



**NDIS Quality
and Safeguards
Commission**

Disability Action Plan 2025–2030

**How we will make our workplace more inclusive
and accessible**

Easy Read version



Acknowledgement of Country



Aboriginal and Torres Strait Islander peoples are the First Peoples of Australia.



They have always looked after Country.

Country means the land, water, sky and everything within them.



We respect the important connection that Aboriginal and Torres Strait Islander peoples have with Country.



And we respect their elders from the past and now.



Australians can all work together to make a difference to the lives of Aboriginal and Torres Strait Islander people with disability.

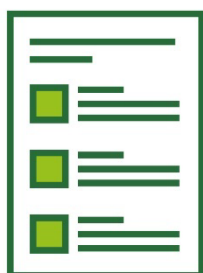
How to use this plan



NDIS Quality
and Safeguards
Commission

We are the NDIS Quality and Safeguards Commission (NDIS Commission).

We wrote this plan.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page 24.



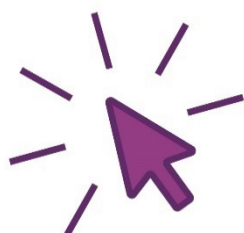
You can ask someone you trust for support to:

- read this plan
- find more information.



This is an Easy Read summary of our plan.

It only includes the most important ideas.




You can find our plan on our website.

[www.ndiscommission.gov.au/
disability-action-plan](http://www.ndiscommission.gov.au/disability-action-plan)



What's in this plan?

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Message from our leaders



We are happy to share our first Disability Action Plan.

We call it our plan.



Our plan is an important part of our aim to make sure people with disability get a fair chance.

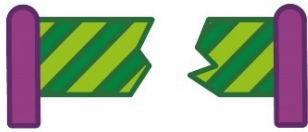


Our plan will help us support the **rights** of people with disability.

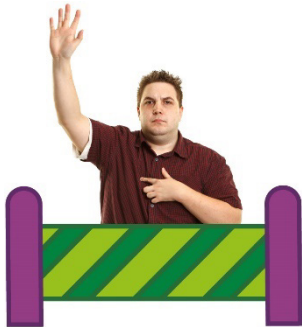


Rights are rules about how people must treat you:

- fairly
- equally.



Our plan will also help us remove **barriers** for people with disability.



A barrier is something that stops you from doing what you:

- need to do
- want to do.



We thank everyone who helped us create our plan.



Louise Glanville

NDIS Quality and Safeguards Commissioner



Natalie Wade

NDIS Quality and Safeguards
Associate Commissioner

About our plan

Our plan is about supporting people with disability in:



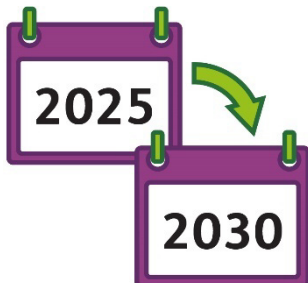
- our workplaces



- the NDIS



- the community.

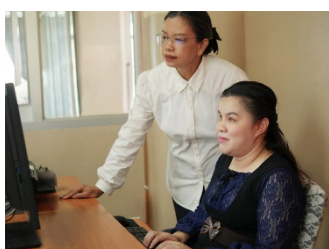


It explains what we will do:

- from **2025**
- to **2030**.



It will help us be more **inclusive**.



When a community or workplace is inclusive, everyone can:

- take part
- feel like they belong.



Our plan will help us make our workplaces **accessible**.



When a workplace is accessible, everyone can:

- find and use services and information
- move around
- do their job well.



It will also help us support people with disability to be leaders.



And it will help make life better for people with disability.

Who we worked with

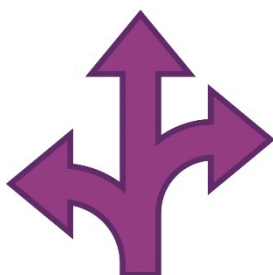


We worked with people with disability to create our plan.

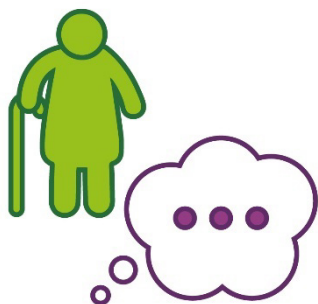


This includes people with disability from different:

- backgrounds
- communities.



We respect that all people with disability are different.



And that other parts of their lives affect their experiences.

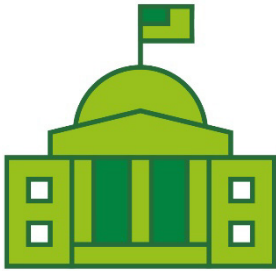
For example, their age or beliefs.



We invited our staff to share their ideas about what should be in our plan.

This includes our managers and leaders.

We also met with people to create the plan, such as:



- other parts of the government



- disability organisations



- people who support people with disability to have their say



- NDIS **providers**.

Providers support people with disability by delivering a service.

We also met with organisations that support:



- First Nations people



- people from different backgrounds



- people who are **LGBTIQ+**.



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.

What our plan focuses on

Our plan focuses on **3** goals.



1. Create an accessible workplace



2. Be a leader in supporting staff with disability



3. Be a leader for government and disability organisations



We explain how we will reach these goals on the following pages.

1. Create an accessible workplace



We want all our staff to be able to take part in our workplace.

