

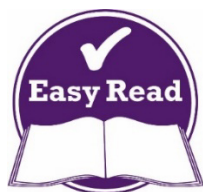


**NDIS Quality
and Safeguards
Commission**

SAFEGuard Newsletter

Issue 7: Summer 2022

Easy Read version

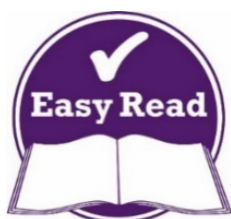


How to use this newsletter



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
Not bold

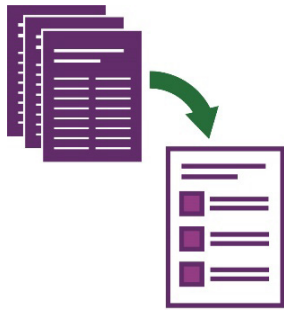
We have written some words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 38.



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.

[www.ndiscommission.gov.au/resources/
participant-resources/safeguard-newsletter](http://www.ndiscommission.gov.au/resources/participant-resources/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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International Day of People with Disability

International Day of People with Disability is celebrated:



- each year in December



- around the world.



On International Day of People with Disability, everyone celebrates what people with disability have done.



It helps everyone around the world:

- learn more about people with disability
- accept people with disability.



International Day of People with Disability has a different **theme** each year.

Themes are important ideas for everyone to focus on.



This year's theme is 'Finding new ways to make the world **accessible** and **inclusive**'.



When the world is accessible, everyone can take part.



When the world is inclusive, everyone feels:

- included
- like they belong.

How does our work support this theme?



We make sure **participants** get services that are:

- safe
- good **quality**.



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

Quality is about receiving good services that:



- meet the needs of people with disability



- give people with disability choice and control.



We also make sure participants feel safe to tell us if something is wrong.



People with disability are an important part of our work.



Thank you to everyone who helps make sure people with disability are treated fairly and equally.

A message from the Commissioner

I have been talking to:



- participants



- their families and carers.



You have shared:

- your experiences
- what is important to you.



We want to make sure you can choose the services that are right for you.

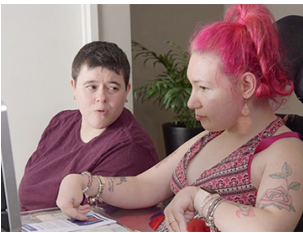


In our newsletter we share information about the work we have been doing.

Our work will make sure you have:



- good quality services



- good NDIS workers

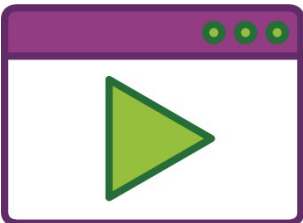


- the information you need to make decisions.



Tracy Mackey

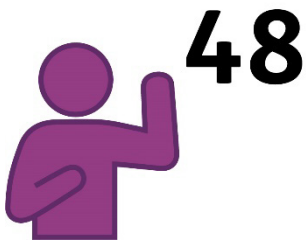
NDIS Quality and Safeguards Commissioner



You can also watch a video from Tracy.

www.vimeo.com/759485843

Greg's story



Greg is a participant who is 48 years old.



Maroochydore

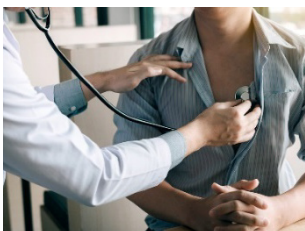
He lives in Maroochydore, Queensland.

His provider helps him with everyday tasks.

For example:



- getting dressed



- going to appointments.

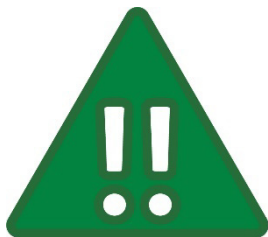
Getting support means Greg can:



- visit his family



- do things he enjoys.

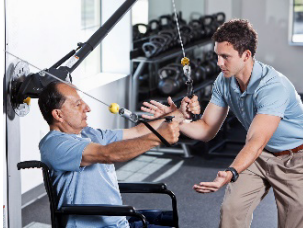


Recently, Greg had an accident while he was with his support worker.

He fell when he was being moved from the car to his wheelchair.



He cut his arm and had to go to hospital.



Greg has an **occupational therapist**.

An occupational therapist helps someone find ways to do everyday tasks.



The occupational therapist was worried that Greg's support worker:

- wasn't doing their job properly
- caused the accident.



The occupational therapist contacted us to make a **complaint**.

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

We talked to:



- Greg
- his provider
- the National Disability Insurance Agency (NDIA).



