



NDIS Quality  
and Safeguards  
Commission

# A report on how we handled Irabina Autism Services

Easy Read version



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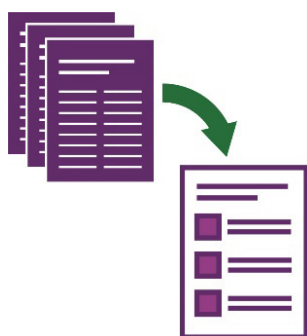
## How to use this report



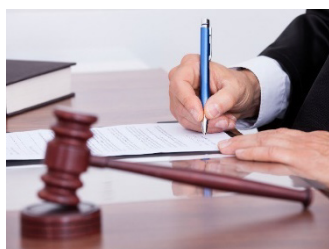
NDIS Quality  
and Safeguards  
Commission

The NDIS Quality and Safeguards Commission wrote this report.

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



This Easy Read report is a summary of a short version of a report by the Honourable Jennifer Boland AM.



Jennifer used to work as a judge.

She is separate from the government.



We wrote this report in an easy to read way.

We use pictures to explain some ideas.

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# 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 19.



You can ask for help to read this report.

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



You can find the short version of Jennifer's report on our website.

[www.ndiscommission.gov.au/review-services-provided-irabina-autism-services](http://www.ndiscommission.gov.au/review-services-provided-irabina-autism-services)

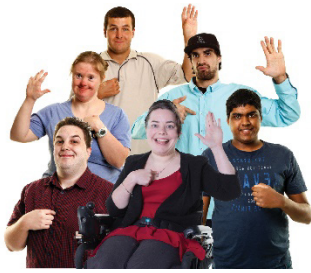


## What's in this report?

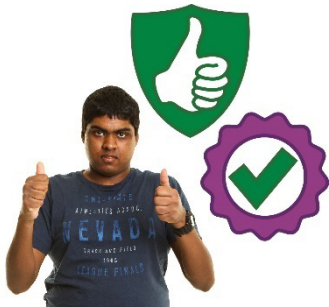
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## About this report



**Participants** are people with disability who take part in the National Disability Insurance Scheme (NDIS).



Our job is to make sure participants:

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

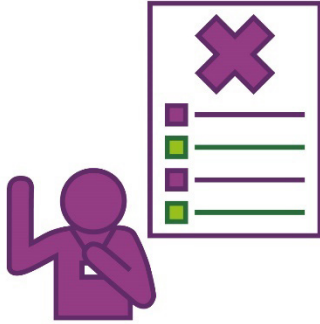
Quality is about services that:



- support participants in the ways they need



- give participants choice and control.



We also look into **providers** that are not following the rules.



Providers support people by delivering a service.



This report is about how we handled a provider who did not follow the rules.

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## About Irabina Autism Services



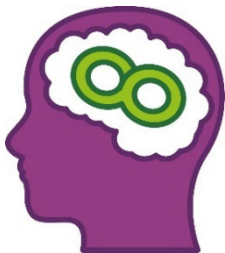
The provider that did not follow the rules is called Irabina Autism Services.

In this document, we just call them Irabina.



Irabina runs programs for children and young people with **autism**.

Autism can affect how you:



- think
- feel
- communicate
- connect and deal with others.



In 2019, Irabina started a new day program to help people with their **behaviour**.



Your behaviour is what you do.



In 2020, we started hearing about problems with **restrictive practices** at Irabina.



Restrictive practices are actions that stop people from:

- moving
- doing what they want.



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## What we found out

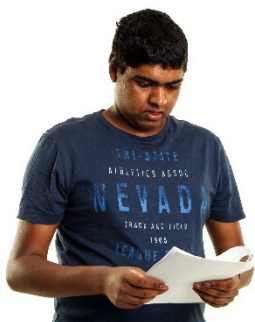


In 2023, we asked Jennifer to **review** the way we handled Irabina.



When you review something, you check to see what:

- works well
- needs to be better.



We explain what we found out from Jennifer on the following pages.

## Restrictive practices at Irabina



We started teaching Irabina about the right way to use restrictive practices in 2019.



But in October 2020, people started making **complaints** to us about Irabina.



When you make a complaint, you tell someone that something:

- has gone wrong
- is not working well.



Most of the complaints were about restrictive practices in the new day program.



In 2021, we learned that Irabina was using restrictive practices when they were not allowed to.



We also learned that Irabina used restrictive practices in the new day program that put participants at risk of:

- getting hurt
- dying.

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## Information about Irabina



We received information from Irabina about their use of restrictive practices.



We believed that this information was true.



