



NDIS Quality
and Safeguards
Commission

The NDIS Commission Strategic Plan 2022-2027

Easy Read version



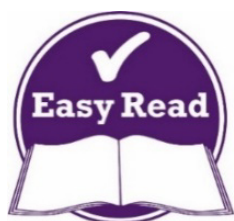
Strategic Plan 2022-2027

How to use this plan



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

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



We wrote this plan in an easy to read way.

We use pictures to explain some ideas.

Bold

Not bold

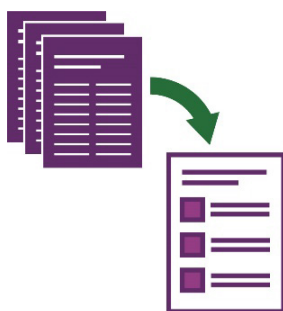
We wrote some important words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 20.



This Easy Read plan is a summary of another plan.

This means it only includes the most important ideas.



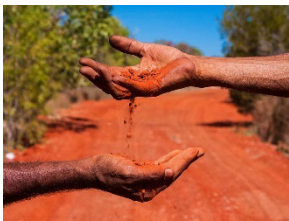
You can find the other plan on our website.

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



You can ask for help to read this plan.

A friend, family member or support person may be able to help you.

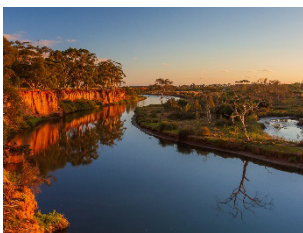


We recognise First Nations peoples as the traditional owners of our land – Australia.

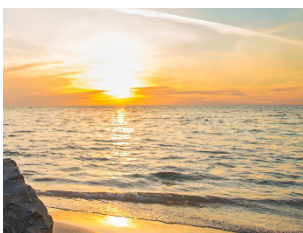
They were the first people to live on and use the:



- land



- rivers

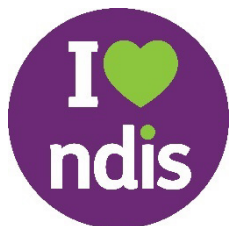


- seas.

What's in this plan?

What do we want for the NDIS Commission in the future?	5
The laws that apply	7
Our plan	9
1. The rights of people with disability	11
2. Good quality providers and workers	13
3. Supporting a diverse market	16
How will we support the plan?	18
Word list	20
Contact us	22

What do we want for the NDIS Commission in the future?



The **National Disability Insurance Scheme (NDIS)** provides supports and services to people with disability.



The NDIS Commission makes sure NDIS supports 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 want to support people with disability by being a good **regulator**.



A regulator makes sure:

- everything works well
- everyone follows the rules.



And we want to support the **rights** of people with disability.



Rights are rules about how everyone should be treated:

- fairly
- equally.



We understand it's important for us to work with other people to deliver the NDIS safely.

The laws that apply



We follow the NDIS Act.

This is a law that explains how the NDIS should work.



It also explains how a person can become a **participant**.

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



The NDIS Act also explains how to become a **NDIS provider**.

An NDIS provider:

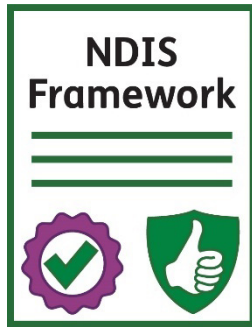


- can offer certain supports and services to participants
- is on a list that we look after
- must follow certain rules that we set.



We also follow the NDIS Rules.

They explain how the NDIS must work.



And we follow the NDIS Quality and Safeguards Framework (the NDIS Framework).



The goal of the NDIS Framework is to make sure NDIS participants:

- are safe
- get good quality services.

Our plan



Our plan has 3 areas we want to focus on over the next 5 years.



1. The rights of people with disability



2. Good quality providers and workers



3. Supporting a diverse market



Each area explains:

- the goal we want to reach
- what things will be like when we reach our goal.



We explain each area in more detail on the following pages.

1. The rights of people with disability

What is our goal?



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

What will things be like when we reach our goal?

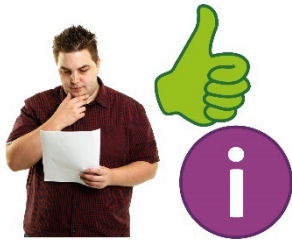
When we reach our goal, participants will be safer from:



- violence – when someone hurts you physically
- abuse – when someone treats you badly
- neglect – when someone is not helping you the way they are supposed to help you
- exploitation – when someone takes advantage of you.



