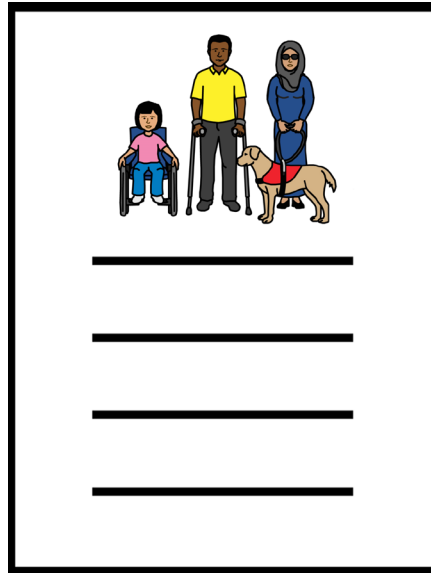




**NDIS Quality
and Safeguards
Commission**



Annual report summary 2018 to 2019

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.



About this book



NDIS Quality
and Safeguards
Commission

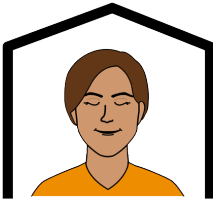
This book is written by the NDIS Quality and Safeguards Commission.

We are also called the NDIS Commission.

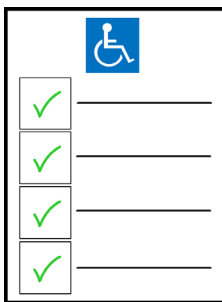


The NDIS Commission was made to make sure NDIS **participants** get services that are

- good



- safe.



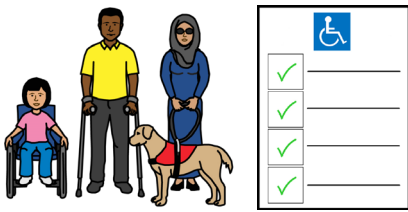
Participants are people who get support from the NDIS and have an NDIS plan.



This book is about our **Annual Report**.

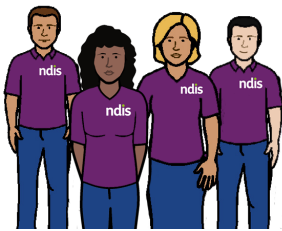
Our Annual Report says what we have done in the last 12 months.

About the NDIS Commission



We support and work with

- people with disability who have an NDIS plan



- NDIS service providers



- disability support organisations



- **behaviour support practitioners.**

Behaviour support practitioners help people to

– live better lives

– have less **behaviours of concern.**



Behaviours of concern are actions that might **not** be safe.

For example, if a person hurts someone else.



We also support and work with

- governments

and

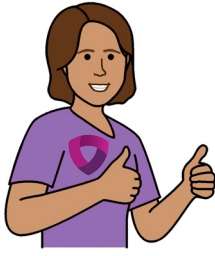


- **advocates.**

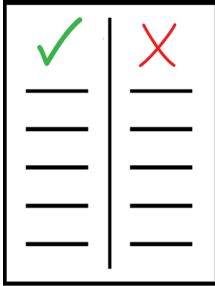
Advocates help people with disability say what they want or need.



We follow the laws written in the NDIS Act.



We work to make supports and services better for people with an NDIS plan.



We make rules for disability support workers and providers.



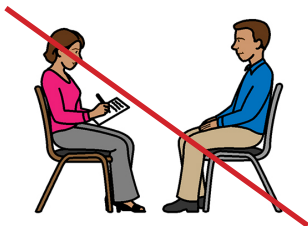
We listen to **complaints** about disability supports and services.

Complaints are when you

- are **not** happy
- tell someone the reason.



We help fix problems with disability supports and services.



If problems are serious we can stop workers or providers from being able to give services.



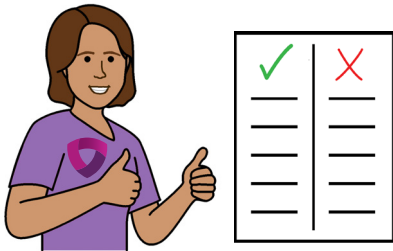
We **register** disability service providers to make sure the services they give are

- safe

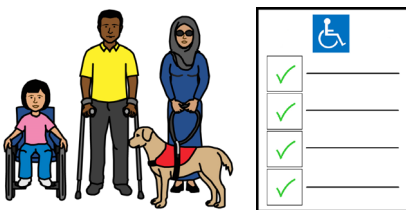
and



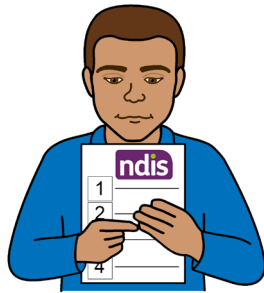
- good.



