

Making sense of the NDIS Quality and Safeguards Commission



Easy Read Guide

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Introduction

We know it can be easy to feel overwhelmed or even confused by changes to your supports and services. This guide aims to simplify the NDIS Quality and Safeguards Commission to help you understand what it is and what it means for participants and service providers.



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The NDIS Quality & Safeguards Commission

What is it?

The NDIS Quality and Safeguards Commission (also called the NDIS Commission) is an organisation that has been set up by the Australian Government to keep NDIS participants safe and improve supports and services. It is an independent agency, so it is separate from the NDIS.

The main role of the NDIS Commission is to make sure providers are doing a good job and delivering services safely to participants.

Why was it created?

The NDIS Quality and Safeguards Commission was created to change the way people with disability in Australia get support. It was set up to make sure all providers of NDIS supports and services know and follow the same rules for quality and safety.

It also handles complaints about NDIS services, solves problems, and finds areas for improvement.



When does the NDIS Commission start?

The NDIS Commission has different start dates depending on the state you live in.



1 July 2018
New South
Wales & South
Australia



1 July 2019
ACT, Northern
Territory,
Queensland,
Tasmania &
Victoria



1 July 2020
Western Australia

Starting dates

NDIS participants are covered under their state or territory's existing quality & safeguards systems until the NDIS Commission starts in their state or territory.

What does it mean for participants?

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Changes for participants

If you are a participant, the NDIS Quality and Safeguards Commission will help protect your rights. You will notice changes to the way complaints about your providers are handled. The Commission manages and responds to concerns and reports of serious incidents and has powers to take action to protect your safety as an NDIS participant.

It has also made some changes to behavioural supports and restrictive practices.

Your Rights



How can the NDIS Quality and Safeguards Commission help me?



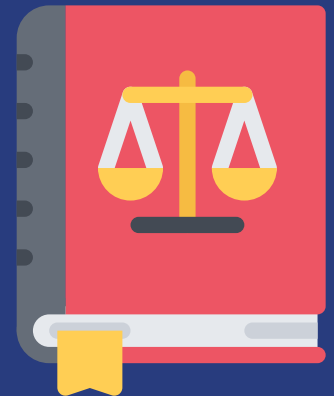
HANDLE YOUR COMPLAINTS

Help you, your family, or carers, if you feel unsafe or have a problem or complaint about your services



PROTECTS YOUR RIGHTS

Help protect your rights to dignity, respect and to live free from abuse and violence



REGULATES PROVIDERS

Sets rules for providers to help you receive good quality services

SETS RULES

Sets rules for providers to stop people with disability from getting hurt

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What does it mean for providers?

Changes for support providers

A provider can be a person, business or organisation that delivers supports. The NDIS Quality and Safeguards Commission will change the way complaints and incidents are handled by providers. The Commission will also be responsible for registering and regulating NDIS providers across Australia.

It is important to know that all providers (registered and unregistered) must follow the NDIS Commission's rules and respond to complaints in the right way. These rules are set out in the NDIS Code of Conduct and NDIS Practice Standards.

Registered & unregistered providers

Registered providers:

Are businesses or organisations that are registered with the NDIS Quality and Safeguard Commission.

Unregistered providers:

Are businesses or service providers that choose not to register with the NDIS Quality and Safeguard Commission.

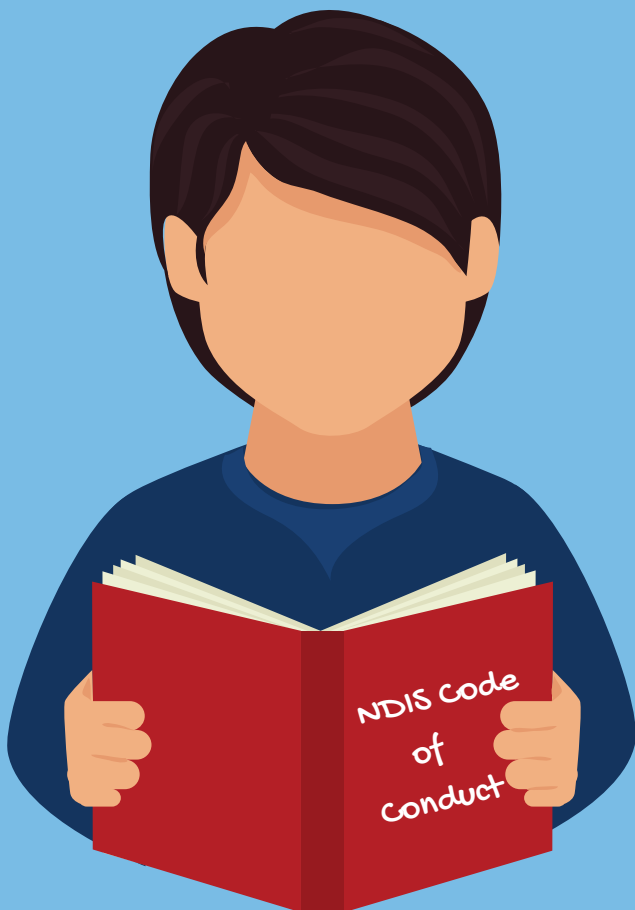
All NDIS service providers must:

- Follow the requirements of the NDIS Code of Conduct (more on this below)
- Listen and respond to participant complaints

What is the NDIS Code of Conduct?

