



**NDIS Quality  
and Safeguards  
Commission**

# **NDIS Quality and Safeguards Commission**

**Our Annual Report – 2021 to 2022**

**Easy Read version**



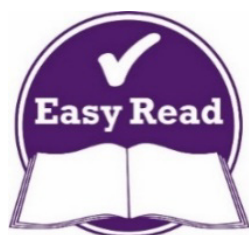
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## How to use this report



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

When you see 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**

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

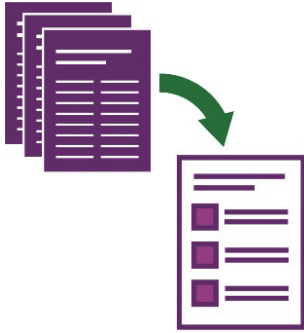
# Not bold

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 18.



This Easy Read report is a 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](http://www.ndiscommission.gov.au)



You can ask for help to read this report.

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



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## About the NDIS Commission



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



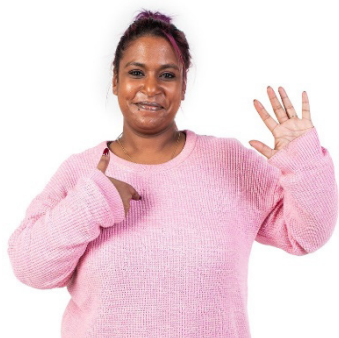
Participants are people with disability who take part in the NDIS.



We make 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** are doing a good job.

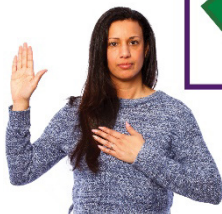
Providers support people by delivering a service.



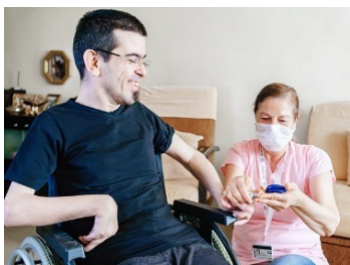
We manage a list of NDIS providers.

We call them **registered providers**.

Registered providers:

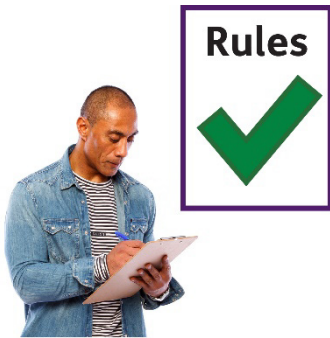


- must follow certain rules that we set



- can offer certain supports and services to participants.





We also make sure NDIS providers and workers follow the rules.

We help:



- fix problems



- make NDIS supports and services better.

We also help participants speak up for themselves if someone:



- hurts them
- treats them badly
- doesn't give them what they promised.



We also handle **complaints** about the supports and services people get from NDIS providers.



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

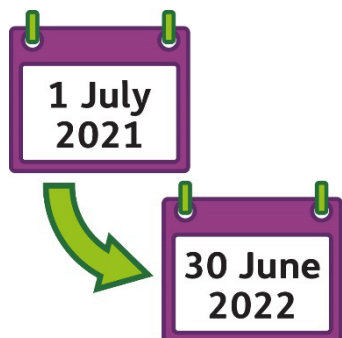
- has gone wrong
- isn't working well.



## What we did last year



Each year, we write a report about the work we've done in the past year.



This report explains what we did between:

- 1 July 2021
- and
- 30 June 2022.

## Making sure we work well



In February 2022 we started a new project to look at:

- the way we work
- how we can be a better **regulator**.



A regulator makes sure:

- everything works well
- everyone follows the rules.



We also found out about how we can improve the way providers become registered with us.

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## Protecting participants



In August 2021 we started looking into complaints about **supported accommodation**.



Supported accommodation is a type of housing for people with disability that also provides day-to-day support.

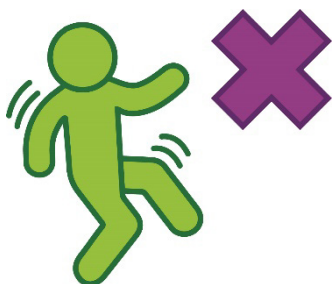


We plan to share a report about what we found in late 2022.



In 2021 we also looked at how people use **restrictive practices**.

And how they can use less of them.



Restrictive practices are actions that stop people from:

- moving
- doing what they want.

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## Online training



In 2021–22 we shared information about supporting people with disability during mealtime. This included creating online training for workers.



People with disability can have swallowing issues. This means they have a higher risk of choking when they eat.



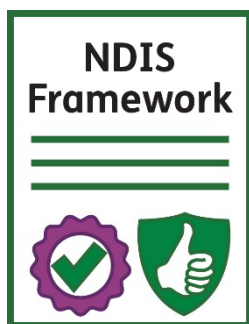
We also shared information about how to communicate clearly with people with disability. This included creating new training on our website.

It shows:



- different ways people with disability might communicate
- how workers can support people with disability to communicate.

