



**NDIS Quality  
and Safeguards  
Commission**

# Rules to improve home and living supports

**We want to hear from the community**

**Easy Read version**



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## How to use this document



NDIS Quality  
and Safeguards  
Commission

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

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



We wrote this document in an easy to read way.

We use pictures to explain some ideas.

**Bold**  
Not bold

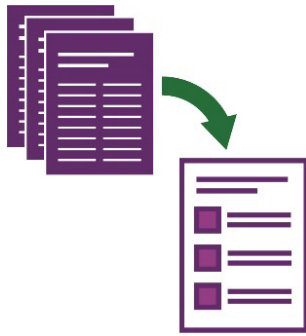
We wrote some important words in **bold**.

This means the letters are thicker and darker.



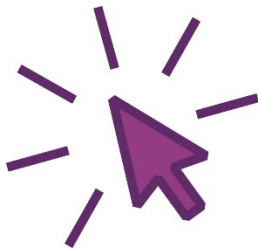
We explain what these words mean.

There is a list of these words on page [20](#).



This is an Easy Read summary  
of another document.

This means it only includes the  
most important ideas.



You can find the other document on our website.

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



You can ask for help to read this document.

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

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## Our work so far



We want to improve home and living supports in the National Disability Insurance Scheme (NDIS).



In 2021, we looked at issues in **supported accommodation**.



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



Supported accommodation is where 3 or more people with disability:

- live together
- share their support.



We also looked at what we will do to improve **supported independent living (SIL)** services.



SIL is help with daily tasks around your home so you can:

- do things for yourself
- learn new skills.



In 2023, we made a plan about what we will do to improve:

- SIL
- **specialist disability accommodation (SDA).**



SDA is housing for people with disability who need extra support most of the time.

## Why we want to hear from the community



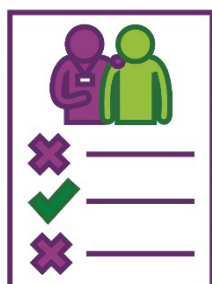
We want **feedback** from the community on 3 ideas to improve home and living supports in the NDIS.



When you give feedback, you tell someone what they:

- are doing well
- can do better.

Our ideas are about:



- updating rules for how providers should deliver services



- creating new rules for supported accommodation



- separating home and living supports.

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## Who we want to hear from



In August and September 2024, we will collect feedback from different groups in the community.

This includes:



- people with disability



- families and carers

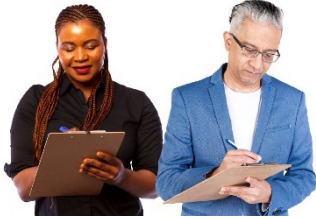


- people who make decisions for people with disability.



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We also want to hear from:



- researchers



- experts



- providers.



Providers support people with disability by delivering a service.



We will share the feedback at the end of 2024.

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# What we will ask the community

## 1. Update rules about how providers should deliver services



Providers told us they want support to understand how to deliver safe and **quality** services.



Quality is about good services that:

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

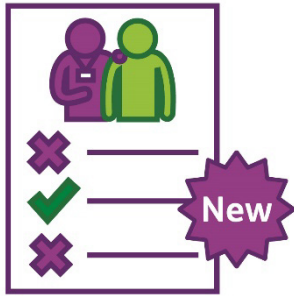


Participants told us they want services to focus on their **rights**.



Rights are rules about how everybody should be treated:

- fairly
- equally.



We want to make new rules for all NDIS supports.



This will help providers make sure that their services are:

- safe
- good quality.

These new rules would support:



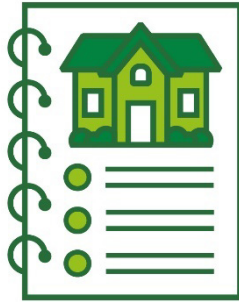
- providers to focus on the rights of participants



- providers to focus more on the results we want to achieve for participants



- different ways to check the quality of services.



We also want to make guides for providers that deliver supports in supported accommodation.



These guides will explain how providers can deliver safe and quality services.

## Questions we will ask



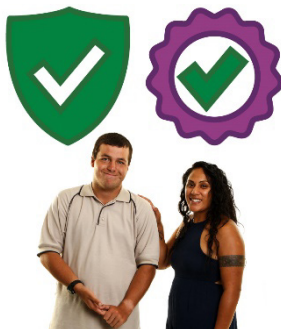
How can we make sure that the rules help providers deliver safe and quality supports in the way participants choose?



What do you think about the idea that the new rules should focus on the results participants want?



What things can help participants know if they are getting quality and safe supports from a provider?



How can we help providers and workers make sure participants get quality and safe supports?

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## 2. Create new rules for supported accommodation

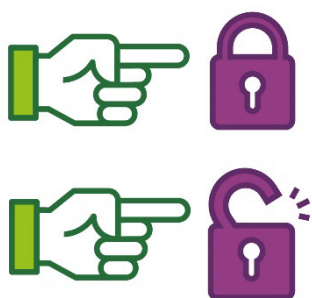


We need to create new rules to support the rights of participants in supported accommodation.



This includes their rights to:

- **privacy**
- safety
- choice and control.

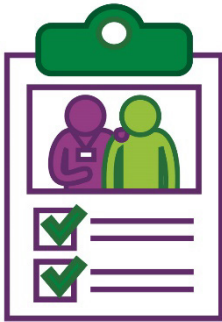


Your privacy is your right to choose:

- what you want to keep safe and private
- what other people can know about you.

