



**NDIS Quality
and Safeguards
Commission**

SAFEGuard Newsletter

Issue 1: December 2020

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 26.



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



<https://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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About SAFEGuard



SAFEGuard is a newsletter for:

- **participants**
- friends
- family
- the community
- **advocates.**



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



The NDIS provides services and support to people with disability.



Advocates are people who can:

- support you
- speak up for you if you can't speak up for yourself
- give you information and advice.



SAFEGuard talks about what we do to make sure your support and services 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 hope SAFEGuard helps you.

About the NDIS Quality and Safeguards Commission



We are part of the Australian Government.



We make sure your supports and services are:

- safe
- good quality.



We work in every state and territory around Australia.



We can support you in different ways.



We can reply to your **complaints**.



When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.



We can tell providers they must:

- keep you safe
- give you good quality services.



We can check to make sure providers follow the rules.



We can ask providers to tell us more when a participant experiences:

- **abuse** – when someone treats you badly
- **neglect** – when someone is not helping you the way they are supposed to help you.



We can work out how to make the NDIS better.

How to make a complaint



You can make a complaint if you aren't happy with your supports and services.



You can call us on **1800 035 544**.



You can visit our website and fill out a [Complaint Contact Form](#).



TTY

133 677

The National Relay Service

Speak and Listen

1300 555 727

SMS relay number

0423 677 767





You can find out more about how to make a complaint on the ['How to make a complaint about a provider' page of our website.](#)



You can find out how we manage your complaints by watching our ['Understanding complaints video'](#).

Changing conditions for NDIS registered providers



We will change the **conditions** for **NDIS registered providers**.



Conditions are the rules your NDIS registered provider must follow.



NDIS registered providers support NDIS participants.

The conditions are changing to better protect NDIS participants who:



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



Your NDIS registered provider will contact you about how things will change.

From 19 December 2020, your NDIS registered provider needs to work with you to:



- find out about any risks that you might face in your home



- check the quality of supports they provide you



- find out if you are happy with your supports.

Your NDIS registered provider must also:



- manage your 1 support worker



- check that your support worker is doing a good job.



We sent a letter to NDIS participants.

It talks about how things will change.

We have also made:



- an Easy Read version of the letter



- an Auslan version of the letter



- the letter in 11 different languages.



If you need a Braille version of the letter, you can email your name and address to:

engagement@ndiscommission.gov.au

Welcome pack for participants

Our Participant Welcome Pack has information about:



- your **rights** – rules about how everybody should be treated fairly.



- 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 Welcome Pack



- an Auslan version of the Participant Welcome Pack.

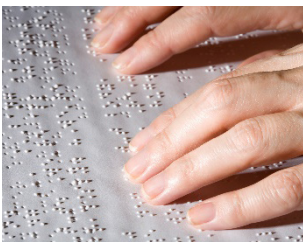
You can also order printed copies of the:



- Participant Welcome Pack



- Easy Read Participant Welcome Pack.



You can order Braille copies of the Participant Welcome Pack if you need them.



You can use our [online order form](#) to order what you need.

New information for First Nations NDIS participants



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



We are putting new information together that will meet the needs of First Nations people.



It will help First Nations people understand their rights under the NDIS.

It will also explain:



- what we do



- how to make a complaint.



We are working with a company owned by First Nations people to put the information together.

We are also working with First Nations:



- artists



- NDIS participants



- workers



- carers.

Coronavirus (COVID-19) resources

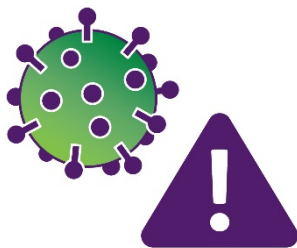


Coronavirus is a **virus** that has affected many people around the world.

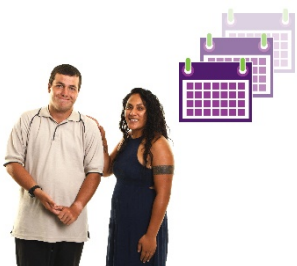


A virus is an illness or disease that can spread easily from one person to another person.

