



**NDIS Quality
and Safeguards
Commission**

NDIS Quality and Safeguards Commission

Our Annual Report – 2022 to 2023

Easy Read version



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

Not bold

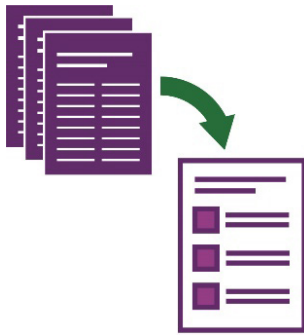
We wrote some important words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 21.



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#paragraph-id-7045



You can ask for help to read this report.

A friend, family member or support person might 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 with disability by delivering a service.



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



We manage a list of NDIS providers.

This includes **registered providers**.



Registered providers:

- are on a list we look after
- follow our 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.



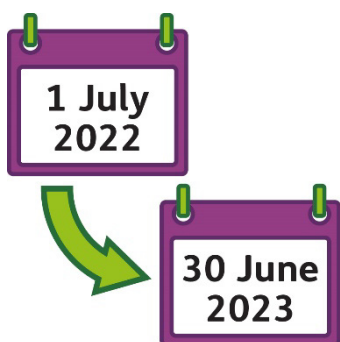
When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.

What we did last year



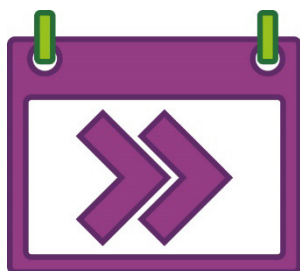
Each year, we write a report about the work we've done.



This report explains what we did between:

- 1 July 2022
- and
- 30 June 2023.

Making sure we work well



This year we delivered our Future State program.



The program looks at how we can change:

- the way we work
- what we need to focus on
- how we can be a better **regulator**.



A regulator makes sure:

- everything works well
- everyone follows the rules.



The program helped us work better.

For example, more people shared their complaints with us.



The program also helped us work quicker.

For example, we were able to look at urgent matters quicker.



We have also asked more providers to change the way they work to better support participants.

Events in the community



Our staff went to **773** events in the community.



Almost **25,000** people went to these events.

This includes:



- participants



- providers



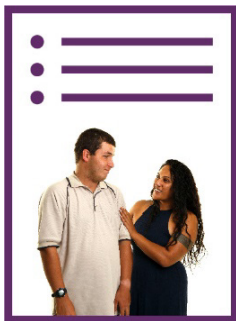
- organisations who support people with disability.



We ran **5** events in areas far away from cities and towns.



These events looked at 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.

Supporting areas far away from cities and towns



We want to improve our work as a regulator for areas far away from cities and towns.

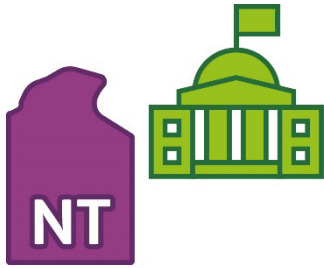


We worked with others to make workshops.

This includes:



- the Queensland government



- the Northern Territory government



- First Nations providers.



The workshops look at how we can support areas far away from cities and towns.



The workshops also look at how to deliver the right supports and services to First Nations peoples in these areas.



This includes what stops providers from delivering the right supports and services to First Nations peoples in these areas.

Protecting participants



We looked into the quality of **supported accommodation** supports.



Supported accommodation is a type of housing for people with disability who need day-to-day support.



In **January 2023** we shared a report about what we found.

Our report shared:



- problems with supported accommodation



- ways to fix problems with supported accommodation.

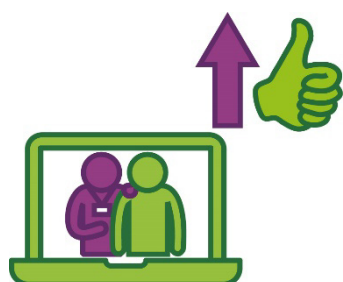


We also looked into the quality of **specialist disability accommodation (SDA)**.

SDA is housing for people with disability who need extra support most of the time.

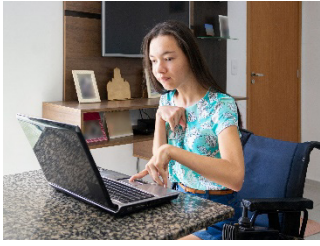


We wrote to all **1,524** SDA providers about concerns people have shared about SDA.



In **February 2023** we started looking into ways to improve **Platform Providers**.

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

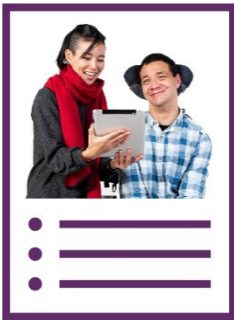


We want to better understand the experience participants have with these providers.



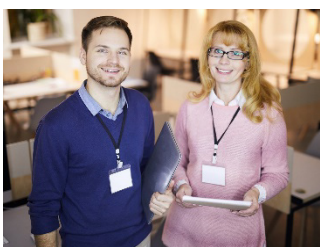
We shared a report about what we found in **September 2023**.

NDIS Workforce Capability Framework



We created the NDIS Workforce Capability Framework.

We call it the Framework.



The Framework explains what we expect from the **NDIS workforce**.



The NDIS workforce is the group of people who:

- provide services to participants
- support them in their day-to-day lives.



We worked with participants to create the Framework.



Almost **40,800** people have used the Framework website in the last year.



