



**NDIS Quality  
and Safeguards  
Commission**

# **NDIS Quality and Safeguards Commission**

**Our Annual Report – 2023 to 2024**

**Easy Read version**



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## How to use this report



NDIS Quality  
and Safeguards  
Commission

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

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



We wrote this report 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.



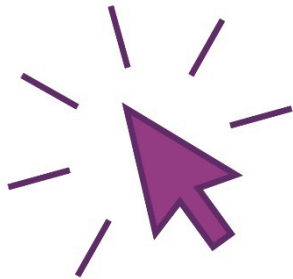
We explain what these words mean.

There is a list of these words on page 26.



This is an Easy Read summary of another report.

This means it only includes the most important ideas.



You can find the other report on our website.

[www.ndiscommission.gov.au/about/corporate-documents](http://www.ndiscommission.gov.au/about/corporate-documents)



You can ask for help to read this report.

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



We recognise Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of the land we live on – Australia.

They were the first people to live on and use the:



- land



- waters.



This document includes photos of Aboriginal and Torres Strait Islander people.

It might contain images of people who have passed away.



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## About the NDIS Commission



The National Disability Insurance Scheme (NDIS) supports **participants** across Australia.



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



The NDIS Commission makes sure participants:

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



Quality is about receiving good services that:

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



We make sure **NDIS providers** and workers are doing a good job.

NDIS providers support people with disability by delivering a service.



NDIS providers and workers must treat you:

- fairly
- equally.

We help participants speak up for themselves if someone:



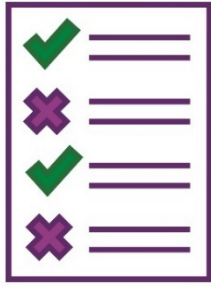
- hurts them



- treats them badly



- doesn't give them the support they promised.



We ask that NDIS providers and workers do the right thing by following certain rules.

If they don't follow these rules, we will:



- help them learn about the rules



- ask them to fix their problems



- ask them to pay money for not following the rules



- stop them from providing certain NDIS services.



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## Our goals for 2023 to 2024



Our goals for 2023 to 2024 had 3 areas to focus on.



We wanted to make sure every participant was able to find and use services that were:

- safe
- good quality.



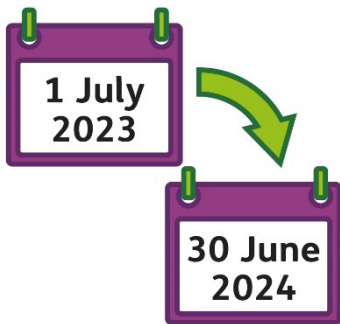
We also wanted to make sure NDIS providers and workers had the right skills to deliver these services.

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## What we did last year

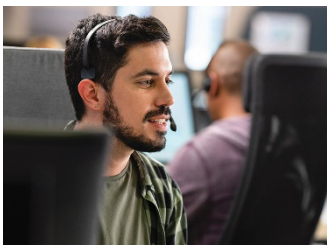


Each year, we write a report about the work we have done.



This report explains what we did between 1 July 2023 and 30 June 2024.

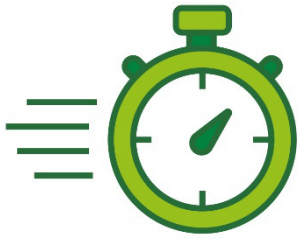
## Improving technology and data



In **April 2024**, we improved the technology our call centre uses.

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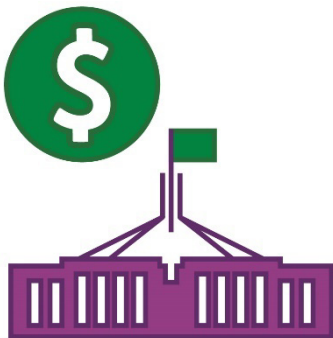
This technology has:



- helped us support more people quickly



- doubled the number of phone calls our call centres take.