This helped us understand what happened when Greg had his accident.



We worked with Greg and his team to change how his support worked.



Changing these things would:

- keep Greg safe
- make sure he didn't have another accident.



Greg was worried that the complaint would affect the support he was getting.

We helped Greg understand that anyone can make a complaint.

This includes:



- participants



- their family or carers



- support workers or providers.



We worked with everyone involved to make sure:

- Greg is getting good quality supports
- the supports are safe.



We also gave Greg some information about his **rights**.

Rights are rules about how everybody should be treated fairly.

You have the right to make a complaint



Most NDIS providers try to give people with disability good quality services and supports.
But sometimes there are problems.



It's ok to make a complaint if something is wrong.



When you make a complaint, it helps make services better.



It also helps other participants.



Don't wait until the problem gets worse.
The sooner you tell us, the sooner we can help you fix it.



You can contact us to make a complaint.

Our contact details are on page 42.

You can also:



- visit our website



- fill out a Complaint Contact Form.

A podcast about your rights



Dr George Taleporos has a video **podcast**.

It's called 'Reasonable and Necessary'.

A podcast is a recording of people talking about a topic.



A video podcast is a bit like a TV show.

Podcasts are shared:

- online
- using apps.



We are working with Dr George on the new episodes of his podcast.



In one episode, Dr George talks to the Commissioner.

They talk about:



- the rights that participants have



- what happens when you make a complaint



- the work we do.



There is also an episode that explores what good support is.



You can find the podcast on YouTube.

www.youtube.com/c/SummerFoundationLtd

Your right to get safe supports

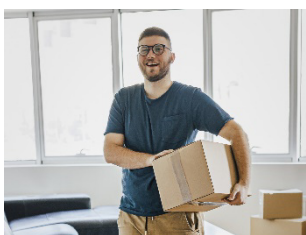


It is your right to get services and supports that are:

- good quality
- safe.



If there is a problem, your support worker needs to fix it.

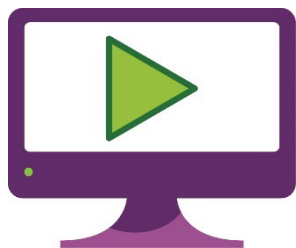


For example, they might need to move something out of the way of your wheelchair.



Or the problem could be more serious.

For example, you don't feel safe being in a car with one of your other support workers.



You can watch a video about this example.

www.youtube.com/watch?v=kmd6_7uVEGg



Your support worker should ask you how:

- you want to fix the problem
- they can make you feel safe.



If they can't fix it straight away, they should tell your provider.



They can also tell us.

And we will look into it.

Choosing a registered provider or practitioner



We want to make sure participants are getting good and safe services.



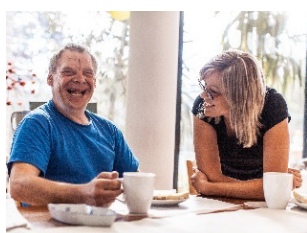
So we have lists of people and organisations that provide services.



We have checked everyone on these lists.
And we think they provide good and safe services.



One list is for **behaviour support practitioners**.



PBS providers work with **behaviour support practitioners** to deliver supports.

Behaviour support practitioners:

- have learned about behaviour support
- know how to provide behaviour support.

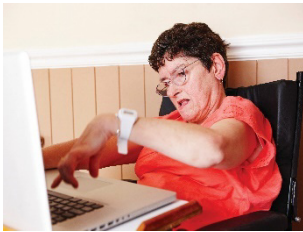


You can find the list of practitioners on our website.

www.ndiscommission.gov.au/find-ndis-behaviour-support-practitioner

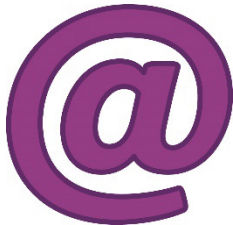


We update the list every day.



You can search for a practitioner by:

- name
- postcode.



If a practitioner isn't on our list, you can email us to ask if they provide good and safe services.

ndispractitioners@ndiscommission.gov.au



You can also ask the practitioner to show you the letter from us that says they're on the list.



We also have a list of registered providers.

They provide good and safe services.

They also follow other rules.



The list also explains who doesn't provide good and safe services.

We say they are 'suspended' or 'revoked'



You can find the list of registered providers on our website.

www.ndiscommission.gov.au/resources/find-registered-provider/list-registered-providers

Translation services



When people communicate well, they make sure people with disability:

- have choice and control
- can make their own decisions.



This includes when your provider communicates with you about your supports.

Your provider must offer you an **interpreter**.



