



**NDIS Quality  
and Safeguards  
Commission**

# **NDIS Quality and Safeguards Commission**

## **Our Annual Report – 2019 to 2020**

Easy Read version



## How to use this report



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

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



We wrote this report in an easy to read way.

We use pictures to explain some ideas.

Not bold  
**Bold**

We have written some 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 21.



This Easy Read report is a summary of another report.

This means it only includes the most important ideas.



You can find the other report on our website at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)



You can ask for help to read this report. A friend, family member or support person may be able to help you.

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## What's in this report?

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## About the NDIS Commission



The **National Disability Insurance Scheme (NDIS)** provides services and support 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 make sure NDIS providers are doing a good job.



We help:

- fix problems
- make NDIS supports and services better.



We help NDIS participants speak up for themselves if they have:

- been hurt
- been treated badly
- not been given what they were promised.



People who take part in the NDIS are called **participants**.



We make sure NDIS providers and workers follow the rules.



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



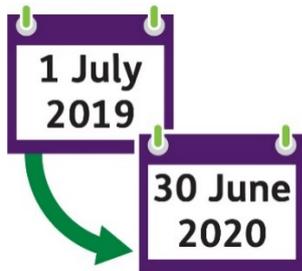
When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.

## What we did last year



This report is about our Annual Report.



It explains what we did between:

- 1 July 2019
- and
- 30 June 2020.

## Black Summer bushfires



The Black Summer bushfires happened during the summer of 2019–2020.



They were worse than other bushfires we might have in Australia each year.



They damaged a lot of:

- the land
- the animals
- people's homes.

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We told NDIS providers they could contact us if they:



- could not deliver services to participants because of the fires



- had any problems giving us reports they usually give us.



We sent alerts to providers that explained ways to keep participants safe during summer.



We made it easier for NDIS providers to contact us if something went wrong



We looked for ways to make it easier for NDIS providers to keep doing the things they must do.

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## Coronavirus (COVID-19)



COVID-19 is a new **virus** that has affected many people around the world.

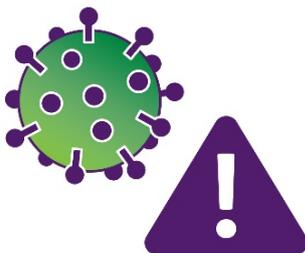


A virus is an illness or disease that can spread easily from one person to another person.

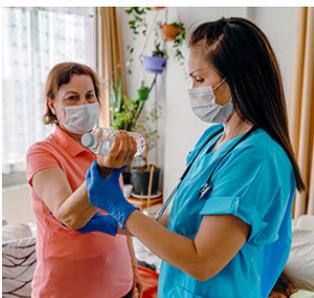


We created a special team to help us deal with COVID-19.

We worked with providers to help them understand how to:



- deal with COVID-19



- keep supporting you and other people with disability.



We made sure providers were keeping participants safe from COVID-19.



We also looked after complaints about providers.

We shared our tools and resources to help make sure:



- the safety of participants was the most important thing



- providers didn't change or cancel any supports and services unless this was the only way to keep participants safe



- we could check how things were going with the NDIS.



- **critical supports** could keep going.



Critical supports are supports and services that participants need for their health, safety and wellbeing.



We supported our staff and kept them safe.

## Working with us



Last year we worked in every state and territory, except Western Australia.



We supported Western Australia to get ready to work with us.



We will start working in Western Australia from 1 December 2020.

## Royal Commissions

We worked with the:



- **Royal Commission** into Aged Care Quality and Safety.

We also call it the Aged Care Royal Commission.



- **Royal Commission** into Violence, Abuse, Neglect and Exploitation of People with Disability.

We also call it the Disability Royal Commission.



A **Royal Commission** is how the government looks into a big problem.



It helps us find out what:

- went wrong
- we can fix.



The Aged Care Royal Commission is looking at:

- the quality of aged care services
- how safe aged care services are.



We answered questions the Aged Care Royal Commission had about:

- what we do
- our experience in the NDIS.