## NDIS Workforce Capability Framework



The NDIS Workforce Capability Framework explains what we expect from the workers who support participants in their daily lives.

We call it the Framework.



The Framework can also help participants explain how they want to receive support.

We worked with participants to create it.



We shared the first part of the Framework in July 2021.



We are still working on the second part of the Framework.

But we've shared it on our website to find out what you think.



You can find the Framework on our website.

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

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## Our work in numbers

### Providers

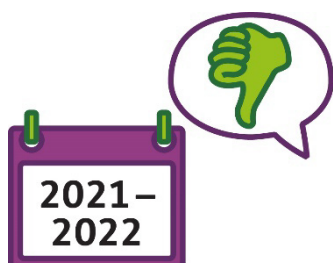


By 30 June 2022 we had **19,739** registered providers.



Providers created **13,091** **behaviour support plans** in 2021–22.

A behaviour support plan is a document with steps for improving behaviour.



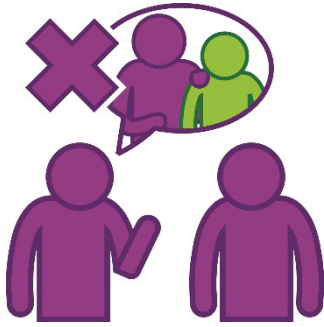
In 2021–22 we received **7,843** complaints.



This led to us looking into **2,754** providers.



We asked 143 providers to fix what they were doing.



And we told 34 providers they could not provide certain NDIS services anymore.



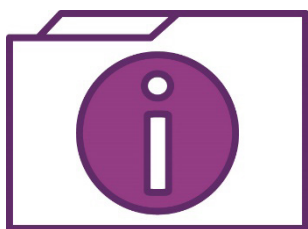
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## Information we shared

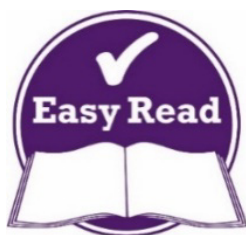


We shared **12,164** information packs with participants.

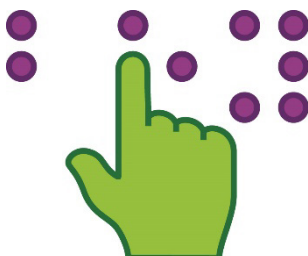
This included:



- **5,948** standard packs



- **5,788** packs in Easy Read



- **428** packs in Braille.



We also shared **2,991** information packs with providers.

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## Online training



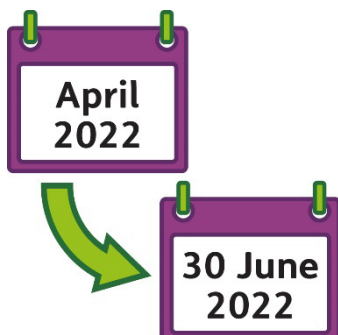
**32,424** people have finished our training about how to communicate clearly with people with disability.



This was between October 2021 and 30 June 2022.



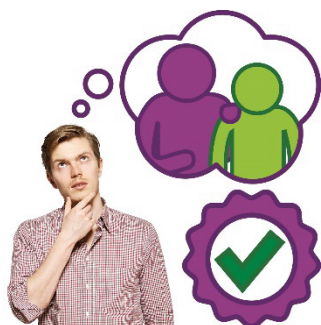
**6,633** people have finished our training about how to support people with disability during mealtimes.



This was between April 2022 and 30 June 2022.



**96%** of people who finished our training and took a survey said it was good or very good.



**97%** of people said our training helped them learn how to better support people with disability.

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## Word list

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



### **Behaviour support plan**

A behaviour support plan is a document with steps for improving behaviour.



### **Complaint**

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

- has gone wrong
- isn't working well.



### **Participant**

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



### **Providers**

Providers support people by delivering a service.



## 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:

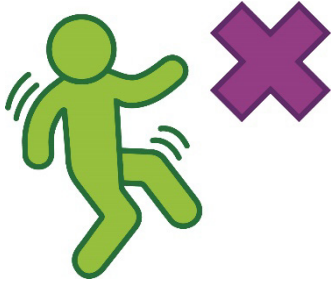
- must follow certain rules that we set
- can offer certain supports and services to participants.



## Regulator

A regulator makes sure:

- everything works well
- everyone follows the rules.



## Restrictive practices

Restrictive practices are actions that stop people from:

- moving
- doing what they want.



## Supported accommodation

Supported accommodation is a type of housing for people with disability that also provides day-to-day support.



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## Contact us



You can call us.

**1800 035 544**



You can call us from 9am to 5pm,  
Monday to Friday.



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



You can send us an email.

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



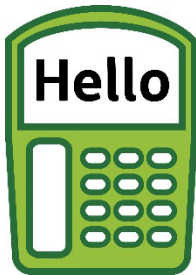
You can write to us.

NDIS Quality and Safeguards Commission  
PO Box 210  
Penrith  
NSW 2750



You can visit our website.

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



TTY

**133 677**



The National Relay Service

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