34

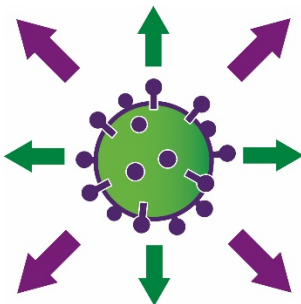
The COVID-19 vaccine



Coronavirus (COVID-19) is a **virus** that has affected many people around the world.



A virus is an illness or disease that can spread from one person to another person.



COVID-19 can spread:

- easily
- quickly.



A COVID-19 **vaccine** will help us:

- stay safe
- live freely.

A vaccine is medicine that:



- helps people fight a virus if they come in contact with it



- can help stop people from getting very sick from the virus.

The COVID-19 vaccine is a safe way to protect:



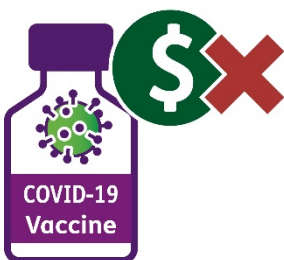
- you



- your family



- the community.



The COVID-19 vaccine is free.

It's your choice



You can choose to have the vaccine.

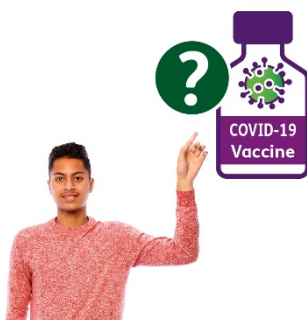


But you don't have to have the vaccine if you don't want to.

Before you get the vaccination, you should know:



- what the COVID-19 vaccine is for



- why we need the COVID-19 vaccine



- the risks of the COVID-19 vaccine.



You can talk to your family about getting the vaccination.

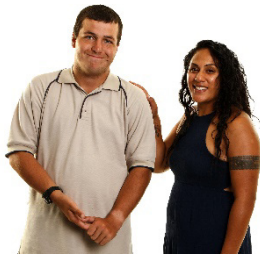


You can ask your doctor about the COVID-19 vaccine too.

You can ask someone to help you talk to the doctor, such as a:



- family member



- carer or guardian.
A guardian is a person who acts and makes decisions for you.

You can find more resources about the COVID-19 vaccine on page 24.

The NDIS Worker Screening Check



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



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

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.



The NDIS Worker Screening Check will help make sure NDIS workers don't put people with disability at risk of getting hurt.

1 February
2021



NDIS Worker Screening Checks started in most Australian states and territories on 1 February 2021.

1 July
2021



They will start in the Northern Territory by 1 July 2021.



NDIS Worker Screening Checks will be the same across Australia.

NDIS Worker Screening Checks will only be for some NDIS workers who:



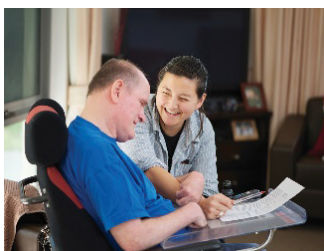
- work closely with people with disability

or



- make important decisions in their organisation

or



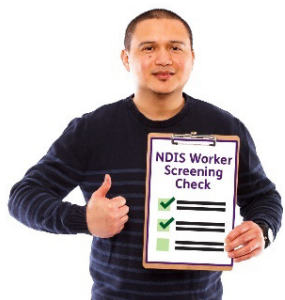
- provide some types of services to people with disability.

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

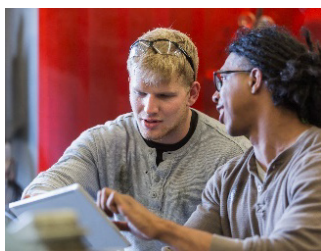


- is on a list that we look after



- 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.

The NDIS Worker Screening Database

The **NDIS Worker Screening Database** has information about NDIS workers who have:



- applied for the NDIS Worker Screening Check



- been cleared to work with people with disability

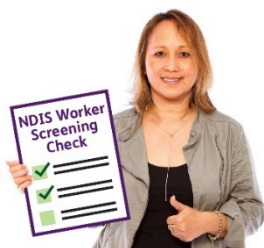


- not been cleared to work with people with disability.

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



- applied for an NDIS Worker Screening Check



- passed their NDIS Worker Screening Check.



You must apply to use the database.



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



To find out more, you can go to our website at www.ndiscommission.gov.au.

Fact sheets for NDIS providers



We have made 5 factsheets for NDIS providers.

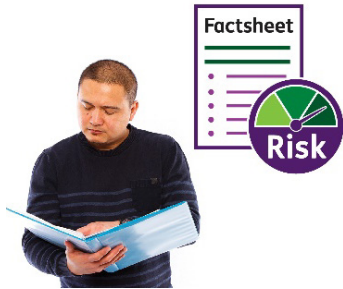


Our fact sheets aim to help NDIS providers **prevent** the death of people they support.



When you prevent something, you try to stop it from happening.