An interpreter is someone who:

- speaks your language
- helps you understand what someone is saying.



An interpreter may use:

- a language other than English
- Auslan.



Your provider can book an interpreter through the Translating and Interpreting Service.

www.tisnational.gov.au

The interpreter can support you:

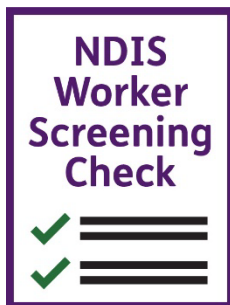


- face-to-face



- on the phone.

Interpreters need to have an **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.

You can find more information about interpreting services on the NDIS website.



www.ndis.gov.au/providers/working-provider/connecting-participants/language-interpreting-services-providers

Fact sheets about behaviour support



We have made 5 fact sheets about behaviour support.



We worked with participants to write them in a way that is easy to understand.

The fact sheets can help you understand more about:



- good behaviour support



- your rights.

The fact sheets can also help you understand more about:



- how to choose a provider



- what providers should do.



You can find the fact sheets on our website.

[www.ndiscommission.gov.au/participants/
incidents-and-behaviour-support/understanding-
behaviour-support-and-restrictive-practices](http://www.ndiscommission.gov.au/participants/incidents-and-behaviour-support/understanding-behaviour-support-and-restrictive-practices)

COVID-19 isolation and vaccine updates

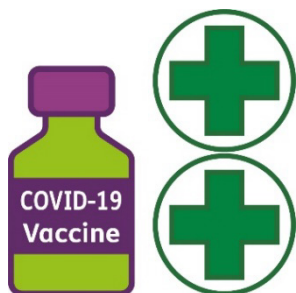


Anyone 6 months or older can now get the COVID-19 vaccine.



You can also get a **booster dose** if you had the vaccine at least 3 months ago.

A booster dose is an extra dose of a COVID-19 vaccine.



Some people should have a second booster dose.

This includes people:



- 50 years or older



- who live in aged care

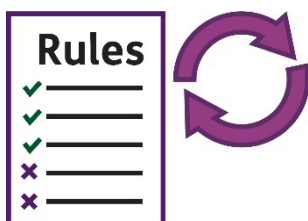


- 16 years or older who have a disability.



This also includes people who are **immunocompromised**.

When you are immunocompromised, you have a weakened immune system.



The rules have changed about when you need to stay at home, away from other people.

We call this isolation.



If you have COVID-19 you don't need to stay at home anymore.



If a worker has COVID-19, they need to stay at home for 7 days.



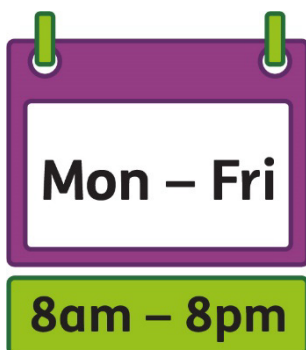
You can find more information about COVID-19 on the Disability Gateway website.

www.disabilitygateway.gov.au



You can also call the Disability Gateway.

1800 643 787



They are open:

- Monday to Friday
- 8am to 8pm.

NDIS Commission strategic plan



We have made a plan that:

- focuses on people with disability
- will last for 5 years.



The plan has 3 areas we want to focus on.



1. The rights of people with disability.



We want to speak up about the rights of people with disability.



2. Good quality providers and workers.



We want every participant to be able to find and use services that are:

- safe
- good quality.



3. Supporting a **diverse market**.



The market is the supports and services people can find and use.



When a market is diverse, it has lots of different supports and services.



We want participants to have a choice of supports and services that are right for them.



You can find an Easy Read version of this plan on our website.

www.ndiscommission.gov.au/about/corporate-documents/2022-2027-strategic-plan



We also have a plan that focuses on what we will do for the next 12 months.

It is called our Corporate Plan.



Our Annual Report explains what we did over the past year.



You can find an Easy Read version of our Annual Report on our website.

www.ndiscommission.gov.au/about/corporate-documents

A new Code of Conduct for aged care

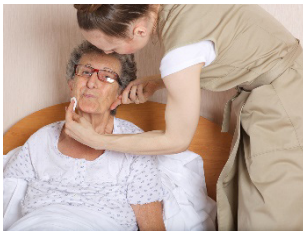


A **Code of Conduct** is a list of rules about how everyone should behave.



From 1 December 2022, there will be a new Code of Conduct for aged care.

We call it the Code.



The Code will explain how providers and workers must:

- behave
- treat people who receive aged care services.