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The Disability Royal Commission is looking at why people with disability experience:



- **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.



We gave the Disability Royal Commission information they needed.



We answered questions the Disability Royal Commission had about health care for people with disability.

## The death of an NDIS participant



On 6 April 2020, an NDIS participant died in South Australia.



Her name was Ann-Marie Smith.

Ann-Marie died because she wasn't getting the support she needed from her NDIS provider.



The police are looking into Ann-Marie's death.



We are also looking into what happened.



We have already taken some action against the NDIS provider that was supporting Ann-Marie.



We might take more action in the future.



We contacted over 2,700 providers that deliver daily personal support at home.



We asked them to tell us about any participants who get support from only 1 support worker.

If they said yes, they have to tell us how they:



- manage the 1 support worker



- check that the support worker is doing a good job.

## Changes to laws and rules



Last year, there were some changes made to important laws and rules.



This included changes to the NDIS Act.

The NDIS Act is a law that covers:



- how the NDIS should work



- how a person can become a participant



- how to become an NDIS provider.



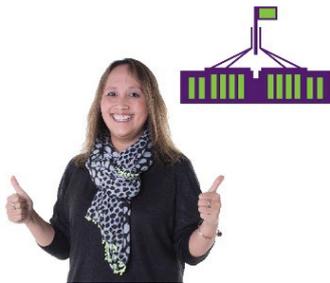


The NDIS Act changed the types of **audits** some providers need to do.



When a provider is audited, checks are done on:

- how well they work
- records and information they keep
- what type of experience people have when they use the service.



The Australian Government gave us more power.



We can now stop providers and support workers who we don't think are right for the job from working with participants.

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## Our work in numbers

### About participants



Last year, the NDIS had 367,612 participants.



This number does not include Western Australia.

### About providers



Last year we had 17,253 providers **registered** to provide supports and services to participants.



A registered provider:

- can offer supports and services to participants
- is on a list that we look after.



**3,745**

Last year, there were 3,745 **behaviour support practitioners**.



Behaviour support practitioners help people to:

- live better lives
- have less **behaviours of concern**.



Behaviours of concern are things someone does that might put:

- themselves in danger
- other people in danger.



They wrote 6,074 **behaviour support plans**.



A behaviour support plan is a document with steps for improving behaviour.

## About complaints



Last year, we heard 4,469 complaints.



Providers told us about 311,040 reportable incidents.

Some of these were about the same incident.

## About COVID-19



Last year we received 166 complaints about COVID-19.



1,297 people told us their support changed because of COVID-19.

## Word list

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



### **Abuse**

When someone treats you badly.



### **Audit**

When a provider is audited, checks are done on:

- how well they work
- records and information they keep
- what type of experience people have when they use the service.



### **Behaviour support plan**

A behaviour support plan is a document with steps for improving behaviour.



### **Behaviour support practitioners**

Behaviour support practitioners help people to:

- live better lives
- have less behaviours of concern.



## Behaviours of concern

Behaviours of concern are things someone does that might put:

- themselves in danger
- other people in danger.

## Complaint

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

- has gone wrong
- isn't working well.



## Critical supports

Critical supports are supports and services that participants need for their health, safety and wellbeing.



## Exploitation

When someone takes advantage of you.



## National Disability Insurance Scheme (NDIS)

The NDIS provides services and support to people with disability.



## Neglect

When someone is not helping you the way they are supposed to help you.



## Participants

People who take part in the NDIS.



## Quality

Quality is about receiving good services that:

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



## Registered provider

A registered provider:

- can offer supports and services to participants

- is on a list that we look after.



### **Royal Commission**



A Royal Commission is how the government looks into a big problem.



### **Violence**

When someone hurts you physically.



### **Virus**

A virus is an illness or disease that can spread easily from one person to another person.

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## 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**



Send us an email:

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



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NDIS Quality  
and Safeguards  
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[www.ndiscommission.gov.au](http://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](http://internet-relay.nrscall.gov.au)



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