

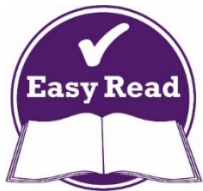


**NDIS Quality  
and Safeguards  
Commission**

# Making the NDIS safe

**How do we make sure we're a good regulator?**

**Easy Read version**



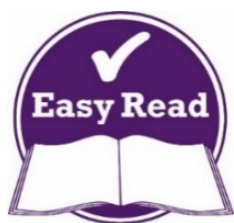
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## How to use this document



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

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



We wrote this document in an easy to read way.

We use pictures to explain some ideas.

**Bold**

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

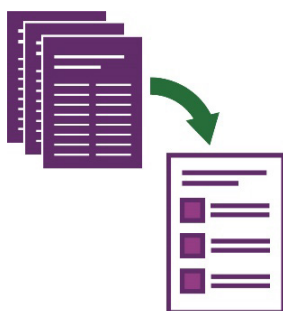
Not bold

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 16.



This Easy Read document is a summary of another document.

This means it only includes the most important ideas.



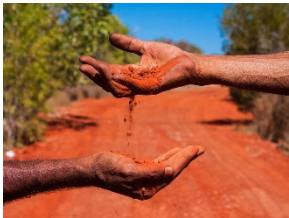
You can find the other document on our website.

[www.ndiscommission.gov.au/regulatory-approach](http://www.ndiscommission.gov.au/regulatory-approach)



You can ask for help to read this plan.

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

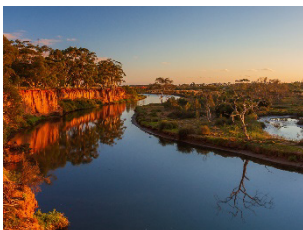


We recognise First Nations peoples as the traditional owners of our land – Australia.

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



- land



- waters.



## What's in this document?

What is this document about? 5

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## What's this document about?



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



It's our job to make 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 that say people must treat you:

- fairly
- equally.



We made a plan to make sure we are a good regulator.

We call it our approach.



Our approach helps us focus on people with disability for every decision we make.

---

## What's our approach?

Our approach shows how we make sure **participants** have:



- good quality and safety



- choice and control.



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



Our approach explains what we want to achieve.



And it explains how we will act as a regulator to reach our goals.



We do this by making sure **providers** follow our rules.

Providers support other people by delivering a service.



We also share information about how to provide:

- safe services
- good quality services.

Our approach guides how we will work to:



- make the NDIS safe

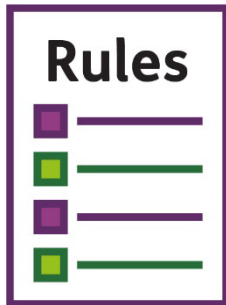


- get the best results for participants.

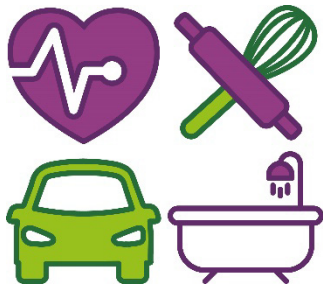


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This includes how we focus on what participants need by:



- using different rules



- offering different types of support.

# How did we create our approach?

## Our Strategic Plan



Our approach builds on our Strategic Plan 2022-2027.

We call it our plan.



Our plan has 3 areas we want to focus on.



1. The rights of people with disability



2. Good quality providers and workers



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.

And providers all:

- have different experiences
- provide different services.



We created an Easy Read version of our plan.

You can find it on our website.

[www.ndiscommission.gov.au/about/corporate-documents/2022-2027-strategic-plan#paragraph-id-5380](http://www.ndiscommission.gov.au/about/corporate-documents/2022-2027-strategic-plan#paragraph-id-5380)

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## Our 5 principles



Our approach also builds on our 5 **principles**.

Principles are important ideas that we should always think about.



### 1. Lead the way

We communicate and respond to support people with disability.



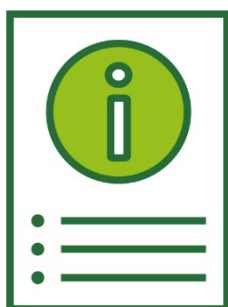
### 2. Build trust

We share information and do a good job to protect people with disability.



### 3. Keep learning

We focus on building and learning new skills to make our work better.



### 4. Use information

We use data and technology to act early and understand what people with disability need.



## 5. Stay connected

We work together as part of the NDIS to learn and change.

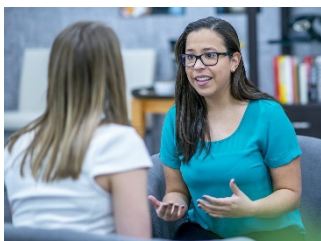
## Working together



We would like to thank everyone who worked with us to create our approach.



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



We look forward to working with people and organisations in the future.

---

## How will we make sure our approach works well?

We will regularly check our approach to make sure it:



- works well



- focuses on what we can do for people with disability.



Anyone can look at our approach to find out how we do our work.

This includes:



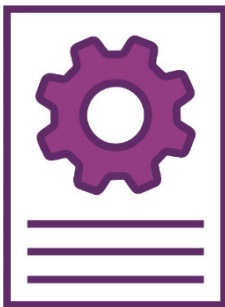
- participants



- providers



- the community.



We created a new **Operating Model** to support our approach.



Our Operating Model helps us work:

- as a team
- to get the best results for 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.



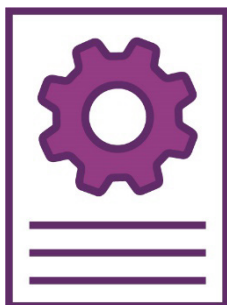
### **Market**

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



### **National Disability Insurance Scheme (NDIS)**

The NDIS provides supports and services to people with disability.



### **Operating Model**

Our Operating Model helps us work:

- as a team
- to get the best results for people with disability.





## Participant

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



## Principles

Principles are important ideas that we should always think about.



## Provider

A provider supports other people by delivering a service.



## 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 that say people must treat you:

- fairly
- equally.

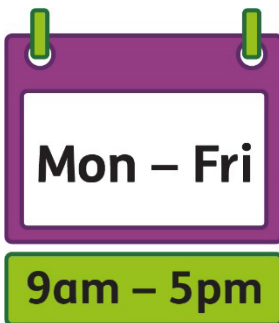
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## Contact us



You can call us.

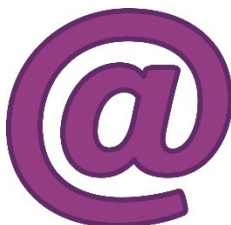
**1800 035 544**



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 send us an email.

**[contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)**



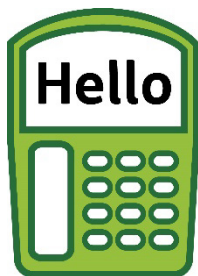
You can write to us.

NDIS Quality and Safeguards Commission  
PO Box 210  
Penrith  
NSW 2750



You can visit our website.

[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)



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