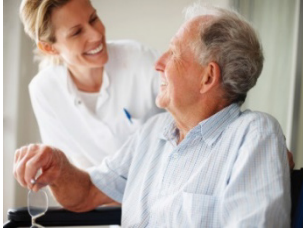


The Code focuses on a person's right to receive supports and services that are:

- safe
- good quality.



The Aged Care Quality and Safety Commission will deal with any provider that doesn't follow the Code.



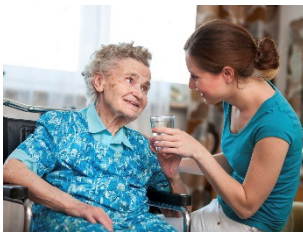
Some NDIS participants live in aged care homes.



We will check those aged care homes to find out:

- how well they work
- what information they keep
- how people feel about the help they get.

We call this an **audit**.



An audit will help us know if the aged care home is following the Code.

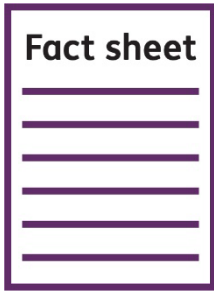


You can find more information about these audits on our website.

www.ndiscommission.gov.au/participants/ndis-participants-residential-aged-care

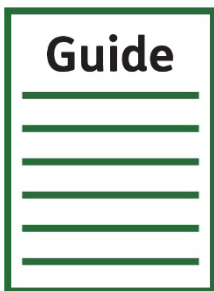


We also have Easy Read information about how the audits will work.



You can read the fact sheet on our website.

ndiscommission.easyread.com.au/what-is-an-audit



You can also read the guide on our website.

ndiscommission.easyread.com.au/making-your-aged-care-home-better

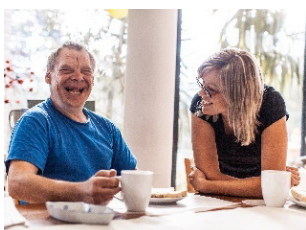
Word list

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



Accessible

When the world is accessible, everyone can take part.



Behaviour support practitioners

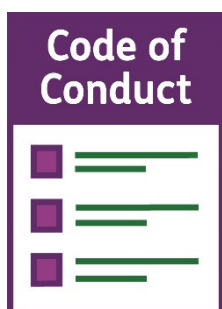
Behaviour support practitioners help people to live their best life.

They do this by providing behaviour support.



Booster dose

A booster dose is an extra dose of a COVID-19 vaccine.



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.



Diverse

When a market is diverse, it has lots of different supports and services.



Immunocompromised

When you are immunocompromised, you have a weakened immune system.



Inclusive

When the world is inclusive, everyone feels:

- included
- like they belong.



Interpreter

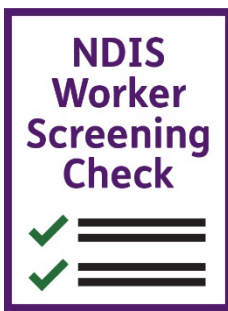
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- helps you understand what someone is saying.



Market

The market is the supports and services people can find and use.



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.



Occupational therapist

An occupational therapist helps someone find ways to do everyday tasks.



Participants

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



Podcast

A podcast is a recording of people talking about a topic.

A video podcast is a bit like a TV show.

Podcasts are shared:

- online
- using apps.



Quality

Quality is about receiving good services that:

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



Rights

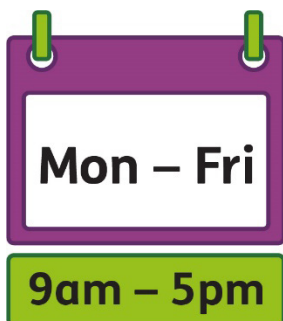
Rights are rules about how everybody should be treated fairly.



Theme

Themes are important ideas that came up in different parts of our work and lives.

Contact us



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

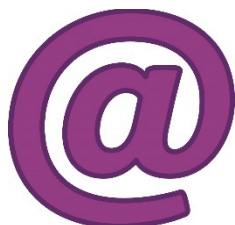


If you live in the Northern Territory, you can
call us from 9am to 4.30pm.



You can call us.

1800 035 544



You can send us an email.

contactcentre@ndiscommission.gov.au



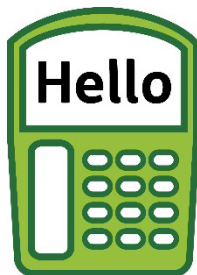
You can write to us.

NDIS Quality and Safeguards Commission
PO Box 210
Penrith
NSW 2750



You can go to our website.

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



You can follow us on LinkedIn.

au.linkedin.com/company/ndiscommission



You can follow us on Facebook.

www.facebook.com/NDISCommission



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