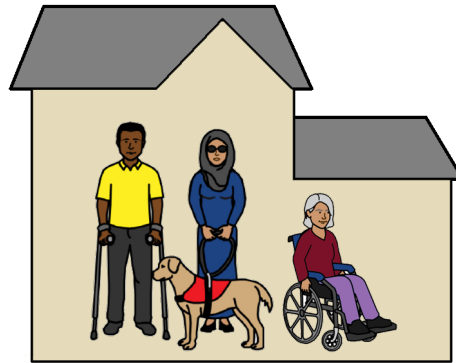
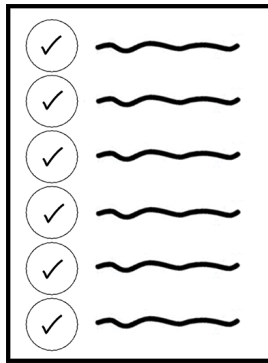


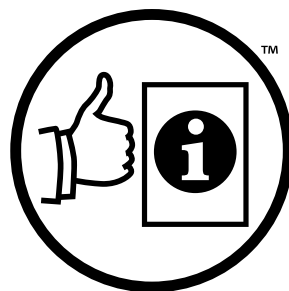


**NDIS Quality  
and Safeguards  
Commission**



# **Our plan for making some things about supported accommodation better**

**NDIS Quality and Safeguards Commission**



**Easy English**

## Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
  
- we write what the hard word means.

## You can get help with this book



You can get someone to help you

- read this book
  
- know what this book is about
  
- find more information.



We will write contact information at the end of this book.

## About this book



NDIS Quality  
and Safeguards  
Commission

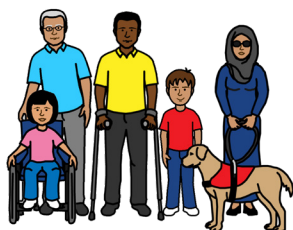
This book is from the  
NDIS Quality and Safeguards Commission.



We want to make things better for  
**NDIS participants.**



The NDIS or National Disability Insurance  
Scheme gives supports and services to people  
with disability.



Participants are people who get NDIS supports  
and services.



We are

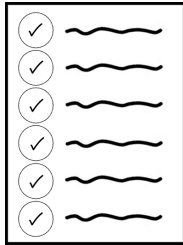
- part of the Australian Government



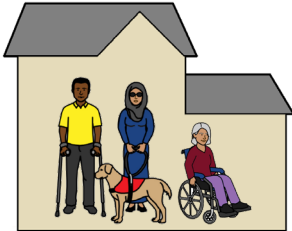
- **not** part of the NDIS.



We help keep NDIS participants safe.



This book is about our plan to make some things better in **supported accommodation**.



Supported accommodation means that people with disability

- live in a house with other people with disability
- get support to live in the house.

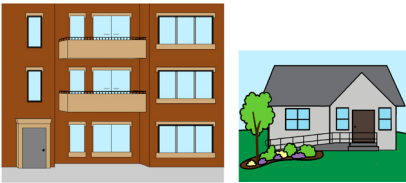


## Why we made the plan

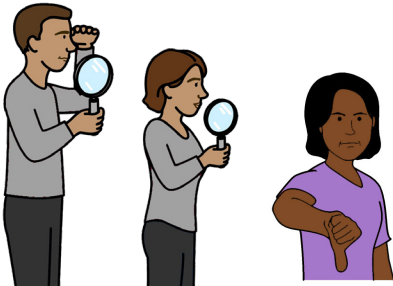
We had an **inquiry** into some things about supported accommodation.



Inquiry means we find out about problems.



We looked at what happened at 7 big supported accommodation providers.

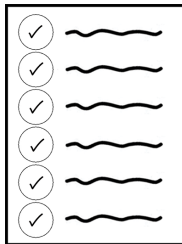


In the inquiry

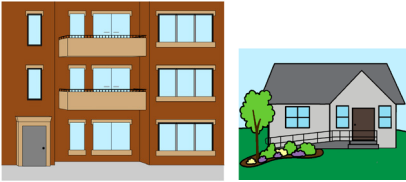
- we found some problems with supported accommodation



- we thought about the best ways to fix the problems.



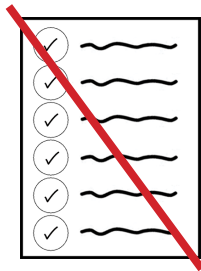
The plan says what we will do to fix the problems.



There were also problems with some of the 7 providers.