Each fact sheet explains:



- the risks



- how NDIS providers and their workers can manage these risks



- how NDIS providers and their workers can support people with disability with their:
 - health
 - safety.

The fact sheets include information about:

Man



- swallowing safely



- managing someone who has epilepsy

Epilepsy is a health condition that affects how your brain works. It can cause people to:

- suddenly lose control of their body
- pass out.



- medicines to help someone swallow safely



- managing someone who needs a lot of different medicine



- managing someone's care between disability services and hospitals.

Resources for Aboriginal and Torres Strait Islander NDIS participants



We are putting together new information for Aboriginal and Torres Strait Islander participants.



We worked with an Aboriginal company to create a **Participant Welcome Pack** for Aboriginal and Torres Strait Islander participants.



This information will help Aboriginal and Torres Strait Islander participants understand their **rights** under the NDIS.



Rights are rules about how everybody should be treated fairly.

It also explains:



- what we do



- how to make a **complaint**.



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



We will tell you more about our Participant Welcome Pack for Aboriginal and Torres Strait Islander participants in our next newsletter.

Protecting your rights



The NDIS **Code of Conduct** protects your rights as an NDIS participant.



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



Australian Consumer Law protects your rights too.



Australian Consumer Law says all businesses that provide goods and services must:



- act fairly
- be honest.

We worked with the:

**Australian Competition
and Consumer
Commission (ACCC)**



- Australian Competition and Consumer Commission (ACCC)

NDIA



- National Disability Insurance Agency (NDIA).

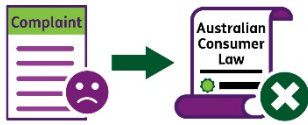
We wrote a letter to all our NDIS providers to remind them:



- how to follow the rules



- what rights participants have under Australian Consumer Law.



You can make a complaint about your NDIS provider if they aren't following Australian Consumer Law.



You can contact us to find out how to make a complaint.

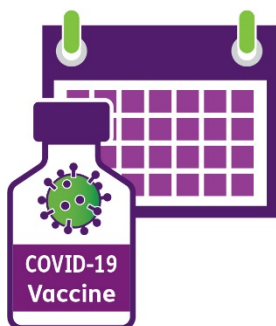
Our contact details are on page 34.

More information

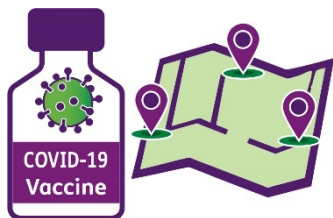


You can go to the [Department of Health webpage](#) to find more information about the COVID-19 vaccine.

This includes:



- when you can get the vaccine



- where you can get the vaccine.



The web page will be updated regularly.



The Department of Health website also has resources about the COVID vaccine.

These resources explain:



- what the vaccines are



- how to get ready for your vaccine



- what happens after you get the vaccine.

There are also:



- [Easy Read resources about the COVID-19 vaccine](#)



- [Auslan resources about the COVID-19 vaccine.](#)

The Disability Gateway



You can contact the [Disability Gateway](#) for more information about COVID-19.

They can also help your:



- family



- carers



- support workers.



You can call the Disability Gateway on
1800 643 787.



They are open from 8am to 8pm,
Monday to Friday.



If you need information in a language other than
English, call the Translating and Interpreting
Service on **131 450.**



If you are deaf, or have a hearing or speech
impairment, you can call the National Relay
Service on **133 677.**

How to make a complaint



We want to continue to hear from you when you have a complaint.



Complaints help us to improve our supports and services.



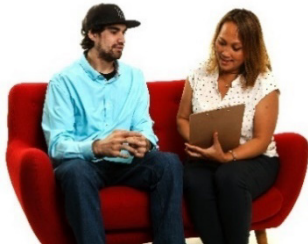
To make a complaint, you can contact us.

Our contact details are on page 34.



You can also visit our website and fill out a **Complaint Contact Form**.

Changes to how we manage complaints



You told us how we can manage complaints better.



We listened to what you had to say.



We will change some things.



We will have more staff available to manage your complaint.



We will make sure you only have to tell us your story once.



We will fix your complaint quicker.



We will use different ways to fix your complaint in the best way.



We will continue to change how we handle complaints.



You can email tell us about other things you think we should change –

complaints@ndiscommission.gov.au.

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 talk to us because something has gone wrong with your supports or services.



Epilepsy

Epilepsy is a health condition that affects how your brain works. It can cause people to:

- suddenly lose control of their body
- pass out.



National Disability Insurance Scheme (NDIS)

The NDIS provides services and support to people with disability.



NDIS Worker Screening Check

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 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.



Participants

Participants are people with disability who take part in the National Disability Insurance Scheme (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.

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



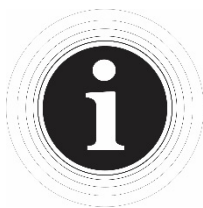
Internet relay calls
internet-relay.nrscall.gov.au



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