In May 2024, we received money from the government to support the Data and Regulatory Transformation (DART) program.



When we talk about **data**, we mean:

- facts
- information
- records.



The DART program helps us collect and share data.

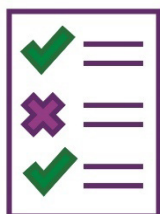


This data helps us to better protect participants.

## Improving home and living supports



In April 2024, we created the House and Living Supports team.



This team makes sure that NDIS providers of home and living supports:

- work well
- follow the rules.



This includes **specialist disability accommodation (SDA)** providers.

SDA is housing for people with disability who need a lot of support.



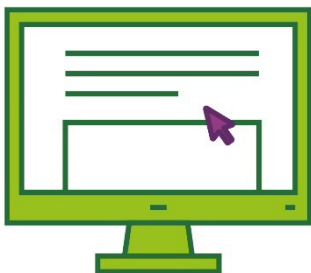
This also includes **supported independent living (SIL)** providers.



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

- do things for yourself
- learn new skills.

## Connecting with the community



Between **7 June** and **10 July 2024**, we asked people to take part in a survey.

**10,949** people answered this survey.



**83%** of people who took part in the survey said they trust the NDIS Commission.



**96%** of NDIS providers who took part in the survey said training helped them understand what:

- quality services mean to NDIS participants
- safe services mean to NDIS participants.



We ran **68** events.



Some of these events were in areas far away from cities and towns.

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These events focused on helping participants to:



- understand their rights



- know how to make a **complaint**.



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

- has gone wrong
- isn't working well.

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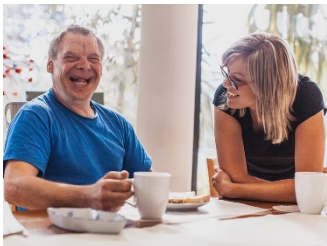
These events also focused on:



- sharing information about the NDIS Commission



- improving the quality of **behaviour support plans**.



A behaviour support plan explains how other people should support you to live your best life.

It helps people understand your behaviour.



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## Experience with disability



Our Consultative Committee is a group of people who have experience with disability.

For example, they might:

- have a disability
- have experienced what life can be like for people with disability.



Our Committee gives us advice on issues that affect people with disability.



In **August 2023**, we made a new Committee.



Our new Committee now includes 20 members.

Over **50%** of these members are participants.

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## Protecting participants

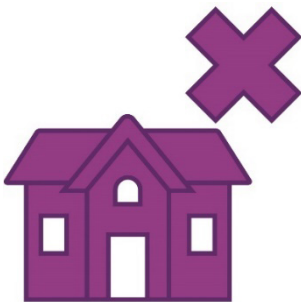
We helped over **1,300** people with disability who were at risk of:



- someone hurting them



- someone not helping them the way they need



- experiencing **homelessness**.

Homelessness is when someone:

- doesn't have home
- must find a place to sleep each night.

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## Looking into services and providers



We looked into the quality of **Platform Providers**.

Platform Providers are an online service that participants can use to get supports.



We shared a report about what we found out in **September 2023**.



The report looked at how many people use Platform Providers.



It also looked at if these services give people who live far away from cities and towns more choice.



We also looked into services that help participants:

- plan and use their supports
- manage their NDIS plan.



We looked at if we need to change the way we make sure these services:

- work well
- follow the rules.



We shared a report about what we found out in **August 2023**.

## Working with NDIS providers



We received **29,054** complaints about NDIS providers in **2023** to **2024**.



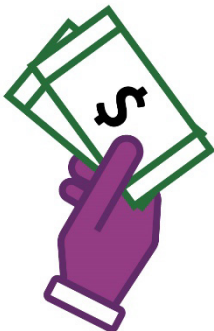
We closed **15,064** complaints about NDIS providers.



We sent **3,558** warning letters to NDIS providers.



We asked **42** NDIS providers to make sure they are following rules about the way they must work.



We told **147** NDIS providers they have to pay money for breaking the law.



