



**NDIS Quality  
and Safeguards  
Commission**

# Making your aged care home better

What you need to know about audits

Easy Read information for you



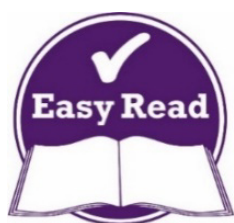
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## How to use this guide



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

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



We wrote this guide in an easy to read way.

We use pictures to explain some ideas.

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

**Bold**  
Not bold

This means the letters are thicker and darker.

We explain what these words mean.

There is a list of these words on page 24.



You can ask for help to read this guide.

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

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## What's in this guide?

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## What is the NDIS Commission?



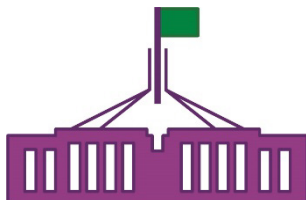
At the NDIS Commission, we protect people with disability who take part in the NDIS.



The NDIS provides supports and services to people with disability.



We make sure they get good and safe supports.



We are part of the Australian Government.

We make our own decisions.

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## What is this guide about?



**Aged care** is where older Australians live when they can't stay in their home anymore.

It's usually for people 65 years or older.



But some younger people with disability also live in aged care.



The aged care home that you live in now gives you supports from the NDIS.



We want to make sure you get the right support.

So we want your aged care home to be **registered**.



When your aged care home is registered, they:

- can give supports to people with disability who live there
- must follow our rules.



We check on aged care homes to find out if they can stay registered.



This guide explains how we do those checks.



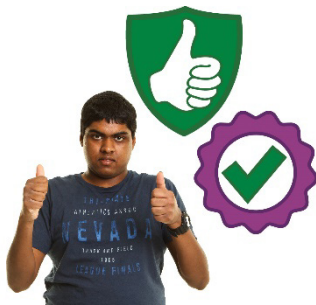
## What is an audit?

We sometimes check on aged care homes to find out:



- how well they work
- what information they keep
- how people feel about the help they get.

We call this an **audit**.



Audits are important.

They help keep you safe.



Audits help us check if your aged care home follows our rules.



A group of people will do the audit.

We call them the 'audit team'.

There are usually 2 people on the audit team.



They know how to tell when aged care homes do a good job.

The audit team doesn't work for:



- your aged care home



**NDIS Quality  
and Safeguards  
Commission**

- the NDIS Commission.



## How does this affect you?



Your aged care home will have an audit.



This will happen every 18 months.



You can take part in the audit.

But you don't have to.



We explain how audits work on page 13.

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## What are your rights?



Your **rights** are rules about how you can expect other people to treat you.



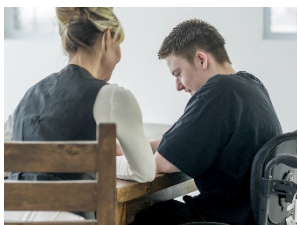
You have rights.

Your rights are important.



You have the right to:

- feel safe and respected
- get the support you need, like getting support to eat and drink.



You have the right to take part in making decisions.

This includes getting support to make these decisions.



You also have the right to speak up if something is wrong.

You can tell:

- your aged care home
- the NDIS Commission.



Your aged care home must:

- respect your rights
- follow rules to keep you safe.

An audit will check that your aged care home does this.



You can read about these rules on the NDIS website.

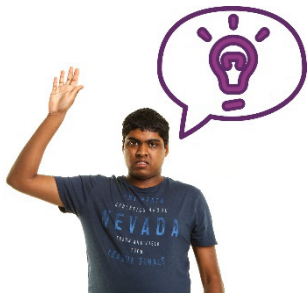
[www.ndiscommission.gov.au/about/ndis-code-conduct](http://www.ndiscommission.gov.au/about/ndis-code-conduct)



An audit will help protect your rights.

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## Why does the audit team want to talk to you?



What you have to say is important.

The audit team will listen to what you tell them.

They want to learn about your experiences with your aged care home.



It helps the audit team know if your aged care home is doing a good job.

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## How does an audit work?

### What happens before an audit?



Your aged care home must tell you when they have an audit.

And they must find out if you want to take part.