Register means we say they can give services because they follow the rules.



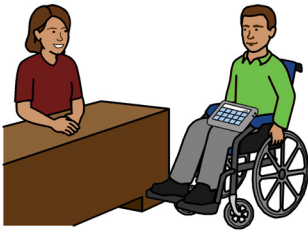
Providers must be registered if they want to give services to participants who have plans managed by the NDIA.



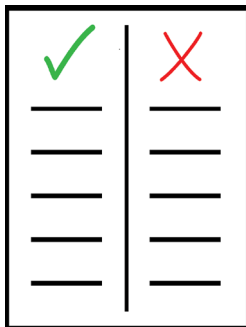
Participants can use providers who are **not** registered if

- they manage their own plan

or

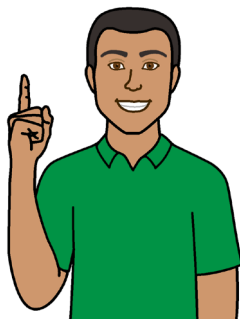


- they get someone else to manage their plan.

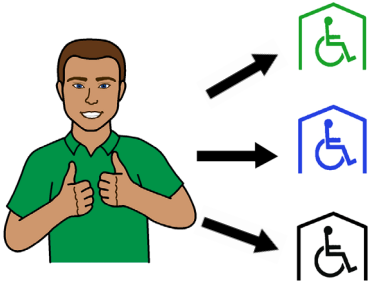


We make sure all providers follow the **Code of Conduct**.

The Code of Conduct is a set of rules.



We help everyone understand the rules.



We make sure participants can get good services with any provider they choose to use.



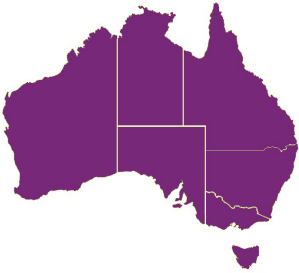
We help train and give information to

- providers
- workers
- participants.

What we did this year



We started our work in New South Wales and South Australia.



We will be doing work in all other parts of Australia by July 2020.

We made a contact centre that is the first place people can go to ask us for help.



The contact centre will help

- NDIS participants
- families and carers
- service providers
- disability workers
- advocates
- all people in the community.



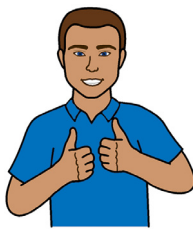


We made the **Positive Behaviour Support Framework**.

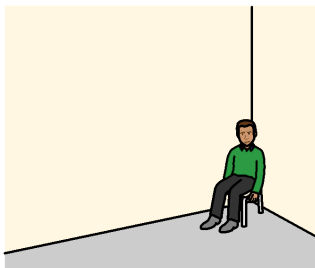


The Positive Behaviour Support Framework is a list of rules for workers to make sure people with behaviours of concern can

- live better lives
- do things they want to do.



We started to do research about **restrictive practices** used on people with disabilities.



Restrictive practices are things that stop people from doing what they want. For example, if a person is kept in a locked room.

We started to do research about **abuse** and **neglect** of people with disability.



Abuse means someone is hurt in a bad way.



Neglect means someone does **not** get the care they need.



We made a place on our website for people to

- give us behaviour support plans

and



- tell us about **reportable incidents**.



Reportable incidents are serious things that have happened.

For example, abuse and neglect.

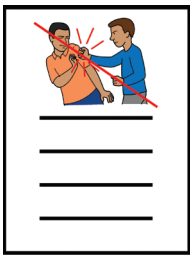
Our work in numbers



We supported 133,888 participants.



We registered 8302 providers.



We approved 1526 behaviour support practitioners who made 1156 behaviour support plans.



We helped to fix 1422 complaints.



NDIS providers told us about 4537 reportable incidents.

Some reports were about the same incident.

More information



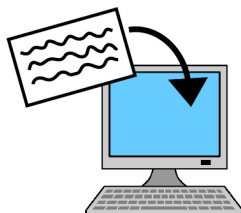
For more information contact the NDIS Commission.



Call 1800 035 544



Website www.ndiscommission.gov.au



Email contactcentre@ndiscommission.gov.au



If you need help to speak or listen

Contact the NDIS Commission through the National Relay Service or NRS.

Call the NRS help desk

1800 555 660

Go to the NRS website

communications.gov.au/accesshub/nrs

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