We told **187** NDIS providers they could no longer be **registered providers**.



Registered providers:

- must follow certain rules that we set
- can offer certain supports and services to participants.



We told **124** NDIS providers they could not provide certain NDIS services anymore.

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## Supporting our staff



**1,036** staff in total now work for the NDIS Commission.



**410** of our staff took part in a program ran by the Australia and New Zealand School of Government.



This program taught staff about the skills and tools they need to make sure services:

- work well
- follow the rules.



We created **5** groups for our staff to take part in at work.

These groups will focus on supporting and celebrating what makes people different from each other.

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This includes groups for:



- people with disability and carers

↓35



- young workers under 35 years old



- First Nations people



- people from different backgrounds



- people from the **LGBTIQ+** community.





The letters LGBTIQ stand for lesbian, gay, bisexual, transgender, intersex, queer or questioning and asexual.

The '+' is for people who are part of the LGBTIQ+ community but don't talk about themselves using a word from this list.



We also asked our staff to take part in a survey about their work.

This survey helped us learn:



- what our staff understands about their job



- what we need to do to improve training for our staff.

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## Word list

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



### **Behaviour support plan**

A behaviour support plan explains how other people should support you to live your best life.

It helps people understand your behaviour.



### **Complaint**

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

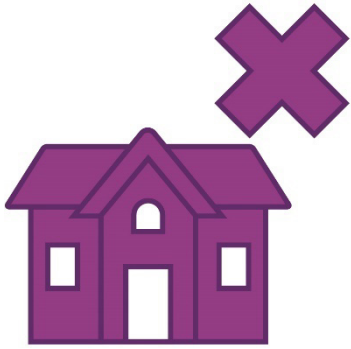
- has gone wrong
- isn't working well.



### **Data**

When we talk about **data**, we mean:

- facts
- information
- records.



## Homelessness

Homelessness is when someone:

- doesn't have home
- must find a place to sleep each night.

## LGBTIQA+



The letters LGBTIQA stand for lesbian, gay, bisexual, transgender, intersex, queer or questioning and asexual.

The '+' is for people who are part of the LGBTIQA+ community but don't talk about themselves using a word from this list.



## NDIS providers

NDIS providers support people with disability by delivering a service.



## Participants

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



## Platform Providers

Platform Providers are a service that participants can use to get supports online.



## Quality

Quality is about receiving good services that:

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



## Registered provider

Registered providers:

- must follow certain rules that we set
- can offer certain supports and services to participants.



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

SDA is housing for people with disability who need a lot of support.

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

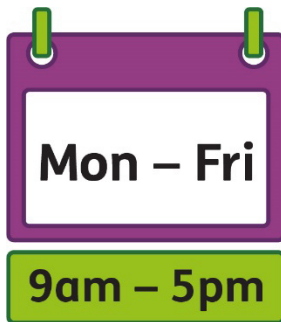


SIL is help with daily tasks around your home so you can:

- do things for yourself
- learn new skills.

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## Contact us



You can call us:

- Monday to Friday
- 9 am to 5 pm (Sydney time).



You can call us.

**1800 035 544**



You can send us an email.

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

Teletypewriter (TTY)



Call:

**133 677**

Ask for:

**1800 035 544**

The National Relay Service

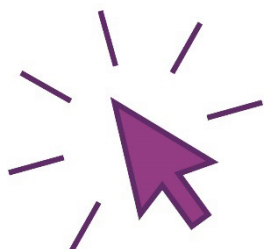


You can find the services on the website.

[www.accesshub.gov.au/about-the-nrs](http://www.accesshub.gov.au/about-the-nrs)

Ask for:

**1800 035 544**



Internet relay calls

[internet-relay.nrscall.gov.au](http://internet-relay.nrscall.gov.au)



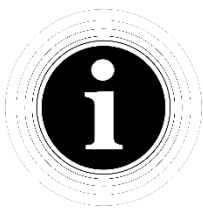
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