We will work with the providers to fix the problems.



How we will fix the problems with the providers is **not** in this plan.

## What we want the plan to do



We want to make **supported independent living** safer.



Supported independent living means people with disability get help with daily tasks in their home.



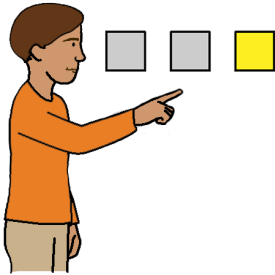
We also want to make **specialist disability accommodation** safer.



Specialist disability accommodation means a home built for the needs of a person with disability.



We want participants to be heard.



We want the NDIS to give participants

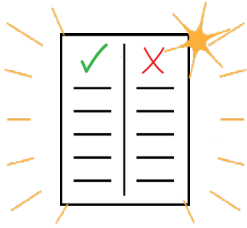
- more choice

- more control

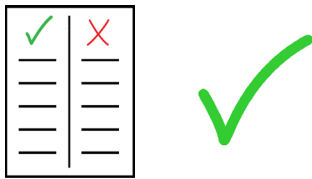


- a good experience.

## We will make sure providers do the right thing



We will make new rules about supported accommodation to help keep people safe.

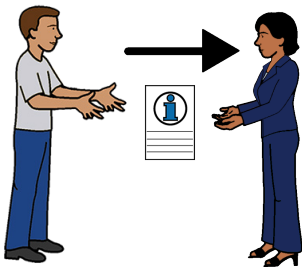


We will check that providers follow the rules.



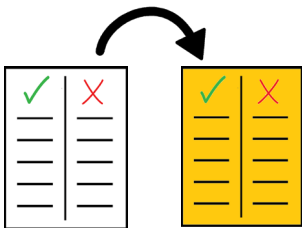
There are already rules that say providers **must** report when something bad happens.

For example, if someone gets hurt.



We will

- give providers more information on the rules

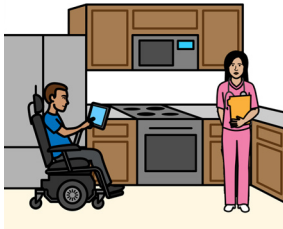


- check if the rules need to change.

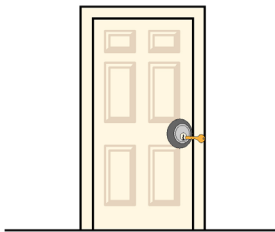




We will check that supported independent living services do the right thing.

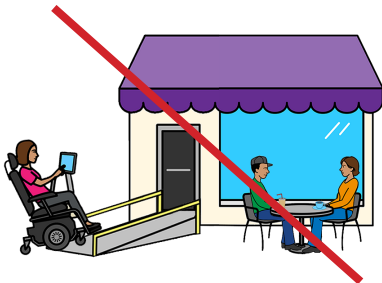


We will also check that specialist disability accommodation services do the right thing.



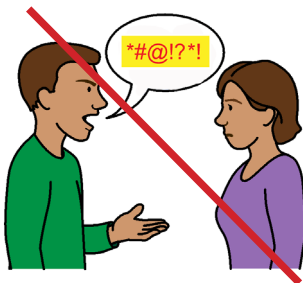
**Restrictive practices** are sometimes used to help keep people safe.

For example, a locked door.

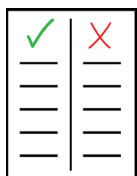


Restrictive practices also can **stop** you

- going places
- doing what you want.

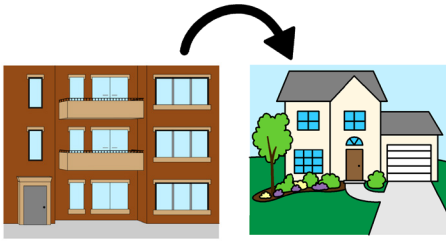


Providers and workers must **not** do things that might harm you.



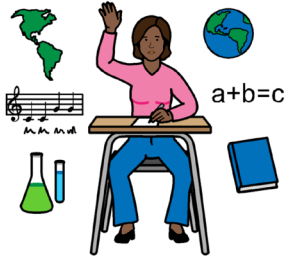
We will make sure providers follow the rules about restrictive practices.