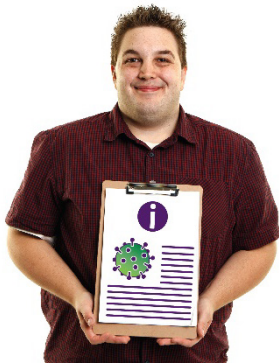
We have worked with providers to help them understand how to:



- deal with coronavirus



- keep supporting you.



We have also made information for NDIS participants.



This information talks about how your supports may need to change.



You can find more information on the '[COVID-19 information for people with disability](#)' page of our website.

Resources for people with intellectual disability



The Council for Intellectual Disability (CID) received a **grant** as part of the 'Your Service, Your Rights' program.

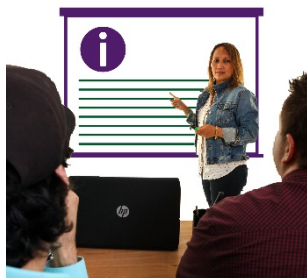


A grant is money from the government to pay for important work that can help others.

The grant can be used to:



- put information together



- present the information



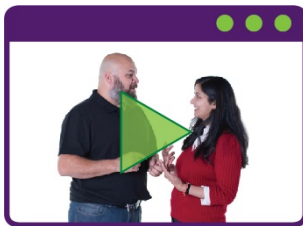
- run workshops.



So far, CID has made cards that tell stories about people who get disability services.



They will help you know if you get good quality service.



CID has also made a video of people sharing their stories about speaking up about bad quality services.



You can find these resources on the [CID website](#).



There will be more information for providers in 2021.



You can email CID to find out more rachel@cid.org.au

Provider Practice Health Alerts



We are working with the Australian Commission on Safety and Quality in Health Care (ACSQHC) to develop 3 Provider Practice Health Alerts.

The Provider Practice Health Alerts will tell providers about how to:



- stop health risks



- work out why health risks happen

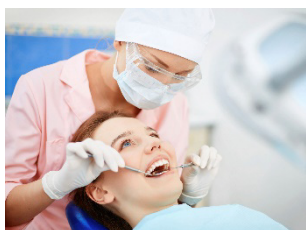


- manage health risks.

The Provider Practice Health Alerts will focus on:



- risks in daily life



- dental health care



- how to do a **health care assessment**.

A health care assessment looks at:



- how healthy you are now
- what you need to be healthy.



In 2021, we will ask participants what they think about these Provider Practice Health Alerts.



If you want to take part, email
Disability@safetyandquality.gov.au

Tell us what you think about our newsletter



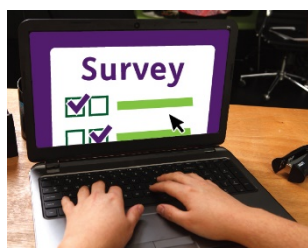
We want to know what you think about SAFEGuard.



We hope you find it:

- interesting
- helpful.

You can tell us what you think by:



- going online to [fill out our survey](#)



- emailing us
engagement@ndiscommission.gov.au

Word list

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



Abuse

When someone treats you badly.



Advocate

Advocates are people who can:

- support you
- speak up for you if you can't speak up for yourself
- give you information and advice.



Complaint

When you make a complaint, you tell someone that something:

- has gone wrong
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Conditions

Conditions are the rules your NDIS registered provider must follow.



First Nations people

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Grant

Money from the government to pay for important work that can help others.



Health care assessment

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- how healthy you are now
- what you need to be healthy.



National Disability Insurance Scheme (NDIS)

The NDIS provides services and support to people with disability.



NDIS registered provider

An NDIS registered provider supports NDIS participants.





Neglect

When someone is not helping you the way they are supposed to help you.



Participants

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



Quality

Quality is about receiving good services that:

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



Rights

The rules about how everybody should be treated fairly.



Virus

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

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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