



Quality and Consumer Information

The **NDIS Quality and Safeguards**

Commission made this information.



We will say the **NDIS Commission** for short.

The NDIS Commission makes sure you



- Are safe when you get NDIS supports



- Get good NDIS services.



This information says what we found out in our **quality and consumer information consultations**.



Quality is something that is good and safe.



A consumer is a person that uses or buys something like a service.



Consultation is when we speak to people and organisations about their experiences.

Consultation with participants and organisations

We spoke to **participants**, families, **providers** and **advocates** about their experiences.



Participants are people who get support from the NDIS.



Advocates are people who help you speak up for yourself.



Providers support people by delivering a service.





We spoke about:

- What makes NDIS services safe and good



- How participants choose providers and workers



- What things would help people with disability know their **rights**

Rights are rules about how everyone should be treated fairly and equally.



- If participants know how to speak up if something is wrong

What participants told us about worker quality



Participants told us what **worker quality** looks like.



Workers are people who provide services to people with disability.



Quality is something that is good and safe.



Participants told us quality means supporting participant's **rights**.

Rights are rules about how everyone should be treated fairly and equally.



Participants want workers who are reliable and **respectful**.

Respectful means workers listen to you and work together with you.



Skills and training was something participants look for in workers.



Participants look for good **behaviour** and good **attitudes** in workers.



Behaviour is how they act and what they do.



Attitude is what they think and feel.

What participants told us about provider quality



Participants told us what **provider quality** looks like.



Providers support people with disability by delivering a service.



Quality is something that is good and safe



Participants told us they look for providers who have similar **values**.

Values help us with decisions and the way we act towards others.



Many participants look for providers who want to learn and get better.



Participants like providers who:

- Care about participants
- Communicate with participants in ways that suit them





Participants like providers who:

- Make room for change



- Treat you like an individual



- Help you live your life the way you want



- Respect the choices you make

What participants told us about safety and services



Everyone should feel safe at home and in the community.



Safety can be:

- Physical safety is the environment you are in.



- Emotional safety is your thoughts and feelings.



Participants said safety means:

- Being seen as an individual



- Being heard and respected



- Feeling comfortable



- Help you with what you need



When choosing a worker participants:

- Like to meet and get to know a worker



- Watch how workers complete tasks during their shift



- Talk about what they like and what they don't like

Participants feel unsafe when:



- They are not told of their rights and choices



- Their rights are not supported



- They are not treated how they want by workers



Participants want:

- Providers to be told when they do something wrong and say sorry



- Providers to make it easy to understand their information and decisions

What participants told us about safety and the complaints process



NDIS Quality
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Commission

Many participants do not know about the NDIS Commission **complaints** process.



We handle **complaints** about the supports and services people get from NDIS providers.



When you make a complaint, you tell someone that something:

- Has gone wrong



- Isn't working well



To make the complaints system better,
participants want:



- Information that is easy to find and understand



- More communication
 - Staying in touch
 - Tell them what's happening



- Information to help make sure they have support to make decisions



- Communicate with participants in a way they want



- Explain the decisions that we make



- Answer your questions

What participants told us about consumer information



We talked to participants about **consumer** information.

A **consumer** is a person that uses something.



Participants told us they want information that is easy to:



- Understand



- Find and use



Participants want more information on:

- Service providers



- NDIS Planning process



- Making choices



Participants often use information from:

- People with lived experience



- Family and friends



- Workers



- Support coordinators



Participants want new systems that recognise quality and safety of services.



A new system will help participants

- Find services and providers



- Look at participants reviews



- Look at staff skills

What participants told us about choice



We spoke to participants about **choice**.

Choice is being able to choose between different options.



Participants said:

- More providers does not mean more choice.



- A lot of new providers do not know about how the NDIS works.



Participants said:

- Some participant's hire providers to choose their workers to deliver support.



- Some participants hire workers directly to deliver support to them



Participants said there is not enough information about **pricing**.

Pricing is the word we use when talking about how much you pay for services.



Participants felt unsafe and uncomfortable when pricing was not talked about.



Participants with complex needs find it hard to find service providers who can meet their needs.



Participants said in remote and regional areas there are sometimes not enough workers or providers.



Participants in remote and regional areas told us they are often not receiving safe and good supports.



Participants felt they do not have a choice to change supports due to not enough workers.

What we will do next



What we found out will help us do things better.



We will:

- Make sure people get more information about the NDIS Commission like how we can help.



- Update our systems to make information easy to find and understand.



- Work with providers on supporting participant rights.