



**NDIS Quality
and Safeguards
Commission**

Our Corporate Plan 2023–2024

Easy Read version

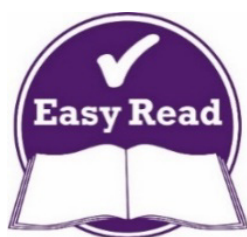


How to use this plan



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

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



We wrote this plan in an easy to read way.

We use pictures to explain some ideas.

Bold

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

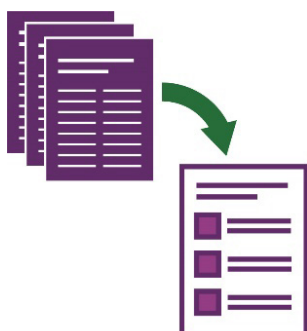
Not bold

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page **27**.



This is an Easy Read summary of another plan.

This means it only includes the most important ideas.



You can find the other plans on our website.

www.ndiscommission.gov.au/about/corporate-documents

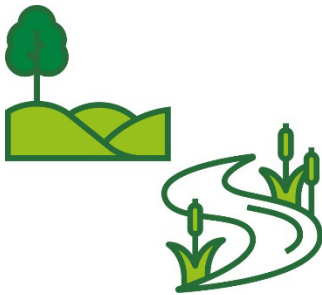


You can ask for help to read this plan.

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



We recognise Aboriginal and Torres Strait Islander peoples as the traditional owners of the land we live on – Australia.



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

- lands
- waters.



This document includes photos of Aboriginal and Torres Strait Islander peoples.

It may contain images of people who have passed away.

What's in this plan?

What do we do?	5
What is our Plan about?	8
What do we want to focus on?	12
1. Supporting the voices of participants	14
2. Being a better regulator	16
3. Improving quality	19
4. Our people	22
5. The ways we work	24
How do we make sure our Plan works well?	26
Word list	27
Contact us	33

What do we do?



The National Disability Insurance Scheme (NDIS) supports **participants** across Australia.



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



The NDIS Quality and Safeguards Commission (NDIS Commission) makes sure participants:

- are safe
- get good **quality** services.

Quality is about services that:



- support participants in the ways they need



- give participants choice and control.



And we make sure NDIS **providers** are doing a good job.

Providers support people by delivering a service.



We also manage risks to participants.



We try to:

- understand these risks
- stop them from happening.

This includes keeping participants safe from:



- **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.

What is our Plan about?



Our Corporate Plan is about what we want to focus on over the next year.

We call it our Plan.

Our Plan explains:



- what we want to do



- how we will do these things



- how we will make sure our plan works well.

Supporting our Strategic Plan



Our Plan also supports our Strategic Plan 2022–2027.



This plan explains how we want to improve the NDIS Commission over the next 4 years.

Our Strategic Plan has 3 areas we want to focus on:

1. The **rights** of people with disability



Rights are rules about how people must treat you:

- fairly
- equally.



We want to speak up about the rights of people with disability.



2. Good quality providers and workers



We want every participant to be able to find and use services that are:

- safe
- good quality.



We want workers with the right skills to deliver these services.



3. Supporting a **diverse market**

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



When a market is diverse, there are lots of different supports and services to choose from.



Providers all:

- have different experiences
- provide different supports and services.



We want participants to have a choice of supports and services that are:

- right for them
- safe
- good quality.



You can find more information about our Strategic Plan on our website.

www.ndiscommission.gov.au/about/corporate-documents/2022-2027-strategic-plan

What do we want to focus on?

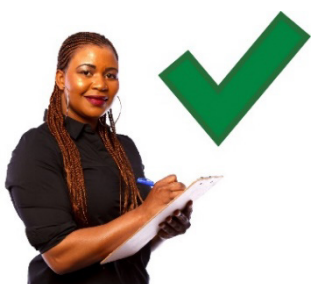


Our Plan includes 5 **priorities** that will guide what we do over the next year.

Priorities are things we need to focus on to achieve our goals.



1. Supporting the voices of participants



2. Being a better regulator



3. Improving quality



4. Our people



5. The ways we work

On the following pages we explain:



- our priorities



- what activities we will do to support them.

1. Supporting the voices of participants



We want to make sure participants feel supported to have their say.



We will keep listening to what participants have to say about:

- NDIS supports and services
- the work we do.

For example, we will listen to **advisory groups**.



An advisory group is a group of people who work with us to share what:

- is working well
- needs to work better.



We will also use **co-design** to improve the way we do our work.

Co-design is when people work together to plan something new.

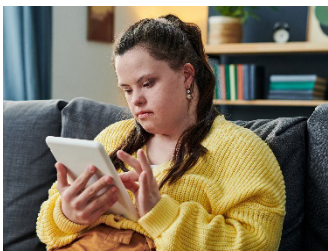


We will also use co-design to share information with the community.



