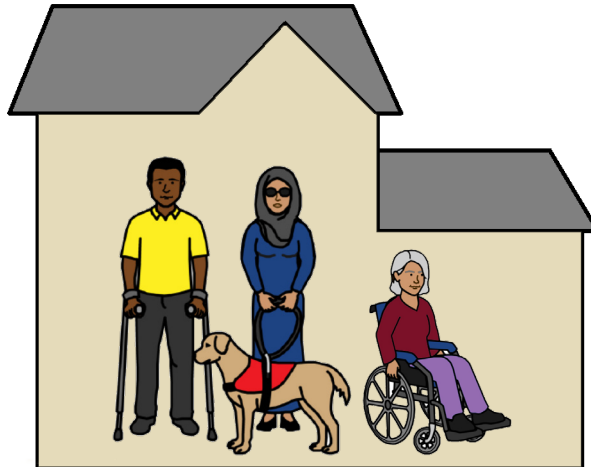




**NDIS Quality
and Safeguards
Commission**



Inquiry into some things about supported accommodation

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

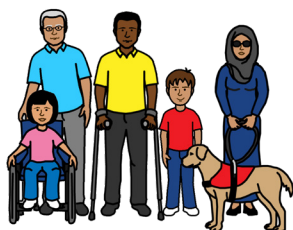
This book is from the
NDIS Quality and Safeguards Commission.



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.



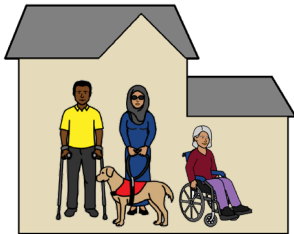
We help keep NDIS participants safe.

This book is about an **inquiry**.



Inquiry means we find out about problems.

Our inquiry was into some things about **supported accommodation**.

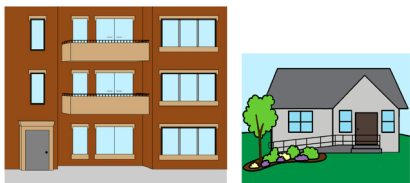


Supported accommodation means that people with disability

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



About the inquiry

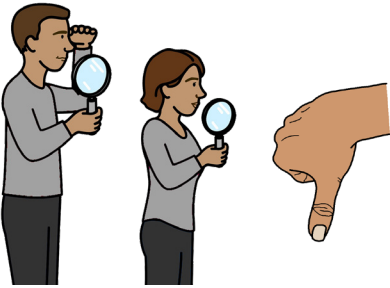


We looked at things that happened at 7 big supported accommodation providers.

The providers were

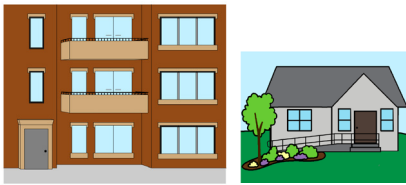
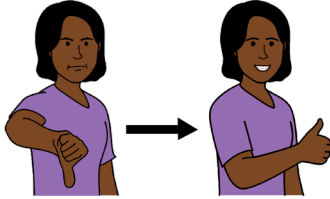
- Aruma Services
- Endeavour Foundation
- Life Without Barriers
- Lifestyle Solutions
- Minda and Minda Housing
- Scope and Home@Scope
- the Disability Trust.

What we wanted to know



We wanted to find out about

- things that have gone wrong
- how the things can be fixed.



What happens at 7 big providers can tell us what might happen at many other providers.

We looked at **complaints** about the providers.



A complaint means you tell us about something that went wrong with your services or supports.

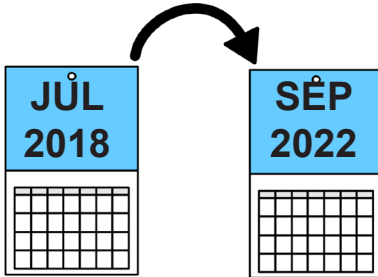
We also looked at **reported incidents**.



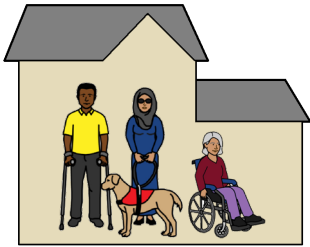
A reported incident means a provider told us something bad happened to a person with disability.



Providers **must** tell us about some incidents.
For example, if someone gets hurt.



We looked at complaints and reported incidents
from 1 July 2018 to 30 September 2022.

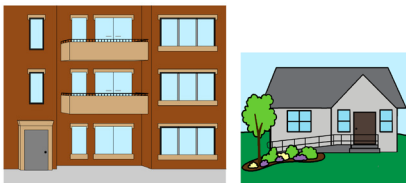


We talked to

- people who live in supported accommodation



- groups who help people with disability say what they want

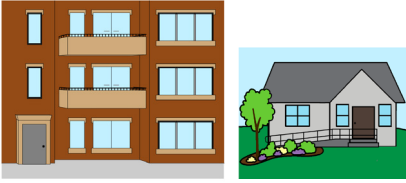


- supported accommodation providers.



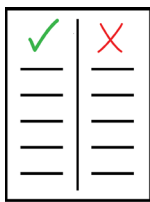
People from La Trobe University helped us find out
how other people fix the things that went wrong.

What we found



We found things we want to make better at all supported accommodation providers.

Rules

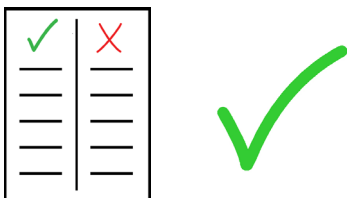


There should be more rules for supported accommodation providers.