The NDIS Code of Conduct sets out the behaviour participants can expect from providers. It contains rules that must be followed by both registered and unregistered providers when delivering NDIS supports and services.

The same rules apply to workers of service providers including support workers and community partners under the NDIS (i.e. Local Area Coordinators).



- ✓ Respect for individual rights
- ✓ Respect for self determination
- ✓ Act with integrity, honesty & transparency
- ✓ Make sure services are good quality & provided safely
- ✓ Respect privacy
- ✓ Deliver services competently
- ✓ Prevent & respond to violence, neglect, abuse & exploitation

Making a complaint

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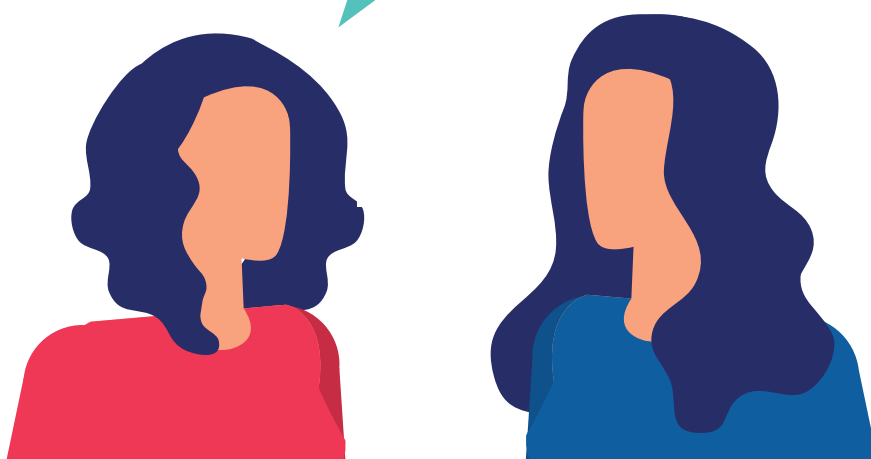
Speaking up if you have a problem

If you have a problem, concern, or feel unsafe in connection to your service provider, it is okay to make a complaint. Talking to someone is important because it helps make NDIS services safer for everyone.

The NDIS Quality and Safeguards Commission is independent and confidential. This means they work separately from the NDIS and they will keep anything you tell them private.

Making a complaint to the Commission is free and they have people who will listen to you and help solve your problem.

Anyone can make a complaint to the NDIS Commission. If you need help, your family, friends, advocate or Support Coordinator can assist.



How do I make a complaint?

Before talking to the NDIS Quality and Safeguards Commission, it is recommended you first talk to your provider directly. You can ask someone you trust or an advocate if you need help.

If you are unhappy with the response from your provider or feel uncomfortable speaking directly with them, you can make a complaint to the NDIS Commission.

Ways to make a complaint to the NDIS Quality and Safeguards Commission



By Phone
Call 1800 035 544



Online complaint form
www.ndiscommission.gov.au/participants/complaints



By Text
Text Telephone (TTY) 133 677



Translating & Interpreting Service
131 450



National Relay Service
internet-relay.nrscall.gov.au

What happens when I make a complaint to the NDIS Commission?

When you contact the NDIS Commission about a complaint, here is what you can expect them to do.

Talk to you about your complaint

Review your complaint and decide if further action is needed

Confirm your issue and how you would like it to be fixed in writing

Contact your service provider (only if you give permission)

Talk to you about the information given to them from your service provider

Need help?

If you need an advocate to help you make a complaint, contact People with Disability Australia by calling 1800 422 015 or emailing pwd@pwd.org.au

How can you give your feedback to NNA Direct Support Service?

If you are a customer at NNA Direct Support Service, here are the ways you can give your feedback to us:

Tell an NNA Direct Support staff member who you feel comfortable with.

They will help you fill out a feedback form

Call our Customer Service Manager on 1300 346 052 or email dss@nnadirectsupport.com.au

Fill out the enquiry form on our website www.nursing-agency.com/NNA-at-home

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Resources for participants

Participant Welcome Pack

<https://www.ndiscommission.gov.au/document/1336>

How to make a complaint - Easy read

<https://www.ndiscommission.gov.au/sites/default/files/documents/2020-05/how-make-complaint-easy-read-ov.pdf>

Easy read information

<https://www.ndiscommission.gov.au/resources/easy-read>

Participant letter - Auslan translation

<https://www.youtube.com/watch?v=ecLsmJXRA4g&feature=youtu.be>

Multilingual NDIS resources

<https://www.ndiscommission.gov.au/resources/your-language>

Podcasts

<https://soundcloud.com/summerfoundation/reasonable-necessary-with-dr-george-series-2-episode-2>

<https://www.valid.org.au/valid-podcasts#Episode%206:%20Interview%20with%20Miranda%20Bruyniks,%20Complaints%20Commissioner,%20NDIS%20Quality%20and%20Safeguards%20Commission>

For further information

NNA Direct Support Service offers in-home support and community nursing services. If you are looking for a reliable NDIS registered provider, get in touch with our friendly team for a free consultation.

Call us: 1300 346 052

Email: dss@nnadirectsupport.com.au



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