This information will show the community:

- how they can share information with us
- how we share **accessible** information with them.



When information is accessible, it is easy to:

- find and use
- understand.



We will make a way to support participants who get behaviour supports.

This includes making sure participants can have their say about decisions that affect these supports.

2. Being a better regulator



We want to keep improving the way we work as a **regulator**.



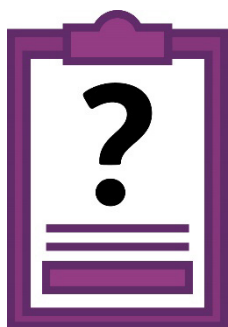
A regulator makes sure:

- everything works well
- everyone follows the rules.



We will work on making sure we improve the skills of our **workforce**.

Our workforce is the group of people who work at the NDIS Commission.



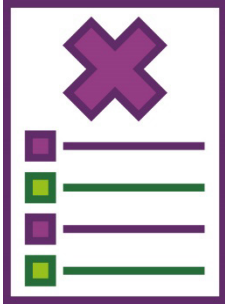
We will use a survey to check how we are doing.



The survey will look at:

- how well we work
- how well other regulators work.

We will look at areas where:



- people don't follow the rules



- participants are most at risk.

We will explain these areas to:



- providers



- participants



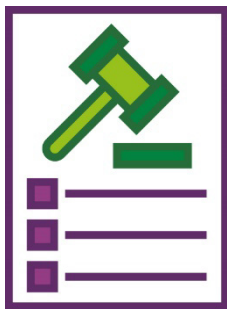
- other organisations we work with.



And we will focus on ways we can support providers to make sure participants are safe.

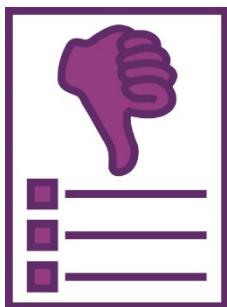


We will also take more action when providers put participants at risk.



This includes **legal action**.

Legal action is when the government takes someone to court for breaking the law.



And it includes **civil action**.

Civil action is when you take someone to court because they have done something you don't agree with.



They might have to pay you money if something bad happened to you.

3. Improving quality

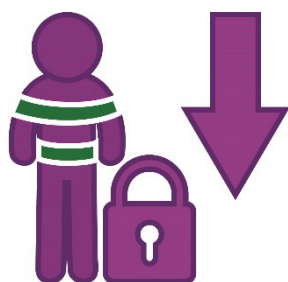


We want to make sure participants can find and use good quality services and supports.

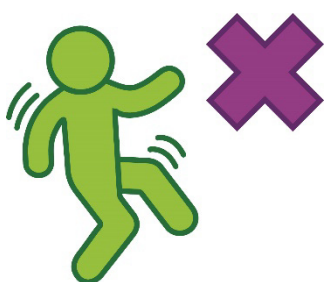


We will make resources that improve the way providers support participants with their behaviour.

And we will also offer training to providers on how they can support participants.



This includes supporting providers to use less **restrictive practices**.

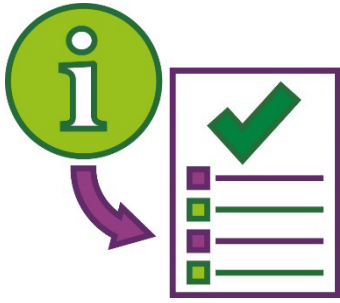


Restrictive practices are actions that stop people from:

- moving
- doing what they want.



We will also support participants to know their rights when providers talk about restrictive practices.



We will share information about what rules providers must follow.



For example, information about what providers who offer **supported accommodation** must do.



Supported accommodation is a type of housing for people with disability who need support.



We will use research to make sure providers support participants in the best ways.



We will also update our website to make sure it is accessible.

We want participants to be able to find and use information in the ways that they need.



We will use ideas from others to improve how we work as a regulator.



This includes ideas from the **NDIS Review**.



The Australian Government is checking the NDIS to find out what:

- works well
- could be better.

They call it the NDIS Review.



We will also listen to and use ideas from:

- our workforce
- the Disability Royal Commission.

A **royal commission** is how the government looks into a big problem.



It helps us find out what:

- what went wrong
- we can fix.

4. Our people



We want to make sure the people who work for us:

- have the right skills
- gets the support they need.



We will hire more workers with the skills we need to do our work as a regulator.



This includes workers who come from different backgrounds.



We will make different programs that:

- support workers to do their job
- help us hire people from different backgrounds.



We will use our Work Health and Safety Plan to make sure our workers:

- have good wellbeing
- feel safe at work.



We also understand that our workforce will be strong if people:

- can share what they have to say
- feel like they belong
- feel safe at work.