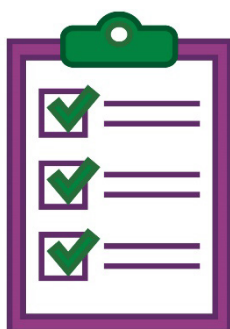
We will make sure:



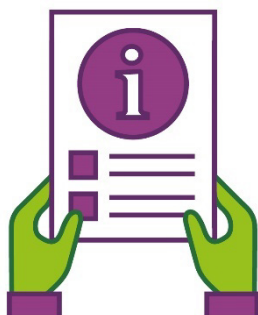
- our offices are accessible



- we use accessible tools



- we work in an accessible way



- we share accessible information.



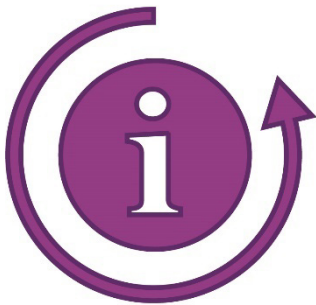
This includes making sure the information we share works with **assistive technology**.



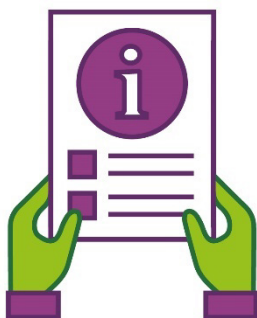
Assistive technology is equipment or a device that can help people do things more easily.

For example, a hearing aid.

We will also make sure our staff build skills to:



- create inclusive information



- share information in accessible ways.

2. Be a leader in supporting staff with disability



We want to be a leader in supporting staff with disability.



We want people with disability to want to work for us.



We will create a plan to help us hire more people with disability.



We will support our staff with disability to become leaders.



For example, we will give them the chance to learn from other leaders.

We will give all our staff training to help them:



- understand disability better



- support people with disability to get good NDIS services



- know how to support staff with disability.



Our leaders and managers will do this training every year.

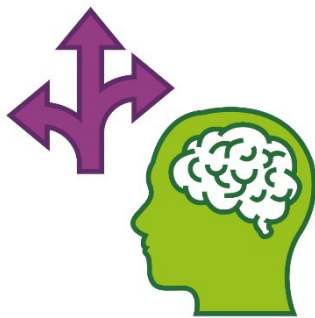


We will support our staff to feel connected with each other.

This includes supporting staff networks.



We will start working on a plan to support staff who are **neurodivergent**.



When someone is neurodivergent, their brain works in a different way.



We will work with people who are neurodivergent to create this plan.

3. Be a leader for government and disability organisations



We will show other organisations how to be more inclusive.

We want to be a leader in this work for:



- government organisations



- disability organisations.



We also want to build trust with:

- these organisations
- people with disability.

Our aim is for people with disability to:



- get good NDIS services



- have good jobs



- live a great life.

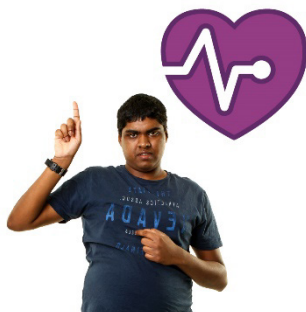
We will create a group to give us advice about:



- issues that affect people with disability



- the rights of people with disability



- the health and wellbeing of people who take part in the NDIS.



The group will include people with disability.



We will not accept **discrimination** against people with disability.

Discrimination is when someone treats you unfairly because of a part of who you are.

We will work with people with disability to create new ways to:



- help them fix issues they face



- make sure NDIS providers deliver good services.



These ways will also protect their rights.

What we will do next

Every year, we will share information about:



- what we will do to work towards the goals in our plan



- how well we are meeting our goals.



We will keep checking to make sure our plan works well.

Word list

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

Accessible



When a workplace is accessible, everyone can:

- find and use services and information
- move around
- do their job well.



Assistive technology

Assistive technology is equipment or a device that can help people do things more easily.

For example, a hearing aid.



Discrimination

Discrimination is when someone treats you unfairly because of a part of who you are.



Inclusive

When a community or workplace is inclusive, everyone can:

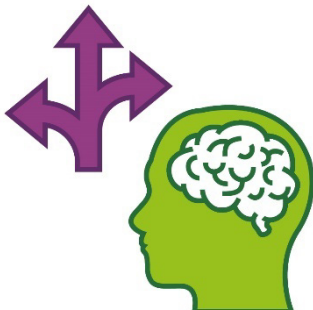
- take part
- feel like they belong.



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.



Neurodivergent

When someone is neurodivergent, their brain works in a different way.



Provider

Providers support people with disability by delivering a service.



Rights

Rights are rules about how people must treat you:

- fairly
- equally.

Contact us



You can call us from:

- 9 am to 5:30 pm Sydney time
- Monday to Friday.



You can call us.

1800 035 544



You can send us an email.

AccessAndInclusion@ndiscommission.gov.au



You can write to us.

NDIS Quality and Safeguards Commission
PO Box 210
Penrith
NSW 2751



You can go to our website.

www.ndiscommission.gov.au



TTY

133 677



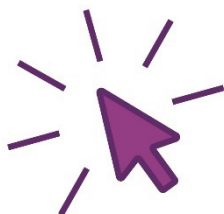
The National Relay Service

Speak and Listen

1300 555 727

SMS relay number

0423 677 767



Internet relay calls

internet-relay.nrscall.gov.au



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