## We will help providers and workers



We will work with providers to

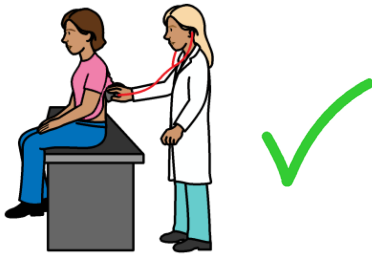
- make better types of supported accommodation



- give supported accommodation workers good skills.

We will think about other ways to make supported accommodation services better.

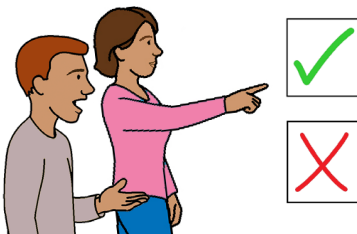
For example, how to



- keep participants healthy

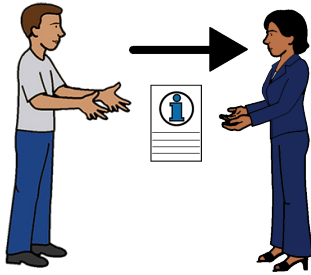


- listen to what services people with disability want



- support participants to decide for themselves.

## Information for providers and workers



We will give providers and workers information about

- choice and control

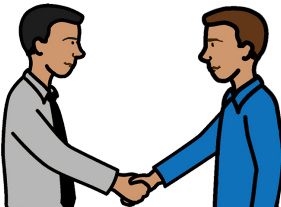


- **participant rights.**

Participant rights are rules about how participants should be treated.

For example, you have the right to

- be safe



- be respected



- get good services



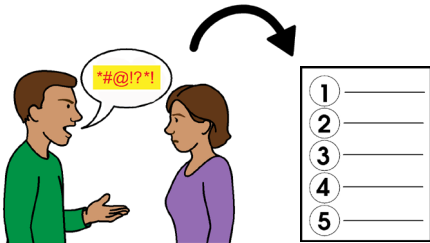
- meet your goals.



We will give information about

- the best ways to support participants

- how to manage complaints

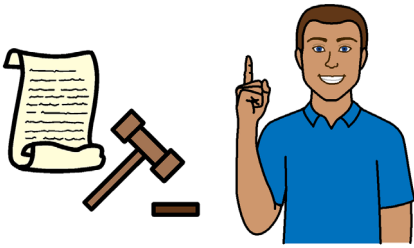


- what to do when something bad happens



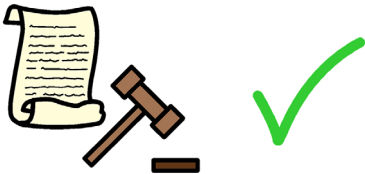
- ways to stop things going wrong.

## We will help participants say what they want

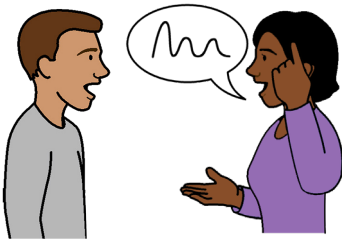


We will help participants

- know their rights



- get their rights.



We will listen to what people with disability think about the best way to help.

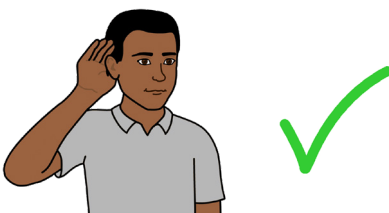


When big accommodation places change participants should have a say about

- where they want to live



- how they want supports.



We will check providers listen to participants when they plan new supported accommodation.

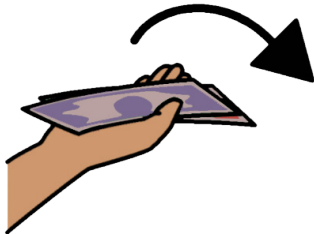
## We will make the NDIS better



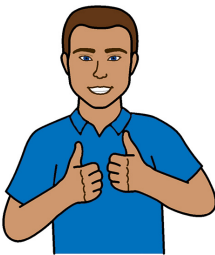
We will work with the **NDIA** to make the NDIS work better for people in supported accommodation.



The NDIA or National Disability Insurance Agency manages the NDIS.

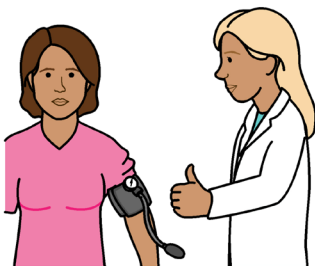


We will look at how the NDIS pays for different types of accommodation.