You can find the Framework on our website.

workforcecapability.ndiscommission.gov.au

Our work in numbers

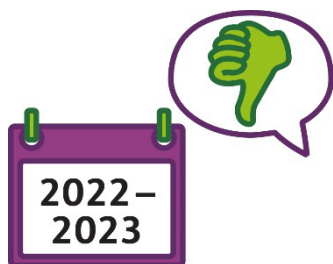
Providers



We had **16,378** registered providers by 30 June 2023.



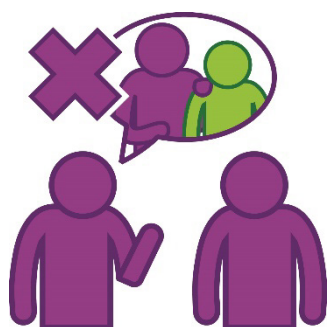
Providers created **15,967** behaviour support plans in 2022–2023.



We received **16,305** complaints in 2022–2023.



This led to us to ask **9,624** providers to change the way they work.



And we told **92** providers they could not provide certain NDIS services anymore.

Information we shared

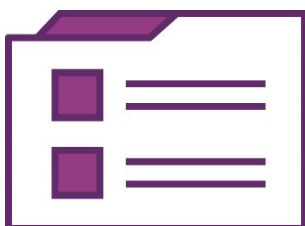


We shared **8,300** information packs with participants.

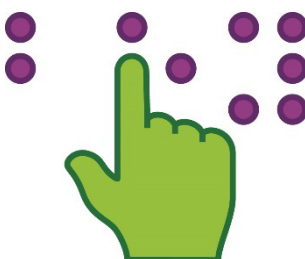
This included:



- **3,121** standard packs



- **2,705** packs in Easy Read



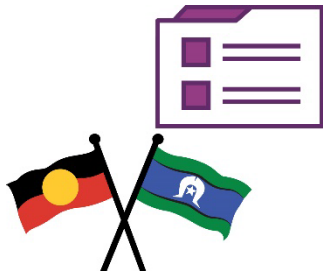
- **319** packs in Braille.



We also shared **7,415** information packs with providers.

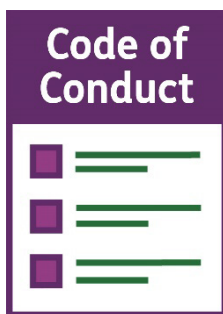


We shared **1,056** standard packs for First Nations peoples.



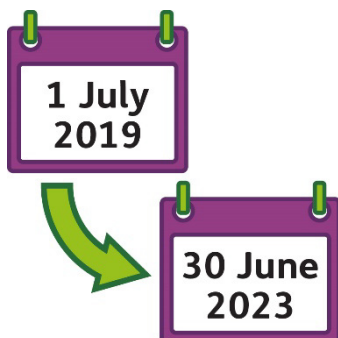
We also shared **1,099** packs in Easy Read for First Nations peoples.

Online training



868,286 people have finished our training about the NDIS **Code of Conduct**.

A Code of Conduct is a list of rules about how providers and workers should behave.



This was between 1 July 2019 and 30 June 2023.



99,088 people have finished our training about how to communicate clearly with people with disability.



This was between October 2021 and 30 June 2023.



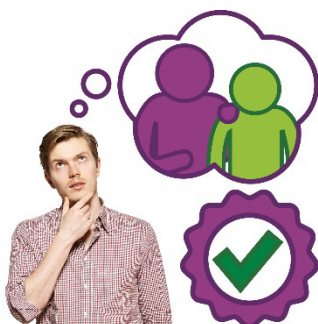
70,178 people have finished our training about how to support people with disability during mealtimes.



This was between April 2022 and 30 June 2023.



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



98% of people said our training helped them learn how to better support people with disability.

Word list

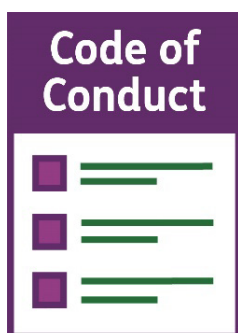
This list explains what the **bold** words in this report mean.



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.



Code of Conduct

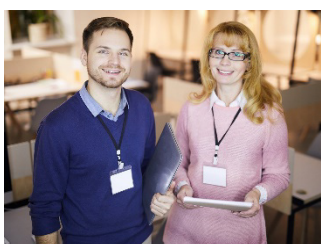
A Code of Conduct is a list of rules about how providers and workers should behave.



Complaint

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

- has gone wrong
- isn't working well.



NDIS workforce

The NDIS workforce is the group of people who:

- provide services to participants
- support them in their day-to-day lives.



Participants

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



Platform Providers

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



Provider

Providers support people with disability 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:

- are on a list we look after
- follow our rules.



Regulator

A regulator makes sure:

- everything works well
- everyone follows the rules.



Specialist disability accommodation (SDA)

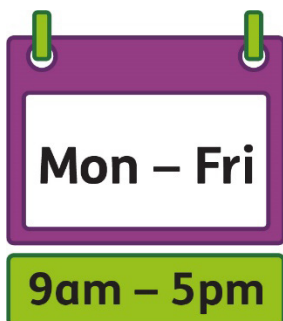
SDA is housing for people with disability who need extra support most of the time.



Supported accommodation

Supported accommodation is a type of housing for people with disability who need day-to-day support.

Contact us



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 call us.

1800 035 544



You can send us an email.

contactcentre@ndiscommission.gov.au



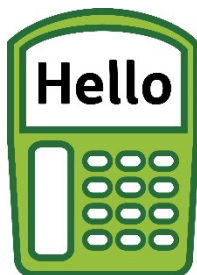
You can write to us.

NDIS Quality and Safeguards Commission
PO Box 210
Penrith
NSW 2750



You can go to our website.

www.ndiscommission.gov.au



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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