And when we reach our goal, participants and their supporters will know their rights.



When we reach our goal, participants will:

- trust us to give good information
- make decisions using the information they get.



When we reach our goal, the needs and choices of people with disability will be:

- respected
- supported.

2. Good quality providers and workers

What is our goal?



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

- safe
- good quality.



We want workers with the right skills to deliver these services.

What will things be like when we reach our goal?



When we reach our goal, there will be more **providers** who can deliver services.



A provider supports people with disability by providing a service.

For example, supporting people with disability with personal care.

A provider can be an:



- organisation



- individual.

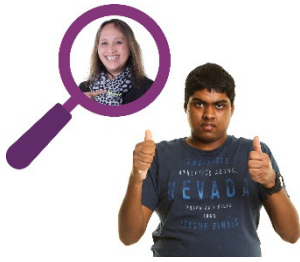


This means participants can make their own choices about what services they want.



When we reach our goal, we will solve problems with services that are:

- not safe
- bad quality.



When we reach our goal, participants will be able to find and use more services from workers with the right skills.



And providers and workers will understand what safety and quality means to participants.



When we reach our goal, more providers will be:

- safer
- good quality.



And when we reach our goal, providers will understand the rights of people with disability when they are customers.

3. Supporting a diverse market

What is our goal?



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.

Providers all:

- have different experiences
- provide different supports and services.



We want participants to have a choice of supports and services that are:

- right for them
- safe
- good quality.

What will things be like when we reach our goal?



When we reach our goal, the market will be more diverse.



This means people with disability have more:

- choice
- control.



And when we reach our goal, the market will be able to support people with different needs.



When we reach our goal, we will have supported the market to grow.



And participants can choose more services with better quality.

How will we support the plan?



The rights of people with disability are at the centre of what we do.



We will speak up about the rights of people with disability.



We are making a plan that focuses on how we make sure providers are:

- safe
- good quality.



We are also making a plan that will help participants have enough information to make decisions.



And we are making a plan to have a diverse market.



We will make sure we build the trust of the community.



We will make programs to connect with people with disability.

We will make these programs with the community.

These programs will:



- give value to people with disability



- help us learn how to solve hard problems.



We will build a Centre of Excellence.

It will help providers do well by sharing information and ideas.



And we will support the people who work for us to better connect with people with disability.

Word list

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



Diverse

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

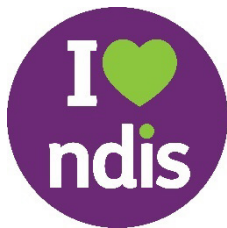
And providers all:

- have different experiences
- provide different services.



Market

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



National Disability Insurance Scheme (NDIS)

This NDIS provides supports and services to people with disability.

NDIS provider

An NDIS provider:

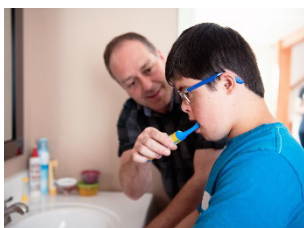
- can offer certain supports and services to participants
- is on a list that we look after
- must follow certain rules that we set.





Participant

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



Provider

A provider supports people with disability by providing a service.

For example, supporting people with disability with personal care.



Quality

Quality is about receiving good services that:

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



Regulator

A regulator makes sure:

- everything works well
- everyone follows the rules.

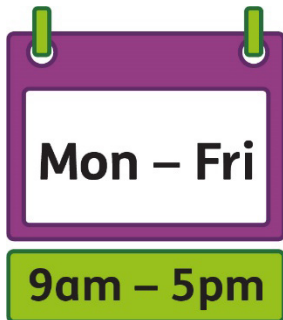


Rights

Rights are rules about how everyone should be treated:

- fairly
- equally.

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.

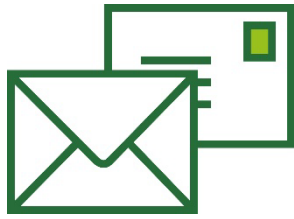


1800 035 544



You can send us an email.

contactcentre@ndiscommission.gov.au



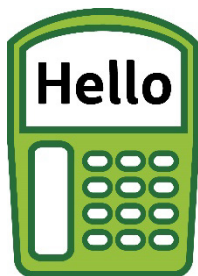
You can write to us.

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.

www.linkedin.com/company/ndiscommisson



You can follow us on Facebook.

www.facebook.com/NDISCommission



The Information Access Group created this Easy Read document using stock photography and custom images. The images may not be reused without permission. For any enquiries about the images, please visit www.informationaccessgroup.com.

Quote job number 4753.