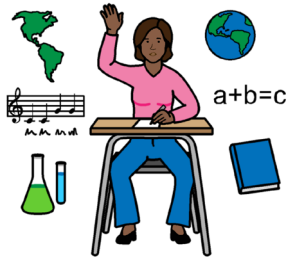


The rules should be about how to

- keep people safe
- give good service.



We need more ways to check that providers follow the rules.



Workers

Many supported accommodation workers

- have good skills

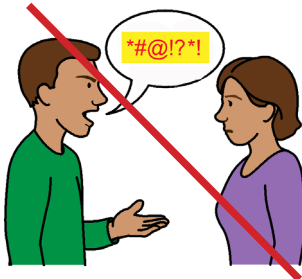


- want to do a good job.



But some workers do **not** do the right thing.

Providers need to make sure workers know they must **not** hurt participants.



When a worker does the wrong thing the provider needs to **stop** the worker.

Changes to support



Participants can find it hard to change providers if their needs change.



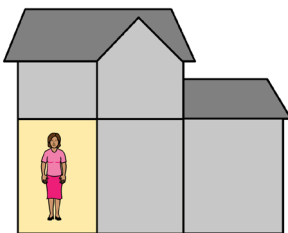
It can be hard to change providers of

- **supported independent living**
- **specialist disability accommodation.**

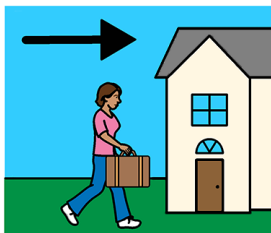


Supported independent living means people with disability get help with daily tasks in their home.

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

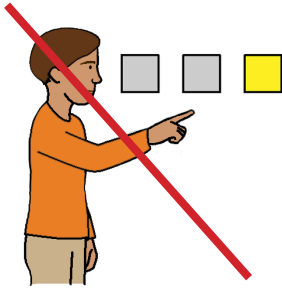


It can be hard for providers to fill places in homes.



There can be problems when a person moves to another home.

Choice and control



Participants might **not** get enough choice and control in supported accommodation.

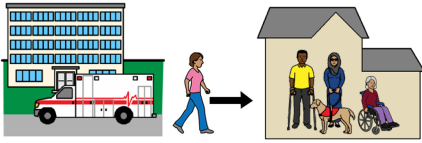


Participants should be able to

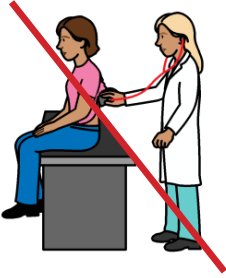
- try new types of homes if they want
- say what they want when providers plan new homes.



Health services



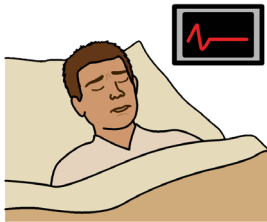
Things can go wrong when people move from health care to supported accommodation.



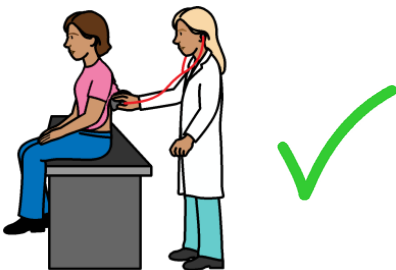
Sometimes it is hard for people in supported accommodation to get good care

- for their health

or



- when they are near the end of their life.



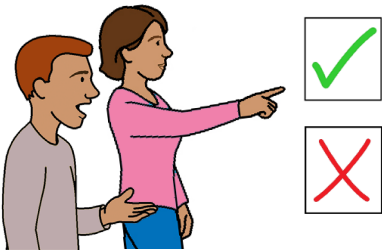
We want providers to help participants get better health care.

Information we need

We need some better information about supported accommodation.

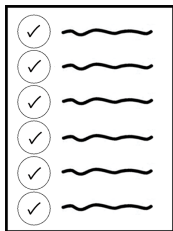
For example

- what people want
- how people get other supports
- if people get enough help to choose their supports.



What we will do next

We will make a plan to fix the problems in supported accommodation.

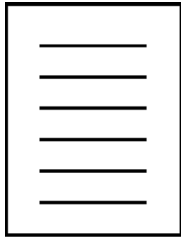


We might **not** be able to fix all the problems.



We will ask people with disability about the best way to do the things in the plan.

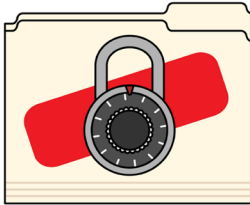
Reports for providers



We also made a report for each provider about problems at their accommodation.



We are working with the providers to fix the problems.



The law says we **cannot** share the provider reports with anyone else.

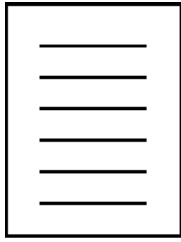


We want to know what you think

You can tell us what you think about the inquiry.



The contact information is at the end of this book.



You can read more on our website

The full report about the inquiry

Website bit.ly/3A9GdWx



An Easy English book about our plan to fix problems in supported accommodation

Website 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



Email
contactcentre@ndiscommission.gov.au



Write a letter

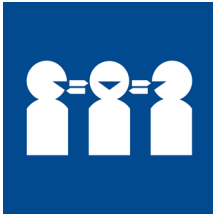
NDIS Quality and Safeguards Commission

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

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

Notes

Notes

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