We will find out what participants need from supported accommodation to be

- happy



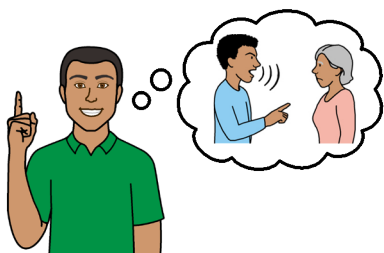
- healthy.

## Some things we already do



We already do some things that will help make supported accommodation better.

We help providers use **positive behaviour supports**.

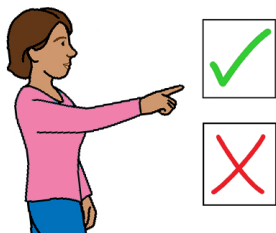


Positive behaviour supports help people

- understand your behaviour



- give you the right support.



We look at ways to

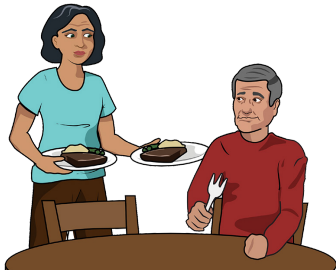
- help participants decide things for themselves



- make sure participants are safe.



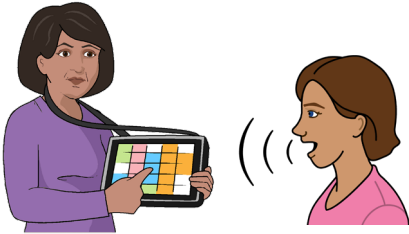
We give training to supported accommodation workers about NDIS rules.



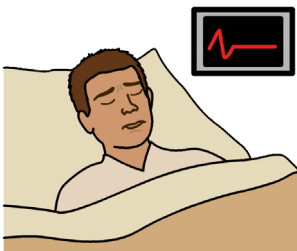
We help providers do some things better.

For example

- support you at meal times



- communication.



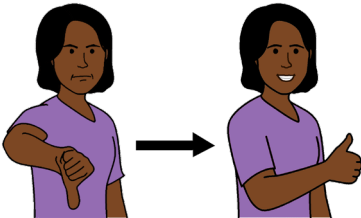
We check what happened when participants have died.



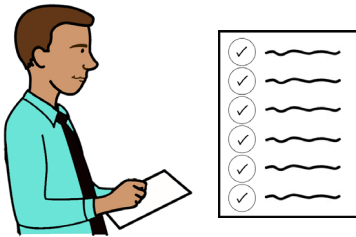


## What happens next

We will find out more about what happens in supported accommodation.

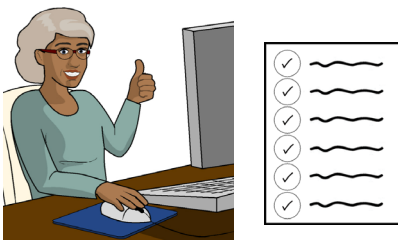


We will look for new ways to fix problems.



We will check we did what we said in this plan.

We will report to everyone what we did.



**You can read the full plan on our website**

Website [bit.ly/3HlvFYr](https://bit.ly/3HlvFYr)



## More information



NDIS Quality  
and Safeguards  
Commission

For more information contact the  
NDIS Quality and Safeguards Commission.



Call 1800 035 544



Monday to Friday 9 am to 5 pm



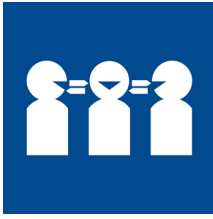
Website [ndiscommission.gov.au](http://ndiscommission.gov.au)



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



Write a letter  
**NDIS Quality and Safeguards Commission**  
**PO Box 210**  
**Penrith**  
**NSW 2750**



### If you do not speak English

Use the free Translating and Interpreting Service or TIS.



Call 131 450

Give the TIS officer the phone number you want to call.



### If you need help to speak or listen

The National Relay Service can help you make a phone call.



Call 1800 555 660



Website [bit.ly/nrs-helpdesk](http://bit.ly/nrs-helpdesk)

Give the relay officer the phone number you want to call.

This Easy English document was created by Scope (Aust) Ltd. in May 2023 using Picture Communication Symbols (PCS). PCS is a trademark of Tobii Dynavox, LLC. All rights reserved. Used with permission. This document must not be sold to third parties. The images must not be reused without permission. For more information about the images, contact Scope on 1300 472 673 or visit [scopeaust.org.au](https://scopeaust.org.au)