We will support groups run by our workers that helps them do this.

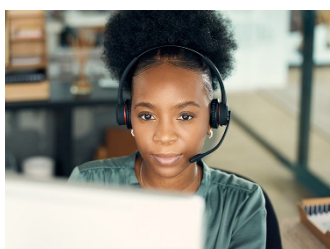
5. The ways we work



We want to make it easier for participants to:

- connect with us
- use our online services.

We will use projects to improve:



- our contact centre



- the way we collect **data**.



When we talk about data, we mean:

- facts
- information
- records.



We will update our online services to make sure they support:

- participants
- providers
- other people we work with.



We will make sure we **review** the ways we deliver our services.



When you review something, you check to see what:

- works well
- needs to be better.



We will also make sure we deliver our services in ways that work well for everyone.

How do we make sure our Plan works well?

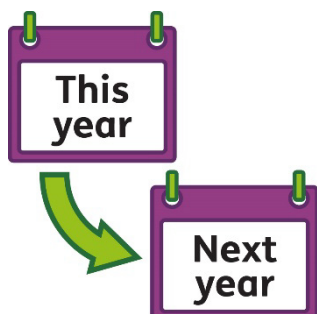


At the end of each year, we look at how well we did.



We will do this by collecting data on our:

- priorities
- activities.



The data will help us know what we:

- did well this year
- need to do next year.



We will share how well we did in our Annual Report 2023–2024.

It will be ready in October 2024.

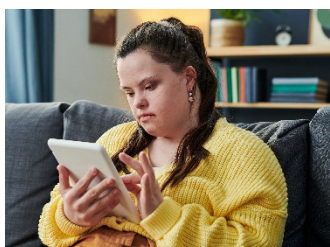
Word list

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



Abuse

Abuse is when someone treats you badly.



Accessible

When information is accessible, it is easy to:

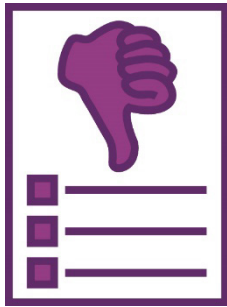
- find and use
- understand.



Advisory group

An advisory group is a group of people who work with us to share what:

- is working well
- needs to work better.



Civil action

Civil action is when you take someone to court because they have done something you don't agree with.

They might have to pay you money if something bad happened to you.



Co-design

Co-design is when people work together to plan something new.



Data

When we talk about data, we mean:

- facts
- information
- records.



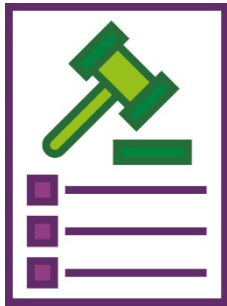
Diverse

When a market is diverse, there are lots of different supports and services to choose from.



Exploitation

Exploitation is when someone takes advantage of you.



Legal action

Legal action is when the government takes someone to court for breaking the law.



Market

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



Neglect

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



NDIS Review

The Australian Government is checking the NDIS to find out what:

- works well
- could be better.

They call it the NDIS Review.



Participants

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



Priorities

Priorities are things we need to focus on to achieve our goals.



Providers

Providers support people by delivering a service.



Quality

Quality is about receiving good services that:

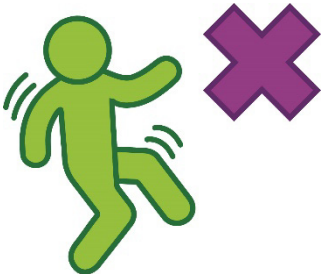
- support participants in the ways they need
- give participants choice and control.



Regulator

A regulator makes sure:

- everything works well
- everyone follows the rules.



Restrictive practices

Restrictive practices are actions that stop people from:

- moving
- doing what they want.



Rights

Rights are rules about how people must treat you:

- fairly
- equally.

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.



Supported accommodation

Supported accommodation is a type of housing for people with disability who need support.



Violence

Violence is when someone hurts you physically.



Workforce

Our workforce is the group of people who work at the NDIS Commission.

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



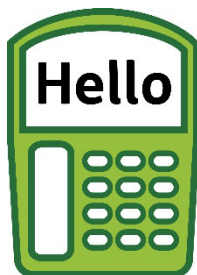
You can write to us.

NDIS Quality and Safeguards Commission
PO Box 210
Penrith
NSW 2750



You can go to our website.

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



You can follow us on LinkedIn.

au.linkedin.com/company/ndiscommission



You can follow us on Facebook.

www.facebook.com/NDISCommission



The Information Access Group created this Easy Read document using stock photography and custom images. The images may not be reused without permission. For any enquiries about the images, please visit www.informationaccessgroup.com.

Quote job number 5357.