The audit team will visit your aged care home.



They might want to talk to some people with disability in your aged care home.



This includes you.



But they might not talk to everyone.



They might want to look at files,  
like personal information.



It is your choice if you want to talk to the  
audit team.



And it is your choice if you want them to look  
at your files.



And you also need to give your **consent**.

When you give your consent, you say it's okay to do something.



If you chose to take part, the audit team will keep what you say safe and private.



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## Can you have support if you take part in the audit?



You can ask someone to support you in the audit.



This person can be a family member or friend.



They can also be an **advocate**.

An advocate is a person who speaks up for people with disability.



And they can be an **interpreter**.

An interpreter is someone who helps you understand what someone is saying in the language you speak.



Your support person shouldn't work for your aged care home.

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## Where will the audit take place?

If you agree to take part in the audit, your aged care home will tell you:



- when the audit team will talk to you



- where this will happen.

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You might talk to the audit team:



- on the phone



- on video chat



- in person.

The audit should be in a place that is:



- private
- safe
- comfortable.

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## What happens in the audit?



The audit team will talk to you for about 20 minutes.



The audit team will tell you who they are.  
And they will check that you still want to talk to them.



The audit team might ask you some questions.

For example they might ask:

- Are you happy with the supports you get?
- Do you have any ideas to make the services better?



The audit team are friendly.  
And they are easy to talk to.



You can share what you think with the  
audit team.



There are no right or wrong answers.



They won't share your answers with your aged  
care home.



They will keep your information safe and private.



The audit team will also talk to other people from your aged care home.

This includes:

- other people with disability who stay there
- workers.



And they will check your aged care home's files.

This might include files about you if you give your consent.

It also includes files that explain how they do things.

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## What happens after the audit?



The audit might take a few days to finish.



After the audit, the audit team will have a meeting with your aged care home.



They will also give a report to:

- your aged care home
- the NDIS Commission.



The report will explain what the audit team learnt from everyone.



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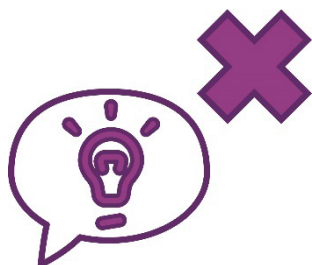
This includes what people think:



- works well now



- your aged care home can do better.



The report will not say what ideas you shared.



This will help us decide if your aged care home will be registered.

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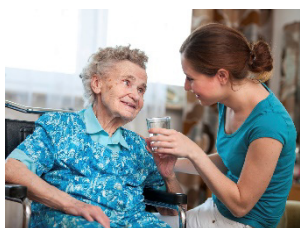
## Word list

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



### **Advocate**

An advocate is a person who speaks up for people with disability.



### **Aged care**

Aged care is where older Australians live when they can't live in their home anymore.



It's usually for people 65 years or older.

But some younger people with disability also live in aged care.

### **Audit**

We sometimes check on aged care homes to work out:



- how well they work
- what information they keep
- how people feel about the help they get.

We call this an audit.



## Consent

When you give your consent, you say it's okay to do something.



## Interpreter

An interpreter is someone who helps you understand what someone is saying in the language you speak.



## Registered

When your aged care home is registered, they:

- can give supports to people with disability who live there
- must follow our rules.



## Rights

Your rights are rules about how you can expect other people to treat you.

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## Contact us

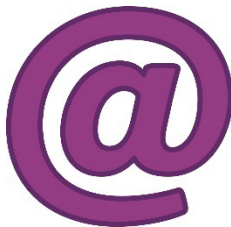


If you want more information, you can contact us.  
Or your support person can contact us.



You can call us.

**1800 035 544**



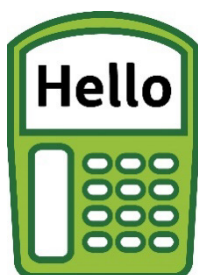
You can send us an email.

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



You can go to our website.

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



TTY

**133 677**

The National Relay Service



Speak and Listen

**1300 555 727**

SMS relay number

**0423 677 767**



If you speak a language other than English, you can call the Translating and Interpreting Service (TIS).

**131 450**



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Quote job number 4703-A.