We now know that this information was often:

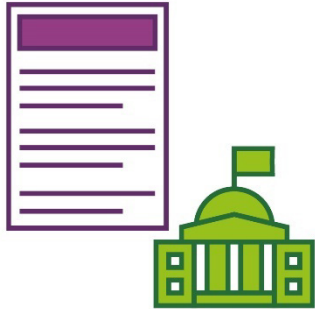
- not true
- not all the information we asked for.

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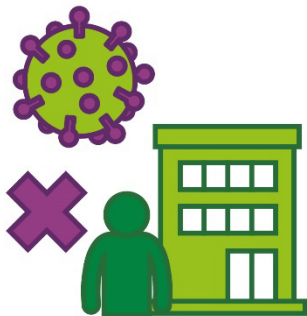
We also received information from:



- people who made complaints



- a report from the Victorian Government.



We could not visit Irabina in-person because of COVID-19.



This made it hard to confirm if the information was true.



Our computer systems also made it hard to share information about Irabina with the right people.

## What did not work well



We now know that there were some problems with how we handled Irabina.

We believe this is because:



- lots of people stopped working for us
- we did not have enough people to do the work.



In October 2021, we had enough proof to give Irabina an **infringement notice**.

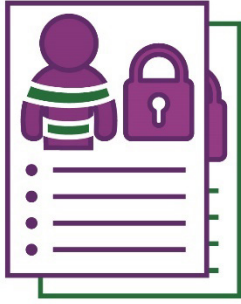


An infringement notice is a document that explains:

- that someone has broken the law
- what they need to do now.



We did not give Irabina an infringement notice.



In August 2022, we received 2 reports about the way Irabina was using restrictive practices.

These reports showed that we:



- should have stopped what Irabina was doing



- could have banned 2 of the people who ran Irabina from working in disability support services.



We did not take any action after we received these reports.

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When people made complaints  
to us about Irabina, we:



- did not answer some of them



- took too long to answer some of them.

### What we can do now



We have already fixed many of the problems  
that the review found.



This includes **funding** for more staff.

Funding is money from the government  
to pay for public services.



We also plan to get a better computer system.



But there is still more to do to make sure participants are safe.



We need a better way to check that programs for children with autism:

- are safe
- work well.

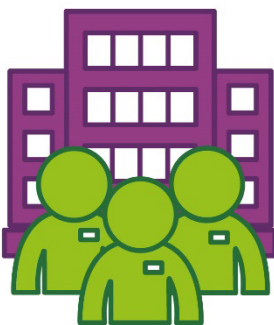




We need to check that providers have the right skills for the supports they deliver.



And we need to check that new programs are safe for participants.



We need to work more closely with the National Disability Insurance Agency (NDIA).



We need to work more closely with state and territory governments to make sure providers follow the law.



We need to make it easier for families and carers to contact us when they have a problem with a program.



We can look into starting a new family and carers group.

This could help us communicate with the families of participants.



We can also look at new ways of:

- visiting providers
- checking how providers treat participants.

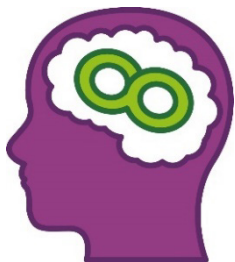
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## Word list

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

### **Autism**

Autism can affect how you:



- think
- feel
- communicate
- connect and deal with others.



### **Behaviour**

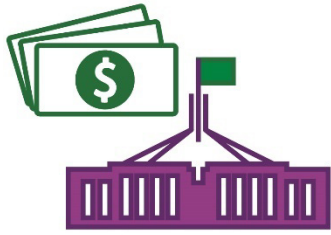
Your behaviour is what you do.

### **Complaint**



When you make a complaint, you tell someone that something:

- has gone wrong
- is not working well.



## Funding

Funding is money from the government to pay for public services.



## Infringement notice

An infringement notice is a document that explains:

- that someone has broken the law
- what they need to do now.



## Participants

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



## Providers

Providers support people by delivering a service.



## Quality

Quality is about services that:

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



## Restrictive practices

Restrictive practices are actions that stop people from:

- moving
- doing what they want.



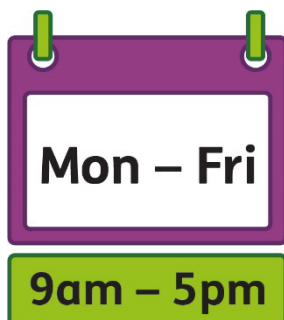
## Review

When you review something, you check to see what:

- works well
- needs to be better.

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## Contact us



You can call the NDIS Commission from 9am to 5pm, Monday to Friday.



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



You can call the NDIS Commission.

**1800 035 544**



You can send the NDIS Commission an email.

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



You can write to the NDIS Commission.

NDIS Quality and Safeguards Commission

PO Box 210

Penrith

NSW 2750



You can go to the NDIS Commission's website.

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



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