



**NDIS Quality
and Safeguards
Commission**

What are high-risk practices?

Easy Read guide



How to use this guide



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

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



We wrote this guide in an easy to read way.

We use pictures to explain some ideas.

Bold
Not bold

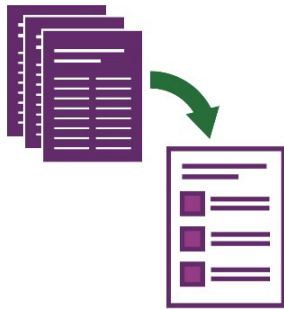
We wrote some important words in **bold**.

This means the letters are thicker and darker.



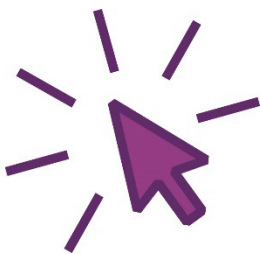
We explain what these words mean.

There is a list of these words on page 15.



This Easy Read guide is a 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



You can ask for help to read this guide.

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

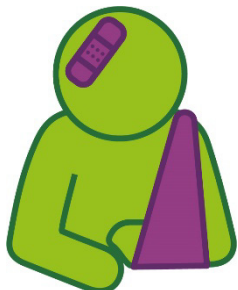


What's in this guide?

What's this guide about?	5
What are high-risk practices?	8
What happens if a provider uses these practices?	12
Word list	15
Contact us	17

What's this guide about?

High-risk practices are actions that can:



- hurt a person's body



- punish a person for something they did



- stop a person from getting the support they need.

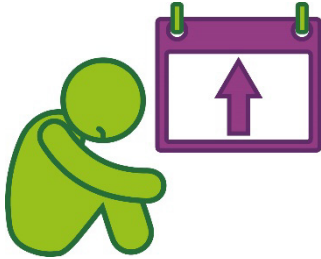
For example, a high-risk practice can be when someone forces a person to the ground to stop them from:



- moving
- doing what they want.



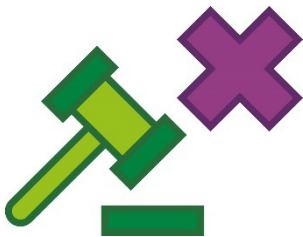
High-risk practices can lead to people getting hurt or even dying.



And they can cause emotional pain that lasts a long time.



High-risk practices are never okay.



They are against the law in some states and territories.



They are also against people's **rights**.

Rights are rules about how people must treat you:

- fairly
- equally.



We want to stop anyone using high-risk practices on **participants**.



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



In this guide, we explain the types of high-risk practices participants can experience.

In this guide, we also explain:



- what happens if a **provider** uses high-risk practices
- what you can do if you know about someone using them.



Providers support people with disability by delivering a service.

And it's their job to make sure participants are safe when they use their services.

What are high-risk practices?

Stopping a participant from moving

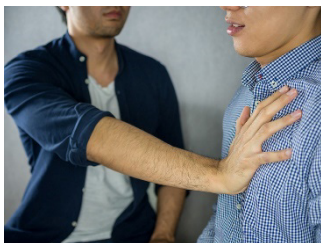


High-risk practices might hurt a participant to stop them from moving.



For example, someone might:

- hold a participant on the ground
- force a participant to fall to the floor.



Or they might push on a participant's chest or throat.



It includes practices that affect how a participant:

- breathes
- digests and eats food.

Punishing a participant



High-risk practices might also include doing things that:

- punish a participant for something they did
- stop a participant from getting the support they need.

They might:



- cause emotional pain to a participant



- stop them from seeing friends and family.



These types of practices include making a participant feel bad for doing something so they won't do it again.



For example, yelling at a participant when they don't want to take their medicine.



High-risk practices include keeping a participant away from their **culture** or community.

Your culture is:



- your way of life
- how you think or act now because of how you grew up
- your beliefs
- what is important to you.

These types of practices also include keeping a participant away from key supports, like:



- their family

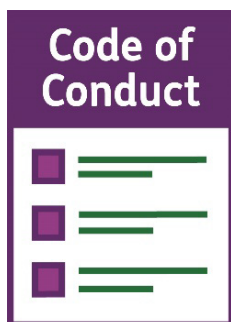


- people who speak up for them.