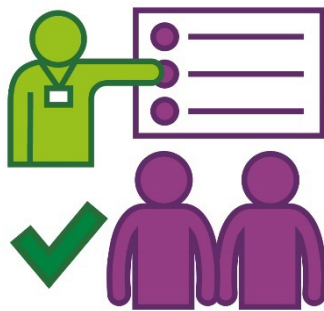


These rules would make sure only **registered providers** deliver services in supported accommodation.



A registered provider:

- can offer different supports and services than other providers
- have to follow more rules.



These rules would also make sure providers hire workers with the right training.

## Questions we will ask



What do you think might stop providers from following the new rules for supported accommodation?



What support do you think providers might need to deliver safe and quality services to people with disability in supported accommodation?



What do organisations do well to support participants in supported accommodation?



There are people who check if shared supports for people in supported accommodation work well.

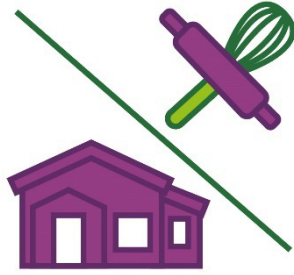


What should they do to make sure participants in supported accommodation are safe and get the best supports?



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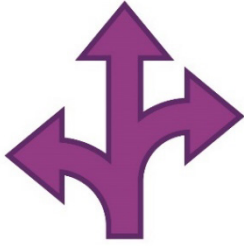
### 3. Separate home and living supports



Many groups who speak up for people with disability said home and living supports should be separate.



This would let participants choose different providers for these supports.



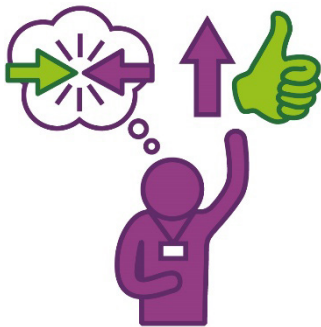
There are 3 different ways we could separate home and living supports.



1. We could change the rules to stop providers from offering both home and living supports on their list of services.



2. We could change the rules to stop providers from delivering home and living supports to the same participant.



3. We could change the rules to improve how we manage **conflicts of interests** for providers delivering home and living supports.



A conflict of interest is when someone could affect a decision so the result is better for them.

## Questions we will ask



Think about the 3 ways we said we could separate home and living supports.

How do you think each of these would make it easier or harder for participants?



Do you think there is another way we can separate home and living supports?



Do you think there are times when we should let the same provider deliver home and living supports?



How do you think we can protect the rights of participants when they use the same provider for home and living supports?



What do you think we can do to make sure these changes to the rules happen without any issues?

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## Word list

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



### **Conflict of interest**

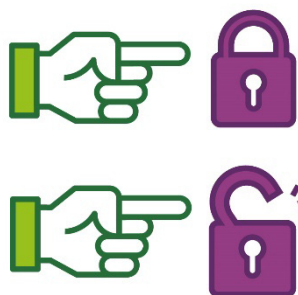
A conflict of interest is when someone could affect a decision so the result is better for them.



### **Feedback**

When you give feedback, you tell someone what they:

- are doing well
- can do better.



### **Privacy**

Your privacy is your right to choose:

- what you want to keep safe and private
- what other people can know about you.



## Providers

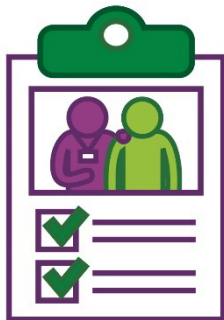
Providers support people with disability by delivering a service.



## Quality

Quality is about good services that:

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



## Registered providers

A registered provider:

- can offer different supports and services than other providers
- have to follow more rules.



## Rights

Rights are rules about how everybody should be treated:

- fairly
- equally.



### **Specialist disability accommodation (SDA)**

SDA is housing for people with disability who need extra support most of the time.



### **Supported accommodation**

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



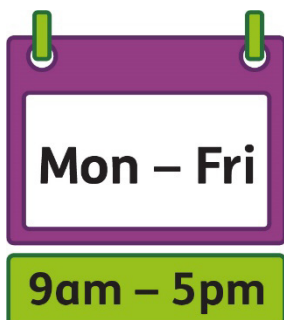
### **Supported independent living (SIL)**

SIL is help with daily tasks around your home so you can:

- do things for yourself
- learn new skills.

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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.



You can call us.

**1800 035 544**



You can send us an email.

**[silstandards@ndiscommission.gov.au](mailto:silstandards@ndiscommission.gov.au)**



You can write to us.

**NDIS Quality and Safeguards Commission**

**PO Box 210**

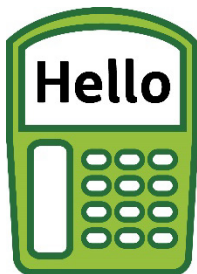
**Penrith**

**NSW 2750**



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**[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)**



TTY

**133 677**



The National Relay Service

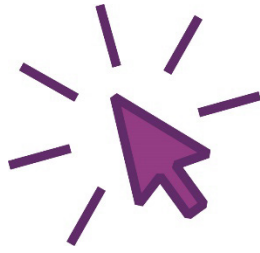
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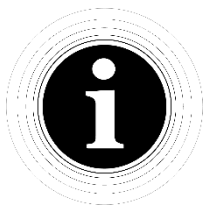
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