Key supports can also be everyday items that you need, like toilet paper.

What happens if a provider uses these practices?



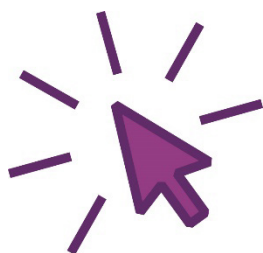
We have a list of rules about how providers and support workers should behave.

We call it the NDIS **Code of Conduct**.



The NDIS Code of Conduct says providers must deliver safe services.

This means they must not use high-risk practices.



You can find out more about the NDIS Code of Conduct on our website.

[ndiscommission.easyread.com.au/
ndis-code-of-conduct/](https://www.ndiscommission.easyread.com.au/ndis-code-of-conduct/)



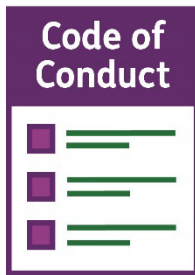
All providers must follow the NDIS Code of Conduct.

Even if they aren't **registered** with the NDIS Commission.



When a provider is registered with us, it means we have checked them.

This helps to make sure they provide good and safe services.



If a provider uses high-risk practices, it breaks the rules of the NDIS Code of Conduct.



This could lead to the NDIS Commission working to:

- stop them doing it again
- make sure everyone is safe.



We might take **legal action** against the person who used the high-risk practice.

Legal action is when we take someone to court for breaking the law.



A provider might find out a worker is using these practices on a participant.



The provider must:

- stop the practices straight away
- make sure the worker doesn't do it again.



They must also make sure the participant is safe.



You can tell us if you know about anyone using a high-risk practice.



You can call us.

1800 035 544

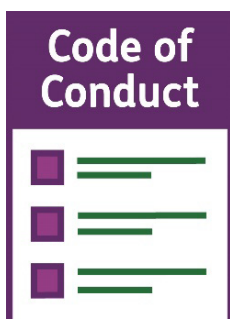


You can also email us.

contactcentre@ndiscommission.gov.au

Word list

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

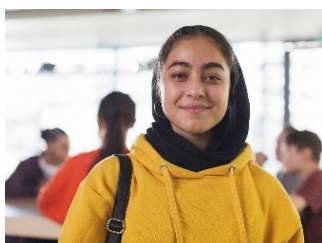


Code of Conduct (the Code)

The Code is a list of rules about how providers and support workers should behave.

Culture

Your culture is:



- your way of life
- how you think or act now because of how you grew up
- your beliefs
- what is important to you.

High-risk practices

High-risk practices are actions that can:

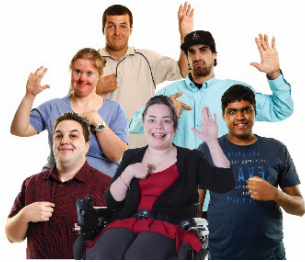


- hurt a person's body
- punish a person for something they did
- stop a person from getting the support they need.



Legal action

Legal action is when we take someone to court for breaking the law.



Participants

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



Providers

Providers support people with disability by delivering a service.



Rights

Rights are rules about how people must treat you:

- fairly
- equally.

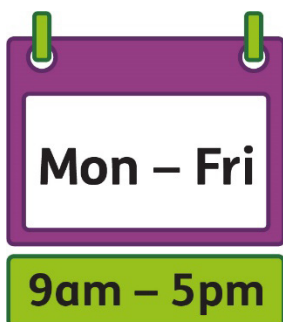


Registered

When a provider is registered with us, it means we have checked them.

This helps to make sure they provide good and safe services.

Contact us



You can call us from 9 am to 5 pm,
Monday to Friday.

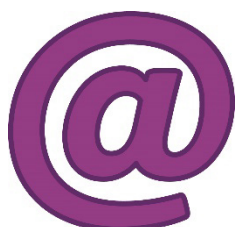


If you live in the Northern Territory, you can
call us from 9 am to 4.30 pm.



You can call us.

1800 035 544



You can send us an email.

contactcentre@ndiscommission.gov.au



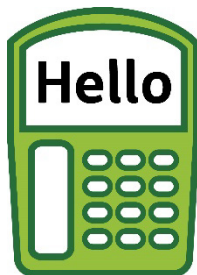
You can write to us.

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 5784.